

Online Services Portal how-to guide

The City of Swan is proud to launch our Online Services Portal, making it easier for you to manage your rates.

This how-to guide will walk you through processes related to your annual rates, such as:

- Check or pay your outstanding balance
- Set up direct debit or a self-managed payment plan (payment arrangement)
- Download your rates notice
- Update your postal address or contact details
- View all previous years' transactions.

Some customers (where applicable) will also be able to view their past and current animal registrations or infringements.



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 city of swan

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1. Register your details

The City of Swan (the City) recently sent you an email with an activation key inviting you to register for our new Online Services Portal.

If you did not receive an email, or you're having trouble locating it, please call Rating Services on 9267 9160.

1.1 Customer name and activation key

The link provided will direct you to the account activation page. Please insert the details you were provided with in your email, including your customer name and activation key.

Please ensure you include your full name as it appears on your rates notice. Please do not include the title (i.e. Mr or Mrs). Create a username that is easy to remember (we recommend using your email address).

Click **Next**.

Home	Payments	Property Searches
<p>* Required field</p> <p>Activate my account</p> <p>Registration Details</p> <p>Enter the Customer name and Activation Key provided by the City of Swan.</p> <p>Customer name *</p> <input type="text" value=" "/> <p>Activation Key *</p> <input type="text" value=" "/> <p>Email Details</p> <p>By providing your email address, you are consenting to receive statements and notices related to your account electronically. This includes emailing of rates, animal registrations and other notices.</p> <ul style="list-style-type: none"> • You agree that the email address you enter here will replace any email addresses provided to us previously and will be used as your primary communication method. • Electronic communications must be regularly checked. • You may request to receive communications by post by contacting us on (08) 9267 9267. <p>Email address *</p> <input type="text" value=" "/> <p>Confirm email address *</p> <input type="text" value=" "/> <p>Username</p> <p>Create a username for your account. We highly recommend you use a username which is easy to remember, such as your email address. Please note that you cannot change the username after your account has been activated.</p> <p>Username *</p> <input type="text" value=" "/> <p style="text-align: right;">Next</p>		

1.2 Online Services Terms of Use

You will be directed to City of Swan Online Services Terms of Use. **Please read carefully.** To proceed, please tick I accept the Online Services Terms of Use.

<p>By registering to use the City of Swan Online Services you agree to the City of Swan Online Services Terms of Use. Click the Next button to continue.</p> <p><input checked="" type="checkbox"/> I accept the City of Swan Online Services Terms of Use</p>	<p>Previous</p> <p>Next</p>
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Submit Registration (Automated)

Please nominate a password for use when logging into the system and confirm the password as requested, then click the Submit button to lodge your details.

Your password is case sensitive and must:

- Be at least 10 characters long
- Have at least 1 uppercase character
- Have at least 1 lowercase character
- Have at least 1 number
- Have at least 1 of the following symbols: ! @ # \$ % ^ & * () _ , . : ; | = ^
- Have no more than 2 repeated characters

Username

username

Password *

Confirm Password *

[Previous](#)

[Submit](#)

1.3 Create a password

Your password **must**:

- Be at least 10 characters long
- Have at least one uppercase character
- Have at least one lowercase character
- Have at least one number
- Have at least one special character from the following symbols: ! @ # \$ % ^ & * () _ , . : ; | = ^
- Have no more than two repeated characters (two of the same character next to each other, e.g. ee or 33).

Click **Submit**.

Your Registration has been successfully completed



Your registration as a new user has been completed and you have now been automatically logged in with those details. Next time you log in you need to use the username and password that you have just registered with. If you have any questions please contact the Customer Services Centre.

Customer name Rhiannon Harlo

Activation Key

Email address rhiannaharlo@gmail.com

Confirm email address rhiannaharlo@gmail.com

Username Public

You will need to sign out, then sign back in to finish activating your account.

Now you are good to go!

A confirmation email will be sent to your nominated email address.

Please save this email in case you forget your username.

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2. Sign into the Online Services Portal

The link you received in your confirmation email will take you to the sign-in page of the Online Services Portal. Please select **Sign In** in the top right hand corner and then please **enter your username and password**.

The screenshot shows the City of Swan's online services portal. At the top, there is a logo for 'city of swan' with a stylized swan icon. To the right of the logo is a blue button with a lock icon and the text 'SIGN IN'. Next to it is another button labeled 'CITY'S WEBSITE'. Below the header is a navigation bar with four tabs: 'Home', 'Bookings', 'Payments', and 'Property Searches'. The main content area features three cards:

- Make a payment**: Shows a hand holding a credit card over a laptop keyboard. Description: Pay rates, infringements, applications and renewals. Make a payment using our secure payment gateway.
- Request or report it**: Shows a woman wearing a headset working at a computer. Description: Spotted something in our community needing attention? View available customer requests.
- Register your animal**: Shows a black and white cat sitting next to a brown dog. Description: Just got a new cat or dog, or moved to the area? Learn about how to register your pet.

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3. Using the Online Services Portal

After you log into the Online Services Portal, you will be automatically directed to the **My Home** page. From here, you can access your rates account information, plus some other City of Swan services if they relate to you, such as animal registrations and infringement details.

The screenshot shows the 'My Home' dashboard with two main sections: 'Rates' and 'Animals'.

Rates Section:

Customer Type	Description	Pending balance
Ratepayer	111170 (0) - Current 4 The Street, MIDDLE SWAN WA 6056 (Rates)	\$158.18
Ratepayer	151153 (8) - Current 30 Test Way, MIDDLE SWAN WA 6056 (Rates)	\$2684.19

Animals Section:

Customer Type	Description
Owner	Reference: 226809, Name: Klara, Disc: 17717, Period: 2100, Class: Sterilised Dog & M/Chip - Lifetime
Owner	Reference: 228807, Name: Kite, Disc: 1123, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime
Owner	Reference: 20028, Name: Jingle, Disc: 1944, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime

Buttons on the left side of the Rates section include 'Edit contact details' and 'Refresh'. On the right side of the Rates section, there are icons for a magnifying glass and a list. A large button labeled 'View More Details' is located on the right side of the Animals section. Other buttons on the right side of the Animals section include 'Rate notices', 'Create a Payment Arrangement', 'Create a Direct Debit' (with a hand cursor icon), 'Pay Now (\$0.19)', and 'Refresh'.

To get back to the **My Home** page at any time, just select **My Home** from the main menu, or find it under **My Account** as shown below.

The screenshot shows a navigation menu with the following items:

- My Account
- My Home (highlighted in blue)
- Rates
- Edit contact details
- View contact details

Below the menu, there is a table with columns 'Customer type' and 'Description'.

4. Edit your contact details

From the homepage, you will be also be able to edit your personal details.

Please carefully check your **postal address** on the left hand side. This will show your current record.

To update any incorrect details, click **Edit contact details**.

[Home](#) [My Account](#)

Mr Test Ratepayer

Postal address
4 The St, MIDDLE SWAN WA 6056

Email address
someone@mail.au

Communication preference
Email

Rates

Customer Type
Ratepayer

Ratepayer

[Edit contact details](#)

[Refresh](#)

Animals

* Required field

Update your contact details

Contact details

Please update your details below.

Given name(s)	<input type="text" value="John Doe"/>
Last name/Company name *	<input type="text" value="Doe"/>
Postal address *	<input type="text" value="4 The St, MIDDLE SWAN WA 6056"/>
Email address *	<input type="text" value="someone@mail.au"/>
At least one of these numbers must be entered.	
Mobile phone number	<input type="text" value="0400 123 456"/>
Landline phone number	<input type="text"/>

Haven't made any changes? [Return to My Home](#)

If you've made changes, please click the 'Next' button to submit your changes.

[Next](#)

Click **Return to My Home** button if you do not need to make any changes. If you have updated your details, please click **Next**.

It may take up to 10 days for your details to be updated in the City's system. You will receive another email confirmation once your details have been updated.

- ① If you are changing your name, you will need to provide proof of the name change (e.g. marriage certificate, change of name certificate) to the City. These documents do not need to be certified. They can be lodged via email, post or in-person. If further information is required, we will contact you.

5. View rates notices and manage payments

Home My Account Payments Property Searches

Mr Test Ratepayer			
Rates			
Postal address 4 The St, MIDDLE SWAN WA 6056	Customer Type	Description	Pending balance
Email address someone@mail.au	Ratepayer	111170 (0) - Current 4 The Street, MIDDLE SWAN WA 6056 (Rates)	\$158.18
Communication preference Email	Ratepayer	151153 (8) - Current 30 Test Way, MIDDLE SWAN WA 6056 (Rates)	
Edit contact details	View More Details		
Refresh	Rate notices View Rate notices, Statements and other Create a Payment Arrangement Create a Direct Debit Pay Now (\$158.18) Refresh		
Animals			
Customer Type	Description		
Owner	Reference: 226809, Name: Klara, Disc: 17717, Period: 2100, Class: Sterilised Dog & M/Chip - Lifetime		
Owner	Reference: 228807, Name: Kite, Disc: 1123, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime		
Owner	Reference: 20028, Name: Jingle, Disc: 1944, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime		

From the homepage, click to either view your rates notices, create a payment arrangement, create a direct debit, or pay your rates in full.

Please note, you can alter any payment amount at the payment screen when you choose to **Pay Now**. This may be useful if you're paying by instalments and want to pay your next instalment amount.

Click to expand your property details.

5.1 Create a direct debit

From the homepage (as pictured), click  to create a direct debit.

In this screen, you will be able to view your rateable property details for your direct debit, and request a new direct debit.



Customer Type	Description	Pending balance
Ratepayer	111170 (0) - Current 4 The Street, MIDDLE SWAN WA 6056 (Rates)	\$158.18
Ratepayer	151153 (8) - Current 30 Test Way, MIDDLE SWAN WA 6056 (Rates)	\$2684.19

Customer Type	Description
Owner	Reference: 226809, Name: Klara, Disc: 17717, Period: 2100, Class: Sterilised Dog & M/Chip - Lifetime
Owner	Reference: 228807, Name: Kite, Disc: 1123, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime
Owner	Reference: 20028, Name: Jingle, Disc: 1944, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime

Please read the **Rates Direct Debit Terms and Conditions** carefully before you continue.

Select the date you want your direct debit agreement to start. **Note**, this is the effective date of the agreement, not the first payment due date.

Request a new Direct Debit

The City offers a Direct Debit to make it convenient for you to pay your rates in the following ways:

- on a weekly or fortnightly basis
- based on the instalment plan (as per your rate notice)*
- or
- In full each year on the due date. (ongoing)*

*Option will no longer be available after the first initial due date.

Once you've set up your Direct Debit, it's really important that you do not default on your payments and make sure you have sufficient funds in your account on the scheduled payment due dates.

Please Note: Terms and conditions apply, please read the [Rates Direct Debit Terms and Conditions](#)

- Direct debits are not available from credit cards.
- Direct debits need to be set up each financial year.
- Applicable penalty interest will accrue until the account is paid in full.
- Your Direct Debit will not automatically include penalty interest. The City will recalculate your final payment to include all penalty interest accrued to date. We will deduct any final outstanding balance from your account inclusive of all penalty interest accrued to date.

You will receive a confirmation in writing of the Direct Debit payment plan, and you can also view your details from the My Home page under My Account.

* Required field

Schedule Type	Weekly/fortnightly direct debits
Effective Date *	<input type="text" value="19/05/2023"/> 

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Click **Next**.

5.2 Confirm your direct debit

If you haven't already, please read the **Rates Direct Debit Terms and Conditions** before you continue.

Please choose the frequency of your direct debit payment (weekly or fortnightly). The funds will be deducted from your account on a **Friday**, depending on your chosen frequency.

(1) Day of week cannot be changed to another day of the week.

Periodic Direct Debit Request

The City offers a Direct Debit to help you spread out the cost of your rate payments over a fortnightly or weekly basis. Once this is in place, it's really important that you have sufficient funds in your nominated account to make the payments on as per your payment schedule.

Please note: Terms and conditions apply, please read the [Rates Direct Debit Terms and Conditions](#)

- direct debits are undertaken on Fridays only
- direct debits are not available from credit cards
- direct debits need to be renewed each financial year
- applicable penalty interest will accrue until the account is paid in full
- your payment plan will not automatically include the penalty interest. If wish to pay off the interest by the end of this financial year, you will need to check your balance and make a final payment at the end of the rating period.
- Direct Debits are calculated to be paid off **before 30 June** each financial year.

You will receive a confirmation in writing of your direct debit payment plan, and you can also view your details from the My Home page under My Account.

* Required field

Schedule Type	Weekly/fortnightly direct debits
Effective Date	17/06/2023
Payment Type	Automatically calculated (to clear outstanding balance).
Frequency *	Weekly
Day Of Week *	Friday

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Click **Next**.

Please enter your bank details for your direct debit.

Bank Account Details

Please enter the bank account details for the Direct Debit below. If your account number is less than 6 digits, please put 0's before the account number, e.g. 1234 should be entered as 001234.

BSB *

Account Number *

Account Name *

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Click **Next**.

Please review your Direct Debit details

You are about to submit your Direct Debit application

Please review the details below carefully. If you have no changes, please click the 'Next' button to submit your application.
If you already have a payment arrangement in place, please contact Rating Services on 08 9267 9160 to cancel it.

Schedule Type	Weekly/fortnightly direct debits
Payment Type	Automatically calculated (to clear outstanding balance).
Effective Date	17/06/2023
Frequency	Weekly
Day Of Week	Friday
Total Outstanding	\$2,391.90
Amount of payment	\$2,391.90
BSB	013147
Account Number	123456
Account Name	Jay Citizen

Sequence	Payment Date	Payment Amount
1	23/06/2023	\$2,391.90

Please make sure you read and understand the Rates Direct Debit Terms and Conditions before submitting your application.
Click Next to submit your application to set up your Rates Direct Debit.

I agree to the Rates Direct Debit Terms & Conditions

[Previous](#)

[Next](#)

Please review carefully, and tick **I agree to the Rates Direct Debit Terms and Conditions**.

If you need to make changes, please click **Previous**; otherwise click **Next** to submit your application.

Your direct debit has been submitted successfully!

[Home](#)[My Account](#)[Payments](#)[Property Searches](#)

Direct Debit Request Submission



Your Direct Debit submission has been submitted successfully

An email confirmation showing your Direct Debit payment plan has been sent.

Your first Direct Debit amount will deducted based on the dates shown in the payment schedule. It is your responsibility to make sure you have sufficient funds in your nominated account on the scheduled payment due dates.

Direct Debit Transaction Reference

EDDR30

[Click to Print This Page](#)

[Rates property details](#)

A confirmation email will be sent to you with your direct debit payment plan.

If you need to change or cancel your direct debit, please call Rating Services on 9267 9160. **This cannot be done online.**

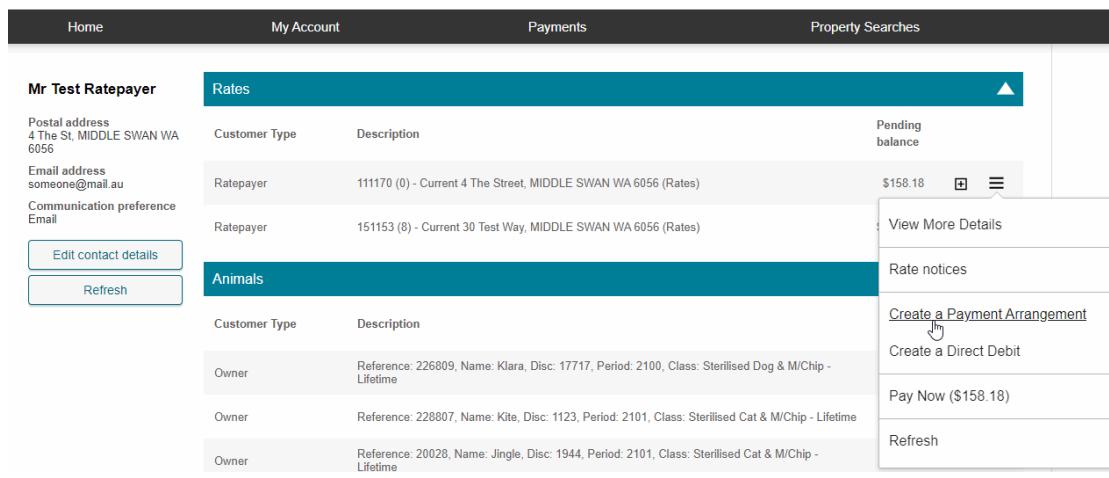
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5.3 Create a payment arrangement

From the homepage, click  to create a payment arrangement.



Rates

Customer Type	Description	Pending balance
Ratepayer	111170 (0) - Current 4 The Street, MIDDLE SWAN WA 6056 (Rates)	\$158.18
Ratepayer	151153 (8) - Current 30 Test Way, MIDDLE SWAN WA 6056 (Rates)	

Animals

Customer Type	Description
Owner	Reference: 226809, Name: Klara, Disc: 17717, Period: 2100, Class: Sterilised Dog & M/Chip - Lifetime
Owner	Reference: 228807, Name: Kite, Disc: 1123, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime
Owner	Reference: 20028, Name: Jingle, Disc: 1944, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime

Payment Arrangement Schedule

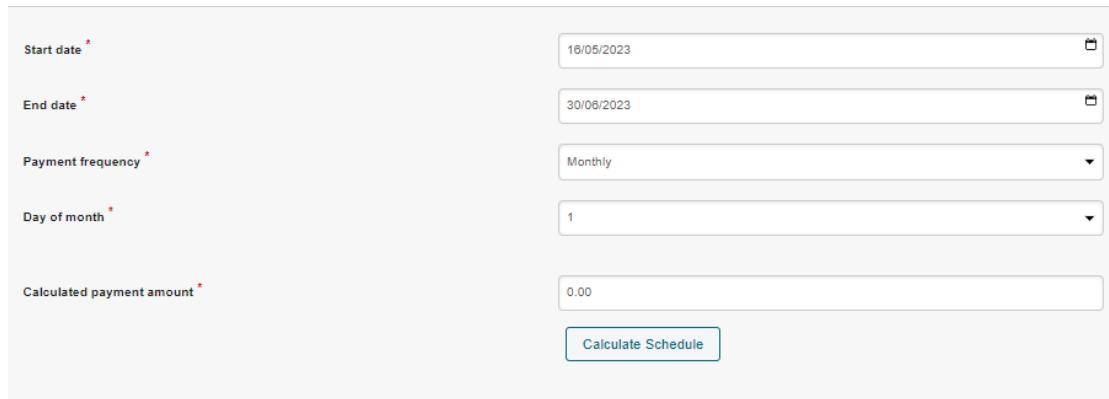
Please Note:

1. The payment amounts can be altered, but please ensure the Total Outstanding is still met.
2. Once your payment plan is in place, it's really important that you adhere to the payment arrangement, and make your payments as per your arranged schedule. Applicable penalty interest will accrue until the account is paid in full.
3. You will receive a confirmation in writing of your schedule and payment amounts, and you can also view your details from the My Home page under My Account.
4. Terms and conditions apply, please read the Payment Arrangement Terms and Conditions and Service Agreement
5. When submitting your payment arrangement request, you accept that it is your responsibility to contact the City to obtain your final outstanding balance inclusive of all penalty interest accrued to date.

How to pay

You can make your payments via the My Home screen and selecting the pay now option, then simply change the payment amount to match the amount shown in your plan.

* Required field



Start date *

End date *

Payment frequency *

Day of month *

Calculated payment amount *

Calculate Schedule

1. Choose a date you want your payment arrangement to commence, as well as an end date. The start date you choose is the date from which the agreement is effective, not the first payment date.
2. Choose the frequency of your payments — monthly, fortnightly or weekly — and the day of the week for funds to be paid.
3. After you choose your repayment frequency (weekly/fortnightly/monthly), you must select **Calculate Schedule** and it will calculate your payment amount. Payment amounts can be changed, provided it totals the full amount to be paid by June 30 this financial year.

Please review your schedule.

Confirm your Payment Arrangement

You are about to submit your Payment Arrangement.

Please review the details below carefully. If you are happy with your arrangement details, please click the 'Next' button to submit your application.

If you already have a Direct Debit in place, please contact Rating Services on 9267 9160 to cancel your existing Direct Debit agreement.

Payment frequency	Weekly
Day of week	Monday
Start date	16/05/2023
End date	30/06/2023
Calculated payment amount	\$1,674.79
Total Rates amount	\$10,048.71
Total outstanding	\$10,048.71

Sequence	Payment Date	Payment Amount
1	22/05/2023	1674.79
2	29/05/2023	1674.79
3	5/06/2023	1674.79
4	12/06/2023	1674.79
5	19/06/2023	1674.79
6	26/06/2023	1674.76

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[Next](#)

If you need to make changes to your payment schedule, please click **Previous**; otherwise click **Next** to continue.

You are about to submit your payment arrangement. Please review your arrangement, and read the **Rates Payment Arrangement Terms and Conditions** carefully.

Confirm your Payment Arrangement

You are about to submit your Payment Arrangement.

Please review the details below carefully. If you are happy with your arrangement details, please click the 'Next' button to submit your application.

If you already have a Direct Debit in place, please contact Rating Services on 9267 9160 to cancel your existing Direct Debit agreement.

Payment frequency	Weekly
Day of week	Monday
Start date	16/05/2023
End date	30/06/2023
Calculated payment amount	\$1,674.79
Total Rates amount	\$10,048.71
Total outstanding	\$10,048.71

Sequence	Payment Date	Payment Amount
1	22/05/2023	\$1,674.79
2	29/05/2023	\$1,674.79
3	5/06/2023	\$1,674.79
4	12/06/2023	\$1,674.79
5	19/06/2023	\$1,674.79
6	26/06/2023	\$1,674.76

Please make sure you read and understand the Rates Payment Arrangements Terms and Conditions before submitting your application.
Click the **Next** button to submit your Payment Arrangement.

I agree to the City of Swan Payment Arrangements Terms and Conditions

[Previous](#)

[Next](#)

If you need to make changes, please click **Previous**; or if you're happy with your schedule, please click **Next** to proceed with your submission.

Payment Arrangement Submission



Your Payment Arrangement has been submitted

Your Payment Arrangement has been submitted. A confirmation email has been sent to you.

It's really important that you make payments as per your payment schedule. If you can't make your payments, please contact Rating Services ASAP on 08 9267 9160 to discuss alternative options.

Payment Arrangement Transaction Reference

ETP29

[Click to Print This Page](#)

[Rates Property Details](#)

Your payment arrangement has been successfully submitted. You will shortly receive a confirmation email.

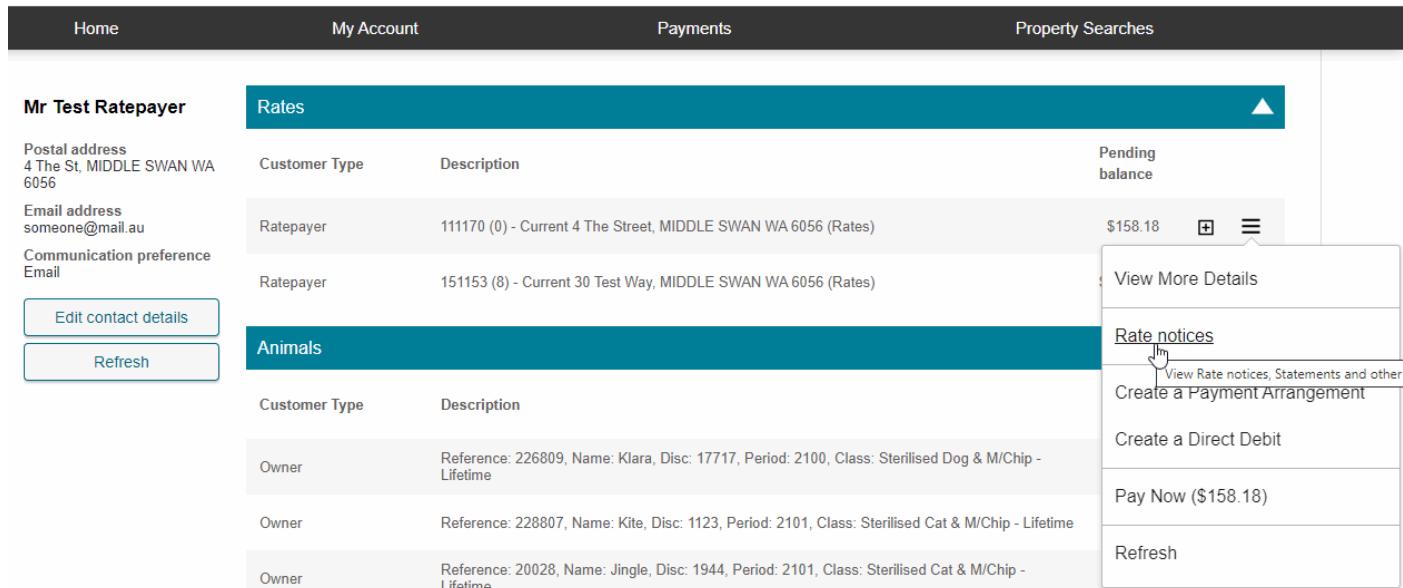
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6. View your rates notice

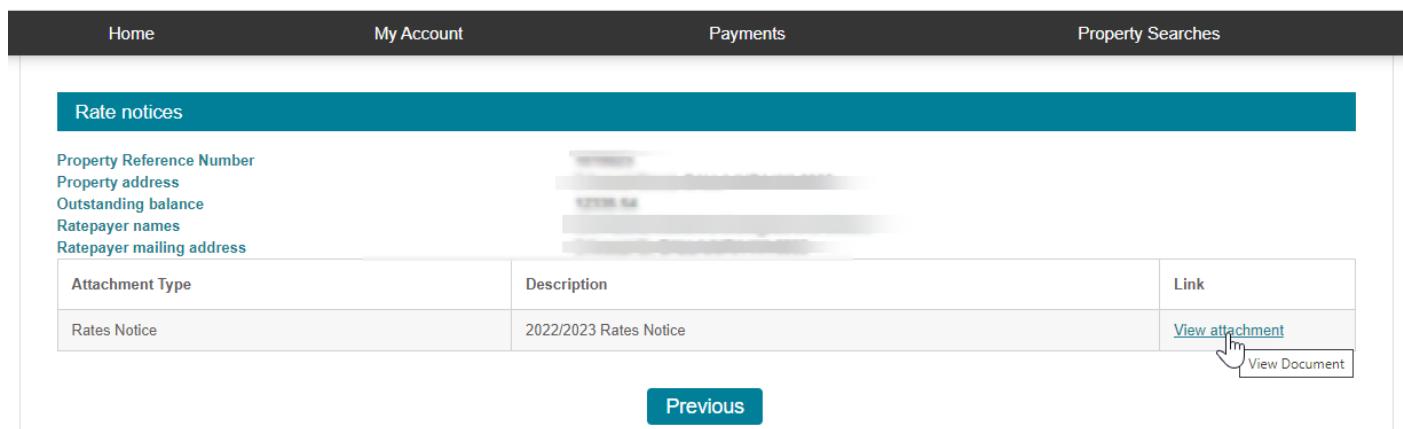
From the homepage (pictured), click  to view your current rates notices.



Customer Type	Description	Pending balance
Ratepayer	111170 (0) - Current 4 The Street, MIDDLE SWAN WA 6056 (Rates)	\$158.18
Ratepayer	151153 (8) - Current 30 Test Way, MIDDLE SWAN WA 6056 (Rates)	

Customer Type	Description
Owner	Reference: 226809, Name: Klara, Disc: 17717, Period: 2100, Class: Sterilised Dog & M/Chip - Lifetime
Owner	Reference: 228807, Name: Kite, Disc: 1123, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime
Owner	Reference: 20028, Name: Jingle, Disc: 1944, Period: 2101, Class: Sterilised Cat & M/Chip - Lifetime

To view and download your current rates notice, click on **View Document** under the Link column.



Attachment Type	Description	Link
Rates Notice	2022/2023 Rates Notice	View attachment  View Document

Your 2022/23 rates notices are available to view now, and your 2023/24 rates notices will be available to view from July 2023.

6.1 View your current and previous notices

From the home homepage (as pictured), click on  to and select **View More Details**.



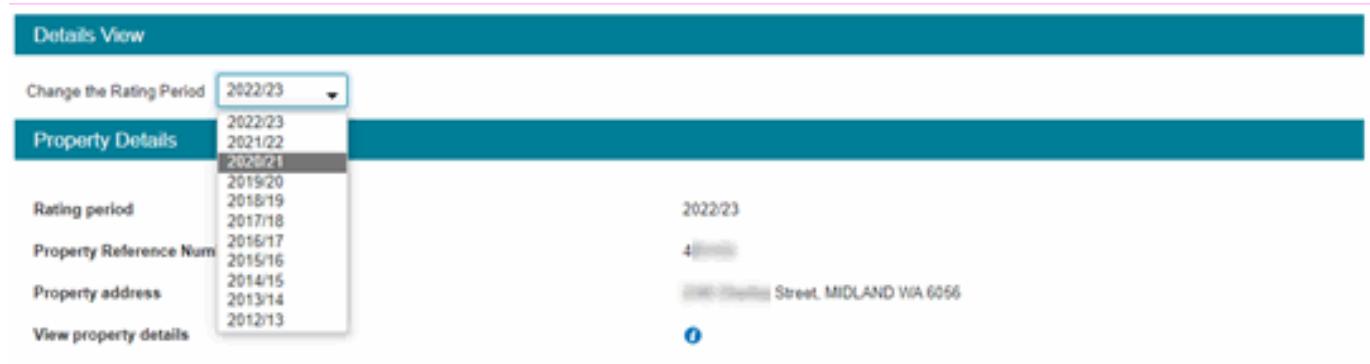
The screenshot shows the 'Rates' section of the City of Swan website. At the top right is a three-line menu icon. A dropdown menu has appeared, containing the following items:

- [View More Details](#) (with a mouse cursor icon pointing to it)
- Rate notices
- Create a Payment Arrangement
- Pay Now
- Refresh

Customer Type	Description	Pending balance
Ratepayer	156665 - Current 4 The St, MIDLAND WA 6056 (Rates)	\$11,647.96*

Below the table, there are three categories: Animals, Infringements, and Property.

Select the **rating period** you would like to view under **Details View**.



The screenshot shows the 'Details View' page. On the left, there is a sidebar with the following fields:

- Change the Rating Period: A dropdown menu showing '2022/23' as the selected option, with other options like '2021/22', '2020/21', etc., listed below.
- Property Details: Shows 'Rating period' as '2022/23', 'Property Reference Num' as '4...', and 'Property address' as '4... Street, MIDLAND WA 6056'.
- View property details: A link.

You will only be able to view the rating periods for the period of time you have owned the property. You will not be able to view rating periods under previous property ownership.

View a breakdown of your rates and charges, and an overview of your balance for each rating period.

Breakdown of Rates and charges

Rating Period Description	Rate Type	Net Amount including adjustments (e.g. interest, less rebates, etc.)
2022 - 2023 Rating Year	Waste/Recycling Services Charge	\$436.00
2022 - 2023 Rating Year	Residential Rates	\$1,562.17
2022 - 2023 Rating Year	Emergency Services Levy Category 1 - Residential	\$298.36
Total		\$2,296.53

Rates balance overview

If you are having difficulty paying your account, please contact us on 08 9267 9160 asap so we can help you find a suitable payment plan.

Rating period	2022/23
Total Rates (as per rate notice)	\$2,260.71
Total payments made	-\$2,806.53
Outstanding balance*	-\$510.00

*Outstanding Amount includes any payments made, interest, rebates, concessions, arrears, instalment fees and deferred rates from previous years.

Is there a Direct Debit in place? No

You're all set up and ready to go.

You can view your rates portal anytime. For further information, please visit swan.wa.gov.au/OnlineServices

If you have any questions or feedback, please contact Rating Services on **9267 9160**.

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