

Client Portal Water Corporation

Administrators and Standard Users



Landgate.wa.gov.au





Table of contents

- Requesting portal access as an external client Slides 3–5
- Managing your profile Slides 6–7
- Client portal dashboard Slides 8–35
- Client portal property search Slides 36–41
- Client portal property & land summary Slides 42–49
- Interim schedules Slides 50–52
- Valuation rolls and interim schedules Slides 53–55
- Client self-administration of users Slides 56–63





Requesting Client Portal Access





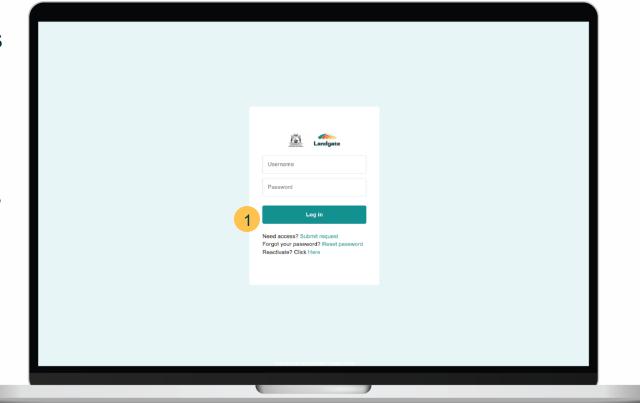
Request access

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	
	S Access Request	
or	Please refer to your delegated administrator in your organisation for user access to the Valuation Services Client Portal. Where a delegated administrator in an ovarilable, you may request user access through Lendgate by completing this form. Your request will be actioned in 2 business days.	
	Title Select an Option	
al	* First Name	
a	* Last Name	
	*Email	
er	The email address must be an individual's email and not a shared mailbox or	
	distribution group. Organisation	
	*Phone	
-	*Mobile	
	* Access	
	Standard User	
	I'm not a robot	
	Cancel Submit 1	



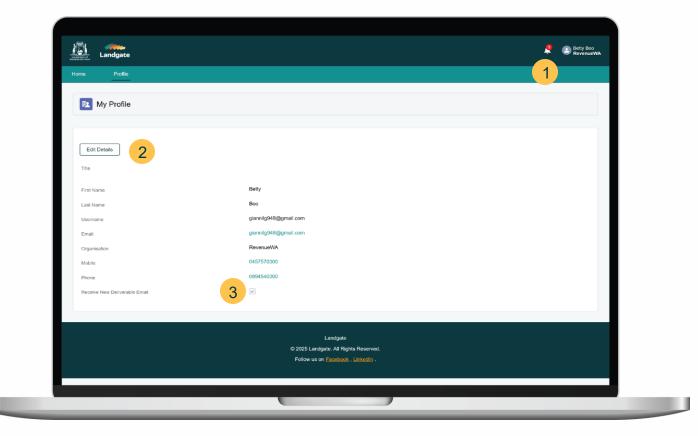


Managing Your Profile



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. 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.

Home Property S	Search Prop	erty Summary		Valuation Rolls	& Deliverables	Administration		
O Dashboard								Water Corporation
Cases	Sea	rch					1 New Request	t Change Contact
My Open Cases	Case Type	Case Status		Address 🗸 0	contact Name 🗸 🗸	Case Create 🗸	Case Closed V	Restricted Vi 🗸
00026371	Data File Upload	Case Status >	V Subject V		red Fryer	07/03/2025, 08:05		No v
00016997	ESL Valuation En	New	Test 08012025 AA		red Fryer	08/01/2025, 15:41		40 *
00016995	Market Valuation	New	Test attchments	F	red Fryer	08/01/2025, 13:46	h	40 ¥
00016974	General Enquiry	New	Testing attachme	F	red Fryer	08/01/2025, 06:15	м	40 ¥
00016973	General Enquiry	New	Testing attachments	F	red Fryer	08/01/2025, 05:50	1	۹٥ 💌
00016669	Market Valuation	New	Test 06012025 T	F	red Fryer	06/01/2025, 16:12	h	No v
00016636	Pastoral Enquiry	New	Test Pastoral 181	F	red Fryer	18/12/2024, 17:45	h	v v
00016635	Pastoral Enquiry	New	Test Pastoral 181	F	red Fryer	18/12/2024, 17:39	٢	•
00016624	Interim Valuation	New	31 SPIGL WAY B	31 SPIGL WAY B F	red Fryer	17/12/2024, 17:01	h	No 🔻
00016623	Interim Valuation	New	77 WOOD ST IN	77 WOOD ST IN F	red Fryer	17/12/2024, 17:00	h	No 🔻
			Pa	ge 1 of 2 11 Records	>			
Case Commun	ication							



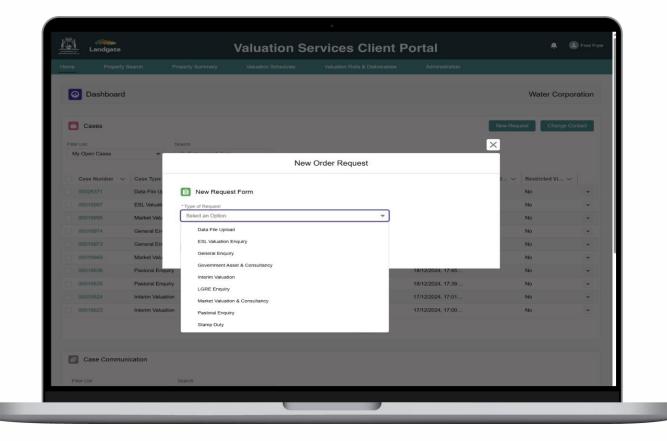


Create new requests

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.

Home Property	/ Search	New Order Request			
O Dashboard	i	Interim Valuation		Water Co	rporation
		First Name			
Cases		Fred		lew Request Chang	ge Contact
_		Last Name			
Filter List		Fryer			
My Open Cases	Y	Contact Email			
		giannilg617@gmail.com			
Case Number	Case Type	Phone 🔘		1 ✓ Restricted Vi	×
	Data File U	0846456455		No	
	ESL Valuation	Mobile		No	
	Market Valu	0446545454		No	
00016974	General End	Organisation Water Corporation		No	
	General End		rch 1	No	
	Market Valu	Address / VEN Search Go to Property Sea	irch	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			No	V
		Valuation Type			
		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	Servic	es C	Clien	t Porta				÷	🙁 Penr	ny Pitst
Home Property Searc	n	Property Su	nmary	Land Sum	mary	Valuation R	olls & Deliv	erables	Valuation S	chedules					
	Pro	operty/Land	Map M	lining Tenement											
	Loc	al Governme	nt		Land ID				Admin Area						
	E	Albany													
	Stre	et No.From	Street	t No.To	Land Typ				Certificate of Title	0					
					Select	Land Type		*							
3	Stre	et Name							Owner Name (1)						
		urb							Rural Ratepayer Na	me O					
		Search	Clear All		Property	Land									
		Searc	Results												
	VE	N V	Lot Nu \sim	Address			~	VEN A	∽ Primar ∨	U/R	~				
	77		L14	4 ANTHON	Y RD MILPA	RA 6330		2,307.000	0 14D40585	Urban	◄				
	102		L8	17 BURGO	YNE RD PC	RT ALBANY 633	30	3.5215 Ha		_	erty Details	2			
	162		L4880	METTLER				80.9000 H			w Request	-			
	174		L45 L12			ER KING 6330 A MAR 6330		12.5000 H		Rural	•				
	971		L72			ELVILLE 6330		529.0000		Urban	•				
	112		L5891	1810 TAKE				323.7000			•				





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	Property Su	immary	Valuation Schedu	les Valuation Ro	ls & Deliverables	Administration		
📀 D	ashboard							Water Corpo	oratio
Ca	ses 1							New Request Change C	Contact
Filter List		Search							
My Oper	r Cases 💌		er search term						
Case	Number 🗸 Case Type	∨ Ca	se Status 🛛 🗸	Subject	\sim Address \sim	Contact Name ~	Case Create 🗸	Case Closed V Restricted Vi V	·
00016	ESL Valuation	En Ne	N	Test 08012025 A	IA	Fred Fryer	08/01/2025, 15:41	No	٣
00016	Market Valuati	on Ne	N	Test attchments		Fred Fryer	08/01/2025, 13:46	No	
00016	General Enqui	y Ne	N	Testing attachme	en	Fred Fryer	08/01/2025, 06:15	No	
00016	973 General Enqui	ny Ne	N	Testing attachme	ents	Fred Fryer	08/01/2025, 05:50	No	
00016	669 Market Valuati	on Ne	N	Test 06012025 T	Έ	Fred Fryer	06/01/2025, 16:12	No	
00016	636 Pastoral Enqu	ry Ne	N	Test Pastoral 18	1	Fred Fryer	18/12/2024, 17:45	No	٣
00010	635 Pastoral Enqui	ry Ner	N	Test Pastoral 18	1	Fred Fryer	18/12/2024, 17:39	No	
00016	624 Interim Valuati	on Ne	N	31 SPIGL WAY E	3 31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	
00016	623 Interim Valuati	on Ne	N	77 WOOD ST IN	IG 77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	
00016	Government A	sset Pro	cessing	Govt Asset test a	ac	Fred Fryer	17/12/2024, 16:39	No	٣
					Page 1 of 1 10 Reco	ords			
									_





Cases

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

Home	Property Sean	ch	Prope	rty Summary	Valuation Schedules	Valuation Rol	is & Deliverables	Administration		
0	Dashboard								Water Co	rporation
	Cases								New Request Chang	e Contact
<u> </u>	pen Cases	*	Sear Q	ch Enter search term					2	
	All Open Cases		~	Case Status ∨	Subject V	Address V	Contact Name V	Case Create ∨ 0	Case Closed V Restricted Vi	\sim
	All Closed Cases		n En	New	Test 08012025 AA		Fred Fryer	08/01/2025, 15:41	No	¥
	My Closed Cases		tion	New	Test attchments		Fred Fryer	08/01/2025, 13:46	No	Ŧ
1	All Open & Closed Case	5	uiry	New	Testing attachmen		Fred Fryer	08/01/2025, 06:15	No	*
-	My Open & Closed Case	15	uiry	New	Testing attachments		Fred Fryer	08/01/2025, 05:50	No	¥
00	016669 N	Aarket Valua	ation	New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12	No	•
00	016636 F	Pastoral Enq	quiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45	No	¥
00	016635 F	astoral Eng	quiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39	No	Ŧ
00	016624 Ir	nterim Valua	ation	New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	¥
00	016623 Ir	nterim Valua	ation	New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	¥
00	016621 0	Government	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

Home	Property Search	Property Summary	Valuation Schedules	Valuation Rolls	& Deliverables	Administration		
🙆 Da	ashboard						W:	ater Corporation
Cas	es						New Request	Change Contact
Filter List		Search						
My Open	Cases 👻	Q, Enter search terr	n					
Case N	Number 🗸 Case Type	∨ Case Status	✓ Subject ✓	Address 🗸 🗸	Contact Name 🗸	Case Create 🗸	Case Closed Y Rest	ricted Vi 🗸
000166	997 ESL Valuation	n En New	Test 08012025 AA		Fred Fryer	08/01/2025, 15:41		-
000166	995 Market Valua	tion New	Test attchments		Fred Fryer	08/01/2025, 13:46	1	View Case Details
000166	974 General Enq	uiry New	Testing attachmen		Fred Fryer	08/01/2025, 06:15	No	Message Landgate
000166	973 General Enq	uiry New	Testing attachments		Fred Fryer	08/01/2025, 05:50	No	Change Contact
000166	669 Market Valua	tion New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12	No	Cancel Case
000166	B36 Pastoral Enq	uiry New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45	No	Restrict View
000166	Pastoral Eng	uiry New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39	No	
000166	524 Interim Valua	tion New	31 SPIGL WAY B 3	1 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	
000166	1023 Interim Valua	tion New	77 WOOD ST ING 1	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	
000166	321 Government	Asset Processing	Govt Asset test ac		Fred Fryer	17/12/2024, 16:39	No	
			,	Page 1 of 1 10 Record	is			

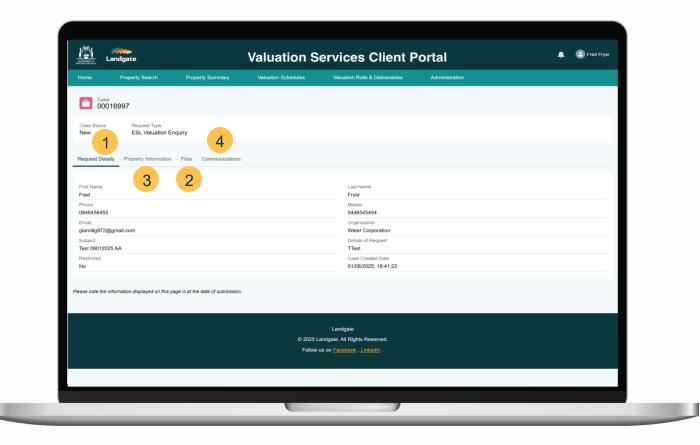




Cases – view case details

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		Messa	age Landgate		Water Corporation
	Case Number:	00016	997		
Cases	Case Type:	ESL V	aluation Enquiry		t Change Contact
Filter List	Case Subject:	Test 0	8012025 AA		
My Open Cases	* Subject				
	* Message				
Case Number 🗸	mosage				testricted Vi 🗸
					lo
	Upload Attachment				lo 💌
00016974					Jo
		土	Upload Files		Jo 💌
		c	Pr drop files		lo 💌
00016636					lo 💌
	·				lo 💌
00016624				Close	Jo 💌
				Ciose	Jo 💌
	Government Asset Processing	Govt Asset test ac	Fred Fryer	17/12/2024, 16:39	No
		Page 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	s	Search						
All My Communica	tions 💌	Q, Enter search term						
Case Number	Case Status	✓ Communication ✓	Subject 🗸	Communication V	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	Se	arch						
My Quotes Awaiting	Approval 👻	Q Enter search term						
Quote Number	 ✓ Quote State 	us v Case I	Number V	Case Subject	✓ Quote Receiv	ed Date v 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 Prope	ty Search	Property Summary	Valuation Schedules	Valuation Rolls & Deliverables	Administration	
O Dashboa	d					Shire of Ashbur
🛅 Cases						New Request Change Contact
Filter List		Search				
All Open Cases	*	Q, Enter search term	h			
2 items selected						
Case Number	✓ Case Type	✓ Case Status	✓ Subject ✓	Address 🗸 Contact Name	e 🗸 🛛 Case Create 🗸 🗍 Case	e Closed 🗸 Restricted Vi 🗸
✓ 00029307	Interim Valuati	on New	L10374 BALKULI	L10374 BALKULI Nigel Numbat	07/04/2025, 13:27	No
✓ 00028187	Market Valuati	on New	Job: [238604] Tas		24/10/2023, 07:00	No
				Page 1 of 1 2 Records		
Case Comm	unication					
Filter List My Open Commu	nications -	Search Q. Enter search ten	P3			
and ober equine						
Case Number	∽ Case Status	~ Communicati	ion v Subject	 ✓ Communication ✓ In 	itiated By v Communica	tion 🗸 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 Proper	ty Search		Change Contact			
O Dashboar	ď	Case Number:	00016997		Water C	orporatior
		Status:	New			
Cases		Case Subject:	Test 08012025 AA		lew Request Cha	nge Contact
Cases		Contact Lookup Filter			Cita	ige Contact
Filter List		Search	Q			
My Open Cases	Y	Ditty Kunjukunju				
		dittydomini@gmail.com				
Case Number		Fred Fryer giannilg617@gmail.com			d V Restricted Vi	
00016997	ESL Valuation	Mike Testeer			No	•
00016995	Market Valu	mike.thanos+wc@gmail.com			No	*
00016974	General En	Percy Pengiun giannilg617+03@gmail.com			No	٣
00016973	General Enc				No	٣
00016669	Market Valu				No	¥
00016636	Pastoral En				No	¥
00016635	Pastoral En				No	•
00016624	Interim Valu				No	•
00016623	Interim Valu				No	
00016621	Governmen			Close Su	ibmit 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 has a status of New. Once progressed, use the Message Landgate action to advise that the case is to be cancelled.

Home Property S	searcn Prope	rty Summary	Valuation Schedules	valuation Rolls	& Deliverables	Administration			
Oashboard								Water Corpora	ation
Cases							New Requ	est Change Con	tact
My Open Cases		Enter search ter	m						
				Cancel Case					
🗌 Case Number 🗸	Case Type 🛛 🗸	Cas					Case Closed 🗸	Restricted Vi 🗸	
00016997	ESL Valuation En		ou sure you want to cancel this ca	ase? Click OK to confi	m.			No	
00016995	Market Valuation	Nev		Cancel OK				No	T
00016974	General Enquiry	New	Testing attachmen		Fred Fryer	08/01/2025, 06:15		No	V
00016973	General Enquiry	New	Testing attachments		Fred Fryer	08/01/2025, 05:50		No	
00016669	Market Valuation	New	Test 06012025 TE		Fred Fryer	06/01/2025, 16:12		No	•
00016636	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:45		No	
00016635	Pastoral Enquiry	New	Test Pastoral 181		Fred Fryer	18/12/2024, 17:39		No	•
00016624	Interim Valuation	New	31 SPIGL WAY B 3	1 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01		No	
00016623	Interim Valuation	New	77 WOOD ST ING 7	7 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		No	
			P	Page 1 of 1 10 Recon	is				





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 anacomen		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	(<u>*</u>)
	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.

0	Dashboard							City of S	tirling
6	Cases						New Requ	Jest Change Co	ntact
Fiter									
Му	Open Cases	v 0	Enter						
				L	Inrestrict View				
	Case Number 🗸	Case Type V	Cas Are you su organisatio		case? Case will be viewable by all users	in your	Case Closed V	Restricted Vi V	
		Data File Upload	Nev					No	-
	0020261	General Enquiry	Processing	Subj 1661 100220	Cancel OK	1010/2/2020, 14:40?		No	-
	0020260	General Enquiry	Processing	Subj Test 100220	Danny Dollar	10/02/2025, 14:33		No	
	0020258	Data Enquiry Inbo	Establishing Job	Subj Test 100220	Danny Dollar	10/02/2025, 12:59		No	
	0020257	Government Asset	New	Subj Test 100220	Danny Dollar	10/02/2025, 12:56		No	
		LGRE Enquiry	Processing	Subj Test 070220	Danny Dollar	07/02/2025, 16:43		No	
	0020254	General Enquiry	Processing	Subj Test 070220	Danny Dollar	07/02/2025, 16:42		No	
	0020252	LGRE Enquiry	New	Subj Test 070220	Danny Dollar	07/02/2025, 16:30		No	*
	0020251	Pastoral Enquiry	Processing	Subj Test 070220	Danny Dollar	07/02/2025, 15:57		No	
				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		Search						
All My Communicati		Q. Enter search term						
Case Number 🗸 🗸	Case Status	\checkmark Communication \checkmark	Subject 🗸	Communication \checkmark	Initiated By \sim	Communication \checkmark	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	w.
00020226	New	COMM-0000038	Time required	Information Request	Landgate	Provided	04/02/2025, 09:35:30	W
00020226	New	COMM-0000036	Please supply buildin	Information Request	Landgate	Provided	03/02/2025, 17:51:20	•
Quotes Filter List My Quotes Awaiting A		earch Q. Enter search term						
Quote Number	✓ Quote State	tus v Case M	lumber ~	Case Subject	∽ Quote Receiv	ed Date v Expi	iration Date 🗸 🗸	
			Page 1	1 of 1 0 Records				





Case Communication

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

Home Pi	operty Search	Property Summary	Land Summary	Valuation Schedules	Valuation Rolls & Deliverables	More 🗸	
O Dashb	oard						
Cases						New Request	Change Contact
-							
Filter List My Open Case	s 🔻	Q. Enter search ter	m				
ing open case							
Case Num	. ↑ ∨ Case Type	∽ Case Status	∽ Subject ∽	Address 🗸 🗸	contact Name 🗸 Case Create 🔨	Case Closed V Rest	ricted Vi 🗸
00029374	Pastoral Eng	quiry New	Subj Test 280420	E	etty Boo 28/04/2025, 17:47.	No	
00029373	Government	Asset New	Subj Test 280420	E	etty Boo 28/04/2025, 17:38.	No	
00029371	Interim Valua	ation New	8 SWEETMAN ST	8 SWEETMAN ST E	etty Boo 24/04/2025, 09:48.	No	
00029370	Interim Valua	ation New	7 WOOLGAR WA	7 WOOLGAR WA	etty Boo 24/04/2025, 09:46.	No	
00029369	ESL Valuatio	on En New	Subj Test 230420	E	etty Boo 23/04/2025, 16:54.	No	
00029368	ESL Valuatio	on En New	Subj Test 230420	7 TERRACINA W E	etty Boo 23/04/2025, 16:48.	No	
00029367	ESL Valuatio	on En New	Subj Test 230420	E	etty Boo 23/04/2025, 16:47.	No	
00029364	General Enq	uiry Processing	Subj Test 170420	E	etty Boo 17/04/2025, 11:17.	No	
00029363	LGRE Enqui	iry New	Subj Test 17042025	E	etty Boo 17/04/2025, 11:12.	No	
00029362	Interim Valua	ation New	26 ELVIRE ST MI	26 ELVIRE ST MI E	etty Boo 16/04/2025, 15:12.	No	
			P	age 1 of 20 193 Records	>		

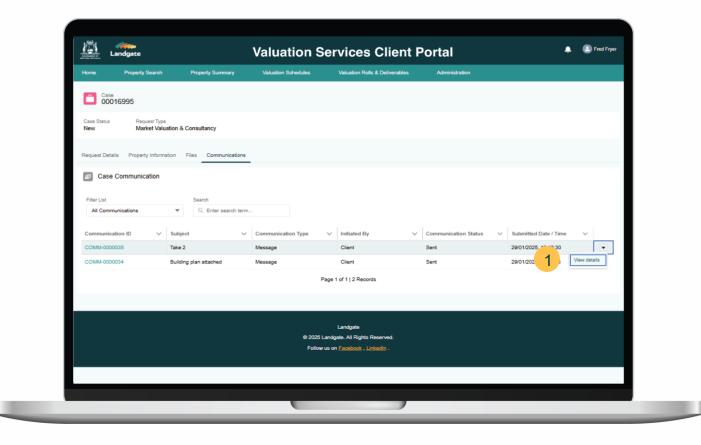




Case Communication – view details

- 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.

	Property Search	Property Summary	Land Summary	Val	luation Rolls & Deliverables			
Case 00029	9325							
Case Status	Request Type							
New	General En	quiry						
Request Details	Property Informa	ation Files Communica	tions					
Case C	ommunication							
Filter List		Search						
All Commun	nications	 C, Enter search 	h term					
Communicati	on ID 🗸 🗸	Subject	✓ Communication Type	\sim	Initiated By	Communication Status	Submitted Date / Time	~
COMM-000008	32	Message to LG	Message		Client	Sent	08/04/2025, 16:07:47	¥
сомм-000008	31	Message 2	Message		Landgate	Unread	08/04/2025, 16:06:52	•
COMM-000008	30	Message 1	Message		Landgate	Unread	08/04/2025, 10:08:27	View details
COMM-000007	19	Plans please	Information Request		Landgate	Requested	08/04/202	Mark as Read
				Page	1 of 1 4 Records			
				_				
			- 02	025 Land	Landgate Igate. All Rights Reserved.			
					n Eacebook , Linkedin .			



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.

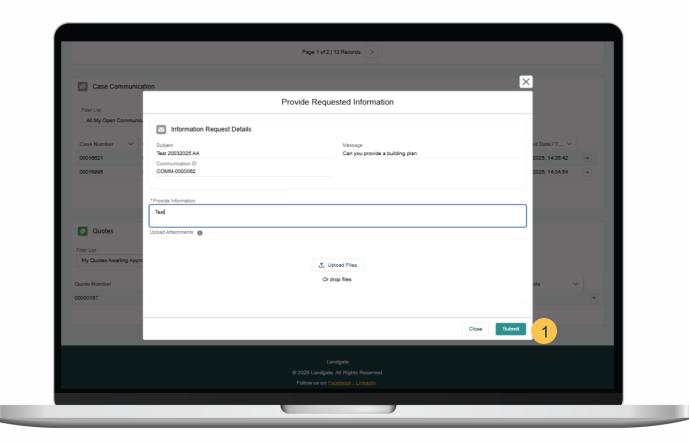
00029353	Market valuation	-	ubj Test 140420	Betty Boo	14/04/2025, 1		NO	×
00029352	Data Enquiry Inbo	Job Completed S	ubj Test 140420	Betty Boo	14/04/2025, 1	12:49 14/04/2025, 12:5	9 No	Ŧ
00029348	Interim Valuation	Processing 3	KIDMAN AV SO 3 KIDN	IAN AV SO Betty Boo	11/04/2025, 1	0:13	No	Ŧ
00029346	Interim Valuation	New 2-	4 KENTIA RD W 24 KEN	NTIA RD W Betty Boo	10/04/2025, 1	6:25	No	٣
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 Filter List	cation	rch						
My Open Communica	tions 💌 🔾	Enter search term						
Case Number \sim	Case Status 🗸	Communication V	Subject 🗸	Communication \vee	Initiated By V	Communication 🗸	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 1	18/04 Reply With Informa	ation
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	¥
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-0000068	Update by end of week	Message	Landgate	Unread	24/03/2025, 16:47:13	T
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.

	luation New	31 SPIGL WAY B	31 SPIGL WAY B	Fred Fryer	17/12/2024, 17:01	No	T
00016623 Interim Va	luation New	77 WOOD ST ING	77 WOOD ST ING	Fred Fryer	17/12/2024, 17:00	No	Y
		1	Page 1 of 2 11 Records	5			
Case Communication							
_							
Filter List All My Open Communications	Search Q. Enter search terr						
All My Open Communications	 C Enter search terr 	n					
Case Number V Case Stat	tus 🗸 Communicati	ion 🗸 Subject	✓ Communica	ation V Initiated	By V Communication	✓ Created Date / T ✓	
			Page 1 of 1 0 Reco	rds			
Quotes							
_							
Filter List	Search Q. Enter search term						
My Ouotes Awaiting Approval							
My Quotes Awaiting Approval							
My Quotes Awaiting Approval	e Status 🗸	Case Number	✓ Case Subje	ect 🗸	Quote Received Date 🛛 🗸	Expiration Date 🗸 🗸	
My Quotes Awaiting Approval	e Status V	Case Number	Case Subje		Quote Received Date V	Expiration Date V	
My Quotes Awaiting Approval	e Status 🗸	Case Number			Quote Received Date 🗸 🗸	Expiration Date V	
My Quotes Awaiting Approval	e Status	Case Number			Quote Received Date v	Expiration Date V	,
My Quotes Awaiting Approval	e Status 🗸	Case Number	Page 1 of 1 0 Reco		Quote Received Date V	Expiration Date V	·
My Quotes Awaiting Approval My Completed Quotes	s Status V		Page 1 of 1 0 Reco	rds	Quote Received Date V	Expiration Date V	
My Quotes Awaiting Approval	s Status	© 20	Page 1 of 1 0 Reco	rds Reserved.	Quote Received Date v	Expiration Date V	
My Quotes Awaiting Approval	s Status	© 20	Page 1 of 1 0 Reco Landgate 25 Landgate. All Rights	rds Reserved.	Quote Received Date v	Expiration Date V	





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 SPIG	BL WAY B	Fred Fryer	17/12/2024, 17:01		No	¥
00016623	Interim Valuation	New	77 WOOD ST ING	77 WOO	DD ST ING	Fred Fryer	17/12/2024, 17:00		No	•
				Page 1 of 2	2 11 Records	• >				
Case Communi	cation									
Filter List	S	earch								
All My Open Commun		Q Enter search term	L							
Corre Northern Ind	0				0		d By 🗸 Commu		Constant Parts /	
Case Number V	Case Status	✓ Communicatio	subject				a By V Commu	nication V	Created Date /	1 ¥
				Page 1	of 1 0 Recor	rds				
Quotes										
Filter List		arch								
My Quotes All	v	 Enter search term 								
Quote Number	✓ Quote Statu	is v	Case Number	~	Case Subje	ct v	Quote Received Date	✓ Expira	ition Pate	~
00000118	Rejected		00016622		Test MV Ack	nowl Email	18/12/2024		(1)	View Quote
				Page 1	of 1 1 Recor	rds				
				1	Landgate					
	_	_		025 Landga	ite. All Rights					
				025 Landga						

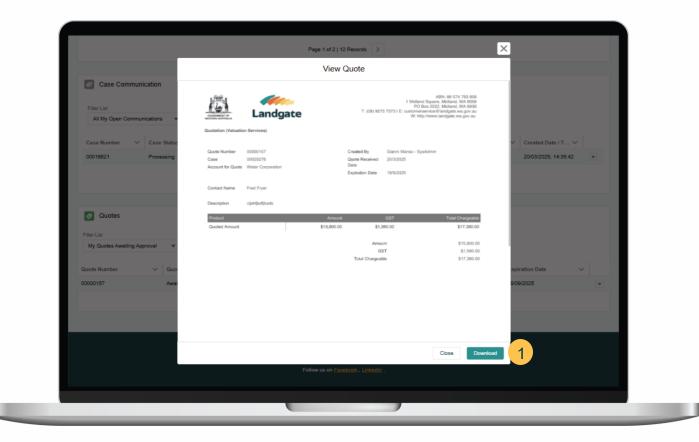




Quotes – download document

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.

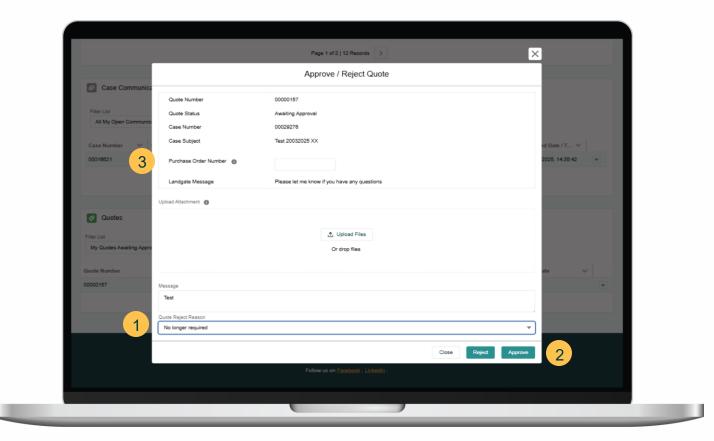
00016621 Government As	set Processing	Govt Asset test ac	Fred Fryer	17/12/2024, 16:39	No	•
			Page 1 of 1 10 Records			
Case Communication Filter List My Open Communication Case Number Case Status 00016621 Processing	Search Q. Enter search term Communicatio COMM-000006	n 🗸 Subject	✓ Communication ✓ Message Page 1 of 1 1 Records	Initiated By \checkmark Communication Landgate Unroad	on V Created Date / T V 20/03/2025, 14:35:42	T
Quotes Fiter List My Quotes Awaiting Approval Quote Number Quote 1 Qu		Case Number	Case Subject		Expiration Date View Quote	Durte
00000157 Awaiting	g Approval	00029276	Test 20032025 XX	20/03/2025	18/ 1 Approve/Reject	audic
			Page 1 of 1 1 Records Landgate 5 Landgate All Rights Reserved. ov us on Easebook , LinkedIn .			





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.
- ³ User can provide the purchase order number and any attachment(s) when submitting an approval.







Client Portal Property Search



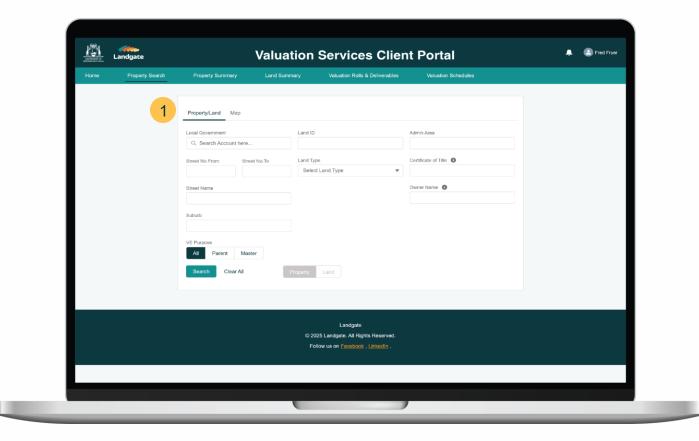


Property Search - options

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

Search results returned and information shown will only be for active VENs.

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







Property/Land search

1 Clicking on **Property Search** will default to the Property/Land search form. Users can search for properties using various data specifications.

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 VE Purpose (Parent, Master, All) and using property / land toggle functions.
- To begin a new query, always click "Clear All".

Home	Property Search	Property Summary	Land Summary	Valuation Rolls & Deliverables	Valuation Schedules	
	1	Property/Land Map				
		Local Government	Land ID		Admin Area	
			t No.To Land Typ		Certificate of Title	
		Street Name	Selec	t Land Type 🛛 🔻	Owner Name	
	2	Suburb				
		VE Purpose	er 3			
		All Parent Mast	4 Property	Land		
				Landgate 125 Landgate. All Rights Reserved. Now us on <u>Facebook</u> , <u>Linkedin</u> .		



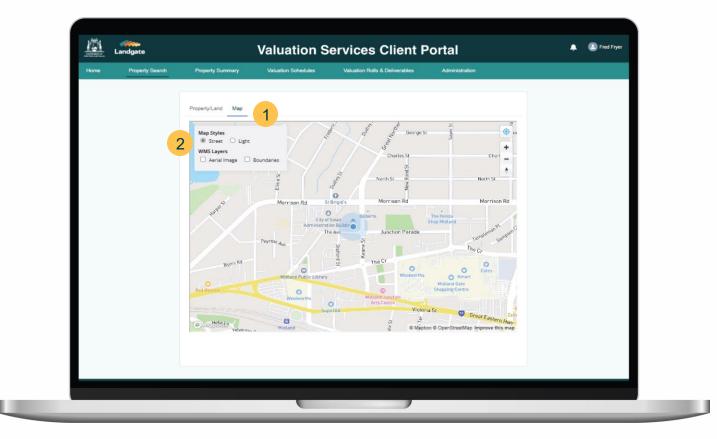


Map search

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

- 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 the new request form selected

Image: Name Master Search Results V<
1 100 Unaw L V C V Address V V P V V V P V V V P V V V P V V V V V P V V V
1 190 Urban L1088 Short 1008 KING WAY KARRATHA INDUSTRIAL ES 5.77 1008 P. • 2 205 Urban L3911 Offic 3911 COOLAWANYAH RD KARRATHA INDUSTRIAL ES 5.77 1008 P. •
2 205 Urban L3911 Offic 3911 COOLAWANYAH RD KARRATHA INDU 8.02 3 Wew Property Details 3 227 Urban L3769 Werk 4 RANKIN RD GAP RIDGE 8714 8 Ha 2 Create New Request 4 246 Urban L1962 Ware 5 SHERLOCK CR KARRATHA 8714 763 m² 1982 0 ▼ 5 294 Urban L1069 Short 1099 KING WAY KARRATHA INDUSTRIALES 4.76 1089 ♥ ▼ 6 3022 Urban L806 Unail 27 SHOLL ST ROEBOURNE 0718 2.02 8089 ● ▼ 7 303 Urban L805 Unail 25 SHOLL ST ROEBOURNE 0718 2.02 8089 ● ▼ 8 465 Urban L388 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 3889 ● ▼ 9 8060 Urban L380 Offic 38800 COOLAWANYAH RD
2 205 Urban L3911 Offic 3911 COOLAWANYAH RD KARRATHA INDU 8.02 3 Vew Property Details 3 227 Urban L3799 Work 4 RANKIN RD GAP RIDGE 6714 6 Ha 3 Create New Request 4 245 Urban L1982 Ware 5 SHERLOCK CR KARRATHA 1714 763 m² 1982 0 • 5 204 Urban L1099 Short 1099 KING VAV KARRATHA INDUSTRIAL ES 4,76 1069 9 • 6 302 Urban L805 Unall 27 SHOLL ST ROEBOURNE 6718 2.02 806P 9 • 7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 6718 2.02 805P 9 • 8 405 Urban L1400 Offic 1400 LAMBERT RD KARRATHA INDUSTRIAL 4,67 1400 • 9 805 Urban L308 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 389P 0 • 10 1228 Urban <t< td=""></t<>
4 245 Urban L1982 Ware 5 SHERLOCK CR KARRATHA 6714 763 m² 1982 0 • 5 204 Urban L1099 Short 1009 KING WAY KARRATHA INDUSTRIALES 4,76 1009 • • 6 302 Urban L808 Unall 27 SHOLL ST ROEBOURNE 6718 2.02 808P 9 • 7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 6718 2.02 808P 9 • 8 485 Urban L1090 Offic 1460 LAMBERT RD KARRATHA INDUSTRIAL 4,67 14400 • 9 806 Urban L389 Offic 1480 LAMBERT RD KARRATHA INDUSTRIAL 4,67 14400 • 10 1228 Urban L380 Offic 3800 COOLAWANYAH RD KARRATHA INDU 1.09 3890 9 • 11 1519 Urban L5 Office 5/16 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban
5 294 Urban L1089 Short 1089 KING WAY KARRATHA INDUSTRIAL ES 4,76 1089 9 • 6 302 Urban L808 Unall 27 SHOLL ST ROEBOURNE 0718 2,02 808P 9 • 7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 0718 2,02 808P 9 • 8 465 Urban L1490 Offic 1400 LAMBERT RD KARRATHA INDUSTRIAL 4,67 1440 • • 9 806 Urban L388 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 388P 9 • 10 1228 Urban L380 Offic 3800 COOLAWANYAR PD KARRATHA INDU 1.09 3880 9 • 11 1519 Urban L5 Office 514 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban L579 Work 20 NAIRN ST ROEBOURNE 6718 4.03 670F •
6 302 Urban L806 Unall 27 SHOLL ST ROEBOURNE 6718 2.02 808P P V 7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 6718 2.02 808P P V 8 465 Urban L1490 Offic 1400 LAMBERT RD KARRATHA INDUSTRIAL 4.67 1400 V 9 806 Urban L388 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 3880 P V 10 1228 Urban L380 Offic 3880 COOLAWANYAH RD KARRATHA INDU 1.09 3880 P V 11 1519 Urban L5 Office 5116 HEDLAND PL KARRATHA 6714 59 m² 5532 P V 12 1788 Urban L579 Work 20 NAIRN ST ROEBOURNE 6718 4.03 670F V
7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 6718 2.02 805P 9 • 8 465 Urban L1490 Offic 1490 LAMBERT RD KARRATHA INDUSTRIAL 4.67 1490 • 9 806 Urban L388 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 3889 9 • 10 1228 Urban L380 Offic 3890 COOLAWAIN/AR RD KARRATHA INDUSTRIAL 1.09 3880 9 • 11 1519 Urban L5 Office 310 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban L579 Work 20 NAIRN ST ROEBOURNE 6718 4.03 676P •
7 303 Urban L805 Unall 25 SHOLL ST ROEBOURNE 6718 2.02 805P 9 • 8 465 Urban L1490 Offic 1490 LAMBERT RD KARRATHA INDUSTRIAL 4.67 1490 • 9 806 Urban L388 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 3889 9 • 10 1228 Urban L380 Offic 3890 COOLAWAIN/AR RD KARRATHA INDUSTRIAL 1.09 3880 9 • 11 1519 Urban L5 Office 310 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban L579 Work 20 NAIRN ST ROEBOURNE 6718 4.03 676P •
8 495 Urban L1490 Offic 1490 LAMBERT RD KARRATHA INDUSTRIAL 4,67 1490 • 9 805 Urban L386 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 389P 9 • 10 1228 Urban L380 Offic 3890 COOLAWANYAH RD KARRATHA INDU 1.09 3890 0 • 11 1519 Urban L5 Office 5/18 HEDLAND PL KARRATHA 6714 59 m ² 5532 9 • 12 1788 Urban L679 Work 20 NAIRN ST ROEBOURNE 6713 4.03 679P •
9 806 Urban L386 Hotel 5 NIELSEN PL DAMPIER 6713 2.00 388P 9 • 10 1228 Urban L3890 Offic 3880 COOLAWANYAH RD KARRATHA INDU 1.09 3880 9 • 11 1519 Urban L5 Office 5116 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban L679 Work 20 NAIRN ST ROEBOURNE 6718 4.03 6769 •
10 1228 Urban L3990 Offic 3890 COOLAWANYAH RD KARRATHA INDU 1.09 3890 9 • 11 1519 Urban L5 Office 5/16 HEDLAND PL KARRATHA 6714 59 m² 5532 9 • 12 1788 Urban L679 Work 20 NAIRN ST ROEBOURNE 6718 4.03 6769P •
11 1519 Urban L5 Office 5/16 HEDLAND PL KARRATHA 6714 59 m³ 5532 9 • 12 1788 Urban L679 Work 20 NAIRN ST ROEBOURNE 6718 4.03 670P •
12 1788 Urban L679 Work 20 NAIRN ST ROEBOURNE 6718 4,03 679P 💌
13 2198 Urban L4083 House 3 COMRECT BAYNTON 6714 728 m² 4063 P +
14 2228 Urban L2525 Offic 2525 COOLAWANYAH RD KARRATHA INDU 1.18 2525 9 v
15 2265 Urban L4579 House 5 PARTON CL NICKOL 6714 824 m² 4579 9 v
18 2391 Urban L3212 House 4 HADDON WAY NICKOL 6714 705 m ² 3212 9 *
17 2398 Urban L1963 Offic 1983 ANDERSON RD KARRATHA INDUSTRI 1,83 1963 9 💌
18 2785 Urban L1538 Yard 1538 PYRAMID RD KARRATHA INDUSTRIAL 4,28 1538 9 💌
19 2997 Urban L2 Work 2 CROYDON RD KARRATHA INDUSTRIAL E 4,18 2D80 9 💌
20 4197 Urban L3866 Radi MILLSTREAM RD STOVE HILL 6714 1,18 3886 *





Edit WAWC account

- 1. Hover over the WAWC field and click the pencil icon.
- 2. Add, edit or delete the WAWC number. Updated records will be highlighted.
- 3. Click "Save" at the bottom of the screen.
- 1 Where there is a validation error, the updates will not be saved until resolved as a full set. The violating rows will be displayed with a red border highlight and red icon (click on icon for error message).

WAWC must be numeric only, 10 digits and unique (does not already exist for another property)

2 Whilst editing the WAWC fields, the user cannot select items in the Action menu or conduct a new search until the operation has been Saved or Cancelled.

VE Purpose Al Parent Ma	ster		Search	Property Land				
Search Results								
VEN	V U/R	✓ Lot No.	✓ Classification ✓	Address \checkmark	VEN Area 🗸 🗸	Primary Land Id	V WAWC V	
1 199	Urban	L1068	Short Stay Accommodati	1068 KING WAY KARRATHA INDUSTRIAL ES	5,774 m²	1068P211744	9008466981	W
2 205	Urban	L3911	Office - Warehouse	3911 COOLAWANYAH RD KARRATHA INDU	8,025 m²	3911P187236	9008469752	W
3 227	Urban	L3799	Workers Quarters	4 RANKIN RD GAP RIDGE 6714	6 Ha	3799P185178	9008461013	•
4 245	Urban	L1982	Warehouse	5 SHERLOCK CR KARRATHA 6714	763 m ^a	1982P213417	9008436619	w
5 294	Urban	L1069	Short Stay Accommodati	1069 KING WAY KARRATHA INDUSTRIAL ES	4,760 m²	1069P211744	9008467001	w
6 302	Urban	L806	Unallocated Crown Land	27 SHOLL ST ROEBOURNE 6718	2,023 m²	806P223088	9008478894	W
7 303	Urban	L805	Unallocated Crown Land	25 SHOLL ST ROEBOURNE 6718	2,023 m²	805P223088	9008478886	¥
8 465	Urban	L1490	Office - Warehouse	1490 LAMBERT RD KARRATHA INDUSTRIAL	4,679 m²	1490P213939	5463728564	¥
9 806	Urban	L386	Hotei/Motei	5 NIELSEN PL DAMPIER 6713	2.0018 Ha	386P17814	9008473874	W
Error.	0	L3890	Office - Workshop	3890 COOLAWANYAH RD KARRATHA INDU	1.0925 Ha	3890P186239	9008878521	W
Please enter only	10 digit number.	L5	Office	5/16 HEDLAND PL KARRATHA 6714	59 m²	5S32600	9008790706	
12 1788	Urban	L679	Workshop	20 NAIRN ST ROEBOURNE 6718	4,039 m²	679P181388	54637287	J · (1)
13 2196	Urban	L4063	House	3 COMRIE CT BAYNTON 6714	726 m²	4063P216876	9008463924	•
14 2226	Urban	L2525	Office - Yard	2525 COOLAWANYAH RD KARRATHA INDU	1.1825 Ha	2525P214663	9008469672	
15 2265	Urban	L4579	House	5 PARTON CL NICKOL 6714	824 m²	4579P192169	9008470606	¥
16 2391	Urban	L3212	House	4 HADDON WAY NICKOL 6714	705 m²	3212P216031	9008461400	w
17 2398	Urban	L1963	Office - Yard	1963 ANDERSON RD KARRATHA INDUSTRI	1,833 m ^a	1963P214109	9008468530	¥
18 2785	Urban	L1538	Yard	1538 PYRAMID RD KARRATHA INDUSTRIAL	4,288 m ^a	1538P213940	9008468426	w.
19 2997	Urban	L2	Workshop	2 CROYDON RD KARRATHA INDUSTRIAL E	4,186 m ^a	2D80097	9008467183	Y
20 4197	Urban	L3866	Radio Trans	MILLSTREAM RD STOVE HILL 6714	1,188 m ^z	3866P185292		v
			2	Cancel Save				
				Landgate i Landgate. All Rights Reserved. w us on <u>Facebook</u> , <u>Linkedin</u> .				





Client Portal Property Summary

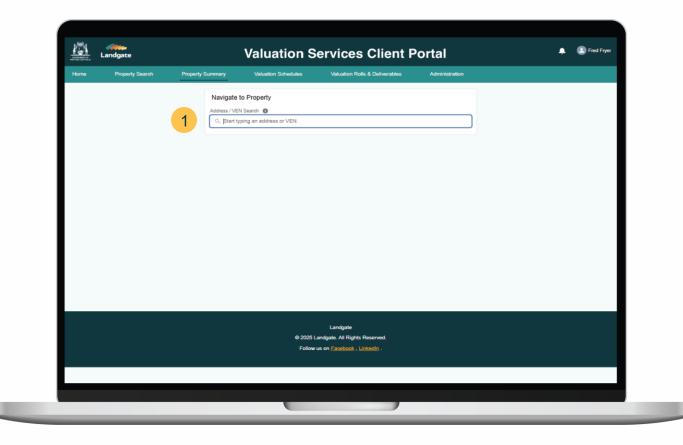




Property Summary - address/VEN search

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
- Sub VENs
- 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 Proper	ty Summary	Land Summary	Valuatio	n Rolls & Deliverable	s Valu	ation Schedules			
		Navigate to	Property					Ĩ		
		Address / VEN S	Search ()							
		Q 2356 - 68	SURREY RD RIVER	VALE 6103			0			
Property										
VEN	WAWC No.		Address				Ownership			
2356	9008760873		68 SURREY RD	RIVERVALE 6103			ZHUANG, YAN;	ZHANG, XIN MIN		
LGA	Admin Area		VEN Use		Classification		Emergency Servi	ce Level	VEN Land Area	
Belmont			Residential		House		ESL Category 1		/10 m²	
Comment										
Attached Land										
Land ID	Redundancy	Land Area	WAPC Date	Address	Cert. of Title	Title Indicator	Land Zone	U/R	Primary	
✓ 105D91520	Not redundant	710 m²	11/10/1996	68 SURREY RD RIVERVALE 6103	2097/552	Certificate of Title	Low Density Res	Urban	Yes	
LGA Owr Belmont Zha	er ng, Xin Min; Zhuang, Yan	Admin Area	Comment			PINs 1176210				
	Originating Land Area	a								
	73	1								



Property Summary – property details & Sub VENs

. .

If the VEN being viewed has Sub VENs, a Sub VEN section will be displayed. Features of this section include:

- Each row represents a Sub VEN.
- Click to expand the row (next to Edit) to display the valuation history for the Sub VEN.
- Click the "Edit" button to update the Unit No. and/or WAWC No. and then click "Save"

Yore Poperty Stancet Poperty Stancet Valuation Schools & Deliverable Adversitation Image: VEN Image: VEN Stancet VEN Land Area VEN Use Stancet Image: VEN Stancet VEN Land Area	<u>121</u>	Landgate		Va	aluation	Servi	ces Client	Portal		٠	Fred Fryer
Address / VEN Search C 300484 - 24 MARSDEN WAY PADBURY 0025 VEN 300484 - 24 MARSDEN WAY PADBURY 0025 VEN 24 MARSDEN WAY PADBURY 0025 LGA 24 MARSDEN WAY PADBURY 0025 LGA 24 MARSDEN WAY PADBURY 0025 LGA 24 MARSDEN WAY PADBURY 0025 Connect C	Home	Property Search	Property S	ummary	Valuation Schedules	Value	ation Rolls & Deliverables	Adminis	ration		
VN 30044 WUVC No. Address 24 MARSDEV WAY PADBURY 6025 Ownership FERNANDE2, FERNANDE3, AMMES LGA Admin Area VEN Use Residential Classification Group Houses Emergency Service Level ESL Category 1 VEN Land Area Comment VEN VENS VEN VEN Classification Edit VEN VENS Vint No. WAVC No. VEN Classification Edit VEN 000337177: 2000950 Residential 3 Edit VEN 0107/2023 518,980 FR; LG; WC Adree 10/07/2023 518,980 FR; LG; WC 01/12/2019 516,840 FR; LG; WC Adree 10/07/2023 Adree				Address / VEN Searc	ch O	BURY 6025			0		
30044 24 MARSDEN WAY PADBURY 0025 FERNANDE2, FERNANDO JAMES LGA Joondalup Admin Area VEN Use Residential Classification Group Houses Emergency Service Level ESL Category 1 VEN Land Area 764 m ² Comment VEN Ven Classification Emergency Service Level ESL Category 1 VEN Land Area 764 m ² Ven Ven Ven Ven Classification Ede Ven Ven Ven No. VEN Ven Ven Classification Ven Ven 010710203 Residential 3 Ede Ven 0107/2020 S18,880 FR: LG: WC Adrive 01/107/2020 S18,640 FR: LG: WC Adrive 01/12/2019 S18,640 FR: LG: WC Adrive	Pro	operty									
Joondalup Residential Group Houses ESL Category 1 764 m ³ Comment Comment <td></td> <td></td> <td>WAWC No.</td> <td></td> <td></td> <td>PADBURY 6025</td> <td></td> <td></td> <td></td> <td>5</td> <td></td>			WAWC No.			PADBURY 6025				5	
Olive WANK No. VEN Classification Unit No. WANK No. VEN Classification 900337171: 2099650 Residential 3 Date in force GRV Client(s) Status 01/07/2023 \$18,980 FR; LG; WC Active 01/07/2029 \$14,300 FR; LG; WC Active			Admin Area								
Unit No. WAWC No. VEN Classification 900337171: 2009850 Residential 3 Edit 2 Date in force GRV Client(s) Status 01/07/2023 \$18,980 FR: LG: WC Active 01/07/2020 \$14,300 FR: LG: WC Active	Comment										
B00337171: 2009850 Residential 3 Edit 2 Date in force GRV Client(s) Status 01/07/2023 \$18,960 FR; LG; WC Active 01/07/2020 \$14,300 FR; LG; WC Active 01/12/2019 \$18,840 FR; LG; WC Active	i Sul	b VENs 🗸									
Date in force GRV Client(s) Status 01/07/2023 \$18,980 FR: LG: WC Active 01/07/2020 \$14,300 FR: LG: WC Active 01/12/2019 \$10,640 FR: LG: WC Active	Unit No.	WAWC No.	VEN		Classification						
2 01/07/2023 \$18,980 FR: LG; WC Active 01/07/2020 \$14,300 FR: LG; WC Active 01/07/2020 \$16,840 FR: LG; WC Active		900337171:	2099850		Residential	3	Edit 🗸				
01/07/2020 \$14,300 FR; LG; WC Active 01/12/2019 \$16,640 FR; LG; WC Active				Date in force	G	RV	Client(s)	Status			
01/12/2019 \$16,640 FR; LG; WC Active			2	01/07/2023	s	18,980	FR; LG; WC	Active			
				01/07/2020	\$	14,300	FR; LG; WC	Active			
902328679i 2099951 Residential Edit >				01/12/2019	\$	16,640	FR; LG; WC	Active			
		902328678	2099851		Residential		Edit				





Property Summary – attached land

- Attached lands can be expanded to display additional detail, such as land ownership, PINs and other information.
- ² 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	ules Valu	ation Rolls & Deliver	ables	Administration			
			Navigate to	Property							
			Address / VEN S	Search O							
			O, Start typin	ng an address or VE	Ν.						
Prop	erty										
VEN		WAWC No.		Address				Ownership			
234234		9008874475		SAYER ST SWA	NBOURNE 6010			STATE OF WES	TERN AUSTRALIA		
LGA		Admin Area		VEN Use		Classification		Emergency Servi	ce Level	VEN Land Area	
Nedlands				VacantLand		Public Recreation		ESL Category 1		1,331 m²	
Comment											
Attac	ched Land										
Land ID		Redundancy	Land Area	WAPC Date	Address	Cert. of Title	Title Indicator	Land Zone	U/R	Primary	
495	5P22246 2	Not redundant	1,331 m²	09/12/1997	SAYER ST SWANBOURNE 6010	3133/81			Urban	Yes	
LGA	Owner		Admin Area	Comment			PINs				
Nedland		stern Australia	Partition Propag	Comment			1205349				





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 ²	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

1 The Valuation Summary section will only display if the agency that the user is associated with is subscribed to the VEN as a client.

Only Rating & Taxing GRV 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	
01/07/1996	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 PARI	< 6100	Residential	GRV		1S47173		9001968743
910766	Child	Active	A/34A RATHAY	ST VICTORIA P	ARK 6100	Residential	GRV		2S47173		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.
- ² Press Search to view the record(s).
- 3 Select View Details to launch the record.

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

Home	Property Search	Property Summary	Land Summary	Valuation Rolls & Deliverable	1	Valuation Schedules		
THOMAS		rioperty caninary	cana caminary					
		Interim Schedule Search				Clear All		
		Schedule Name	Valuatio	n Type				
			ANY		•			
		VEN	Land ID					
	0	Search						
	2							
		Date From	V Date To	~	Name	~		
		01/10/2024	02/10/2024		G2024/1	▼		
		03/10/2024	10/10/2024		G2024/2	View Details	3	
		15/10/2024	15/10/2024		G2024/4	V		
		11/10/2024	14/10/2024		G2024/3	¥		
				Page 1 of 1 4 Records				
				Landgate				
				025 Landgate. All Rights Reserved Illow us on <u>Facebock</u> , <u>LinkedIn</u> .				





Valuation schedules search

- 1 From here you can download the record.
- 2 You can also expand the Interim Schedule detail.
- Olicking here will return you to your search results.

	Landgate				Va	aluatic	on S	ervic	es Clie	nt Po	rtal		,	Penny Pitstop
Home	Property Search		Property Su	mmary	ı	Land Summary		Valuation Ro	olls & Deliverables	Valu	ation Schedul	les		
					Valu	ation Sche	edule G	2024/1	(01/10/2024	- 02/10/20	24)			
		Asso	ciated File	s										
		File N	Name					~ •	ownload					
		G202	241.lis						🛃 Download	1				
		G202	241.pdf						🛃 Download					
		G202	241.csv						🛃 Download					
							P	age 1 of 1 3	Records					
		Interi	im Schedu	le Detai	I							Back to Interim Search	3	
	2		VEN	Туре	Value	Effective Da		ddress		Reason	Rationale	Classification		
	2		654633	Self	\$0	31/08/24			ACKAIL 6330	Project		10: House		
			Land I		Area (n 3,642.0		PINs	Comme	ints					





Client Portal – Valuation Rolls and Other Deliverables



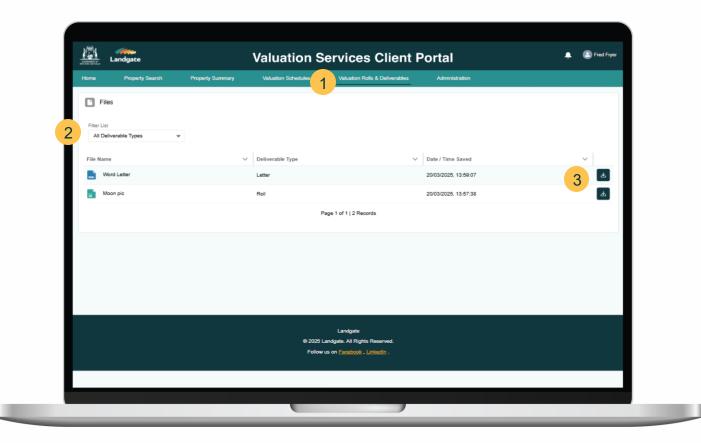


Valuation Rolls & Other Deliverables

- 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 Water Corporation 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.

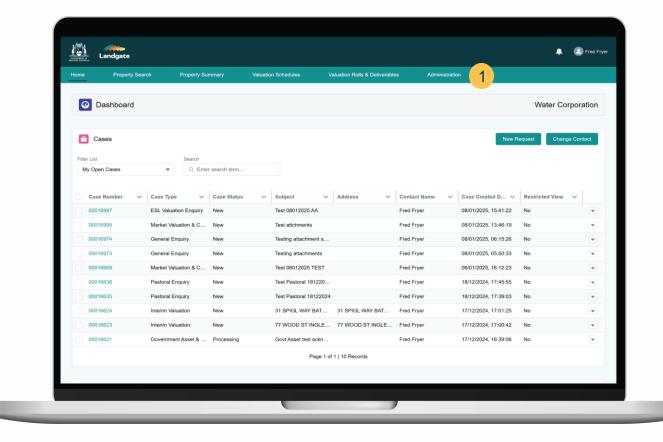
This ensures continuity—if one administrator is unavailable (e.g. due to leave or illness), the other administrators can support users with any required actions, to ensure account access is maintained and up-to-date for your agency.





Accessing Client Portal as an Administrator

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







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

To access Administration, please click here.	nent of
Cases New Request Change Filter List Search Change	ment of
Filter List Search	
	Contact
Case Number v Case Type v Case Status v Subject v Address v Contact Name v Case Create v Case Closed v Restricted Vi	~
Page 1 of 1 0 Records	
Case Communication	
Filter List Search My Open Communications Q. Enter search term 	
Case Number V Case Status V Communication V Subject V Communication V Initiated By V Communication V Created Date / T V	
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 Se	earch Prope		Valuation Schee	dules	Valuation Roll:	& Deliverables	Admin	nistration				
Administratio	on											
	_											
Active Users	1										Add New U	ser
Search												
Q Enter search term												
First Name V	Last Name Pengiun	 ✓ Email giannilg61 	7+03@gmail.com	Created Date		User Status Active	~ Ro	ministrator	~	Receive new o	deliver 🗸	•
Mike	Testeer			06/02/2025		Active		andard User		No		•
Ditty	Kunjukunju	dittydomir	i@gmail.com	31/01/2025		Active	Ad	ministrator		No		•
				Page 1 o	f 1 3 Records							
	•											
Inactive Users	2											
Search												
Q Enter search term												
First Name 🗸 Las	st Name 🗸 🗸 E	mail 🗸	Created Date	User Status	Ini	ctive Reas 🗸	Inactive Dat	e v F	tole	~ Receiv	e new 🗸 🗌	
Jarrah Tes		iannilg617+02@g		Inactive		ctive for 90 days	06/03/2025		dministrator	No		T
Edith Eve	erest te	stwc+12@gmail	17/01/2025	Inactive			13/02/2025	s	andard User	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.

lome Property Search		Property Summary Valuation Scheo		dules Va	luation Rolls & Deliverables	Administration		
Admin	istration							
Active Us							1	Add New User
C Enter search	↓ Last Name	✓ Email	~	Created Date	✓ User Status	∽ Role	✓ Receive new del	liver 🗸
Percy	Pengiun	giannilge	i17+03@gmail.com	28/02/2025	Active	Administrator	No	
Mike	Testeer	mike.tha	nos+wc@gmail.c	06/02/2025	Active	Standard User	No	
Ditty	Kunjukunju	dittydom	ini@gmail.com	31/01/2025	Active	Administrator	No	
Search								
Search Q Enter search		Email ~	Created Date	∽ User Status	✓ Inactive Reas ✓	Inactive Date 🗸 Role	√ Receive r	new 🗸
Search Q. Enter search	h term	Email V gianniig617+02@g		✓ User Status Inactive			inistrator No	1ew 🗸
Search Q. Enter search First Name	h term V Last Name V		06/12/2024		Inactive for 90 days	06/03/2025 Adm		
Search Q. Enter search First Name	h term V Last Name V Test	giannilg617+02@g	06/12/2024	Inactive	Inactive for 90 days	06/03/2025 Adm	inistrator No	
Search Q. Enter search First Name	h term V Last Name V Test	giannilg617+02@g	06/12/2024	Inactive	Inactive for 90 days	06/03/2025 Adm	inistrator No	

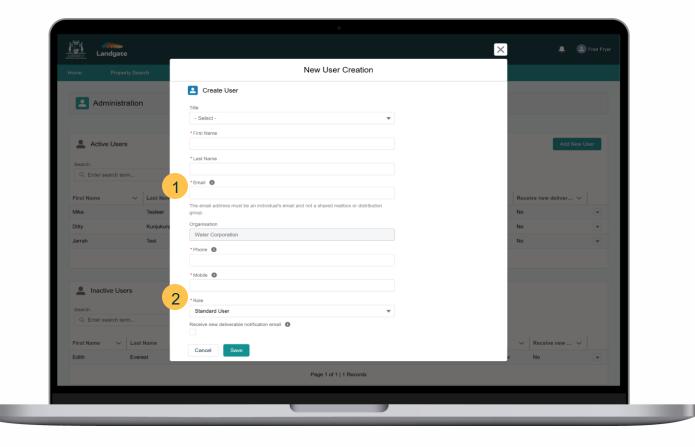




Administration - create a new user

- 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.
- ² 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.

Home P	roperty Search	Property Summary Valuatio	n Schedules	Valuation Rolls & Deliverables	Administration		
Admin	istration						
Active U	sers					4	Add New User
Search							
Q. Enter searc	h term						
First Name	✓ Last Name	∽ Email	✓ Created Date	 ✓ User Status 	~ Role	Receive new deliv	/er ∨
Percy	Pengiun	giannilg617+03@gma	il.com 28/02/2025	Active	Administrator	No 1	Edit
Mike	Testeer	mike.thanos+wc@gma	ail.c 06/02/2025	Active	Standard User	No	Reset Password 2
Ditty	Kunjukunju	dittydomini@gmail.cor	m 31/01/2025	Active	Administrator	∾ 3 □	Deactivate
			Page 1 c	of 1 3 Records		0	
L Inactive	Users						
Search							
Q. Enter searc	h term						
First Name	✓ Last Name ✓	✓ Email ✓ Created Da	ite 🗸 User Status	s 🗸 Inactive Reas 🗸	Inactive Date V Role	✓ Receive ner	ew V
Jarrah	Test	giannilg617+02@g 06/12/2024	Inactive	Inactive for 90 days	06/03/2025 Administrat	tor No	2
Edith	Everest	testwc+12@gmail 17/01/2025	Inactive		13/02/2025 Standard U	Jser No	
			Page 1 c	of 1 2 Records			