

# **Client Portal**

Local Government Authorities (LGAs) Administrators and Standard Users



Landgate.wa.gov.au





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# **Requesting Client Portal Access**





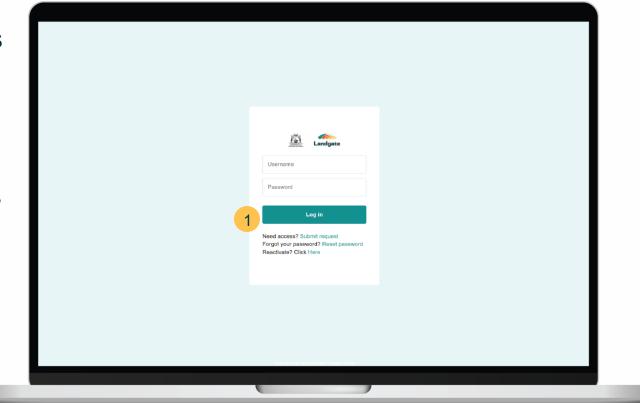
## **Request access**

Your first and fastest option to gain access to the Client Portal is to contact your organisation's Client Portal administrator. Access provisioned by an administrator is immediate.

Alternatively, a person can request access to the Client Portal via the Portal login page. Access is granted within 2 business days.

Click on the "Submit request" hyperlink to launch the form.

The URL is: <u>https://val.clientportal.landgate.wa.gov.au</u> which will be activated post go-live.







# Request access form

Complete the fields in the form. Either a Mobile or Phone number must be provided

Select either Standard User or Administrator access:

- Standard User general access to Client Portal functionality
- Administrator elevated access, including user provisioning and account management

 On clicking Submit, the following message -"Your request has been successfully submitted" will appear to the user.

The submitted request is delivered to Valuation Services for review and action.

Valuation Services Client Portal			<u>ـ</u>	۵	<u>م</u>	A	A.	<u>م</u>	A
Access Request									
Please refer to your delegated administrator in your organisation for user access to the Valuation Services Client Portal. Where a delegated administrator is not available, you may request user access through Landgate by completing this form. Your request will be actioned in 2 business days.			1	1		1			
Title									
Select an Option   First Name									
*Last Name									
* Email									
Ka 1 1 Mart									
The email address must be an individual's email and not a shared malibox or distribution group.									
*Organisation									
* Phone									
Mobile									
*Access Standard User									
Comments									
A.									
I'm not a robot									
Cancel Submit						ļ	ļ		





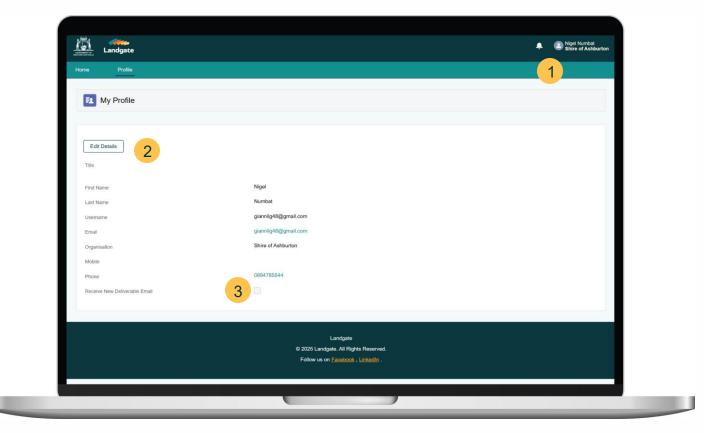
# Managing Your Profile





# Updating your user profile

- Users can click on their profile, then Settings.
- 2 Users can update their own user profile by selecting Edit Details.
- 3 Users can nominate to receive email notifications when deliverables are loaded by Valuation Services e.g. interim schedules, valuation rolls, other deliverables/reports







# **Client Portal - Dashboard**





# Create new requests

1 At the top of the client portal dashboard is the **New Request** action button.

lome Prop	erty Search	Property Summary	Valuation Schedules	Valuation Rolls & Deliverables	Administration	
O Dashboa	ard					Water Corporation
Cases					<b>1</b>	New Request Change Contact
Filter List		Search				
My Open Cases	*	Q, Enter search term.				
Case Number	✓ Case Type	✓ Case Status	V Subject V Ac	idress V Contact Name V	Case Create V Case Clo	sed V Restricted Vi V
00026371	Data File Uplo	ad Processing	test uat r31	Fred Fryer	07/03/2025, 08:05	No
00016997	ESL Valuation	En New	Test 08012025 AA	Fred Fryer	08/01/2025, 15:41	No 🔻
00016995	Market Valuat	ion New	Test attchments	Fred Fryer	08/01/2025, 13:46	No 🔻
00016974	General Enqu	iry New	Testing attachme	Fred Fryer	08/01/2025, 06:15	No 👻
00016973	General Enqu	iry New	Testing attachments	Fred Fryer	08/01/2025, 05:50	No 👻
00016669	Market Valuati	ion New	Test 06012025 T	Fred Fryer	06/01/2025, 16:12	No
00016636	Pastoral Enqu	iry New	Test Pastoral 181	Fred Fryer	18/12/2024, 17:45	No v
00016635	Pastoral Enqu	iry New	Test Pastoral 181	Fred Fryer	18/12/2024, 17:39	No
00016624	Interim Valuat	ion New	31 SPIGL WAY B 31	SPIGL WAY B Fred Fryer	17/12/2024, 17:01	No 👻
00016623	Interim Valuati	ion New	77 WOOD ST IN 77	WOOD ST IN Fred Fryer	17/12/2024, 17:00	No 💌
			Page	1 of 2   11 Records >		
_						
Case Com	munication					
Filter List		Search				



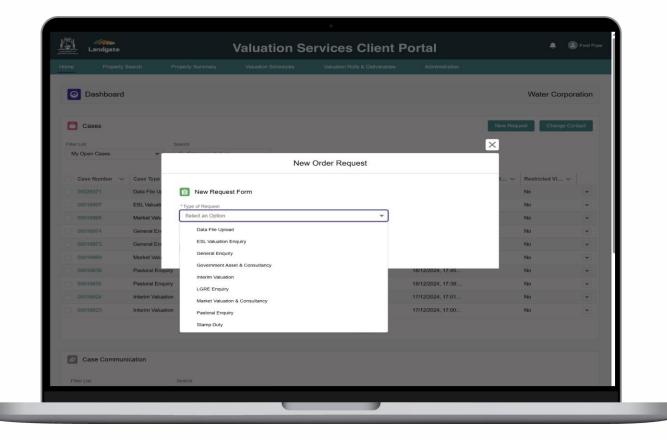


# Create new requests

User will then be presented with the **New Request Form** drop down.

Make the relevant selection. The list that you see in the screenshot may not all be relevant for your agency. Only applicable options will be viewable.

Agencies that regularly provide data files to Valuation Services will be have the "Data File Upload" form to upload these files.







Request forms may ask for an Address/VEN to identify the associated property that the request relates to. Type in the address or VEN and you will be provided with matched results for selection.

The inclusion of an Address/VEN will ensure that actions are completed on the relevant property.

lome Property	Search	New Order Request			
O Dashboard	I	Interim Valuation First Name		Water C	corporation
Cases		Fred		lew Request Cha	inge Contact
0		Last Name			
Filter List		Fryer			
My Open Cases	Ŧ	Contact Email			
		giannilg617@gmail.com			
Case Number V	Case Type	Phone		1 V Restricted V	i ¥
	Data File Up	0846456455		No	
	ESL Valuation	Mobile  0 446545454		No	•
	Market Valu			No	
00016974	General End	Organisation Water Corporation		No	
	General En	Address / VEN Search     Go to Property Search	1	No	
	Market Valu	Address / VEN Search     Go to Property Search		No	
		Q. Start typing an address or VEN.			
00016636	Pastoral En	Property Land ID		No	
	Pastoral En			No	-
00016624	Interim Valu	Urban/Rural		No	
	Interim Valu	Valuation Type		No	•
		Page 1 of 2   11 Records			
		Page 1 of 2   11 Records >			



## Create new requests - advanced property search

- If a target property cannot be identified using an address or VEN, the user has the option to conduct a form-based general search via the Go to Property Search link.
- Prom the search results, you can click the drop down and select "Create New Request". The relevant form can then be selected and completed.
- 3 Help tip: when entering the Street Name, do not enter the street type in full e.g. Road. Either enter the abbreviation (e.g. Rd) or no street type.

Landgate			Valua	tion 9	Service	s Clier	nt Portal				L 🕘 Penny Pitsto
Home Property Sea	ch	Property Summar	y Land Sun	nmary	Valuation Rolls	& Deliverables	Valuation Sc	hedules			
	1 Pr	operty/Land M	ap Mining Tenemer	it							
	Loc	al Government		Land ID			Admin Area				
	E	Albany									
	Str	et No.From	Street No.To	Land Type	and Type	•	Certificate of Title				
	Stra	et Name		Obloct	ана туре		Owner Name				
	3	of Herro									
	Sut	urb					Rural Ratepayer Nam	e <b>O</b>			
		Search Clea	r All	Property	Land						
		Search Re	sults								
	VE		Nu V Address				✓ Primar ✓				
	77	L14			RA 6330 RT ALBANY 6330	2,307.000 3.5215 Ha		Urban View Property	Details		
	162				TALBANT 0000	80.9000 H		Create New F		2	
	174	L45	169 BUSH	BY RD LOWE	R KING 6330	12.5000 H	la 45P3645	Rural	V		
	195	L12	11 CHAME	PION ST MIRA	MAR 6330	1,012.000	00 12P6065	Urban	•		
	971	L72	18 LION S	T MOUNT ME	LVILLE 6330	529.0000	m² 72P299	Urban	•		
	112	1 L58	91 1810 TAKI	ENUP RD NAF	PIER 6330	323.7000	Ha 5891P1658	Rural	¥		





#### Cases

1 The top section of the **Home Dashboard** displays the open cases for the client user. This is the default view.

Home	Property Search	Prope	erty Summary	Va	luation Schedules	Valuation Rol	is & Deliverables	Administration			
0	ashboard									Water Corpora	atio
Ca	ises 1								New Reque	est Change Con	tact
Filter List		Sea									
My Ope	n Cases 🔍	Q	Enter search term								
Case	Number 🗸 Case Type	$\sim$	Case Status	~   s	ubject 🗸	Address 🗸	Contact Name 🗸	✓ Case Create ✓	Case Closed 🗸	Restricted Vi 🗸	
0001	6997 ESL Valuatio	n En	New	Te	est 08012025 AA		Fred Fryer	08/01/2025, 15:41		No	Ŧ
0001	6995 Market Valua	tion	New	Te	est attchments		Fred Fryer	08/01/2025, 13:46		No	
0001	6974 General Enq	uiry	New	Te	esting attachmen		Fred Fryer	08/01/2025, 06:15		No	
0001	6973 General Enq	uiry	New	Te	esting attachments		Fred Fryer	08/01/2025, 05:50		No	
0001	6669 Market Valua	tion	New	Te	est 06012025 TE		Fred Fryer	06/01/2025, 16:12		No	
0001	6636 Pastoral Enq	uiry	New	Te	est Pastoral 181		Fred Fryer	18/12/2024, 17:45		No	
0001	6635 Pastoral Enq	uiry	New	Te	est Pastoral 181		Fred Fryer	18/12/2024, 17:39		No	٣
0001	6624 Interim Valua	tion	New	3	1 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01		No	٣
0001	6623 Interim Valua	tion	New	7	7 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00		No	٣
0001	6621 Government	Asset	Processing	G	ovt Asset test ac		Fred Fryer	17/12/2024, 16:39		No	
						Page 1 of 1   10 Reco	rds				
_											





#### Cases

- Filter lists and search function are available to locate a case. This includes viewing all cases submitted by users in your organisation.
- 2 Cases that are marked as Restricted View can only be seen by the contact owner and administrators.

Hom	e Property Se	earch	Prope	erty Summary	Valuation Schedules	Valuation Rol	is & Deliverables	Administration		
	_									
	Oashboard								Water Corp	oration
	Cases								New Request Change C	Contact
1	Cases								new nequest Change C	Jonitada
	Iter List My Open Cases	*	Sea	ch Enter search term						
	All Open Cases								2	
ſ	✓ My Open Cases		· ~	Case Status ∨	Subject V	Address 🗸	Contact Name 🗸	Case Create ∨ C	ase Closed V Restricted Vi V	
ľ	All Closed Cases		n En	New	Test 08012025 AA		Fred Fryer	08/01/2025, 15:41	No	¥
	My Closed Cases		ition	New	Test attchments		Fred Fryer	08/01/2025, 13:46	No	Ŧ
	All Open & Closed Ca	3565	uiry	New	Testing attachmen		Fred Fryer	08/01/2025, 06:15	No	¥
	My Open & Closed C	ases	uiry	New	Testing attachments		Fred Fryer	08/01/2025, 05:50	No	¥
	00016669	Market Valu	ation	New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12	No	•
	00016636	Pastoral En	quiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45	No	¥
	00016635	Pastoral En	quiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39	No	•
	00016624	Interim Valu	ation	New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	Ŧ
	00016623	Interim Valu	ation	New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	¥
	00016621	Governmen	t Asset	Processing	Govt Asset test ac		Fred Fryer	17/12/2024, 16:39	No	¥
						Page 1 of 1   10 Reco	rds			





## Cases – actions menu

- 1 On the right side of the case table is an **actions menu**. The actions that can be taken for a case are:
  - View case details (users can also click on the Case Number link)
  - Message Landgate
  - Change the contact
  - Cancel the case
  - Restrict the case view

	Property Summary	Valuation Schedules	Valuation Rolts & Deliverables	Administration		
O Dashboard					Wat	er Corporation
Cases					New Request	Change Contact
	a 11					
Filter List My Open Cases	Search     Q. Enter search term					
Case Number V Case	Type V Case Status	✓ Subject ✓ Ac	idress 🗸 Contact Name 🗸	′ Case Create ∨	Case Closed V Restric	ted Vi 🗸
00016997 ESL	Valuation En New	Test 08012025 AA	Fred Fryer	08/01/2025, 15:41	10	•
00016995 Mark	et Valuation New	Test attchments	Fred Fryer	08/01/2025, 13:46	1 [	View Case Details
00016974 Gen	eral Enquiry New	Testing attachmen	Fred Fryer	08/01/2025, 06:15	No	Message Landgate
00016973 Gen	eral Enquiry New	Testing attachments	Fred Fryer	08/01/2025, 05:50	No	Change Contact
00016669 Mar	et Valuation New	Test 06012025 TE	Fred Fryer	06/01/2025, 16:12	No	Cancel Case
00016636 Past	oral Enquiry New	Test Pastoral 181	Fred Fryer	18/12/2024, 17:45	No	Restrict View
00016635 Past	oral Enquiry New	Test Pastoral 181	Fred Fryer	18/12/2024, 17:39	No	Ŧ
00016624 Inter	m Valuation New	31 SPIGL WAY B 31	SPIGL WAY B Fred Fryer	17/12/2024, 17:01	No	w
00010024	m Valuation New	77 WOOD ST ING 77	WOOD ST ING Fred Fryer	17/12/2024, 17:00	No	¥
	rnment Asset Processing	Govt Asset test ac	Fred Fryer	17/12/2024, 16:39	No	
00016623 Inter	ernment Asset Processing					
00016623 Inter	enment Asset Processing	Pa	ge 1 of 1   10 Records			

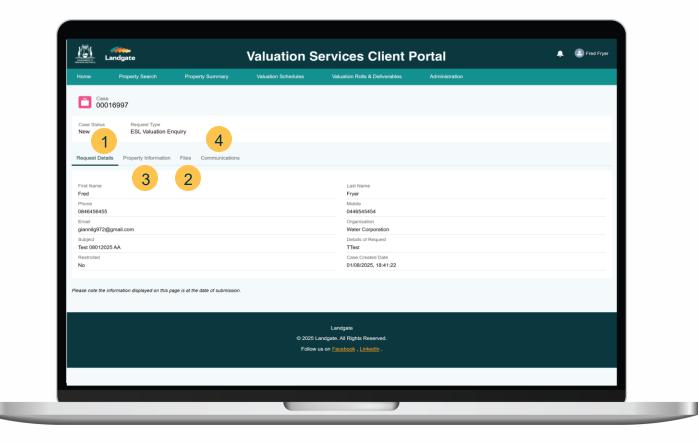




#### Cases – view case details

Selecting **View Case Details** or clicking on a case number will launch the case details. Current details are on the dashboard.

- 1 The information shown under **Request Details** is at the point in time when the request was
- 2 submitted. Attachments provided will be displayed under the Files tab.
- 3 Property Information tab will show the details of the associated property.
- Communications tab will show messages between the agency and Landgate associated with the case.







#### Cases – message Landgate

For open cases, users can message Landgate within the context of a case, by selecting this item in the action menu, completing the form and clicking Submit. Files can be attached with the message.

The case owner at Landgate will directly receive the message and reply/action as required.

ome Property Se	earch Property Summary	Valuation Schedules	Valuation Rolls & Deliverables	Administration	×	
O Dashboard		Me	essage Landgate		Water Co	rporation
	Case Number:	٥	00016997			
Cases	Case Type:	E	ESL Valuation Enquiry		t Chang	e Contact
Filter List	Case Subject:	т	Fest 08012025 AA			
My Open Cases	* Subject					
	* Message					
🗌 Case Number 🗸 🗸	moodgo				testricted Vi	~
					ło	
	Upload Attachment				ło	•
00016974					lo	•
			▲ Upload Files		ło	•
			Or drop files		ło	•
00016636					ło	•
					lo	
00016624				Close	lo	
					o	
	Government Asset Processing	Govt Asset test ac	Fred Fryer	17/12/2024, 16:39	No	
		Pi	age 1 of 1   10 Records			





### Cases – view messages

 Sent and received messages will be visible in the Case Communication section of the Dashboard.

Filter List All My Communic		earch Q. Enter search term						
Case Number	✓ Case Status	✓ Communication ✓	Subject 🗸	Communication $\lor$	Initiated By $\sim$	Communication $\lor$	Created Date / T 🗸	
00020226	New	COMM-0000039	Required info by 4/3/	Information Request	Landgate	Provided	04/02/2025, 09:40:24	•
00020226	New	COMM-0000045	Subject M 04022025	Message	Client	Sent	04/02/2025, 14:35:07	¥
00020225	Processing	COMM-0000043	Subj Test 04022025 AA	Information Request	Landgate	Provided	04/02/2025, 13:23:14	
00020225	Processing	COMM-0000044	Subj Test Client Sent	Message	Client	Sent	04/02/2025, 13:24:05	Y
00020226	New	COMM-0000041	Progress update please	Message	Client	Sent	04/02/2025, 10:08:00	•
00020226	New	COMM-0000040	Message to request xx	Message	Landgate	Unread	04/02/2025, 10:00:03	
00020226	New	COMM-0000038	Time required	Information Request	Landgate	Provided	04/02/2025, 09:35:30	•
00020226	New	COMM-0000036	Please supply buildin	Information Request	Landgate	Provided	03/02/2025, 17:51:20	
Ø Quotes				1 of 1   8 Records				
Filter List My Quotes Awaiting		arch Q. Enter search term						
Quote Number	V Quote State		Number 🗸 🗸	Case Subject	V Quote Receiv	ed Date 🗸 Exp	iration Date 🗸 🗸	
			Page	1 of 1   0 Records				





### Cases – change contact

- 1 Select cases
- 2 Click the Change Contact button to update the contact for multiple cases.

Home Property	Search	Property Summary	Valuation Schedules	Valuation Rolls & Deliverables	Administration	
O Dashboard						Shire of Ashbur
Cases						New Request Change Contac
Filter List		Search				
All Open Cases	*	Q, Enter search term				
2 items selected						
Case Number 🗸	Case Type	✓ Case Status	✓ Subject ✓	Address 🗸 Contact Nam	e 🗸 Case Create 🗸	Case Closed 🗸 Restricted Vi 🗸
✓ 00029307	Interim Valuatio	n New	L10374 BALKULI	L10374 BALKULI Nigel Numbat	07/04/2025, 13:27	No
✓ 00028187	Market Valuatio	n New	Job: [238604] Tas		24/10/2023, 07:00	No
				Page 1 of 1   2 Records		
Case Commu	nication					
Filter List My Open Communit	cations v	Search Q. Enter search terr				
my Open Commonie	cations *	or, Enter search terr	n <sub>co</sub>			
Case Number 🗸 🗸	Case Status	∽ Communicati	on 🗸 Subject	✓ Communication ✓ In	itiated By 🗸 Commu	nication 🗸 Created Date / T 🗸
				Page 1 of 1   0 Records		





## Cases – change contact (cont.)

Search and select a new contact. The search will only provide registered users in your organisation.

Reassigning a case to a new contact will ensure that:

- Messages are received from Landgate by an active user; and
- The user can follow the progress of the case.

Home Property Search		Change Contact			
O Dashboard	Case Number:	00016997		Water C	orporation
	Status:	New			
Cases	Case Subject:	Test 08012025 AA		lew Request Char	nge Contact
0	Contact Lookup Filter				
Filter List	Search	Q			
My Open Cases 👻	Ditty Kunjukunju dittydomini@gmail.com				
📃 Case Number 🖂 Case Type				1 V Restricted Vi.	
00016997 ESL Valuat				No	
00016995 Market Val	Mike Testeer mike.thanos+wo@gmail.com			No	
00016974 General Er	Percy Pengiun giannilg617+03@gmail.com			No	
00016973 General Er				No	
00016669 Market Val				No	
00016636 Pastoral E				No	
00016635 Pastoral Er				No	
00016624 Interim Val				No	
00016623 Interim Val				No	
00016621 Governme			Close Submit	No	
		Page 1 of 1   10 Records			





#### Cases – cancel a case

Selecting the **Cancel Case** action will ask for confirmation from the user.

Cancel Case is only available when the case status is New. However, if the case has been progressed by Landgate, the Cancel Case option may not be accessible. In such instances, use the Message Landgate action to request cancellation of the case.

	Landgate			Valuation	Services	Chefit	onal			
Home	Property Si	earch Proj	perty Summary	Valuation Schedules	Valuation Rol	ls & Deliverables	Administration			
	Dashboard								Water Corp	oration
	Dashboard								Water Corp	oration
	Cases							New Reque	st Change	Contact
	ouses									
Filter	List y Open Cases		arch Q. Enter search te							
					Cancel Case					
	Case Number 🗸 🗸	Case Type 🛛 🗸	Cas		ouncer ouse			Case Closed 🗸	Restricted Vi	~
	00016997	ESL Valuation En		ou sure you want to cancel this	s case? Click OK to con	firm.			No	
	00016995	Market Valuation	Nev		Cancel			1	No	T
	00016974	General Enquiry	New	Testing attachmen		Fred Fryer	08/01/2025, 06:15	1	No	
	00016973	General Enquiry	New	Testing attachments		Fred Fryer	08/01/2025, 05:50	1	No	V
	00016669	Market Valuation	New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12	1	No	
	00016636	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45	1	No	
	00016635	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39	1	No	T
	00016624	Interim Valuation	New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	1	No	
	00016623	Interim Valuation	New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00		No	•
	00016621	Government Asset.	Processing	Govt Asset test ac		Fred Fryer	17/12/2024, 16:39	1	No	•
					Page 1 of 1   10 Reco	rds				
	_	_	_		_	_	_	_	_	_





#### Cases – restrict case view

Selecting **Restrict View** action, will allow users to restrict who can view the case. This will change the visibility of the case so that only the case contact and administrators can see the case in the dashboard.

User will be prompted to proceed with this action.

Home	Property Se	arch Prope	rty Summary	Valuation Schedules	Valuation Rol	s & Deliverables	Administration		
	É								
0	Dashboard							Water	Corporation
0	Cases							New Request	Change Contact
	ier.								
	Open Cases		Enter	_	-	_			
					Restrict View	<i>(</i>			
	lase Number 🖂 🗸	Case Type 🗸 🗸	Cas Are you	sure you want to restrict this	case? Case will only t	e viewable to the cor	ntact related to the	Case Closed V Restricted	v ~
		ESL Valuation En	New case an	d/or administrators in your or	ganisation.			No	
	0016995	Market Valuation	Nev		Cancel OK			No	
	0016974	General Enquiry	New	resong anaonnen		rieu riye	08/01/2020, 00.10*	No	
	0018973	General Enquiry	New	Testing attachments		Fred Fryer	08/01/2025, 05:50	No	
	0016669	Market Valuation	New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12	No	*
	0016636	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45	No	۲
	0016635	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39	No	
	0016624	Interim Valuation	New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	
		Interim Valuation	New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	
	0018821	Government Asset	Processing	Govt Asset test ac		Fred Fryer	17/12/2024, 16:39	No	
					Page 1 of 1   10 Reco	rds			





#### Cases – unrestrict case view

Selecting **Unrestrict View** action will remove the restriction on the case to allow it to be visible to all in the organisation.

This action can be completed by the case contact or administrators. User will be prompted to proceed with this action.

Home	Property Si	earch Prope	erty Summary	Valuation Schedules	Valuation Rolls & Deliverables	Administration			
								01000	
4	Dashboard							City of S	sunning
C	Cases						New Request	Change C	ontact
Fitte	er List	Sear	rch						
A	ly Open Cases	<b>▼</b> Q	Enter						
				U	Inrestrict View				
	Case Number 🗸		and the second second		ase? Case will be viewable by all users	in your	Case Closed V Res		
	00020264	Interim Valuation	INEX	01.			Yes		· ·
	00020263	Data File Upload	Nev		Cancel OK		No		
		General Enquiry	Processing	300j 1661 100220	Danity Dulia	1010212020, 14.40?	No		
		General Enquiry	Processing	Subj Test 100220	Danny Dollar	10/02/2025, 14:33	No		
	00020258	Data Enquiry Inbo Government Asset	Establishing Job	Subj Test 100220	Danny Dollar	10/02/2025, 12:59 10/02/2025, 12:56	No		
		LGRE Enquiry	Processing	Subj Test 100220	Danny Dollar Danny Dollar	07/02/2025, 12:56	No		*
	00020254	General Enquiry	Processing	Subj Test 070220	Danny Dollar	07/02/2025, 16:43	No		
		LGRE Enquiry	New	Subj Test 070220	Danny Dollar	07/02/2025, 16:30	No		
		Pastoral Enquiry	Processing	Subj Test 070220	Danny Dollar	07/02/2025, 15:57	No		
		. control of the second se	iy						
				Page	1 of 3   30 Records >				



# **Case Communication**

There are two categories for communication:

**Messages**. General communications between the Client and Landgate as the preferred method to email/phone channels.

**Information Requests**. Landgate requests the client to provide specific information or artefacts in relation to a case. The case may be placed on hold while awaiting for the information.

Communications sent and received will be visible in the Case Communication section. Filter lists and search function are available to locate a case. The list will default to "My Open Communications"

The case contact will receive an email notification when a message or information request has been received from Landgate.

Filter List	Sec	arch						
All My Communicatio		2, Enter search term						
Case Number 🗸 🗸	Case Status	Communication V	Subject 🗸	Communication 🗸	Initiated By $\sim$	Communication V	Created Date / T 🗸	
00020226	New	COMM-0000039	Required info by 4/3/	Information Request	Landgate	Provided	04/02/2025, 09:40:24	
00020226	New	COMM-0000045	Subject M 04022025	Message	Client	Sent	04/02/2025, 14:35:07	
00020225	Processing	COMM-0000043	Subj Test 04022025 AA	Information Request	Landgate	Provided	04/02/2025, 13:23:14	
00020225	Processing	COMM-0000044	Subj Test Client Sent	Message	Client	Sent	04/02/2025, 13:24:05	•
00020226	New	COMM-0000041	Progress update please	Message	Client	Sent	04/02/2025, 10:08:00	
00020226	New	COMM-0000040	Message to request xx	Message	Landgate	Unread	04/02/2025, 10:00:03	
00020226	New	COMM-0000038	Time required	Information Request	Landgate	Provided	04/02/2025, 09:35:30	•
00020226	New	COMM-0000036	Please supply buildin	Information Request	Landgate	Provided	03/02/2025, 17:51:20	•
Quotes	Sear	ch						
My Quotes Awaiting Ap	proval 💌 🔍	Enter search term						
Quote Number	✓ Quote Status	✓ Case N	lumber V	Case Subject	V Quote Receiv	ed Date 🗸 Expi	ration Date 🗸 🗸	Ĩ.
			Page	of 1   0 Records				
			1 896					





# **Case Communication**

Communications received will also be displayed in the notifications (bell icon) at the top right corner of the dashboard.

Home	Property Search	Property Summary	Land Summary	Valuation Schedules	Valuation R	tolls & Deliverables	More 🗸	
O Das	nboard							
Cases							New Request	Change Contact
_								
Filter List My Open Ca	1505 <del>-</del>	Search Q. Enter search ter	m					
Case Nur	m 🕇 🗸 Case Type	✓ Case Status	∽ Subject ∽	Address 🗸	Contact Name 🗸	Case Create 🗸	Case Closed 🗸 Re	estricted Vi 🗸
00029374	Pastoral Enq	uiry New	Subj Test 280420		Betty Boo	28/04/2025, 17:47	No	•
00029373	Government	Asset New	Subj Test 280420		Betty Boo	28/04/2025, 17:38	No	•
00029371	Interim Valua	tion New	8 SWEETMAN ST	8 SWEETMAN ST	Betty Boo	24/04/2025, 09:48	No	•
00029370	Interim Valua	tion New	7 WOOLGAR WA	7 WOOLGAR WA	Betty Boo	24/04/2025, 09:46	No	
00029369	ESL Valuation	n En New	Subj Test 230420		Betty Boo	23/04/2025, 16:54	No	
00029366	ESL Valuation	n En New	Subj Test 230420	7 TERRACINA W	Betty Boo	23/04/2025, 16:48	No	
00029367	ESL Valuation	n En New	Subj Test 230420		Betty Boo	23/04/2025, 16:47	No	
00029364	General Enqu	uiry Processing	Subj Test 170420		Betty Boo	17/04/2025, 11:17	No	
00029363	LGRE Enquir	y New	Subj Test 17042025		Betty Boo	17/04/2025, 11:12	No	•
00029362	Interim Valua	tion New	26 ELVIRE ST MI	26 ELVIRE ST MI	Betty Boo	16/04/2025, 15:12	No	•
			P	age 1 of 20   193 Records	>			

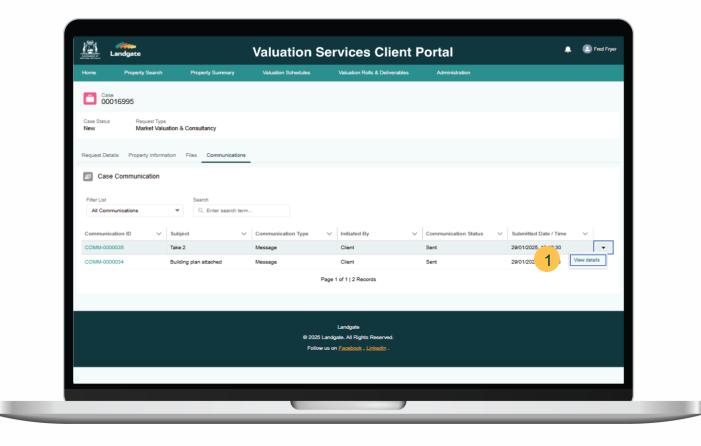




## Case Communication – view details

- In the Case Communication list, is an action menu to view the communication details, including attachments. This action is available for all communication types:
  - messages received from Landgate
  - messages sent to Landgate
  - information requests received from Landgate

When a contact has been updated for a case, all communications (open and closed on the case) can be viewed and require action (if needed) by the new contact in the Case Communication list.







### Case Communication – view details

On clicking View Details for a message or information request from the Case Communication list, the full message will be displayed.

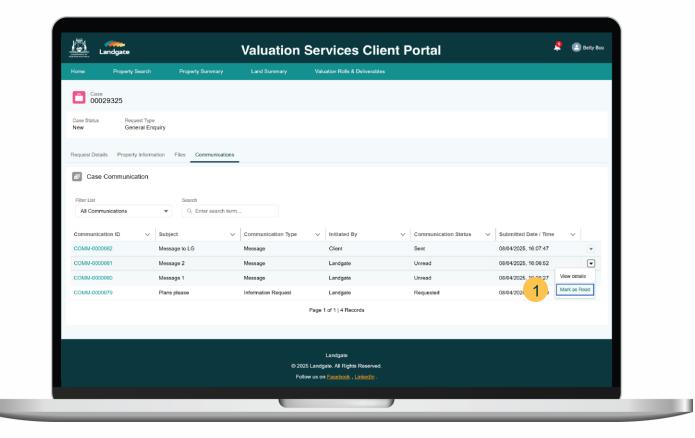
Any attachments included with the message will also be viewable.

lome P	roperty Search	Property Summary	Land Summary Valuatio	n Schedules Valuation Rolls & Deliverables	More 🗸	
	ation				New Contact New Note	Edit 🔻
COMM-	0000087					
Communication Type Message	e Subject Test	Case Number 00029363				
Communication Typ	9			Communication Status		
Message Initiated By Client				Case Number 00029363		
Subject Test				Message or Information Request Details		
Created Date / Time 29/04/2025, 13:24:						
Files						B
File Name ↑	~	Provided By	✓ Date / Time Saved	✓ Preview	Download	
🖻 1		Client	29/04/2025, 13:24:4	5 Preview o	Download 🛃	ſ
			Page 1 of	1   1 Records		





- 1 When a message is received from Landgate and has been read, the case contact can mark the communication as "Mark as Read".
  - This moves the message to the Closed Communications list. This way the user by default only sees what is outstanding in the Open Communications list.





# Case Communication – information request received

When an information request has been received from Landgate, the status is marked as **Requested**. In the action menu the case contact is use "Reply With Information" to send the requested information to Landgate.

Clicking "View details" will display the full message and attachments.

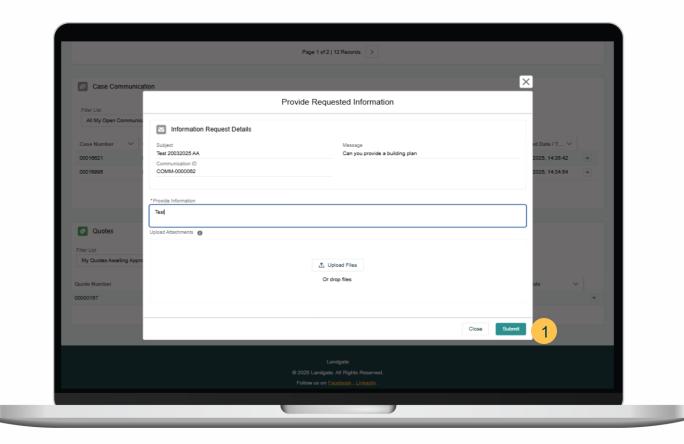
00029352	Data Enquiry Inbo	Job Completed S	ubj Test 140420	Betty Boo	14/04/2026	2:49 14/04/2025, 12:5	9 No	¥
00029348	Interim Valuation	-		MAN AV SO Betty Boo			No	•
00029346	Interim Valuation	New 2	4 KENTIA RD W 24 KEM	NTIA RD W Betty Boo		6:25	No	Ψ.
00029345	Interim Valuation	New 1	CASTON TCE 1 CAS	TON TCE Betty Boo	10/04/2025, 1	6:05	No	¥
			< Page 2 d	of 20   193 Records				
Case Communi	cation							
Filter List	Sea							
My Open Communica	tions 💌 🖸	Enter search term						
Case Number $\sim$	Case Status	Communication \	Subject 🗸	Communication $\lor$	Initiated By 🗸 🗸	Communication $\checkmark$	Created Date / T 🗸	
00029353	Processing	COMM-0000084	Message 14042025 AA	Message	Landgate	Unread	14/04/2025, 14:58:55	V
00029325	New	COMM-0000081	Message 2	Message	Landgate	Unread	08/04. View details	
00029325	New	COMM-0000080	Message 1	Message	Landgate	Unread	8/04 Reply With Informa	tion
00029325	New	COMM-0000079	Plans please	Information Request	Landgate	Requested	08/04/2025, 16:05:59	•
00029312	New	COMM-0000078	Second document	Message	Landgate	Unread	08/04/2025, 13:12:16	w
00029312	New	COMM-0000077	First document	Message	Landgate	Unread	08/04/2025, 13:11:36	¥
00029312	New	COMM-0000076	Confirm plan	Information Request	Landgate	Requested	08/04/2025, 12:52:19	•
00029287	On Hold	COMM-0000069	Test tetet	Message	Landgate	Unread	25/03/2025, 11:23:36	v
00029254	Establishing Job	COMM-000068	Update by end of week	Message	Landgate	Unread	24/03/2025, 16:47:13	¥
00016626	Establishing Job	COMM-0000057	Subj Test 10032025	Message	Landgate	Unread	10/03/2025, 20:41:22	•
			Page 1 of	2 17 Records >				



# Case Communication – reply to information request

On clicking "Reply With Information" to an information request, a prompt will appear to enter the message and attachments (if needed) to be sent to Landgate.

On **Submit**, the status will update to **Provided**. This action will also move the information request to the Closed Communications list. This way the user by default only sees what is outstanding in the Open Communications list.







## Quotes

- 1 Quotes received from Landgate will appear in the Quotes list. The list with default to "My Quotes Awaiting Approval".
  - Filter lists and search function are available to locate a quote.
  - Only the case contact can view a quote on a case. The case will need to be reassigned to new case contact for the quote to be viewable by that person.
  - When a contact has been updated for a case, all quotes (outstanding and completed on the case) can be viewed and require action (if needed) by the new contact in the Quotes list.

	00016624	Interim Valuation	New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	۳
	00016623	Interim Valuation	New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	¥
				F	Page 1 of 2   11 Record	s >			
E	Case Communi	cation							
		cation							
F	Filter List		arch						
	All My Open Commun	ications v	<ol> <li>Enter search term</li> </ol>						
c	Case Number 🗸 🗸	Case Status	Communication	. V Subject	Communic	ation V Initiated I	By Y Communication	. V Created Date / T V	
		cuse status		Judgeon			by · · · · · · · · · · · · · · · · · · ·	orealed bater fills	
					Page 1 of 1   0 Reco	rds			
4	Quotes								
Filt	ter List	Sea	rch						
[	My Quotes Awaiting App	oroval 🔻 🔍	Enter search term						
Ī	My Quotes Awaiting A	Approval							
	My Completed Quote	e Status	· · · ·	ase Number	✓ Case Subje	ect 🗸	Quote Received Date V	Expiration Date V	
1	My Quotes All				Page 1 of 1   0 Reco	rds			
	my addied Fill								
	ing doilts rit								
	ing action in								
					l andosta				
				© 200	Landgate 25 Landgate. All Rights	Reserved.			
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					25 Landgate. All Rights				
					25 Landgate. All Rights				





## Quotes – view details

- From the Quotes list, the case contact can view full details of the quote by clicking "View Quote" to preview the quote document.
  - This action is available for outstanding and completed quotes.

00016624	Interim Valuation	New	31 SPIGL WAY B	31 SPI	GL WAY B	Fred Fryer	17/12/2024, 17:01		No	V
00016623	Interim Valuation	New	77 WOOD ST ING	77 WO	OD ST ING	Fred Fryer	17/12/2024, 17:00		No	
				Page 1 of	2   11 Records	>				
Case Commun	ication									
Filter List	Se	arch								
All My Open Commu	nications v	Q Enter search terr	n							
Case Number V	Case Status	✓ Communicati	ion V Subject	~	Communica	tion V Initiat	ed By 🗸 Commu	nication V Crea	ited Date / T \	
			,-				,			
				Page 1	1 of 1   0 Recon	05				
Quotes										
Filter List	Sea	uch								
My Quotes All		Center search term								
Quote Number	✓ Quote Status	s v	Case Number	~	Case Subje			✓ Expiration		ew Quote
00000118	Rejected		00016622		Test MV Ack	nowl Email	18/12/2024			ew Quote
				Page 1	1 of 1   1 Recon	ds				
				_						
					Landgate	<b>B</b>				
					pate. All Rights I n Facebook , Li					

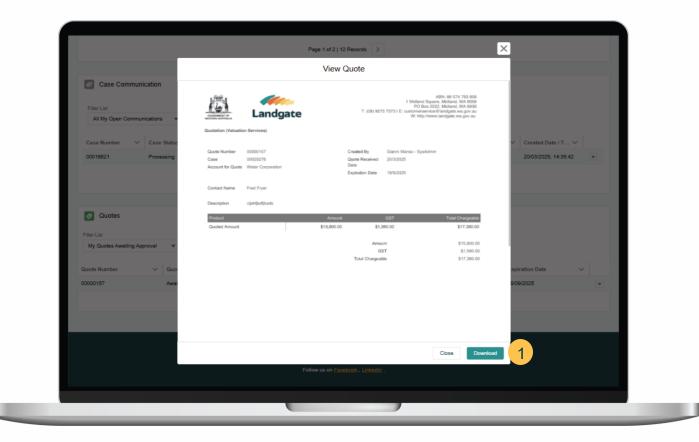




#### Quotes – download document

**Viewing the quote** will display a preview of the quote document.

1 Click on "Download" to save a PDF formatted quote to the local drive.







## Quotes – complete action

From the Quotes list, the case contact can complete the action to approve or reject the quote.

This action is no longer available if the quote has expired. A quote will expire in 182 days (approx. 6 months). Once expired, the quote will be moved to "My Completed Quotes" with a status of Expired.

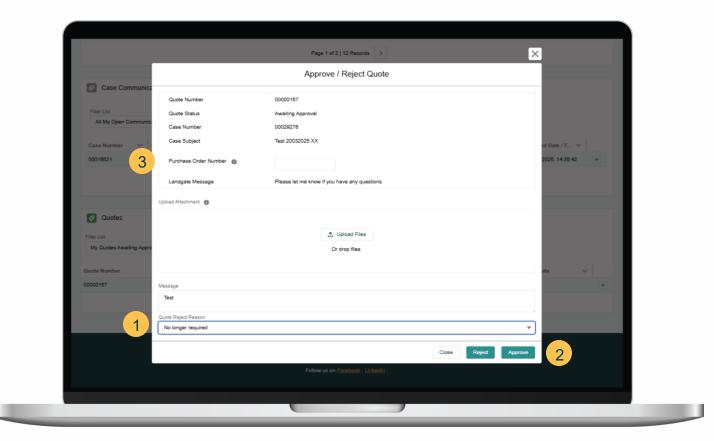
00016621 G	Government Asset	Processing	Govt Asset test ac		Fred Frye	r 17/12/20	24, 16:39	Na	>	•
				Page 1	of 1   10 Records					
Case Communicat	tion									
Filter List	,	Search								
My Open Communication		Q Enter search term	n							
1										
	ase Status	✓ Communication		$\sim$	Communication v		<ul> <li>Communication</li> </ul>		d Date / T 🗸	
00016621 P	rocessing	COMM-000006	53 Test what's u	φ	Message	Landgate	Unread	20/03/20	025, 14:35:42	<b>_</b>
				Page	1 of 1   1 Records					
Quotes										
Quotes	Se	earch								
_		earch Q. Enter search term.								
Filter List My Quotes Awaiting Approv	val 🔻	Q, Enter search term.		~	Case Subject	V Quote Re	ceived Date 🗸 🗸	Expiration Date	te View Quote	
Filter List My Quotes Awaiting Approv	val 💌 🔍	Q Enter search term. us V	Case Number 00029276	~	Case Subject Test 20032025 XX	✓ Quote Re 20/03/202	ceived Date V	Expiration Dat	te View Quote	Quote
Filter List My Quotes Awaiting Approv Quote Number	val 🔻	Q Enter search term. us V	Case Number		Test 20032025 XX					Quote
Filter List My Quotes Awaiting Approv Quote Number	val 💌 🔍	Q Enter search term. us V	Case Number		1					Quote
Filter List My Quotes Awaiting Approv Quote Number	val 💌 🔍	Q Enter search term. us V	Case Number		Test 20032025 XX					Quote
Filter List My Quotes Awaiting Approv Quote Number	val 💌 🔍	Q Enter search term. us V	Case Number 00029276	Page	Test 20032025 XX					Quote
Filter List My Quotes Awaiting Approv Quote Number	val 💌 🔍	Q Enter search term. us V	Case Number 00029276	Page 1	Test 20032025 XX 1 of 1   1 Records Landgate pate. All Rights Reserved.					Quote
Filter List My Quotes Awaiting Approv Quote Number	val 💌 🔍	Q Enter search term. us V	Case Number 00029276	Page 1	Test 20032025 XX					Quote





# Quotes – approve/reject

- 1 **Rejecting the quote** will require the user to select a rejection reason. Case will be immediately closed.
- 2 Approving the quote will notify Landgate to action the job required. Progress of the case can be followed by monitoring the case status in the Cases list.
- <sup>3</sup> User can provide the purchase order number and any attachment(s) when submitting an approval.







# **Client Portal - Property Search**





## **Property Search - options**

- Clicking on **Property Search** will provide users the ability to search using:
  - Property/Land details
  - A map view
  - Mining tenement details

Search results returned and information shown will be specific to the user's Local Government boundary area. Only active VENs will be returned.

Property Search can also be accessed by users when they have clicked the **Go to Property Search** link when completing a new request form.

Home	Property Search	Property Summary	Valuatio	on Schedules	Valuation Rolls & D	eliverables	Administration		
	1	Property/Land Map	Mining Tenem	ent					
		Local Government		Land ID		Admin Area		Clear All	
		Ashburton	×						
		Street No.From S	Street No.To	Land Type		Certificate of Title			
				Select Land T	vpe v				
		Street Name				Owner Name			
		Suburb				Rural Ratepayer Nar	ne O		
		Search	Property	Land					
					Landgate				
					andgate. All Rights Rese us on <u>Facebook</u> , <u>Linked</u>				





## Property/Land search

- Clicking on Property Search will default to the Property/Land search form. Users can search for properties using various data specifications.
- 2 When conducting a search on a Street Name, the address is to entered with the abbreviated street type e.g. Rd or no street type.
- 3 Search results can be returned based on a property or land using the toggle function.
- To begin a new query, always click "Clear All".

Property Search	Property Summary	Land Summary	Valuation Rolls & Deliverables		
1					
	Property/Land Map				
	Local Government	Land ID		Admin Area	
	Street No.From Street			Certificate of Title	
	Street Name			Owner Name	
2	Greethane				
-	Suburb				
	Search Clear All	4 Property	3		
			Landgate		
		Fo	low us on <u>Facebook</u> , <u>Linkedin</u> .		
	2 <u>Property Search</u>	I     Property/Land     Map       Local Covernment     Q     Search Account here       Sweet Na From     Bireet       Syseet Name     System       Suburb     Suburb	Property/Land Mp	PropenyiLand Map       Local Government       Steet Na From       Steet No. To       Steet No. To       Steet Na. From       Steet Na. From       Steet Na. To       Steet Na. From       Steet Na. F	<form>         ProperyLad _ App        </form>



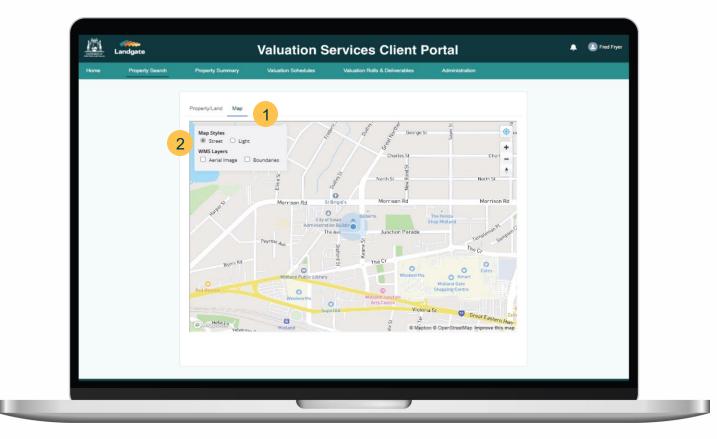


## Map search

Users can search using a Map. Navigate to a location and add a pin to a property.

A list of properties associated with the selected point will be displayed in the search results.

- 2 The map can be configured in the following ways:
  - Map style Street or Light
  - WMS Layers Aerial Imagery and/or Cadastre Boundaries (containing street numbers)







## Property / Land search results

- 1 Details displayed in search results will differ if Property or Land is toggled on for the search.
  - Property search results will be ordered by VEN
  - Land search results will be ordered by Land ID
- 2 On the right side of the table is the actions menu.
  - View Property Details this will navigate the user to the Property Summary page to show the details of the selected property
  - Create New Request property details will be populated over to a new request form selected

	_	Clear All	Property Land					
		Lot Nu V	Address 🗸	VEN A	Primar V	U/R 🗸		
1 75		LOT NU V	35 SEARIPPLE RD KARRATHA 6714	1.6266 Ha	2D69927		• 2	
18		L4228	TEESDALE PL KARRATHA 6714	1.128 m²	T368/4228	View Property Detai		
15	98	L1067	L1067 KING WAY KARRATHA 6714	4,694 m²	T368/1067	Create New Reques	at.	
19	99	L1068	1068 KING WAY KARRATHA INDUSTRIAL ES	5,774 m²	1068P211744	Urban	•	
20	0	L1072	L1072 CHERRATTA RD KARRATHA INDUST	4,785 m²	1072P211744	Urban	•	
20	)5	L3911	3911 COOLAWANYAH RD KARRATHA INDU	8,025 m²	3911P187236	Urban	•	
22	27	L3799	4 RANKIN RD GAP RIDGE 6714	6.0000 Ha	3799P1851	Urban		
24	15	L1982	5 SHERLOCK CR KARRATHA 6714	763 m²	1982P2134	Urban	v	
28	38	L902	L902 WALCOTT WAY KARRATHA 6714	1.2116 Ha	T368/902	Urban	*	
29	94	L1069	1069 KING WAY KARRATHA INDUSTRIAL ES	4,760 m <sup>2</sup>	1069P211744	Urban	•	
29	98	L2608	5 SHARPE AV KARRATHA 6714	1.5204 Ha	2608P2147	Urban		
30	)2	L806	27 SHOLL ST ROEBOURNE 6718	2,023 m²	806P223088	Urban	•	
30	3	L805	25 SHOLL ST ROEBOURNE 6718	2,023 m²	805P223088	Urban	¥	
30	96	L174	29 ROE ST ROEBOURNE 6718	2,023 m²	174P223090	Urban	*	
46	55	L1490	1490 Lambert Rd KARRATHA INDUSTRIAL E	4,679 m²	1490P2139	Urban	*	
80	06	L386	5 NIELSEN PL DAMPIER 6713	2.0018 Ha	386P17814	Urban	*	
12	217	L1201	L1201 DODD CT KARRATHA 6714	1,620 m²	T368/1201	Urban		
12	219	L1362	L1362 LADY DOUGLAS WAY PEGS CREEK	2,050 m²	T368/1362	Urban	v	
12	220	L4624	38-40 LADY DOUGLAS WAY PEGS CREEK 6	1,025 m²	4624P1939	Urban	v	
12	228	L3890	3890 COOLAWANYAH RD KARRATHA INDU	1.0925 Ha	3890P1862	Urban	•	





## Mining Tenement search

<sup>1</sup> Users can search for a **Mining Tenement**, using various data specifications.

Search results returned will be ordered by Tenement number.

2 Selecting the action View Tenement Details will navigate the user to the Tenement Details page.

Landgate		Valuation S	Services Clien	t Pori	tal	🔔 🕒 Nigel Numba
Home Property Se	earch Property Summar	y Valuation Schedules	Valuation Rolls & Deliverable	s A	dministration	
	Property/Land M	ap Mining Tenement	)			
	Tenement ID	Туре	Date Lodged From		Date Lodged To	
		ALL	•	Ħ	首	
	Holder ID	Holder Name	Date Granted From		Date Granted To	
				苗	首	
	Local Government	×	<ul> <li>Active Tenements</li> </ul>	1		
		vpe ∨ Date Lod ∨		Holder Id	Holder N V	
				003546	HAMERSLEY	
				003546	HAMERSLEY	
				M99430	ONSLOW SA	
	AG47/009SA G	ENERAL P 25/03/1997	26/03/1997	M99430	ONSLOW SA	
	AG47/010SA G	ENERAL P 25/03/1997	26/03/1997	M99430	ONSLOW SA	
	AG47/011SA G	ENERAL P 15/03/1997	16/03/1997	M99430	ONSLOW SA	
	AG47/013SA G	ENERAL P 22/11/1999	19/05/2005	999971	ONSLOW SA	
					·····	
			< Page 1 of 38 >			





### Mining Tenement - view details

The Mining Tenement page provides a consolidated view of the tenement, including holder's details.

Note: Local Governments can view any tenement, however, they will only see the tenement values for their own portion of a tenement (if applicable).

	andgate			valuat	ion Se	rvices C	nent Po	ortai		📮 🕒 Nigel I	
Home	Property Search	Property S	lummary	Valuation Sci	hedules	Valuation Rolls & [	Deliverables	Administration			
										Back to Mining Tenement	Search
Mining Te	nement										
Tenement ID		Туре	DUDDOOS		Mineral Field		Number		Sut	fix	
AG47/003SA	4	GENERA	L PURPOSE LE	ASE S.A.	WEST PILBAR	A	3SA				
Date Lodged 01/01/1980		Date Gran 03/08/199			Date of Death		Death Typ	)e			
Tenement	t Details										
Effective F	rom	~	UoM			✓ Tenement A	rea	~	Status		~
01/07/2024			На			832.65			Active		
01/07/2023			Ha			832.65			Active		
01/07/2022			Ha			832.65			Active		
01/07/2021			На			832.65			Active		
LGA	~	DME LG	`	LGA Area		Value		<ul> <li>Status</li> </ul>	~	Value Comment	~
Ashburton		250		832.65			\$	\$0 Active			
Holders											
Effective F	irom 🗸	Effective To	、 、	Holder Id		✓ Address No.		Holder Name	~	Address	~
01/07/2014		02/08/2018		003546		5			RON PTY. LIMITED		_
03/08/2006		30/06/2014		003546		14				C/- LAND ASSETS DEPARTME	





#### **Client Portal - Property & Land Summary**

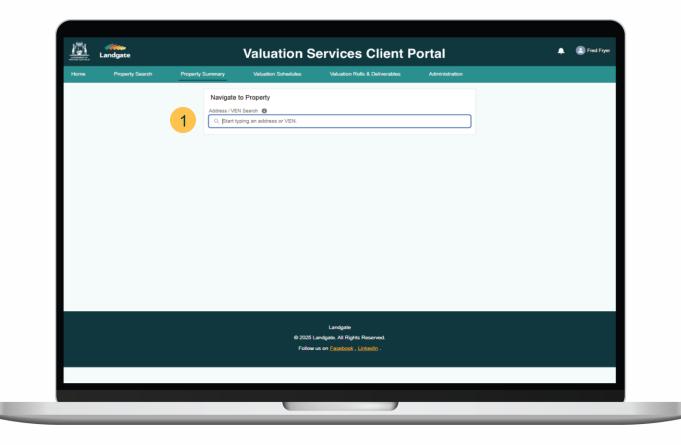




## Property Summary - address/VEN search

At the top of the **Property Summary** is the quick navigation feature.

Users will be able to enter a VEN or address to suggest matched results. Only active VENs will be returned. On selecting the relevant property, the property details will be displayed on the same page.







### Property Summary - page structure

The following information sections will be displayed to users once a property has been selected from the search results:

- Property details
- Attached Land details
- Valuation Summary details

Access to certain data may have the following dependencies:

- No data is available or is restricted for the specified field
- Data may be restricted due certain business rules or criteria not being satisfied

Home	Property Search	Property	Summary	Valuation Schedul	les Val	luation Rolls & Delive	rables	Administration			
			Address / VEN 3		VATER 6053			Ø			
Prope	erty										
VEN 111		WAWC No. 9003958127		Address 83 WHATLEY CR	BAYSWATER 60	53		Ownership BAYSWATER CO	DMMUNITY FIN	ANCIAL SERVICES LTD	
LGA Bayswater		Admin Area		VEN Use Commercial		Classification Office		Emergency Servic ESL Category 1	e Level	VEN Land Area 491 m <sup>2</sup>	
Comment											
-	hed Land										
Land ID	2621	Redundancy Not redundant	Land Area	WAPC Date 01/01/1900	Address 83 WHATLEY	Cert. of Title 1390/92	Title Indicator	Land Zone	U/R Urban	Primary Yes	
					CR BAYSWATER 6053						



## Property Summary – property details & attached land

- Details of the property are displayed.
- 2 Attached lands can be expanded to display additional detail, such as land ownership, PINs and other information.
- <sup>3</sup> Clicking on the Land ID will take the user to the Land Summary page where the Originating, Resultant or Associated Land details will be displayed.

Home	Property Search	Property	Summary	Valuation Sched	fules Valu	ation Rolls & Deliver	ables	Administration			
			Navigate to	Property							
			Address / VEN	Search 0							
			Q. Start typ	ing an address or VE	EN.						
Propert	y 1										
VEN		WAWC No.		Address				Ownership			
234234		9008874475			ANBOURNE 6010				STERN AUSTRALIA		
LGA		Admin Area		VEN Use		Classification		Emergency Serv	ine Level	VEN Land Area	
Nedlands		AMININ AND		VacantLand		Public Recreation		ESL Category 1		1,331 m <sup>2</sup>	
Comment											
Attache	d Land										
Land ID		Redundancy	Land Area	WAPC Date	Address	Cert. of Title	Title Indicator	Land Zone	UR	Primary	
✓ 495P2	3	Not redundant	1,331 m <sup>2</sup>	09/12/1997	SAYER ST	3133/81			Urban	Yes	
	(2240				SWANBOURNE 6010						
					0010						
LGA Nedlands	Owner State Of Wes	stern Australia	Admin Area	Comment			PINs 1205349				
The order to 5	Calle Of the						1200010				





## Property Summary – land summary

The following information sections will be displayed to users for a selected land:

- Land details
- Attached VEN details
- Subdivision details originating, resultant and associated land information
- Associated VENs

Landgate		Valuation	Services Cli	ent Por	tal	2	Betty Boo
Home Property	y Search Property Summary	Land Summary	Valuation Schedules	Valuation Rolls	& Deliverables More	~	
🔯 Land							
Land ID	Address		Redundancy		Local Gover	nment	
21D91967	1 DIJON ST	KATANNING 6317			Katanning		
WAPC Date 29/10/1996	Lot No. L21		Redundant Effec	ive Date	Admin Area KATANNIN	G	
LG Date	UR		Survey Strata Da	te	Certificate o	Title	
	Urban				2119/981		
Land Area 4,916 m <sup>2</sup>	Owner	Aboriginal Corporation					
4,010 11	Katal ming P						
Attached VENs		V No. Land IDs		~	WAWC No.		~ 1
238		1		Ŷ	9008774562		·
			Page 1 of 1   1 Records				
Bubdivisions							
			The second second			- Transmitter	
Originating Land	~	P Resultant Land	✓ Land Area	~	Associated Land	✓ Land Area	~
			Page 1 of 1   0 Records		Page	1 of 1   0 Records	





#### **Property Summary - valuation summary**

The Valuation Summary section will only display if the agency that the user is associated with is subscribed to the VEN as a client. i.e. VEN is associated to LGA xx which means that LGA xx users can view the valuation summary, while other LGAs will not see the Valuation Summary section.

Only Rating & Taxing GRV & UV values will display.

Valuatio	n Summary										
Date in force	Valuation Type	Value	Valuation Reason	Rationale	Amendment Type	Amendment ID	Commit Date	U/R	Classification	ESL Category	
01/07/2002	GRV	\$14,768	Reval				28/02/2002	Urban	Residential	ESL Category 1	
01/07/1999	GRV	\$12,376	Reval				09/01/1999	Urban	Residential	ESL Category 1	
01/07/1998	GRV	\$10,192	Reval				09/01/1999	Urban	Residential	ESL Category 1	
01/07/1993	GRV	\$9,516	Reval				09/01/1999	Urban	Residential	ESL Category 1	
Associa	ted VENs										
VEN	Relation	Status	Address			Classification	Valuation Types		Land IDs		WAWC No.
910765	Child	Active	34 RATHAY ST	VICTORIA PAR	K 6100	Residential	GRV		1547173		9001968743
910766	Child	Active	A/34A RATHAY	ST VICTORIA P	ARK 6100	Residential	GRV		2547173		9001968751





## **Property Summary - associated VENs**

- Associated VENs will be displayed, when relevant.
- 2 A parent / child relationship will be shown to detail the relationship of the associated VEN to the targeted VEN

01/07/1993					09/01/1999	Urban	VacantLand	ESL Category 1
	GRV	\$6,375	Reval		09/01/1999	Urban	VacantLand	ESL Category 1
Associat	ted VENs							
VEN	Relation	Status	Address	Classification	Valuation Types		Land IDs	WAW
1239013	Child	Active	1/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		1S34944	9009
1239029	Child	Active	2/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		2534944	9009
1239030	Child	Active	3/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		3534944	9009
1239031	Child	Active	4/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		4534944	9009
1239032	Child	Active	5/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		5S34944	9009
1239033	Child	Active	6/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		6S34944	9009
1239034	Child	Active	7/33 MCDONALD CR BASSENDEAN 6054	Industrial	GRV		7534944	9009





## **Client Portal – Interim Schedules**





#### Valuation schedules search

- Upon entering the Valuation Schedules page, the Interim Schedule search form will display where you can search by several parameters.
- Press Search to view the schedule(s) that match the entered criteria.
- Select View Details to launch the schedule.

Schedules and associated information are archived and no longer viewable online 6 months from the date saved.

Home	Property Search	Property Summary			n Rolls & Deliverably		Valuation Schedules		
Home	Property Search	Property Summary	Land Summary	valuauc	in Rolls & Deliverable	1	Valuation Schedules		
		Interim Schedule Search					Clear All		
		Schedule Name	Va	luation Type					
				ANY		•			
		VEN	La	nd ID					
	2	Search							
	2								
		Date From	✓ Date		~	Name	~		
		01/10/2024	02/10			G2024/1			
		03/10/2024	10/10			G2024/2		3	
		15/10/2024	15/10			G2024/4			
		11/10/2024	14/10			G2024/3	Ţ		
				Page 1 of	1   4 Records				
				1.00	danta				l.
					ndgate All Rights Reserved				
				Follow us on Ea	cebook , LinkedIn .				





#### Valuation schedules search

- Schedules may be provided in various file types. You can download your preferred file.
- 2 Records in the schedule will be displayed. You can expand the record to view further detail.
- Clicking "Back to Interim Search" will return you to your search results.

	Landgate				Va	aluatio	n	Services Clie	nt P	ortal			Ļ	Penny Pitstop
Home	Property Search		Property Su	mmary	I	and Summary		Valuation Rolls & Deliverables	_	Valuation Schedules	5			
					Valu	ation Sche	dule	G2024/1 (01/10/2024 -	- 02/10/	/2024)				
		Asso File N	ciated File	\$				✓ Download						
		G202						<ul> <li>Download</li> <li>Download</li> </ul>	1					
		G202	41.pdf					🛃 Download	•					
		G202	41.csv					Download						
								Page 1 of 1   3 Records						
		Interi	im Schedu	le Detai						в	ack to Interim Search	3		
	2		VEN	Туре	Value	Effective Date	e	Address	Reaso		Classification			
	2		654633	Self	\$0	31/08/24		23 WEBB ST MCKAIL 6330	Projec	t	10: House			
			Land I		Area (m 3,642.0		PIN	Is Comments						





### Client Portal – Valuation Rolls and Other Deliverables



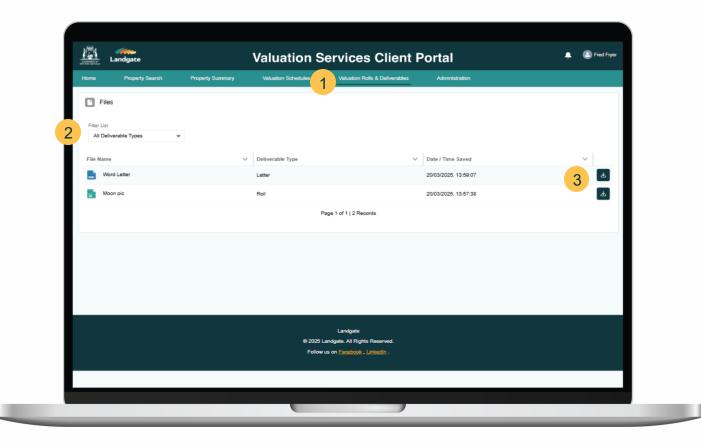


#### Valuation Rolls & Other Deliverables

- 1 Users can view the list of files uploaded by Landgate for their agency relating to Valuation Rolls and other 'Valuation Services' deliverables.
- Files are categorised by a deliverable type. User can filter on a deliverable type to find a specific file.
- 3 Files can be downloaded by selecting the download button.

Users will receive a notification when a deliverable has been uploaded by Landgate, as long as they have updated their profile to receive these notifications.

Files are archived and no longer viewable online 6 months from the date saved.





#### **Client Portal** Local Government Authorities (LGAs)

Administrator Users Only



Landgate.wa.gov.au





# Administrators – Self-Management of User Profiles





## The Role of an Administrator

The role of an administrator is to assist with user access and management for individuals within their agency who require access to the Valuation Services Client Portal. Any actions taken by the administrator are implemented instantly, ensuring both security and efficiency.

Administrative capabilities include:

- Registering and deactivating users
- Updating user profiles and access permissions
- Resetting user passwords and reactivating accounts
- Performing other key administrative tasks to support portal use

Note: Generally, all users can update their own profile, reset their own password or reactivate their account





## Number of Administrators

Each agency must maintain **at least two administrators**. You should also consider having administrators that can support specific departments/business teams.

This ensures continuity—if one administrator is unavailable (e.g. due to leave or illness), the other administrators can support users with any required actions, to ensure account access is maintained and up-to-date for your agency.





 Users that have the role of an Administrator will have an Administration option. Clicking on the link will open Administration dashboard.

Cases       New Request       Change Contact         War List       Search         My Open Cases <ul> <li>Case Number</li> <li>Case Type</li> <li>Case Status</li> <li>Subject</li> <li>Address</li> <li>Contact Name</li> <li>Case Create</li> <li>Case Closed</li> <li>Restricted Vi</li> <li>Page 1 of 1   0 Records</li> </ul>	ome	Property Search	Valuation Rolls & Deliverables	
Cases New Request Change Contact     Iter List Search     My Open Cases       Case Number   Case Status      Search     My Open Communications     Filter List     Search     My Open Communications     Filter List     Search   My Open Communications     Case Number       Case Status    Case Number       Case Status      Subject   Case Communications     Case Status      Subject   Case Number       Case Status      Subject   Communication     Iter List     Search   My Open Communications     Case Status      Case Status      Subject   Communication			To access Administration, please click here.	
Iter List Search   My Open Cases     Case Number v Case Type   Case Status Subject   V Address   Page 1 of 1   0 Records	🙆 Da	ashboard		Health, Department of
My Open Cases <ul> <li>Case Number v</li> <li>Case Type v</li> <li>Case Status v</li> <li>Subject v</li> <li>Address v</li> <li>Contact Name v</li> <li>Case Create v</li> <li>Case Closed v</li> <li>Restricted Vi v</li> <li>Page 1 of 1   0 Records</li> </ul> <li>Filter List         <ul> <li>Search</li> <li>Case Number v</li> <li>Case Status v</li> <li>Subject v</li> <li>Communication v</li> <li>Subject v</li> <li>Communication v</li> <li>Initiated By v</li> <li>Communication v</li> <li>Case Status v</li> <li>Communication v</li> <li>Case Status v</li> <li>Communication v</li> <li>Initiated By v</li> <li>Communication v</li> </ul> </li>	🛅 Ca	ses	New R	equest Change Contact
Page 1 of 1   0 Records         Image 2 Case Communication         Filter List       Search         My Open Communications       Q. Enter search term         Case Number       V         Case Status       V         Communication	Filter List My Oper	n Cases 👻		
Image: Search search term         Search         My Open Communications         Case Number       Case Status         V       Communication V         Subject       Communication V         Initiated By       V         Communication V       Subject         V       Communication V         Communication V       Subject         V       Communication V         Communication       V <td>Case</td> <td>Number V Case Type</td> <td></td> <td>✓ Restricted Vi ✓</td>	Case	Number V Case Type		✓ Restricted Vi ✓
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My Open Communications <ul> <li>Q. Enter search term</li> </ul> Case Number <ul> <li>Case Status</li> <li>Communication v</li> <li>Subject</li> <li>Communication v</li> <li>Initiated By</li> <li>v</li> <li>Communication v</li> <li>Communication v</li> <li>Communication v</li> <li>Communication v</li> </ul>	🔊 Ca	se Communication		
Page 1 of 1   0 Records	Case Nu	mber 🗸 Case Status	✓ Communication ✓ Subject ✓ Communication ✓ Initiated By ✓ Communication ✓	Created Date / T 🗸
			Page 1 of 1   0 Records	





#### Administration – dashboard

Administrator dashboard displays:

- Active users in the agency
  - Inactive Users in the agency
- Inactive Users have had their account deactivated:
  - due to their account being inactive for 90 days; or
  - by an administrator at the agency or Landgate

Users are prompted at 75 days to maintain their account to ensure their account is not deactivated. Users can also reactivate their own account.

Home Property S	earch Pro	perty Summary	Valuation Schee	dules	Valuation Rolls	k Deliverables	Adminis	tration			
_											
Administratio	on										
Active Users	1									Add New L	Jser
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Q Enter search term											
									1		
First Name ~	Pengiun	<ul> <li>Email</li> <li>giannilg6;</li> </ul>	17+03@gmail.com	Created Date		ser Status	✓ Role	inistrator	V Recei	ve new deliver 🗸	-
Mike	Testeer			06/02/2025		ctive		dard User	No		•
Ditty	Kunjukunju			31/01/2025		ctive		inistrator	No		•
				Page 1 o	f 1   3 Records						
	_										
Inactive Users	2										
Search	2										
Q. Enter search term											
First Name 🗸 La	st Name 🗸 🗌	Email 🗸	Created Date		s 🗸 Inac			∽ Role		Receive new 🗸	
Jarrah Te		giannilg617+02@g		/ User Status		tive Reas 🗸	Inactive Date 06/03/2025	<ul> <li>Role</li> <li>Administra</li> </ul>	→ ator	No	•
		testwc+12@gmail		Inactive			13/02/2025	Standard U		No	•
				Page 1 o	f 1   2 Records						





#### Administration - create a new user

In the Administration dashboard, click Add New User which will launch a pop up form.

Administration							
Bearch <ul> <li>C Enter search term</li> </ul> First Name              Last Name              Email              C reated Date              User Status              Role              Receive new deliver	Administr	ration					
Percy         Penglun         glannligh17+03@gmail.com         28/02/2025         Active         Administrator         No         Image: Control of Control	Search						1 Add New Use
Mike         Testeer         mike.thanos+wc@gmail.c.         06/02/2025         Active         Standard Uer         No         O           Dity         Kunjukunju         dittydomini@gmail.com         31/01/2025         Active         Administrator         No         Image: Comparison of the search search search search search search search         Image: Comparison of the search sea	First Name	✓ Last Name	✓ Email ✓	Created Date	✓ User Status	V Role	✓ Receive new deliver ✓
Ditty         Kunjukunju         dittydomini@gmail.com         31/01/2025         Active         Administrator         No         Imacibite page           Page 1 of 1   3 Records	Percy	Pengiun	giannilg617+03@gmail.com	28/02/2025	Active	Administrator	No
Page 1 of 1   3 Records         Page 1 of 1   3 Records         Page 1 of 1   3 Records         Inactive Users         Search         C. Enter search term         First Name v       Last Name v       Email v       Created Date v       User Status v       Inactive Reas v       Inactive Date v       Receive new v       Image: Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6">Colspan="6"Cols	Mike	Testeer	mike.thanos+wc@gmail.c	06/02/2025	Active	Standard User	No
Search       Created Date ×       User Status ×       Inactive Reas ×       Inactive Date ×       Role       Receive new ×         First Name ×       Last Name ×       Email ×       Created Date ×       User Status ×       Inactive Reas ×       Inactive Date ×       Role       Receive new ×         Jarrah       Test       giannilg617402@       06/12/2024       Inactive       Inactive for 90 days       06/03/2025       Administrator       No       Test         Edith       Everest       testwc+12@gmail       17/01/2025       Inactive       13/02/2025       Standard User       No       Test	Ditty	Kunjukunju	dittydomini@gmail.com	31/01/2025	Active	Administrator	No
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Edith Everest testwor+12@gmail 17/01/2025 Inactive 13/02/2025 Standard User No	Search	m	✓ Created Date	✓ User Status	✓ Inactive Reas ✓	Inactive Date V Role	✓ Receive new ✓
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Page 1 of 1   2 Records		Test giannil					laar Nie
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	Jarrah					13/02/2025 Standard U	iser No

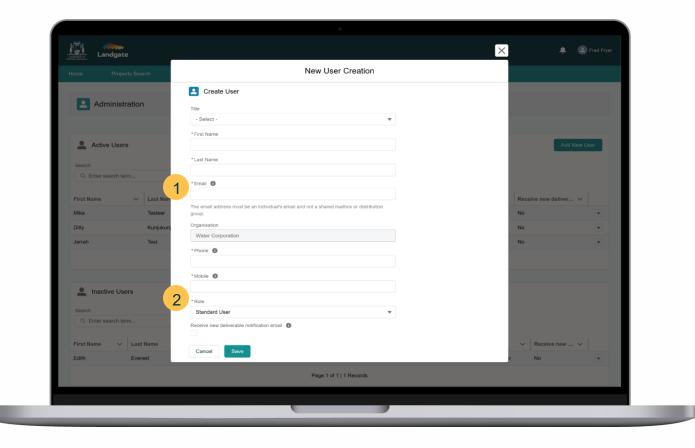




#### Administration - create a new user

- Administrator enters the details of the new account user.
- The email domain must match the user's organisation. External email addresses, shared mailboxes and distribution groups are not allowed.
  - Duplicate emails are checked automatically.
  - If the user's email exists already in Landgate's CRM but is not a current Client Portal user, a prompt will appear to confirm the details and proceed with granting access to the portal.
- <sup>2</sup> The **Role** field is to assign either Standard or Administrator access.

A welcome email is sent to the new user to establish their password.







#### Administration - edit user accounts

Administrators can maintain user profiles through the action menu.

For Active Users:

- Edit details all user details can be updated except for 'organisation'.
- 2 Reset Password the user will receive an email to start the password update process.
- 3 Deactivate user to prevent the user account being used from logging in to the portal.

For Inactive Users:

4 Activate user – a prompt will appear requesting confirmation that the account is to be reactivated.

			ation Rolls & Deliverables	Administration		
ministration						
ve Users					Add New	User
earch term						
<ul> <li>✓ Last Name</li> </ul>	∽ Email	✓ Created Date	✓ User Status	✓ Role ✓	Receive new deliver 🗸	
Pengiun	giannilg617+03@gmail.c	com 28/02/2025	Active	Administrator	No 1 Edit	
Testeer	mike.thanos+wc@gmail.	c 06/02/2025	Active	Standard User	No Reset Pase	sword 2
Kunjukunju	dittydomini@gmail.com	31/01/2025	Active	Administrator	No 3 Deactivate	
		Page 1 of 1   3	3 Records			
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