

### Step 1

Click on the below link to register for self-service – “Register for the first time”

<https://www.innerwest.nsw.gov.au/about/get-in-touch/online-self-service>

## Welcome to our new online self-service website

Enter as a guest

Guest users can complete simple tasks such as DA tracking and payments.

Register for the first time

Registered users can complete more detailed tasks like applying for parking permits and seeing rate payments due. See below for more tasks you can complete as a registered user. **Please note:** You must provide your full address details. Without a full address, you will not be registered.

Enter as a registered user

### Step 2

Once you are on login page. Click “Don’t have an account?” and click “Register Using Email”



#### Log on using your details

User name or email address


Password

Log On

Keep me logged on  Accessibility Mode 

Don't have an account?

Forgotten password?

 Register using Email

### Step 3

The Registration form will appear. Complete the Registration Form ensuring that you provide as much detail as possible to help Council to verify your details, including where possible your Debtor Account Number, Property Number or Assessment Number (example below):

If you don't have all the information, please complete the sections marked with red Asterix and address details to complete your registration request.

Once the form has been filled click submit.

**Register**

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

Email \*  
Jonathan.Jackson@innerwest.nsw.gov.au

Password \* Password Confirm \*  
\*\*\*\*\*

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

Are you registering an organisation?

Given Name \*  
Jonathan

Last Name \*  
Jackson

Mobile Number  
435564789

Country \*  
Australia

Street Line 1  
7 Fisher Street

Street Line 2

Street Line 3

State  
NSW

Suburb  
Petersham

Post Code  
2049

If you are registering to access an existing account, complete the following fields as proof of your identity.

Account Number  
130557

Property Number  
532

Assessment Number  
8935

Payment Reference

### Step 4

You will receive an email either with logon details or with further information needed to complete the process.

Note: Depending on the results of the verification process, some users may receive a password reset rather than an automatic verification email.

If you require further information, please contact Council on (02) 9392 5000 or email us [council@innerwest.nsw.gov.au](mailto:council@innerwest.nsw.gov.au).

Please note, it may take up to 24 hours to receive an email and complete your registration.