

Purpose

This Quick Reference Guide (QRG) describes the steps on how to register, sign in and navigation of the Development Portal.

Dependencies

An applicant must register and sign-in to the Development Portal before they can submit and pay for applications and quotes.

Development Portal

<https://portal.unitywater.com/>

Supporting Documents

QRG – Dashboard

QRG – Enquiry

Content

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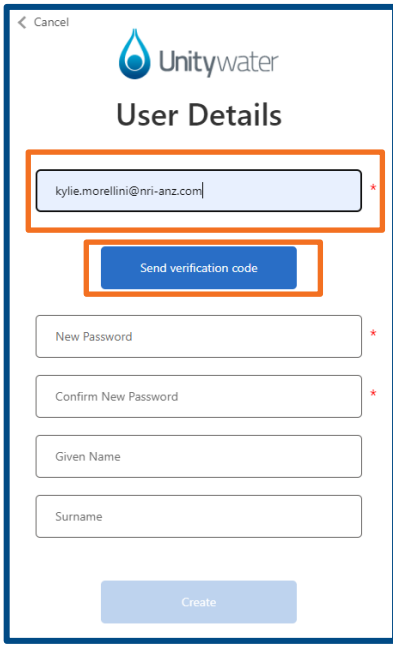
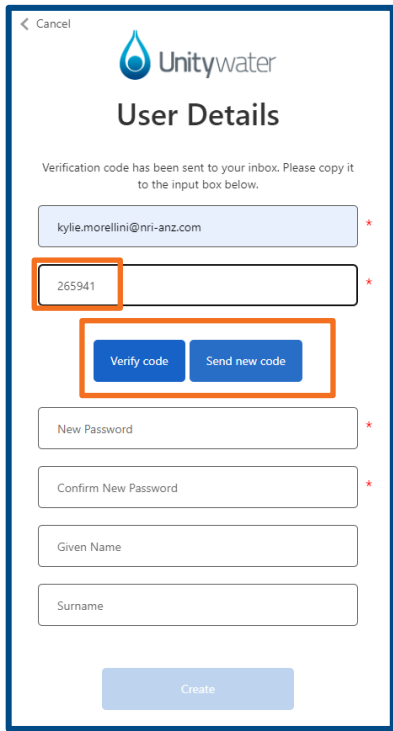
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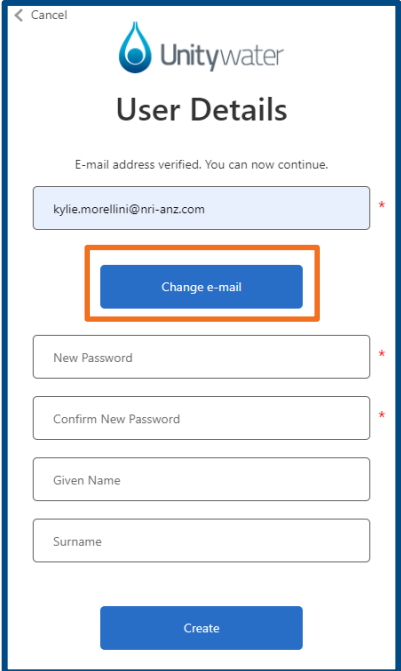
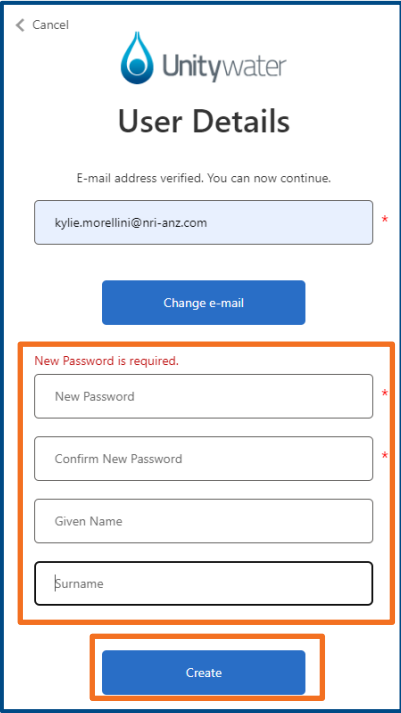
[Application Menu](#)

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Portal Registration	
Step #	Description
Step 1	Click on the portal link to register or log into the Development Portal – https://portal.unitywater.com/
Step 2	Click on the ‘ Sign in ’ button at the top right-hand side (RHS) of the homepage.
	
Note:	<i>Bookmark this page on your web browser for future use.</i>
Step 3	Click on the ‘ Register ’ button.
	


<p>Step 4</p> <ul style="list-style-type: none"> • Insert your email address into the field. • Click on 'Send Verification Code.' 		
<p>Step 5</p> <ul style="list-style-type: none"> • A 'Verification Code' will be sent to your email inbox. • Enter Verification Code into the field. • Click on 'Verification Code' field. • Use the 'Send new code' if required. 		

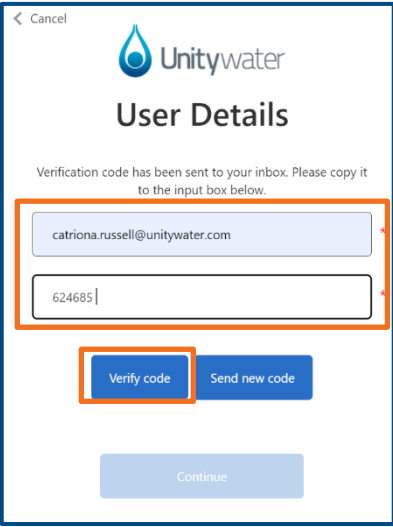


<p>Note:</p>	<p>Use the 'Change e-mail' option if you wish to change the email address.</p>	 <p>The screenshot shows the 'User Details' form with the email address 'kylie.morellini@nri-anz.com' and a 'Change e-mail' button highlighted in orange. Below it are fields for 'New Password', 'Confirm New Password', 'Given Name', and 'Surname', followed by a 'Create' button.</p>
<p>Step 6</p>	<ul style="list-style-type: none"> • Insert a New Password. • Confirm the New Password. • Enter your Given Name and Surname. • Click on 'Create'. 	 <p>The screenshot shows the 'User Details' form with the 'New Password' field containing an error message 'New Password is required.' highlighted in orange. The 'Create' button at the bottom is also highlighted in orange.</p>

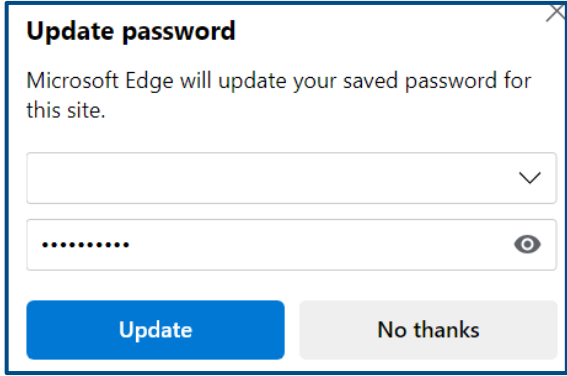



Step 7	<ul style="list-style-type: none"> Read the Terms and Conditions in full.
	<div style="border: 2px solid blue; padding: 10px;"> <p style="text-align: center;">Terms and Conditions</p> <p style="text-align: center;">Unitywater DSP Portal - Terms of Use</p> <p>These Terms of Use apply to Your use of Unitywater's [development services online client] 'name to be updated when confirmed' portal (the Portal), including the reliance upon and use of information contained within this Portal. By using this Portal, you agree to these Terms of Use and Unitywater's Privacy Policy. If you do not accept these Terms of Use, you must refrain from using the Portal. If you continue to use the Portal, you are taken to have accepted these Terms of Use. These Terms of Use must be read in conjunction with any other applicable terms and warnings governing the use of this Portal. Unitywater may modify these Terms of Use at any time without prior notice to you, and such modifications will become effective immediately upon uploading the modified Terms of Use. Any use of the Portal by You after any such modified Terms of Use have been uploaded will be taken as acceptance by You of the modified Terms of Use. In these Terms of Use, the expressions 'Us', 'We', 'Our' and 'Unitywater' are a reference to Northern SEQ Distributor-Retailer Authority trading as Unitywater (ABN 89 791 717 472).</p> <p>1. Registration and access to Portal</p> <p>a. You may need to register and create an account in order to access the information in this Portal.</p> <p>b. When You register You may need to provide information to log into the Portal, such as a specific user ID, email address, a password or other login information (Login Information). You must keep Your Login Information secure and not disclose Your Login Information to any person or otherwise allow any person to access the Portal using Your Login Information. You are responsible for all use and access to the Portal carried out using Your Login Information.</p> <p>c. When You create Your account, You may need to provide Us with personal information (Account Information). You must ensure all Account Information You provide is accurate and current at all times.</p> <p>d. You are responsible for keeping your Login Information and Account Information secure at all times. To the greatest extent permitted by law, We are not liable for any loss or damage caused by the provision of, or access to, Your Login Information or Account Information to or by any third party.</p> <p>e. We will deal with all personal information We collect (including but not limited to in Your Login Information or Account Information) in accordance with our Privacy Policy.</p> <p>f. We may also use Your personal information to:</p> <p>i. complete Your registration and create Your account;</p> <p>ii. help Us improve Our service delivery to You; and</p> <p>iii. notify You of system related information, for example outages, updates or upgrades.</p> </div>
Step 8	<ul style="list-style-type: none"> Tick on 'I agree to these 'Terms and Conditions' Click on the 'Continue' button.
	<div style="border: 2px solid blue; padding: 10px;"> <p>any inconsistency.</p> <p>h. We accept no liability for any failure to comply with these Terms of Use where such failure is due to circumstance beyond Our reasonable control.</p> <p>i. If We waive any rights available to Us under these Terms of Use on one occasion, this does not means that those rights will automatically be waived on any other occasion.</p> <div style="border: 1px solid orange; padding: 5px; margin: 10px 0;"> <input checked="" type="checkbox"/> I agree to these terms and conditions. </div> <div style="border: 1px solid blue; padding: 2px; display: inline-block; background-color: #0056b3; color: white; text-decoration: none;">Continue</div> </div>
Note:	<p><i>To increase the size of your view. E.g.; 100% to 125%. Click on the Ctrl key on your computer keyboard and the wheel on your mouse at the same time. Alternatively use your pad on your laptop and with 2 fingers at the same time press out.</i></p>

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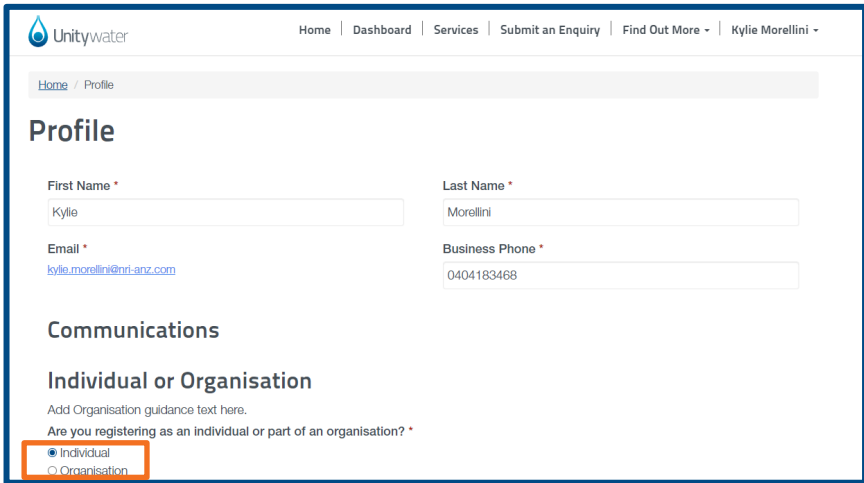
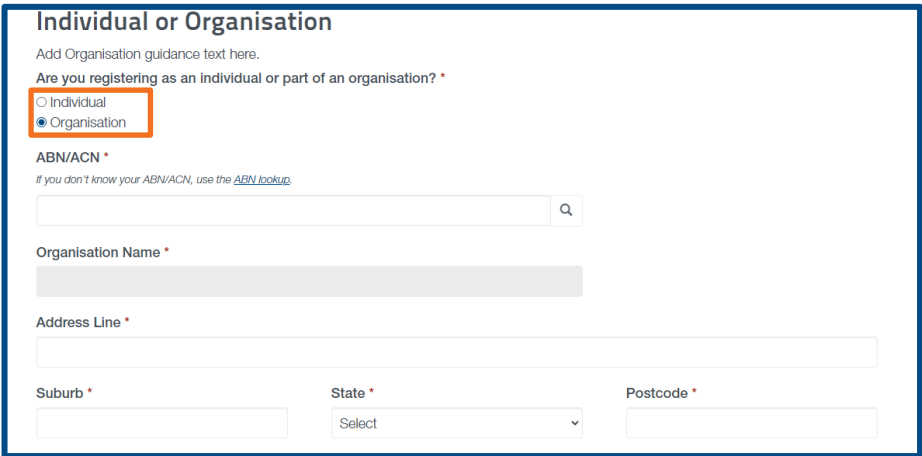
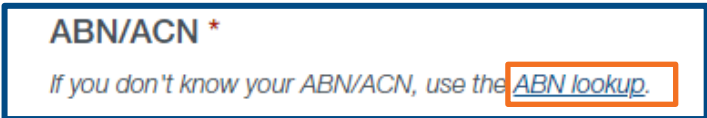
Sign in	
Step #	Description
Step 1	Click on the 'Sign in' button at the top right-hand side (RHS) of the homepage.
	
Step 2	Click on the 'Sign in' button.
	
Step 3	<ul style="list-style-type: none"> • Enter email address and password. • Click on 'Sign in'. • Forgotten your password, select 'Forgotten your password?'
	

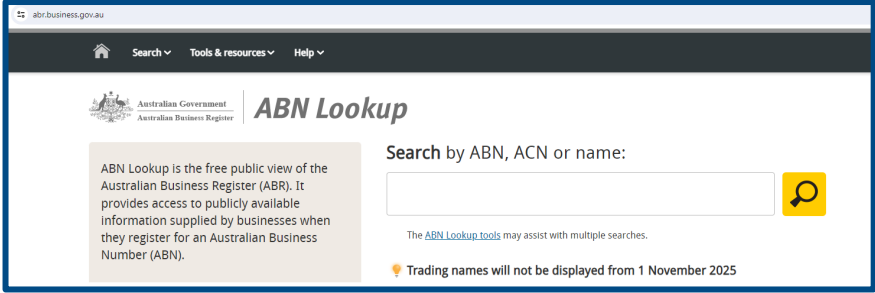
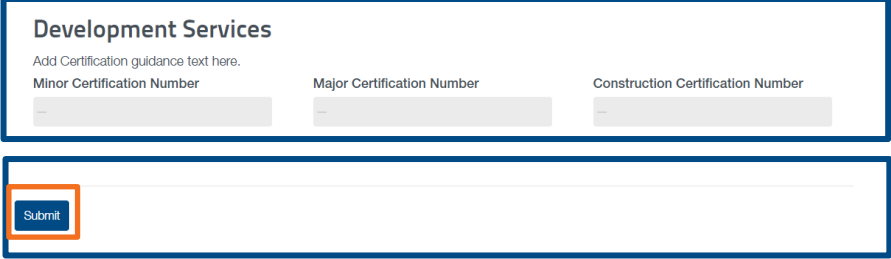
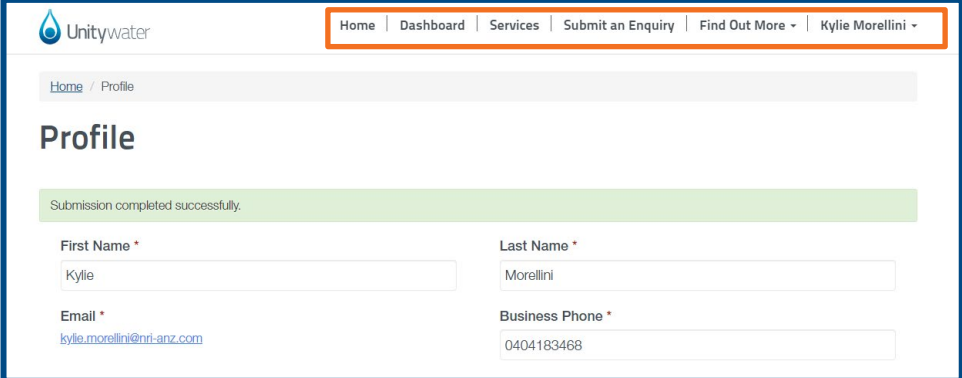
<p>Step 4</p>	<ul style="list-style-type: none"> • Enter the email address you originally registered with. • Click on 'Send verification code'. • A 'Verification Code' will be sent to your email inbox. • Enter Verification Code into the field. • Click on 'Verification Code' field. • Use the 'Send new code' if required. 	
<p>Step 5</p>	<ul style="list-style-type: none"> • Click 'Change e-mail' or 'continue'. 	
<p>Step 6</p>	<ul style="list-style-type: none"> • Enter 'New Password' then enter again "confirm 'New Password'". • Click on 'Continue'. 	

<p>Step 7</p>	<ul style="list-style-type: none"> If using a secure device, save the email and password to remember your details for future 'Sign in'. 	
<p>Step 8</p>	<p>When you have successfully signed in, your name will appear in the top left-hand-side of the home page.</p>	
		

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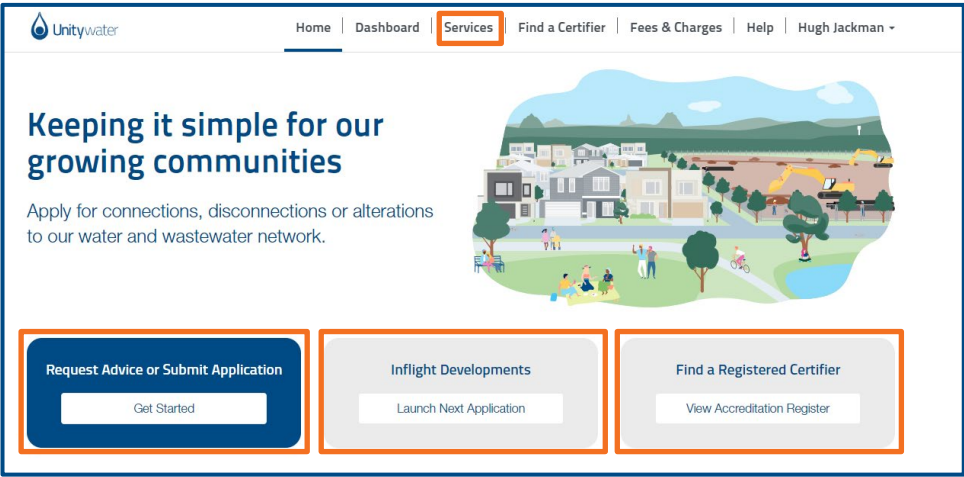
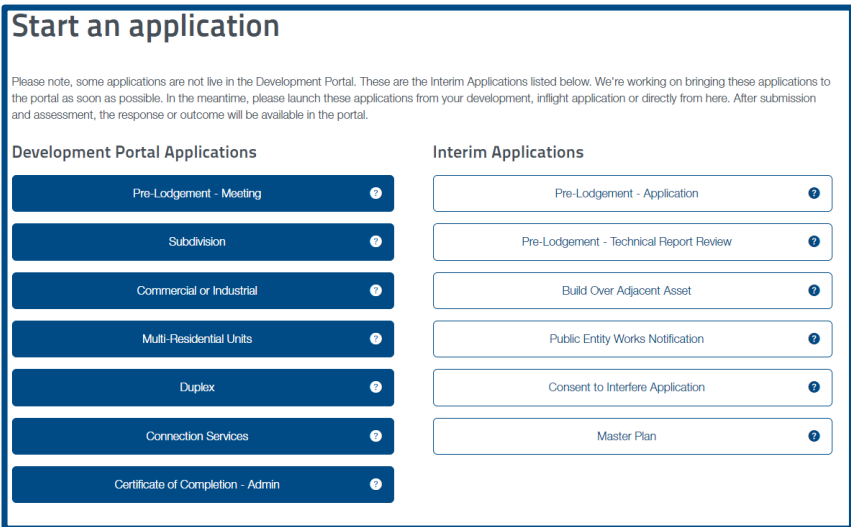


Update Profile Details	
Step #	Description
Step 1	<p>Residents submitting Enquiries, Connection Service Applications and or Duplex Applications, select 'Individual' then enter the mandatory fields:</p> <ul style="list-style-type: none"> • First Name • Last Name • Check the email address is correct. Option to change your email address is available when signing into the Development Portal. • Business Phone/Mobile • Individual • Address
	
Step 2	<ul style="list-style-type: none"> • For industry (Accredited Entities, Register Certifiers, Developers etc.), select 'Organisation' then complete all mandatory fields.
	
Note:	<ul style="list-style-type: none"> • <i>Click on the hyperlink 'ABN lookup' to search for an ABN / ACN.</i> • <i>Next a window will open in another browser.</i>
	

<p>Next:</p>	<ul style="list-style-type: none"> • Search for the ABN, ACN or name. • Then copy the number back into the application.
	
<p>Step 3</p>	<ul style="list-style-type: none"> • Industry certification will prepopulate. This cannot be edited. • Click on 'Submit' to continue.
	
<p>Step 4</p>	<ul style="list-style-type: none"> • Confirmation of the successful submission will display. • Next continue with the service you require as per the top Toolbar.
	

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Application Options

Step #	Description
Step 1	<p>Once signed in, a menu will display at the top of the page.</p> <ul style="list-style-type: none"> Choose from the following options – <ul style="list-style-type: none"> Click on ‘Get Started’ for Advice or to Submit an application. Click on ‘Launch Next Application’ for developments which commenced prior to 15 July 2024. Click on ‘View Accreditation Register’ to view a list of registered certifiers to assist with your application submission.
Note	<i>Navigate to all services available via the ‘Services’ button on the top menu.</i>
	
Step 2	<p>Select one of the options displayed.</p> <ul style="list-style-type: none"> Applications are self-explanatory however, hover over the “?” button for further information. Residents are permitted to submit Duplex and Connection Services applications. Industry application submission is based on accreditation. Applicants (e.g., Major Certifier) can give permission to others (e.g., Minor Certifier).
	



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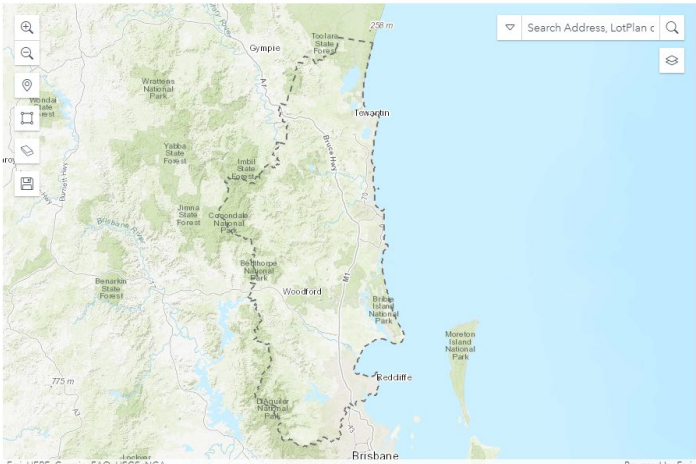
Development Portal QRG

Register, Sign-in and Navigation

Note:	<i>For more detailed information about 'Permissions' can be found on the Portal 'Find Out More>Help'.</i>
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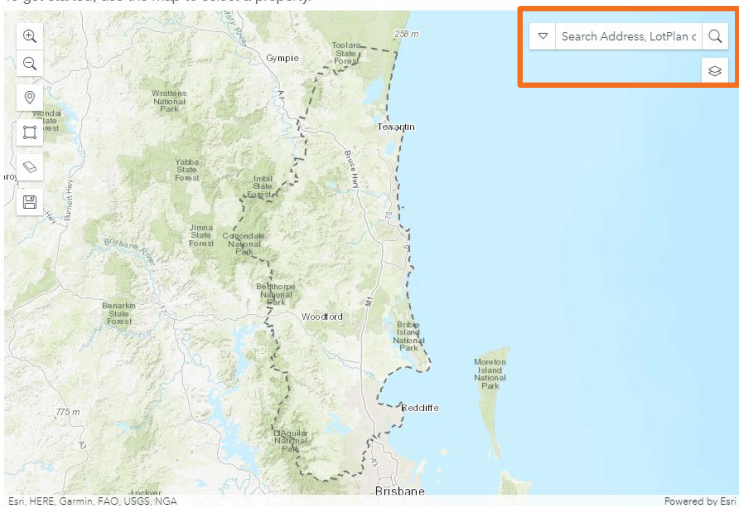
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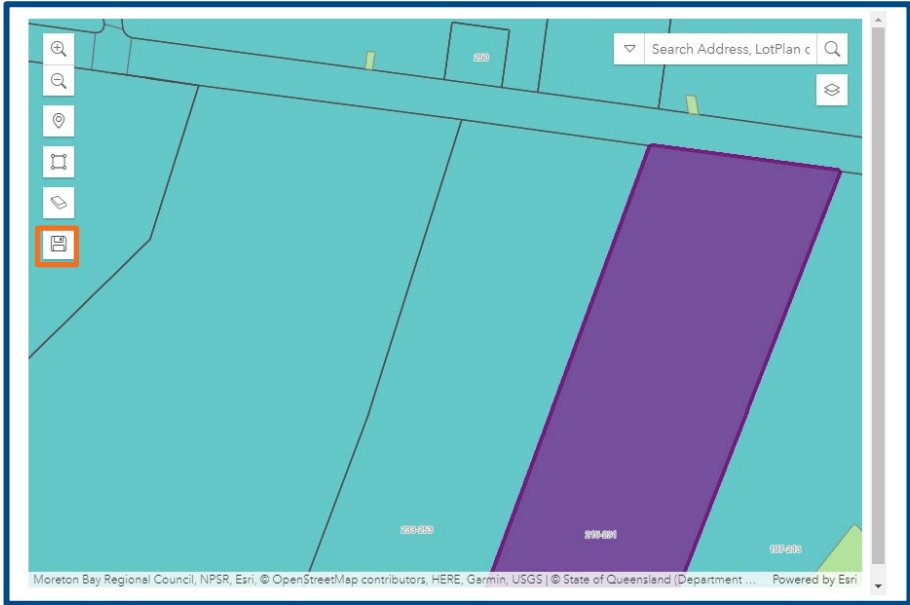
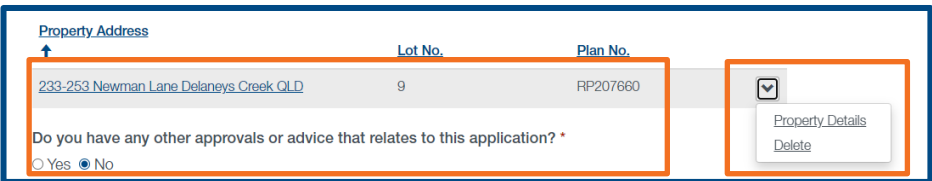
Application Menu Overview

Step #	Description
Note:	<i>Most applications will have a similar look and feel. The location will often be the first requirement to commence an application.</i>
Step 1	<ul style="list-style-type: none"> • Location – this step can be done many ways. More information on next slide. • Development – the type of connection and requirements. • Demand – this will be auto-calculated. • Consent – required for parties related to the application. • Attachments – required attachments are uploaded here. • Review – review application details. • Payment – payment options to complete and submit application. • Confirmation – confirms submission of the application.
	<div style="border: 1px solid black; padding: 10px;"> <h3>Connection Application Duplex</h3> <p>APP-04694</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid orange; padding: 5px;"> <ul style="list-style-type: none"> <li style="background-color: #0056b3; color: white; padding: 5px;">Location <li style="padding: 5px;">Development <li style="padding: 5px;">Demand <li style="padding: 5px;">Consent <li style="padding: 5px;">Attachments <li style="padding: 5px;">Review <li style="padding: 5px;">Payment <li style="padding: 5px;">Confirmation </div> <div> <h4>Location</h4> <p>To get started, use the map to select a property.</p> <div style="text-align: right; border: 1px solid #ccc; padding: 2px; display: inline-block;">Need help using the map?</div> <div style="margin-top: 10px;"> <input style="width: 100%;" type="text" value="Search Address, Lot/Plan c"/> </div>  <p style="font-size: small;">Esri, HERE, Garmin, FAO, USGS, NGA</p> <p style="text-align: right; font-size: x-small;">Powered by Esri</p> </div> </div> </div>


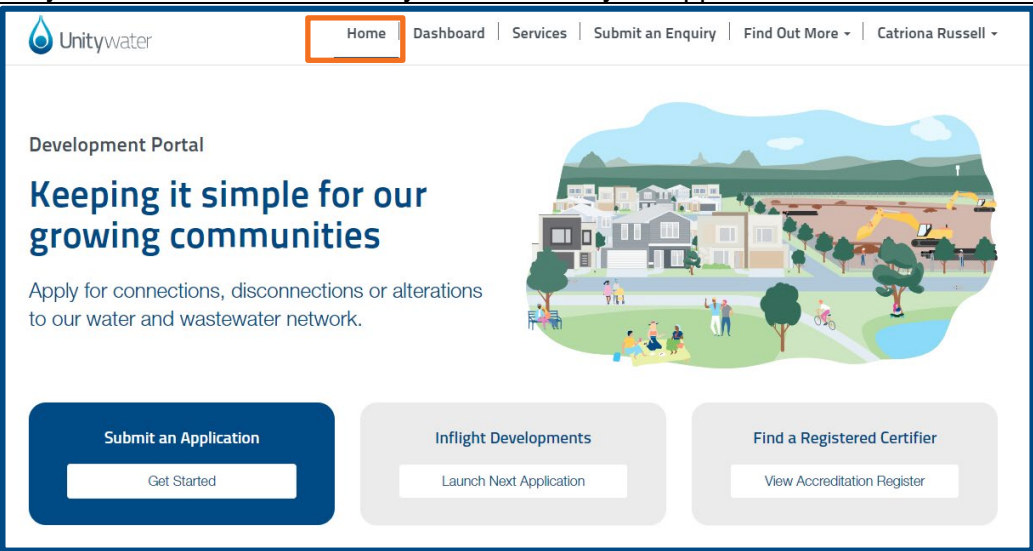
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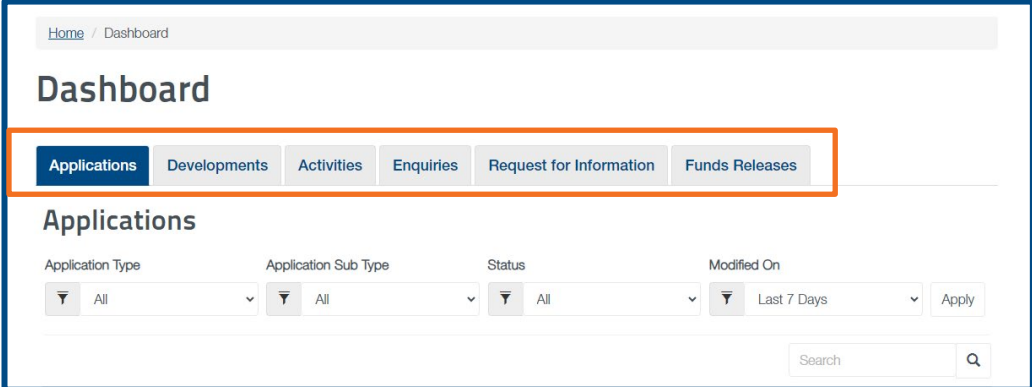
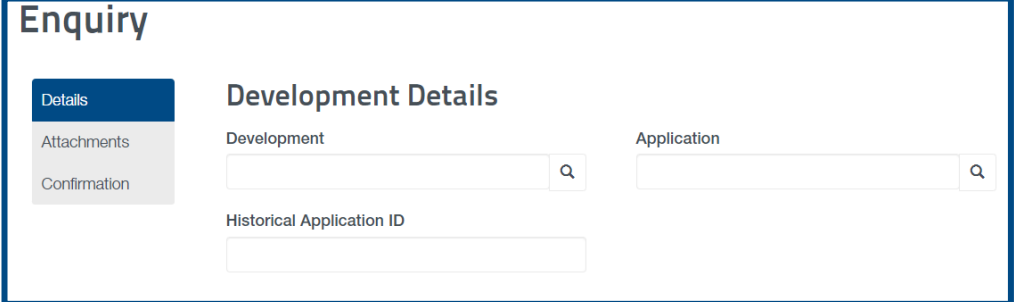
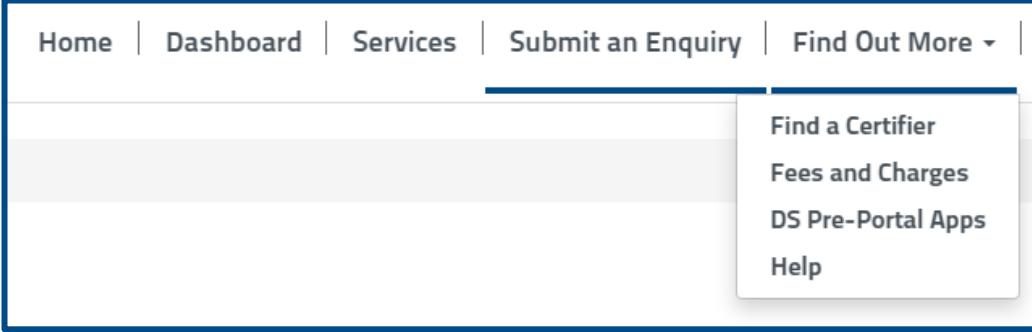
Location Map Overview

Step #	Description
Note:	<p><i>Need help using the map?</i></p> <ul style="list-style-type: none"> <i>Click on this button for further support.</i> <i>Toggle on map layers as required.</i>
	<div style="border: 2px solid #0056b3; padding: 10px;"> <h3 style="margin: 0;">Location</h3> <p>To get started, use the map to select a property.</p> <p>To search for a property, enter the Address, LotPlan or Application Number into the search bar and select the search button. Once located, use the pin tool to select the property. The property will be highlighted purple once selected. Once the property is selected, click the save icon to add the property to the application.</p> <p>For multiple properties, repeat the above process for each property until all properties have been added to the application. Alternatively, the bounding box tool can also be used to highlight multiple properties. Once selected, click on the save icon to add the properties to the application.</p> <p>Please be advised, the eraser will remove all properties that have been selected.</p> <p>To remove properties from the table, click on the relevant dropdown button and select 'Delete'.</p> <div style="text-align: right; margin-top: 10px;"> <div style="border: 1px solid #0056b3; padding: 5px; display: inline-block;">Need help using the map?</div> </div> </div>
Step 1	<ul style="list-style-type: none"> Insert the address, LotPlan or Application Number. LotPlan e.g., 7SP106172
	<div style="border: 2px solid #0056b3; padding: 10px;"> <h3 style="margin: 0;">Connection Application Duplex</h3> <p style="margin: 0;">APP-04614</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 20%;"> <ul style="list-style-type: none"> <li style="background-color: #0056b3; color: white; padding: 5px; margin-bottom: 5px;">Location <li style="padding: 5px; margin-bottom: 5px;">Development <li style="padding: 5px; margin-bottom: 5px;">Demand <li style="padding: 5px; margin-bottom: 5px;">Consent <li style="padding: 5px; margin-bottom: 5px;">Attachments <li style="padding: 5px; margin-bottom: 5px;">Review <li style="padding: 5px; margin-bottom: 5px;">Payment <li style="padding: 5px;">Confirmation </div> <div style="width: 80%;"> <h4 style="margin: 0;">Location</h4> <p>To get started, use the map to select a property.</p> <div style="text-align: right; margin-bottom: 10px;"> <div style="border: 1px solid #0056b3; padding: 5px; display: inline-block;">Need help using the map?</div> </div> <div style="border: 1px solid #0056b3; padding: 5px; margin-bottom: 10px;"> <input type="text" value="Search Address, LotPlan c"/> </div>  </div> </div> </div>

<p>Note:</p>	<p><i>Toolbar definitions</i></p>		<p>Zoom in</p> <p>Zoom out</p> <p>Drop a pin</p> <p>Select lot by rectangle</p> <p>Clear selection</p> <p>Save</p>
<p>Step 2</p> <ul style="list-style-type: none"> The property will display in purple. Click on the 'Save' button to save your selection. 			
			
<p>Step 3</p> <ul style="list-style-type: none"> View the property details. Delete as required and make your selection again. Continue completing the form. 			
			

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Toolbar	
Step #	Description
	<p>Home – take you back to home page. Dashboard – directs you to the dashboard. Services – directs you to all applications. Submit an Enquiry – open enquiry form. Find out more – Find a Certifier, Fees and Charges, DS Pre-Portal Apps and Help. Applicants Name – Profile and Sign in or Sign out.</p>
	
Step 1	<p>Home</p> <ul style="list-style-type: none"> • Submit an Application – start an application • Inflight Developments – This inflight development transition application is for developments that are in progress with Unitywater prior to the launch of the Development Portal (prior to 15 July 2024). • Find a Registered Certifier –Unitywater’s Accreditation Register to help you find an Accredited Entity to assist with your application.
	
Step 2	<p>Dashboard – tabs overview</p> <p>When you first register the Dashboard will not display any items as shown here. Once you complete an application data will populate in the tabs and the data will update as they progress.</p> <ul style="list-style-type: none"> • Applications – all applications draft, submitted or complete. • Developments – all applications that are part of a development. • Activities – Applications yet to be completed (in draft) • Enquiries – draft, submitted and response enquiries. • Request for Information – requests for additional information direct from Unitywater • Funds Release – Financial – view applications or quotes payments and invoices.

	
<p>Note:</p>	<p><i>Applicants will receive an email notification when new items are added to the dashboard.</i></p>
<p>Note:</p>	<p><i>For more detailed information about the 'Development Portal Dashboard can be found on the Portal 'Find Out More>Help'.</i></p>
<p>Step 3</p>	<p>Submit an Enquiry – For more detailed information about how to submit an enquiry can be found on the Portal 'Find Out More>Help'.</p>
	
<p>Step 4</p>	<p>Find Out More</p> <ul style="list-style-type: none"> • Find a Certifier –Unitywater’s Accreditation Register to help you find an Accredited Entity to assist with your application. • Fees and Charges – Information about and Development Services fees and charges. • DS Pre-Portal Apps – Status of pre-portal applications • Help – Find a Certifier, Fees and Charges, DS Pre-Portal Apps and Help.
	

Step 5	Support material covers everything from frequently asked questions to portal user guides / Quick Reference Guides and industry standards. If you can't find what you're looking for, please visit our reference library , Submit an Enquiry or contact us .
	<div style="border: 2px solid blue; padding: 10px;"> <h3>Help</h3> <p>Need help using the Development Portal? You're in the right place. Our support material covers everything from frequently asked questions to portal user guides and industry standards. If you can't find what you're looking for, please visit our reference library or contact us.</p> <div style="display: flex; justify-content: space-between; border-top: 1px solid #ccc; border-bottom: 1px solid #ccc; padding: 5px 0;"> Portal Frequently Asked Questions (FAQs) User Guides Industry Standards and Information Other References </div> </div>
Step 6	<p>Applicant Name</p> <ul style="list-style-type: none"> • Profile • Sign in and sign out
	<div style="border: 2px solid blue; padding: 10px;"> <p style="display: flex; justify-content: space-between; align-items: center;"> Home Dashboard Services Submit an Enquiry Find Out More - Catriona Russell ▾ </p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; display: flex; justify-content: flex-end; gap: 10px;"> Profile Sign out </div> </div>
Step 7	<ul style="list-style-type: none"> • To made changes to your profile details, click the arrow to the RHS of your name then select 'Profile'. • Update details the select 'Save'
	<div style="border: 2px solid blue; padding: 10px;"> <h3>Profile</h3> <p>Important Information</p> <p>Communication: All communications from the Development Portal will be sent via email. If you need to change your email address, please submit an enquiry or contact Unitywater. Password: To reset your password, select "Forgot Password" on the page where you usually enter your email and password during sign in.</p> <p>Profile Details</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>First Name *</p> <input type="text" value="Catriona"/> </div> <div style="width: 48%;"> <p>Last Name *</p> <input type="text" value="Russell"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 48%;"> <p>Business Phone *</p> <input type="text" value="0444123456"/> </div> <div style="width: 48%;"> <p>Email *</p> <input type="text" value="catriona.russell@unitywater.com"/> </div> </div> <p>Individual or Organisation</p> <p>Are you registering as an individual or part of an organisation? *</p> <p> <input type="radio"/> Individual <input checked="" type="radio"/> Organisation </p> <p><small>Please note, if you are a Registered Certifier, please enter the Accredited Entity details below.</small></p> <p>ABN/ACN *</p> <p><small>If you don't know your ABN/ACN, use the ABN lookup.</small></p> <input type="text" value="85647436404"/> <input type="button" value="Q"/> </div>

