QUICK REFERENCE GUIDE

My Lodged Applications

1System
Enabling Innovation

OVERVIEW

This Quick Reference Guide has been designed to show you how to access your lodged applications. You will learn how to:
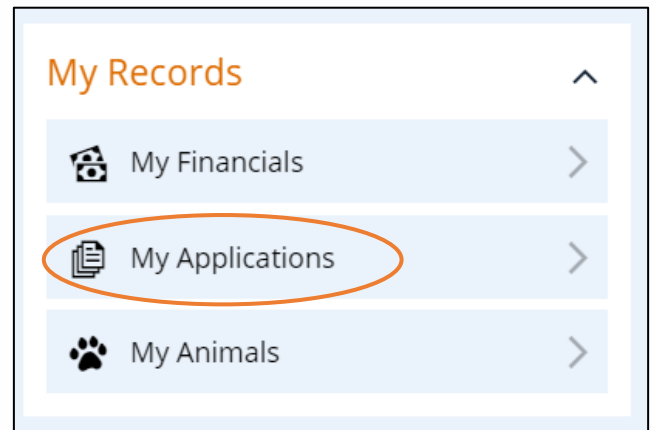
- Check Application Status
- Upload Additional Documents
- Review Conditions

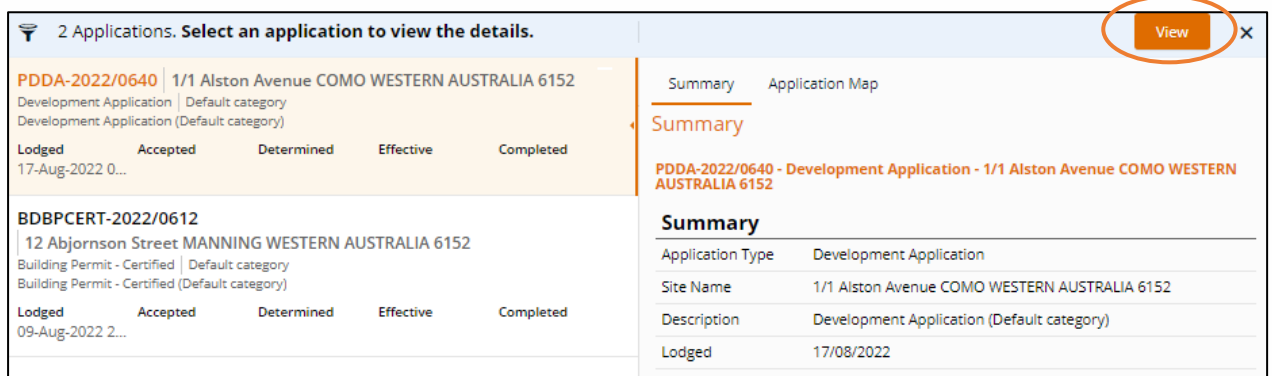To get started, **login into MySouthPerth** using the link on the City's website.

Don't have a mySouthPerth Account? Please refer to the Register for MySouthPerth Quick Reference Guide.

Check application status

1. **Open mySouthPerth**

2. **Open 'My Applications'**

3. **Review and select an application, click view to open**

4. **Look at the Application Details tab.** This will show you the current status of your application.

   See over page for the status and their description

City of **South Perth**

| Stage / Status	Description
Lodged	Application has been lodged and is pending review
Lodged / Incomplete	The City has indicated the application is 'incomplete' and is in the process of obtaining payment or information from the applicant.
Current / In Progress	The City has indicated that the application is accepted and an assessment process in underway.
Rejected	Application has been rejected and the applicant has been notified.
Determined / Issued	The application has been assessed and the outcome issued to the applicant.

Upload additional documents
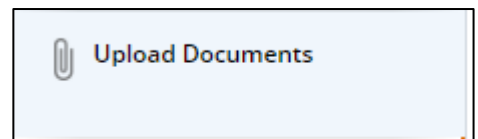
1.   **Select the Upload Documents panel**

2.   **Add your document by selecting Add or drop the document into the space**
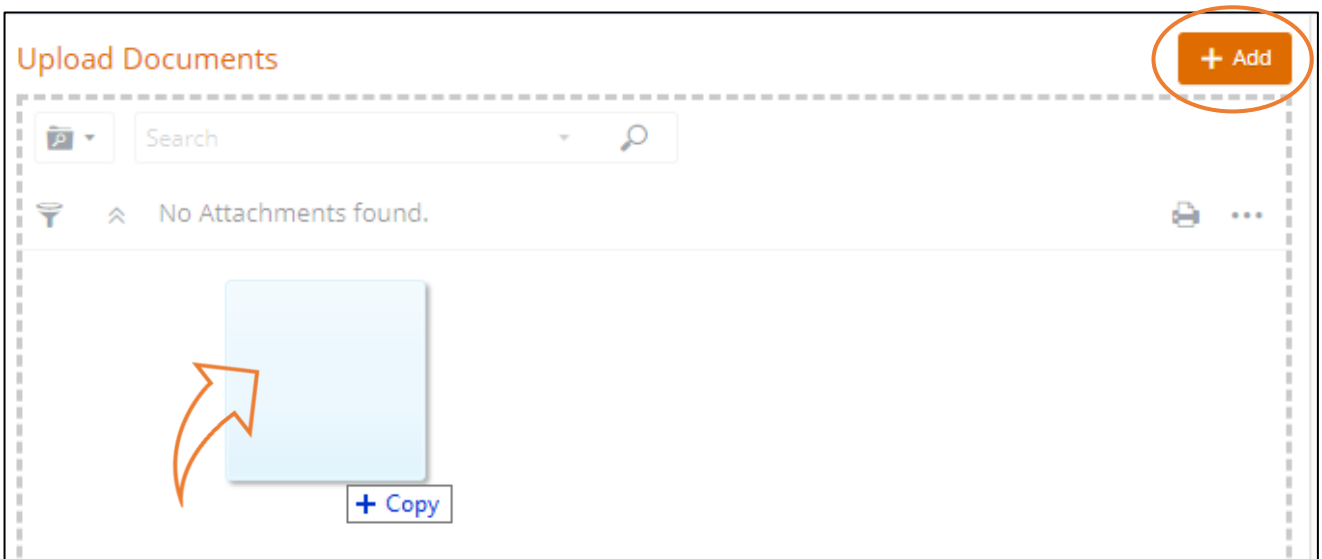
3.   **Select the attachment type** using the drop down arrow

4.   **Select Ok**
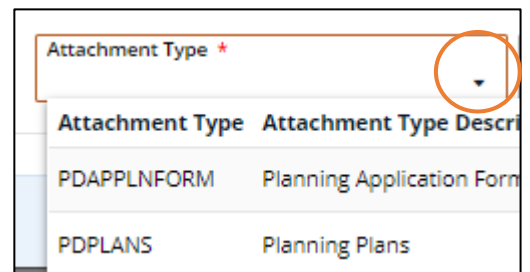
Your attachment is now visible in the Attachmnets Panel

Review Conditions

Conditions are formally communicated on the approval documentation. However you can access them in the Conditions Panel.

What if I need to withdrawl my application?

You will need to formally advise of your withdrawl using the request enquiry

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

You can tell us about an issue, request a service or ask for information by making an online request.

CONTACT OUR CUSTOMER SERVICE TEAM

Telephone: 9474 0777

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