

ONLINE SERVICES PORTAL

HOW TO LODGE A REQUEST

Through the 'Online services' button

STEP 1

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

STEP 2

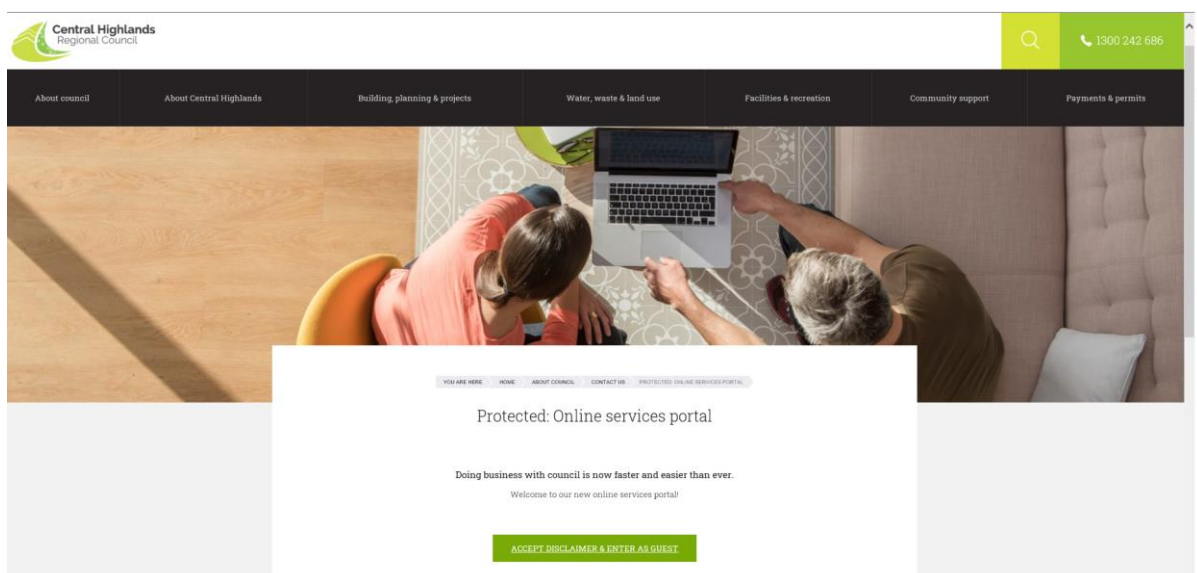
On the home page, click the 'Online services' button in the top right corner, located next to council's phone number.

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'.



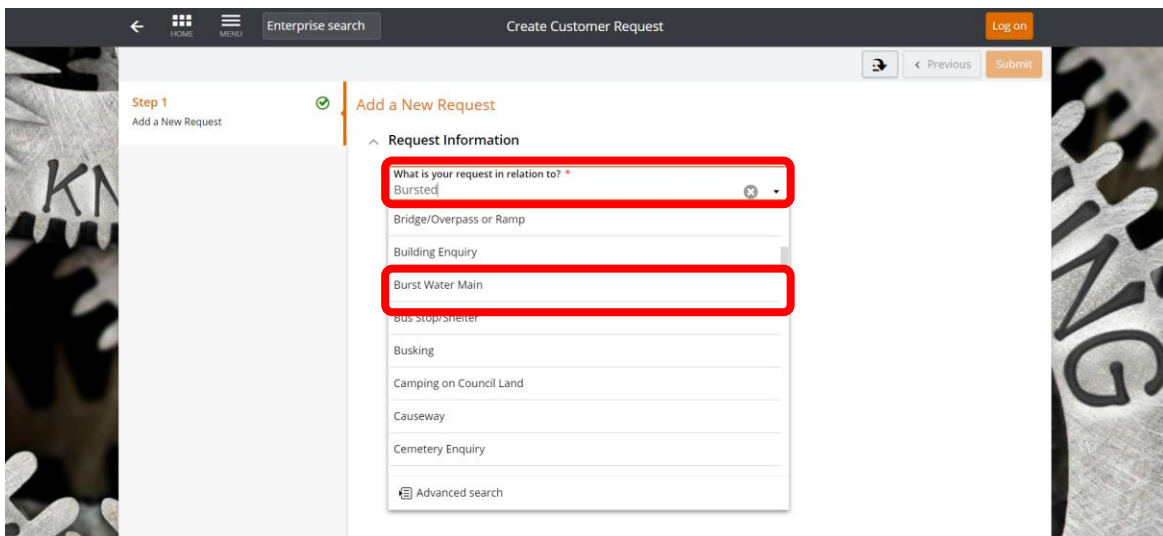
STEP 4

This will open the portal in a new tab. You will see four icons. Click on 'Create customer request'.



STEP 5

Under 'Request information' there will be a box asking what your request is in relation to. Start typing a key word related to your request (for example dog or road). Otherwise you may use the drop-down arrow to scroll through all the categories and find the best suited one.



STEP 6

Depending on the request type, you may be prompted to provide more details. Please fill in all required areas.

Enterprise search Create Customer Request Log on

Step 1 Add a New Request

Add a New Request

Request Information

What is your request in relation to? *
Burst Water Main

Request Details

Request Source *
Public Web Request

Details *
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

STEP 7

Start typing your address under 'Location search'. Select the corresponding address from the options.

Enterprise search Create Customer Request Log on

Step 1 Add a New Request

Add a New Request

Details *
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

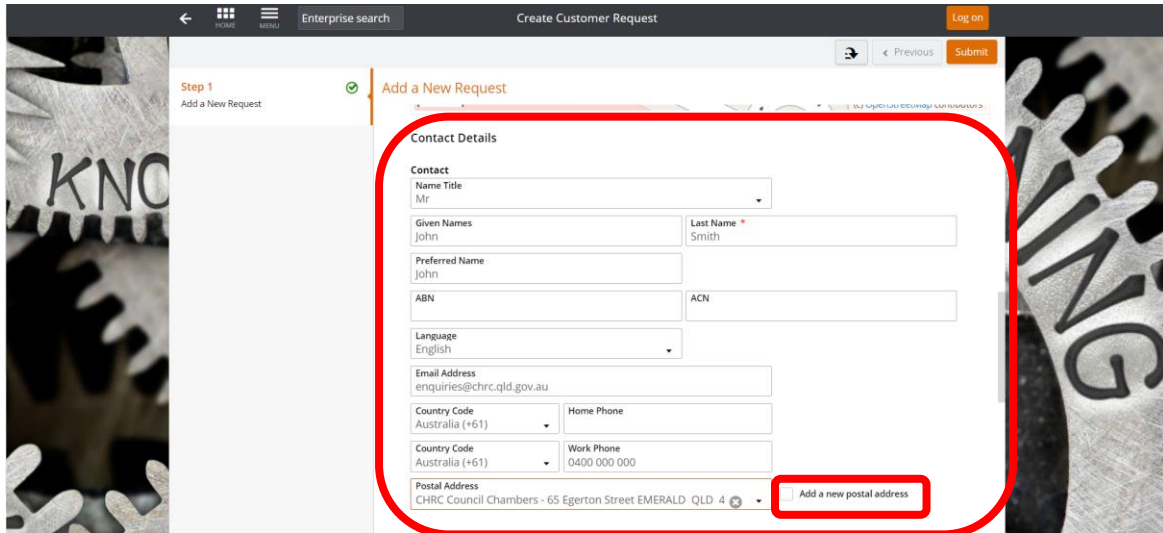
Location Details

Location Search *
65 egd

Description
CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4720

STEP 8

Fill in your contact details, including a mobile number or email address. If you wish to add a new postal address, simply click on 'Add new postal address' on the right-hand side.



The screenshot shows the 'Add a New Request' form with the 'Contact Details' section highlighted by a red rounded rectangle. The form includes the following fields:

- Name Title: Mr
- Given Names: John
- Last Name: Smith
- Preferred Name: John
- ABN: [empty]
- ACN: [empty]
- Language: English
- Email Address: enquiries@chrc.qld.gov.au
- Country Code: Australia (+61)
- Home Phone: [empty]
- Country Code: Australia (+61)
- Work Phone: 0400 000 000
- Postal Address: CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4 [empty]
- Buttons: Add a new postal address

STEP 9

If you wish to receive updates on this request, select the checkboxes below. You can also choose how you would like to be notified of these updates.



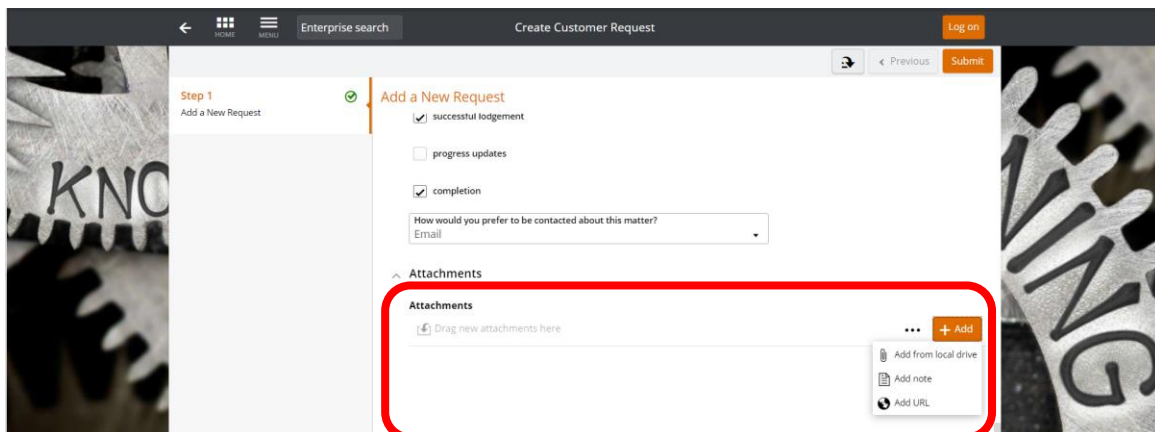
The screenshot shows the notification preferences section with a red rounded rectangle highlighting the 'Notify me on:' section and a dropdown menu. The 'Notify me on:' section includes:

- successful lodgement
- progress updates
- completion

Below this is a dropdown menu labeled 'How would you prefer to be contacted about this matter?' with 'Email' selected.

STEP 10

If you wish, you can add attachments e.g. pictures. To do so simply click the 'Add' button under the attachments section or drag and drop.



The screenshot shows the 'Attachments' section with a red rounded rectangle highlighting the area. It includes:

- Attachments section header
- Text: Drag new attachments here
- Buttons: Add, Add from local drive, Add note, Add URL

STEP 11

Double check all the information you have entered is correct, then hit 'Submit'. Your request tracking number will display on the screen. This request number will also be sent to the email address that you have provided.

Enterprise search Create Customer Request Log on

HOME MENU

Step 1 Add a New Request

Add a New Request

- successful lodgement
- progress updates
- completion

How would you prefer to be contacted about this matter?
Email

Attachments

Attachments

Drag new attachments here + Add

Submit

Enterprise search Create Customer Request Log on

HOME MENU

Request Successfully Lodged

Tracking Number: CRM2020/104670.QVQ
Date Received: 28/05/2020 10:26:25 AM

Done