

One step personal access to MyCouncil and MyCouncil Services

An individual person can apply for Personal Access to MyCouncil and MyCouncil Services. This provides you with visibility of your available information in council.

How do I sign up?

- To sign up for 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>
- Select **sign up free**



A prompt will display asking you to sign up for a free account

Sign up for a free account

Email signup

By creating an account you confirm that you are 15 years or older and agree to MyCouncil's terms of use.

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Terms of use and Privacy

You may register either with an email address or via Facebook

Email selection

- Select email sign up and enter your email address

Sign up for a free account

Please provide the following details.

Email Address

New Password

Confirm New Password

Given Name

Surname

- Check your email address is correct, and then select **send verification code**
- An email containing the verification code is sent to your email account

MyCouncil UAT account email verification code - Verify your email address Thanks

- Enter this code in the **Verification code** field in MyCouncil

Sign up for a free account

Please provide the following details.

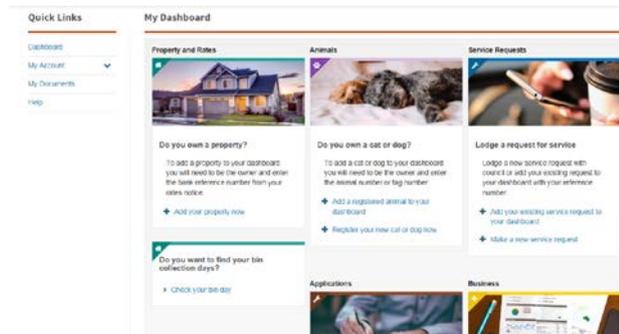
Email Address

Verification code

New Password

Confirm New Password

5. Select **Verify code**
6. Complete the remainder of the form, including your password, given name and surname, and then select **Create**
7. The system displays a dashboard, including property and rates, animals and service requests

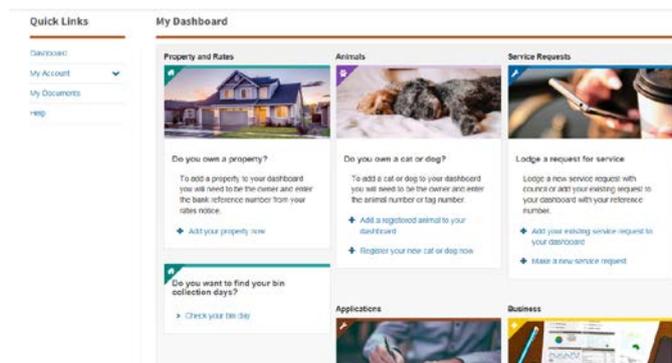


8. Each tile includes helpful hints on how you can view more details e.g. by linking to your property

What an unverified customer can do

As an unverified customer, you can:

- submit a service request or application
- register a new cat or dog
- check your bin day, and
- link to a business.



Where you select to register an animal or submit a request or application, you will be asked for some details to help us identify who you are

What a verified customer can do

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

- property details
- rates balance
- current rates notice
- property services
- bin collection details, and

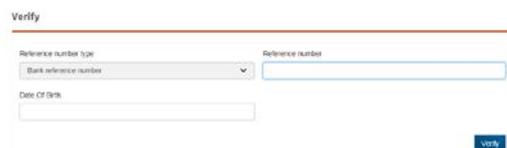
- animal details.

1. If a property or animal you own is not displayed please select **+ Add your other property** or **+ Add a registered animal** and verify using the relevant reference number
2. We will check the details entered and where we can verify the details it will be added to your dashboard

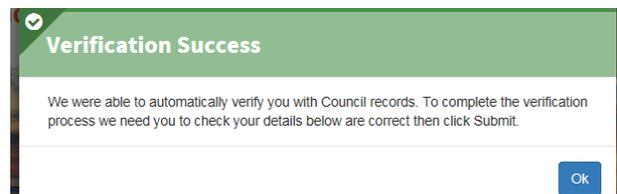
Verification within the dashboard

You can verify against a property or animal you own, or against a request or application you have previously logged with council

1. Select **+ Add your property now**
2. A verification screen displays



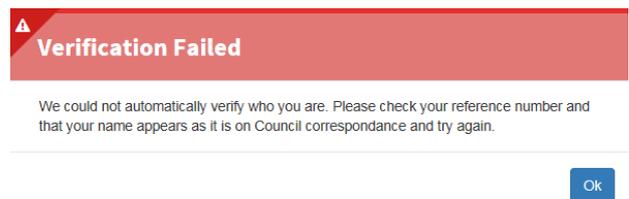
3. Enter your bank reference number and date of birth, and then select **Verify**
4. Where the details entered match the details located on council's database a **Verification Success** message displays



5. Click **OK**
6. 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 our database

7. Once you are verified, your dashboard will display the details for matched animals, requests and applications
8. Where we cannot match the provided details to those held on council's database, a **Verification Failed** message will display



9. Please correct any typing errors if needed and then select **Verify**

10. If we are still unable to automatically match the details to those held on our database another **Verification Failed** message is displayed, requesting additional details. Please add any further details and select **Confirm**
11. If we are unable to match the details a request is raised in council's database so a council officer can investigate this issue

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Current as at May 2017

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

Quick links section

1. **My Account** provides you with access to update your account details
2. **My Documents** provides you with access to your current rates notice

Other links section

Links such as **View more property information** or **View your applications** will take you to a MyCouncil Services page where further details of your selection are held

1. Select **Home** on the left hand side to return to you **MyCouncil dashboard**

How do I disable my account?

1. Select **My Account** from the Quick Links options located on the left hand side
2. Select **Disable Account**
3. A confirmation displays asking you to confirm your account is to be disabled
4. Click **Yes**



Are you sure you want to completely Disable your account? This cannot be undone.

5. You no longer have access to MyCouncil

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](#).