

## ***Welcome to the City of Wanneroo Online Building Portal.***

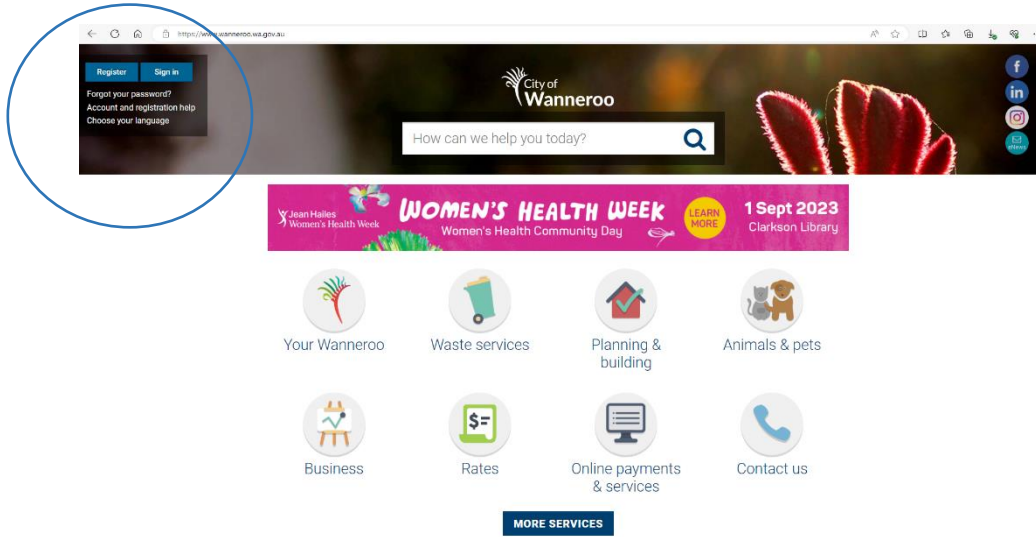
This quick reference guide will assist you with navigating the system, lodging and tracking your application (case) as well as frequently asked questions.

## **Contents**

Signing in	1
Submitting an application	3
Resuming an application	5
Navigating the system	6
Providing additional details	7
Accessing your receipt	8
Setting up filters	9
How to compress documents into a Zip File	11
Accessing your approval documents	12
Getting support	12

## Signing in

From the home screen on the City of Wanneroo website, click sign in, in the top right hand corner.



This will take you to the login screen. Use your registered email address and password to log in.

The login screen for the City of Wanneroo. It has a blue background with the City of Wanneroo logo at the top left. The text reads: 'City of Wanneroo', 'Once signed in you can track the progress of your cases and collaborate in real time.', and 'Don't have an account? [Register](#), it takes less than a minute.' Below this are two input fields: 'Email address' and 'Password'. The password field has a 'SHOW' button to its right. At the bottom, there is a link 'Problems signing in?' and a 'Sign In' button.

You will then be logged into your account where you can update details and view your applications and payments.

# City of Wanneroo My Account

Hello,

Keep track of your activities and details right here.

[Change your details](#)

[Change your password](#)

[Sign out](#)

## Building and Planning



View your cases or submit a new application.

### Application for New Building Permit

**Reference:**  
**Submitted:** 18/10/23  
**SLA due date:** 2023-11-01  
**Authority Reference:** BA  
**Type:** Application for New Building Permit  
**Street Number:**  
**Lot No:**  
**Hard Copy:** No  
**Street Name:**  
**Suburb:** Banksia Grove  
**Status:** ASSIGNED TO CUSTOMER RELATIONS  
**Officer:**  
**Cert or Uncert:** Certified  
**Case closed:**

[View more details](#)

[Your cases](#)

Once you have submitted applications you will see an overview of your last submission here. To view the application in full, click on View more details.

# City of Wanneroo My Account

Hello,

Keep track of your activities and details right here.

[Change your details](#)

[Change your password](#)

[Sign out](#)

## Your online forms

You have no online forms in progress or submitted.

## Your online payments

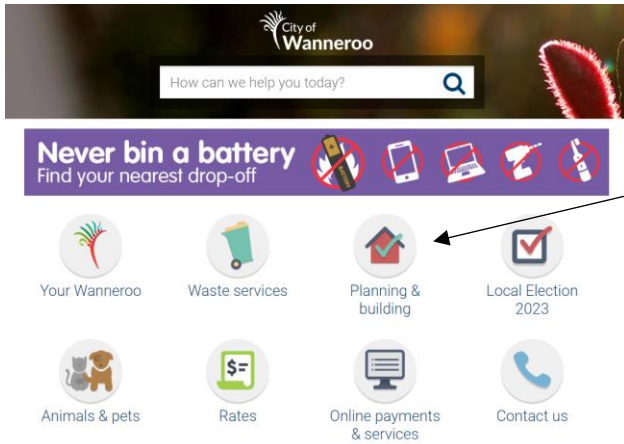
**Previous Payments**

You have no previous payments.

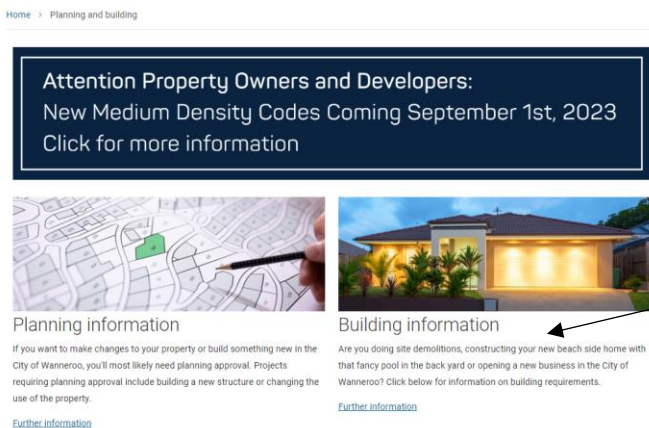
**NOTE:** If you have not yet submitted an application the page will appear as shown.

# Submitting an application

To submit a new application navigate to the home page of the City website and select Planning & Building

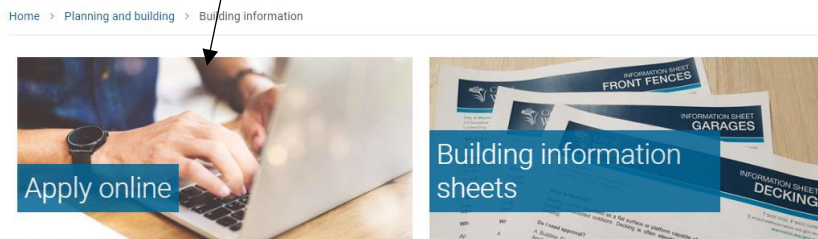


## Select Building information



## Select Apply online

### Building information



Select the application type and follow the prompt to complete your application.

# Online building applications

[Home](#) > [Planning and building](#) > [Online building applications](#)

Enjoy hassle-free building applications with our upgraded portal where you can now lodge, track and update your building application online. To use the portal, make sure you've [registered for a new account](#) from 1 July 2023 as previously registered accounts will no longer have access. For more information on this change or help with your account, visit our [accounts help page](#).

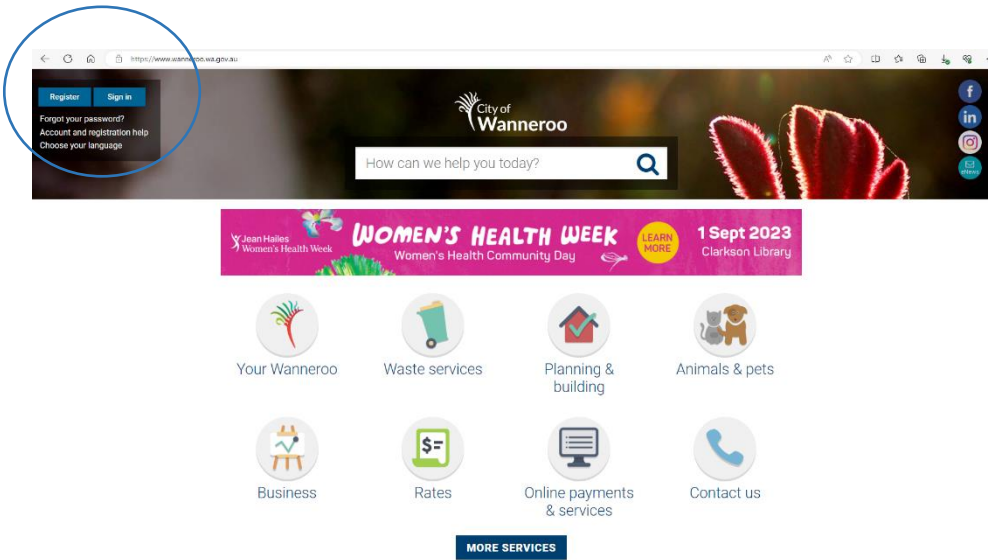
Select the application you would like below and then sign in or register for a new account.

- Building Application
- Provide Additional Information for Current Building Application
- Amended Building Permit Application (Amendment to an approved Building Permit)
- Copies of Plans request
- Unauthorised Works - Application for Building Approval Certificate
- Demolition Permit Application
- Verge Licence Application
- Sign Licence Application
- BA7 - Notice of Completion
- BA8 - Notice of Cessation
- Application for Occupancy Permit
- Application to extend time – building or demolition permit
- Application for Strata (Form 15)
- Built Strata - Application for Building Approval Certificate

[Like 0](#) [Share](#) [Tweet](#)

## Resuming an application

If you begin an application and cannot complete it, the application will save for you. To resume or delete the application click on account.



Scroll down to Awaiting completion.

To resume click on the application. To delete the application click remove.

### Awaiting completion

[Application for Occupancy Permit](#) | Remove

[Application for New Building Permit](#) | Remove

[Application for New Building Permit](#) | Remove

# Navigating the system

When you open a case, you will see the below

This is your case reference number.

This shows the status of your case.

The screenshot shows the 'Case details' section of the system. At the top, there is a header bar with a star icon, the case reference number 'AME000056', the title 'Amendment To A Previously Approved Building Permit', and a status tag 'assigned to customer relations'. Below the header, there are two tabs: 'Details' (selected) and 'Files'. An 'Actions' dropdown menu is visible. The main content area is titled 'Case details' and contains a table with the following information:

Street Name	Dundebar Road
Street Number	23
Suburb	Wanneroo
Applicant Name	Sarah
Authority Reference Number	2022/1234
Form Reference	587731
Applicant Email Address	<a href="mailto:sarah@test.com.au">sarah@test.com.au</a>

Your application details will show here.

Your building application number will show here.

The screenshot shows the 'Files' section of the system. At the top, there is a header bar with a star icon, the case reference number 'AME000056', the title 'Amendment To A Previously Approved Building Permit', and a status tag 'assigned to customer relations'. Below the header, there are two tabs: 'Details' and 'Files' (selected). An 'Actions' dropdown menu is visible. The main content area is titled 'Files attached to this case' and contains a list of files:

- Any supporting documentation (19/9/23, 2:59 pm)
- Generated PDF (19/9/23, 2:59 pm)
- Blank\_doc.docx (1154 KB)

All files attached to your case will show here.

**Note:** If you are asked to provide additional details, please don't add the files here. Follow the steps outlined in [Providing additional details](#).

## Providing additional details

If additional information is required you will receive an email linking to your case. The request for information will show in the body of the message if sent by our Customer Relations Team or be attached via a PDF if sent from a Building Surveyor.

To respond, login to your account and click on the green button **Respond to the City** (see below)

**Note:** Only one of these will show when information is requested.

Respond to the City (Customer Relations Team)

Respond to the City (Building Surveyor)

Once selected, this will take you through to a form which allows you to comment and/or add the additional information.

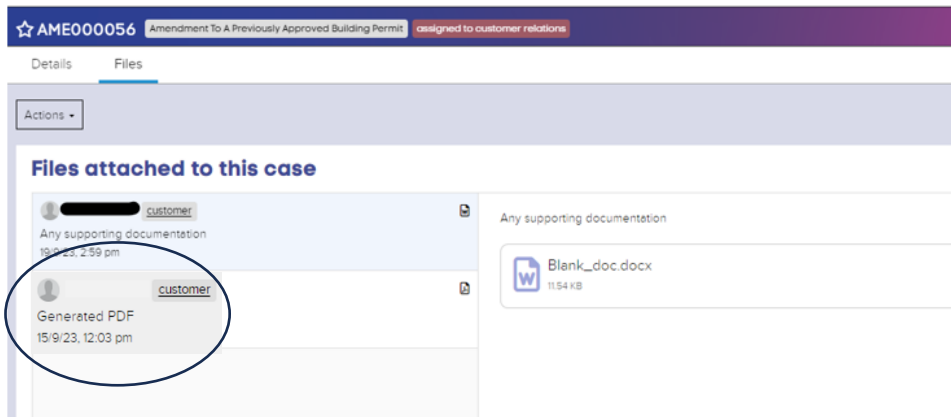
Once completed the case will automatically progress and the information will go through to the relevant team to assess.



# Accessing your receipt

Your receipt is sent with your application form once you submit an application. You can also find your receipt in the files section of the case.

Select the case/application, click **Files** and scroll down until you see **Generated PDF**



The receipt sits at the end of the application form as shown.



**City of Wanneroo Tax Receipt**

ABN: 64295981165  
 Tax Receipt: JADU  
 Date:

**Customer Details**

Name:  
 Address:

Email Address:  
 Phone/Mobile:

**Property Details**

Suburb:  
 Street:  
 Lot Number:

**Payment Details**

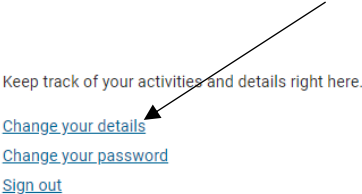
Description	Cost	GST	Total
Application Fee	\$	\$	\$
CTF Levy	\$	\$	\$
Building Services Levy	\$	\$	\$
Inspection Fee	\$	\$	\$
Bond	\$	\$	\$
Subtotal		\$	\$
Online Payment Surcharge (0.57% inc GST)		\$	\$
<b>Total Amount Paid</b>		\$	\$

# Setting up filters

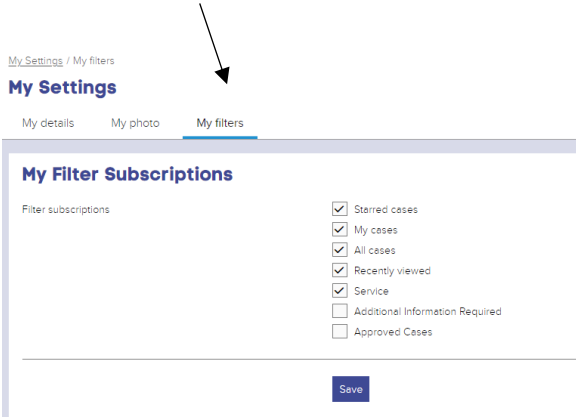
You can personalise your filters to suit your needs, the system will initially have several filter options selected.

We have created some that may be useful for you.

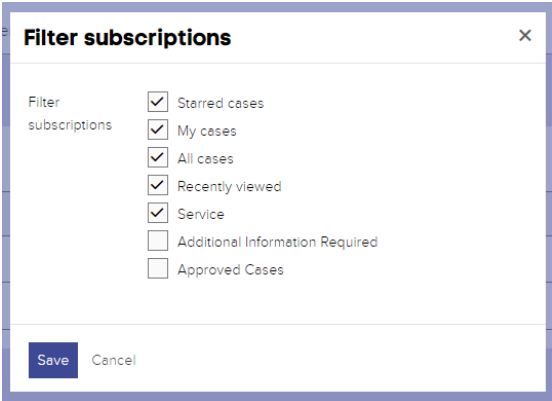
From your My Account page click Change your details



Click My Filters



From here untick all boxes

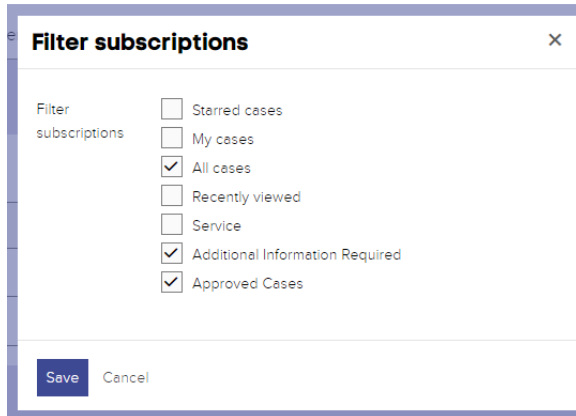


Then select the following:

**All cases** – This will show all cases submitted by you no matter the current status.

**Additional Information Required** – This will show all cases where the City has requested addition information from you.

**Approved Cases** – This will show all approved cases so you can easily access your permit where required.



Filter subscriptions

Filter subscriptions

- Starred cases
- My cases
- All cases
- Recently viewed
- Service
- Additional Information Required
- Approved Cases

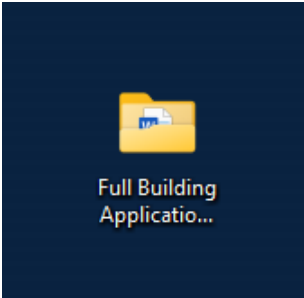
Save Cancel

Click Save

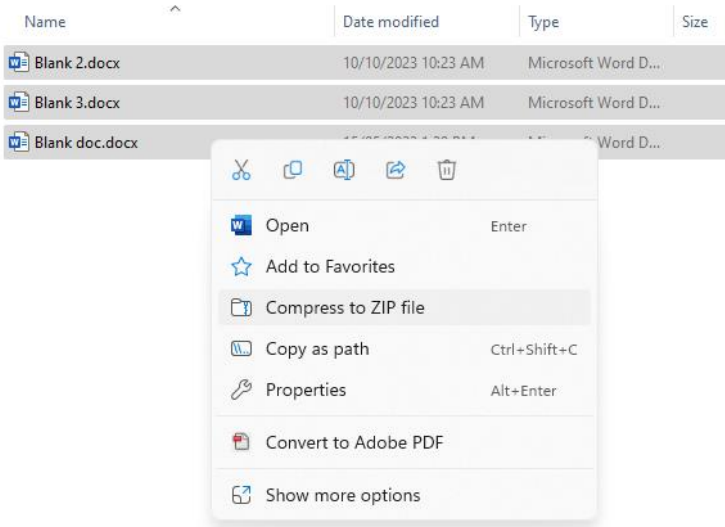
# How to compress documents into a Zip File

Zipped (compressed) files take up less storage space and can be transferred to other computers more quickly than uncompressed files.

You have the option to add your complete application as a zip file for certified applications. To compress a file into a zip file, first add the documents you wish to submit into a file.



Open file and select all files. Right click and select Compress to a Zip File.



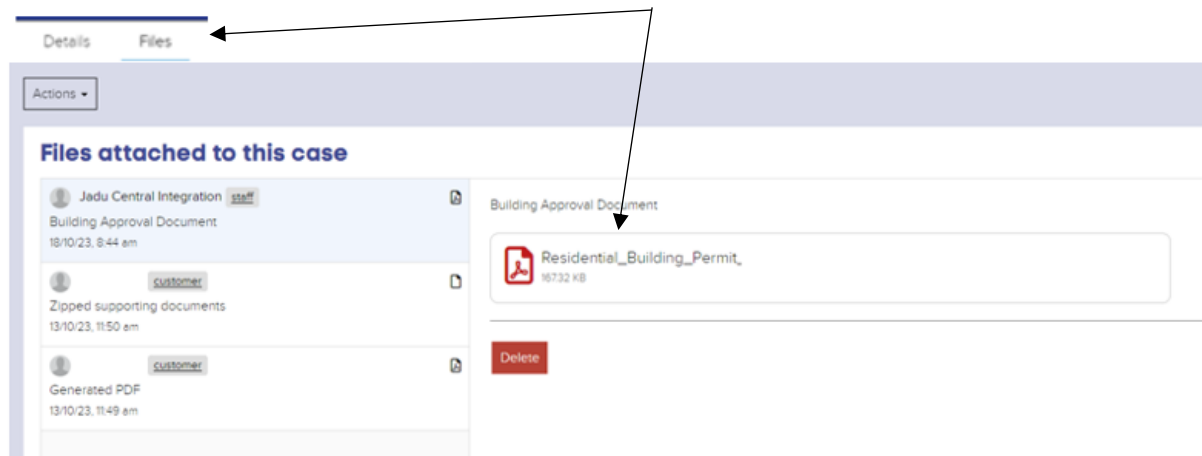
A new file will appear, this is the file you will attach to your application.

Name	Date modified	Type
Blank 2.docx	10/10/2023 10:23 AM	Microsoft Word D...
Blank 3.docx	10/10/2023 10:23 AM	Microsoft Word D...
Blank doc.docx	15/05/2023 1:39 PM	Microsoft Word D...
Blank doc.zip	26/10/2023 2:11 PM	Compressed (zipp...

## Accessing your approval documents

Once your application is approved the builder, applicant and owner will receive an email with the permit and associated documents attached.

The approval documents will also show in the Files section of your case.



## Getting support

If you require support with how to navigate the system or how to lodge an application, please contact one of our

friendly Customer Relations Team Members on 9405 5000 during office hours Monday to Friday 8:30am to 5pm, who will be happy to assist.