



How to Apply for a New Billing Account

Getting your MyLandgate Account

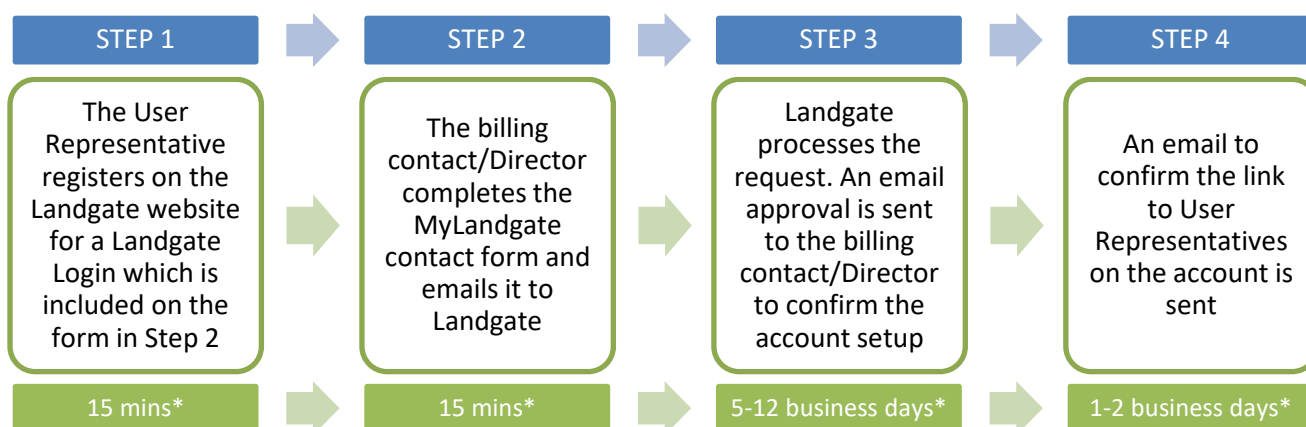
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How to Apply for a New Billing Account

Before applying for an account, your organisation will need to appoint someone to be the User Representative. User Representative contacts are authorised to add, remove and modify user access associated with your account. It is recommended that you nominate at least two, should one of your User Representatives be unavailable at the time requests are made.

Applying is a 4 step process

Steps to apply for a MyLandgate account:



*Time estimates based on average customer experience and optimum system functionality.

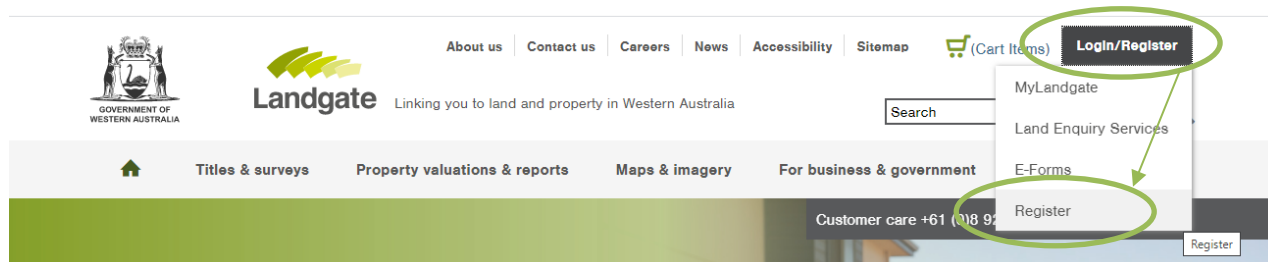


If your organisation already has a billing account, new User Representatives can be added to the account by completing Steps 2 - 4.

Step 1

The application forms require each of your nominated User Representatives have an active Landgate Login.

To register, visit the Landgate website www.landgate.wa.gov.au and click onto the Login/Register button at the top right of the screen, then select 'Register'.



Detailed instructions on how to [register for a Landgate Login](#) can be found on our website.

Step 2

The billing contact or director of a company must complete the [MyLandgate contact form](#) before a billing account can be established. This form must be signed and submitted to Customer Service.

Email: customerservice@landgate.wa.gov.au

Post: Landgate, Customer Services Branch, PO Box 2222, Midland, WA, 6936

The form will require you to:

1. Provide your company details, including your ABN and postal address
2. Provide a billing contact, so that all monthly invoices and statements can be received for action
3. Nominate User Representatives from your organisation, including their Landgate Login (as explained in Step 2)
4. Provide a PRO/EAS2 contact, including a Water Corporation ID if you are going to need access to the Property Reporting Online/Electronic Advice of Sale function. This function is typically used by a Conveyancer.

Step 3

Landgate processes the application which can take up to 12 business days once the application has been successfully received. During this time, Landgate may make contact to obtain clarification before accepting the application.

After an account is approved by Landgate, the billing contact or director who completed and submitted the form will be notified via email of the account set up and details such as the account number.

Step 4

The User Representatives will be linked to the new account and a confirmation email from Landgate's Customer Service Team is sent to those nominated.

Once confirmation has been received, the User Representatives have the information to:

- assist users at their company to join their billing account
- approve requests made by users linked to that account (e.g. when someone new starts with the company and they need access to MyLandgate)
- modify users' access on their billing account (e.g. changing the channel access)
- remove the user from their billing account when access is no longer needed (e.g. when an employee leaves the company)

For more information about roles and accesses, visit the [Landgate Online Services](#) page