

CUSTOMER PORTAL – HOW TO CREATE or START A NEW APPLICATION

SLIDE 1

How to create or start a new application in the customer portal.

SLIDE 2

When starting an application, take note of the fields that have a red asterisk.

These fields are mandatory and must be populated with information. If these fields are not completed, the system will not allow you to move forward, and submit your application.

Once all mandatory fields have been populated, click save and continue, to move forward in the application process.

SLIDE 3

The upcoming demonstration, will show you how to create or start a new application within the customer portal.

SLIDE 4

To start an application in the customer portal, click on the applications tab in the top right of the front page, after you have signed in.

Then click the create button.

The application title should include type of permit. EG PUP, followed by a description of what works are being done.

The primary contact field, will auto-populate with the person's name entering the application.

To change that person's name. Click the X at the end of the field, to remove. Then click on the magnifying glass to choose another contact from your organisation, by ticking the box next to their name. And choosing select.

The reference to other applications field is optional to enter in any reference numbers that correlates to the works, or with another TMR application. For example a TCP.

A helpful tip is, at the end of most fields is a question mark in a blue circle.

Click on the question mark, and it will provide you information or requirements for that field.

Once the above fields have been completed, click save & continue to progress your application.

SLIDE 5

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.