

# QUICK REFERENCE GUIDE

## Register for mySouthPerth - Organisation



## OVERVIEW

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

### Register for access - Organisation

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. At the top is the City of South Perth logo. Below it is the heading "Log on using your details". There are two input fields: "User name or email address" and "Password". Below these fields is an orange "Log On" button. Underneath the button are two checkboxes: "Keep me logged on" (checked) and "Accessibility Mode" (unchecked). At the bottom of the login section are two links: "Don't have an account?" and "Forgotten password?". Below these links is a button with an envelope icon and the text "Register using Email". At the very bottom right of the page is a link for "View Terms and Conditions". Two orange ovals are drawn around the "Don't have an account?" link and the "Register using Email" button.

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

- a) The email account should be a generic business email that you have access to. You can assign an admin user following registration.
- b) Ensure you select the checkbox to indicate you are registering as an organisation,

**Register**

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

Email \*

Password \* Password Confirm \*

Your password must be a minimum of 14 characters and contain at least 1 number, 1 uppercase letter and 1 lowercase letter.

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

Are you registering a business or an organisation?

Family Name or Business Name \*

ABN

**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 portal 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 portal account page is shown, featuring a 'Welcome, Registered User' header and three main sections: 'My Details', 'Recent Activity', and 'Services'. The 'My Details' section includes contact information and organization details. The 'Recent Activity' section shows a 'Stormwater Application' with a 'DETERMINED' status and options to 'Pay an invoice' or 'Pay an infringement'. The 'Services' section includes 'Support' (Access help and support) and 'Apply to' (Register an animal, Lodge an application).

- My Details:** Update your organisation’s portal details and manage account access.
- 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.



**HANDY TIP:**

Refer to the Administer Organisation Account quick reference guide for how to appoint an administer and invite additional users.

**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](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).