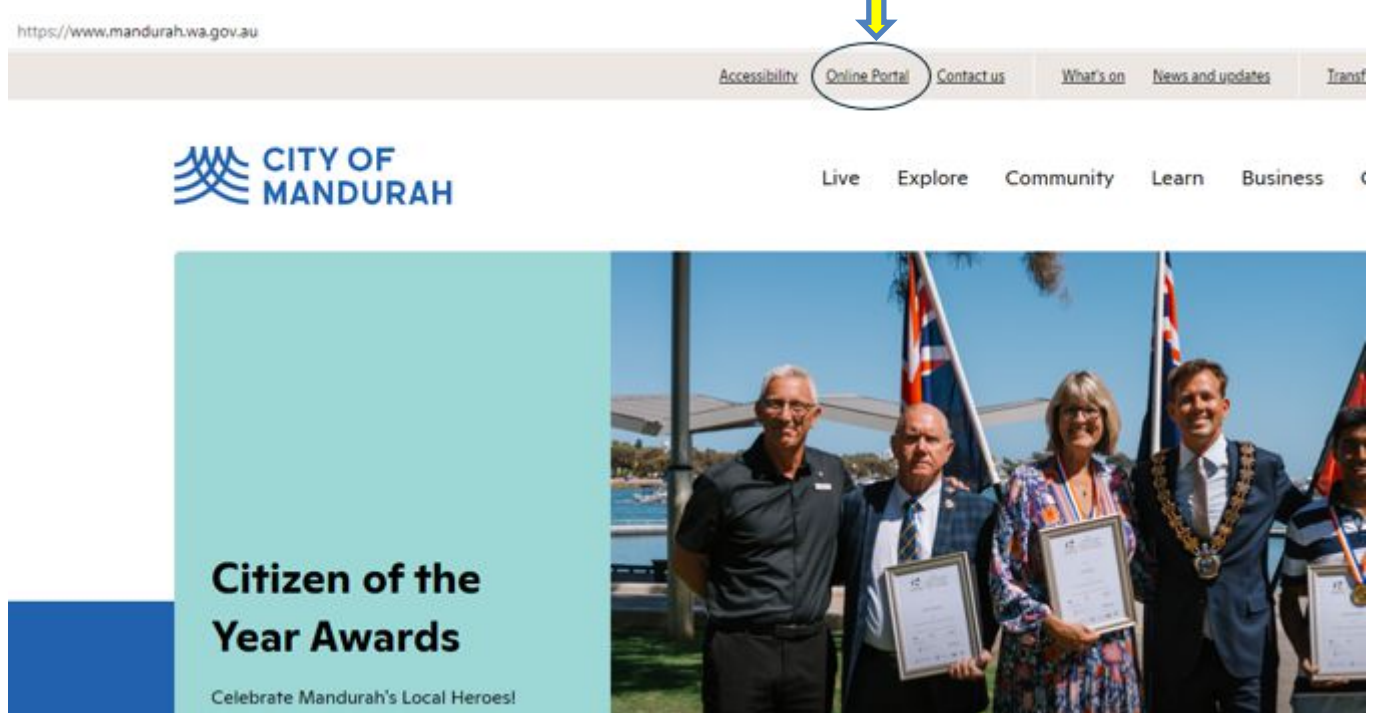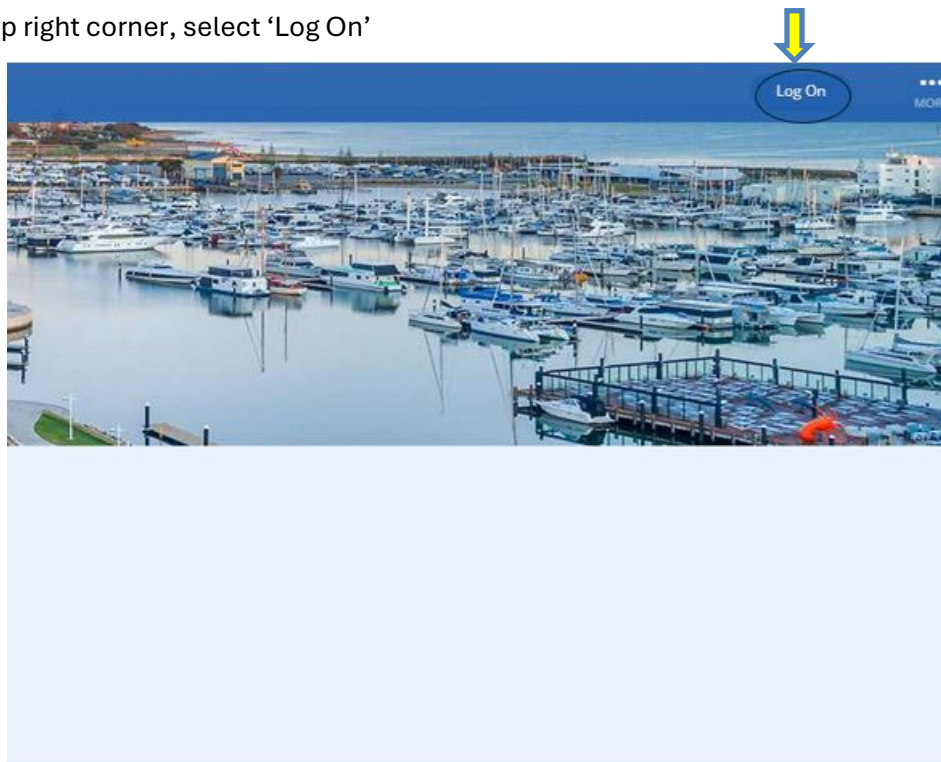# Lodging an Application in the Portal

Registering as a User in the Customer Portal

Select Online Portal at the top of the [City's home page](#)

In the top right corner, select 'Log On'

If you have an existing **organisation** login for the Customer Portal please log in at this stage and proceed to 'Lodging a Health Application' steps.

If your application relates to a new or existing business (including home businesses) or you are a business lodging an application on behalf of a resident (for example wastewater applications) you <u>MUST</u> complete the organisation registration. Failure to complete an organisation registration will require you to complete the process again for an organisation.

If you do not have an existing organisation login, you must register as an organisation by selecting 'Don't have and account?' and then 'Register using Email'

Select 'Please click here to start organisation registration' Do not complete the top section.

Complete the application and submit. This will then be verified by the City of Mandurah team within 48hrs and a link sent to your email to allow you to log in to the portal and lodge your application.

Lodging a Health Application

Once you have received your link via email, log into the portal and select 'Enquiries'

Scroll to Health Services and select 'Start'

You will then select the application type you wish to submit and complete the mandatory fields and accept the terms and conditions.

Depending on the type of application, there may be mandatory required attachments. When you attach these documents, ensure that you have selected the same attachment type as what is listed in the mandatory attachments. If you do not, then the application will not be able to be lodged.
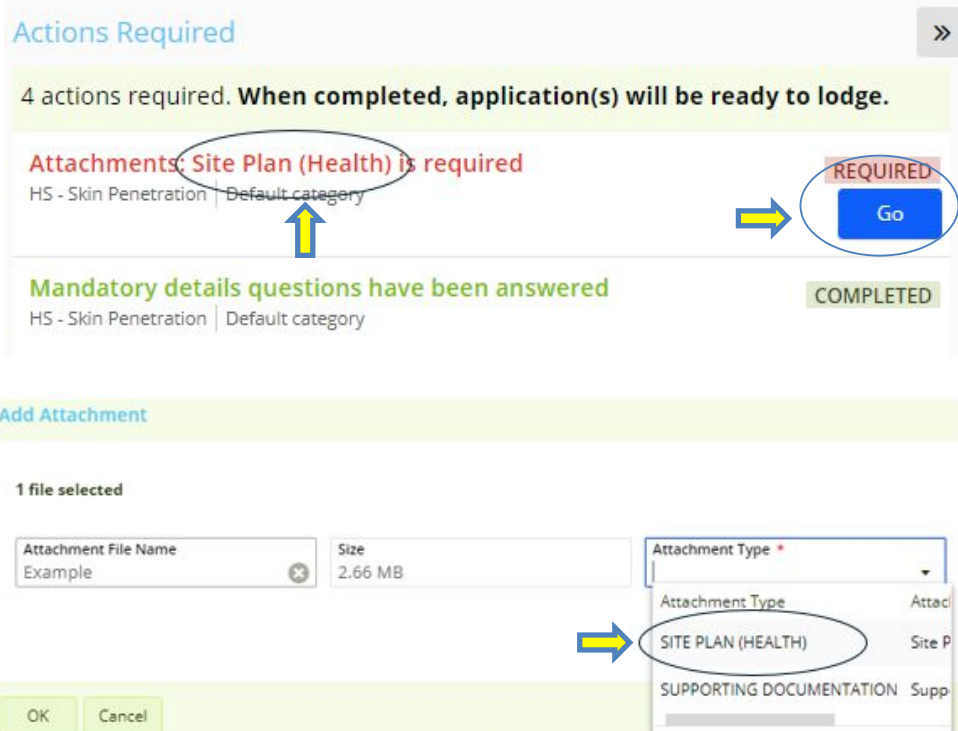
Once you have attached all the required documents in the top left corner select 'Finalise and lodge'

This will now be submitted to Health Services to be assigned to an officer. You can see your submitted applications on your portal home page under 'My lodged applications'