

ONLINE SERVICES REGISTRATION – How to Guide

External User Procedure

Procedure | Customer Service

Detailed below is a step by step process for:

- *How to register with Councils online services*
- *How to submit a Meeting Room Hire Request*

Open the link below:

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

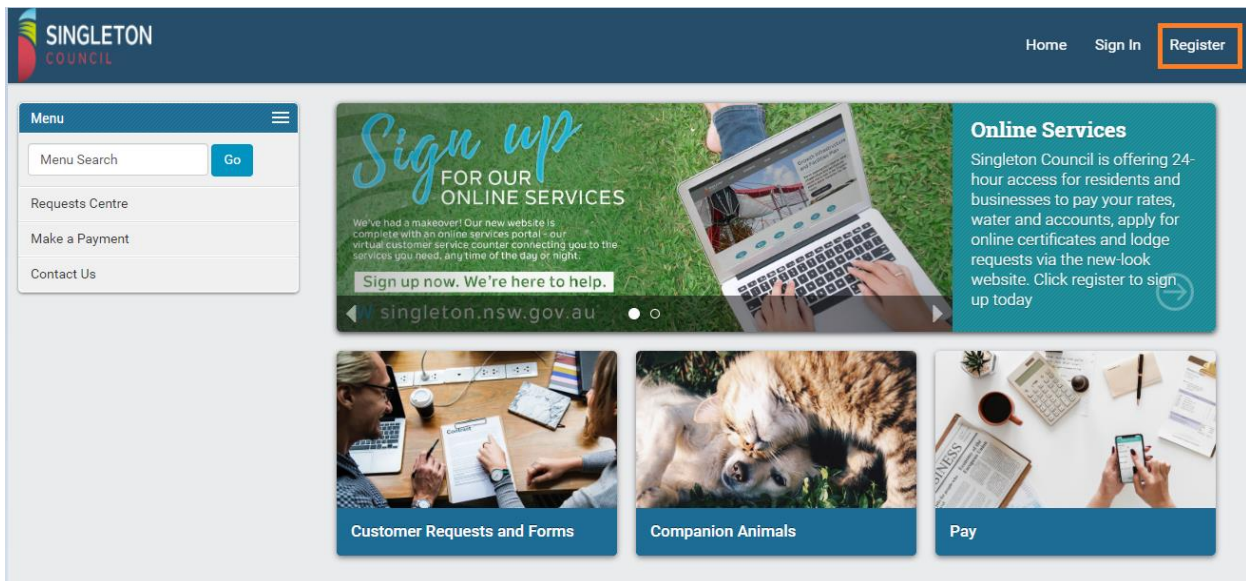
This link will take you to the front page of Council's online services (as per picture below)

Tip: Save this link to your favourites

Register with Council Online Services:

For first time users you will need to register.

Select 'Register' in the right hand corner at top of the screen – as circled below.



The screenshot shows the Singleton Council website interface. At the top right, the navigation menu includes 'Home', 'Sign In', and 'Register', with 'Register' circled in orange. On the left, there is a 'Menu' section with a search bar and links for 'Requests Centre', 'Make a Payment', and 'Contact Us'. The main content area features a large banner for 'Sign up FOR OUR ONLINE SERVICES' with a 'Sign up now. We're here to help.' button. To the right of the banner is a 'Online Services' section with a right-pointing arrow. Below the banner are three tiles: 'Customer Requests and Forms', 'Companion Animals', and 'Pay'.

Complete the registration form as per below:

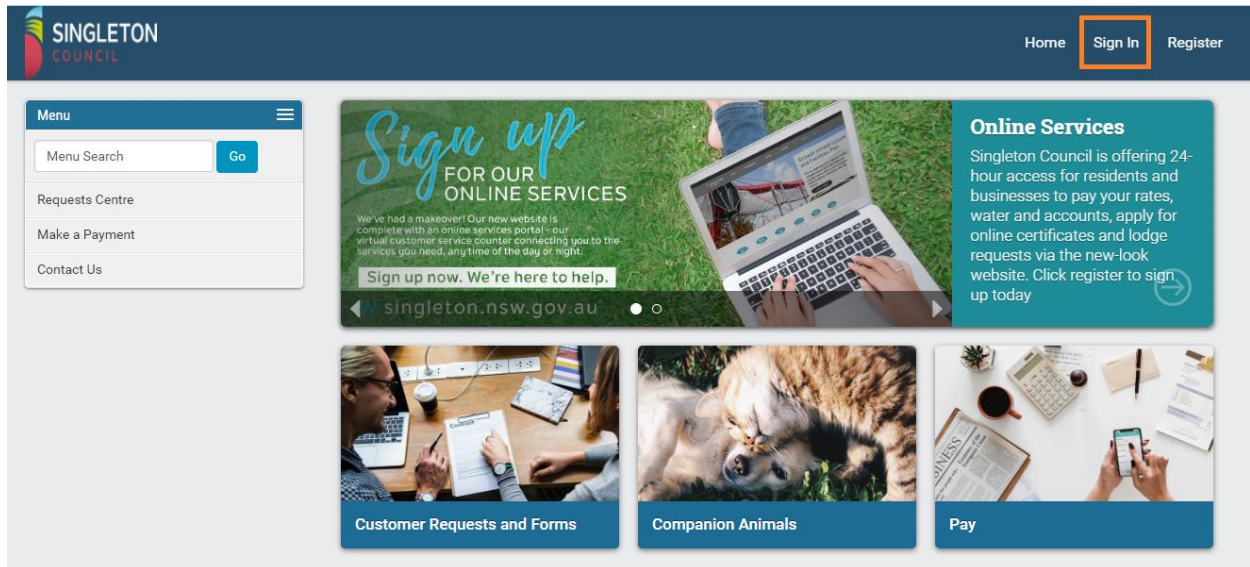
The screenshot shows the 'Create an Account' page on the Singleton Council website. The page has a dark blue header with the council logo and navigation links for Home, Sign In, and Register. A left sidebar contains a menu with a search bar and links for Make Payment and Contact Us. The main content area is titled 'Create an Account' and includes an 'Instructions' box. The registration form consists of several sections: 1. 'I am registering as' with radio buttons for 'an individual' (selected) and 'an organisation, business or company'. 2. Personal details including Title (dropdown), First Name, Last Name, Email Address, Mobile Phone, and Date of Birth. 3. Password fields for Password and Confirm Password. 4. Address fields for Street Address (two lines), State, and Postcode. 5. 'OTHER CONTACTS' section with explanatory text and a '+ Add' button. 6. 'CAPTCHA' section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. 7. 'TERMS & CONDITIONS' section with a checkbox for agreement. At the bottom are 'Submit' and 'Reset' buttons.

Note: After you hit 'Submit' an email will be sent to your nominated Email address to validate your registration. Click on the link in the email and it will return you to Council's online services where you can now **Sign In**.

If you are registering to submit a form on behalf of a company please ensure you register the account as the company's entity name.

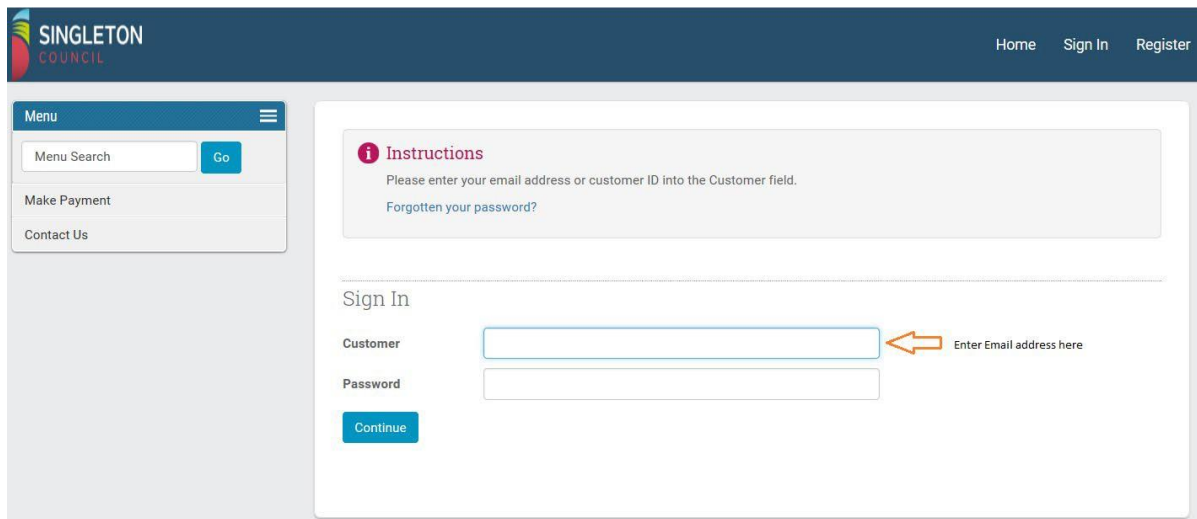


Sign in to Council Online Services:



Select 'Sign In' in the right hand corner at top of the screen – as circled below.

Note: Your 'Customer' sign in is your email address you used to 'Register'

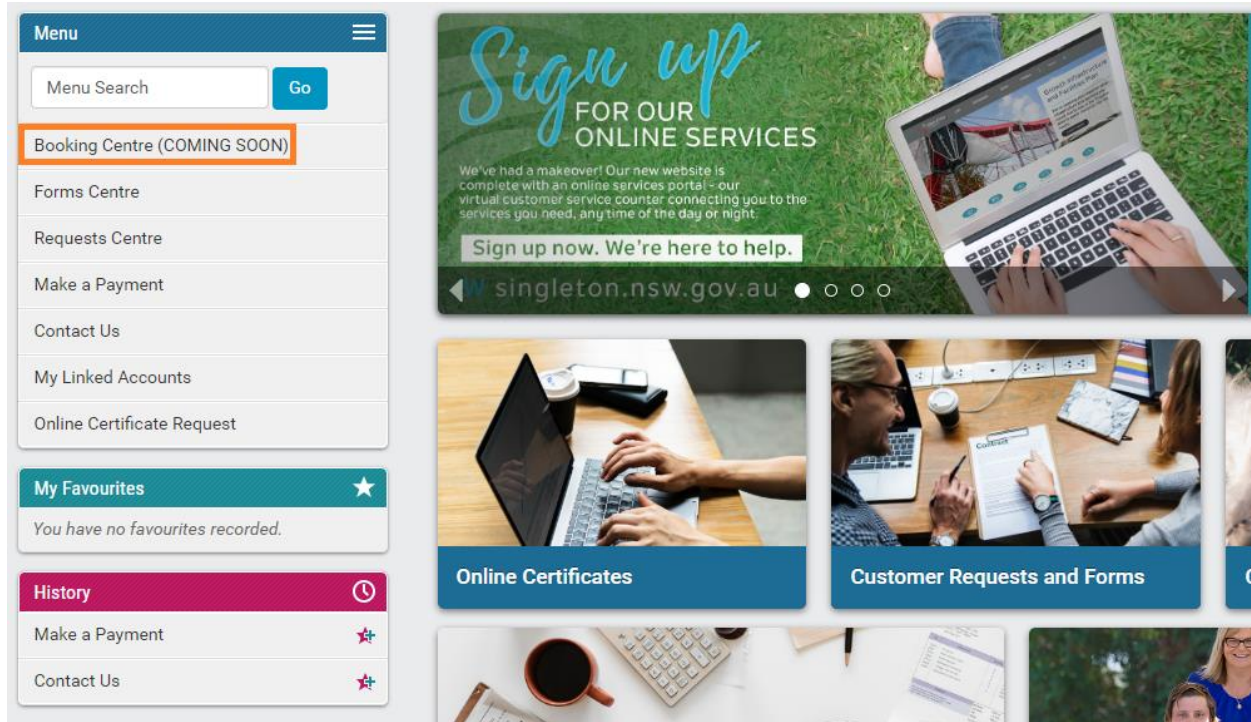


Once signed in, you will now have access to a variety of Council Online Services.



Submitting a Meeting Hire Request

To submit a request to hire a Council meeting room online please select Booking Centre on the left hand side of the page



Then select Meeting Room Hire Form

Complete the online form and fill in all areas that are applicable to the application. You can upload any supporting documentation at the bottom of the form (shown below)

Upload an attachment from your computer to link to this call.

0 Attachments Selected

For further assistance, please contact our Customer Service team on 02 6578 7290.

