CITY OF MANDURAH

LODGE, TRACK, PAY, MANAGE

City of Mandurah Online is your one-stop-shop to lodge requests, register animals, report an issue, and manage your payment from the comfort of your own home.

Creating an account will allow you to easily view and manage all your details and easily access records for future reference.

City of Mandurah Online GUEST:

Through GUEST access, you can make payments, track an issue, or track an application without having to sign up for a City of Mandurah Online account.

City of Mandurah Online ACCOUNT:

When you register for a City of Mandurah Online ACCOUNT, you can view all your details related to your account in one place (including requests, registered animals etc) and view any pending payments related to your account.

How to register

You will need to register with City of Mandurah Online for advanced features or more personalised information. To register, please follow the instructions below:

1. Go to [City of Mandurah Online](#)
2. Click 'Don't have an account?' near the bottom.
3. Click 'Register using Email' that will appear near the bottom.
4. Complete the Register form and click the Submit button.
5. You will be sent an email verification - this may take up to 15 minutes to arrive. Check your junk folder if you haven't received it.
6. Click the link in the email to verify your account.

GUEST USER

SEARCH FOR LAND / SEARCH FOR A PROPERTY

1. From the guest City of Mandurah Online homepage, click on the quick link named 'Public Land Search'

2. Use the search bar on the top left-hand side of the page to filter down to search for the land you wish to view. You can search via street name or suburb.

3. A list of records will appear on the left-hand side of the page. You can view more information about each record by clicking onto that record and viewing information on the right-hand side of the page in either 'map view' displaying a map of the records and surrounding area or 'summary' which lists all land details of your chosen land/property.

VIEW PUBLIC APPLICATIONS

Public Applications are all applications currently held by the City of Mandurah that can be viewed by all community members.

1. From the City of Mandurah Online homepage, click on the quick link named 'Application Tracking'

2. Use the search bar on the top left-hand side of the page to search for the application you wish to view. You can search by address, suburb etc.

3. A list of records will appear on the left-hand side of the page. You can view more information about each application by clicking onto that application and viewing information on the right-hand side of the page.
The summary will list all information related to the application and the application progress.
The Application Map will display the location related to the application and surrounding area.

CURRENTLY ADVERTISED PROPOSALS

1. From the City of Mandurah Online homepage, click on the quick link named 'Applications on Notification'

2. Use the search bar on the top left-hand side of the page to search for the application you want to view. You can search by address, suburb etc.

3. A list of applications will appear on the left-hand side of the page. Click on the application you are looking for so that it is highlighted.

4. Click the 'View' button on the top right-hand side of the page

5. View the information provided on the application and once ready, click 'lodge a submission' on the top left-hand side of the page

6. A submission form will appear. Fill in all required details as prompted in the form.

7. Once you have completed the form, click 'Submit' on the top right-hand side of the page.

8. You will receive an email confirmation to advise you that we have received your submission.

TRACK YOUR REQUESTS / TRACK A CUSTOMER REQUEST

1. From the City of Mandurah Online homepage, click on the quick link named 'Track Request'

2. Enter the tracking number given to you by our customer services team or on the email you would have received after you lodged your request.

Track Request   Cancel   Next

Enter your tracking reference number and click next to continue.

Tracking Number *	10
REQ-2021-0001460.VCO	⊗

3. Click 'Next' to continue

4. All information regarding your request will be displayed for your reference

5. Click back. You can either search for another request or click cancel if finished.

REGISTERED USER

VIEW MY DETAILS / CHANGE OF ADDRESS OR PERSONAL DETAILS

1. From the City of Mandurah Online homepage, click on the 'My Details' section.

2. All your information held by the City of Mandurah will appear. This includes your name, address, and preferred contact method.

3. Click on 'Communication Methods' on the left-hand side of the page.

4. Click on 'Add communications method' on the top right of the page to add a new contact method.

5. If you need to change a communications method, click 'View' on the method you wish to change, then 'Edit' on the right-hand side of the page. Follow prompts to input your current information and then click 'Save.'

MY REQUESTS

1. From the City of Mandurah Online homepage, click on the quick link named 'My Requests'.

2. Use the search bar to search for your request.

3. All requests relating to your search term will appear on the left-hand side of the page. Click on the record to view the map view, any relevant attachments, and the status of the request on the right-hand side of the page.

4. Please note: Requests that have been completed and closed may be hidden. You may have to clear your search to find closed requests.

MY APPLICATIONS

1. From the City of Mandurah Online homepage, click on the quick link named 'My Lodged Applications.'

2. Use the search bar on the left-hand side of the page to view the application you are looking for

3. Click on the application you want to view. The summary and application map will appear on the right-hand side of the page.

4. Click 'view' on the top right-hand side to view further information including key dates and all other information relating to the application. A menu will appear on the left-hand side of this page

5. 'Application Stream' will display key dates or milestones associated with the application

6. 'Attachments' allows you to download any attachments you added to your application. Any attachments that have been shared with you (e.g. an approval permit) will also appear under the Attachments tab.

7. 'Upload Documents' allows you to add any additional attachments you think are relevant to your application

8. 'Inspections' will display any inspections that have occurred and the result of those inspections

9. 'Conditions' will inform you of anything that needs to be met/completed for the application to go ahead

10. If you need to submit a child application (secondary application that relates to current application) against a current application, you can do this in the same screen.
Click on the action arrow on the top left corner.
Click Create child against the application you require.
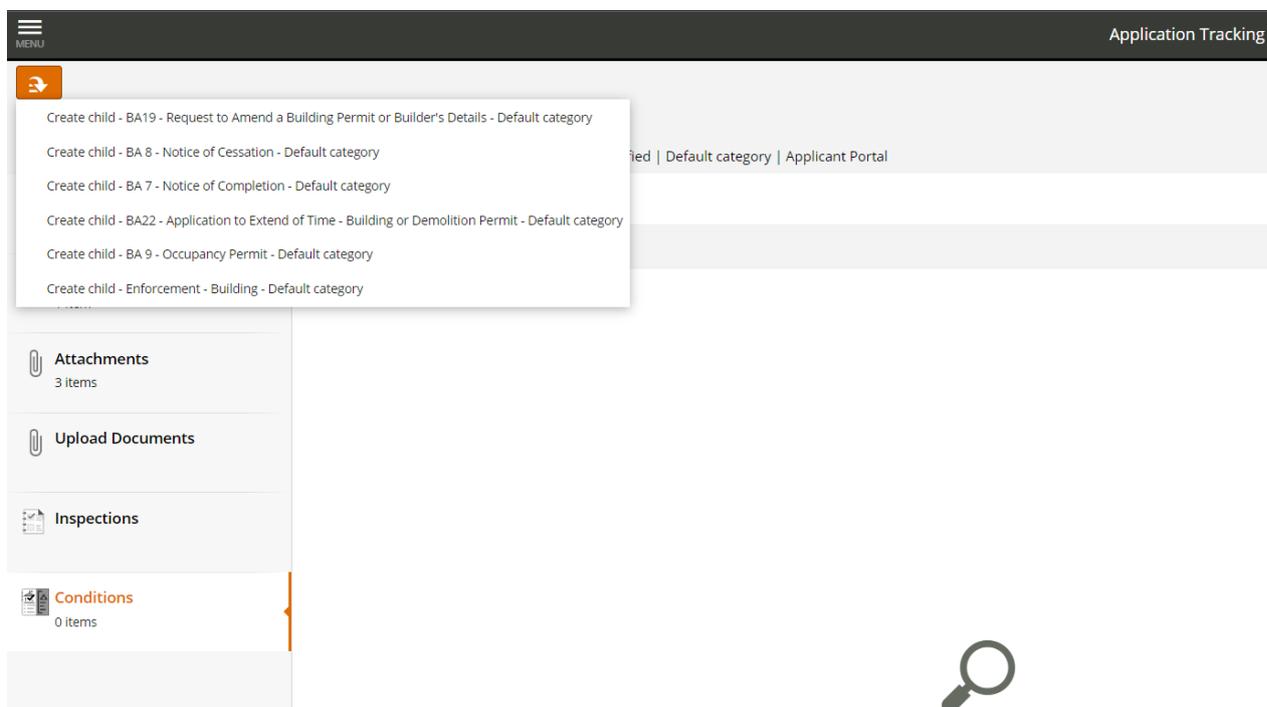
11. Fill in any mandatory questions.

12. Add any required attachments.

13. Lodge your application.

TRACK AN APPLICATION

1. From the City of Mandurah Online homepage, click on the quick link 'Applications Tracking'

2. Use the search bar to find the application you want view

3. Click on the application so it is highlighted and then click 'view' on the right-hand side of the screen

4. All information relating to the application will appear on the right-hand side of the screen

MY ACCOUNT

The 'My Account' section allows you to view any outstanding transactions associated with your account.

1. From the City of Mandurah Online homepage, click on the quick link 'My Account'

2. All outstanding transactions associated with your account will appear on the page for you to view

3. If you wish to pay for any listed transaction, click 'Pay Now' next to the relevant transaction. To pay multiple transactions in one go, simply check the tick boxes next to each transaction and click 'Pay Now.' You will be guided to SecurePay (an online payment system) to complete your payment and will receive a confirmation email once completed.

CREATE A CUSTOMER REQUEST

1. From the City of Mandurah Online homepage, click on the quick link 'Create Customer Request'

2. A dropdown menu will appear, select the description that best relates to your request

3. A form will appear – please fill out form details as requested. Please try to be as accurate and provide as much detail as possible

4. If you wish to be notified on updates, tick 'Do you wish to be notified?' and select your preferred method of contact from the drop-down menu

5. Attach any relevant documents that will assist us with your request

6. Click 'Submit' to submit your request

If you have any questions, please, contact the Customer Service team on 9550 3777.