

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:

https://val.clientportal.landgate.wa.gov.au 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 | |
|---|---|--|
| | Access Request | |
| r | Please refer to your delegated administration in your organisation for user access to the Valuation Services Client Portal, Where a delegated administrator is not available, you may request user access invough Landgate by completing this form. Your request will be extioned in 2 business days. | |
| | ⊤ite Select an Option ♥ *Tirst Name | |
| 1 | "Last Name | |
| | * Email The email address must be an individual's email and not a shared malicor or | |
| | disb ladari group. * Organisation | |
| - | * Phone | |
| | *Access Standard User 👻 | |
| | Comments | |
| | Tim not a robot | |
| | Cancel Submit | |
| | | |





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.

| Oashboard | | | | | | Water Corporation |
|---------------|-------------------|---------------------|---------------------|------------------------|----------------------|----------------------------|
| Cases | | | | | 1 | New Request Change Contact |
| | | | | | | |
| My Open Cases | - Q | , Enter search term | | | | |
| | | | | | | |
| Case Number 🗸 | Case Type 🛛 🗸 | Case Status | ✓ Subject ✓ Ade | dress v Contact Name v | Case Create 🗸 Case C | losed V Restricted Vi V |
| 00026371 | Data File Upload | 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 Valuation | New | Test attchments | Fred Fryer | 08/01/2025, 13:46 | No |
| 00016974 | General Enquiry | New | Testing attachme | Fred Fryer | 08/01/2025, 06:15 | No |
| 00016973 | General Enquiry | New | Testing attachments | Fred Fryer | 08/01/2025, 05:50 | No |
| 00016669 | Market Valuation | New | Test 08012025 T | 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 31 S | SPIGL WAY B Fred Fryer | 17/12/2024, 17:01 | No |
| 00016623 | Interim Valuation | New | 77 WOOD ST IN 77 V | VOOD ST IN Fred Fryer | 17/12/2024, 17:00 | No |
| | | | Page 1 | of 2 11 Records | | |
| | | | - | | | |
| | | | | | | |
| Case Commun | nication | | | | | |





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 Propert | y Search | New Order Request | | |
|---------------|-----------------|---|------------------|--------------|
| O Dashboard | d | Interim Valuation | Water 0 | Corporation |
| | | First Name | | |
| Cases | | Fred | lew Request Ch | ange Contact |
| - | | Last Name | | |
| Filter List | | Fryer | | |
| My Open Cases | Y | Contact Email | | |
| | | glannlig617@gmail.com | | |
| Case Number | Case Type | Phone 🚯 | 1 V Restricted V | ñ 🗸 |
| 00026371 | Data File Up | 0846456455 | No | |
| 00016997 | ESL Valuatio | Mobile 💿 | No | |
| | Market Valu | 0446545454 | No | |
| | Coursel For | Organisation | No | |
| 00016974 | General En | Water Corporation | | |
| | General En: | *Address / VEN Search Go to Property Search | No | |
| 00016669 | Market Valu | Start typing an address or VEN. | No | |
| 00016636 | Pastoral En | Property Land ID | No | |
| 00016835 | Pastoral En | | No | |
| 00016624 | Interim Valu | Urban/Rural | No | |
| | Interim Volu | | No | |
| | anner ann vello | Valuation Type | 140 | |
| | | 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 | | Valuation Se | rvices Client | t Portal | | 📮 🍙 Penny Piletop |
|----------------------|--------------------|--|------------------------------|------------------------|--------------------|-------------------|
| Home Property Search | h Property Summary | Land Summary Va | luation Rolls & Deliverables | Valuation Sd | hedules | |
| | | | | | | |
| 1 | Property/Land Map | Mining Tenement | | | | |
| | Local Government | Land ID | | Admin Area | | |
| | 🖪 Albany | | | | | |
| | Street No.From 3 | treet No.To Land Type Select Land 1 | Type 💌 | Certificate of Title 0 | | |
| | Street Name | | | Dwner Name 0 | | |
| 3 | 3 | | | | | |
| | Suburb | | F | Rurai Ratepayer Nam | e 0 | |
| | | | | | | |
| | Search Clear All | Property Land | | | | |
| | Search Result | 5 | | | | |
| | VEN V Lot Nu | . V Address | VEN A N | Primar V | U/R 🗸 | |
| | 77 L14 | 4 ANTHONY RD MILPARA 63 | 30 2,307.0000. | 14D40585 | Urban 💌 | |
| | 162 14880 | METTLER 6328 | 80 9000 Ha | 4880P1573 | Create New Request | 2 |
| | 174 L45 | 169 BUSHBY RD LOWER KIN | IG 6330 12.6000 Ha | 45P3645 | Rural 💌 | |
| | 195 L12 | 11 CHAMPION ST MIRA MAR | 6330 1,012.0000 | 12P6065 | Urban 💌 | |
| | 971 L72 | 18 LION ST MOUNT MELVILL | E 6330 529.0000 m | r² 72P299 | Urban 💌 | |
| | 1121 L5891 | 1610 TAKENUP RD NAPIER 8 | 3330 323.7000 H | a 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 Searc | h Prop | erty Summary | Valuation Schedules | Valuation Rol | is & Deliverables | Administration | | |
|----------------------|----------------|-----------------|-----------------------------|----------------------|-----------------------|-------------------|-------------------|-----------------------------|------------|
| 0 | Dashboard | | | | | | | Water Co | rporatio |
| | ases 1 | | | | | | | New Request Chang | je Contact |
| Filter List My Op | en Cases | Sea ▼ C | rch), Enter search term | | | | | | |
| Cas | e Number 🗸 C | ase Type 🗸 🗸 | Case Status 🗸 🗸 | Subject \checkmark | Address 🗸 | Contact Name 🗸 | ⊂ Case Create ∨ | Case Closed V Restricted Vi | ~ |
| 000 | 16997 E | SL Valuation En | New | Test 08012025 AA | | Fred Fryer | 08/01/2025, 15:41 | No | ٣ |
| 000 | 16995 M | arket Valuation | New | Test attohments | | Fred Fryer | 08/01/2025, 13:46 | No | Ŧ |
| 000 | 16974 G | eneral Enquiry | New | Testing attachmen | | Fred Fryer | 08/01/2025, 06:15 | No | Ŧ |
| 000 | 16973 G | eneral Enquiry | New | Testing attachments | | Fred Fryer | 08/01/2025, 05:50 | No | ٣ |
| 000 | 16669 M | arket Valuation | New | Test 06012025 TE | | Fred Fryer | 06/01/2025, 16:12 | No | Ŧ |
| 000 | 16636 Pa | istoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:45 | No | |
| 000 | 16635 Pa | istorel Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:39 | No | |
| 000 | 16624 In | terim Valuation | New | 31 SPIGL WAY B | 31 SPIGL WAY B | Fred Fryer | 17/12/2024, 17:01 | No | Ŧ |
| 000 | 16623 In | terim Valuation | New | 77 WOOD ST ING | . 77 WOOD ST ING | Fred Fryer | 17/12/2024, 17:00 | No | |
| 000 | 16621 G | overnment Asset | Processing | Govt Asset test ac | | Fred Fryer | 17/12/2024, 16:39 | No | Ŧ |
| | | | | | 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.

| | Administration | is & Deliverables | Valuation Rol | Valuation Schedules | rty Summary | Prope | Property Search | me |
|-------------------------------|-------------------|-------------------|-----------------------|---------------------|-------------------------|---------------|--------------------------------|--------------|
| Water Corporation | | | | | | | Dashboard | 0 |
| New Request Change Contact | | | | | | | Cases | 0 |
| 2 | | | | | ch Enter search term | v Sean | List Open Cases | Filter My |
| Case Closed V Restricted VI V | Case Create ∨ | Contact Name 🗸 | Address V | Subject V | Case Status ∨ | - · | All Open Cases / My Open Cases | ~ |
| No | 08/01/2025, 16:41 | Fred Fryer | | Test 08012025 AA | New | n En | All Closed Cases | |
| No v | 08/01/2025, 13:46 | Fred Fryer | | Test attchments | New | tion | My Closed Cases | |
| No | 08/01/2025, 06:15 | Fred Fryer | | Testing attachmen | New | uiry | All Open & Closed Cases | |
| No | 08/01/2025. 05:50 | Fred Fryer | | Testing attachments | New | uiry | My Open & Closed Cases | |
| No | 08/01/2025, 16:12 | Fred Fryer | | Test 06012025 TE | New | ket Valuation | 00016669 Mark | |
| No | 18/12/2024, 17:45 | Fred Fryer | | Test Pastoral 181 | New | toral Enquiry | 00016636 Pasto | |
| No | 18/12/2024, 17:30 | Fred Fryer | | Test Pastoral 181 | New | toral Enquiry | 00016635 Pasto | |
| No | 17/12/2024, 17:01 | Fred Fryer | 31 SPIGL WAY B | 31 SPIGL WAY B | New | rim Valuation | 00016624 Interi | |
| No | 17/12/2024, 17:00 | Fred Fryer | 77 WOOD ST ING | 77 WOOD ST ING | New | rim Valuation | 00016623 Interi | |
| No | 17/12/2024, 16:30 | Fred Fryer | | Govt Asset test ac | Processing | ernment Asset | 00016621 Gove | |
| | | rds | Page 1 of 1 10 Reco | | | | | |





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

| ome Property S | Search Prop | erty Summary | Valuation Schedules | Valuation Rol | s & Deliverables | Administration | | |
|------------------------------|-------------------|-----------------------------|---------------------|-----------------------|------------------|-------------------|---------------------|-------------------|
| O Dashboard | | | | | | | Wa | ater Corporation |
| Cases | | | | | | | New Request | Change Contact |
| Filter List My Open Cases | Sea ▼ C | roh), Enter searoh term | | | | | | |
| Case Number V | Case Type 🛛 🗸 | Case Status 🗸 | Subject V | Address V | Contact Name 🗸 | Case Create ∨ | Case Closed ∨ Restr | icted Vi 🗸 |
| 00016997 | ESL Valuation En | New | Test 08012025 AA | | Fred Fryer | 08/01/2025, 15:41 | | |
| 00016995 | Market Valuation | New | Test attchments | | Fred Fryer | 08/01/2025, 13:46 | 1 | View Case Details |
| 00016974 | General Enquiry | New | Testing attachmen | | Fred Fryer | 08/01/2025, 06:15 | No | Message Landgate |
| 00016973 | General Enquiry | New | Testing attachments | | Fred Fryer | 08/01/2025, 06:60 | No | Change Contact |
| 00010009 | Market Valuation | New | Test 06012025 TE | | Fred Fryer | 06/01/2025, 16:12 | No | Cancel Case |
| 00016638 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:45 | No | Kestnot View |
| 00016635 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:39 | No | Ŧ |
| 00010624 | Interim Valuation | New | 31 SPIGL WAY B | 31 SPIGL WAY B | Fred Fryer | 17/12/2024, 17:01 | No | ٣ |
| 00016623 | Interim Valuation | New | 77 WOOD ST ING | 77 WOOD ST ING | Fred Fryer | 17/12/2024, 17:00 | No | w |
| 00016021 | Government Asset | Processing | Govt Asset test ac | | Fred Fryer | 17/12/2024, 10:38 | No | ٣ |
| | | | | Page 1 of 1 10 Reco | rds | | | |





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.

| me Property Se | earch Property Summary | Valuation Schedules | Valuation Rolls & Deliverables | Administration | × | |
|-----------------|-----------------------------|---------------------|--------------------------------|-------------------|---------------|-------------|
| O Dashboard | | Me | essage Landgate | | Water C | orporation |
| | Case Number: | 0 | 00016997 | | | |
| Cases | Case Type: | E | ESL Valuation Enquiry | | l Cha | ige Contact |
| Filter List | Case Subject: | т | Fest 08012025 AA | | | |
| My Open Cases | * Subject | | | | | |
| | *Messare | | | | _ | |
| Case Number 🗸 🗸 | modelp. | | | | testricted Vi | ~ |
| 00016997 | | | | | la | |
| 00016995 | Upload Attachment | | | | la | |
| 00016974 | | | | | la | |
| 00016973 | | | ☆ Upload Files | | la | |
| 00016669 | | | Or drop files | | la | |
| 00016636 | | | | | lo | |
| 00016635 | | | | | la | |
| 00016624 | | | | Close | Submit | |
| 00016623 | | | | | lo | |
| 00016621 | Government Asset Processing | Govt Asset test ac | Fred Fryer | 17/12/2024, 16:39 | No | |
| | | P | age 1 of 1 10 Records | | | |
| | | | | | | |





Cases – view messages

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

| File Lial | | Seand | | | | | | |
|------------------------|-------------|-----------------------------|------------------------|---------------------|---------------------|-----------------|----------------------|-----|
| All My Communication | na 🐨 | Q, Enter search term | | | | | | |
| Case Number 🗸 🗸 | Case Status | \sim Communication \vee | Subject 🗸 | Communication 🗸 | Initiated By \sim | Communication 🗸 | Created Date / T 🗸 | |
| 00020225 | 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 | Massage | 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 | Glient | Sent | 04/02/2025, 13:24:05 | |
| 00020228 | New | COMM-0000041 | Progress update please | Meesage | Client | Sent | 04/02/2025, 10:08:00 | |
| 00020225 | New | COMM-0000040 | Message to request xx | Message | Landgate | Unread | 04/02/2025, 10:00:03 | |
| 00020228 | 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 | | | | | | | | |
| filler List | | Search | | | | | | |
| My Quotes Awaiting App | proval 💌 | Q, Enter search term | | | | | | |
| Quote Number | ✓ Quote Sta | itus 🗸 Gase N | lumber 🗸 | Case Subject | ✓ Quote Receiv | ed Date v Exp | iration Date | 2 |
| | | | Page 1 | I of 1 0 Records | | | | |





Cases – change contact

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

| Home Propert | ly Search | Property Summary | Valuation Schedules | Valuation Rolls & | Deliverables | Administration | | | |
|-------------------------------|-----------------|-----------------------|---------------------|-------------------------------------|-----------------|-------------------|-------------------|---------------------------|-------|
| O Dashboar | d | | | | | | | Shire of Ashb | urte |
| Cases | | | | | | | New Reque | ist Change Cor | ntact |
| Filter List | | Search | | | | | | | |
| All Open Cases | * | Q, Enter search term. | | | | | | | |
| 2 items selected | ✓ Case Type | ✓ Case Status | ∽ Subject ∽ | Address V C | ontact Name 🗸 🗸 | Case Create 🗸 | Case Closed 🗸 | Restricted Vi 🗸 | |
| ✓ 00029307 | Interim Valuati | on New | L10374 BALKULI | L10374 BALKULI Ni | igel 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 Commun | vications v | Q. Enter search term | Diana di | | | | | | |
| | | | | | | | | | |
| Case Number | Case Status | ~ Communication | on 🗸 Subject | ✓ Communication | n v Initiated | By V Comm | nunication v Crea | ted Date / T \checkmark | |
| | | | | 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.

| ome Property 5 | | | Change Contact | | _ | |
|----------------|--------------|--|-------------------------|------------|---------------------------|---------------------|
| O Dashboard | | Case Number: | 00016997 | | Water Co | orporation |
| | | Status: | New | | | |
| Cases | | Case Subject: | Test 08012025 AA | | Church Church | nan Contart |
| | | Contact Lookup Filter | | | Contraction of the second | and a second second |
| Fiter List | | Search | Q | | | |
| My Open Cases | | Ditty Kunjukunju | | | | |
| Case Number 🗸 | Case Type | Fred Fryer | | | 1 V Restricted Vi | |
| 00016007 | ESL Valuate | gianniig617@gmail.com | | | No | - |
| 00016995 | Market Valu | Mike Testeer mike.thanos+we@gmail.com | | | No | 191 |
| 00016974 | General En | Percy Pengiun | | | No | |
| 00016073 | General En | Sterringo (TroolBBugair.com | | | No | - |
| 00010059 | Market Valu | | | | No | - |
| 00010030 | Pastoral En | | | | No | |
| 00016835 | Pastoral En | | | | No | - |
| 00018824 | Interim Valu | | | | No | |
| 00010623 | Interim Valu | | | | No | |
| | Governmen | | | Close Subm | it No | () |
| | | | Dana 1 of 11 10 Decords | | | |





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.

| Ľ | Oashboard | | | | | | | | Water Corpo | oration |
|-----|---------------|-------------------|-------------------|------------------------------|-------------------------|------------|-------------------|---------------|-----------------|---------|
| | | | | | | | | | | |
| C | Cases | | | | | | | New Reques | t Change C | kintael |
| Fit | ier List | Sea | rch. | | | | | | | |
| 1 | My Open Cases | ·*: 0, | Enter search term | | | 100.000 | | | | |
| | | | Terr. | | Cancel Case | 9 | | | | |
| | Case Number | Case Type V | Cas Are you | usure you want to cancel thi | s case? Click OK to con | firm. | | Case Closed Y | Restricted Vi V | |
| | | Market Valuation | Nev | | Gancel OK | | | 1 | vo. | |
| | 00016974 | General Enquiry | New | Testing attachmen | | Fred Fryer | 06/01/2025.06:15 | 1 | vo | |
| | 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 | , | lo. | |
| | 00016638 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:45 | , | io. | |
| | 00016835 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:30 | , | No | |
| | 00016824 | 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 | |
| | 00016521 | Government Asset | Processing | Govt Asset test ac | | Fred Fryer | 17/12/2024, 16:39 | , | 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 So | | eny summary | Valuation Schedules | | | Administration | | | |
|--------|---------------|-------------------|-------------|---------------------------------|--------------------------|----------------------|-----------------------|---------------|-----------------|-------|
| 0 | Dasthoard | | | | | | | | Water Corpor | ation |
| | Dashboard | | | | | | | | Water Corpor | Laton |
| | | | | | | | | - | | |
| | Cases | | | | | | | New Requ | est Change Cor | itant |
| Filter | r List | Ger | irch | | | | | | | |
| 1.5 | y Open Cases | • 0 | Enter | | | | | | | |
| | | | | | Restrict View | ' | | | | |
| | Case Number 🔍 | Case Type 🛛 🗸 | Cas Are you | a sure you want to restrict thi | s case? Case will only b | e viewable to the or | ontact related to the | Case Closed 🗸 | Restricted Vi 🛩 | |
| | 00016997 | ESL Valuation En | Nev Case a | nd/or administrators in your o | rganisation. | | | | No | × |
| | 00016995 | Market Valuation | New | | Cancel OK | | | | No | |
| | 00010974 | General Enquiry | New | INFORM STRUMPING | | rieu riyei | 00012020, 00 10 | | No | • |
| | | General Enquiry | New | Testing attachments | | Fred Fryer | 08/01/2025, 05:60 | | No | ž |
| | 00010609 | Market Valuation | New | Test 06012025 TE | | Fred Fryer | 06/01/2025, 16:12 | | No | * |
| | 00010636 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:45 | | No | × |
| | 00016835 | Pastoral Enquiry | New | Test Pastoral 181 | | Fred Fryer | 18/12/2024, 17:39 | | No | * |
| | 00010024 | 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 | X |
| | 00010621 | Government Asset | Processing | Govt Asset lest ac | | Fred Fryer | 17/12/2024, 10:39 | | 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.

| | _ | _ | | | | _ | _ | |
|---------------|--------------------|------------------|---------------------------------------|--------------------------------------|-------------------|---------------|----------------|-------------|
| O Dashboard | | | | | | | City | of Stirling |
| | | | | | | | | |
| Сабея | | | | | | Nate Heres | est Chen | ga Contact |
| Citizer of | | | | | | | | |
| My Open Cases | * 9 | Enter | | | | | | |
| | | | Unre | estrict View | 1. Sec. 3. | | | |
| Case Number 🗸 | Gase Type 🗸 🗸 | Cas Are you a | ure you want to unrestrict this case' | ? Case will be viewable by all users | s in vour | Case Closed 🗸 | Restricted Vi. | .~ |
| 00020284 | Interlar Valuation | Nau organisat | an. | | 0 | | Yes | 141 |
| 00020263 | Data File Upload | New | Gar | neel OK | | | No | |
| 00020261 | General Enquiry | Processing | 000 Kta 100200 | Since And and | 10/06/2020/ 19.94 | | No | |
| | General Enquity | Processing | Buby last 100220 | Janny (Jollar | 10/02/025, 14:33 | | No | |
| 0000258 | Data Enquiry Inco | Establishing Job | Subj lest 103220 | Janny Uolar | 10/06/2020, 12.55 | | No | |
| 00020257 | Government Asset. | New | Subj Test 100220 | Danny Doller | 10/02/2025, 12:55 | | No | |
| 00020255 | LGRE Enquiry | Processing | Subi Test 070220 | Danny Dollar | 07/02/2025, 16:43 | | No | |
| 00020254 | General Enquiry | Processing | Subj Test 070220 | Danny Dollar | 07/02/2025, 16:42 | | No | |
| 000252 | I GRE Enquiry | Naw | Subj. lest 070220 | Danny Dallar | 07/02/2025, 16:30 | | No | * |
| 00026253 | 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 All My Communic | ations v | earch Q. Enter search term | | | | | | |
|--------------------------------|---------------|---|------------------------|----------------------|---------------------|----------------------|----------------------|----------------|
| Case Number | ✓ Case Status | \checkmark Communication \checkmark | Subject \sim | Communication \sim | Initiated By \sim | Communication \sim | Created Date / T 🗸 | |
| 00020226 | New | COMM-0000039 | Required into by 4/3/ | Information Request | Landgate | Provided | 04/02/2025, 09:40:24 | * |
| 00020226 | Now | COMM 0000048 | Subject M 04022025 | Massaga | Glient | Sent | 04/02/2025, 14:35:07 | <u>·</u> |
| 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 | (\mathbf{x}) |
| 00020228 | New | COMM-0000041 | Progress update please | Message | Client | Sent | 04/02/2025, 10:08:00 | * |
| 00020225 | New | COMM-0000040 | Message to request xx | Message | Lancgate | Unread | 04/02/2025, 10:00:03 | |
| 00020228 | New | COMM-0000038 | Time required | Information Request | Landgate | Provided | 01/02/2025, 09:35:30 | * |
| 00020226 | Nez | COMM-0000036 | Please supply buildin | Information Request | Landgete | Provided | 03/02/2025, 17:51:20 | ¥ |
| | | | Page 1 | of 1 6 Records | | | | |
| Quotes | Se | aran | | | | | | |
| My Quotes Awaiting | Approval 👻 🛛 | R, Enter search term | | | | | | |
| Quote Number | V Quate Statu | s v Case I | Number v | Case Subject | ✓ Quote Receiv | red Date v Expi | ration Date V | |
| | | | Page | 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 | Property Se | arch Prop | perty Summary | Land Summary | Valuation Schedule | a Valuation | n Rolls & Deliverables | More 🗸 | | |
|-------------|-------------|-------------------|--------------------|--------------------|--------------------------|----------------|------------------------|---------------|-----------------|---------|
| a r | ashboard | | | | | | | | | |
| | | | | | | | | | | |
| | acac | | | | | | | New Reque | st Chapae C | Contact |
| | 1000 | | | | | | | | canalign c | |
| Filter List | _ | 59 | arch | | | | | | | |
| My Op | en Cases | · · · · | Lenter search term | 1 | | | | | | |
| Case | e Num 🕇 🗸 | Case Type 🗸 🗸 | Case Status | ✓ Subject ✓ | Address 🗸 | Contact Name 🗸 | Case Create 🗸 | Case Closed ∨ | Restricted Vi 🗸 | |
| 0000 | 9374 | Pastoral Enquiry | New | Subj Test 280420 | | Botty Boo | 28/04/2025, 17:47 | | No | |
| 0002 | 9373 | Government Asset. | New | Subj Test 280420 | | Betty Boo | 28/04/2025, 17:38 | | No | |
| 0002 | 19371 | Interim Valuation | New | 8 SWEETMAN ST | 8 SWEETMAN ST | Betty Boo | 24/04/2025, 09:48 | | No | |
| 0000 | 9370 | Interim Valuation | New | 7 WOOLGAR WA | 7 WOOLGAR WA | Betty Boo | 24/04/2025, 09:46 | | No | Ŧ |
| 0002 | 9369 | ESL Valuation En | New | Subj Test 230420 | | Betty Boo | 23/04/2025, 16:54 | | No | Ŧ |
| 0000 | 9368 | ESL Valuation En | New | Subj Test 230420 | 7 TERRACINA W | Botty Boo | 23/04/2025, 16:48 | | No | |
| 0002 | 9367 | ESL Valuation En | New | Subj Test 230420 | | Betty Boo | 23/04/2025, 16:47 | | No | |
| 0002 | 9364 | General Enquiry | Processing | Subj Test 170420 | | Betty Boo | 17/04/2025, 11:17 | | No | Ŧ |
| 0000 | 9363 | LGRE Enquiry | New | Subj Test 17042025 | | Betty Boo | 17/04/2025, 11:12 | | No | Ŧ |
| 0002 | 9362 | Interim Valuation | New | 26 ELVIRE ST MI | 26 ELVIRE ST MI | Betty Boo | 16/04/2025, 15:12 | | No | |
| | | | | P | age 1 of 20 193 Record | is > | | | | |
| | | | | | | | | | | |





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.







- 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.

| | manes verves all | , receasing | WWW, 1991 TOTAVIL | Deny Boo | 1707-2020, | | 110 | 1 |
|-------------------|-------------------|--------------------------|-----------------------|----------------------|---------------------|----------------------------|----------------------------|-----|
| 00029352 | Data Enquiry Inbo | Job Completed | Subj Test 140420 | Betty Boo | 14/04/2025, 1 | 2:49 14/04/2025, 12:5 | 9 No | |
| 00029348 | Interim Valuation | Processing | 3 KIDMAN AV SO 3 KIDM | AN AV SO Betty Boo | 11/04/2025, 1 | 0:13 | No | ٣ |
| 00029346 | Interim Valuation | New | 24 KENTIA RD W 24 KEN | ITIA RD W Betty Boo | 10/04/2025, 1 | 6:25 | No | Ŧ |
| 00029345 | Interim Valuation | New | 1 CASTON TCE 1 GAST | ON TCE Betty Boo | 10/04/2025, 1 | 6:05 | No | Ŧ |
| | | | < Page 2 o | f 20 193 Records | | | | |
| | | | | | | | | |
| _ | | | | | | | | |
| Case Communi | cation | | | | | | | |
| The second second | | | | | | | | |
| Hiter List | tions - | ron Entor soarch torm | | | | | | |
| wy open communica | | C Line search territ | | | | | | |
| Case Number 🔍 🗸 | Case 8tatus | Communication | ✓ Subject ✓ | Communication \sim | Initiated By \sim | Communication \checkmark | Greated Date / T \sim | |
| 00029353 | Processing | COMM-0000084 | Meesage 14042025 AA | Message | Landgate | Unread | 14/04/2025, 14:58:55 | ¥ |
| 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 Informat | ion |
| 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 | Ŧ |
| 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 | ¥ |
| 00029254 | Establishing Job | COMM-0000068 | 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 | 10/08/2025, 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.

| | 00018824 Interim Valua | ation New | 31 SPIGL WAY B | 31 SPIGL WAY B | Fred Fryer | 17/12/2024, 17:01 | No | ¥ |
|---------|--|----------------------|----------------|--------------------------|----------------|------------------------|--------------------|---|
| | 00018823 Interim Value | ation New | 77 WOOD ST ING | 77 WOOD ST ING | Fred Fryer | 17/12/2024, 17:00 | No | Y |
| | | | | Page 1 of 2 11 Record | ia > | | | |
| | | | | | | | | |
| a | Case Communication | | | | | | | |
| | | | | | | | | |
| Fite | er List NI My Open Communications 🛛 👻 | Q Enter search terr | n | | | | | |
| | | | | | | | | |
| Cas | e Number V Case Status | Communicati | on V Subject | ✓ Communic | ation V Initia | ted By V Communication | ∨ Created Date / T | ~ |
| | | | | Page 1 of 1 0 Reco | rds | | | |
| | | | | | | | | |
| 8 | Quotes | | | | | | | |
| Eiler I | List. | George | | | | | | |
| My | Quotes Awaiting Approval 🔹 | Q. Enter search term | | | | | | |
| | / My Quotes Awaiting Approval | | a | | | | | |
| | My Completed Quotes | e Status 🗸 | Gase Number | ✓ Case Subje | ect ` | Quote Received Date | Expiration Date | ~ |
| | My Quotes All | | | Page 1 of 1 0 Reco | inds | | | |
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| | | | ⊜ 20 | D25 Landgate. All Rights | Reserved. | | | |
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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 | L WAY B | Fred Fryer | 17/12/2024, 17:01 | | No | W |
|-------------------|-------------------|--|----------------|-----------------|----------------|-----------------|---------------------|--------------|----------------|------------|
| 00016623 | Interim Valuation | New | 77 WOOD ST ING | 77 WOC | D ST ING | Fred Fryer | 17/12/2024, 17:00 | | No | v |
| | | | | Page 1 of 2 | 11 Records | > | | | | |
| Case Commun | nication | | | | | | | | | |
| Filter List | S | earch | | | | | | | | |
| All My Open Commu | inications + | C, Enter search term | n | | | | | | | |
| Case Number V | Case Status | V Communicatio | on V Subject | ~ | Communica | tion Y Initiate | ed By 🗸 Comm | nunication V | Created Date / | T Y |
| | | | | Page 1 | of 1 0 Recon | ds | | | | |
| | | | | | | | | | | |
| Quotes | | | | | | | | | | |
| Filter List | Se | arch | | | | | | | | |
| My Quotes All | * | Enter search term. | | | | | | | | |
| Quote Number | V Quote Statu | s ~ | Case Number | ~ | Case Subje | st v | Quote Received Date | ✓ Expira | ation Date | _ |
| 00000118 | Rejected | | 00010022 | | Test MV Ack | nowl Email | 18/12/2024 | | (1) | View Quote |
| | | | | Page 1 | of 1 1 Recon | ds | | | | |
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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.

| | Government Asset | Processing | Govt Asset test ac | | Fred Frye | r | 17/12/2024, | 16:39 | | Na | | <u> </u> |
|-------------------------|------------------|--------------------|--------------------|-----------------------|--|-----------|-------------|------------|-------|--------------|---------------|----------|
| | | | | Page 1 | of 1 10 Records | | | | | | | |
| | | | | | | | | | | | | |
| Case Communic | ation | | | | | | | | | | | |
| | | | | | | | | | | | | |
| Filter List | Seard | h | | | | | | | | | | |
| My Open Communicati | ons v | Enter search term | | | | | | | | | | |
| Case Number 🗸 🗸 | Case Status 🗸 | Communicatio | n 🗸 Subject | \sim | Communication 🗸 | initiated | By ~ | Communicat | ion 🗸 | Created Dat | e/T 🗸 | |
| 00016621 | Processing | COMM-000006 | 3 Test what's up | | Message | Landgate | | Unread | | 20/03/2025, | 14:35:42 | • |
| | | | | Pare 1 | of 1 1 Beroris | | | | | | | |
| | | | | Fage | or i privecoids | | | | | | | |
| | | | | | | | | | | | | |
| Ounter | | | | | | | | | | | | |
| Quotes | | | | | | | | | | | | |
| Filter List | Search | | | | | | | | | | | |
| My Quotes Awaiting Appr | oval 🔻 🔍 E | inter search term. | | | | | | | | | | |
| Quote Number | ✓ Quote Status | ~ | Case Number | ~ | Case Subject | ~ | Quote Recei | ved Date | Expir | ation Date V | iew Quote | |
| 00000157 | Awaiting Approve | al | 00029276 | | Test 20032025 XX | | 20/03/2025 | | 18/ | 1 | pprove/Reject | Quote |
| | 0.11 | | | | | | | | | | | |
| | | | | Page 1 | of 1 1 Records | | | | | | | |
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Quotes – approve/reject

- 1 **Rejecting the quote** will require the user to select a rejection reason. Case will be immediately closed.
- 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

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

Search results and displayed information will be specific to the user's Local Government boundary area. VENs with no active Client will not 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 Summa | ary Valuatio | on Schedules | Valuation Rolls & I | Deliverables | Administration | | |
|------|-----------------|------------------|------------------|-----------------|---------------------------------------|----------------------|----------------|-----------|--|
| | | | | | | | | | |
| | 1 | Property/Land | Map Mining Tenem | ent | | | | | |
| | | Local Government | | Land ID | | Admin Area | | Clear All | |
| | | ashburton | × | | | | | | |
| | | Street No.From | Street No.To | Land Type | | Certificate of Title | 0 | | |
| | | | | ableut callu Ty | ve ¥ | | | | |
| | | Street Name | | | | Owner Name 🔘 | | | |
| | | Suburb | | | | Rural Ratepayer Na | ame O | | |
| | | | | | | | | | |
| | | Search | Property | Land | | | | | |
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Note: A "Client" refers to the agency with a current interest in the property's valuations.





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".

| CANADA AN | Landgate | | valuation | Services Cher | | |
|-----------|-----------------|------------------------|------------------|---|----------------------|--|
| Home | Property Search | Property Summary | Land Summary | Valuation Rolls & Deliverables | | |
| | | | | | | |
| | 1 | Property/Lend Map | | | | |
| | | Local Government | Land ID | | Admin Area | |
| | | Q. Search Account here | | | | |
| | | Street No.From Street | t No.To Land Typ | e Land Type | Certificate of Title | |
| | | Shaad Dame | | | Owner Name | |
| | 2 | | | | | |
| | | Suburb | | | | |
| | | | | | | |
| | | Search Clear All | 4 Property | 3 | | |
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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 a new request form selected

| | Search | Clear All | Property Land | | | | | | |
|------|--------|-----------|---------------------------------------|----------------------|-------------|--------------------|-----|---|--|
| *** | Search | Results | | | | | | | |
| Ve | IN V | Lot Nu 🗸 | Address \checkmark | VEN A 🗸 | Primar V | u/r v | | | |
| 1 75 | | L2 | 35 SEARIPPLE RD KARRATHA 6714 | 1.6266 Ha | 2D59927 | Urban | • 2 | 2 | |
| 18 | 5 | L4228 | TEESDALE PL KARRATHA 6714 | 1,128 m² | T388/4226 | View Property Deta | ils | | |
| 19 | в | L1067 | L1067 KING WAY KARRATHA 6714 | 4,694 m* | T368/1067 | Greate New Reque | st | | |
| 19 | 9 | L1088 | 1068 KING WAY KARRATHA INDUSTRIAL ES | 5,774 m² | 1068P211744 | Urban | T | | |
| 20 | 0 | L1072 | L1072 CHERRATTA RD KARRATHA INDUST | 4,785 m² | 1072P211744 | Urban | • | | |
| 20 | 6 | L3911 | 3911 COOLAWANYAH RD KARRATHA INDU | 8,025 m² | 3911P187236 | Urban | • | | |
| 22 | 7 | L3799 | 4 RANKIN RD GAP RIDGE 6714 | 6.0000 Ha | 3799P1861 | Urban | ¥ | | |
| 24 | 6 | L1982 | 5 SHERLOCK CR KARRATHA 6714 | 763 m² | 1982P2134 | Urban | • | | |
| 28 | 8 | L902 | L902 WALCOTT WAY KARRATHA 6714 | 1.2118 Ha | T368/902 | Urban | • | | |
| 29 | 4 | L1089 | 1089 KING WAY KARRATHA INDUSTRIAL ES | 4,760 m² | 1069P211744 | Urban | Y | | |
| 29 | a | L2608 | 5 SHARPE AV KARRATHA 6714 | 1.5204 He | 2608P2147 | Urban | ¥ | | |
| 30 | 2 | L808 | 27 SHOLL ST ROEBOURNE 6718 | 2,023 m² | 808P223088 | Urban | W | | |
| 30 | 3 | L805 | 25 SHOLL ST ROEBOURNE 6718 | 2,023 m² | 805P223088 | Urban | ¥ | | |
| 30 | 8 | L174 | 29 ROE ST ROEBOURNE 6716 | 2,023 m² | 174P223090 | Urban | • | | |
| 46 | 5 | L1490 | 1490 Lambert Rd KARRATHA INDUSTRIAL E | 4,679 m² | 1490P2139 | Urban | Y | | |
| 80 | 6 | L386 | 5 NIELSEN PL DAMPIER 6713 | 2.0016 Ha | 386P17814 | Urban | Y | | |
| 12 | 17 | L1201 | L1201 DODD CT KARRATHA 6714 | 1,620 m² | T368/1201 | Urban | • | | |
| 12 | 19 | L1362 | L1362 LADY DOUGLAS WAY PEGS CREEK | 2,050 m ^s | T368/1362 | Urban | • | | |
| 12 | 20 | L4624 | 38-40 LADY DOUGLAS WAY PEGS CREEK 6 | 1,025 m² | 4624P1939 | Urban | Y | | |
| 12 | 26 | L3890 | 3880 COOLAWANYAH RD KARRATHA INDU | 1.0925 Ha | 3890P1862 | Urban | • | | |
| | | | | | | | | | |
| | | | | | | | | | |





Mining Tenement search

1 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.

| STREET, STORE | Landgate | | valuation | Services Ci | iem Po | Ital | | |
|---------------|-----------------|-------------------|---------------------|-------------------------------|-------------|-----------------|----------|--|
| Home | Property Search | Property Summary | Valuation Schedules | Valuation Rolls & Dal | iverables | Administration | | |
| | | | | | | | | |
| | | Property/Land Map | Mining Tenement | | | | | |
| | | Tenement ID | Туре | Date Lodged F | rom | Date Lodged To | | |
| | | | ALL | * | = | | m | |
| | | Holder ID | Holder Name | Date Granted | From | Date Granted To | | |
| | | | | | ≣ | | 苗 | |
| | | Local Government | | Active Te | nements | | | |
| | | in Ashburton 2 | < | | | | | |
| | | Search Clear All | | | | | | |
| | 2 | Tenemen 🗸 🛛 Type | ✓ Date Lod ✓ | Date Gra v Date of D. | V Holder Id | ✓ Holder N ✓ | | |
| | | AG47/003SA GENER | AL P 01/01/1980 | 03/08/1993 | 003546 | HAMERSLEY | • | |
| | | AG47/004SA GENER | AL P 18/04/1996 | 18/04/1996 | 003546 | HAMERSLEY | • | |
| | | AG47/005SA GENER | AL P 18/04/1996 | 18/04/1996 | 003546 | HAMERSLEY | • | |
| | | AG47/00BSA GENER | AL P 25/03/1997 | 26/03/1997 | M99430 | ONSLOW SA | • | |
| | | AG47/009SA GENER | AL P 25/03/1997 | 26/03/1997 | M99430 | ONSLOW SA | V | |
| | | AG47/010SA GENER | AL P 25/03/1997 | 26/03/1997 | M99430 | ONSLOW SA | V | |
| | | AG47/011SA GENER | AL P 15/03/1997 | 16/03/1997 | M99430 | ONSLOW SA | • | |
| | | AG47/013SA GENER | AL P 22/11/1999 | 19/05/2005 | 999971 | ONSLOW SA | • | |
| | | 107001101 0F1ED | | | 000510 | | | |
| | | | | < 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).

| | Landgate | | Valua | ation Ser | rvices Clien | t Po | rtal | 🐥 🕒 Nigel Numbet |
|---------------------------|-----------------|----------------------------|----------------|------------------------------|-------------------------------|---------------|---------------------------|--------------------------------|
| lome | Property Search | Property Summary | Valuation | Schedules | Valuation Rolls & Deliverable | s | Administration | |
| | | | | | | | | Back to Mining Tenement Search |
| Mining Te | enement | | | | | | | |
| Tenement ID AG47/003S | A | Type GENERAL PURPO | ISE LEASE S.A. | Mineral Field WEST PILBAR | ٨ | Number 3SA | | Suffix |
| Date Lodged 01/01/1980 | | Date Granted 03/08/1993 | | Date of Death | | Death Type | | |
| Tenemer | t Details | | | | | | | |
| Effective | From | √ UoM | | | ✓ Tenement Area | | ∽ Status | ~ |
| 01/07/202 | 4 | Ha | | | 832.65 | | Active | |
| 01/07/202 | 3 | Ha | | | 832.65 | | Active | |
| 01/07/202 | 2 | Ha | | | 832.65 | | Active | |
| 01/07/202 | 1 | Ha | | | 832.65 | | Active | |
| LGA | ~ | DMELG | ✓ LGA Are | a | Value | ~ | Status | ✓ Value Comment ✓ |
| Ashburton | | 250 | 832.65 | | | \$0 | Active | |
| | | | | | | | | |
| Holders | | | | | | | | |
| Effective | From ~ | Effective To | ✓ Holder le | 1 | ✓ Address No. | \sim | Holder Name | ✓ Address ✓ |
| 01/07/201 | 4 | 02/08/2018 | 003546 | | 5 | | HAMERSLEY IRON PTY, LIMIT | TED C/- RIO TINTO IRON ORE RES |
| 03/08/200 | 8 | 30/06/2014 | 003546 | | 14 | | HAMERSLEY IRON PTY, LIMIT | TED 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. VENs with no active Clients will not be returned. On selecting the relevant property, the property details will be displayed on the same page.

Note: A "Client" refers to the agency with a current interest in the property's valuations.







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 Schedule | s Val | luation Rolls & Deliv | erables | Administration | | |
|-------------------|-------------------------|-----------------------------|---|---------------------------------------|--------------------------|-----------------|------------------------------------|-------------|-------------------------------------|
| | | Navigate t Address / VEN | o Property I Search 0 3 WHATLEY CR BAYSWA | ATER 6053 | | | Ø | | |
| Property | | | | | | | | | |
| VEN 111 | WAIVC No. 9003958127 | | Address 83 WHATLEY CR E | BAYSWATER 60 | 53 | | Ownership BAYSWATER C | DMMUNITY FI | NANCIAL SERVICES LTD |
| LGA. Bayswater | Admin Area | | VEN Use Commercial | | Classification Office | | Emergency Servic ESL Category 1 | e Level | VEN Land Area 491 m ² |
| Comment | | | | | | | | | |
| Attached Land | Redundancy | Land Area | WAPC Date | Address | Cert. of Title | Title Indicator | Land Zone | UR | Primary |
| > 27P2021 | Not redundant | 491 m² | 01/01/1900 | 83 WHATLEY CR BAYSWATER 8053 | 1390/92 | | | Urban | Yes |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |



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.
- ³ 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 Schedu | ules Valu | ation Rolls & Delive | rables | Administration | | | |
|------------|-----------------|------------------------|-----------------|--------------------------|--------------------------------|----------------------|-----------------|---------------------------|--------------|---------------|--|
| | | | Navigate to | Property | | | | | | | |
| | | | Address / VEN S | carch () | | | | | | | |
| | | | O, Start typin | g an address or VEN | N. | | | | | | |
| | | | | | | | | | | | |
| Propert | y A | | | | | | | | | | |
| | 1 | | | | | | | | | | |
| VEN 234234 | | WAWC No. 0008874475 | | Address RAVER ST SIMA | NEOLIENE 6010 | | | Ownership STATE OF WES | | | |
| 201201 | | 80000/44/0 | | anteratione | ABOOKINE COTO | | | STATE OF MES | IENHAUSTRAEA | | |
| LGA | | Admin Area | | VEN Use | | Classification | | Emergency Servic | e Level | VEN Land Area | |
| Nediands | | | | vacanciand | | Fublic Recreation | | ESC Category 1 | | 1,331 11- | |
| Comment | | | | | | | | | | | |
| | | | | | | | | | | | |
| Attache | d Land | | | | | | | | | | |
| Land ID | 2 | Redundancy | Land Area | WAPC Date | Address | Cert. of Title | Title Indicator | Land Zone | UR | Primary | |
| 405P2 | 22246 | Not redundant | 1,331 m² | 09/12/1997 | SAYER ST SWANBOURNE 6010 | 3133/81 | | | Urban | Yes | |
| LGA | Owner | | Admin Area | Comment | | | PINs | | | | |
| Nedlands | State Of Wes | stem Australia | | | | | 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

| | | | | | and a second | | | |
|----------------------|------------------|---------------------|--------------------------|-----------------|-----------------|-----------------|-----------|-----|
| Home Property Search | Property Summary | Land Summery | Valuation Schedules | Valuation Rolls | & Deliverables | More 🗸 | | |
| 63 | | | | | | | | 1 |
| Land | | | | | | | | |
| Land ID | Address | _ | Redundancy | | Los | a Covernment | | |
| 21091967 | 1 DIJON ST K | ATANNING 8317 | | | Ка | lanning | | |
| WAPC Date | Lot No. | | Redundant Ef | octive Date | Ad | min Arca | | |
| 20/10/1096 | 121 | | | | KA | TANNING | | |
| LG Date | UWK | | Survey Strata | Jase | Ge | theate of Title | | |
| | Urban | | | | 21 | 9/981 | | |
| Land Area | Owner | | | | | | | |
| 4,918 m² | Katanning Abo | riginal Corporation | | | | | | |
| | | | | | | | | |
| Attached VENs | | | | | | | | |
| VEN | 0 | No. Land IDs | | ~ | WAWC No. | | | U I |
| 236 | | 1 | | | 9008774562 | | | |
| | | | Page 1 of 1 1 Records | | | | | |
| | | | | | | | | :h |
| Subdivisions | | | | | | | | |
| | | | | | | | | |
| Originating Land | <i>v</i> | Resultant Land | 🗸 🛛 Land Area | ~ | Associated Land | ~ | Land Area | ~ |
| | | | Page 1 of 110 Records | | | Page 1 of 1 l | 0 Records | |
| | | | r age i er i fortiedates | | | inde rei i l | | |





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.

| Valuation | 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 | \$12,378 | 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 | \$9,510 | Reval | | | | 09/01/1999 | Urban | Residential | ESL Category | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| Associat | ted VENs | | | | | | | | | | |
| VEN | Relation | Status | Address | | | Classification | Valuation Types | | Land IDs | | WAWC No. |
| Q10765 | Child | Active | 34 RATHAY ST | VICTORIA PARK | 3100 | Residential | GRV | | 1\$47173 | | 9001968743 |
| 910700 | Child | Active | A/34A RATHAY | ST VICTORIA PA | RK 6100 | Residential | GRV | | 2847173 | | 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 | GRV | \$0,250 | Reval | | 09/01/1999 | Urban | VacantLand | ESL Category | |
|------------|-----------|---------|----------------------------------|--|-----------------|-------|------------|--------------|------------|
| 01/07/1993 | GRV | \$0,375 | Reval | | 09/01/1999 | Urban | VacantLand | ESL Category | |
| | | | | | | | | | |
| Associ | ated VENs | | | | | | | | |
| VEN | Relation | Status | Address | Classification | Valuation Types | | Land IDs | | WAWC No. |
| 1230013 | Child | Active | 1/33 MCDONALD CR BASSENDEAN 6064 | Industrial | GRV | | 1534044 | | 0000478575 |
| 1239029 | Child | Active | 2/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 2534944 | | 9009470583 |
| 1239030 | Child | Active | 3/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 3534944 | | 9009470591 |
| 1239031 | Child | Active | 4/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 4534044 | | 0000476804 |
| 1239032 | Child | Active | 5/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 5S34044 | | 9009478812 |
| 1239033 | Child | Active | 6/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 6534944 | | 9009475520 |
| 1239034 | Child | Active | 7/33 MCDONALD CR BASSENDEAN 6054 | Industrial | GRV | | 7534944 | | 9009475539 |
| | | | © 2026 Landge Follow us on | Landgate ate. All Rights Reserve Eacebook - LinkedIn - | ю. | | | | |





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 | Land Sum | mary | Valuation Rolls & Deliverable | 1 | Valuation Schedules | | |
|------|-----------------|-------------------------|----------|-------------|----------------------------------|---------|---------------------|---|--|
| | | Interim Schedule Search | | | | | Clear All | | |
| | | Schedule Name | | Valuation T | уре | | | | |
| | | | | ANY | | Ŧ | | | |
| | | VEN | | Land ID | | | | | |
| | | | | | | | | | |
| | 2 | Search | | | | | | | |
| | | Date From | ~ 1 | 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 | W | | |
| | | 11/10/2024 | | 14/10/2024 | | G2024/3 | W | | |
| | | | | | Page 1 of 1 4 Records | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | Landoate | | | | |
| | | | | @ 2029 | 5 Landgate. All Rights Reserved. | | | | |
| | | | | Follo | w us on Facebook , 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.
- Olicking "Back to Interim Search" will return you to your search results.

| ADDRESS OF THE PARTY NAME | Landgate | | | | Va | anualio | | Services Cile | m P | on | ar | | | |
|---------------------------|-----------------|--------|--------------|---------|---------|----------------|-----|--------------------------------|---------|----------|------------|------------------------|---|--|
| Home | Property Search | | Property Sur | rmary | L | and Summary | | Valuation Rolls & Deliverables | | Valuatio | n Schedule | 8 | | |
| | | | | | Valu | ation Sche | dul | e G2024/1 (01/10/2024 | - 02/10 | /2024 | 4) | | | |
| | | Asso | ciated File: | 5 | | | | | | | | | | |
| | | File N | lame | | | | | ~ Download | | | | | | |
| | | G202 | 41.lis | | | | | خ Download | 1 | | | | | |
| | | G202 | 41.pct | | | | | 💩 Download | | | | | | |
| | | G202 | 41.csv | | | | | 🛓 Download | | | | | | |
| | | | | | | | | Page 1 of 1 3 Records | | | | | | |
| | | | | | | | | | | | | | | |
| | | Interi | m Schedul | e Detai | I | | | | | | E | Sack to Interim Search | 3 | |
| | 0 | | VEN | Туре | Value | Effective Date | • | Address | Reas | on | Rationale | Classification | | |
| | 2 | | 654633 | Self | S0 | 31/08/24 | | 23 WEBB ST MCKAIL 6330 | Proje | ct | | 10: House | | |
| | | | Land II | D | Area (m | 12) | PI | Ns Comments | | | | | | |
| | | | 125P33 | 18 | 3,642.0 | 000 m² | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |





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.
- 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.





Accessing Client Portal as an Administrator

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

| Home Property Search | Veluation Roliz & Deliverables | <u> (1) </u> |
|----------------------------|--|--|
| | To access Administration, please click here. | |
| O Dashboard | | Health, Department o |
| Cases | | New Request Change Contact |
| Filter List | Search | |
| My Open Cases 🔍 | Q. Enter search term | |
| Case Number V Case Type | ✓ Case Status ✓ Subject ✓ Address ✓ Contact Name ✓ Case C Page 1 of 1 0 Records | ireate V Case Closed V Restricted Vi V |
| Case Communication | | |
| Ellion List | Branch | |
| My Open Communications 🛛 🔻 | Q, Enter seerch term | |
| Case Number V Case Status | ✓ Communication ✓ Subject ✓ Communication ✓ Initiated By | ✓ Communication ✓ Created Date / T ✓ |
| | Pege 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.

| lome | Property Search | Property Summary | Valuation Schedule | a Vali | ation Rolls & Deliverables | Administration | | | |
|------------|-----------------|------------------|--------------------|-------------|----------------------------|-----------------|---------------|--------------------|----|
| 👤 Admi | nistration | | | | | | | | |
| Active | Users | | | | | | | Add New Us | ¥ |
| First Name | ✓ Last Name | ∽ Email | ~ 0 | eated Date | ✓ User Status | ∽ Role | V Rec | aive new deliver 🗸 | |
| Percy | Pengiun | giannilg61 | 7+03@gmail.com 28 | /02/2025 | Active | Administrato | r No | | * |
| Mike | Testeer | mike.then | os+wo@gmail.c 06 | /02/2025 | Active | Standard Us | er No | | Ψ. |
| | | | | Page 1 of 1 | 3 Records | | | | |
| Scarch | rch term | | | | | | | | |
| First Name | ✓ Last Name ✓ | Email V | Created Date V | User Status | ✓ Inactive Reas ✓ | Inactive Date ~ | Role ~ | Receive new 🗸 | |
| Jarrah | Test | giannilg817+02@g | 06/12/2024 | Inactive | Inective for 90 days | 06/03/2025 | Administrator | No | • |
| Eadh | Everest | testwc+12@gmail | 17/01/2025 | inactive | | 13/02/2025 | standard User | NO | • |
| | | | | Page 1 of 1 | 2 Records | | | | |
| | | | | | | | | | |





Administration - create a new user

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

| | erty Search Pr | operty Summary | Valuation Sched | lulea V | aluation Rolls & Deliverables | Administration | | | |
|---|---------------------------------------|---|--|---|--|---|--|-----------------------------|------|
| | | | | | | | | | |
| Adminis | tration | | | | | | | | |
| | | | | | | | | | |
| 💄 Active Use | rs | | | | | | | | User |
| Search | | | | | | | | | |
| Q, Enter search b | erm | | | | | | | | |
| First Name | V Last Name | ∽ Email | ~ | Created Date | V User Status | ∽ Role | ~ | Receive new deliver V | |
| Percy | Pengiun | giannilg6 | 17+03@gmail.com | 28/02/2025 | Active | Administrate | r | No | |
| Mika | Testeer | mike.ther | tos+wc@gmail.c | 06/02/2025 | Active | Standard Us | er | No | Ľ |
| Ditty | Kunjukunju | dittydomi | ni@gmail.com | 31/01/2025 | Active | Administrato | r | No | Ľ |
| | | | | Page 1 of | 1 3 Records | | | | |
| | | | | | | | | | |
| . Inactive Us | sers | | | | | | | | |
| L Inactive Us | sers | | | | | | | | |
| Inactive Us Scarch Q. Enter search to | ern | | | | | | | | |
| Scarch C. Enter search to First Name | arm | Email ~ | Created Date V | Vser Status | ✓ Inactive Reas ✓ | Inactive Date 🗸 🗸 | Role | ✓ Receive new ✓ | |
| Scarch Q Enter search to First Name ~ Jameh | ern Last Name ~ Test | Emsil ~ çiannilg517+02@g | Created Date ~ 06/12/2024 | User Status Inactive | ✓ Inactive Reas ✓ Inactive for 90 days | Inactive Date \sim 06/03/2025 | Role | V Receive new V | |
| Inactive Us Scarch C. Enter search to First Name Jarreh Edith | ern Last Name ~ Tast Everest | Emsil ~ çlannilg617+02@g bestwc+12@gmsil | Created Date 06/12/2024 17/01/2025 | User Status | ✓ Inactive Reas ✓ Inactive for 90 days | Inactive Date ~ 06/03/2025 13/02/2025 | Role Administrator Standard User | ✓ Receive new ✓ No | |
| Scarch Q. Enter search th Pirst Name V Jarrah Edith | arm Last Name ~ Teat Evernal | Emsil V glanniig617+02@g lestwot12@gmsil | Created Date 06/12/2024 17/01/2025 | User Status Inactive Inactive Page 1 of | Inactive Reas Inactive for 90 days 1 2 Records | Inactive Date ~ 06/03/2025 13/02/2025 | Role Administrator Standard User | ✓ Receive new ✓ No | |
| Inactive Us Search C. Enter search to First Name Jarrah Edilth | arm Last Name Teat Everest | Emsil V çiannilg617+02@g testvo:112@gmsil | Created Date 06/12/2024 17/01/2025 | r User Status Inactive Page 1 of | Inactive Reasing Inactive Reasing Inactive for 90 days | Inactive Date ~ 06/03/2025 13/02/2025 | Role Administrator Standard User | ✓ Receive new ✓ No No | |
| Inactive Us Soarch Q. Enter search to First Name Jarrah Edilh | arm Last Name V Test Evenest | Emsil V glannlig617+02@g testwor12@gmsil | Created Date 06/12/2024 17/01/2025 | User Status Inactive Inactive Page 1 of | Inactive Ress Inactive for 90 days 1 2 Records | Inactive Date ~ 06/03/2025 13/02/2025 | Role Administrator Standard User | V Receive new V No No | |





Administration - create a new user

- Administrator enters the details of the new account user.
- ¹ 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:

- 1 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.

| | perty Search F | Property Summary | Valuation Schedule | s Valuatio | n Rolls & Deliverables | Administration | | | |
|-----------------|----------------|--------------------|--------------------|-------------------|------------------------|----------------|---------------|--------------------|--------------|
| Adminis | stration | | | | | | | | |
| | | | | | | | | | |
| L Active Use | ers | | | | | | | Ac | ld New User |
| Search | | | | | | | | | |
| Q. Enter search | term | | | | | | | | |
| First Name | ✓ Last Name | ✓ Email | ~ Cr | eated Date | ✓ User Status | ∽ Role | ~ | Receive new delive | r ~ |
| Percy | Pengiun | giannilg617 | 03@gmail.com 28 | /02/2025 | Active | Administrato | ır | No 1 Ed | It |
| Mika | Testeer | mike.thanos | +wo@gmail.c 06 | 02/2025 | Active | Standard Us | or | No Re | set Password |
| Ditty | Kunjukunju | dittydomini@ | gmail.com 31 | /01/2025 | Active | Administrato | ir - | No 3 De | activate |
| | | | | Page 1 of 1 3 R | ecords | | | | |
| | | | | | | | | | |
| Linactive U | Isers | | | | | | | | |
| Search | | | | | | | | | |
| Q, Enter search | term | | | | | | | | |
| First Name V | Last Name | Email V C | reated Date 🗸 | User Status 🗸 | Inactive Reas V | Inactive Date | Role | Receive new | |
| Jarrah | Test | giannilg617+02@g 0 | 3/12/2024 | Inactive | Inactive for 90 days | 06/03/2025 | Administrator | No | |
| Edith | Everest | testwc+12@gmail 1 | 7/01/2025 | Inactive | | 13/02/2025 | Standard User | No | |
| | | | | Page 1 of 1 2 R | coords | | | | |
| | | | | | | | | | |
| | | | | | | | | | |