

CUSTOMER PORTAL TCP GENERAL OVERVIEW

SLIDE 1

Welcome to the PARC Customer Portal general overview on how to enter an application, to obtain a Transport and Main Roads Traffic Control Permit.

SLIDE 2

We would like to begin by acknowledging the Traditional Owners of the land and waterways from wherever you are joining us today. I would also like to pay my respects to the Elders both past and present and extend that respect also to the Aboriginal and Torres Strait Islander people online today.

SLIDE 3

Only submit an application for a permit with Transport and Main Roads, if the works being conducted, are on a state-controlled road.

If the road that you are conducting the works on, is a local road, please submit an application with the relevant local council.

SLIDE 4

To apply for a permit, every person must first register, to gain access to the customer portal.

If you require assistance on how to register, contact your local district office.

See contact details for each district at the end of this presentation.

SLIDE 5

Once you have registered, to access the Customer Portal, type the address shown in the red banner, into your browser and click sign in

Please note that the best browsers to use are **CHROME** or **EDGE** to access the customer portal.

SLIDE 6

Each of the following clips will demonstrate, a section of an application and how it can be completed. It will however, only be an example of an application entry method, but be aware, that each district may do things a little differently. Nothing that will affect the overall outcome of a traffic control permit approval, but in any case, there are preferred entry methods in all TMR districts.

SLIDE 7

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