

ONLINE SERVICES PORTAL

HOW TO LODGE A REQUEST

Lodging a request through the 'I want to' section

STEP 1

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

STEP 2

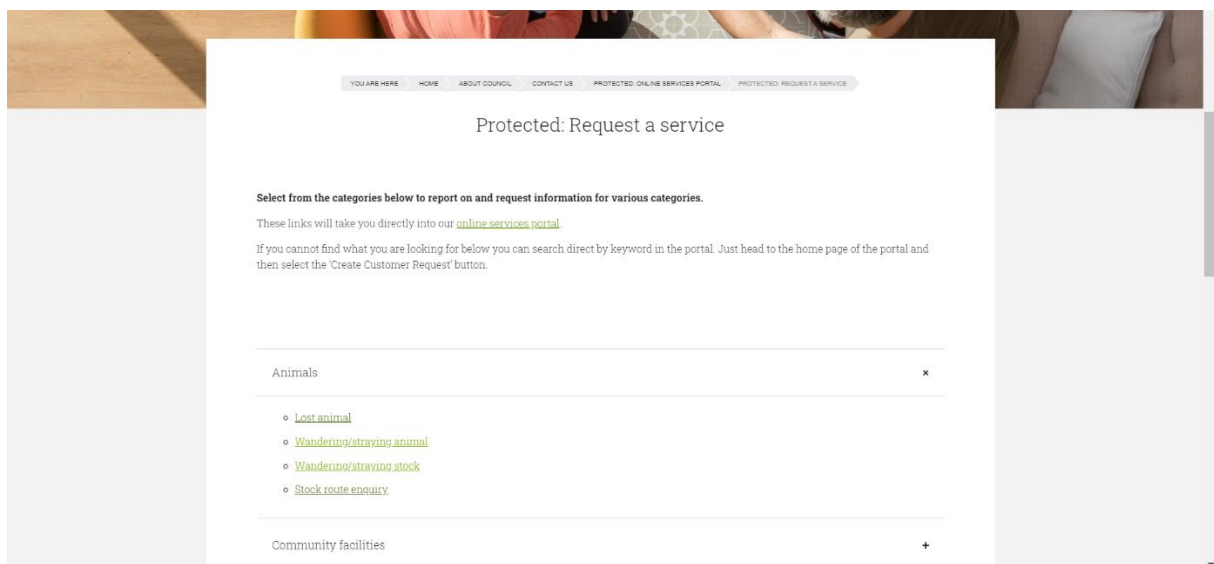
On the home page, you will see the heading 'I want to'. Under this select the 'Lodge a request' button.

STEP 3

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

On this page you will find a number of request categories, such as Animals. Click on a heading to expand a category.

To enter the portal, click on the relevant request link such as 'Lost animal'.



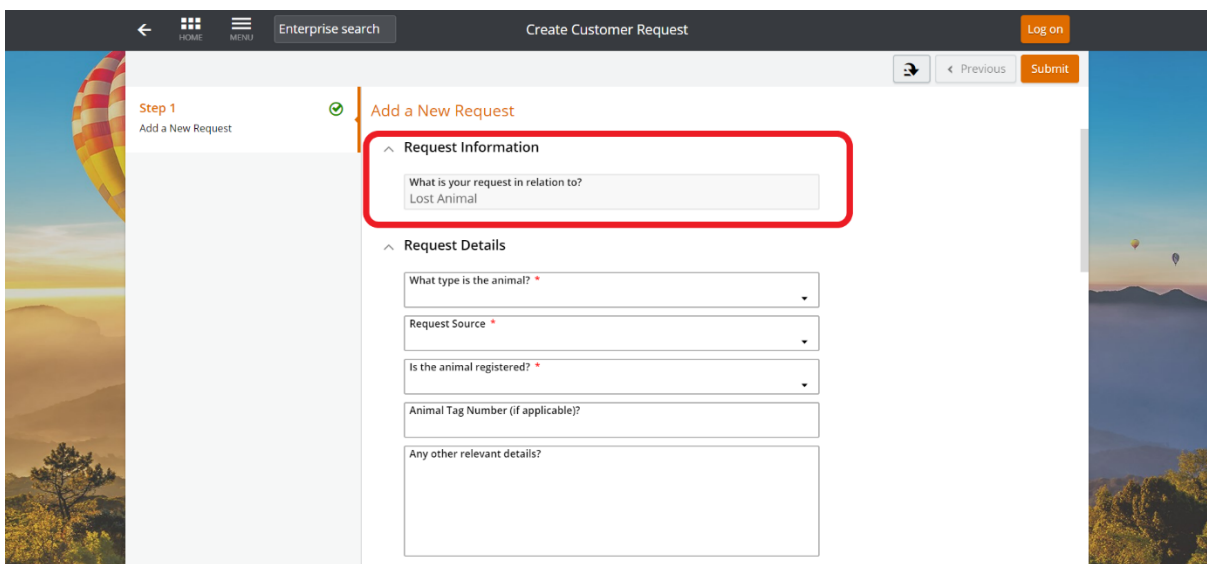
STEP 4

The portal will open in a new tab in your browser. You will see that it takes you straight to the 'Create customer request' page.

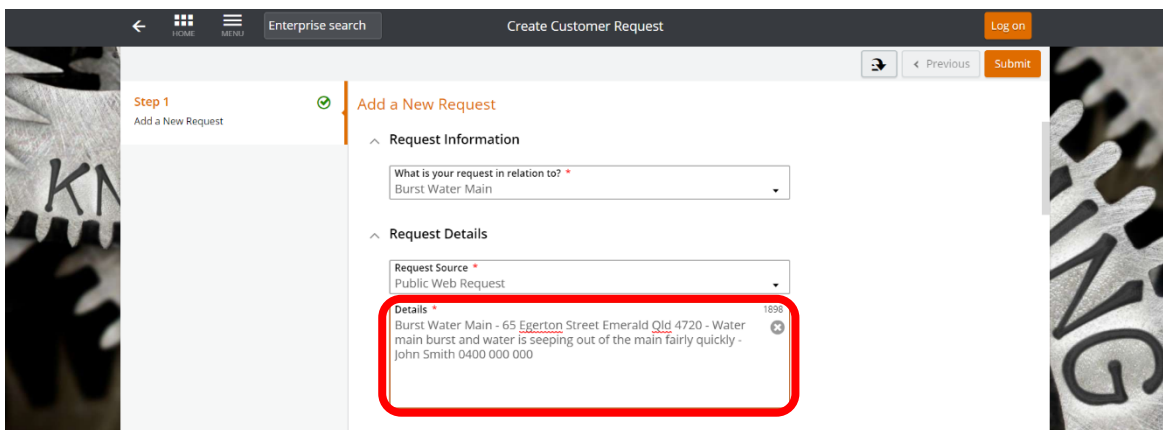
STEP 5

Under 'Request information' there will be a box asking what your request is in relation to. Note this will be pre-filled with the request type you previously selected.

If there are other details to be entered, please fill in all required areas and provide as much information as possible.



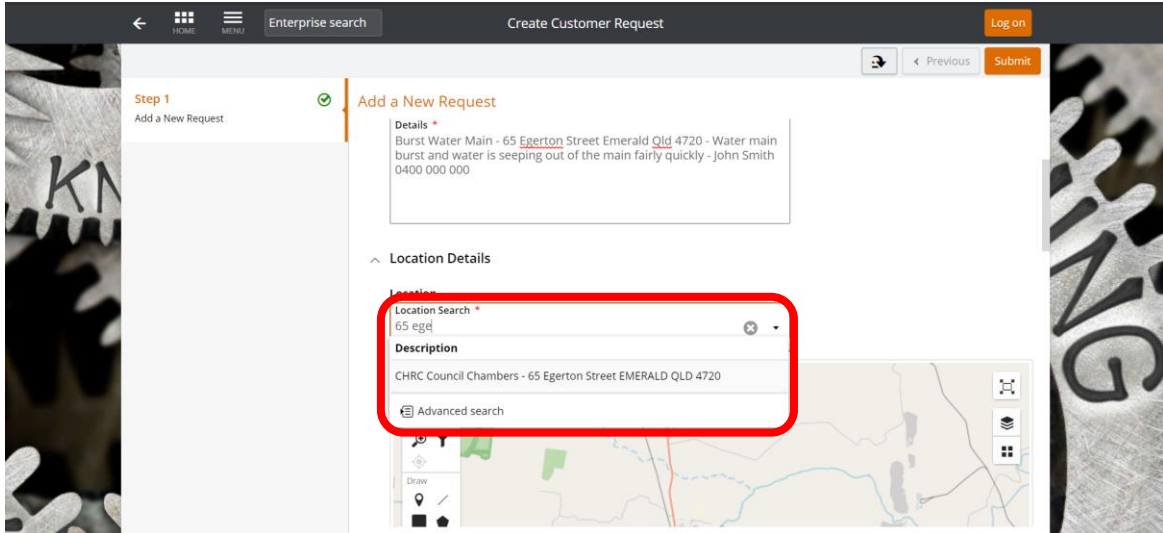
The screenshot shows the 'Create Customer Request' form. The 'Request Information' section is highlighted with a red box and contains the text 'Lost Animal' in a text input field. The 'Request Details' section includes dropdown menus for 'What type is the animal?', 'Request Source', and 'Is the animal registered?', as well as text input fields for 'Animal Tag Number (if applicable?)' and 'Any other relevant details?'. The form is titled 'Add a New Request' and has a 'Log on' button in the top right corner.



The screenshot shows the 'Create Customer Request' form. The 'Request Information' section is highlighted with a red box and contains the text 'Burst Water Main' in a dropdown menu. The 'Request Details' section includes a dropdown menu for 'Request Source' with the value 'Public Web Request'. The 'Details' section is highlighted with a red box and contains the text: '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'. The form is titled 'Add a New Request' and has a 'Log on' button in the top right corner.

STEP 6

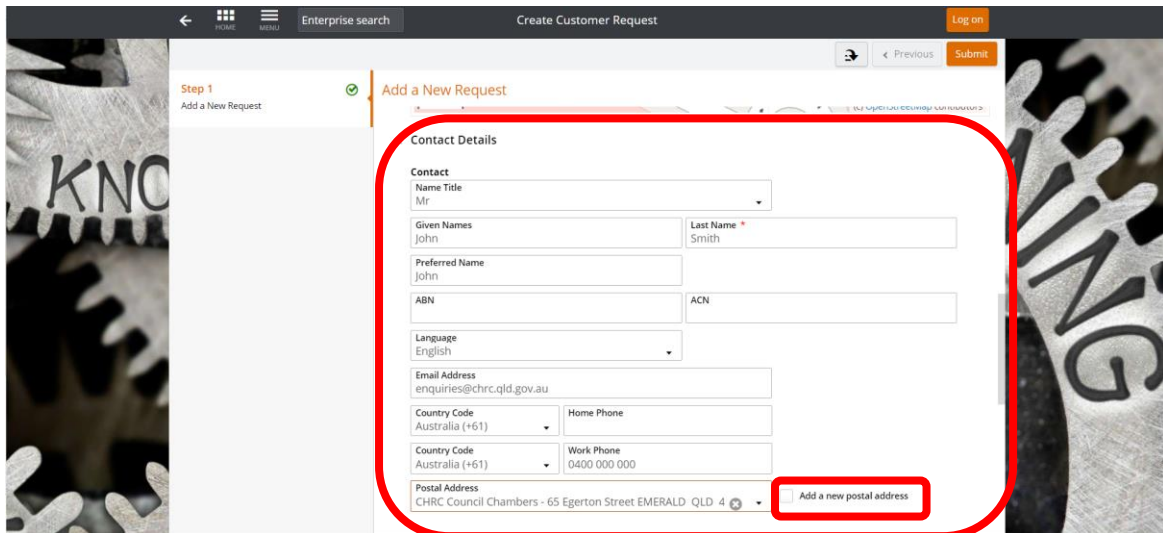
Start typing your address under 'Location search'. Select the corresponding address from the options.



The screenshot shows the 'Add a New Request' form. The 'Details' section contains the text: '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'. The 'Location Details' section is expanded, showing a 'Location Search' dropdown menu with the text '65 egert' entered. Below the dropdown, a description is visible: 'CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4720'. A red box highlights the dropdown menu and the description. The background features a gear graphic with the letters 'KNO' and 'ING'.

STEP 7

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.



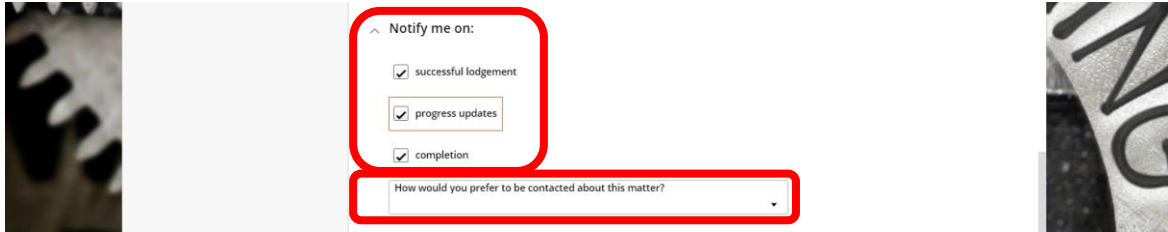
The screenshot shows the 'Add a New Request' form with the 'Contact Details' section expanded. The form fields are as follows:

Contact	
Name Title	Mr
Given Names	John
Last Name *	Smith
Preferred Name	John
ABN	ACN
Language	English
Email Address	enquiries@chrc.qld.gov.au
Country Code	Australia (+61)
Home Phone	
Country Code	Australia (+61)
Work Phone	0400 000 000
Postal Address	CHRC Council Chambers - 65 Egerton Street EMERALD QLD 4

A red box highlights the entire 'Contact Details' section. At the bottom right of the 'Postal Address' field, there is a button labeled 'Add a new postal address'.

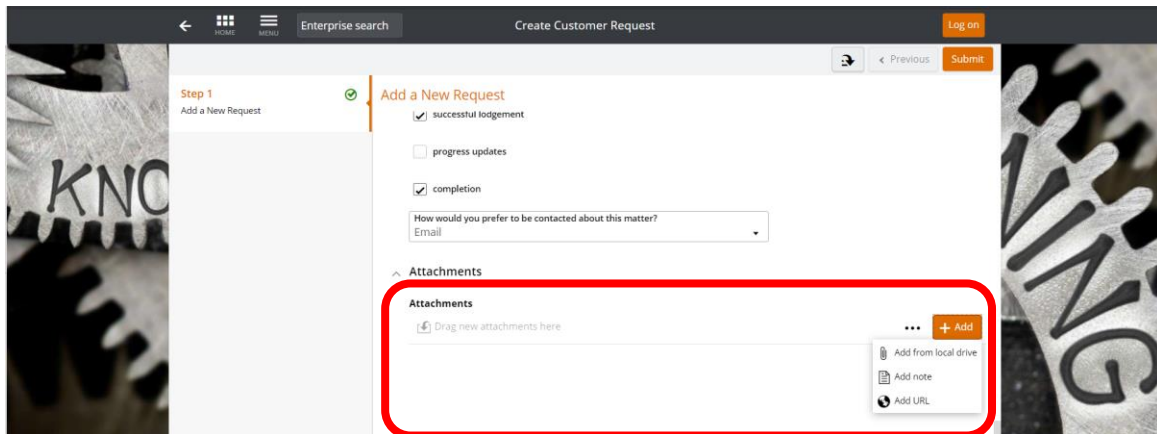
STEP 8

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.



STEP 9

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.



STEP 10

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.

