QUICK REFERENCE GUIDE

Administer Organisation Account

City of
South Perth

OVERVIEW

This Quick Reference Guide has been designed to help the admin user of an organisation's mySouthPerth account invite additional users.

Appoint an Admin User

To appoint an admin user, complete a general enquiry request providing the nominated user's email address, name, position and phone number.

Note: the user's email address cannot be the same as the email address used to register the organisation.

The user will receive an email inviting them to access the organisation account, please allow 3 business days.
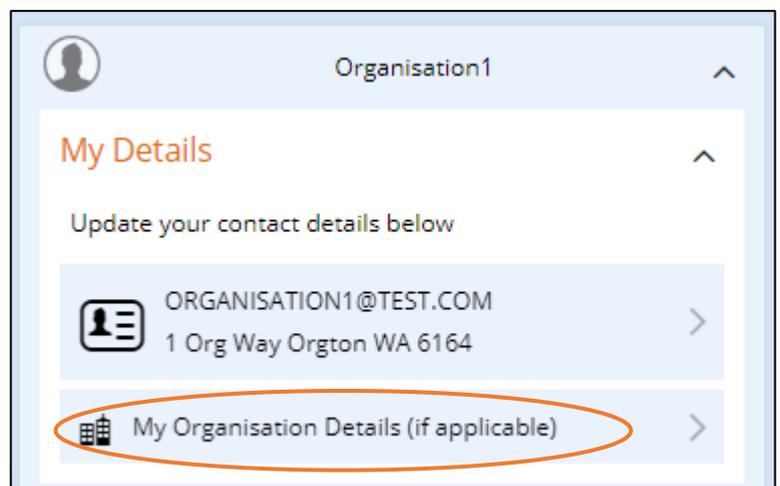
Invite new users

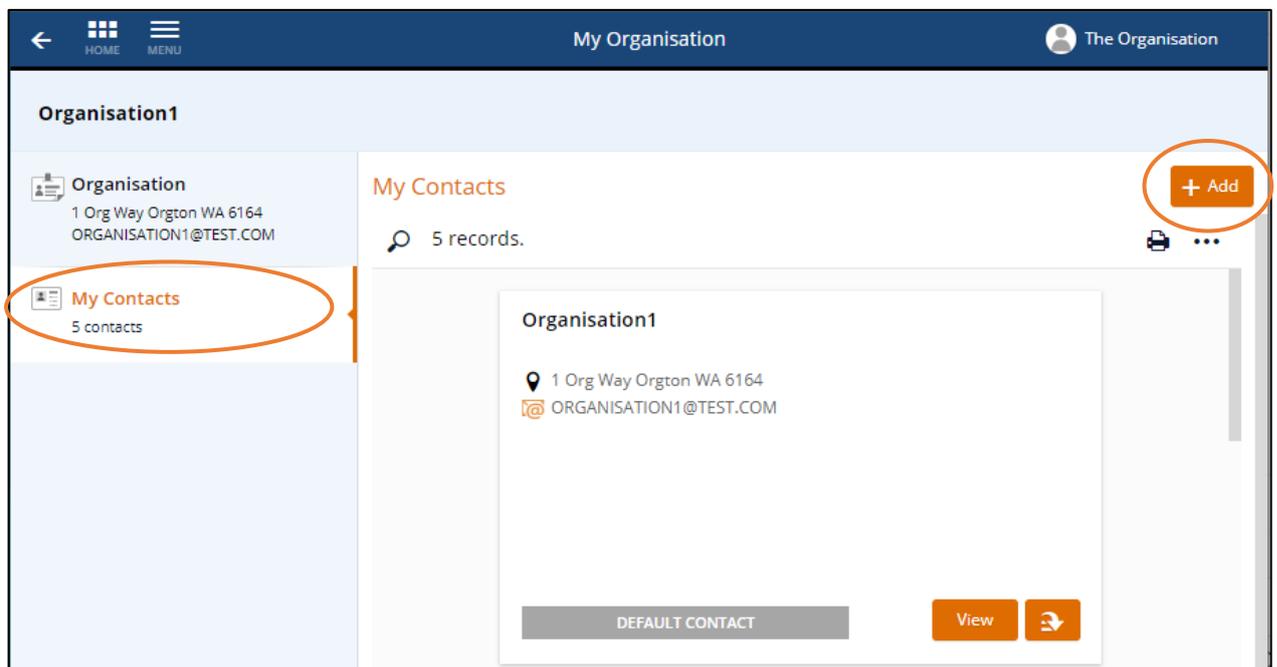To get stared log into mySouthPerth with the admin user email and password.

1. **Open 'mySouthPerth'** from the home page as required

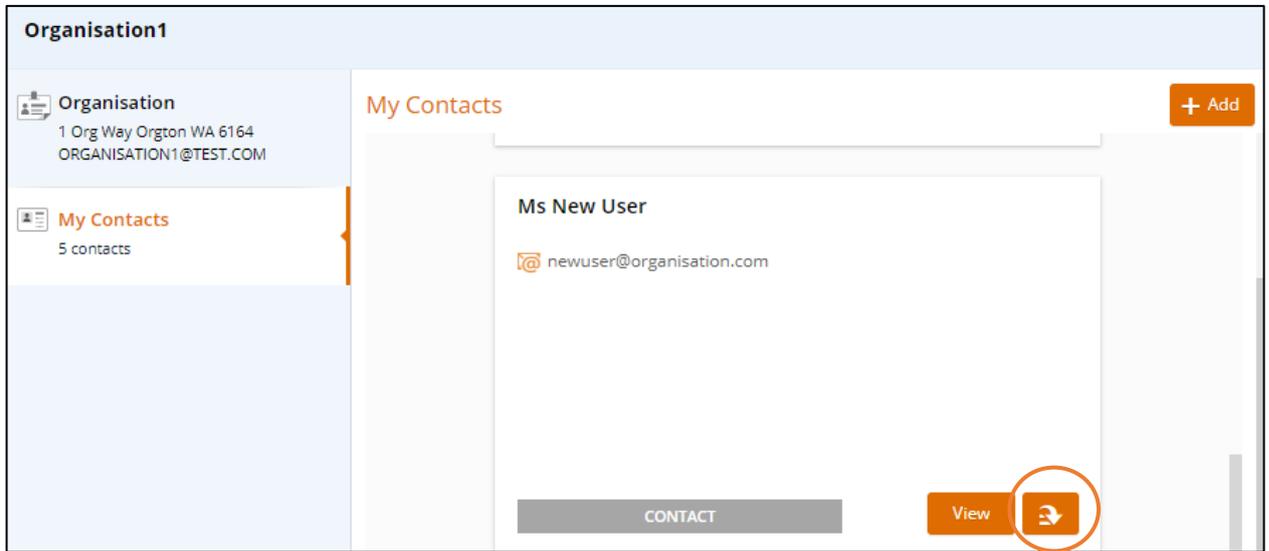
2. **Open 'My Organisation Details (if applicable)'**
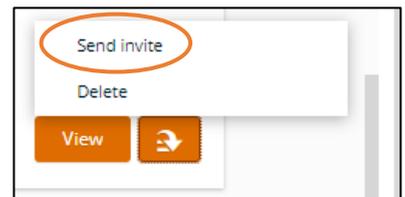
3. **Select 'My Contacts' and then 'Add'**

4. **Complete the new user detail and select 'Save'**

5. **Find the new user you have created in the My Contacts list and select the action arrow**
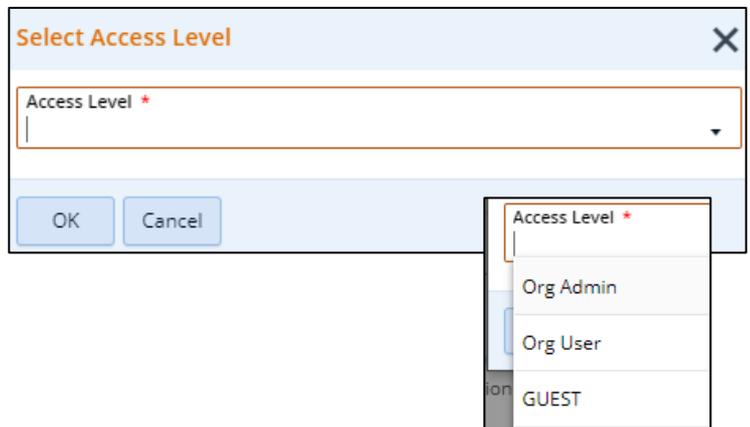

6. **Click 'Send invite'**

7. **Select the access level**

    Recommended to use the 'Org User' access level allowing the user to submit applications and pay accounts.
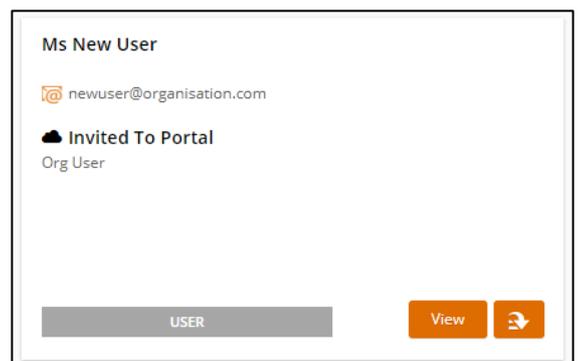
    Org Admin access levels can invite and disable user accounts.

8. **Select 'OK'**

    The user will be sent an email inviting them to use the portal.

    Once they have created their own password and logged in, the user can submit new applications and access account records.
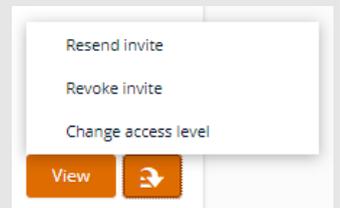
HANDY TIP:

Need to revoke/resend the invitation or change the access level? Click relevant option via the action arrow on the contact.

Disabling the user can be actioned in the same way.

> Resend invite
> Revoke invite
> Change access level
> View

Where can I go for help?

CITY OF SOUTH PERTH WEBSITE

Visit the City's website to access more information and resources

southperth.wa.gov.au/mysouthperth_learnmore

MAKE AN ONLINE REQUEST

Tell us about an issue, request a service or ask for information by submitting an online request.

CONTACT OUR CUSTOMER SERVICE TEAM

Telephone: 9474 0777

Our offices are open between 8.30am-4.30pm, Monday-Friday (excluding public holidays).