

# QUICK REFERENCE GUIDE

## Register for mySouthPerth - Individual

### OVERVIEW

This Quick Reference Guide has been designed to help you register and navigate the mySouthPerth Customer Portal.

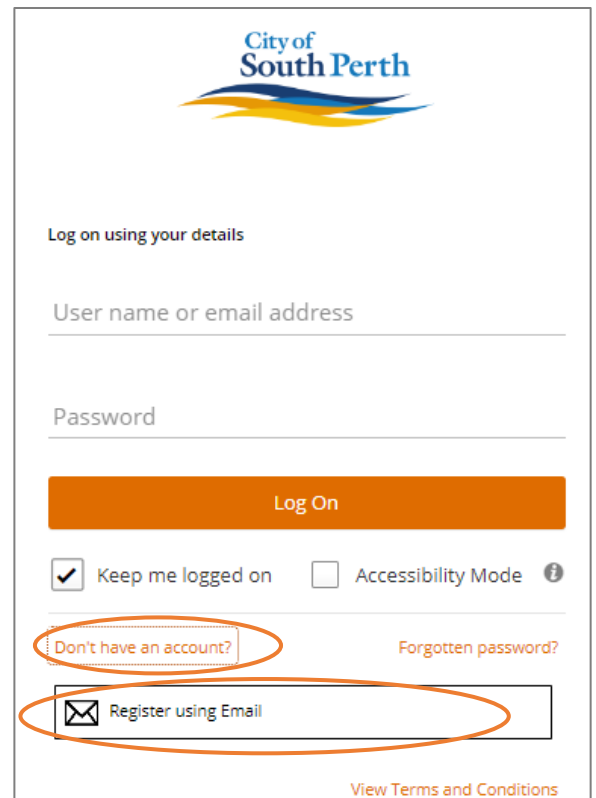
### Register for access - Individual

Click on the mySouthPerth button on the City's website homepage.



Once you are directed to the log on page, follow the below steps to create a new account.

1. Click 'Don't have an account?'
2. Click 'Register using Email'. This will appear once you have clicked Don't have an account?

A screenshot of the City of South Perth login page. The page features the City of South Perth logo at the top. Below the logo, there is a section titled "Log on using your details" with two input fields: "User name or email address" and "Password". An orange "Log On" button is positioned below these fields. Underneath the button, there are two checkboxes: "Keep me logged on" (checked) and "Accessibility Mode" (unchecked). At the bottom of the login section, there are two links: "Don't have an account?" and "Forgotten password?". The "Don't have an account?" link is circled in orange. Below the login section, there is a "Register using Email" link with an envelope icon, also circled in orange. At the bottom right of the page, there is a link for "View Terms and Conditions".

3. Complete the details in the Register form. All fields marked with a \* are mandatory.

**Register**

Enter your email address and password below. You will use these details to log in to the system later.

Email \* 255

Password \* Password Confirm \*

Enter your details below so that we know who you are.

Are you registering an organisation?

Given Name \*

Family Name \*

**4. Click Submit.**

You will be sent an email to activate your account

**5. Click the verification link** in the email.

You are now ready to log in and start using MySouthPerth.

**Verify Email!**

Please click the following link to complete your registration

Click [here](#) to verify your email .



**HANDY TIP:**

mySouthPerth uses multifactor authentication. When you access mySouthPerth in the future you will be requested to verify your logon attempt either by email or QR code.

## General navigation

The screenshot shows the mySouthPerth website interface. At the top, there is a navigation bar with 'HOME', 'MENU', and 'mySouthPerth' logos, and a user profile for 'Terry Tester'. Below this, there are two main cards: 'mySouthPerth' and 'Help'. A callout box points to the 'HOME' button, stating: 'Clicking on **Home** will take you back to the portal home page.' Another callout box points to the 'MENU' button, stating: 'Under settings you can choose to change from standard mode to **accessibility mode** that is optimised for screen readers.' A third callout box points to the user profile, stating: 'Click on your name to **Log Off**'. A fourth callout box points to the 'Help' card, stating: 'Clicking on **Help** will take you to quick guides, FAQs and information on how to access support.' A fifth callout box points to the 'mySouthPerth' card, stating: 'Clicking on **mySouthPerth** will take you to your portal account'. Below the main cards, the user's account page is shown, featuring a 'Welcome, Registered User' message and three main sections: 'My Details', 'Activity', and 'Services'. The 'My Details' section includes contact information and organization details. The 'Activity' section shows a recent stormwater application with a 'DETERMINED' status and options to pay invoices or infringements. The 'Services' section includes links for support, registering an animal, and lodging an application.

**My Details:**

Update your details

**My Records:**

Access your animal registrations, applications or payments.

- Recent Activity:** Quick access to what you have recently applied for in your portal account.
- Payments:** View outstanding transactions, follow the links to make a payment online.
- Apply to:** Start a new development or building application or register your household pets.

## 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](https://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).