

# Online Services Portal Builders Applications how-to guide

The City of Swan is proud to launch our Online Services Portal, making it easier for you to manage your applications.

This how-to guide will walk you through processes related to your applications, such as:

- Create your Account.
- Create and Track your Applications.
- Update your postal address or contact details.



0004FIN - 2023

[www.swan.wa.gov.au](http://www.swan.wa.gov.au)

 /cityofswan  /cityofswanwa

 city of swan


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## 1. Register your details

The City of Swan (the City) recently sent you an email with an activation key inviting you to register for our new Online Services Portal.



eLodge

To [Redacted]

↩ Reply
↩ Reply All
→ Forward
📧
⋮

Mon 2/10/2023 10:32 AM

**Dear [Customer's Name]**

We are excited to introduce our brand-new Online Services Portal, and we would like to invite you to register for this new service.

As a registered user you will be able to lodge and track Building Applications and RCode Variation applications.

To get started, **please activate your account** by using the information provided below:

Customer Name: **[Customer's Name]**  
 Activation Key: **[Activation Key]**  
 Username: **[Username]**

Here's how to activate your account:

- Visit our new online portal at <https://eservices.swan.wa.gov.au/ePathway/Production/Web/Registration/Register.aspx?RegType=AUTOUSER>
- Enter your Customer Name, Activation Key and Username in the designated fields.
- Follow the attached instructions.

Once your account is activated, you will have access to lodge and track:

- Building Applications, including BA1, BA2, BA5, BA9, BA11 and BA13 and
- RCode Variation applications

If you encounter any issues during the activation process, please contact our Business Solutions department on 0429 780 412.

If you have any questions about the new portal, please don't hesitate to contact our Building Services department at [eLodge@swan.wa.gov.au](mailto:eLodge@swan.wa.gov.au)

**Regards,**

If you did not receive your email, or you're having trouble locating it, please call Building Services on 9278 9603.



## 1.1 Builders name and activation key

The link provided in our email will direct you to the activation page.

Note: \* is a required field.

Please insert the details you were provided within the email, including your company name, activation key and Username.

**Note: Username will be provided in the activation email.**

Click **Next**.

Home
Payments
Property Searches

**\* Required field**

[Activate my account](#)

**Registration Details**

Enter the Customer name and Activation Key provided by the City of Swan.

Customer name -

Activation Key -

**Email Details**

By providing your email address, you are consenting to receive statements and notices related to your account electronically. This includes emailing of rates, animal registrations and other notices.

- You agree that the email address you enter here will replace any email addresses provided to us previously and will be used as your primary communication method.
- Electronic communications must be regularly checked.
- You may request to receive communications by post by contacting us on (08) 9267 9267.

Email address -

Confirm email address -

**Username**

Create a username for your account. We highly recommend you use a username which is easy to remember, such as your email address. Please note that you cannot change the username after your account has been activated.

Username -

## 1.2 Online Services Terms of Use

You will be directed to City of Swan Online Services Terms of Use.

**Please read carefully.**

To proceed, please tick

**I accept the disclaimer provided.**

Click **Next**.

Home
Applications
Customer Service
Bookings
General Enquiry
Animals

By registering to use the City of Swan Online Services you agree to provide the City with accurate and complete registration and account information and to maintain and promptly update that information in the event of any changes. By registering to use City of Swan Online Services you must; a) Be over the age of 16; b) Not share your login details including password with anyone; c) Agree to notify the City immediately of any unauthorised use of your password or account or any other breach of security.

You acknowledge that; a) The City reserves the right to seek further clarification/details in relation to any request for access; b) Failure to supply any further details may result in you not being provided access.

The City reserves the right at any time to modify or discontinue your access to the City of Swan Online Services, with or without notice, temporarily or permanently.

accept the disclaimer provided.

Previous
Next

Enter the **Username** provided in your email and create a **Password**.  
Click **Submit**.

Home
Applications
Customer Service
Bookings
General Enquiry
Animals

Submit Registration (Automated)

Please nominate a password for use when logging into the system and confirm the password as requested, then click the Submit button to lodge your details (Your password must be at least 6 characters long, and is case sensitive).

<b>User Name</b>	<input type="text"/>
<b>Password</b>	<input type="password"/>
<b>Confirm Password</b>	<input type="password"/>

Previous
Submit

### 1.3 Create a password

Your password **must**:

- Be at least 6 characters long
- Have at least one uppercase character
- Have at least one lowercase character
- Have at least one number
- Have at least one special character from the following symbols: ! @ # \$ % ^ & \* ( ) \_ , . : ; | = ' "
- Have no more than two repeated characters (two of the same character next to each other, e.g. ee or 33).

Click **Submit**.

Your Registration has been successfully completed



Your registration as a new user has been completed and you have now been automatically logged in with those details. Next time you log in you need to use the username and password that you have just registered with. If you have any questions please contact the Customer Services Centre.

Customer name	Francis Anthony Crowley
Activation Key	*****
Email address	franciscrowley@gmail.com
Confirm email address	franciscrowley@gmail.com
Username	FrancisC

You will need to sign out, then sign back in to finish activating your account.

**Now you are good to go!**

A confirmation email will be sent to your nominated email address.

**Please save this email in case you forget your username.**

## 2. Sign into the Online Services Portal

city of swan

SIGN IN CITY'S WEB SITE

Home Payments Property Searches

**Make a payment**  
Pay rates, infringements, applications and renewals. Make a payment using our secure payment gateway.

**Request or report it**  
Spotted something in our community needing attention? [View available customer requests.](#)

**Register your animal**  
Just got a new cat or dog, or moved to the area? [Learn about how to register your pet.](#)

**AP Tracker**  
Track Building and Planning applications

The link you received in your confirmation email will take you to the sign-in page of the Online Services Portal. Please select **SIGN IN** in the top right hand corner and then please enter your **User Name** and **Password**.

TESTING AND BUG FIXING

SIGN IN REGISTER AUTOMATED REGISTRATION CITY OF SWAN INTRANET

Home Applications Customer Service Bookings General Enquiry Animals

**Sign in**

If you are a registered user please enter your sign in details below.  
Alternatively you may click the available link to register yourself for this service.

User Name

Password

[Forgotten your password ?](#) [Sign in](#)

### 3. Using the Online Services Portal to lodge Applications

After you log into the Online Services Portal, you will be automatically directed to the **Home** page. From here, you can view any Applications that have been submitted by your Company as the Applicant.

#### 3.1 To Lodge an Application

Click **Lodge a building application**.

Home Applications Customer Service Registration Payments General Enquiry Animals

T/A Applications

Postal address LEEDERVILLE WA

Email address

Communication preference Email

Edit contact details Refresh

I want to ?

- Lodge a customer request
- Make a payment
- Register my dog or cat
- Lodge a building application**
- Track an application

Type	Description
Applicant	RC- [redacted] Y WA 6069
Applicant	BP- [redacted] WA 6055
Applicant	BP- [redacted] WA 6056
Applicant	BP- [redacted] WA 6069
Applicant	BP- [redacted] WA 6055
Applicant	BP- [redacted] WA 6055
Applicant	BP- [redacted] WA 6069
Applicant	BP- [redacted] WA 6063

Load more

Click the drop-down arrow to see a list of Application Types.

Home Applications Customer Service Registration Payments General Enquiry Animals

Select Application Type

**PLEASE NOTE**

- Only PDF documents that do not include any security / password protection, should be uploaded.
- The combined total of all attachments must not exceed 100MB.
- This service times out after 30 minutes of non-activity.

Building Applications

Next



Select the Application **Type**.

Scroll to the bottom and select **Next**.

Building Applications ▲

PLEASE NOTE

- All plans must be to scale.
- You have a choice of Certified or Uncertified applications. Please refer to the [Building Commission](#) for a further explanation
- Amendments to building applications cannot be lodged online.** Please send them to [eApplications@swan.wa.gov.au](mailto:eApplications@swan.wa.gov.au)
- Once your application has been lodged, we will review it.
- If your application (from an administrative perspective), is deemed complete, we will accept it and send you a Payment Request.
- The determination (10 / 25 day) clock will not commence until all prescribed fees and levies (BSL and BCITF) have been paid.

Application Types	Instructions
<input checked="" type="radio"/> BA01 - Certified Building Permit - Class 1	Use this form for <b>certified Residential Dwellings.</b> <i>(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)</i>
<input type="radio"/> BA01 - Certified Building Permit - Class 10	Use this form for <b>certified</b> incidental structures, such as <b>Patios, Sheds, Carports and Retaining Walls.</b> <i>(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)</i>
<input type="radio"/> BA01 - Certified Building Permit - Class 2 - 9	Use this form for <b>Commercial Buildings.</b> <i>(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)</i>
<input type="radio"/> BA01 - Certified Building Permit - Pool/Spa	Use this form for <b>certified Swimming Pools, Spas, and their associated Barriers.</b> <i>(It must be accompanied by a Certificate of Design compliance (BA3) which has been issued by a registered Building Surveyor.)</i>
<input type="radio"/> BA02 - Uncertified Building Permit - Class 1	Use this form for <b>uncertified Residential Dwellings.</b>
<input type="radio"/> BA02 - Uncertified Building Permit - Class 10	Use this form for <b>uncertified</b> incidental structures, such as <b>Patios, Sheds, Carports and Retaining Walls.</b>
<input type="radio"/> BA02 - Uncertified Building Permit - Pool/Spa	Use this form for <b>uncertified Swimming Pools, Spas, and their associated Barriers.</b>
<input type="radio"/> BA05 - Demolition Permit - Class 1 and 10	Use this form for the demolition, dismantling or removal of <b>Residential and Incidental structures</b> , such as Dwellings, Sheds, Patios, and Swimming pool/spas.
<input type="radio"/> BA05 - Demolition Permit - Class 2 - 9	Use this form for the demolition, dismantling or removal of <b>Commercial Buildings.</b>
<input type="radio"/> BA09 - Occupancy Permit (S46 or S48)	Use this form to obtain an approval to occupy a Class 2 to 9 building when: <ul style="list-style-type: none"> <li>a new building has been completed (<b>Section 46</b>) <i>(It must be accompanied by a Certificate of Construction compliance (BA17) which has been issued by a Building Surveyor.)</i></li> <li>modifying the current occupancy permit for additional use of building, on a temporary basis (<b>Section 48</b>) <i>(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)</i></li> </ul>
<input type="radio"/> BA09 - Occupancy Permit (S47 or S49 or S52)	Use this form to obtain an approval to occupy a Class 2 to 9 building when: <ul style="list-style-type: none"> <li>an incomplete building needs to be occupied on a temporary basis (<b>Section 47</b>) <i>(It must be accompanied by a Certificate of Construction compliance (BA17) which has been issued by a Building Surveyor.)</i></li> <li>a building or part of a building has undergone a permanent change of use or classification (<b>Section 49</b>) <i>(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)</i></li> <li>a replacement of the existing occupancy permit or certificate of classification is required (<b>Section 52</b>) <i>(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)</i></li> </ul>
<input type="radio"/> BA09 - Occupancy Permit (S51)	Use this form to for authorising and occupying an unauthorised Class 2 to 9 building ( <b>Section 51</b> ). <i>(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)</i>
<input type="radio"/> BA13 - Building Approval Certificate	Use this form to obtain an approval for an unauthorised building that does not require an occupancy permit ( <b>Section 51</b> ). <i>(It must be accompanied by a Certificate of Building compliance (BA18) which has been issued by a Building Surveyor.)</i>
<input type="radio"/> RCode Variation (Appendix 1)	Use this form when your proposed development does not comply with the "deemed to comply" criteria specified in the Residential Design Codes ( <b>State Planning Policy 3.1</b> ), the R-Codes Medium Density standards or a Local Development Plan (LDP).

Next

### 3.2 Search for a Property

Search for the **Property address**.


Enter the **Street Number**.

When typing in **Street Name**, **Street Type** and **Suburb** a list will appear, pick from the list.

Click the **Search** button when all details entered are correct.

Home
Applications
Customer Service
Registration
Payments
General Enquiry
Animals

Property address



Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click "Advanced Search" and enter the Lot number and Street name.

#### Address Search

Property search

Advanced Search

Street Number

Street Name

Street Type 

Square ▼

Suburb

Previous

Square ▼

Mews  
Nook  
Outlook  
Parade  
Parkway  
Pass  
Path  
Place  
Promenade  
Quays  
Ramble  
Retreat  
Ridge  
Rise  
Road  
Road East  
Road North  
Road West  
Row  
Square ▼

#### Address Search

Property search

Advanced Search

Street Number

Street Name

Street Type 

Square ▼

Suburb

Previous

Search

Click the **Advanced Search** to search for a Lot Number.

Property address



Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click 'Advanced Search' and enter the Lot number and Street name.

Address Search

Property search

Advanced Search

Unit Number

Unit Suffix

Level Number

Level Suffix

Street Number

Street Number To

Street Suffix

Lot number

Street Name

Street Type

Suburb

Property Name

Ward

Previous

## Search Results.

### Property address



Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click "Advanced Search" and enter the Lot number and Street name.

### Number of Properties Found: 1

	Address	Parcel Description
<input checked="" type="radio"/>	Landgate, 1 Midland Square, MIDLAND WA 6056	Lot 11681 on Diagram 80203

Next

### Address Search

Property search

Advanced Search

Street Number:

Street Name:

Street Type:

Suburb:


Previous

Search

Select the **Address** and click the **Next** button.

Home Applications Customer Service Registration Payments General Enquiry Animals



Property address


 QUICK TIPS

Use the search fields below to find and select a Property address.

- To search for a property, enter the street number and name. Do not include the unit number or suffix (i.e. 1/1 or 1/A), use 1 instead
- If you don't have the street number, click 'Advanced Search' and enter the Lot number and Street name.

Number of Properties Found: 1

	Address	Parcel Description
 	Landgate, 1 Midland Square, MIDLAND WA 6056	Lot 11881 on Diagram 80203



[Address Search](#)



Ensure the Applicant on your application form matches the Applicant listed on the account  
Click the **Next** button.

Home Applications Customer Service Registration Payments General Enquiry Animals

Identify Applicants, Owners or other names applicable to this lodgement

For **New Animal Registrations**: Please use the plus icon (+) under the link/s column to add the owner's details.

Parties	Names	Link/s
Applicant *		



### 3.3 Providing the Application Details

All fields with a \* or red text are mandatory fields. Click **Next**.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals
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**\* Required field**

BA01 - Certified Building Permit - Class 1

Application details

Description of proposed works -

Main BCA

1A1 - Single Dwelling - Detached  
 1A2 - Single Dwelling - Attached  
 1B - Board/Guest House/Hostel <= 300m2 Floor Area

Estimated Value of Building Work

Value of construction (GST Inclusive)  
(enter whole dollars eg: 125000) -

Construction Training Fund Levy

For all construction work exceeding \$20,000 the BCITF levy must be paid. The levy can be paid directly to the CTF, OR to the City of Swan as the collection agency.

**Only one option to be selected**

BCITF has been paid direct to CTF (Proof of payment MUST be uploaded)  
 BCITF to be paid to City of Swan

Builder / Demolition Contractor Details

Type of Builder / Demolition Contractor -

Registration number, Owner Builder number, Demo number

### 3.4 Uploading documents

All fields with a \* or red text are mandatory fields.

Select the **Choose File** button to navigate and upload your file.

Click **Next**.

Home Applications Customer Service Registration Payments General Enquiry Animals

**\* Required field**

Administration documents

A maximum of 25 documents can be uploaded per application and they must be in PDF format

**Signed Application Form \***  No file chosen

Signed Application Form (BA1)

**Certificate of Design Compliance (BA3) \***  No file chosen

Certificate of Design Compliance (BA3)

**Offer and Acceptance**  No file chosen

Offer and Acceptance

**Construction Training Fund receipt and/or Levy form**  No file chosen

(if the VoC is over \$20,000 either a CTF levy receipt or BCITF levy form needs to be uploaded)

Construction Training Fund receipt and/or Levy form

**Home Indemnity Insurance certificate**  No file chosen

(if the VoC for a Class 1A is over \$20,000 a copy of the Home Indemnity Insurance Certificate needs to be uploaded.)

Home Indemnity Insurance certificate

**Owner Bullder Certificate**  No file chosen

Owner Builder Certificate

**Other supporting documentation**  No file chosen

**Attachment description**

All fields with a \* or red text are mandatory fields.  
Select the **Choose File** button to navigate and upload your file.  
Click **Next**.

Home Applications Customer Service Registration Payments General Enquiry Animals

**\* Required field**

**Technical documents**

Note: All plans and specifications detailed in the Certificate of Design Compliance must be attached

Architectural Drawings and/or Site Plan *	<input type="text" value="Choose File \$5K-\$50K Quotation Form (2).pdf"/>
	Architectural Drawings and/or Site Plan
Structural Engineering *	<input type="text" value="Choose File \$5K-\$50K Quotation Form (2).pdf"/>
	Structural Engineering
Energy Efficiency report	<input type="text" value="Choose File No file chosen"/>
	Energy Efficiency report
Termite Treatment	<input type="text" value="Choose File No file chosen"/>
	Termite Treatment
Site Classification and/or Soil report	<input type="text" value="Choose File No file chosen"/>
	Site Classification and/or Soil report
Bushfire Attack Level document	<input type="text" value="Choose File No file chosen"/>
	Bushfire Attack Level document
Specification document	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>

**Additional supporting documentation**

Other supporting documentation	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>
Other supporting documentation	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>
Other supporting documentation	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>
Other supporting documentation	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>
Other supporting documentation	<input type="text" value="Choose File No file chosen"/>
Attachment description	<input type="text"/>


All fields with a \* or red text are mandatory fields.  
Select the **Choose File** button to navigate and upload your file.  
Click **Next**.

Home Applications Customer Service Registration Payments General Enquiry Animals

**\* Required field**


Additional supporting documents

Prescribed approvals:

**RCode Approval**  No file chosen 


RCode Approval

**Planning Approval and/or Exemption**  
(Such as an approval from the Metropolitan Redevelopment Authority, Swan Valley Planning Authority and the Department of Lands and Heritage)

No file chosen 


Planning Approval and/or Exemption

**Health approval**  
(Such as an Onsite Effluent Disposal / Septic System)


No file chosen 

Health approval

Other:

**Other supporting documentation**  No file chosen 

**Attachment description**

**Other supporting documentation**  No file chosen 

**Attachment description**

### 3.5 Confirm your Application

Review all details.

**Lodgement Fee is an estimated fee only.**

Please note the **Lodgement Fee** depends on the application's initial assessment and the correct and/or completed information in the application.

Once an initial assessment has been completed, we will let you know whether your application has been accepted or rejected.

If the application is accepted, we will send you a **Payment Request** and instructions on how to make the payment.

If any information is incorrect, select the **Previous** button and correct the fields required.

Click **Next** when all fields are correct.

Home	Applications	Customer Service	Registration	Payments	General Enquiry	Animals
<b>Confirm Your Application</b>						
Below are some of the details of your Application lodgement. Click the Next button to continue once you are sure that all of the application details have been completed correctly.						
Application Type	BA01 - Certified Building Permit - Class 1					
Properties	Landgate, 1 Midland Square, MIDLAND WA 6056					
Lodgement Fee	\$278.50					
Pay Now With	<input type="text" value="Pay later"/>					
Receipt Required?	<input type="text" value="Yes"/>					



**BA01 - Certified Building Permit - Class 1**

**Application details**

**Description of proposed works** Dwelling

**Main BCA**

1A1 - Single Dwelling - Detached

**Estimated Value of Building Work**

**Value of construction (GST Inclusive)**  
(enter whole dollars eg: 125000) 50000

**Construction Training Fund Levy**

BCITF to be paid to City of Swan

**Builder / Demolition Contractor Details**

**Type of Builder / Demolition Contractor** Registered Builder

**Registration number, Owner Builder number, Demo number** BC 1234

**Administration documents**

**Signed Application Form** Pathway User Access Authorisation Form.pdf

**Certificate of Design Compliance (BA3)** Do you need Training (1).pdf

**Construction Training Fund receipt and/or Levy form**  
(If the VoC is over \$20,000 either a CTF levy receipt or BCITF levy form needs to be uploaded.) ECM\_7571211\_v2\_Work Instruction - How to Create a Minutes Manager Report from a Template.pdf

**Home indemnity Insurance certificate**  
(If the VoC for a Class 1A is over \$20,000 a copy of the Home Indemnity Insurance Certificate needs to be uploaded.) ECM\_935073\_v44\_Pathway User Access Authorisation Form.pdf

**Technical documents**

**Architectural Drawings and/or Site Plan** \$5K-\$50K Quotation Form (2).pdf

**Structural Engineering** \$5K-\$50K Quotation Form (2).pdf

Previous **Next**

You will receive 2 automated emails - **Application Lodgement Confirmation email** and for **Fee Estimate email**

**Lodgement Fee is an estimated fee only.**

Please note the **Lodgement Fee** depends on the application’s initial assessment and the correct and/or completed information in the application.

Once an initial assessment has been completed, we will let you know whether your application has been accepted or rejected..

If the application is accepted, we will send you a Payment Request and instructions on how to make the payment.

**Application Lodgement Confirmation email**

Application Lodgement Confirmation

To

Reply Reply All Forward

Thu 28/09/2023 10:12 AM

---

**From:** City of Swan Customer Service ·

**Sent:** Thursday, 28 September 2023 10:12 AM

**To:**

**Subject:** Application Lodgement Confirmation

**Dear Sir / Madam**

Thank you for **submitting** your **BA01 - Certified Building Permit - Class 1** application for proposed building works at: **Location Type: Property**

**Properties**

MIDLAND WA 6056

The City will conduct an initial assessment to ensure the application is correct and/or complete.

Once the assessment has been completed, we will let you know whether it has been accepted or rejected.

If the application is accepted, we will send you a Payment Request and instructions on how to make the payment.

Regards,  
**Building Services**

**Fee Estimate email**

Fee Estimate

To

Reply Reply All Forward

Thu 28/09/2023 10:14 AM

.pdf 217 KB

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**From:** City of Swan Building Services <[eLodge@swan.wa.gov.au](mailto:eLodge@swan.wa.gov.au)>

**Sent:** Thursday, 28 September 2023 10:14 AM

**To:**

**Subject:** Fee Estimate

**Dear Sir/Madam,**

Please find attached a Fee Estimate for your building application number: BP-/2023.

Regards **Building Services**

If you have submitted all your applications, click the **SIGN OUT** button.

ELODGE@SWAN.WA.GOV.AU | CITY OF SWAN INTRANET | **SIGN OUT**

TESTING AND BUG FIXING

Home Applications Customer Service Registration Payments General Enquiry Animals

**Application Submission**

✓ Your application for a BA01 - Certified Building Permit - Class 1 application has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted. Please note your Application Id number (shown below) for any enquiries regarding this request.

Transaction Reference: AP-1804

Transaction Date/Time: 28/09/2023 10:11:40 AM

[Click to Print This Page](#)

To create another Application, select **Home** and click **Lodge a building application**.

ELODGE@SWAN.WA.GOV.AU | CITY OF SWAN INTRANET | **SIGN OUT**

TESTING AND BUG FIXING

**Home** Applications Customer Service Registration Payments General Enquiry Animals

T/A Applications

Postal address: WA

Email address

Communication preference: Email

[Edit contact details](#)

[Refresh](#)

Type	Description		
Applicant	BP- WA 6056		
Applicant	RC- WA 6069		
Applicant	BP- WA 6055		

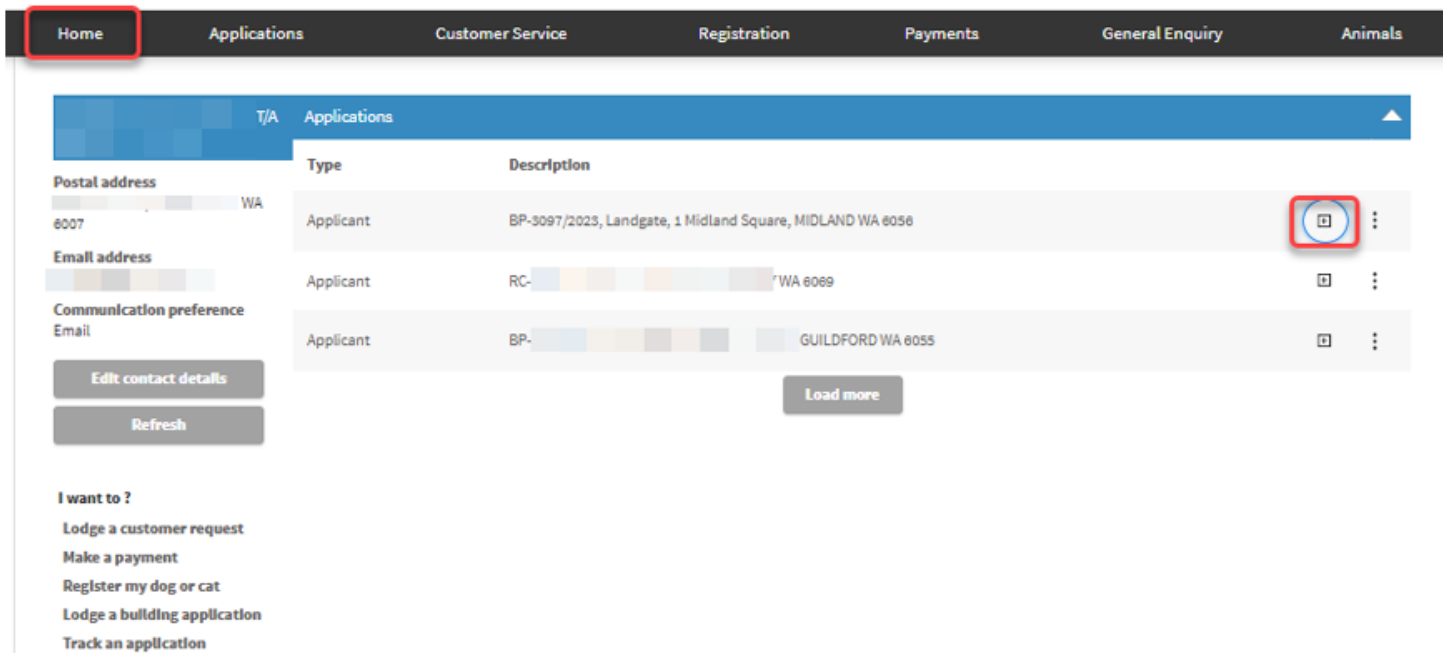
[Load more](#)

**I want to ?**

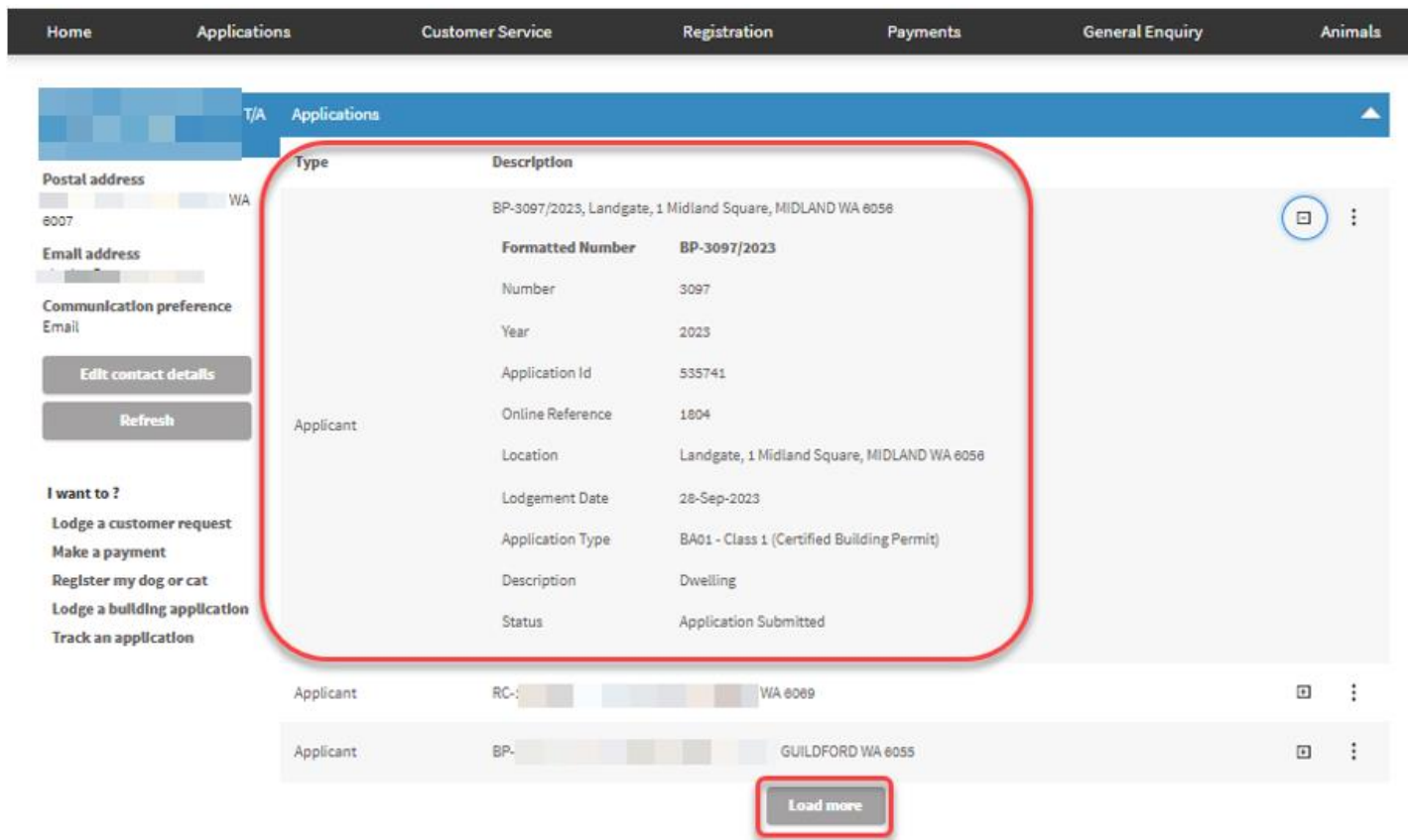
- Lodge a customer request
- Make a payment
- Register my dog or cat
- Lodge a building application**
- Track an application

## 4. View Applications

From the **Home** page, click the + on the Application you want to review and it will expand and give the details of your application.



The system will show the 3 most recent applications, to review more applications click **Load more**. To review information for a particular application click the expand option



## 5. Edit your Contact Details

From the homepage, you will also be able to edit the Company contact details.

Please carefully check your **postal address** on the left hand side. This will show your current record. To update any incorrect details, click **Edit contact details**.

The screenshot shows the 'Applications' page of the City of Swan website. The navigation bar includes Home, Applications, Customer Service, Registration, Payments, General Enquiry, and Animals. The main content area is titled 'T/A Applications' and displays a table of applications. The table has columns for 'Type' and 'Description'. The first row shows an 'Applicant' with a description 'BP-'. The second row shows an 'Applicant' with a description 'BP-'. The third row shows an 'Applicant' with a description 'RC-'. Below the table is a 'Load more' button. On the left side, there are sections for 'Postal address' (LEEDERVILLE WA), 'Email address', and 'Communication preference' (Email). A red box highlights the 'Edit contact details' button. Below this, there is a 'Refresh' button and a section titled 'I want to?' with links for 'Lodge a customer request', 'Make a payment', 'Register my dog or cat', 'Lodge a building application', and 'Track an application'.


Edit the required Details and select **Next** button.

The screenshot shows the 'Update your contact details' form. The navigation bar is the same as in the previous screenshot. The form is titled '\* Required field' and has a blue header 'Update your contact details'. Below this is a sub-header 'Contact details'. The form contains several input fields: 'First name', 'Last name/Company name' (with an ABN field), 'Address' (with 'LEEDERVILLE WA 6007' pre-filled), 'Email Address', 'Mobile phone number', and 'Landline phone number'. Below these is a section titled 'Business details' with input fields for 'ABN number' (pre-filled with '11 00E'), 'Builders registration number' (pre-filled with 'BC 5409'), and 'Demolition contractor number'. A red box highlights the 'Next' button at the bottom of the form.




Home Applications Customer Service Registration Payments General Enquiry Animals

Your Request has been successfully lodged

 Your request for changing your registered details has been lodged and will be processed shortly. You will receive an email detailing the changes you have just entered. If you have any questions please contact the Customer Services Centre.

It may take up to 10 days for your details to be updated in the City's system. You will receive another email confirmation once your details have been updated.

FW: Your request for changing your registration

 eLodge  
To: [Redacted]

Reply Reply All Forward [Share] [More]

Mon 2/10/2023 11:59 AM

-----Original Message-----  
From: City of Swan Customer Service <noreply@pw3test.swan.wa.gov.au>  
Sent: Monday, 2 October 2023 11:57 AM  
To: [Redacted] >  
Subject: Your request for changing your registration

Thank you for requesting changes to your registration with council. The details you lodged are shown below - and we will process your request shortly.

Update your contact details

Contact details  
First name: [Redacted]  
Last name/Company name: [Redacted]  
Address: [Redacted]  
Email Address: [Redacted].au

Mobile phone number: [Redacted]  
Landline phone number: [Redacted]

Business details  
ABN number: [Redacted]  
Builders registration number: [Redacted]  
Demolition contractor number: [Redacted]

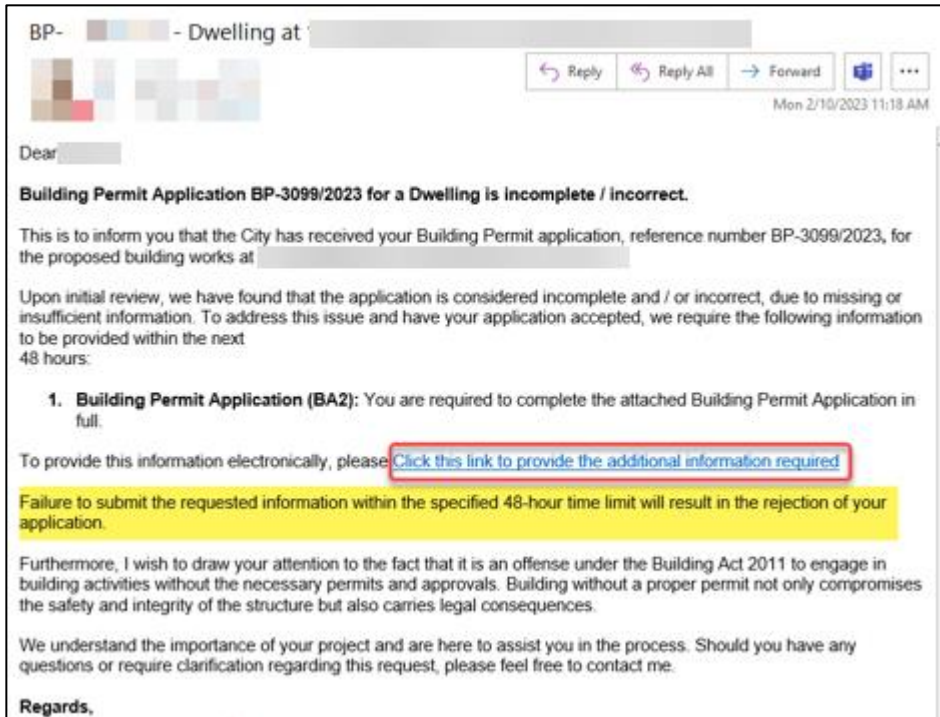
If you have any enquiries, please contact the Customer Service Centre on (08) 9267 9267. Sincerely, Swan City Council.

## 6. Providing Additional Information for submitted Applications

You have received an Email advising your application is incomplete you will be asked for additional information.

1. Click the **link in the email**. You will be automatically directed to the login screen.

**(Note: Failure to submit the requested information within the specified 48-hour time limit will result in the rejection of your application).**



2. After you log into the Online Services Portal, you will be automatically directed to the Additional Details page.

The screenshot shows the login page of the Online Services Portal. The page has a dark header with navigation links: Home, Payments, and Property Searches. Below the header is a teal "Sign in" button. The main content area contains the following text:

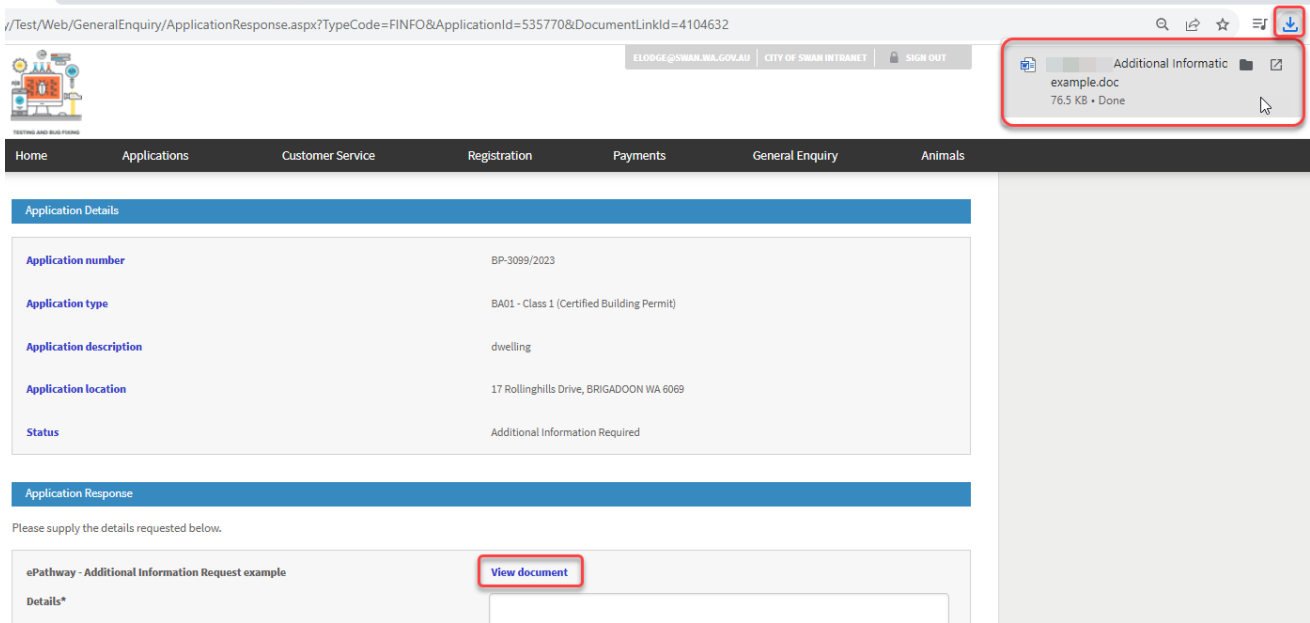
If you are a registered user please enter your sign in details below.

Username

Password

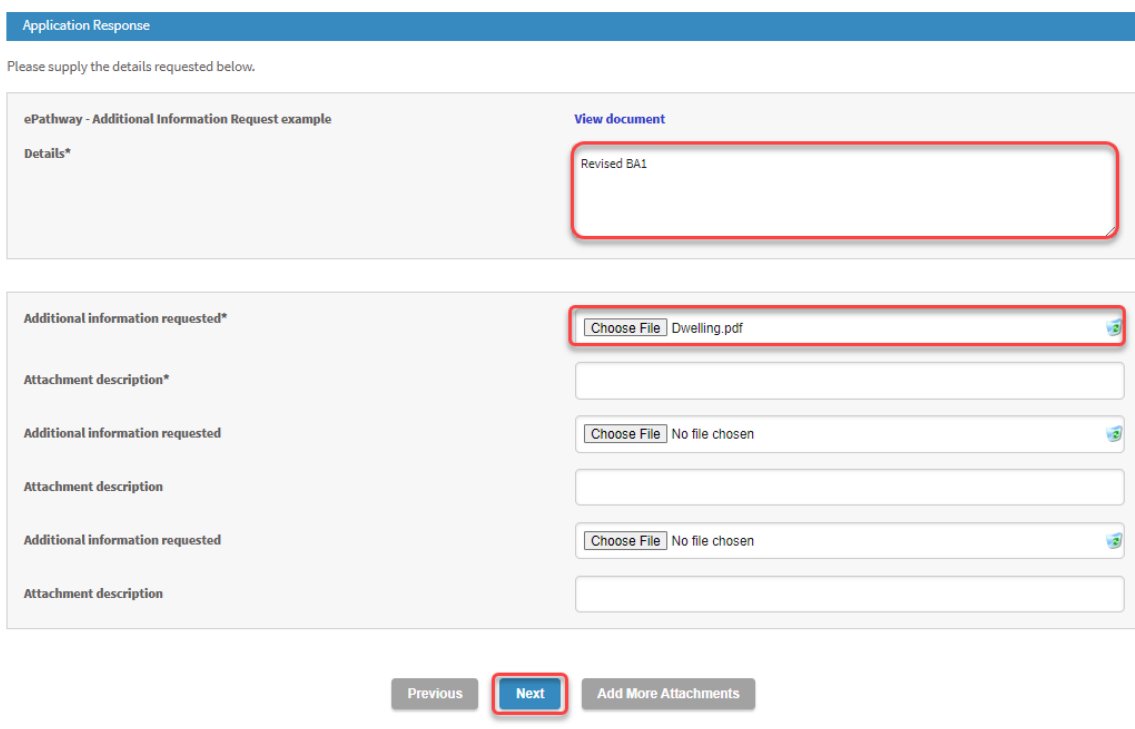
Below the input fields are two buttons: "Forgotten your password?" and "Sign in".

- 3. To view the additional details required (Email), scroll to Application Response and click **View document**.
- 4. The email will download, click the download button, and click the email to view.



- 5. Update as per the email details. *Example: revised application required.*
- 6. Enter **Details** and upload file.  
If extra fields are required, click the **Add More Attachments** button.

7. Click **Next**.



8. Confirm the overview screen if changes are required, select the **Previous** button. Click **Next** if correct.

Home Applications Customer Service Registration Payments General Enquiry Animals

### Application Details

<b>Application number</b>	BP-3099/2023
<b>Application type</b>	BA01 - Class 1 (Certified Building Permit)
<b>Application description</b>	dwelling
<b>Application location</b>	17 Rollinghills Drive, BRIGADOON WA 6069
<b>Status</b>	Additional Information Required

### Confirm your application response

Below are some of the details of your Application Response Registration. Click the Next button to confirm the Application Response details have been completed correctly.

**Response Type** Additional Information and Notice of Completion

ID	Response type	Details	Attachment	Attachment description
1	Additional information received	Revised BA1	<input type="checkbox"/>	Dwelling Revised BA1

[Previous](#)
[Next](#)


9. Application Response Submissions, you can **Print This Page** if required or **SIGN OUT**.

ELODGE@SWAN.WA.GOV.AU CITY OF SWAN INTRANET [SIGN OUT](#)

TESTING AND BUG FIXING

Home Applications Customer Service Registration Payments General Enquiry Animals

### Application Responses Submission

 Your Application Response has been submitted and will be processed shortly. You will receive an email verifying the details you have just submitted.

**Transaction Reference** EAR38

[Click to Print This Page](#)

[Application Details](#)

## 10. An automated email will be sent to you for **Application Response Confirmation**.

**From:** City of Swan Customer Service <noreply@pw3test.swan.wa.gov.au>

**Sent:** Monday, 2 October 2023 11:34 AM

**To:** [REDACTED]

**Subject:** Application Response Confirmation

Dear **Sir / Madam**

Thank you for **providing** the Additional information required or Notice of completion for your application

The City will review the additional documents to ensure the application is now correct and/or complete.

Application number BP [REDACTED]  
 Application type BA01 - Class 1 (Certified Building Permit)  
 Application description dwelling  
 Application location [REDACTED] BRIGADOON WA 6069  
 Status Additional Information Required

Transaction Reference EAR38  
 Response Number 1  
 Response type Additional information received  
 Details Revised BA1  
 Attachment description Dwelling Revised BA1

Regards,  
**Building Services**

## 7. Downloading Stamped Plans

Once your application has been approved you will receive an email with the Building Permit and you can download your Stamped Plans from the portal.

Dear Sir/Madam,

Please find attached your Building Permit for -

### **Builder - How do I access ePathway?**

Once you have logged into the system, click 'Track an application', click 'ePathway General Enquiry – Applications', click 'Building Applications – Determined' and then type the application number in the search field.

For more information on Tracking an application please view the user manual

### **Unable to view or download your Permit and Stamped Plans?**

We recommend you use:

- Google Chrome as your web browser and enable your PDF viewer.  
If your browser doesn't automatically open your PDFs, you may find this link useful: <https://helpx.adobe.com/acrobat/kb/cant-view-pdf-web.html>
- The latest Adobe Acrobat reader

If you require assistance with eLodge please contact [REDACTED] (Business Support Officer) on (08) 9278 9603.

After you log into the Online Services Portal, you will be automatically directed to the **Home** page. From here, you can download your stamped plans.

1. Select the **3 dots** and select **View More Details**.

The screenshot shows the 'Applications' page in the City of Swan Online Services Portal. The navigation bar includes Home, Applications, Customer Service, Registration, Payments, General Enquiry, and Animals. The main content area features a table with columns for 'Type' and 'Description'. A red box highlights the three dots menu icon on the right side of the table, and another red box highlights the 'View More Details' option in the dropdown menu. The table contains three rows of application data, with the first row showing 'Applicant' and 'BP-3097/2023, [REDACTED], MIDLAND WA 6056'. Below the table is a 'Load more' button. On the left side, there are sections for 'Postal address', 'Email address', and 'Communication preference', along with 'Edit contact details' and 'Refresh' buttons. At the bottom left, there is a section titled 'I want to ?' with links for 'Lodge a customer request', 'Make a payment', 'Register my dog or cat', 'Lodge a building application', and 'Track an application'.

2. Scroll to the bottom of the page and click **Attachments**.

The screenshot shows a table with the following data:

Description	Started	Due	Completed
BA01 - Application Submitted - Certified	28/09/2023	29/09/2023	28/09/2023
10 Days	28/09/2023	12/10/2023	
BA01R - Admin Assessment - Certified Class 1A		3/10/2023	
BA01 - Initial Tech Assessment - Certified Apps		6/10/2023	

Below the table is a 'Google maps link' section with a URL: <http://www.google.com/maps?q=Landgate,+1+Midland+Square,+MIDLAND++WA++6056&ss=X@oi=map&ct=title>. At the bottom, there are two buttons: 'Previous' and 'Attachments' (highlighted with a red box).

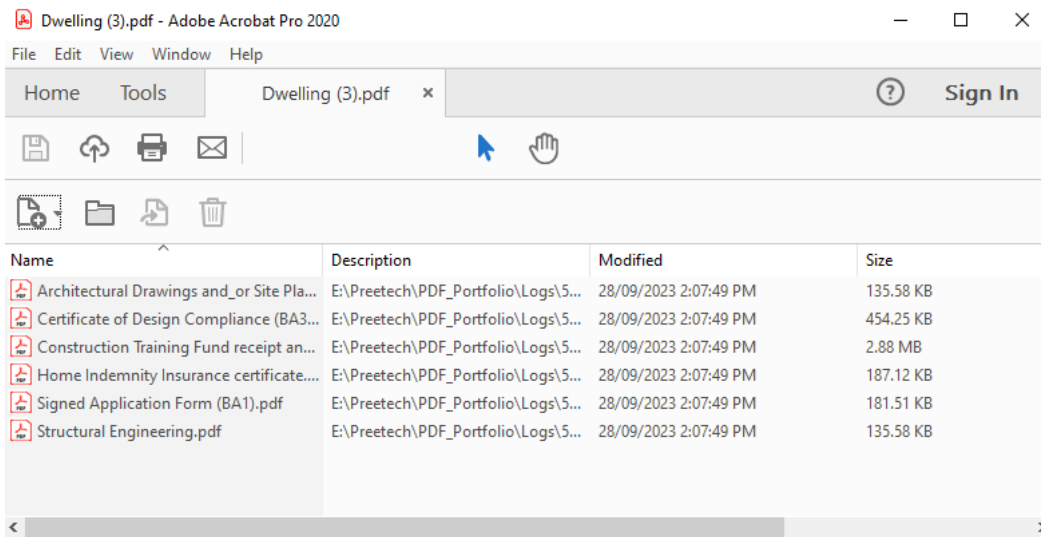
3. Select **View attachment**, click the **download**  button and select the **PDF**.

The screenshot shows a browser window with a download notification for 'Dwelling (3).pdf' (3.7 MB • Done) highlighted with a red box. Below the browser, a navigation menu includes 'Home', 'Applications', 'Customer Service', 'Registration', 'Payments', 'General Enquiry', and 'Animals'. The 'Attachments' section displays application details and a table with the following data:

Attachment Type	Description	Link
Plan Package	Dwelling	<a href="#">View attachment</a> (highlighted with a red box)

A 'Previous' button is located below the table.

4. Click on **PDF** documents to open.



To save or print the PDF, click on the **PDF** to open, and hover over the document and select **Save** or **Print**.



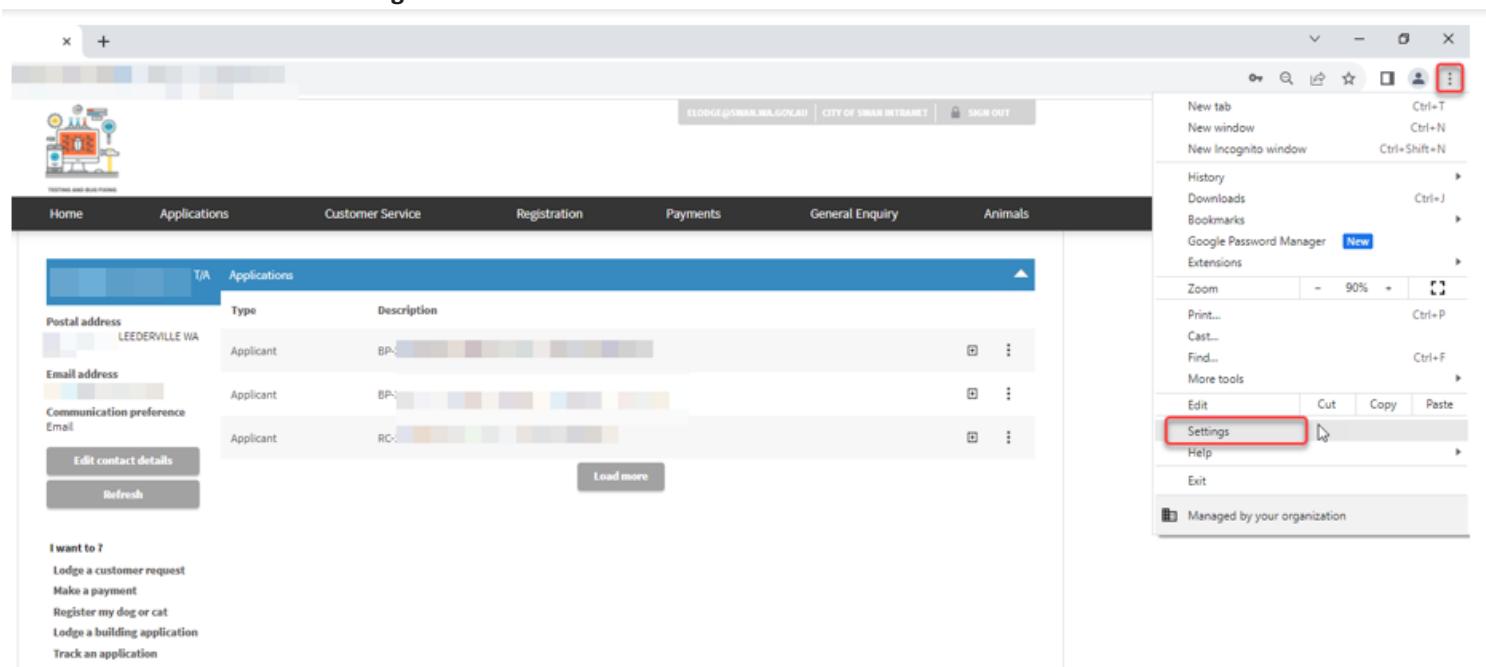


## 8. Enabling Setting in Google Chrome to Download the Stamped plans.

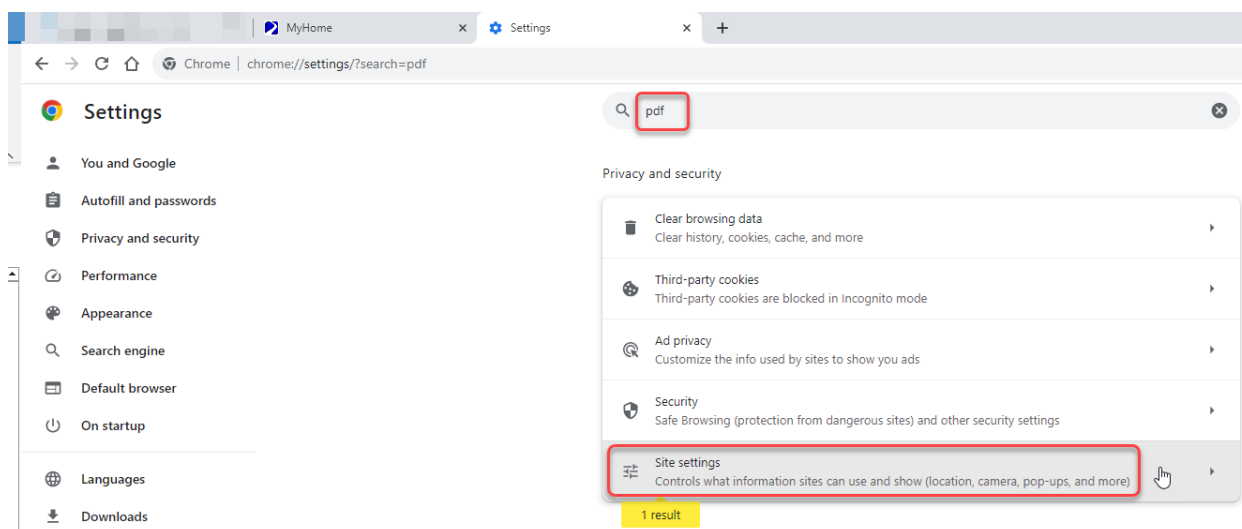
The City recommends you use Google Chrome as your web browser. To download the PDF Portfolio in Google Chrome you need to enable some settings and ensure you have Adobe Reader installed.

### Enabling the Google Chrome Settings

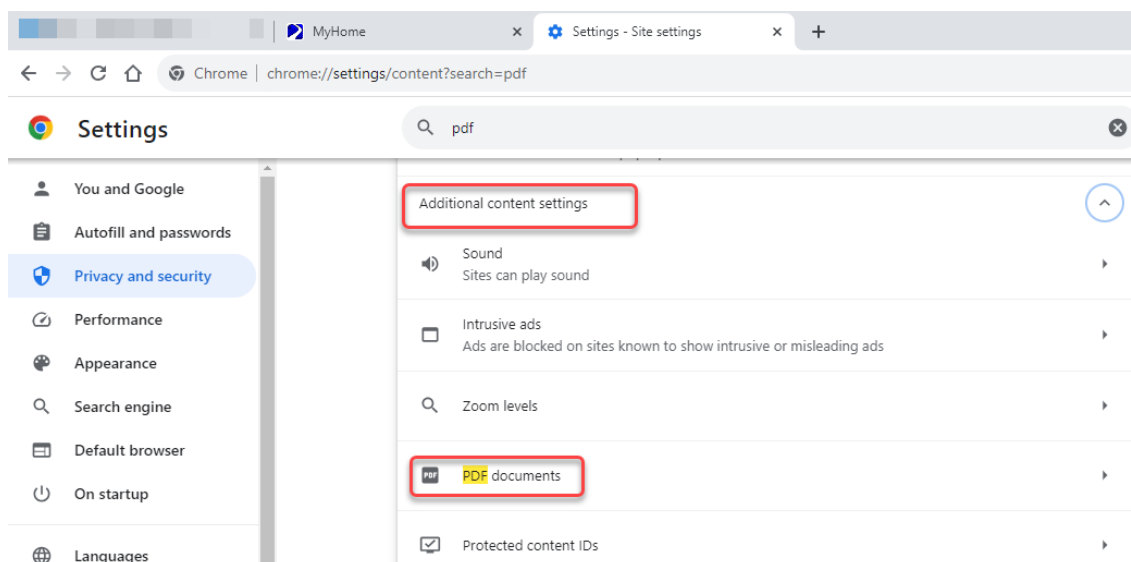
1. Select **3 dots** and **Settings**.



2. Type **PDF** in the search field and select **Site settings**.



3. Scroll to the bottom of the list and select **Additional content settings** and select **PDF documents**.



4. Select **Download PDFs** and close **X** the tab.

