

ONLINE SERVICES PORTAL

HOW TO TRACK A REQUEST

STEP 1

Navigate to council's website at www.centralhighlands.qld.gov.au

STEP 2

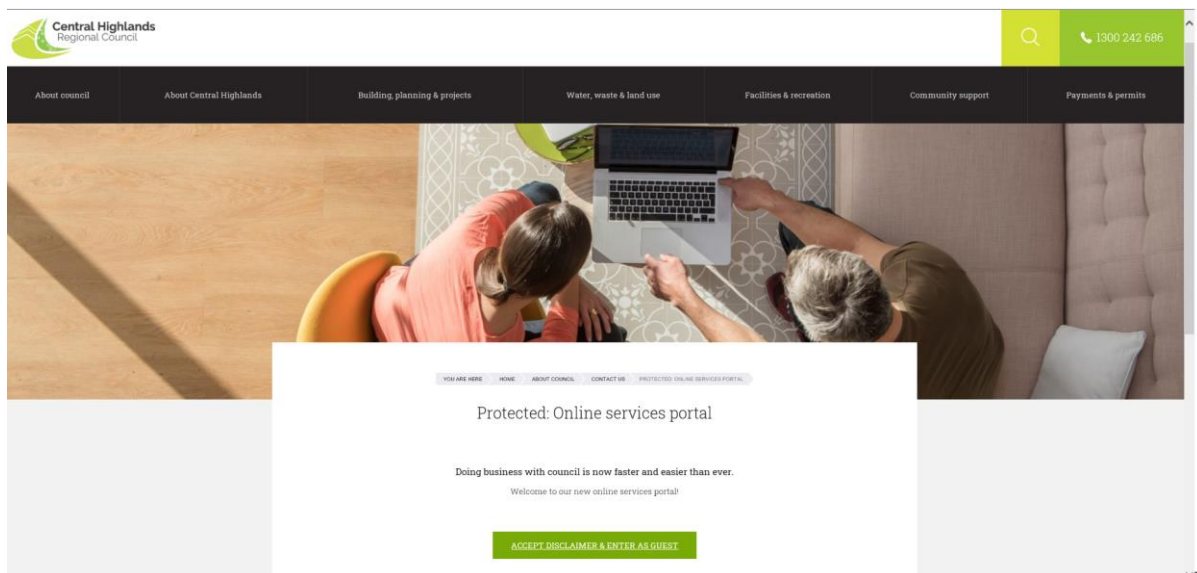
On the home page, click the 'Online services' button in the top right corner, located next to council's phone number.

STEP 3

You will be redirected to our 'Online Services Portal' page. A disclaimer will pop on the screen. Please read this carefully and then hit the 'X' button located in the bottom right corner.

On this page you can find out more about the portal's functions, how to navigate the portal and the development application tracking tool.

To enter the portal click on the green button titled 'Accept disclaimer & enter as guest'.



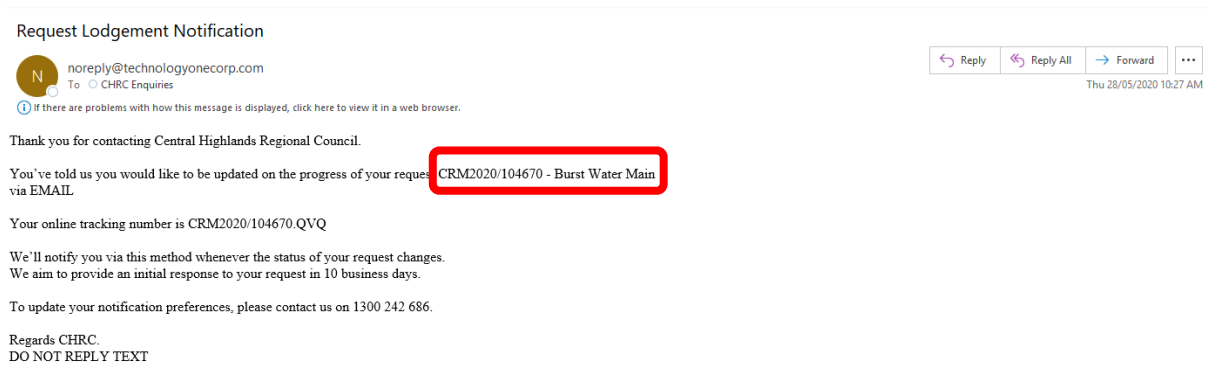
STEP 4

In the portal click on 'Track request'.



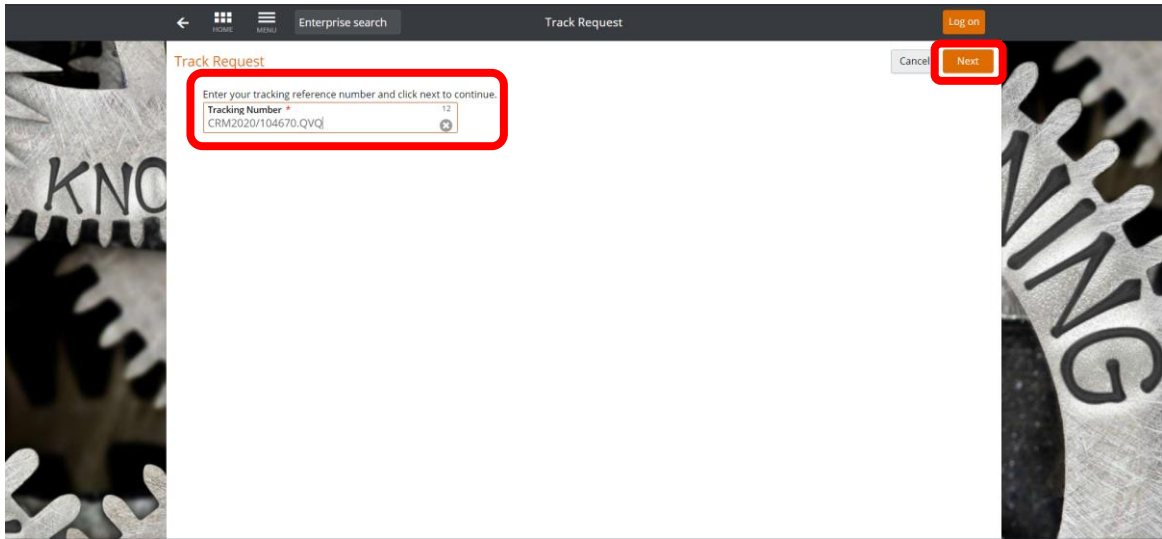
STEP 5

Open the email you should have received from Technology One with your request tracking number (or CRM number) attached.



STEP 6

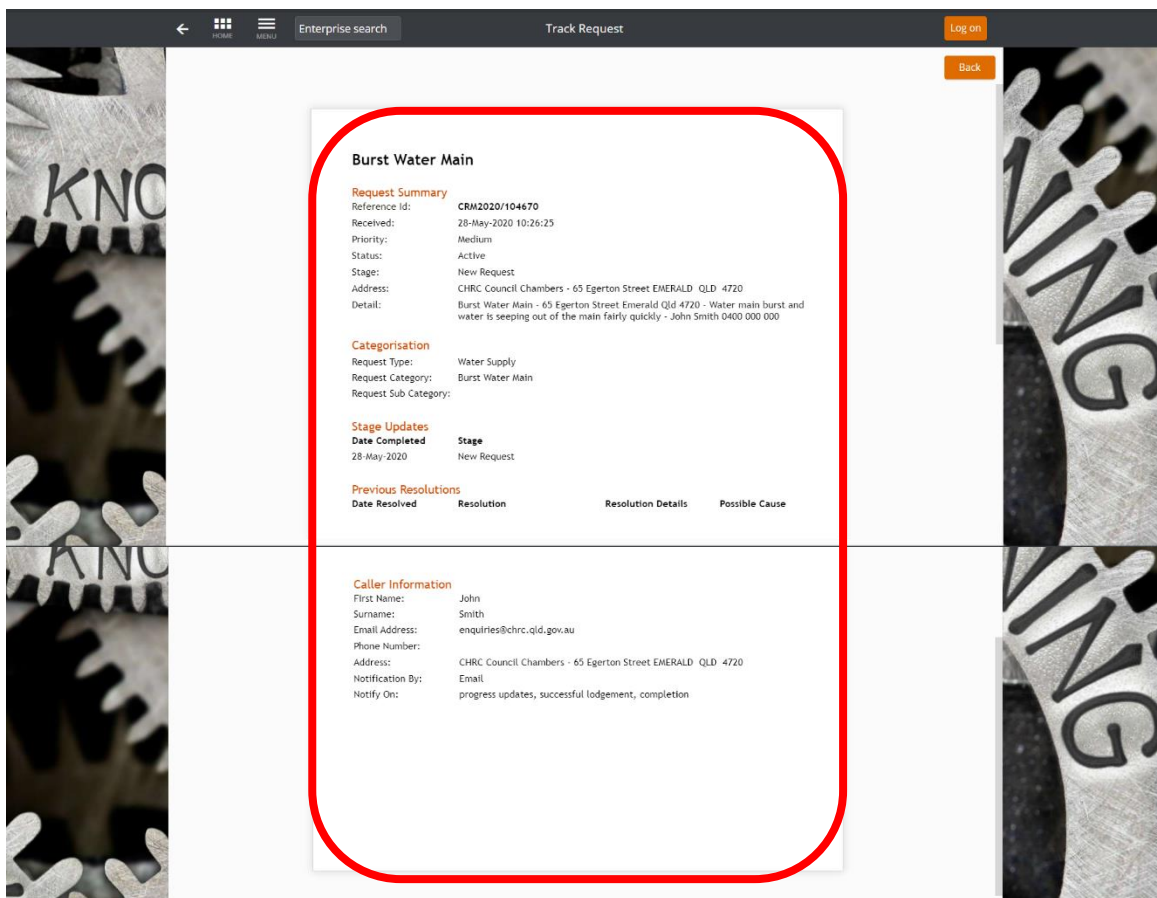
Type in the request number exactly as it appears in the email and click 'Next' in the top right.



The screenshot shows the 'Track Request' interface. At the top, there is a navigation bar with 'Enterprise search', 'Track Request', and a 'Log on' button. Below the navigation bar, the title 'Track Request' is displayed. A red box highlights the input field for the tracking number, which contains the text 'CRM2020/104670.QVC'. To the right of the input field, there is a 'Next' button, also highlighted with a red box. The background of the page features a gear-like pattern with the letters 'KNO' and 'NG' visible.

STEP 7

You are now able to see your request details as well as updates on what stage it is at.



The screenshot shows the 'Track Request' details page for a request titled 'Burst Water Main'. The page is framed by a gear-like pattern with the letters 'KNO' and 'NG' visible. The details are organized into several sections:

- Request Summary**
 - Reference Id: CRM2020/104670
 - Received: 28-May-2020 10:26:25
 - Priority: Medium
 - Status: Active
 - Stage: New Request
 - Address: CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4720
 - Detail: Burst Water Main - 65 Egerton Street Emerald Qld 4720 - Water main burst and water is seeping out of the main fairly quickly - John Smith 0400 000 000
- Categorisation**
 - Request Type: Water Supply
 - Request Category: Burst Water Main
 - Request Sub Category:
- Stage Updates**

Date Completed	Stage
28-May-2020	New Request
- Previous Resolutions**

Date Resolved	Resolution	Resolution Details	Possible Cause
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- Caller Information**
 - First Name: John
 - Surname: Smith
 - Email Address: enquiries@chrc.qld.gov.au
 - Phone Number:
 - Address: CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4720
 - Notification By: Email
 - Notify On: progress updates, successful lodgement, completion