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# Valuation Services Client Portal

## Creating a New Request

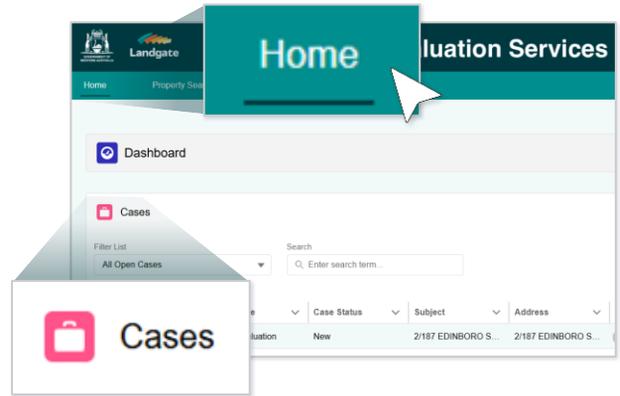
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What is covered in this quick reference guide?

- **Start a New Request** ..... Page 2
- **Complete the New Order Request Form** ..... Page 2

## Start a New Request

1 Navigate to the **Home dashboard** by clicking on the **Home tab**.

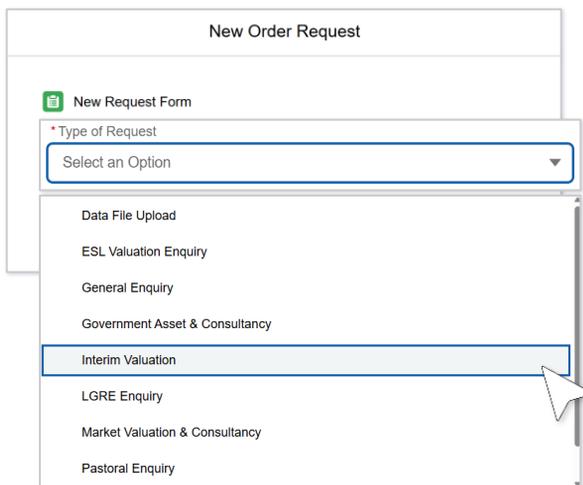


2 In the **Cases table**, click on **New Request**.



Note: A **New Order Request** window will appear.

## Complete the New Order Request Form



New Order Request

New Request Form

\*Type of Request

Select an Option

- Data File Upload
- ESL Valuation Enquiry
- General Enquiry
- Government Asset & Consultancy
- Interim Valuation
- LGRE Enquiry
- Market Valuation & Consultancy
- Pastoral Enquiry

1 Select a **Type of Request**.

Note: Only request types applicable to your organisation will be available.



New Request Form

\*Type of Request

Interim Valuation

Next

Next

2 Click **Next**.

Continued on the next page...

3 Depending on what **request type** you selected you will need to **complete different fields**. You must complete the **mandatory fields** marked with a **red asterisk**, and any **relevant non mandatory fields**.

4 Make sure that your **contact information** is correct.

Note: You can edit your **Phone and Mobile numbers in this form**. This will **automatically update** these contact details in your **profile**. The **remaining contact information** such as your **Email** can only be updated in your **Settings**.

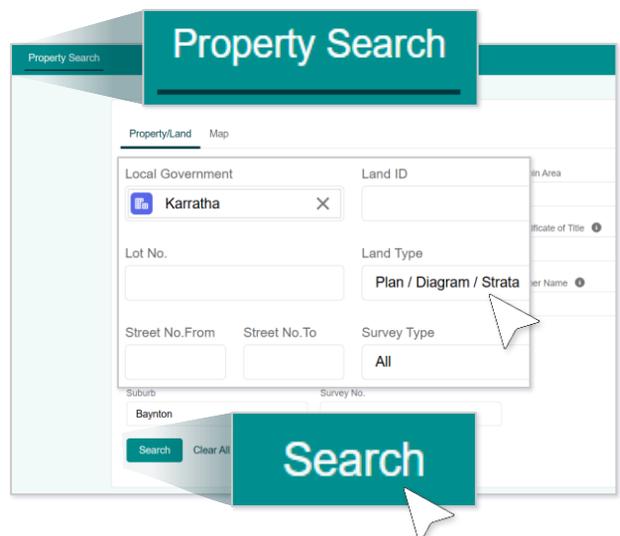
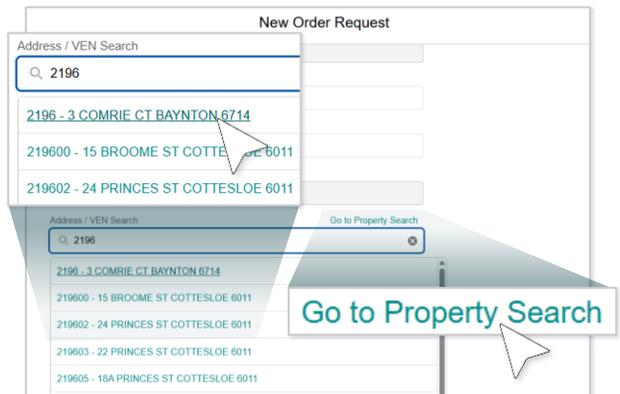
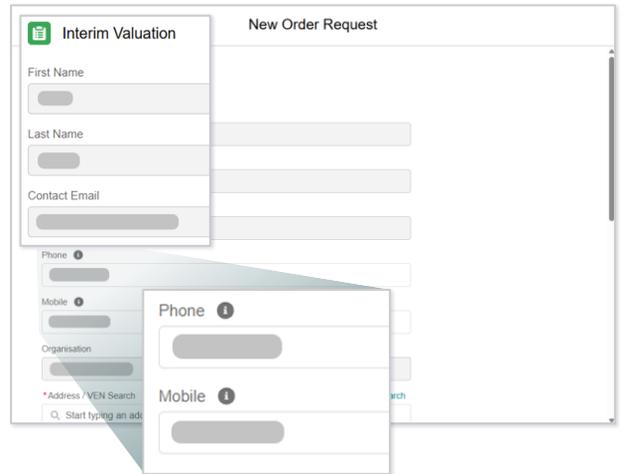
5 Most request types allow you to **select a property**. To select a property, you can enter the **address or VEN** directly then select a property from the list. Alternatively, you can use the **Go to Property Search** function to conduct an **advanced search**.

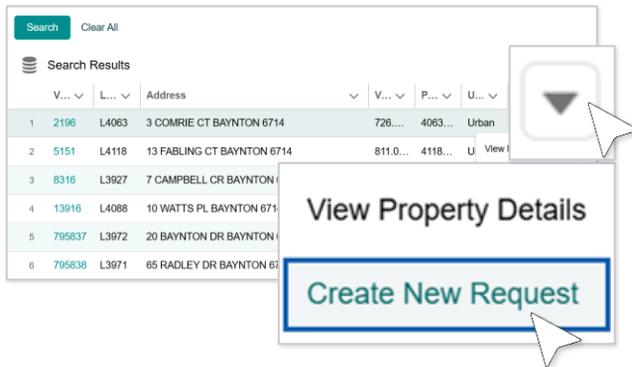
a This will take you to the **Property Search page**. Use the **available fields to complete a search**.

Note: You can also go directly to the **Property Search page** by clicking on the **Property Search tab** in the navigation menu. This is the **preferred approach** if you know you will **need to conduct an advanced search**.

b Click **Search**.

Continued on the next page...





	V...	L...	Address	V...	P...	U...
1	2196	L4063	3 COMRIE CT BAYNTON 6714	726...	4063...	Urban
2	5151	L4118	13 FABLING CT BAYNTON 6714	811.0...	4118...	U
3	8316	L3927	7 CAMPBELL CR BAYNTON			
4	13916	L4088	10 WATTS PL BAYNTON 6714			
5	795837	L3972	20 BAYNTON DR BAYNTON			
6	795838	L3971	65 RADLEY DR BAYNTON 6714			

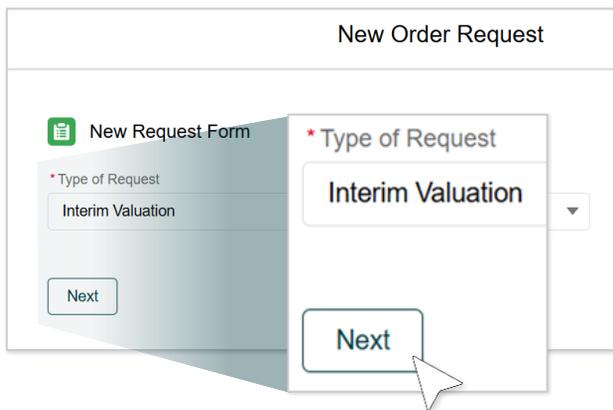
View Property Details

Create New Request

**c** In the **Search Results table**, click on the **dropdown arrow** for the **property** you want to select.

**d** Select **Create New Request**.

**Note:** This will create a **new request form**. If you had already started a request form, the **VEN** will **not prepopulate** to this form.



New Order Request

New Request Form

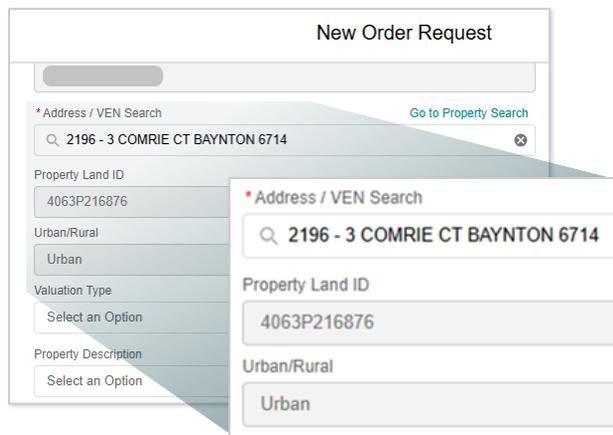
\* Type of Request

Interim Valuation

Next

**e** Select a **Type of Request**.

**f** Click **Next**.



New Order Request

\* Address / VEN Search [Go to Property Search](#)

2196 - 3 COMRIE CT BAYNTON 6714

Property Land ID

4063P216876

Urban/Rural

Urban

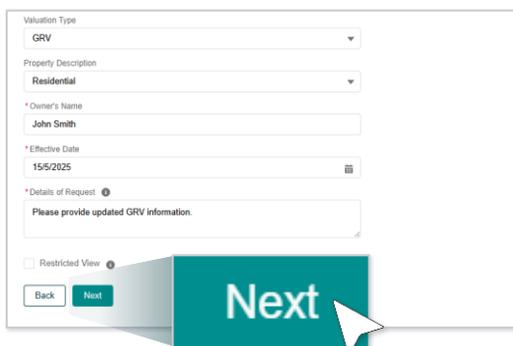
Valuation Type

Select an Option

Property Description

Select an Option

**g** The **property details** will now be **prefilled** in the New Request form based on your **selected property**.



Valuation Type

GRV

Property Description

Residential

\* Owner's Name

John Smith

\* Effective Date

15/5/2025

\* Details of Request

Please provide updated GRV information.

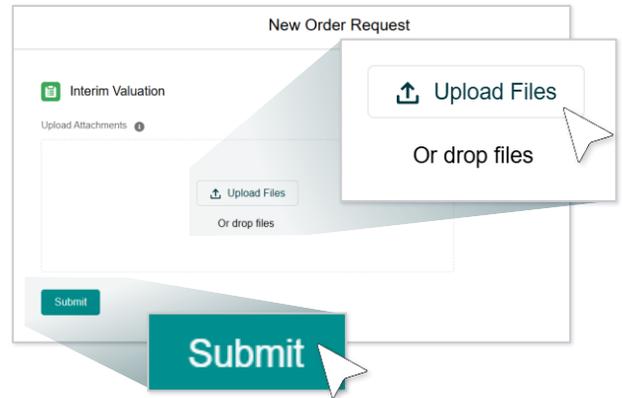
Restricted View

Back Next

**6** Complete **any remaining fields** in the **New Order Request form** for the request type you selected, then click **Next**.

**Continued on the next page...**

7 Upload any relevant **attachments** using the **Upload Files button** or by **dragging and dropping files** into the window.



8 Click **Submit**.

9 Your request has now been submitted, click **Okay**.

**Note:** For more information on how to manage requests once they have been created, please refer to the **Managing Cases QRG**.

