

How to Register

1. Go to <https://www.mandurah.wa.gov.au> ,
2. Click on "Online Services"
3. Click on "Apply for It" and
4. Click 'Don't have an account?'



Log on using your details

User name or email address

Password

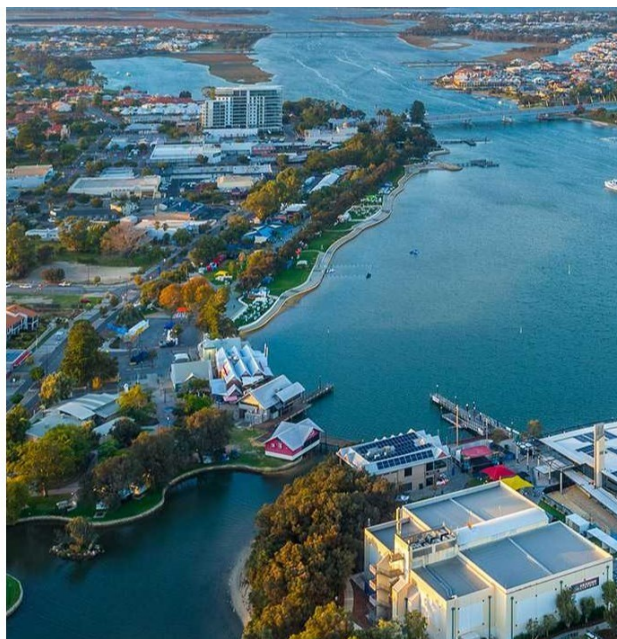
Log On

☒ Keep me logged on ☐ Accessibility Mode 

Don't have an account?

Forgotten password?

Terms and Conditions



3. Click 'Register using Email'



Log on using your details

User name or email address

Password

Log On

☒ Keep me logged on ☐ Accessibility Mode 

Don't have an account?

Forgotten password?

 Register using Email

Terms and Conditions



4. Enter your email and create a password and enter it twice. Select an option to indicate what you are wishing to do online today.

Portal Registration

Enter your email address and password below. You will use these details to log in to the system later.

Email * 255

Password * Password Confirm *

What would you like to do on City of Mandurah Online today? (Choose the one that best fits)*

☐ View my details

☐ Ask a question

☐ Report a problem (e.g. broken streetlight, graffiti, dumped rubbish, barking dog)

☐ Pay for something (e.g. invoice, fine, animal renewal or application fee)

☐ Apply for something (e.g. building permit, planning approval, health registration, animal registration)

☐ Other

5. If you are registering as a member of a **business/organisation or a sole trader with an ABN**, ensure you are selecting the correct option as you will be directed to a different form.

Are you doing this as a person or on behalf of an organisation?*

☐ As a person/individual (e.g. resident, landowner or visitor)

☐ On behalf of a business or organisation (with an ABN)

☐ As a sole trader with an ABN

☐ On behalf of a deceased estate

What type of application are you wanting to submit? (select the application you intend to submit first)

☐ Building Permit

☐ Planning/Development Approval

☐ Health Registration

☐ Animal Registration

☐ CASM Applications

☐ Other

6. Select the type of application you are wanting to submit first.

Are you doing this as a person or on behalf of an organisation?*

☐ As a person/individual (e.g. resident, landowner or visitor)

☐ On behalf of a business or organisation (with an ABN)

☐ As a sole trader with an ABN

☐ On behalf of a deceased estate

What type of application are you wanting to submit? (select the application you intend to submit first)

☐ Building Permit

☐ Planning/Development Approval

☐ Health Registration

☐ Animal Registration

☐ CASM Applications

☐ Other

7. Fill in your details and click Submit.

Given Name *

Family Name *

Date of Birth * 

Contact Number*

☐ Mobile

☐ Phone

Residential Address

Street Line 1 *

Street Line 2

Street Line 3

Suburb *

State *

Postcode *

Country
Australia

Preferred Postal Address

- The postal address you provide on this form will be used for all mailed correspondence going forward, including rates notices if you are not subscribed to eRates.
- If you are subscribed to eRates, they will continue to be sent to the email address you originally used when signing up for eRates. Updating your email here will not update your eRates subscription.

☐ Same as Residential Address above

Street Line 1 *

Street Line 2

Street Line 3

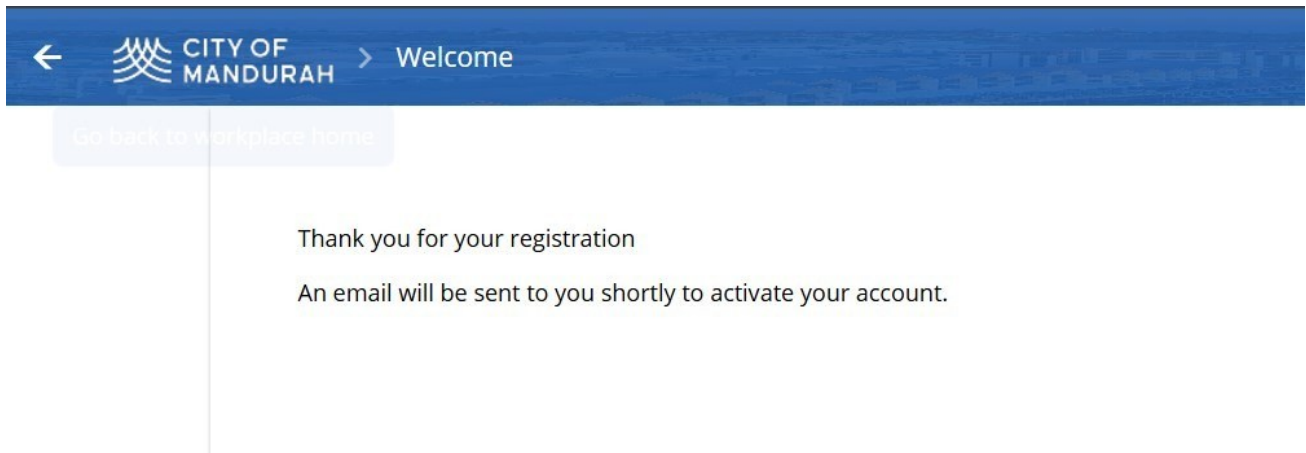
Suburb *

State *

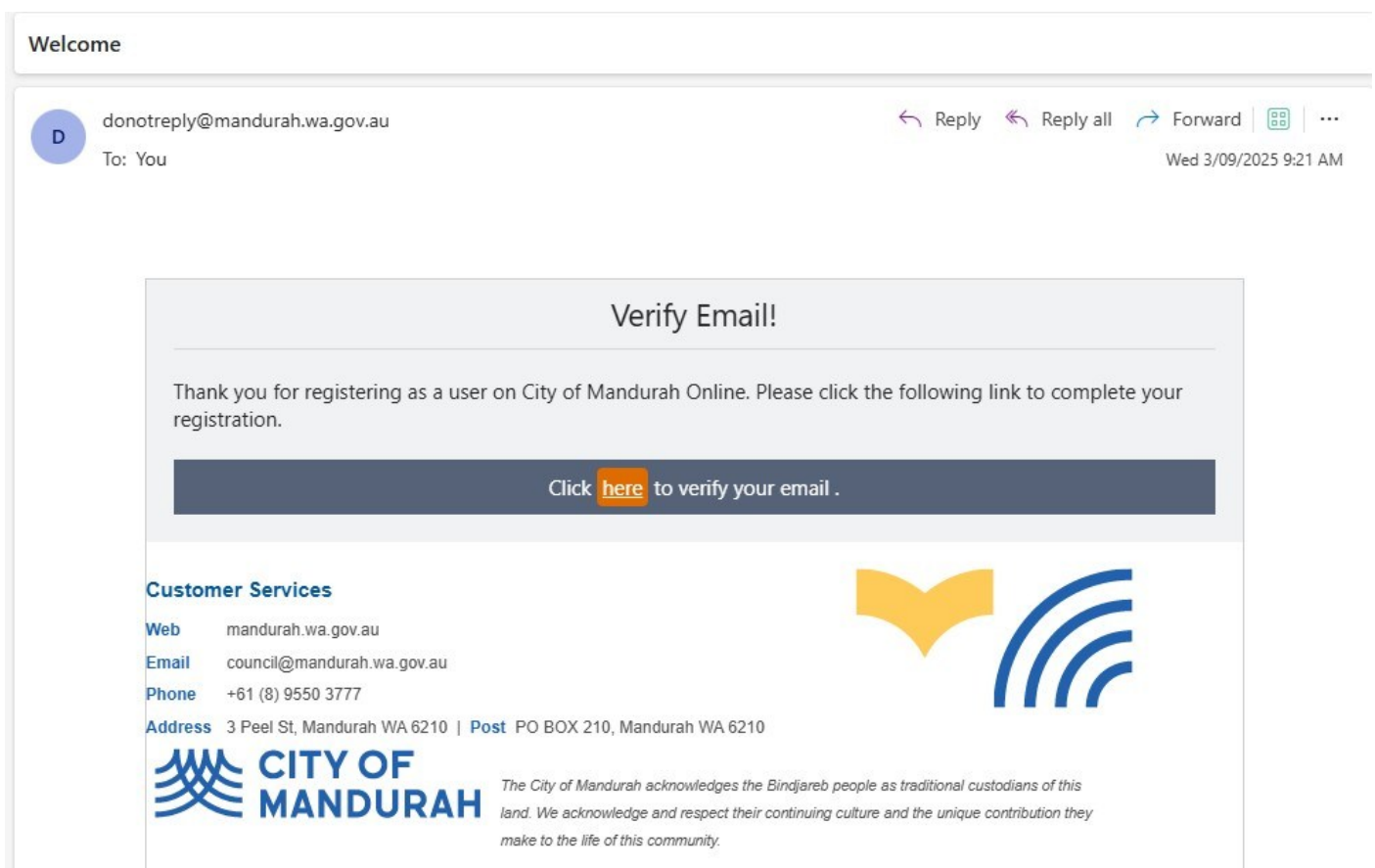
Postcode *

Country

8. You will receive a confirmation message:



9. Check your email for a verification email (from donotreply@mandurah.wa.gov.au). Please check junk/spam folders. Click the link to verify your email.



10. Read and accept the terms and conditions

Terms and Conditions

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1. resupply or the goods or services;

I accept

I do not accept



Your registration is complete

Dear ladydianne@hotmail.com.

Congratulations! You have successfully completed your registration.



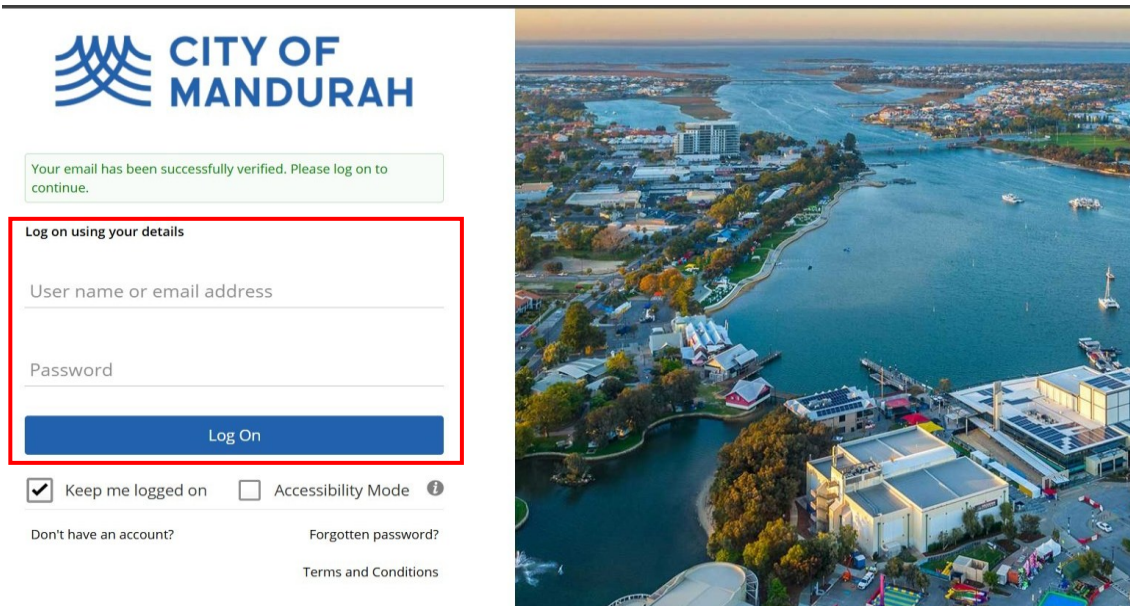
Thank you

CiAnywhere

Powered by TechnologyOne
Enterprise Software, incredibly simple

11. The login page will open, with confirmation that your email has been verified. Please login using your details.

12.



Two Factor Authentication

13. You will be prompted to setup Two Factor Authentication – this is mandatory. There are three methods available to you:

- a. Authenticator App
- b. Email Link
- c. Email Code (easiest option)

Select your preferred method using the drop-down menu and follow the instructions on the page.

14. For the easiest option, select Email Code and click OK.



Two Factor Authentication

Setup your default Two Factor Authentication method

When logging into CiA from a new computer or browser you will be asked to verify that you are the person logging in. You may be asked to verify yourself while performing certain actions as well. We do this to ensure that these actions are being performed by you and not someone else.

Methods

Email Code

Hints and Tips

A email will be sent to your registered email address.

This email will contain a code, enter the code into the box displayed to the screen.

OK

Cancel

You will be unable to continue if you cancel this setup.

12. Check your email for the verification code.

Verify Action

Dear Tegan Ambrosa,

Enter 942423 to verify your action

Thank you

Ci Anywhere

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13. Type the One-Time-Code into the portal and click OK.



Verify Logon Attempt

New logon from current computer and/or browser. Please contact your administrator if you cannot login.

Code
942423

OK Cancel

[Use a different method](#)

14. Read and accept the Terms and Conditions

Terms and Conditions

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1. any action or failure to act by any person in accessing, downloading, uploading, using or relying on, or inability or use or rely on,

I accept I do not accept

Please note that your properties/animals may not appear immediately. Your new registration will be linked to your online account within a few days.

15. Lodge your application by selecting the “Enquiries” tile on the home page.

