

Online Certificates External User Procedure

This document provides step by step instructions on how to access and lodge online certificate applications

Online Certificates allows for applicants to lodge electronic applications for Section 10.7(2) and Section 10.7(2 & 5) plus urgent Planning Certificates and 603 standard and urgent Certificates.

For assistance with lodging a certificate using the online Certificates program please contact Customer Service on 02 6578 7290

Detailed below is a step by step process for applying for certificates using Council's Online Certificates system.

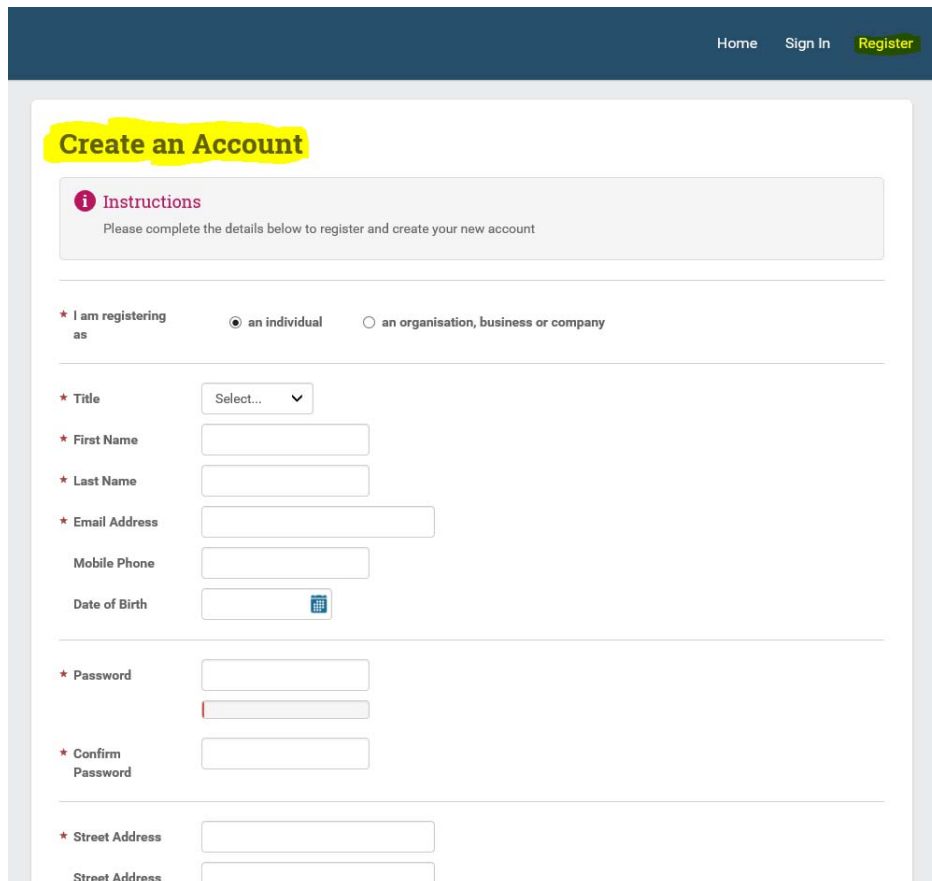
1. Open the link below:

<https://community.singleton.nsw.gov.au/eservice/start.do>

Please ensure that you save this link to your favourites.

2. Sign In

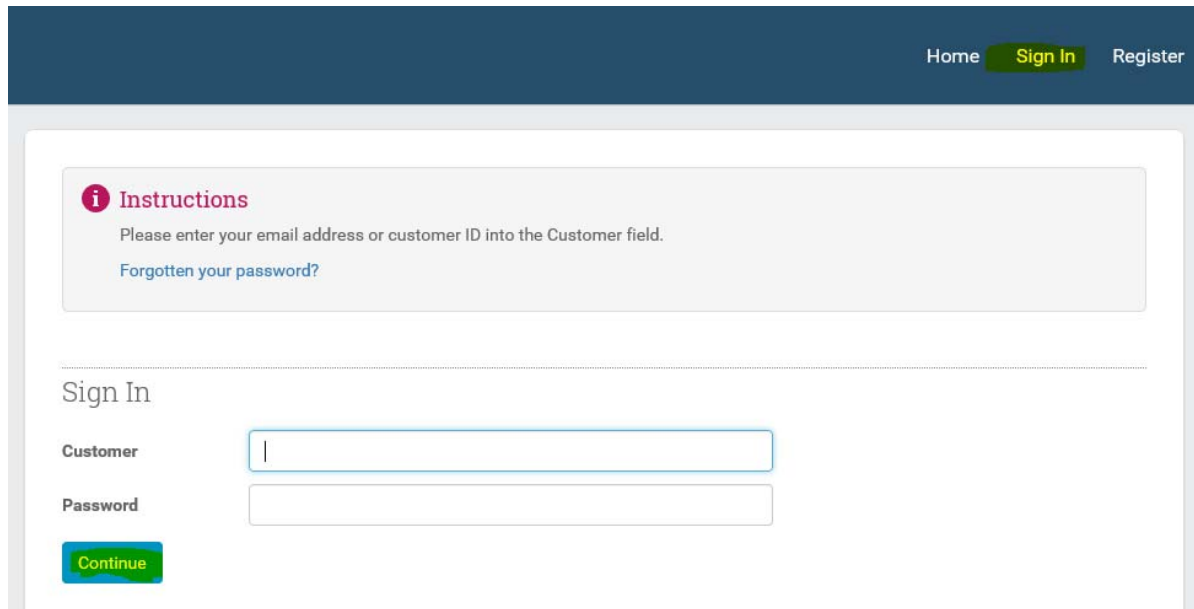
When you have the front page of Council's website available you will need to create a log in to access the online services, using the **Register** button.



The screenshot shows the 'Create an Account' registration form. At the top right, there are navigation links for 'Home', 'Sign In', and 'Register'. The main heading 'Create an Account' is highlighted in yellow. Below the heading is an 'Instructions' box with an information icon and the text: 'Please complete the details below to register and create your new account'. The form includes a radio button selection for 'I am registering as' with options 'an individual' (selected) and 'an organisation, business or company'. The registration fields are: Title (dropdown menu), First Name, Last Name, Email Address, Mobile Phone, Date of Birth (with a calendar icon), Password (with a confirmation field), Confirm Password, and Street Address (with a second field for the same information).

You will be sent an email from Council to verify the new account. Click on the link in the email and it will return you to Council's website and you can now **Sign In**.

- Click on the sign in button and enter the log-in and password details you entered when creating your account. Click continue.



Home **Sign In** Register

i Instructions
Please enter your email address or customer ID into the Customer field.
[Forgotten your password?](#)

Sign In

Customer

Password

Continue

There will be a variety of functions you can utilise, go to Online Certificates.



- Click on Online Certificate

3. Enter property Details

Select the Title Type relevant to the property you are searching, this allows for variations such as section numbers etc.

Property Search

Location > Certificate > Delivery > Payment > Receipt

Instructions

Search for the Properties and/or Assessments against which you would like to request a Certificate. Search by one of the search options only:

- On selection of the appropriate Properties and/or Assessments you will select the Certificate Type/s required.
- Multiple Certificates can be requested at once.
- Rating Certificates apply to Assessments and Property Certificates apply to Properties.
- On successful payment for Certificates, a request confirmation form will be presented. Print the confirmation as your record of the transaction.

Properties selected so far

No results found

Search by title

Title Type

Lot

Dep Plan

Note: You can search via the street address, but please check the legal title Lot and DP before proceeding with the property selection, should you select an incorrect property no replacement certificate will be issued by Council without further payment.

4. Select relevant property by placing a tick in the box and continue

Check that the property details are correct, please ensure that both the LOT/SEC/DP and the street address are accurate, then click Continue.

You can **accept and search again**, this allows for another property to be added if you are applying for more than one property.

Note: **Clear and search again** (removes property details so another search can be carried out)

Location > Certificate > Delivery > Payment > Receipt

i Instructions
Select Properties for which a Certificate is required.

Property and Assessment Search Results

Properties

Lot: 413 DP: 828819 25 Madden Parade SINGLETON HEIGHTS NSW 2330

[Continue](#) [Accept and search again](#) [Clear and search again](#)

Location > Certificate > Delivery > f

i Instructions
Select Properties for which a Certificate is required.

Property and Assessment Search Results

Properties

Lot: 12 DP: 1137569 Old North Road BELFORD NSW 2335

[Continue](#) [Accept and search again](#) [Clear and search again](#)

5. Select the type of certificate/s and continue

Select the desired certificate type.

You can select multiple certificate types at a time. This is useful if you wish to apply for a variety of certificates on the same property or if you are applying for multiple certificates on a variety of properties.

Certificate Types Selection

Planning Certificate : 10.7 Planning Certificate Part 2

Planning Certificate : 10.7 Planning Certificates 2 and 5

Planning Certificate : Urgent - 10.7 Planning Certificate - Parts 2 and 5

Planning Certificate : Urgent - 10.7 Planning Certificate - Part 2

Rating Certificates : 603 Certificate

Rating Certificates : 603 Certificate - Special Water Reading

Rating Certificates : Urgent - 603 Certificate

Certificates will be requested for these properties

Properties

Lot: 12 DP: 1137569 Old North Road BELFORD NSW 2335

Lot: 413 DP: 828819 25 Madden Parade SINGLETON HEIGHTS NSW 2330

[Continue](#)

Please note that if you select an incorrect certificate type no replacement certificate will be issued by Council without further payment.

6. Confirm the details of the certificate/s and property/s requested

Confirm you have ordered the right certificate on the correct property.

Confirm Requested Certificates

Location ✓ Certificate > Delivery > Payment > Receipt

i **Instructions**
Use the checkboxes to confirm the Certificates you wish to order.

Confirm Requested Certificates

Property Certificates

<input type="checkbox"/> Lot: 12 DP: 1137569 Old North Road BELFORD NSW 2335	Planning Certificate : 10.7 Planning Certificate Part 2
<input checked="" type="checkbox"/> Lot: 413 DP: 828819 25 Madden Parade SINGLETON HEIGHTS NSW 2330	Planning Certificate : 10.7 Planning Certificate Part 2

Rates Certificates

<input checked="" type="checkbox"/> Assessment: 159170 Lot: 12 DP: 1137569, Lot: 13 DP: 1137569 Old North Road BELFORD NSW 2335	Rating Certificates : 603 Certificate
<input type="checkbox"/> Assessment: 91314 Lot: 413 DP: 828819 25 Madden Parade SINGLETON HEIGHTS NSW 2330	Rating Certificates : 603 Certificate

Continue Change Certificate type

When applying for multiple certificates for a variety of properties all the certificates will be applied to every parcel of land. You will need to **untick the certificates not required** for each individual property. See example above - the property certificate was chosen for Property Lot 413 DP 828819 and the rates certificate was chosen for Property Lot 12 DP 1137569.

If you have discovered that you have chosen the incorrect certificate type you can go back and change it by clicking on the **Change Certificate type** button.

7. Delivery Method

At this stage you do not have to enter all your details as you have a registered login.

Please ensure that the **Default Delivery Details** are correct. If you require the certificate to be returned to a different email address update the delivery details for the individual certificate (**Delivery details for this Certificate**) or if you want all certificates sent to a different email address use the **Delivery Details for All Certificates** section.

- Select the delivery option, update the reference number with your internal reference and click on continue.

Note: If you have chosen multiple properties/certificates and require them to be sent to different places, each property/certificate will display within its own section so you can enter individual references and alternate email addresses for each one (should this be required). If they are all to be returned to the one email address and have the same reference then enter the reference to the first section and continue.

Delivery Details for all Certificates

Name

Address

Post Code

Email

Phone

Fax

Delivery By (all) Post Email Counter Pickup

Your Reference x

[Continue](#)

NOTE: Each certificate you have ordered is listed here. You can record a delivery option and address for each one. Those without an individual address will use the details above by default.

Planning Certificate : 10.7 Planning Certificate Part 2 Lot: 413 DP: 828819 25 Madden Parade SINGLETON HEIGHTS NSW 2330

Delivery Details for this Certificate

Name

Address

Post Code

Email

Phone

Fax

Deliver By / Fee Post \$53.00 Email \$53.00 Counter Pickup \$53.00

Your Reference

Rating Certificates : 603 Certificate Lot: 12 DP: 1137569, Lot: 13 DP: 1137569 Old North Road BELFORD NSW 2335

Delivery Details for this Certificate

Name

Address

Post Code

Email

Phone

Fax

Deliver By / Fee Post \$80.00 Email \$80.00 Counter Pickup \$80.00

Your Reference

[Continue](#)

8. Payment details

Firstly, double check the payment information checking that the property details are correct **and** that the type of certificate requested is correct. For multiples, they will all be listed with the cost of each certificate against each property. Scroll to the top of this section and:

- Select the payment details (MasterCard or Visa),
- Click the Pay Now button,
- A separate screen will appear for you to securely enter your credit card details and then submit.
- A Tax Invoice/Receipt will be generated including details of the requested certificate/s, property details, delivery information, and reference number (for your records)

"Pay Now" Credit Card Payments

(Next step: Confirm total payment amount & enter credit card details)

Payment Information

Property Certificates

Planning Certificate : 10.7 Planning Certificate Part 2 (\$53.00)

Lot: 413 DP: 828819
25 Madden Parade SINGLETON HEIGHTS NSW 2330

Rates Certificates

Rating Certificates : 603 Certificate (\$80.00)

Lot: 12 DP: 1137569, Lot: 13 DP: 1137569
Old North Road BELFORD NSW 2335

Total: \$133.00

Certificates Payment

Location ✓ Certificate ✓ Delivery ✓ Payment >

i Instructions

Complete payment details to finalise certificate request(s).

Payment Methods

MasterCard 

Visa 

Payment Amount

Amount \$133.00

[Pay Now](#)

9. Sign Out at the end of your session.

