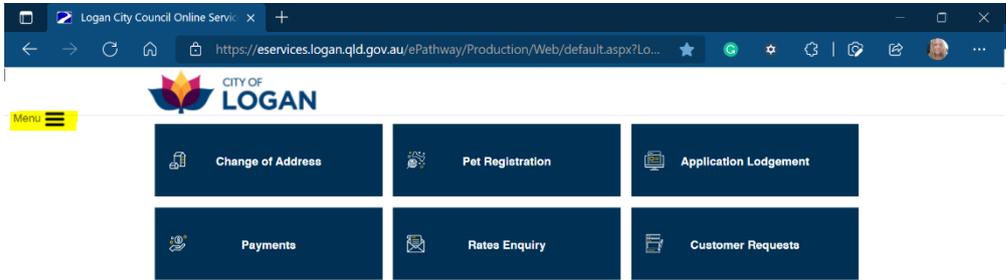


USER GUIDE: Creating a user account for Online Services

Purpose / Explanation

Use this guide to create your online services user account to lodge Bonding & Street Naming applications.

A: Steps	B: Screenshot
<p>1. Click on the link in column B; or</p> <p>Copy / type the address exactly as shown into your browser and search.</p>	<p>https://eservices.logan.qld.gov.au/Online/Services/Production/Web/Default.aspx</p>
<p>2. Save the link to your favourites for easy future reference.</p>	
<p>3. The Online Services home page on open, should appear as pictured.</p> <p>4. To Register or Sign In, please click on the Menu button (located as highlighted).</p>	
<p>5. For new user registration, click on Register.</p>	

- 6. Mandatory fields are marked with an *
- 7. Accounts can either be registered under a person's name or created under a business name.
- 8. Please refer to the column B to complete correctly.

Business: Enter the business name in **both** the surname and given names only.

Personal Details

Surname *

Given Names *

On Behalf Of Company Name

Business phone

Mobile phone

Email Address *

Confirm email address *

Personal account: surname and first names provided as normal.

Personal Details

Surname *

Given Names *

On Behalf Of Company Name

Business phone

Mobile phone

Email Address *

Confirm email address *

- 9. Continue to complete the address details.

Address Details

Street address *

Suburb *

State *

Postcode *

- 10. Create a username for your account (minimum 6 characters).

This will be your login ID once your registration is accepted and activated within 2 business days.

User Details

Please choose a username. It must be made up of at least 6 letters or numbers.

User Name *

11. Leave the default user type as General Customer to access the Bonding & Street Naming services.

12. Select a payment method: (No details are required for entry now).

Credit Card: registers your account for any applicable application fees to be paid at the time of lodgement.

Cash Invoice: Fees will be payable after lodgement when Council issues a Notice of Account which includes the accepted payment options.

You can request a change to the payment method at any time.

Payment and Delivery

Customer Type *

General Customer

Payment Method *

Select ...

Select ...
Credit Card
Cash Invoice

Next

13. The registration requires you to agree to the terms by clicking on the tick box and then Next.

Menu ☰

 CITY OF LOGAN

◀▶X

By registering to use Logan City Council's online system, you are providing Council with the following:

- * Personal details (eg. name, contact phone numbers, email address, fax numbers)
- * Property details (eg. street address, postal address)

Logan City Council is collecting this information for the purpose of processing your application for access to use the online services.

The information will only be accessed by employees and/or Councillors of Logan City Council for Council business related activities only. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

I agree to Council collecting this information for the purposes set out above

Previous Next

14. Choose a password for your log in – minimum of 6 characters and include 1 special character (symbol) and click submit.

The screenshot shows the City of Logan login interface. At the top is the City of Logan logo. Below it is a navigation bar with a double arrow icon and an 'X' icon. The main heading is 'Choose a password'. The instructions state: 'Please choose a password. Your password must be at least 6 characters long and include one special character.' The form includes fields for 'Username' (pre-filled with 'DABASTEAM'), 'Password', and 'Confirm password'. There are 'Previous' and 'Submit' buttons at the bottom right.

15. The new user registration is submitted to Council and will be approved within 2 working days.

The screenshot shows an email notification from the City of Logan. The subject is 'New user registration request received.' The body text says: 'Your request to be registered as a new user has been lodged and will be processed within two business days. You will receive an email confirming the details that you have just entered. If you have any questions please call us on 07 3412 3412'. Below this is a table of registration details:

New User Registration	
Personal Details	
Surname	DABAS Team
Given Names	DABAS Team
Email Address	dabas@logan.qld.gov.au
Confirm email address	dabas@logan.qld.gov.au
Address Details	
Street address	150 Wembley Road
Suburb	LOGAN CENTRAL
State	QLD
Postcode	4114
User Details	
User Name	DABASTEAM
Payment and Delivery	
Payment Method	Credit Card

16. You will receive an email confirming your registration being received. Another email will issue when your account is ready to be used.

The screenshot shows an email client window titled 'Your request for a new registration - Message (Plain Text)'. The email content is as follows:

Your request for a new registration

Logan City Council Online Services
To: DABas

Tue 18/01/2022 7:36 AM

Thank you for requesting registration with council. The details you lodged are shown below - and we certainly look forward to having you as a customer. We will process your request shortly, and you will be advised when you can start using the system.

New User Registration

Personal Details
Surname: DABAS Team
Given Names: DABAS Team
On Behalf Of Company Name:
Business phone:
Mobile phone:
Email Address: dabas@logan.qld.gov.au
Confirm email address: dabas@logan.qld.gov.au

Address Details
Street address: 150 Wembley Road
Suburb: LOGAN CENTRAL
State: QLD
Postcode: 4114

User Details
User Name: DABASTEAM

Payment and Delivery
Customer Type: General Customer
Delivery Method: Email
Payment Method: Credit Card

If you require additional information or have any questions please contact us on (07) 3412 3412 during business hours (8:00am – 5:00pm Mon-Fri excluding public holidays). Regards, Logan City Council.