

## One step business access to MyCouncil and MyCouncil Services

If you are an authority for a business, company, trust or superfund, charity, non-profit organisation or a Government agency you can sign up for Business Access.

There are two different types of Business Access – Full Access and Basic Access.

### What is the difference between full access and basic access?

Basic access allows you to:

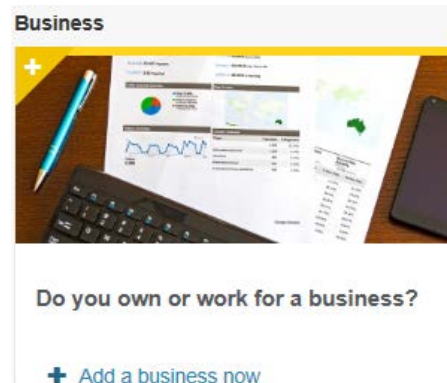
- lodge and view applications on behalf of the business
- lodge and view eRequests on behalf of the business, and
- remove access for employees no longer with your company.

Full access allows you to:

- complete all basic activities listed above, and
- see all the property information and rates notices presented online for the business.

### How do I sign up?

1. To sign up for business access you initially need to sign up for personal access, then link to a business
2. If you have not yet signed up for personal access view the one step personal access document
3. Once you have personal access, go to the council website located at <http://www.sunshinecoast.qld.gov.au> and click the MyCouncil link at the top of the page or go directly to <http://mycouncil.sunshinecoast.qld.gov.au>
4. Select **log in** and enter your personal email address and password
5. Select **+ Add a business now**



6. Enter your business name and select **Submit**

Add your business

Business Name

Cancel Submit

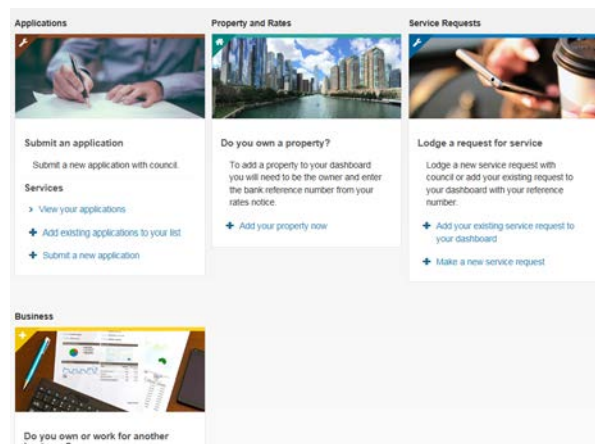
7. A tab is added for the business

### My Dashboards

Natasha's Dashboard

XYZ Business Dashboard

8. Select the business dashboard
9. The system displays a dashboard, including property and rates, applications and service requests



- Each tile includes helpful hints on how you can view more details e.g. linking your business property

### What an unverified business can do

As an unverified business, you can:

- submit an application, and
  - submit a service request.
- Where you select to submit a request or application, you will be asked for some details to help us identify your business



### What a verified business can do

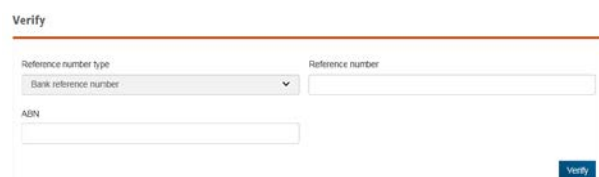
As a verified business, you can view relevant details directly on your dashboard, such as:

- business property details
  - rates balance
  - current rates notice
  - property services, and
  - bin collection details.
- If a property your business owns is not displayed, please select **+ Add your other property** and verify using the relevant reference number
  - We will check the details entered and where we can verify the details it will be added to your dashboard

### Verification against a property

If your business owns a property on the Sunshine Coast, you can verify against the bank reference number to be given access to view the property details and rates notices

- Select **+ Add your property now**
- A verification screen displays

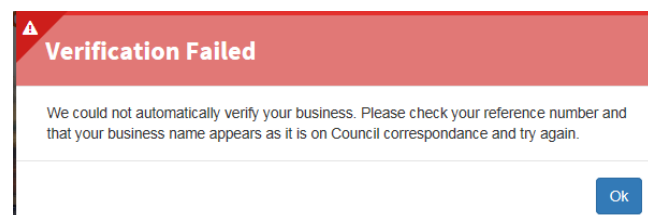


- Enter your bank reference number and ABN, and then select **Verify**

- Where the details entered match the details located on council's database a **Verification Success** message displays



- Click **OK**
- The details held on council's database are displayed for you to check and update as required  
Note: Phone numbers added or corrected will be updated on council's database
- Once you are verified, your business dashboard will display the details for matched properties, requests and applications
- Where we cannot match the provided details to those held on the database, a **Verification Failed** message will display



- Please correct any typing errors if needed, and then select **Verify**
- If we are still unable to automatically match the details to those held on council's database another **Verification Failed** message is displayed requesting additional details. Please add any further details, and then select **confirm**
- If we are unable to match the details a request is raised in our database so a council officer can investigate this issue

Online verification was unsuccessful. A Council Officer will review your verification request within 2 business days.

### Can I remove my access or the access for employees who have left the business?

As a verified user for a business you can remove your access or access for other employees of the business

- Click the down arrow located on the right of **My Account** on the Quick Links bar

Current as at May 2017

## Quick Links

Dashboard

**My Account** ^

Profile

Settings

Businesses

## 2. Select **Businesses**

### My Businesses

Remove user access to business dashboard

#### XYZ Business

Joe Bloggs x

Jane Citizen x

3. Select the blue cross located to the right of the employee to be removed

## Confirmation

Are you sure you want to remove this user from your business?

4. Select **Yes**
5. A confirmation is received advising the user access has been removed and the employee's name is removed from the displayed names. The business dashboard is removed from the employee's MyCouncil dashboard

User access has been removed x

## Where do I get help?

MyCouncil Services has a list of FAQs (Frequently Asked Questions) which you can access from the Help link located on the left hand side under Quick Links

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

### Sunshine Coast Council

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