



informed

Online Rates Searches User Guide

City of Burnside customers can now order the following search types online through the eServices portal on our website. Go to:

eservices.burnside.sa.gov.au

This online service is used for ordering the following types of certificates:

- **Section 187** - Rate Certificates
- **Update** - Free within 3 months, not applicable if new financial year
- **Section 7** - Council search (Certificate of Title required)
- **Full Search** - Section 187 + Section 7 (Certificate of Title required)
- **Urgent Full Search** - 24 hours Section 187 + Section 7 (Certificate of Title required)



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You are required to register prior to using the search function.

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How to search and order rates certificates.

Introduction

This online service is used for ordering the following types of certificates:

- **Section 187** - Rate Certificates
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- **Full Search** - Section 187 + Section 7 (Certificate of Title required)
- **Urgent Full Search** - 24 hours Section 187 + Section 7 (Certificate of Title required)

Certificate Delivery Timeframes

- **Urgent Search Requests** - electronically delivered before 5 pm the next business day.
- **Standard Search Requests** will be electronically delivered within 8 business days, by 5 pm at the latest on the 8th day.

1. Registration

You are required to register prior to using the search function.

1.1 Select 'Agent Registration'

From the eServices home page (eservices.burnside.sa.gov.au), click the 'Register' link.

The screenshot shows the City of Burnside eServices home page. The header includes the City of Burnside logo and the text 'eServices'. A 'Login' link is in the top right corner. The main content area is divided into several sections:

- Welcome:** Includes links for 'eServices Home' and 'City of Burnside Website'.
- Online Payments:** Includes links for 'Infringement Payment', 'Rates Payment', 'Shopping Cart', 'Application Payment', and 'Debtor Payment'.
- Application Tracking:** Includes a link for 'Application Search'.
- Online Applications:** Includes a link for 'Submit an Application'.
- Agent Registration:** Includes a link for 'Register', which is circled in red with a red arrow pointing to it.

The 'Home Page' section contains the following text:

This online service allows you to deal securely with the City of Burnside.

Using this service you can:

- Pay an Animal Renewal (dog renewal)
- Pay an Infringement Notice
- Pay your Rates

Please select an option from the menu to the left to proceed.

We currently accept Visa and Mastercard payments.

If you need more information or assistance with this service please either email burnside@burnside.sa.gov.au with your question or call our Customer Contact Centre on (08) 8366 4200 Monday to Friday 8:30am - 5:00pm.

1.2 Complete the Registration form with your details

If your registration is successful, a confirmation screen will display. Your registration has been sent to our Authorising Officer who will review your application and send you an email to confirm your registration.

The 'Register' form contains the following fields and elements:

- Title:** A dropdown menu.
- Given Names:** A text input field.
- Business/Surname*:** A text input field.
- Email Address*:** A text input field.
- Home Phone:** A text input field.
- Work Phone:** A text input field.
- Mobile Phone:** A text input field.
- Address Detail*:** A text input field.
- Suburb:** A text input field.
- Postcode:** A text input field.
- I'm a Property Owner:** A checkbox.
- CAPTCHA:** An image showing the text 'LZYLKXJ' with a prompt 'Please type the text you see in this image.' and an input field.
- Next >:** A button at the bottom of the form.

The screenshot shows the City of Burnside eServices home page after successful registration. The header includes the City of Burnside logo and the text 'eServices'. A 'Login' link is in the top right corner. The main content area is divided into several sections:

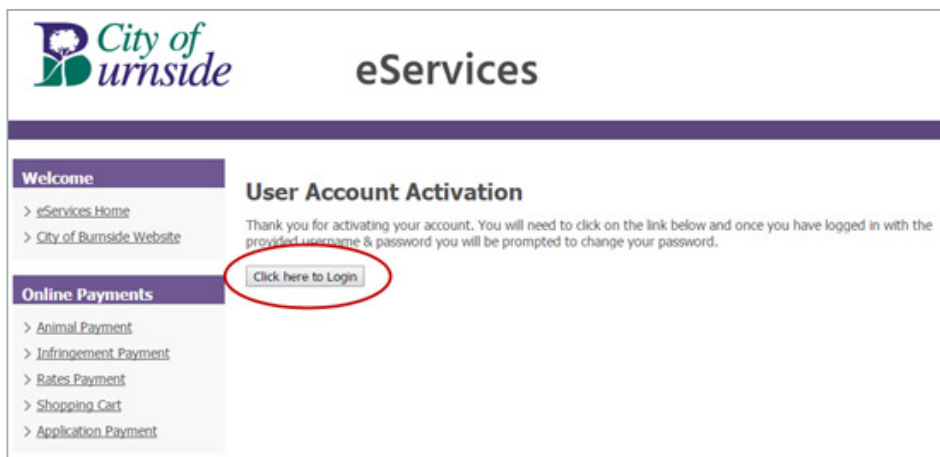
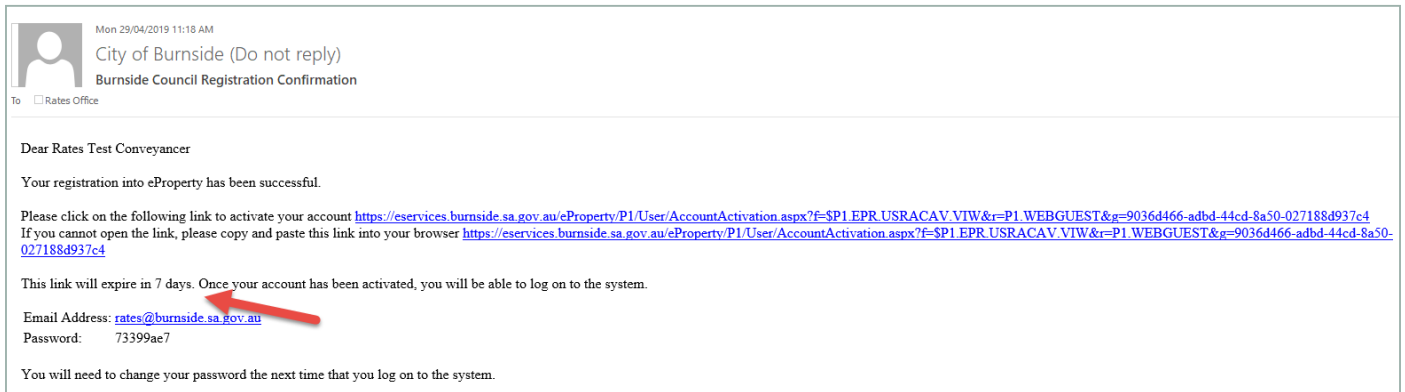
- Welcome:** Includes links for 'eServices Home' and 'City of Burnside Website'.
- Online Payments:** Includes links for 'Infringement Payment', 'Rates Payment', 'Shopping Cart', 'Application Payment', and 'Debtor Payment'.

The 'Registration Processed' section contains the following text:

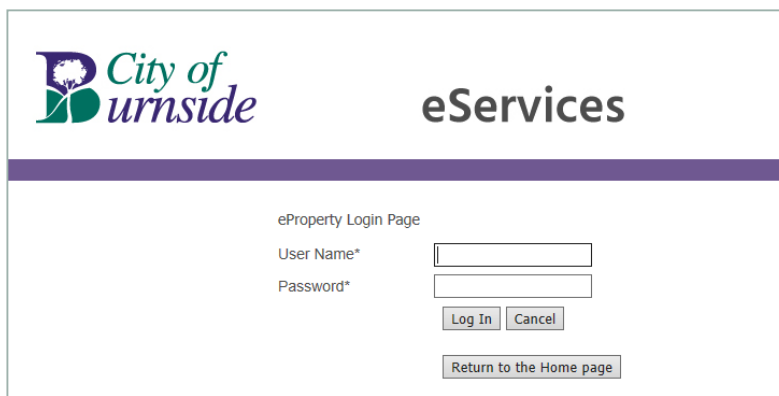
Thank you for registering. Your details have been entered into the system and a staff member will process your application for an account. You will be emailed once your account has been created with a username and password.

1.4 Activate your account

Once the Authorising Officer has approved your request to register, a confirmation email will be sent. The link within the email will take you to the User Account Activation screen and will allow you to login with the email address and password provided in the email. Please note the password will expire after 7 days.

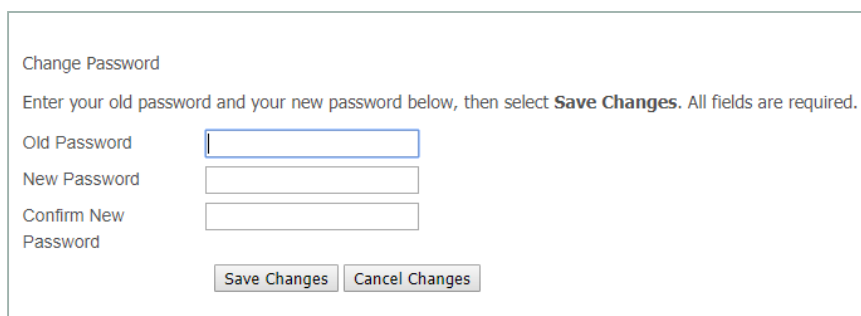


1.5 Login with the email address and password sent to you



1.6 Change Password

You will be requested to update your password.



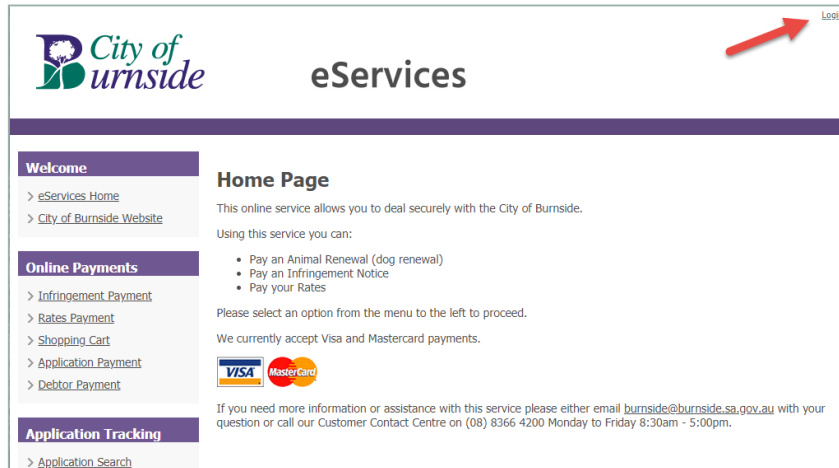
1.7 Login to eServices with your new password

2. Online Searches

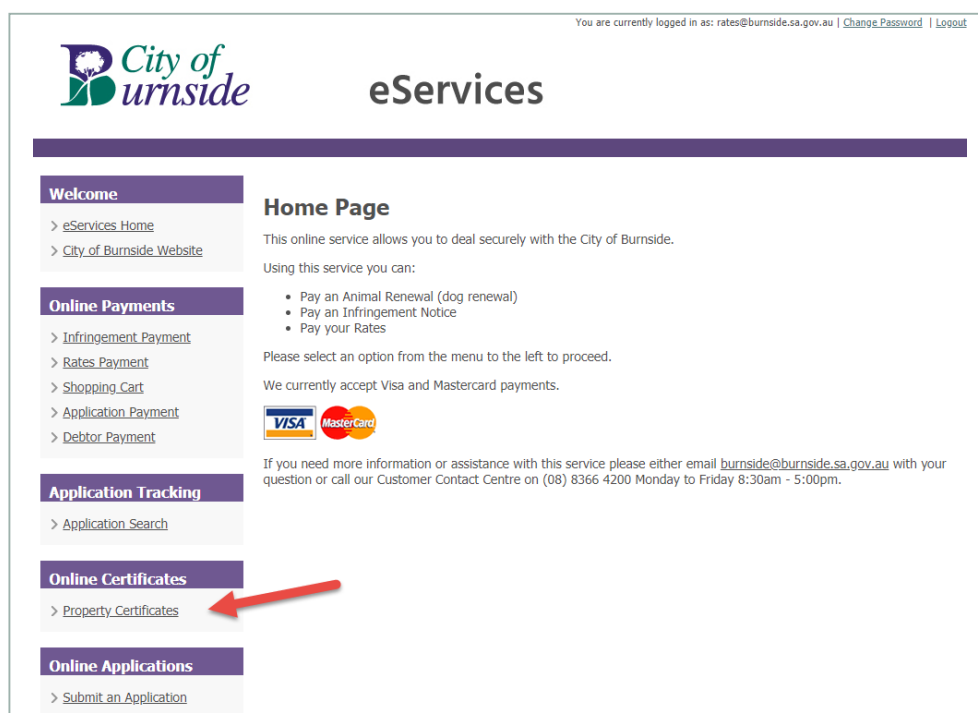
You must be registered before you can login. Please complete Part 1 of this guide if not already registered.

2.1 Login to eServices

From the eServices home page (eservices.burnside.sa.gov.au), click the 'Login' link.



2.2 Select 'Property Certificates' to place your request for a search



2.3 Agree to the Terms & Conditions

You will first be prompted to agree to the Terms & Conditions statement. As a Certificate of Title is a mandatory requirement (with the exception of Section 187 search), if the user needs to obtain this, a link to SAILIS website is available on this screen if requiring to obtain an electronic copy of the Certificate of Title.

The screenshot shows the 'Terms and Conditions' page on the City of Burnside eServices website. The page includes a navigation menu on the left with categories like Welcome, Online Payments, Application Tracking, Online Certificates, and Online Applications. The main content area contains the terms and conditions text, including a disclaimer and a list of mandatory documents for a New Development Application. At the bottom, there is a checkbox labeled 'I Agree to the Terms and Conditions' with a red arrow pointing to it, and a 'Continue' button below it.

2.4 Select relevant search

The screenshot shows the 'Submit Applications' page on the City of Burnside eServices website. The page includes a navigation menu on the left. The main content area contains a list of application types under 'Development Applications' and 'Property Certificates'. A red arrow points to the 'Updated Rates Certificate (conditions apply)' option under the 'Property Certificates' section.

2.5 Application Information (only applies when requesting a Rates Certificate update)

If requesting to update a Rates Certificate (see 'conditions apply') the user must enter the current certificate number, i.e. 'Cert\xxxx\xx'. Without this number a rates update may not be processed. Otherwise select 'Next' to continue for a new order.

The screenshot shows the 'Application Information' page on the City of Burnside eServices website. The page includes a navigation menu on the left. The main content area contains an 'Application Summary' section and an 'Application Information' section. A red arrow points to the 'Your Reference' input field in the 'Application Information' section, which is highlighted with a red box. Below the input field are 'Clear' and 'Next >' buttons.

2.6 Enter your email address for delivery of search

City of Burnside eServices

Step 2 of 4

- Application Information
- Certificate Delivery email address**
- Application Process
- Summary Information

Certificate Delivery email address

Application Summary
Property Certificates - Rates Search (Section 187 Certificate)

Please provide a valid email address. This email address will be used to send you documents information relevant to your application.
For certificates this email address will be the document delivery address.

Email Address

< Previous Clear Next >

2.7 Select a property either by address or Certificate of Title under the Land tab.

If unable to find a property by the address, search by the Certificate of Title. This step requires the user to enter a property address using Fast Search or Advanced Search. Multiple addresses meeting these criteria may be returned. Please ensure the most accurate applicable address returned is selected and click 'Next'.

City of Burnside eServices

Step 3 of 4

- Application Information
- Certificate Delivery email address
- Application Process**
- Summary Information

Application Process

Application Summary
Property Certificates - Rates Search (Section 187 Certificate)

Property Search

Address Land

Only search my properties

Fast Search Search

Advanced Search

Unit Number

House Number

Street Name

Suburb

Postcode

Clear Search

< Previous Next >

2.8 Upload Mandatory Certificate of Title

Not required for a Section 187 search. This step requires the user to attach a Certificate of Title to the search.

Step 4 of 5

- Application Information
- Certificate Delivery_email address
- Application Process
- File Attachments**
- Summary Information

[Cancel Application](#)

[Shopping Cart](#)

File Attachments

Application Summary
Property Certificates - Full Search (Combined Sect 187 and Sect 7)

Under the Land and Business (Sales and Conveyancing) Act 1994, it is a requirement that an application for a certificate must be accompanied by a copy of the original or duplicate certificate of title. Before you proceed with your on-line request please ensure that you have an electronic copy of the certificate of title available. **Please note:** If an electronic copy of the certificate of title is not attached, processing of your request will be delayed until this information is received. Electronic copies of certificates of title are available from [SAILIS](#)

Council development application forms can be found at [Forms & Permits > Development & Planning](#)

Development applications that include a driveway will require the [driveway and gutter crossing application form](#).

Further information can be located on the website under [Planning & Development](#)


Attachments with an asterisk (*) are mandatory.
Maximum file size is 8MB per attachment.

Attachment Type	Accepted File Types
<input checked="" type="radio"/> Certificate of Title *	PDF,JPEG,BMP,PNG,GIF,JPG

File No file chosen

File Title


File Description

 Please type the text you see in this image.

2.9 Summary Information

The summary information screen allows the user to review the details of a search. At this point, you can go back and select any of the previous steps to make changes, cancel the application or select 'Continue' at the bottom of the screen.

Please ensure you are requesting the correct property and Certificate of Title as a refund is not available for selecting an incorrect property.

 **eServices**

Step 4 of 4

- Application Information
- Certificate Delivery_email address
- Application Process
- Summary Information**

[Cancel Application](#)

[Shopping Cart](#)

Summary Information

Your request to the CEO of the City of Burnside for your Application, is shown below. Please ensure you have the correct Property Details and Legal Description for Council Search Requests as we are unable to refund for an incorrectly property. Click Continue to add your application to your shopping cart.

Application Information

Your Reference test

Certificate Delivery_email address

Email Address rates@burnside.sa.gov.au

Application Process

Address 401 Greenhill Road TUSMORE SA 5065

Application Process

Legal Description Allot 6 DP 117338 Vol 6202 Fol 902

Amount Due

2.10 Shopping Cart

This screen will display the details of the search ordered. From here you can return to order another new search, remove the search if incorrect or proceed to pay using a Mastercard or Visa credit card.

Welcome

- > [eServices Home](#)
- > [City of Burnside Website](#)

Online Payments

- > [Infringement Payment](#)
- > [Rates Payment](#)
- > [Shopping Cart](#)
- > [Application Payment](#)
- > [Debtor Payment](#)

Application Tracking

- > [Application Search](#)

Online Certificates

- > [Property Certificates](#)

Shopping Cart

To process an item in your shopping cart make sure it is selected using the "Take to Checkout" box and then click the Proceed button. Items can be removed or edited before proceeding.

Shopping Cart Retrieval

To retrieve existing shopping cart items from a previous visit, enter the unique reference number that you received and click the Search button.

Shopping Cart Number

Shopping Cart

Type	Description	Amount	Remove	Take to Checkout
Application	Property Certificates - Rates Search (Section 187 Certificate) 401 Greenhill Road TUSMORE SA 5065	Incomplete	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			Remove All	Check All / Uncheck All

2.11 Payment Summary

This page shows the user's details and purchase details and the total amount due. Click the 'Proceed' button to continue to the payment page.

Welcome

- > [eServices Home](#)
- > [City of Burnside Website](#)

Online Payments

- > [Infringement Payment](#)
- > [Rates Payment](#)
- > [Shopping Cart](#)
- > [Application Payment](#)
- > [Debtor Payment](#)

Application Tracking

- > [Application Search](#)

Online Certificates

- > [Property Certificates](#)

Online Applications

- > [Submit an Application](#)

Account Information

Payment Summary

Applicant Details

Business Name

ABN

Address Detail

Locality Name

Postcode

Work Phone

Fax Phone

Mobile Phone

Email Address

Purchase Details

Type	Description	Amount
Application	Property Certificates - Rates Search (Section 187 Certificate)	\$33.25

Totals

Amount Due \$33.25