

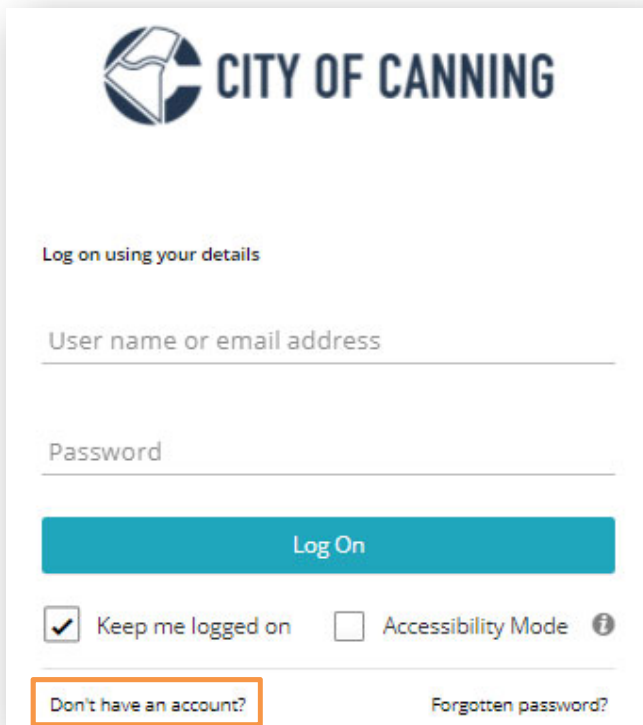
GUIDE: Become a registered user with the City of Canning

The City of Canning is now live with My Canning Portal, where you can submit and track Health, Building and Planning applications online. This guide will demonstrate the registration process to enable you to submit and track Building and Planning applications online.

To get started, you will need to become a registered user, open the following link:

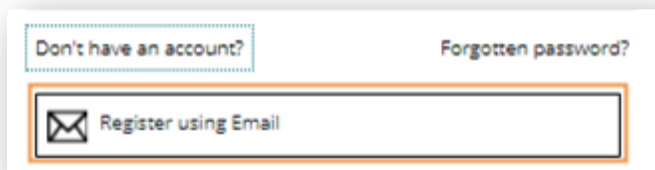
<https://canning.wa.gov.au/register>

Note: If you have navigated from the Canning website, you will need to select

 Log on

The screenshot shows the City of Canning login page. At the top left is the City of Canning logo. Below it, the text "Log on using your details" is displayed. There are two input fields: "User name or email address" and "Password". A teal "Log On" button is positioned below the password field. At the bottom of the form, there are two checkboxes: "Keep me logged on" (checked) and "Accessibility Mode" (unchecked). Below the checkboxes, there are two links: "Don't have an account?" (highlighted with an orange border) and "Forgotten password?".

1. Click 'Don't have an account?'



This screenshot shows a close-up of the registration options. The "Don't have an account?" link is highlighted with a dashed blue border. Below it, a button with an envelope icon and the text "Register using Email" is highlighted with a solid orange border. The "Forgotten password?" link is visible to the right.

2. Click 'Register using Email'

Register

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

Email * 255

Password * Password Confirm *

Your password must contain at least 1 uppercase character and 1 number.

Your Details

Are you registering an organisation?

Given Name *

Family Name / Organisation *

Preferred Postal Address

Number and Street *

Street Line 2

Street Line 3

Suburb *

State *
WA

Postcode *

Submit Cancel

3. Complete the form starting with your preferred email address

One account per registered user

Passwords must include 1 uppercase letter and a number

4. Select only if you are registering as a business.

You will be prompted to provide the company name and ABN

5. Click 'Submit'

This will generate an email to your preferred email account. Please access and verify your account by selecting the link. This will navigate you directly to the portal to start your Enquiry

For assistance with submitting applications, refer to the guide 'Perform Enquiry and Submit Application'.

Should you require further support, please contact us. Our Customer Service team are available to take your call Monday to Friday 8.15am to 5pm on 1300 442 664.

You can also enquire online by accessing this link: <https://canning.wa.gov.au/contact-us>