

## **BP001 - Builder Portal**



# BP001 - Builder Portal

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# 1. BP001 - Builder Portal

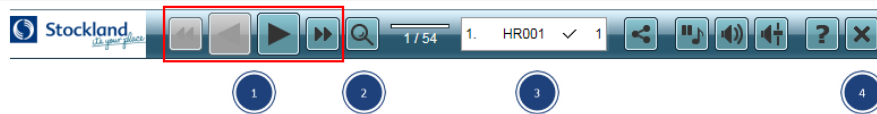






## 2. How to Navigate in a Course

### How to Navigate in a Course



#### 1. Page Navigation

These buttons allow you to go forward or backward one book page at a time or to go forward or backward a chapter.

#### 2. Keyword search

This button opens a dialog in which you can search the course for a specific page.

#### 3. Page selection

Navigate to a specific page in the course by means of a dropdown list box.

#### 4. Close

Closes the course and returns to the previous screen.



## 3. Content

### Content

Topic	Description
1	Introduction
2	Access to Builder Portal
3	Reference Library
4	Create a New Request
5	Approval Outcome
6	Account Information



## 4. Objectives

### Objectives

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Upon completion of this course you will be able to:





- Submit a request for approval on a design submission by entering the details required by covenants to approve the design
- Monitor the progress of your own requests and any other requests for the same company
- Download approved design documents once the approval is granted by the Covenants team.
- Display Account Information
- Search for relevant documentation.




## 5. Training Modes

### Training Modes

To help understand the functionality to be discussed in this course, Simulations have been included. The Simulation types are:

 **Demo mode.** This mode shows a Simulation while you watch. The User will be required to click  to continue past information messages.

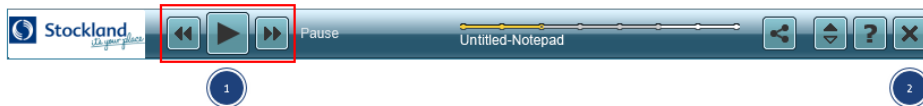
 **Practice mode.** This mode requires the User to complete the Simulation by following the prompts to click and/or type as required.



*Complete one or both Simulation types when prompted during the course.*



*Hover over the numbers for more information*



#### Navigation

These buttons allow you to Pause or Play a Simulation or go forward or backward one step.

#### Close

Closes the simulation and returns to the previous screen.

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## 6. Topic: Introduction

### 6.1. Topic: Introduction



## Topic: Introduction



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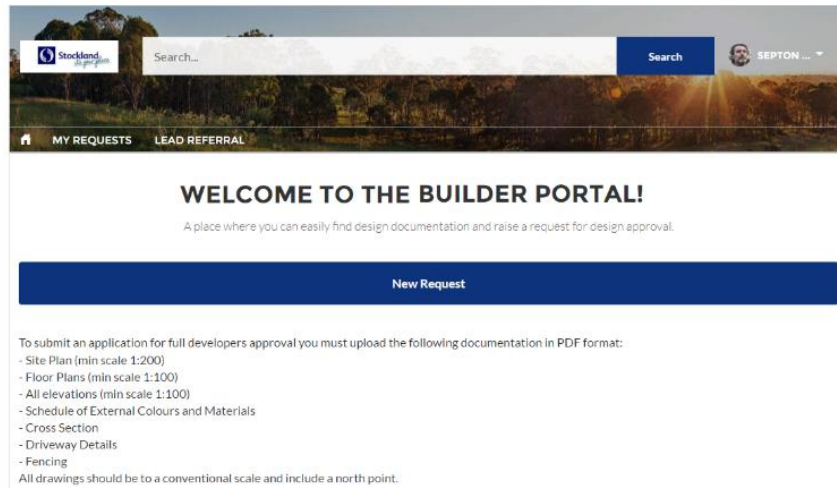


## 6.2. Introduction

### Introduction

The primary purpose of the builder portal is to allow builder partners and builders who are engaged by our customers to build a house on their land to gain access to design requirements, submit designs for approval by the covenants team and download the approved designs.

Secondary purpose is to have access to product information, normally made available by the House and land co-ordinators.





## 6.3. Builder Portal Home Page Top

### Builder Portal Home Page Top

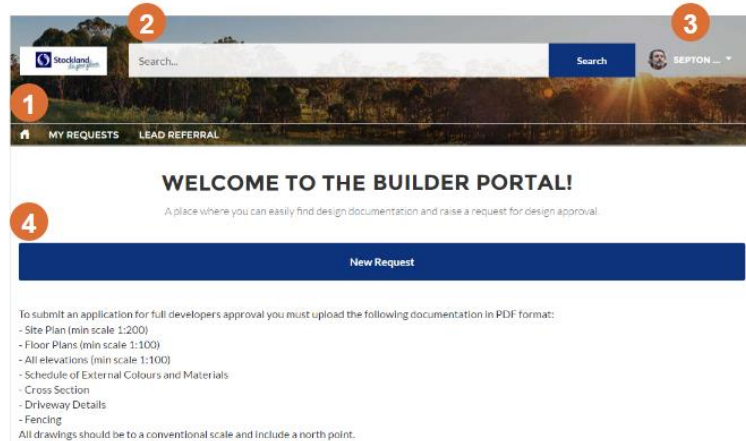
When you login, you will see the **Builder Portal** home page. At the top of the page, you can view the following information:

**1 Navigation toolbar** - click to return home, view my requests or refer a lead.

**2 Search** - search Stockland knowledge database for design requirements.

**3 Account Information** - able to edit and view My Profile, My Settings, My Account and Logout.

**4 New Request** - enables creation of a new design application.  
**Note:** All design applications **MUST** include a PDF of the documents listed.





## 6.4. Builder Portal Home Page Bottom

### Builder Portal Home Page Bottom

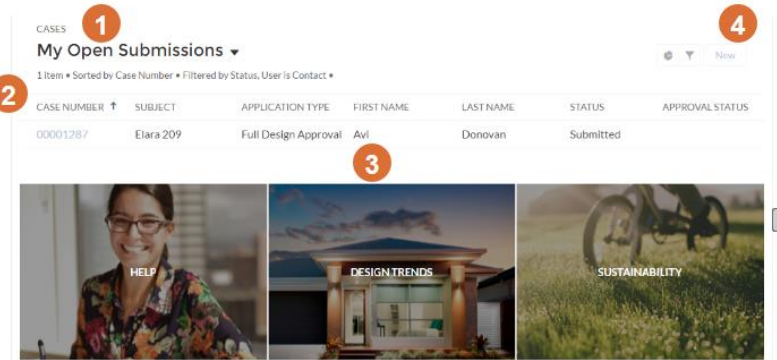
When you login, you will see the **Builder Portal** home page. At the bottom of the screen you can view the following:

**1 List View** - click to change the list view, e.g. display My Open, Approved, Closed, etc submissions.

**2 Display Submissions** - displays matching submissions (Cases), based on List View selected.

**3 Reference Information** - display any Stockland knowledge documents for help, design trends and sustainability.

**4 New Request** - enables creation of a new design application.  
**Note:** All design applications **MUST** have all PDF documents attached.

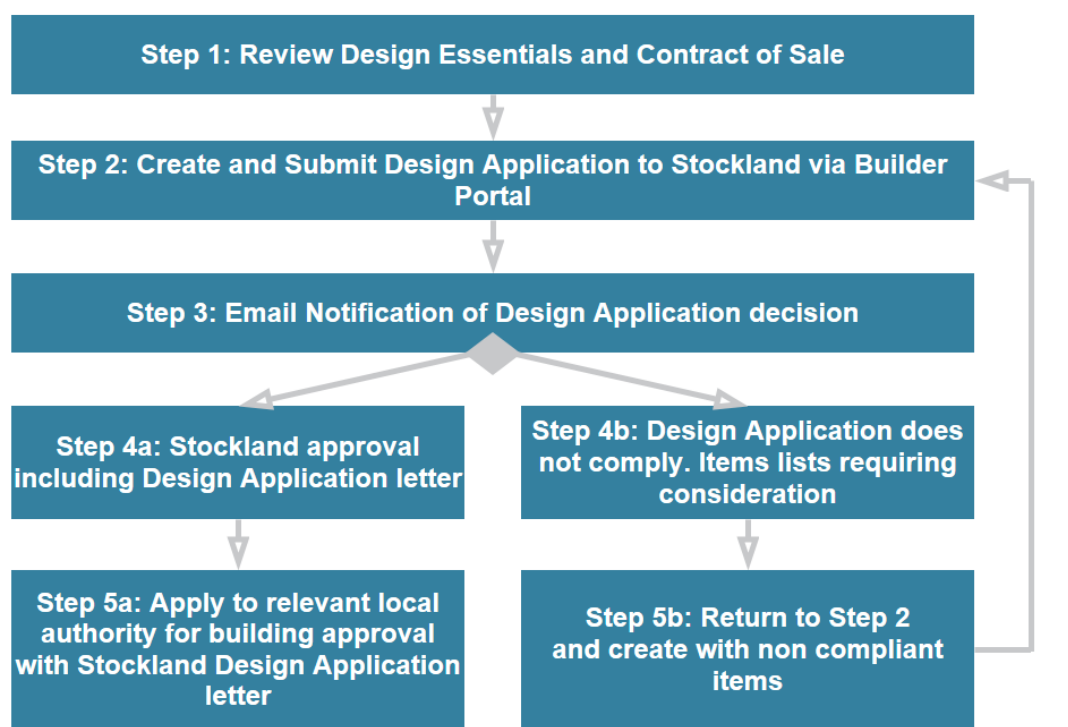






## 6.5. Process Overview

### Process Overview



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## 7. Topic: Access to Builder Portal

### 7.1. Topic: Access to Builder Portal



## Topic: Access to Builder Portal





## 7.2. Accessing the Builder Portal

### Accessing the Builder Portal

Go to Design Guidelines page on [stockland.com.au](http://stockland.com.au) to login to the builder portal.

Select from the following options:

#### Login in to the Portal

Enter your Email address

Enter your Password

Click Log in

#### Forgot your password?

Click Forgot your password?

#### No Login?

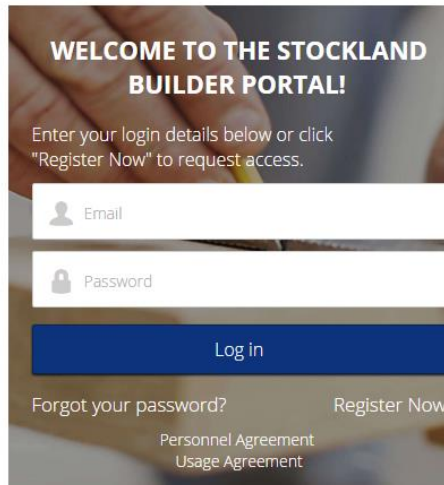
Click Register Now

#### View Terms, Conditions & Agreements

Click Terms & Conditions

Click Personnel Agreement

Click Usage Agreement





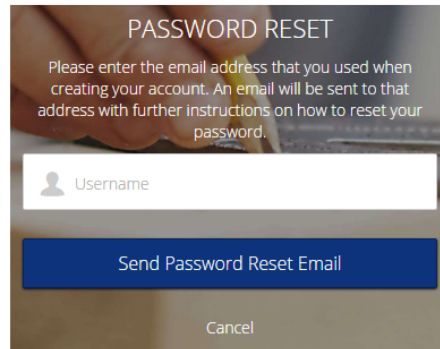
## 7.3. Forgot your password

### Forgot your password

If you have forgotten your password, you can reset this from the login screen (by clicking the *Forgot your password?* link).

In the *Password Reset* screen:

- enter your email address and
- click the **Send Password Reset Email** button



If the email address entered is linked to an account, you will then be advised that your password has been sent to your nominated email address.

If the email address entered does NOT exist in an account, you can not reset the password. Please contact your Stockland representative to help reset your password.



## 7.4. Request Access

### Request Access

To register for the Builder Portal, from the login screen (by clicking the *Register Now* link).

Complete the following:

- **User Details**
- **Company Details**
- Select the **Acknowledgement of Terms & Conditions** checkbox
- Click **Sign Up**

**Note:** If any information is missing, a message is displayed after clicking the **Sign Up** button. For example, the following is displayed if the email address is missing:

Please fill in the details below to register and request access:

Email address is required.

**REGISTER FOR THE STOCKLAND BUILDER PORTAL**

Please fill in the details below to register and request access:

**User Details:**

First Name\*

Last Name\*

Email\*

Phone\*

Mobile\*

State/Province\*

**Company Details:**

Legal Name\*

Account Name\*

ABN\*

**Sign Up**

☐ Acknowledge Agreements?  
[Privacy Policy](#) [Terms & Conditions](#)

[Back to Login Page](#)



## 7.5. Access Approval

### Access Approval

Once you have sent the registration request, the following message will be displayed:

#### THANK YOU FOR REGISTERING!

An email has been sent to you with your username and temporary password.

The Stockland Covenant Team will review your registration request and you will receive a confirmation email when processed.

Once the registration request has been completed, an email is sent to confirm acknowledgement.



Dear Septon,

Access to the community and stage documentation on design requirements, products and ability to request design approval is now available.

Please ensure any full design request for approval includes the required information as detailed in the Design Application Checklist and Covenant.

Failure to submit required information may mean that your design request for approval is declined. Should you have any difficulty using the portal please contact Covenant at [design@stockland.com.au](mailto:design@stockland.com.au).

Thank you

Kind Regards,

Stockland Customer Relations





## 8. Topic: Reference Library

### 8.1. Topic: Reference Library



## Topic: Reference Library



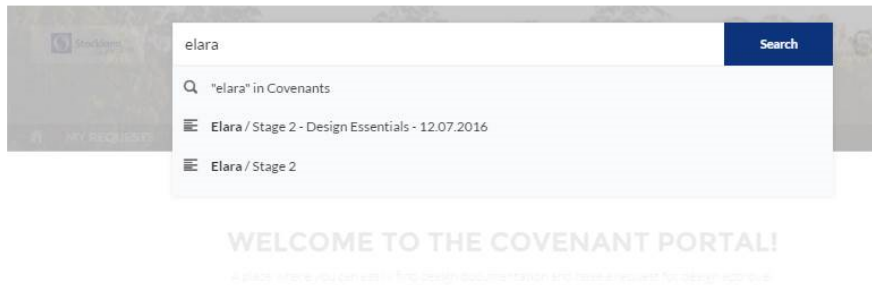
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## 8.2. Viewing the Reference Library

### Viewing the Reference Library

To view the reference library, use the search field at the top of the Builder Portal.







## 9. Topic: Create a New Request

### 9.1. Topic: Create a New Request



## Topic: Create a New Request



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## 9.2. Create a New Request

### Create a New Request

From the **Builder Portal** home page, click New Request.

**WELCOME TO THE BUILDER PORTAL!**

A place where you can easily find design documentation and raise a request for design approval.

**New Request**

To submit an application for full developers approval you must upload the following documentation in PDF format:

- Site Plan (min scale 1:200)
- Floor Plans (min scale 1:100)
- All elevations (min scale 1:100)
- Schedule of External Colours and Materials
- Cross Section
- Driveway Details
- Fencing

All drawings should be to a conventional scale and include a north point.

**Note:** A Request will create a Case in the Stockland system, so it could be referred as either.



## 9.3. Full Design Approval

### Full Design Approval

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The creation of a Full Design Approval request is a 4 step process. These being:

- create a Request with Status **New** and save,
- upload the relevant **Plans** as **Design Documents**, e.g. Site Plan, Floor Plan, etc and
- when all information has been entered, edit the Request and change Status to **Submitted**

When a request has been submitted, an email is sent to confirm acknowledgement.



Septon Ray or Avi Donovan

Thank you for submitting your Design Application. Your reference number for any enquiries relating to this submission is 00001287.

Our service standard is to respond to your application within 10 business days.

Please ensure that your application meets Stockland's design requirements and that you have included all requested information.

Any incorrect applications received will be declined.

Thank you




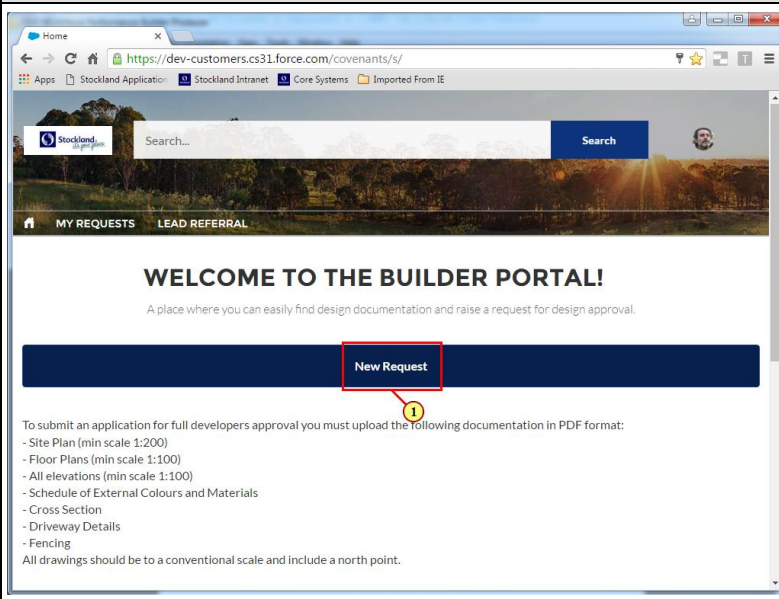
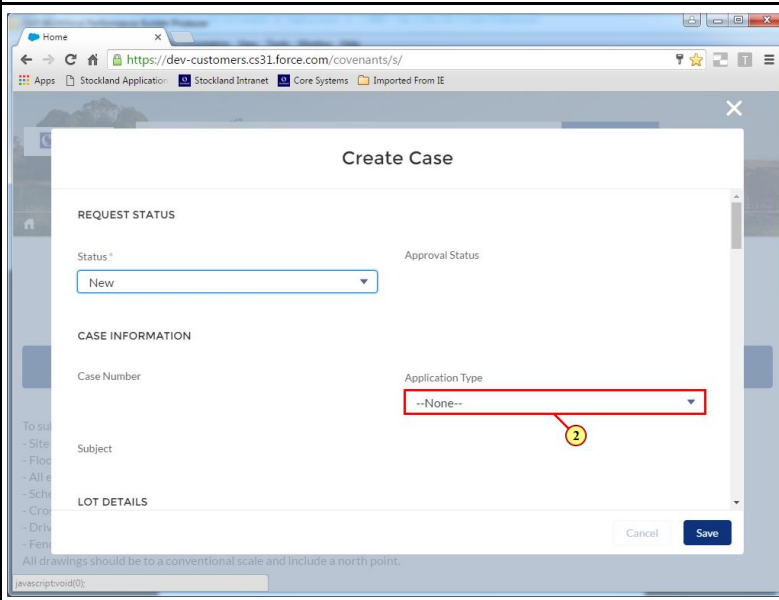
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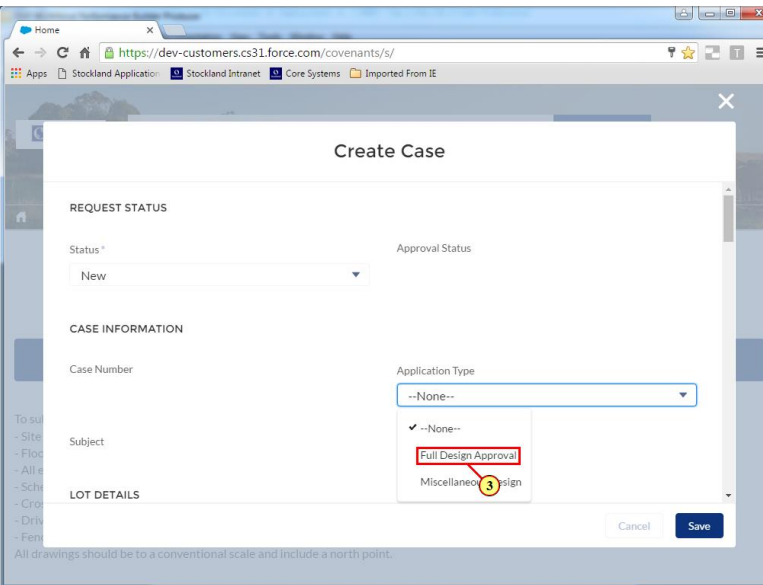
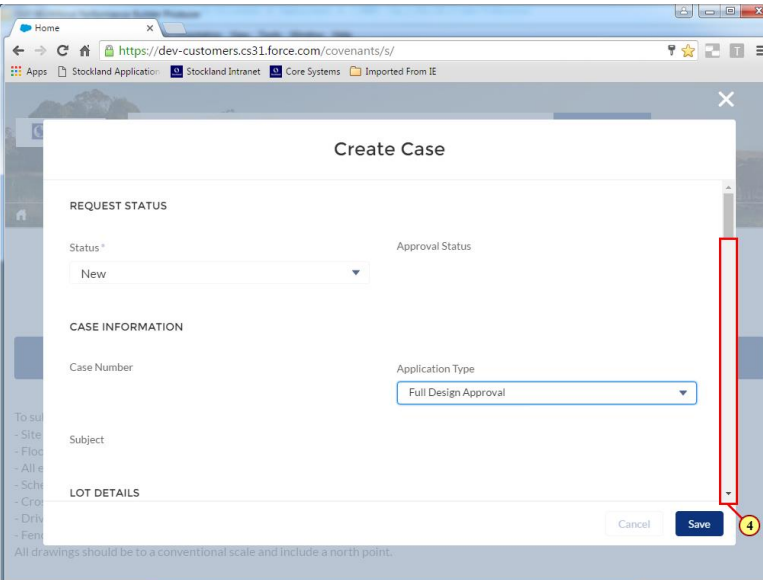
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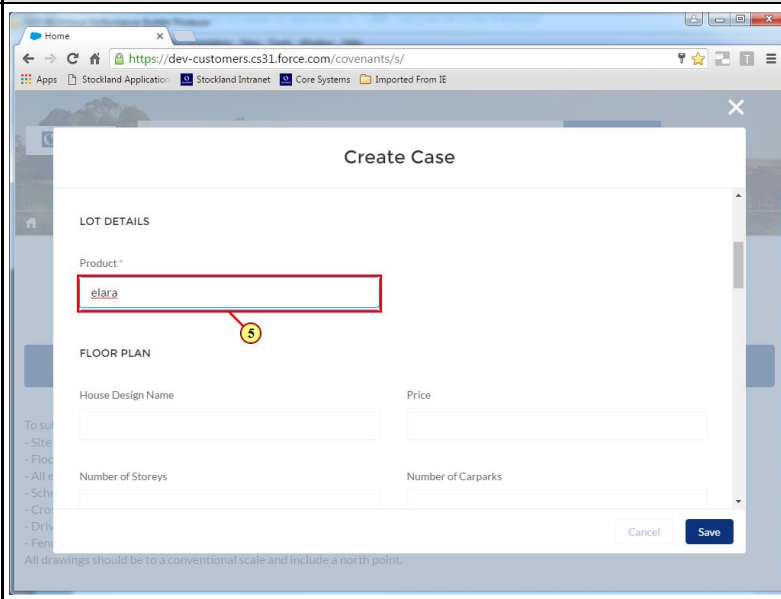
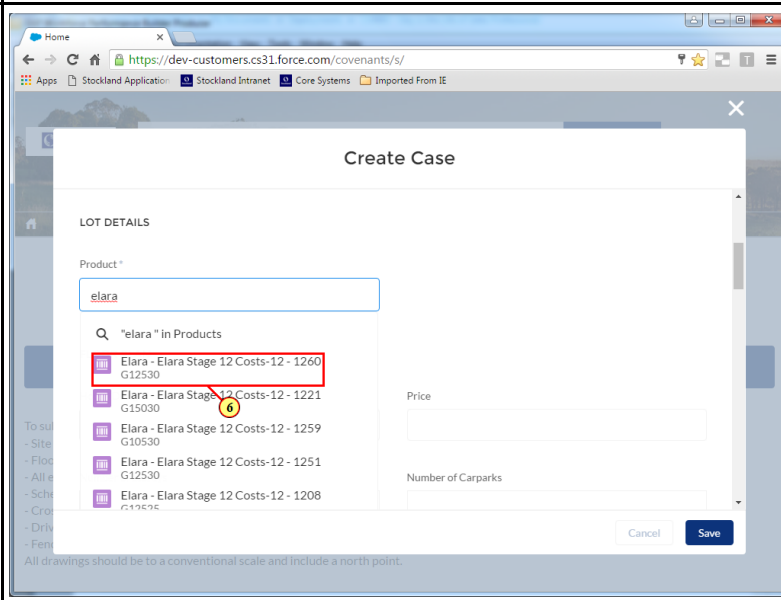
## 9.4. Activity: Create a Full Design Approval Request

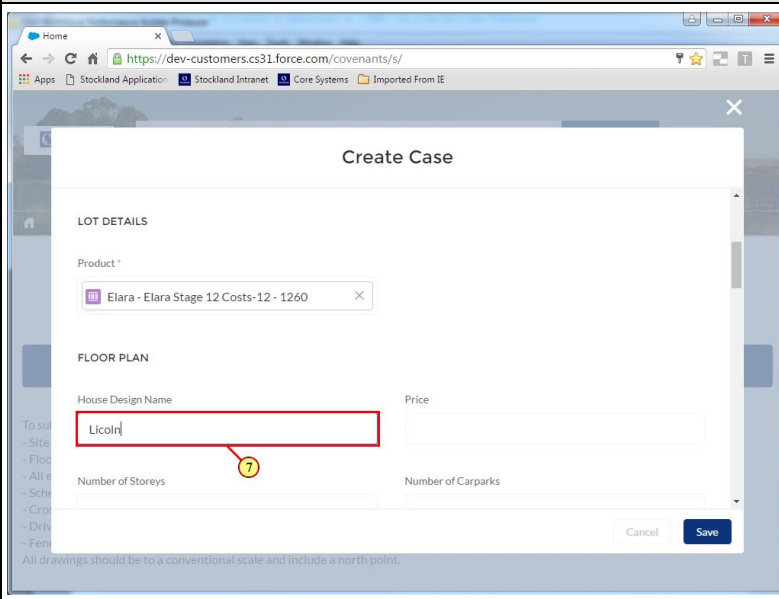
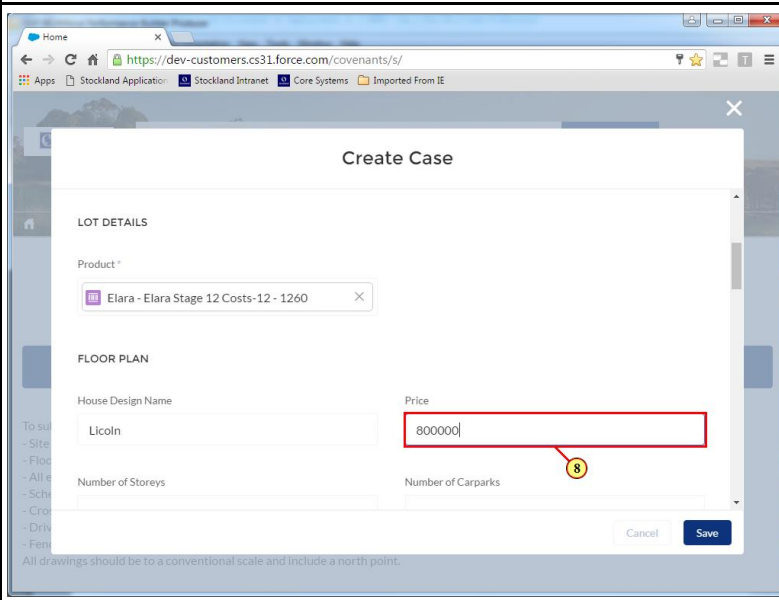
Use this procedure to:

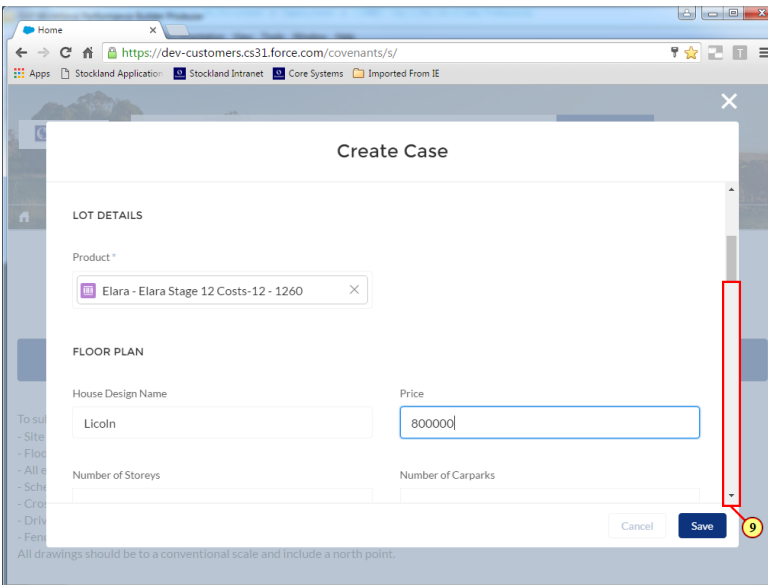
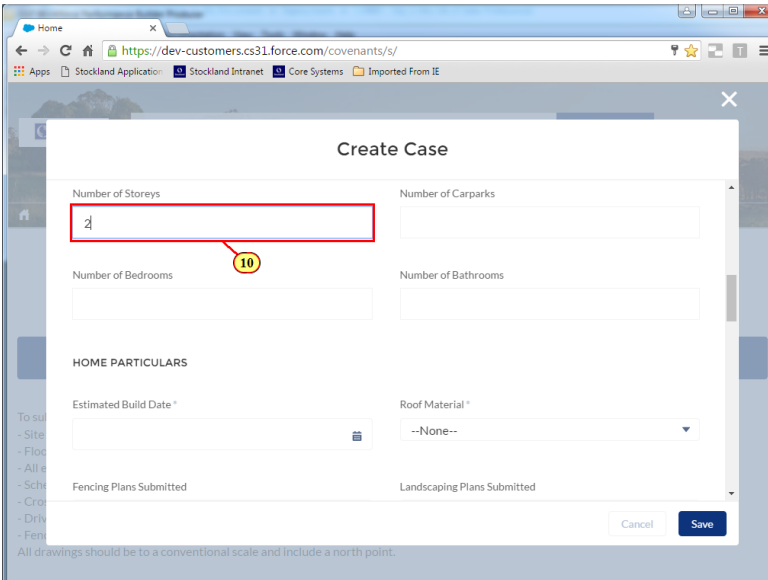
- create a **Full Design Approval** Request,
- upload the correct **Plans** as Design Documents and
- when complete submit the request.

Explanation	Screenshot
<p>(1) Click </p>	 <p>The screenshot shows the Builder Portal homepage. The 'New Request' button is highlighted with a red box and a yellow circle with the number 1. The page title is 'WELCOME TO THE BUILDER PORTAL!'. Below the button, there is a list of required documentation for a full developers approval.</p>
<p>(2) Click <b>Application Type</b>.</p>	 <p>The screenshot shows the 'Create Case' form. The 'Application Type' dropdown menu is highlighted with a red box and a yellow circle with the number 2. The form includes sections for 'REQUEST STATUS', 'CASE INFORMATION', and 'LOT DETAILS'.</p>

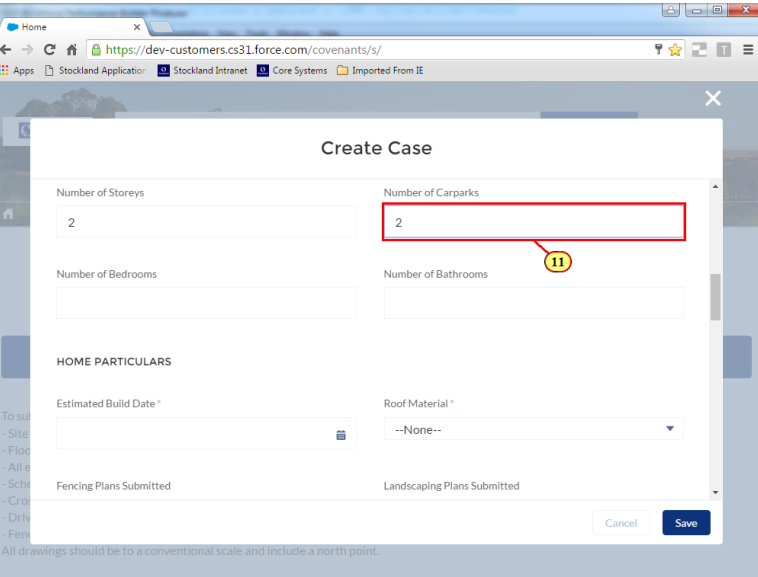
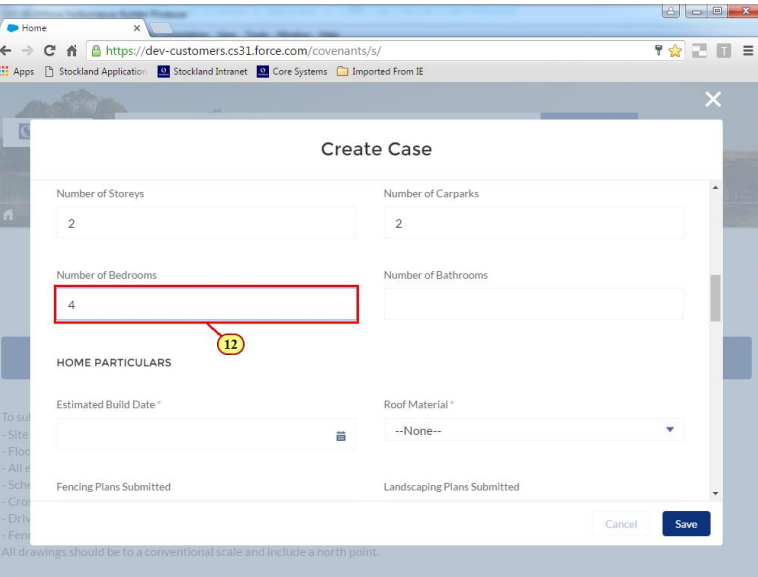
Explanation	Screenshot
(3) Click <b>Full Design Approval</b> .	
(4) Click in the <b>scroll area</b> to scroll down.	

Explanation	Screenshot
(5) Enter <b>Elara</b> in the <b>Product</b> field.	
(6) Click <b>Elara - Elara Stage</b> .	

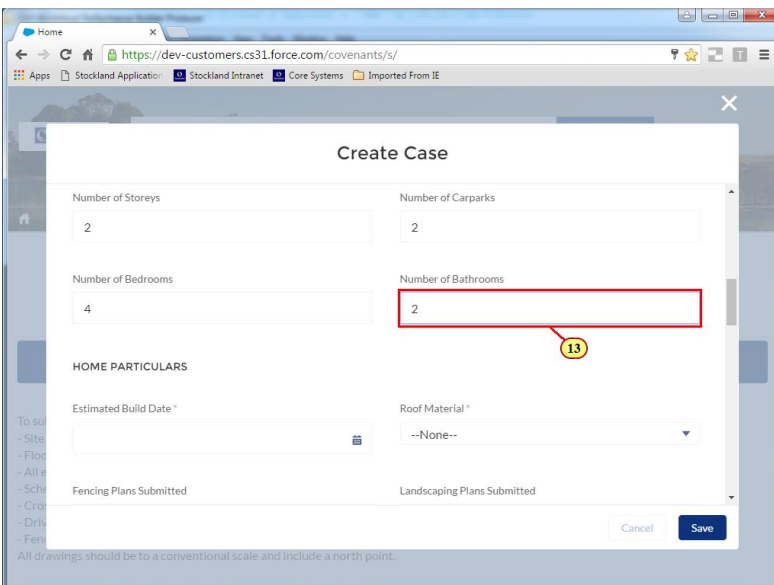
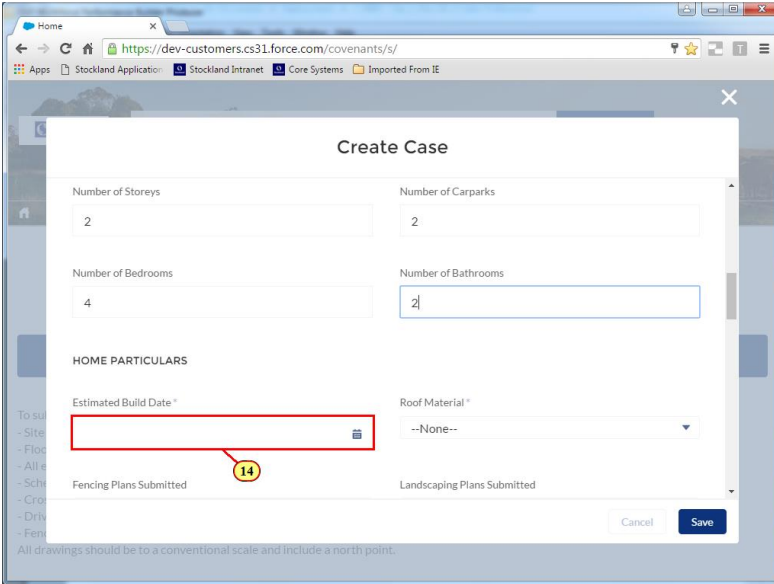
Explanation	Screenshot
<p>(7) Enter <b>Lincoln</b> in the <b>House Design Name</b> field.</p>	
<p>(8) Enter <b>800000</b> in the <b>Price</b> field.</p>	

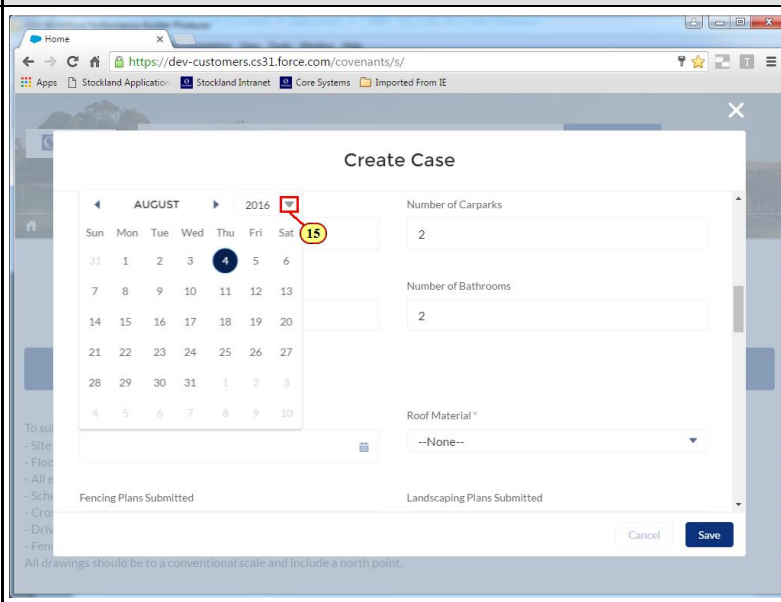
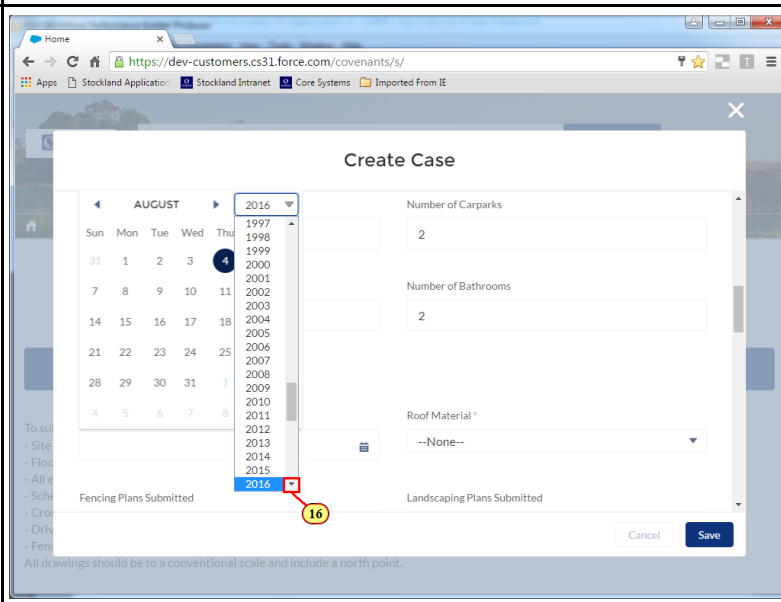
Explanation	Screenshot
<p>(9) Click in the <b>scroll area</b> to scroll down.</p>	
<p>(10) Enter <b>2</b> in the <b>Number of Storeys</b> field.</p>	

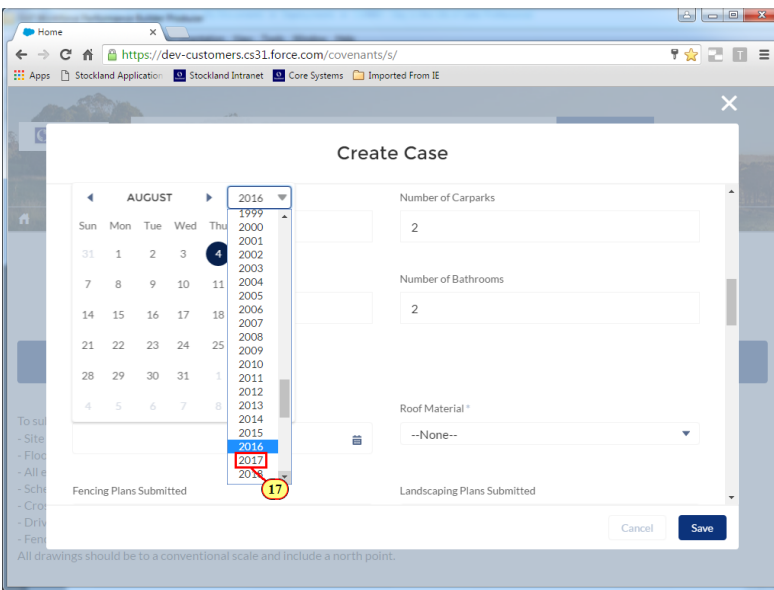
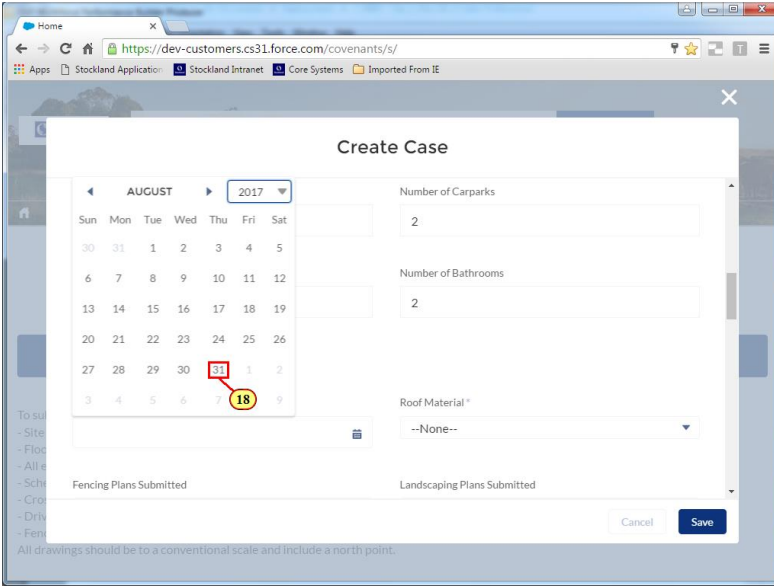


Explanation	Screenshot
<p>(11) Enter <b>2</b> in the <b>Number of Carparks</b> field.</p>	
<p>(12) Enter <b>4</b> in the <b>Number of Bedrooms</b> field.</p>	

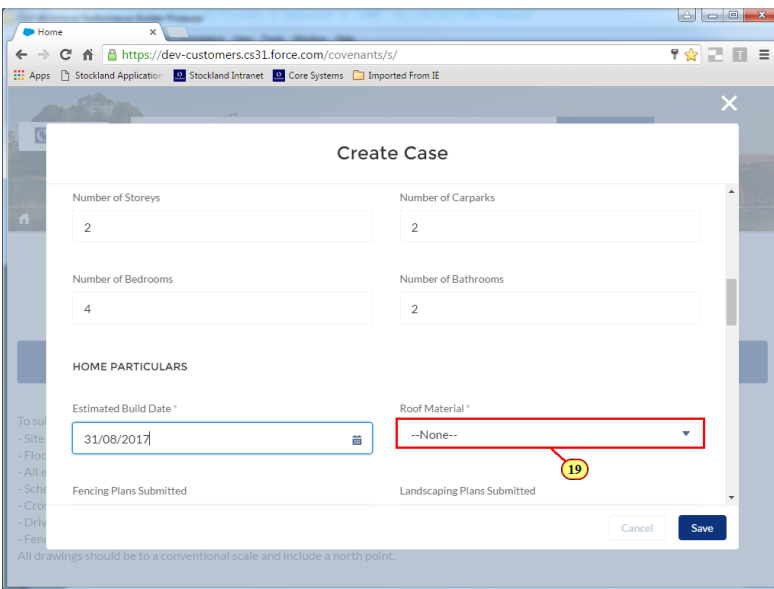
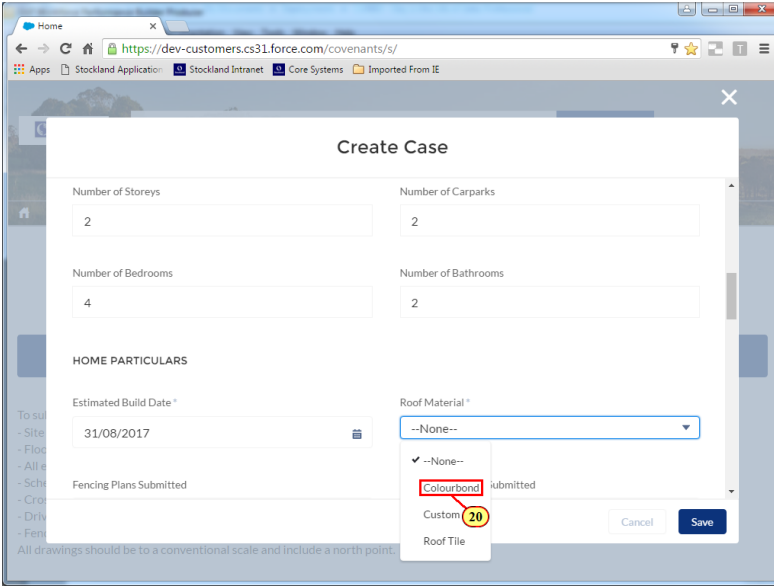


Explanation	Screenshot
(13) Enter 2 in the <b>Numbre of Bathrooms</b> field.	 A screenshot of a web browser displaying the 'Create Case' form. The form has several input fields: 'Number of Storeys' (2), 'Number of Carparks' (2), 'Number of Bedrooms' (4), and 'Number of Bathrooms' (2). The 'Number of Bathrooms' field is highlighted with a red rectangular box, and a yellow callout bubble with the number '13' points to it. Below these fields is a section titled 'HOME PARTICULARS' containing 'Estimated Build Date *' (with a calendar icon), 'Roof Material *' (a dropdown menu showing '--None--'), 'Fencing Plans Submitted', and 'Landscaping Plans Submitted'. At the bottom right are 'Cancel' and 'Save' buttons. The browser's address bar shows 'https://dev-customers.cs31.force.com/covenants/s/'.
(14) Click <b>Estimated Build Date</b> .	 A screenshot of the same 'Create Case' form. In this view, the 'Estimated Build Date *' field is highlighted with a red rectangular box, and a yellow callout bubble with the number '14' points to it. The other fields remain the same as in the previous screenshot. The browser's address bar and other interface elements are consistent with the first screenshot.

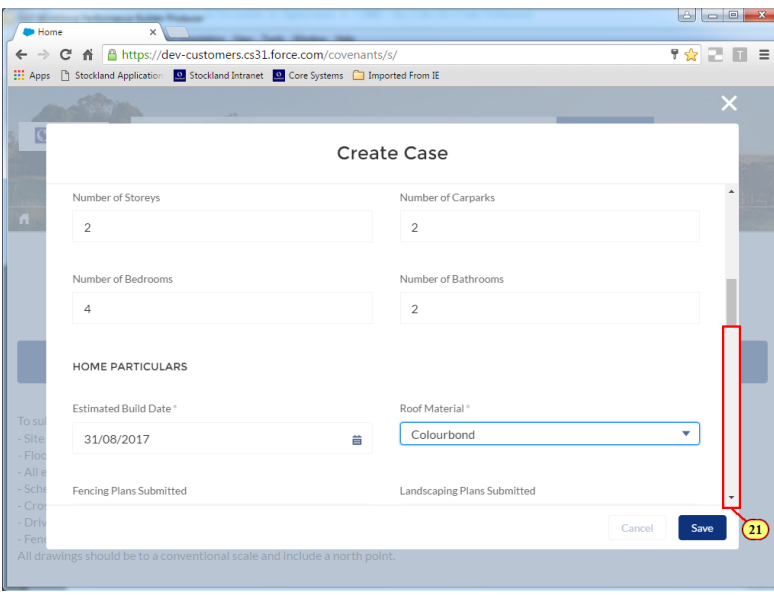
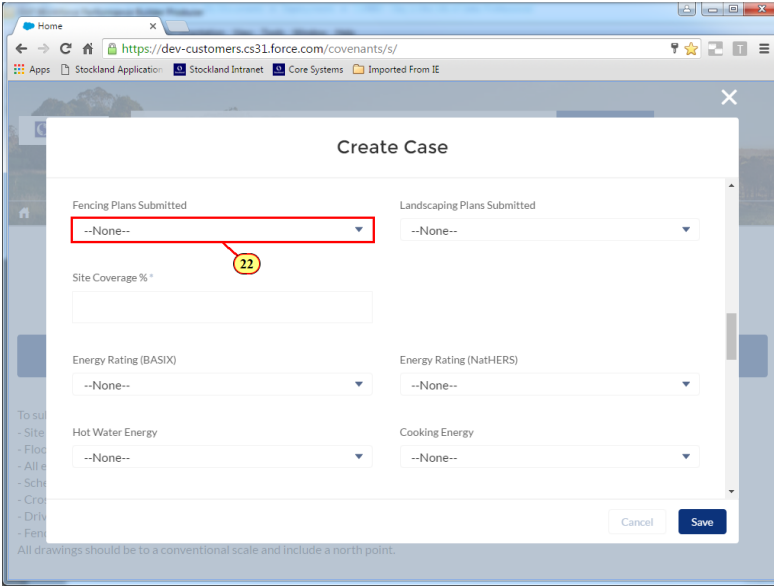
Explanation	Screenshot
<p>(15) Click ▼.</p>	
<p>(16) Use the <b>vertical scroll bar</b> to display the desired screen area.</p>	

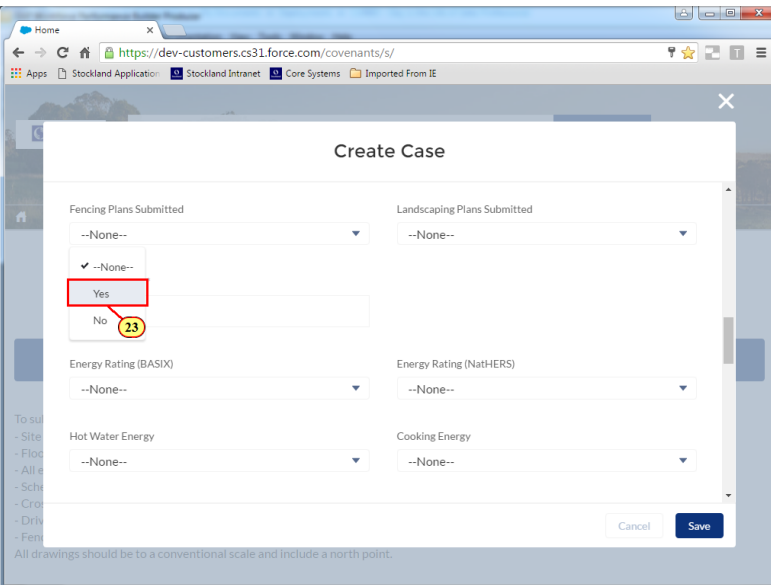
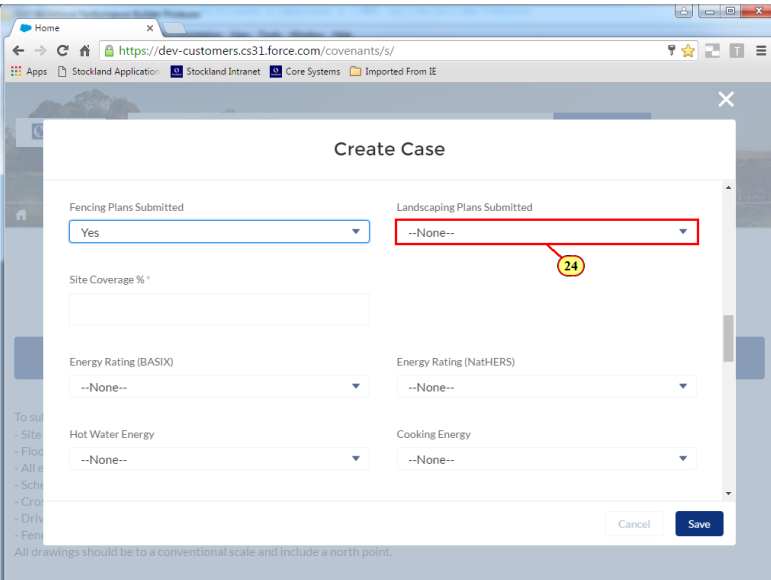
Explanation	Screenshot
(17) Click <b>2017</b> .	
(18) Click <b>31</b> .	

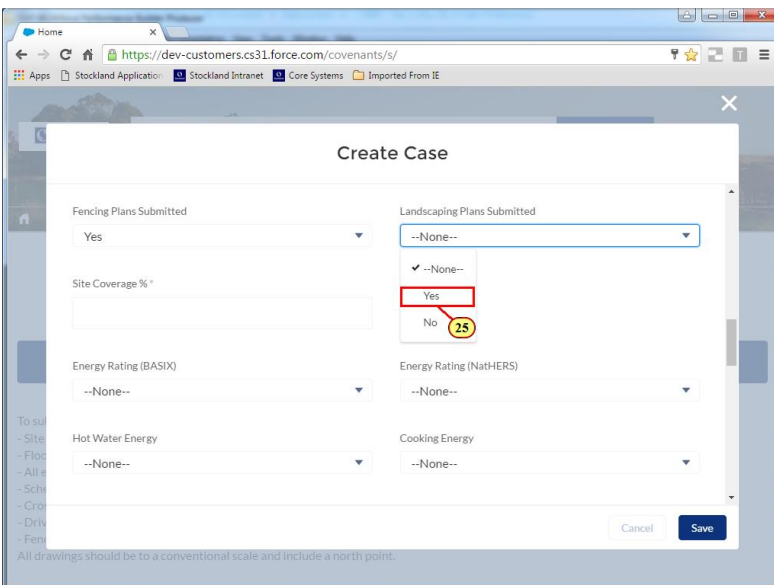
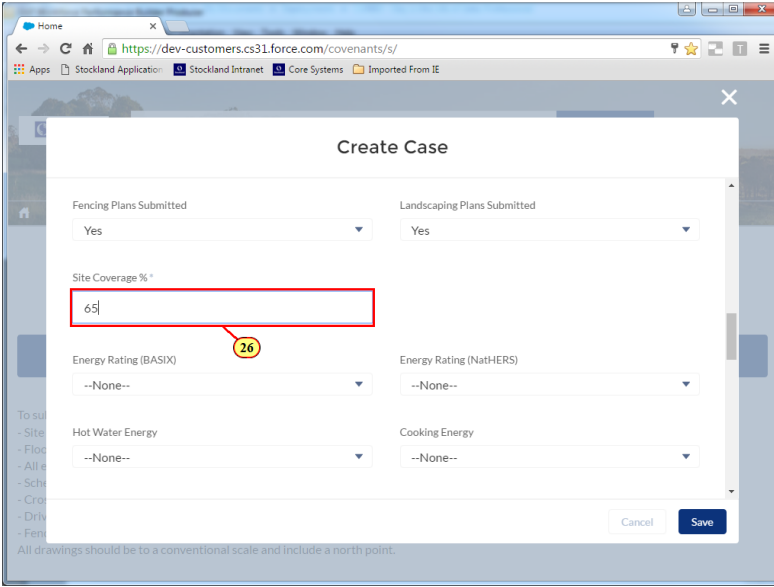


Explanation	Screenshot
(19) Click <b>Roof Material</b> ▼.	
(20) Click <b>Colourbond</b> .	




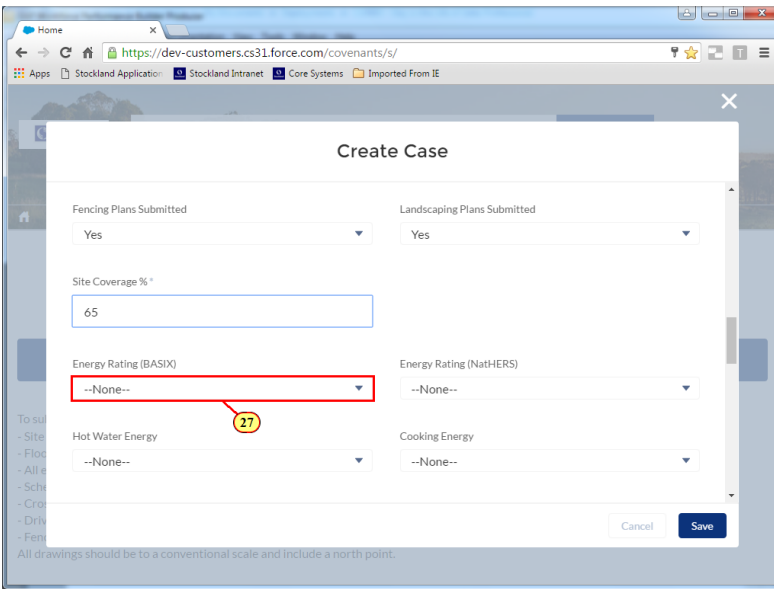
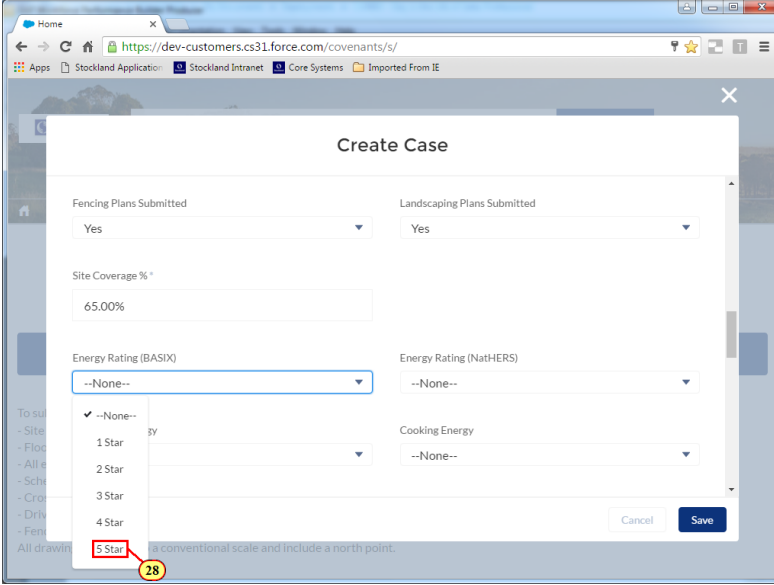
Explanation	Screenshot
(21) Click in the <b>scroll area</b> to scroll down.	
(22) Click <b>Fencing Plans Submitted</b> .	

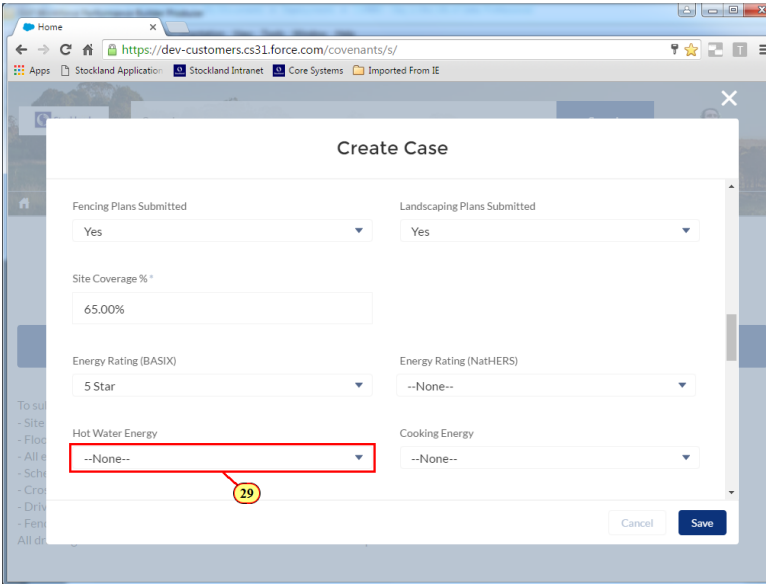
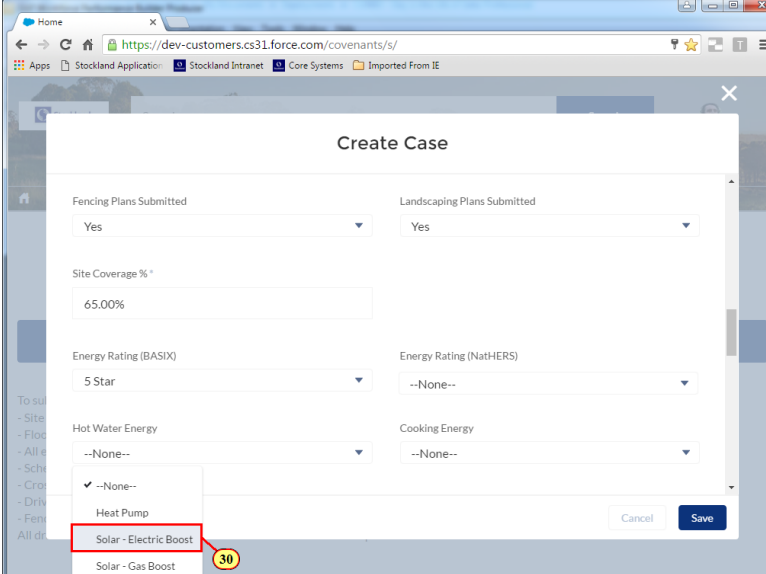
Explanation	Screenshot
<p>(23) Click <b>Yes</b>.</p>	
<p>(24) Click <b>Landscaping Plans Submitted</b>.</p>	

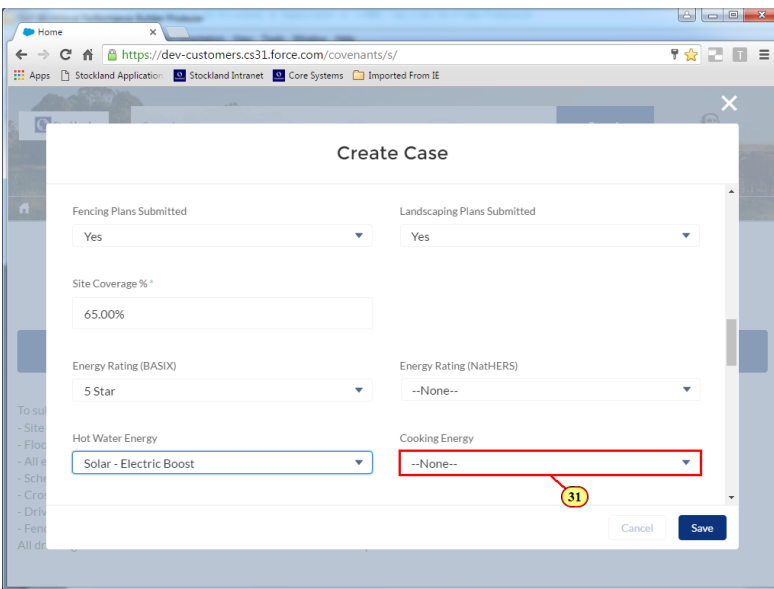
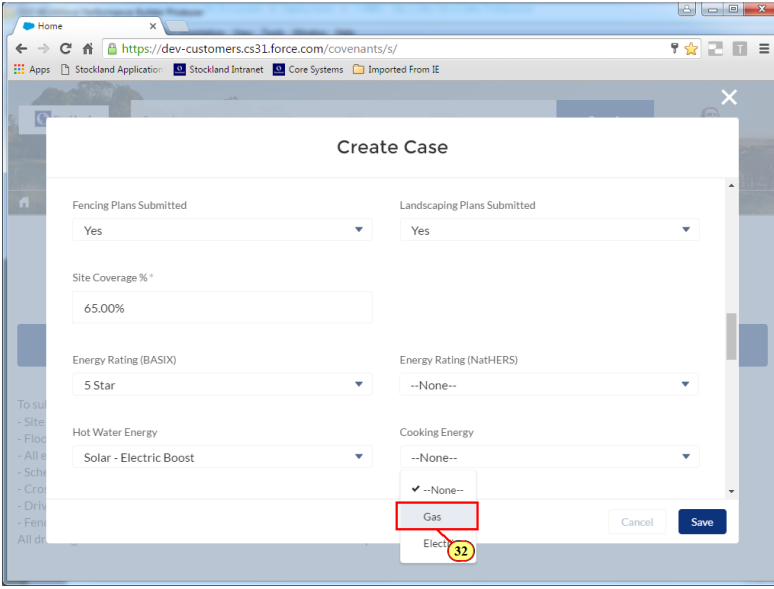
Explanation	Screenshot
(25) Click <b>Yes</b> .	
(26) Enter <b>65</b> in the <b>Site Coverage %</b> field.	

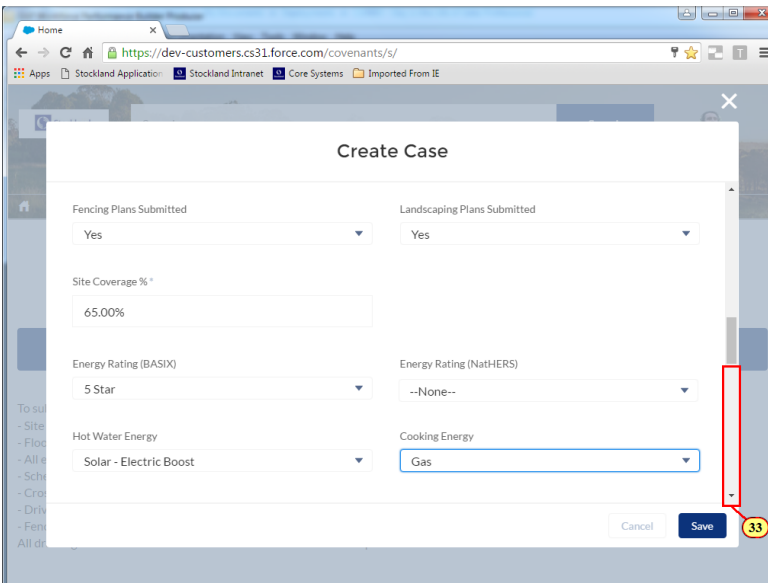
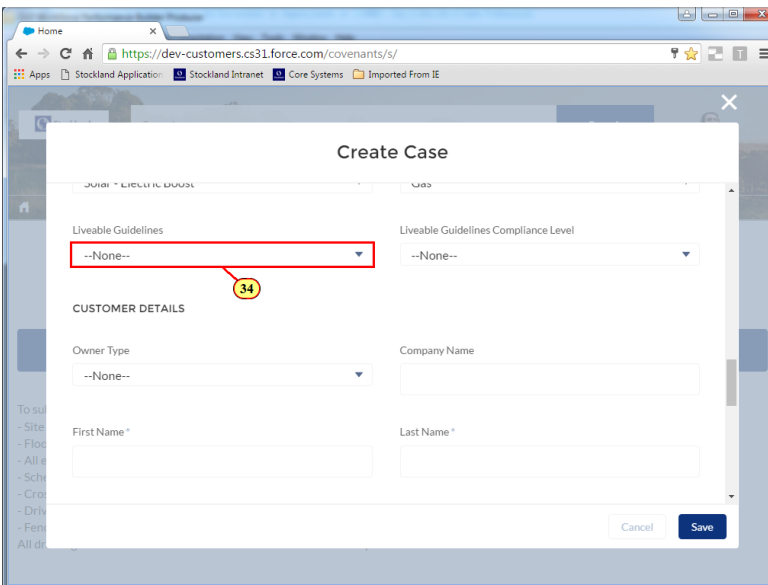


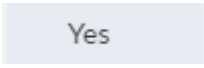
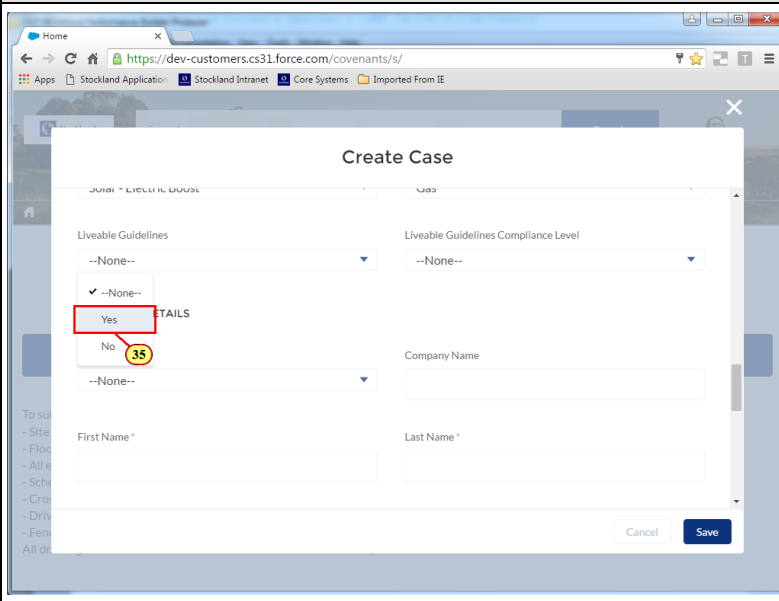
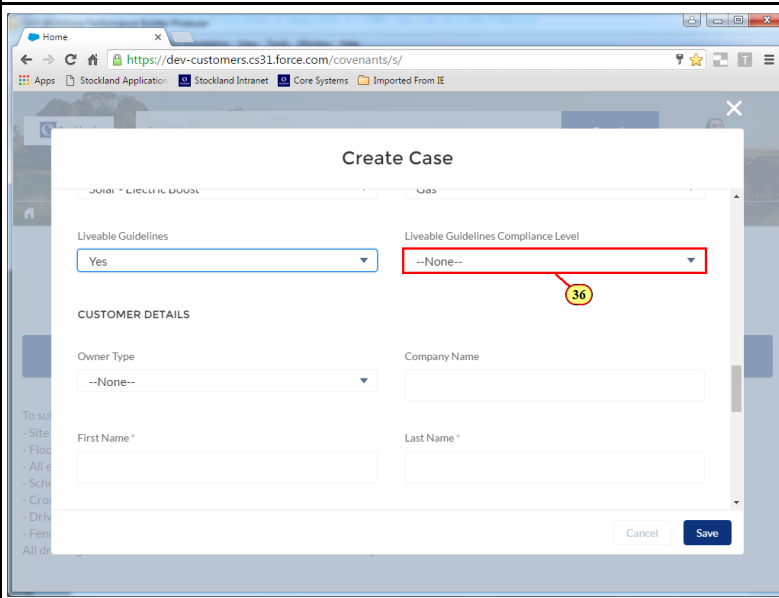


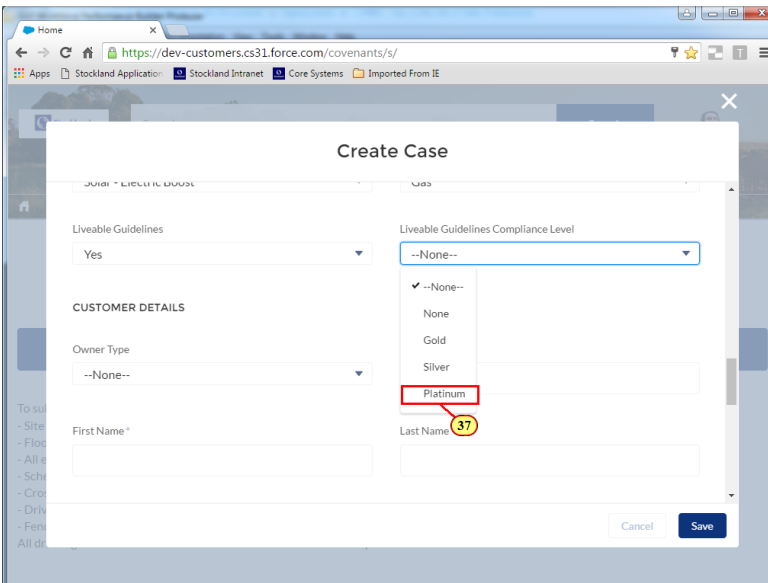
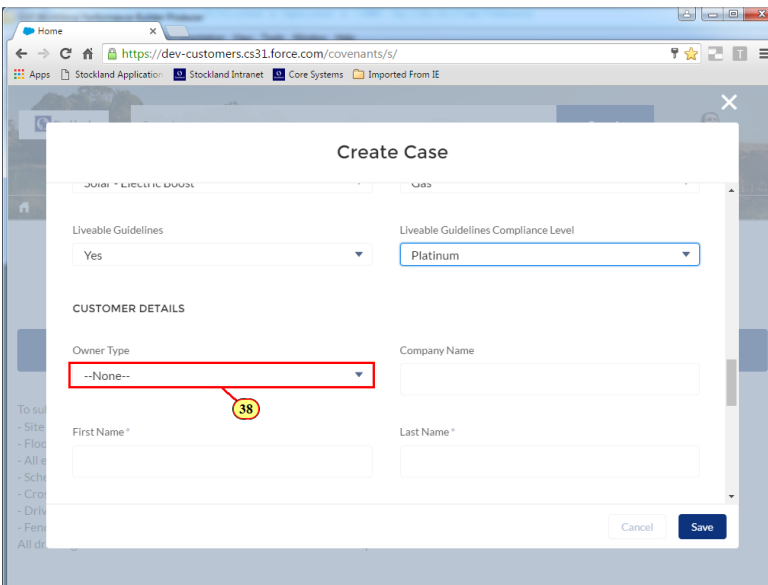
Explanation	Screenshot
<p> You only need to populate 1 of the Energy Ratings, not both. (27) Click <b>Energy Rating (BASIX)</b>.</p>	
<p>(28) Click <b>5 Star</b>.</p>	

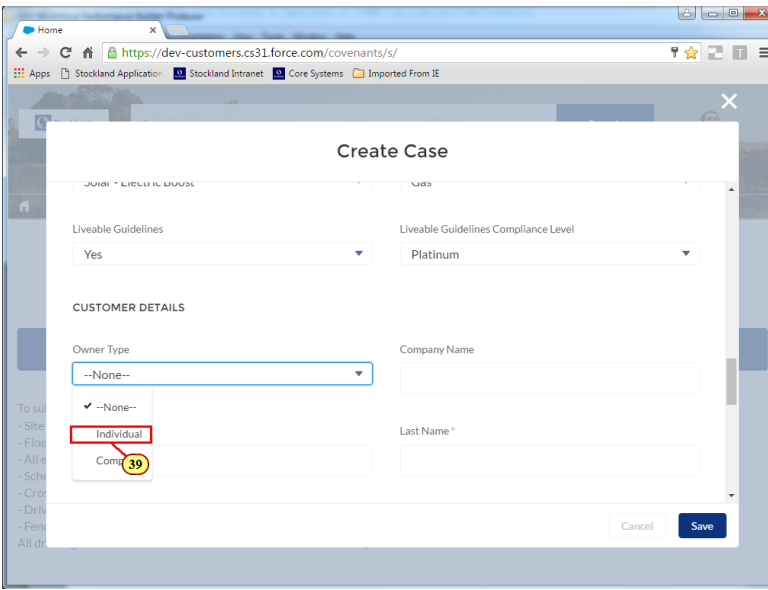
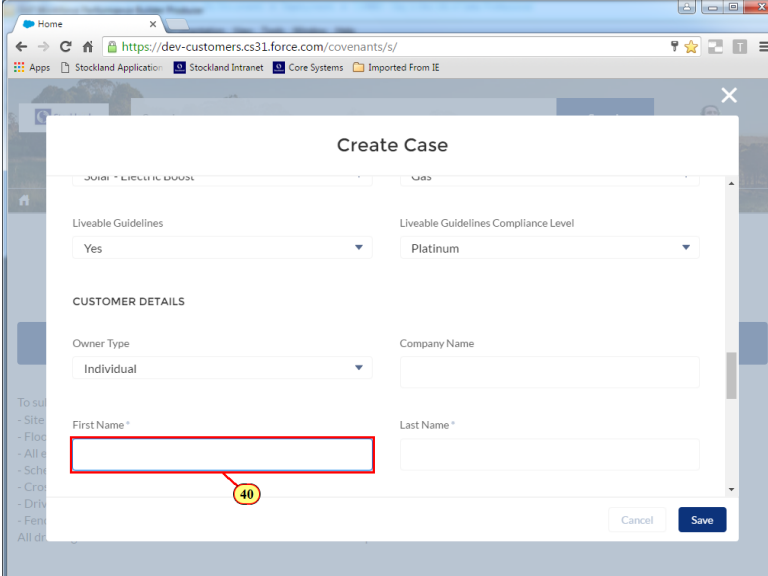
Explanation	Screenshot
<p>(29) Click <b>Hot Water Energy</b> ▼.</p>	
<p>(30) Click <b>Solar - Electric Boost</b>.</p>	

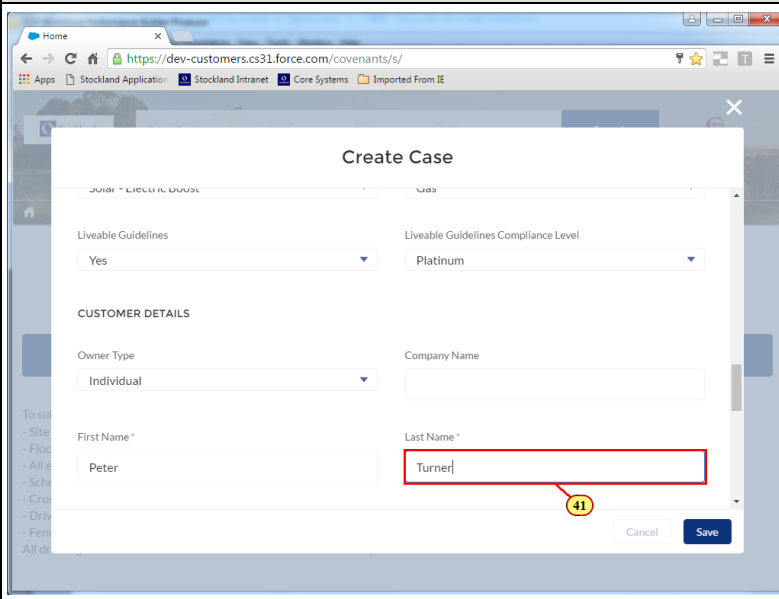
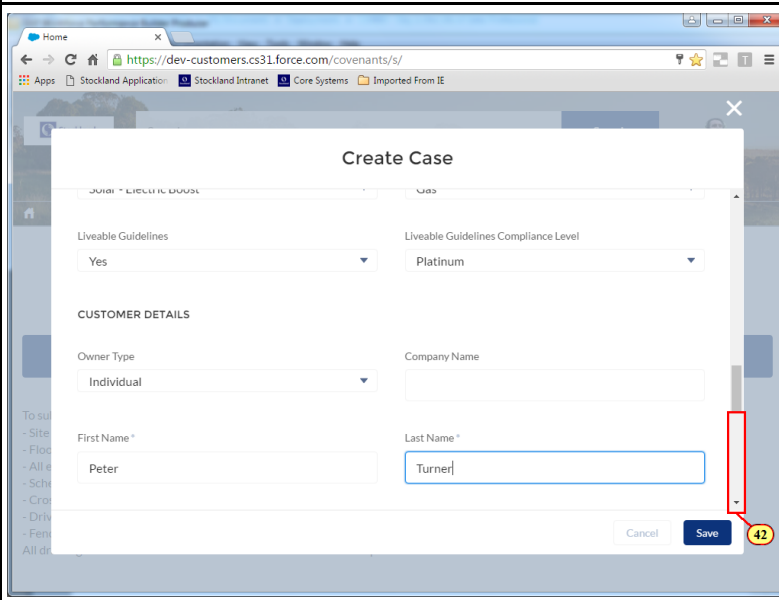
Explanation	Screenshot
(31) Click <b>Cooking Energy</b> .	
(32) Click <b>Gas</b> .	

Explanation	Screenshot
<p>(33) Click in the <b>scroll area</b> to scroll down.</p>	
<p>(34) Click <b>Liveable Guidelines</b>.</p>	

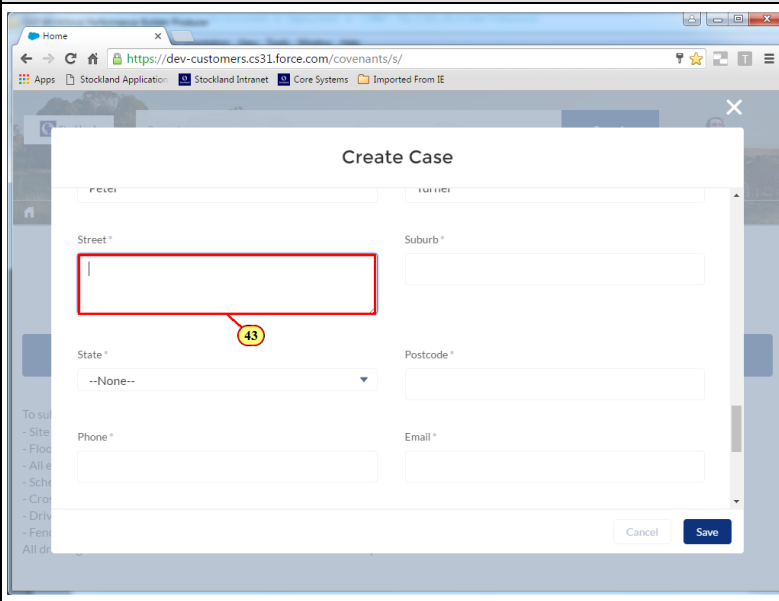
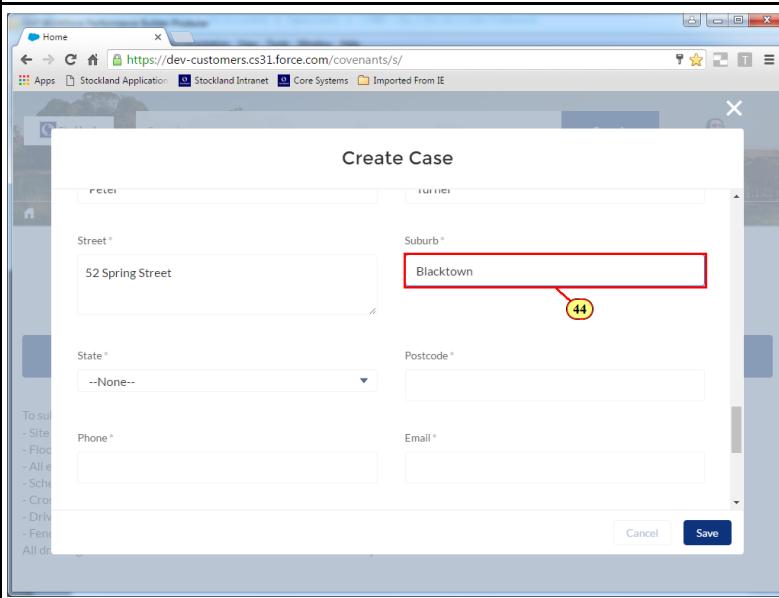
Explanation	Screenshot
<p>(35) Click  .</p>	
<p>(36) Click <b>Liveable Guidelines Compliance Level</b>.</p>	

Explanation	Screenshot
(37) Click <b>Platinum</b> .	
(38) Click <b>Owner Type</b> .	

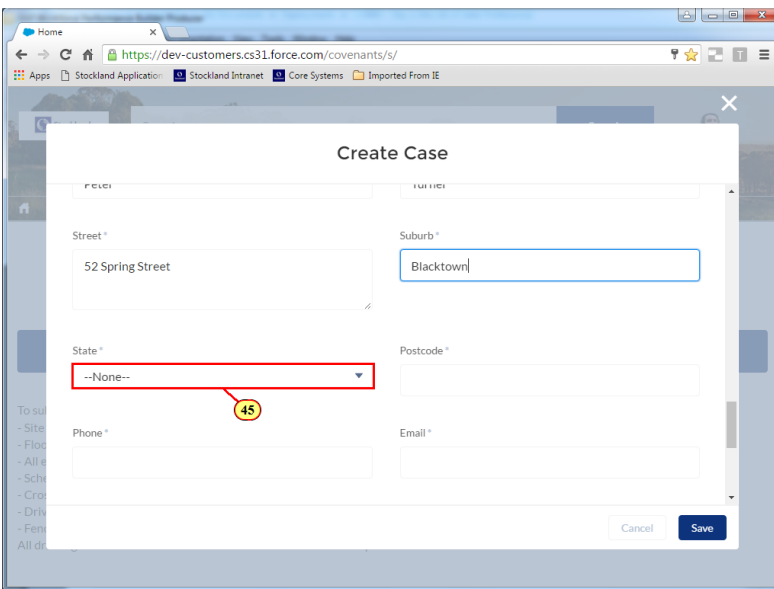
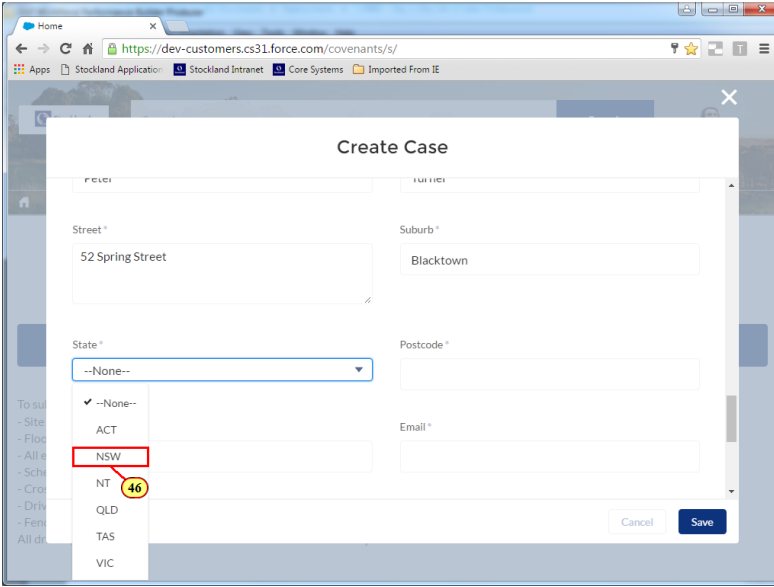
Explanation	Screenshot
(39) Click <b>Individual</b> .	
(40) Enter <b>Peter</b> in the <b>First Name</b> field.	

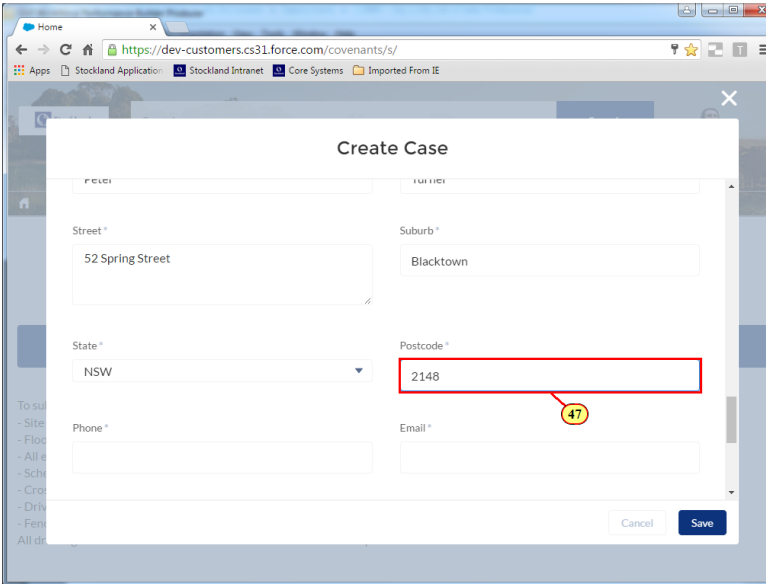
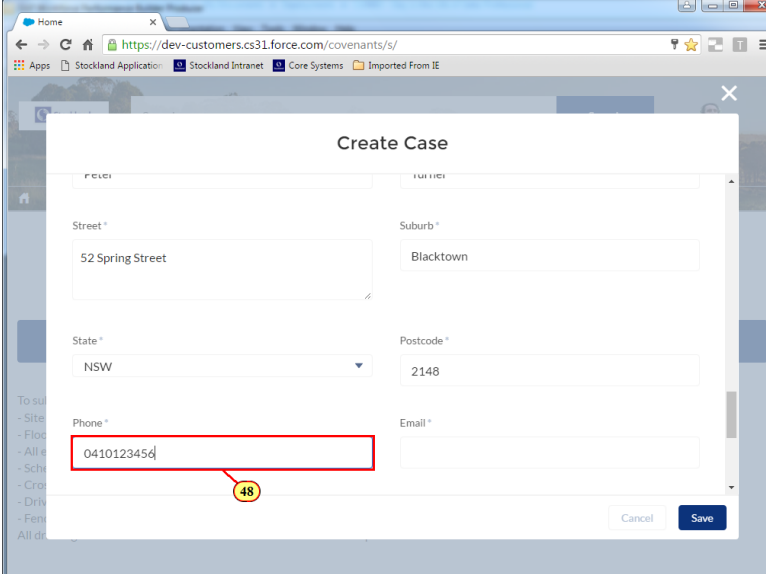
Explanation	Screenshot
<p>(41) Enter <b>Turner</b> in the <b>Last Name</b> field.</p>	
<p>(42) Click in the <b>scroll area</b> to scroll down.</p>	

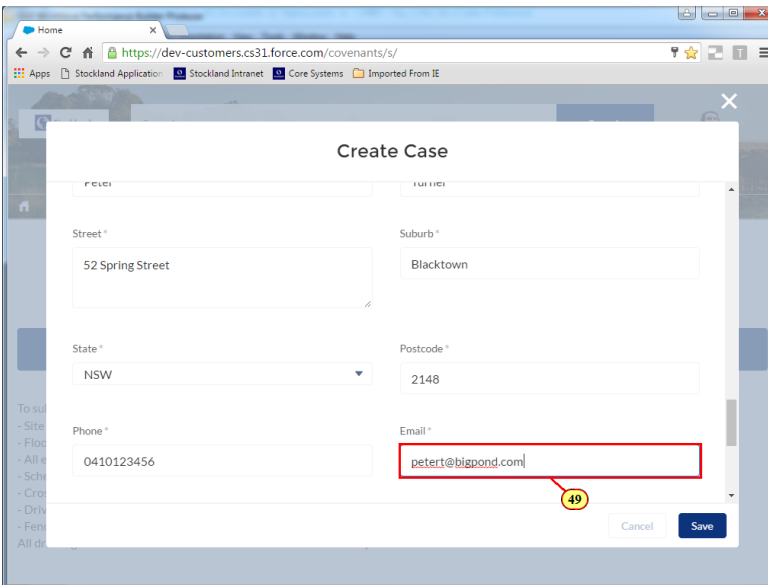
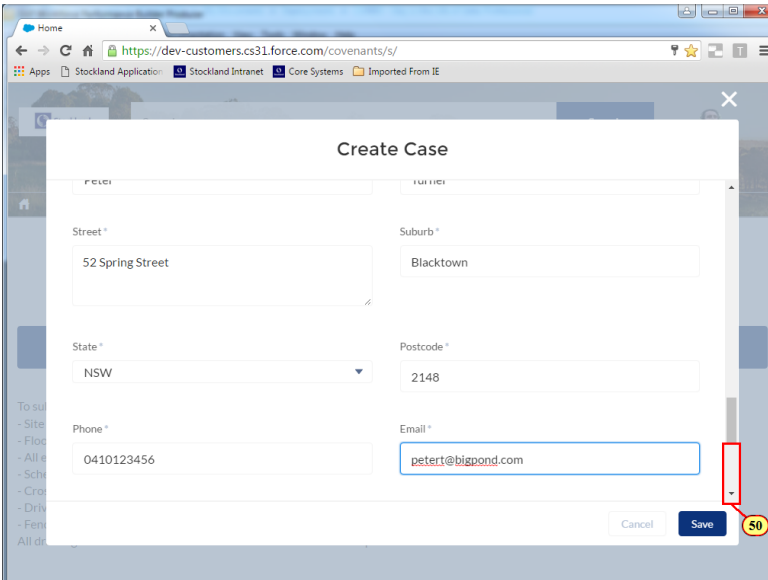



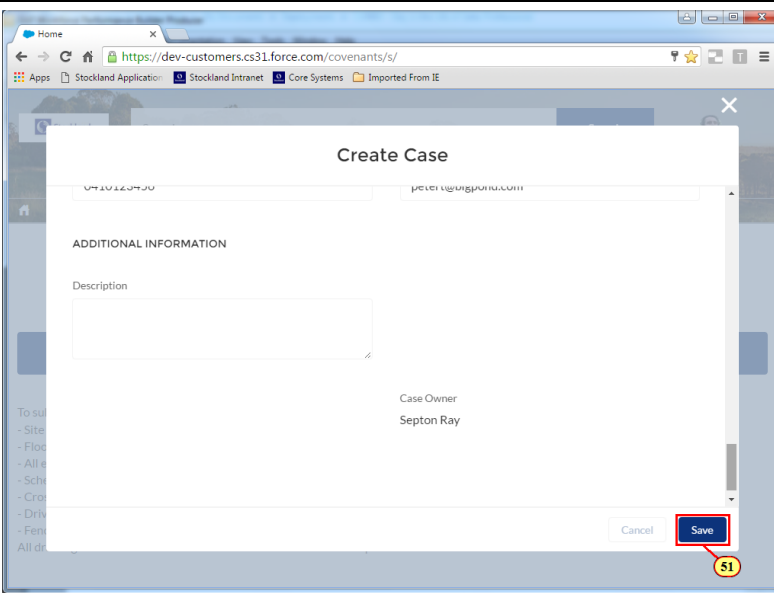

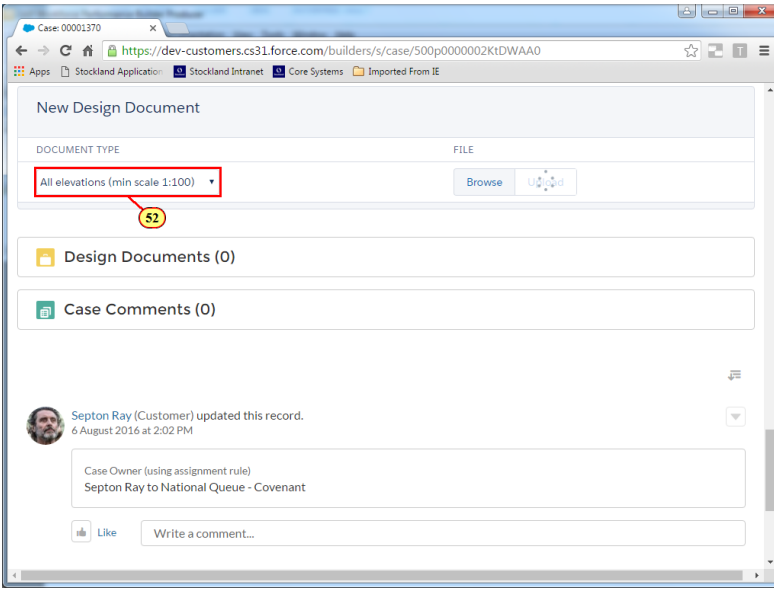
Explanation	Screenshot
<p>(43) Enter <b>52 Spring Street</b> in the text field.</p>	
<p>(44) Enter <b>Blacktown</b> in the <b>Suburb</b> field.</p>	

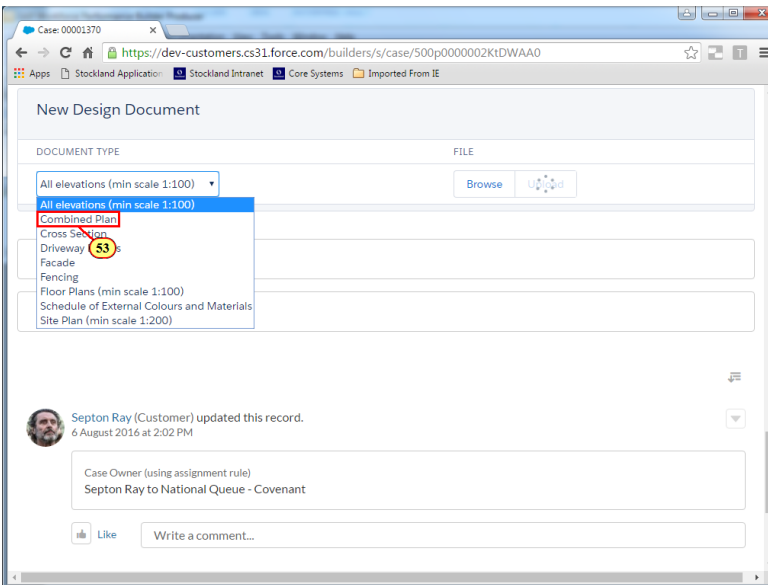
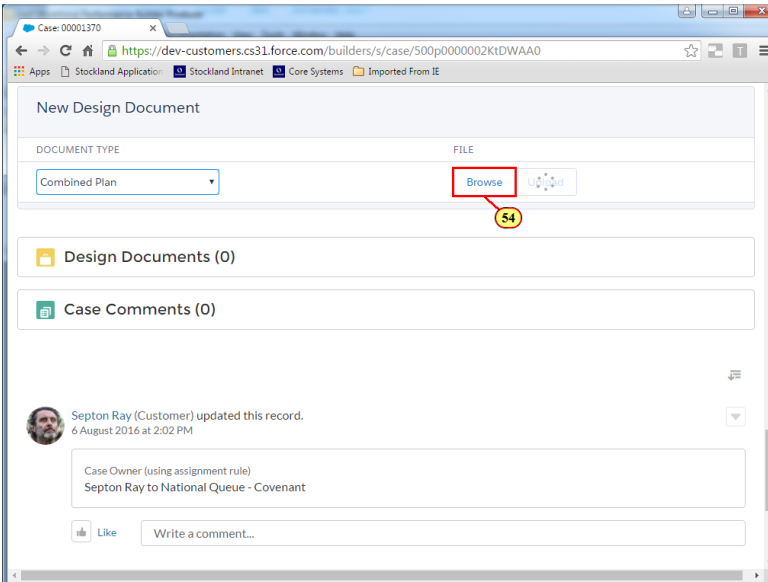


Explanation	Screenshot
(45) Click <b>State</b> .	
(46) Click <b>NSW</b> .	



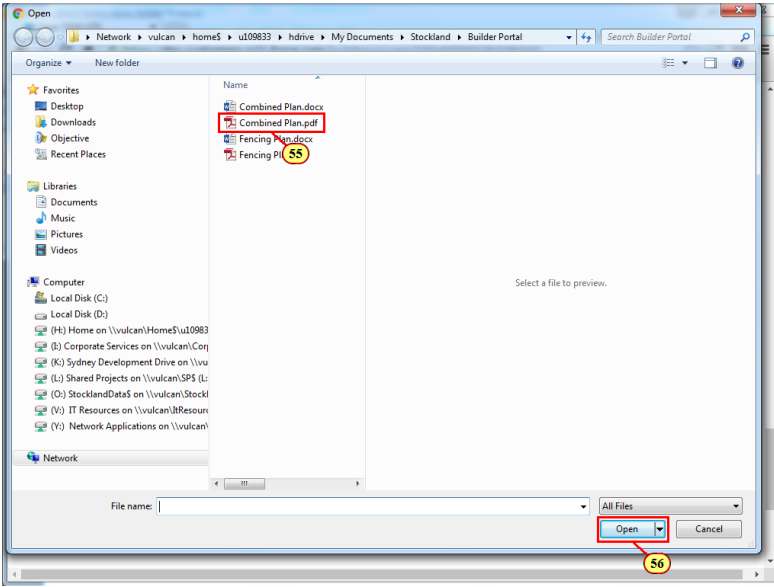
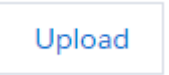
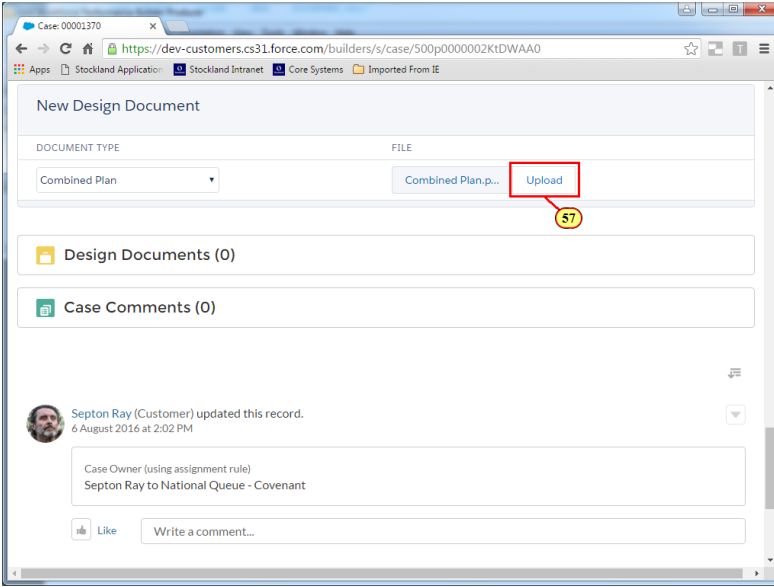
Explanation	Screenshot
<p>(47) Enter <b>2148</b> in the <b>Postcode</b> field.</p>	
<p>(48) Enter <b>0410123456</b> in the <b>Phone</b> field.</p>	

Explanation	Screenshot
<p>(49) Enter <b>petert@stockland.com.au</b> in the <b>Email</b> field.</p>	
<p>(50) Click in the <b>scroll area</b> to scroll down.</p>	




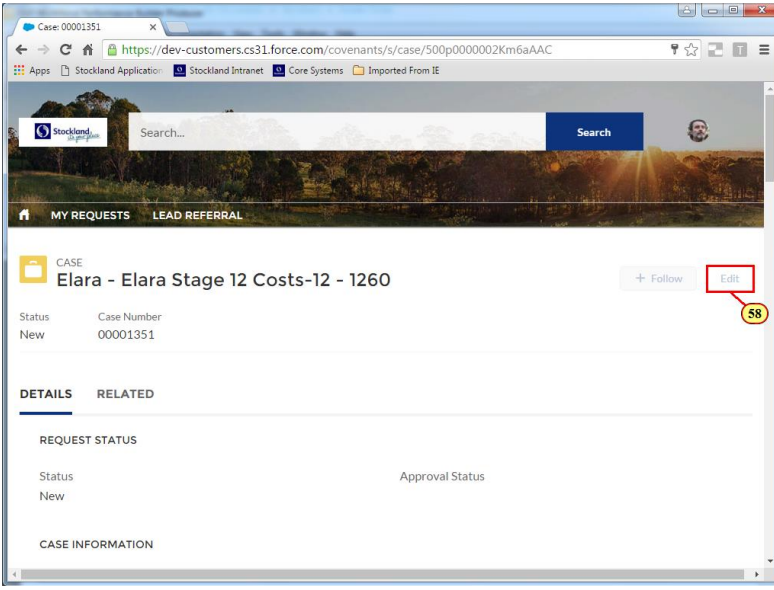
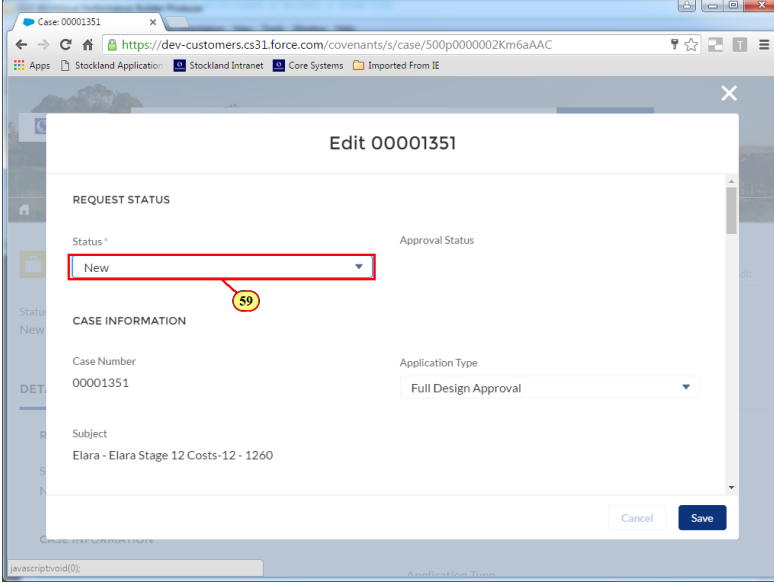
Explanation	Screenshot
<p>(51) Click .</p>	
<p>  <b>Next Step:</b>            Load the Design Documents.            (52) Click <a href="#">All elevations (min scale 1:100)</a> </p>	

Explanation	Screenshot
<p>(53) Click <b>Combined Plan</b>.</p>	
<p>(54) Click <b>Browse</b>.</p>	

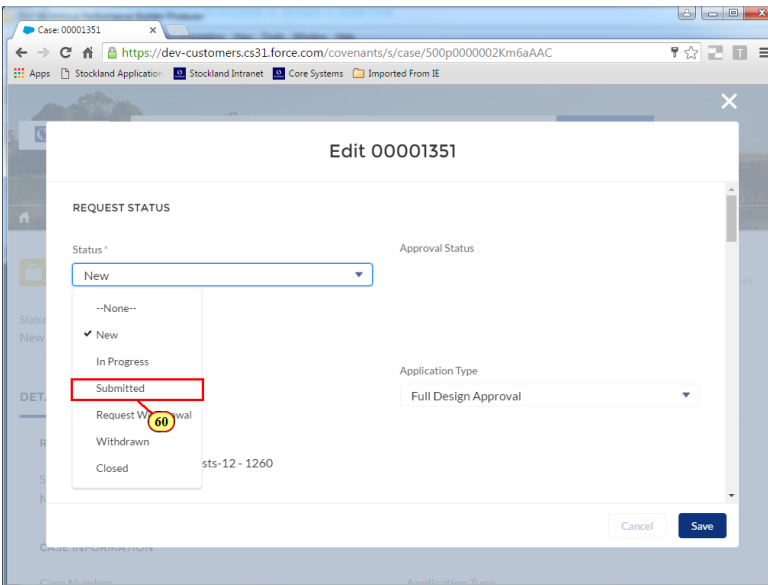

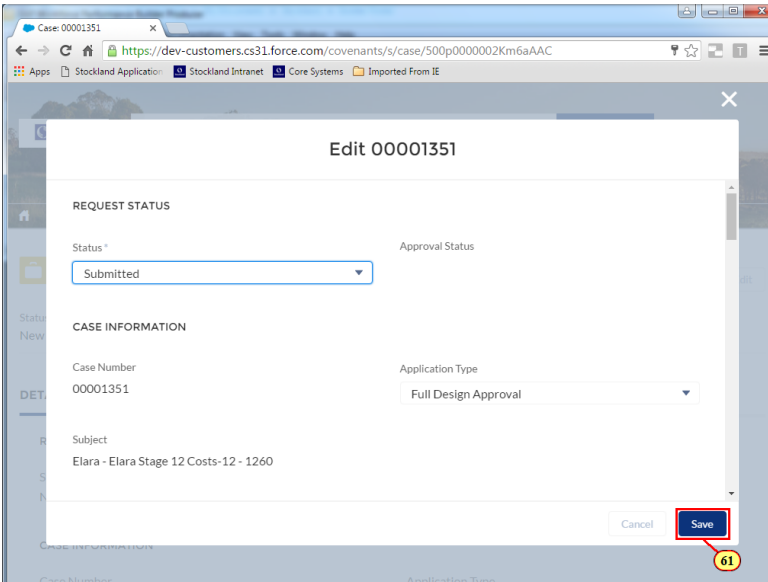


Explanation	Screenshot
<p>(55) Click  Combined Plan.pdf</p> <p>(56) Click </p>	
<p>(57) Click </p>	


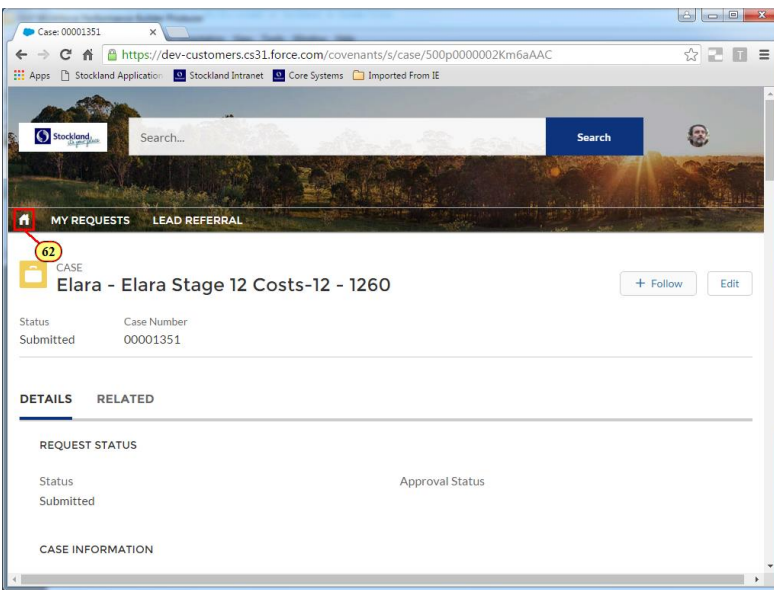
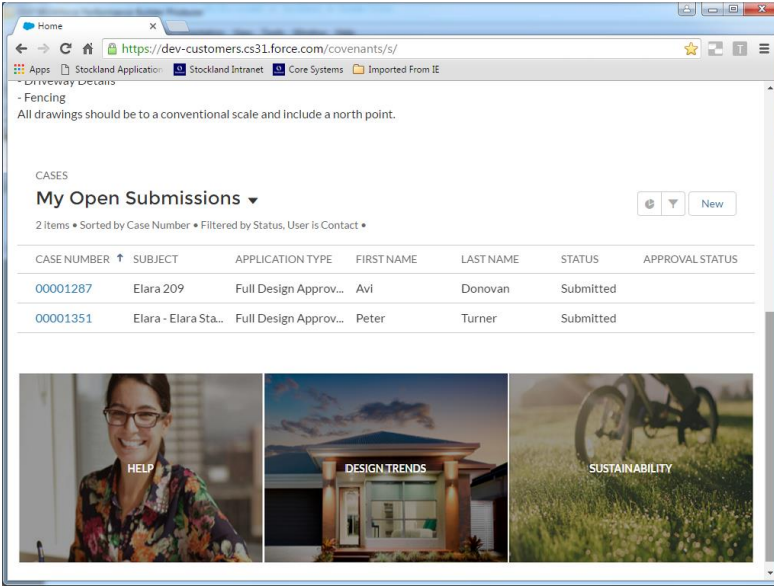


Explanation	Screenshot
<p> Load all other Design Documents.</p> <p> <b>Next Step:</b> Submit the request.</p> <p>(58) Click .</p>	
<p>(59) Click <b>Status</b>.</p>	



Explanation	Screenshot
(60) Click <b>Submitted</b> .	
(61) Click  .	



Explanation	Screenshot
<p>(62) Click .</p>	
<p><b>Create Full Design Approval Request</b></p> <p>You have successfully,</p> <ul style="list-style-type: none"><li>• created a <b>Full Design Approval</b> request,</li><li>• uploaded all the <b>Plans</b> as Design Documents and</li><li>• submitted the request.</li></ul>	



## 9.5. Miscellaneous Design

### Miscellaneous Design

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If a request does **NOT** require Full Design Approval, a Miscellaneous Design can be created instead.

For example, if Landscaping or Fencing Plans had not previously been provided, they can be submitted with a Miscellaneous Design.

The steps are the same as the Full Design Approval request, but less information is required. These being:

- create a Request with Status **New** and save
- upload the relevant Plans as **Design Documents**, e.g. Fencing Plan, etc
- when all information has been entered, edit the Request and change Status to **Submitted**


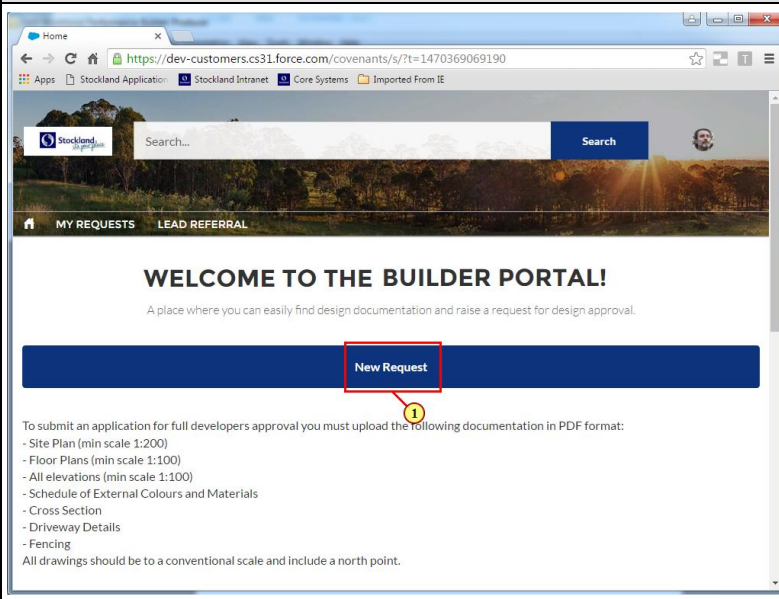
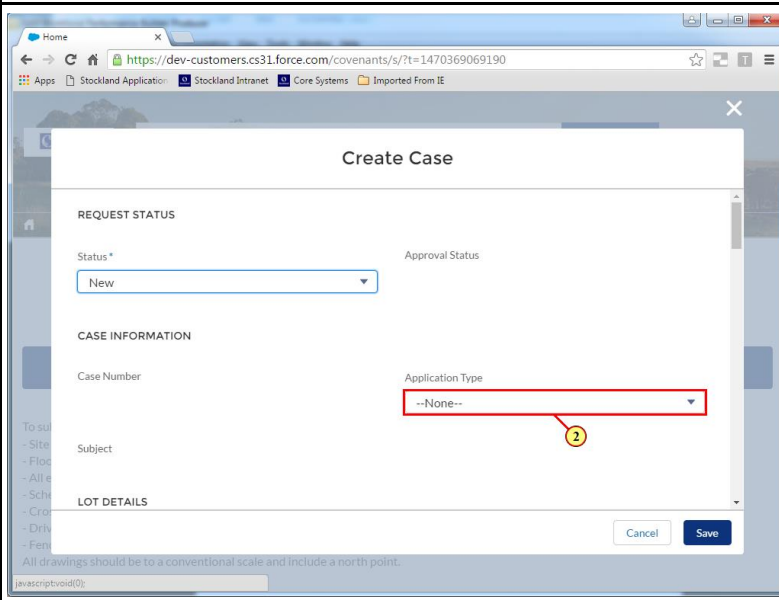
When a request has been submitted, an email is sent to confirm acknowledgement.

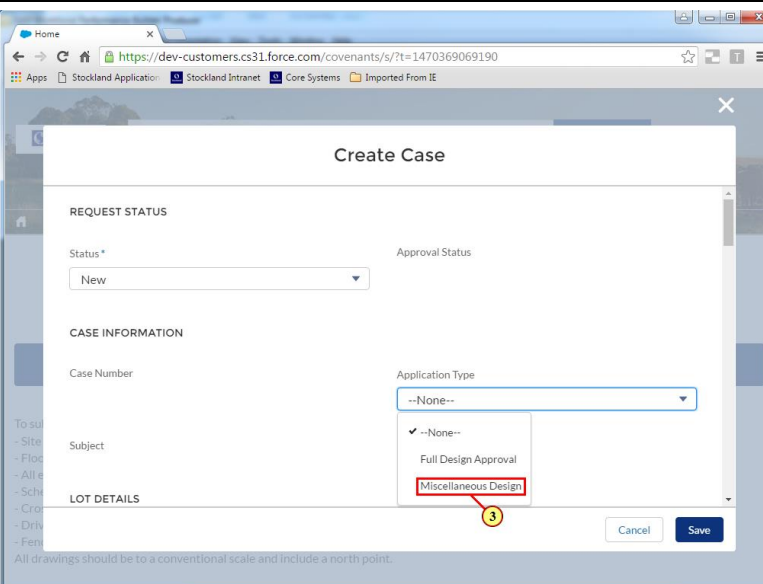
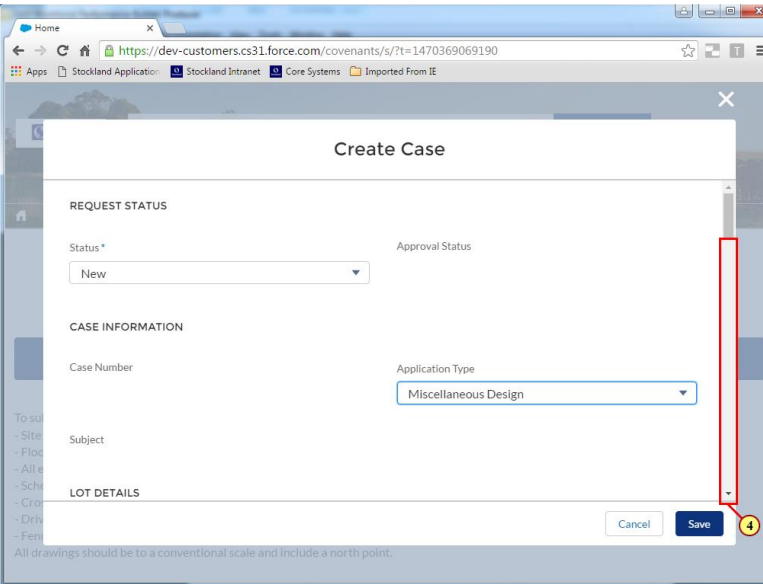
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## 9.6. Activity: Create a Miscellaneous Design Request

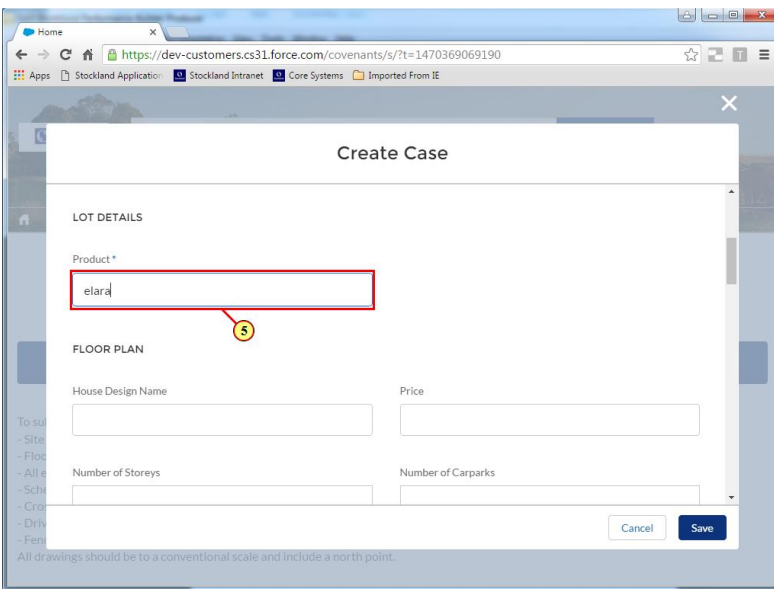
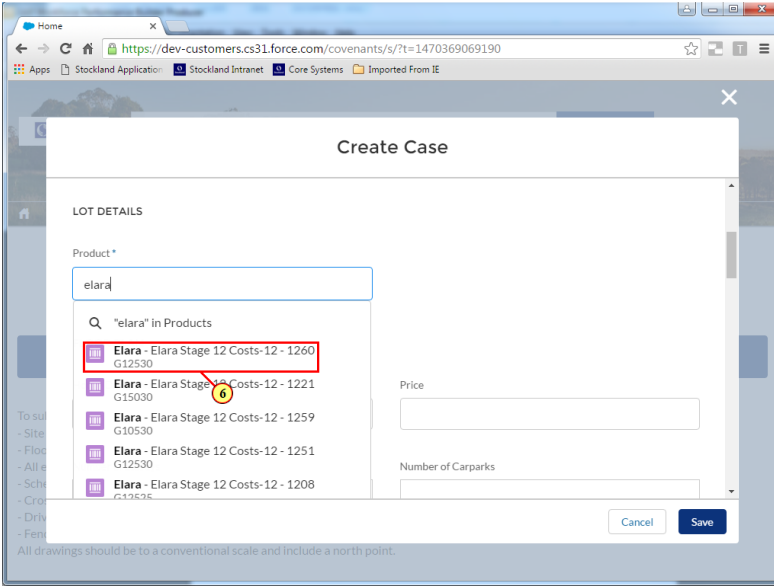
Use this procedure to:

- create a **Miscellaneous Design** Request,
- upload all the **Plans** as Design Documents and
- when complete submit the request.

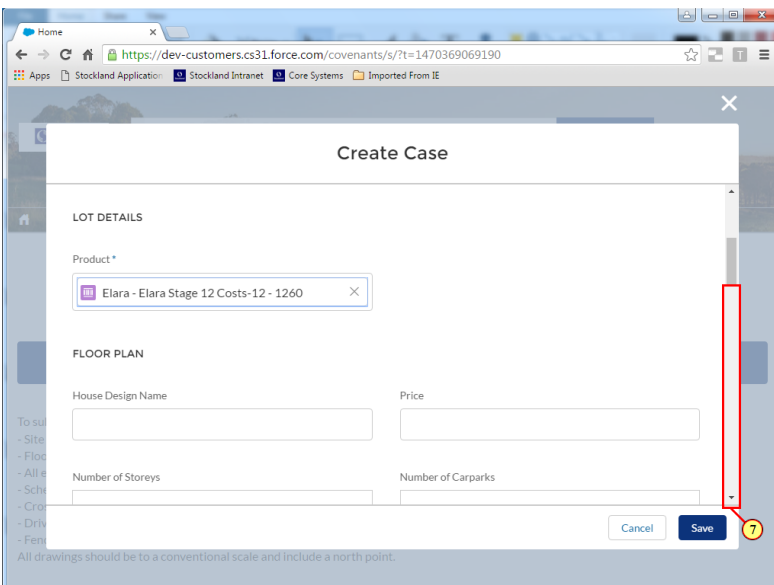
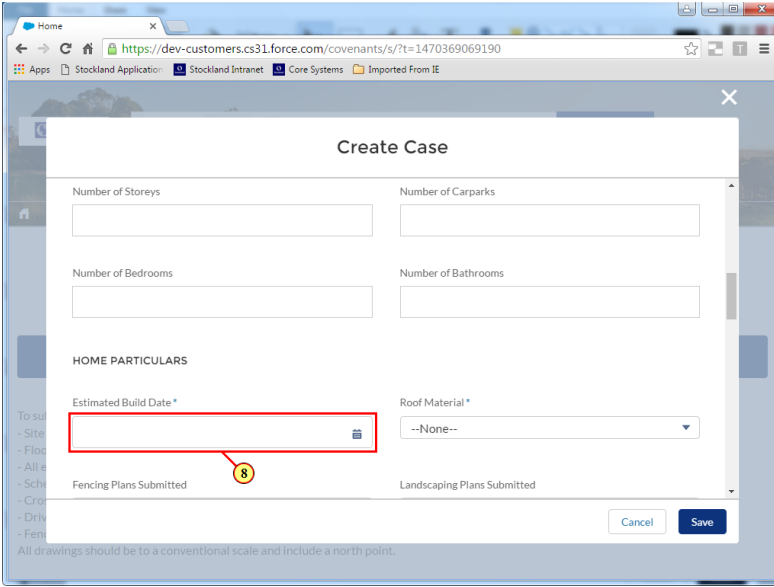
Explanation	Screenshot
<p>(1) Click </p>	 <p>The screenshot shows the Builder Portal homepage. The 'New Request' button is highlighted with a red box and a yellow circle with the number 1. The page title is 'WELCOME TO THE BUILDER PORTAL!'. Below the button, there is a list of required documentation for a full developers approval application.</p>
<p>(2) Click <b>Application Type</b>.</p>	 <p>The screenshot shows the 'Create Case' form. The 'Application Type' dropdown menu is highlighted with a red box and a yellow circle with the number 2. The form includes sections for 'REQUEST STATUS', 'CASE INFORMATION', and 'LOT DETAILS'. The 'Status' dropdown is set to 'New'. The 'Application Type' dropdown is currently set to '--None--'.</p>

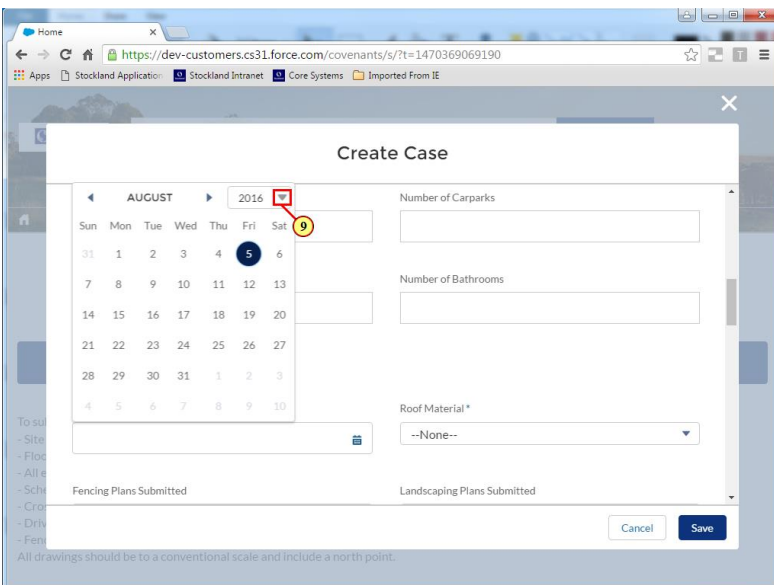
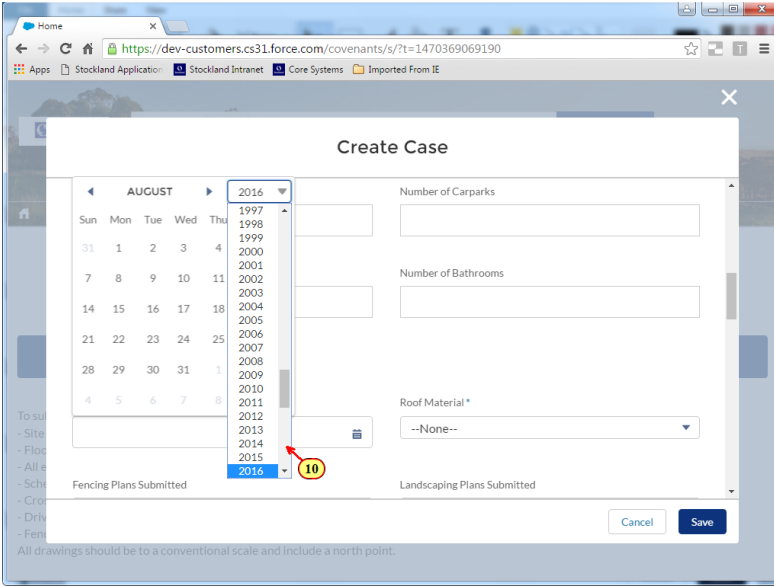
Explanation	Screenshot
(3) Click <b>Miscellaneous Design</b> .	
(4) Click in the <b>scroll area</b> to scroll down.	



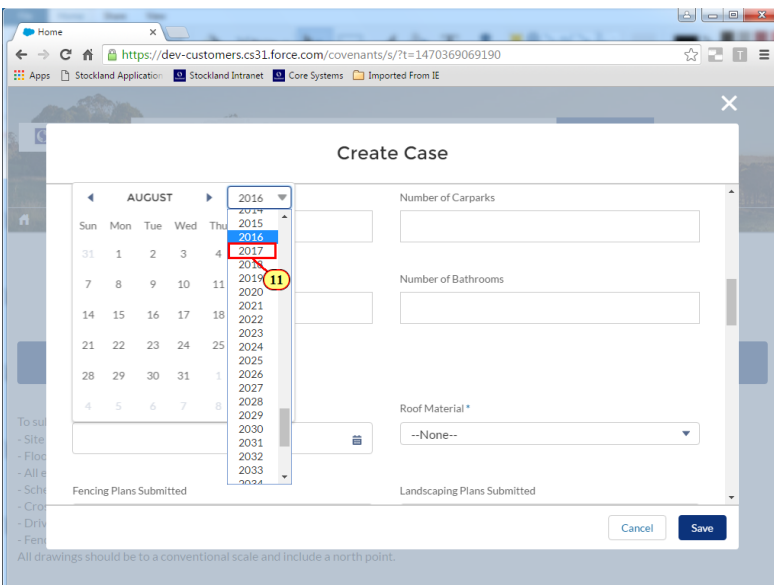
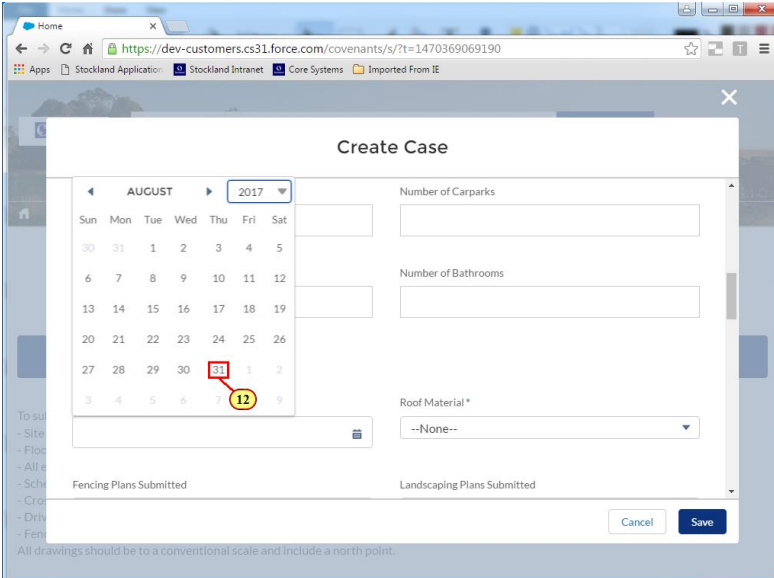
Explanation	Screenshot
(5) Enter <b>Elara</b> in the <b>Product</b> field.	
(6) Click <b>12 Costs-12 - 1260</b> .	

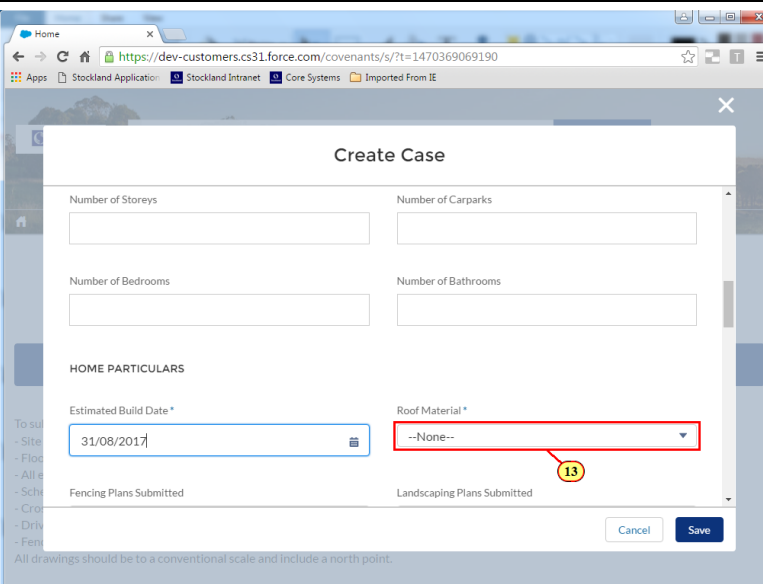
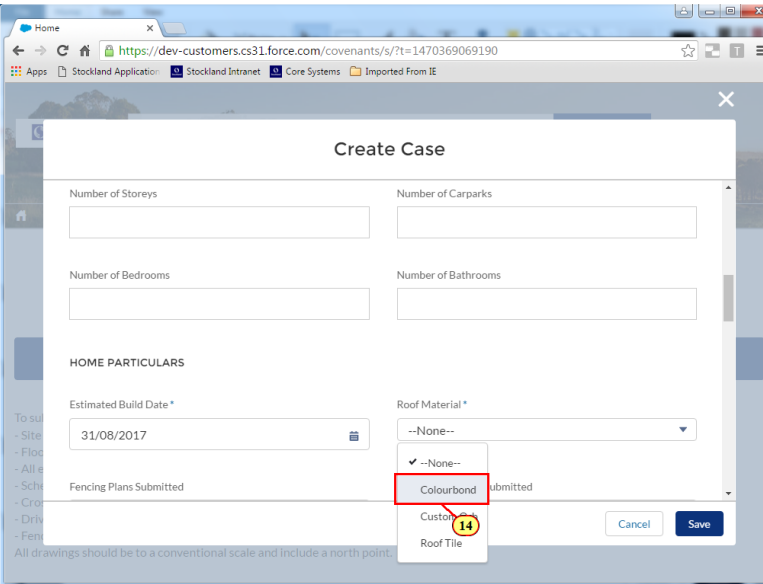


Explanation	Screenshot
(7) Click in the <b>scroll area</b> to scroll down.	
(8) Click <b>Estimated Build Date</b> .	

Explanation	Screenshot
(9) Click ▼ .	
(10) Click here .	

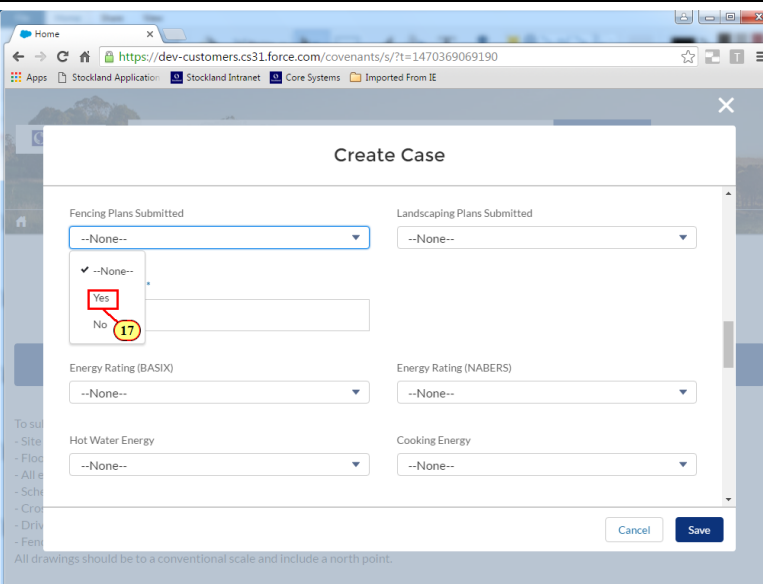
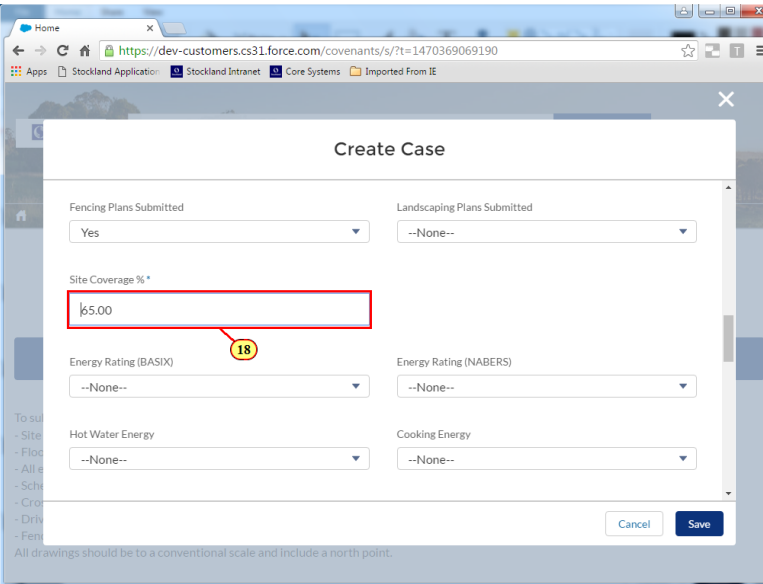


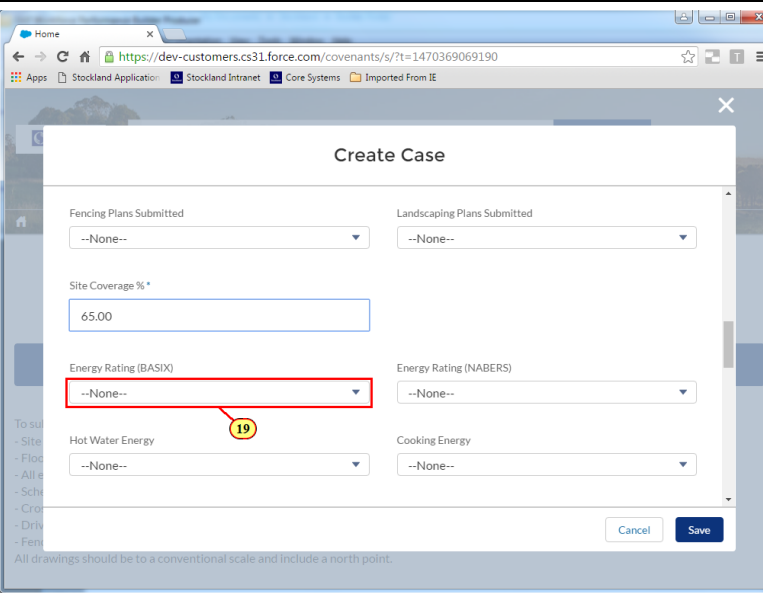
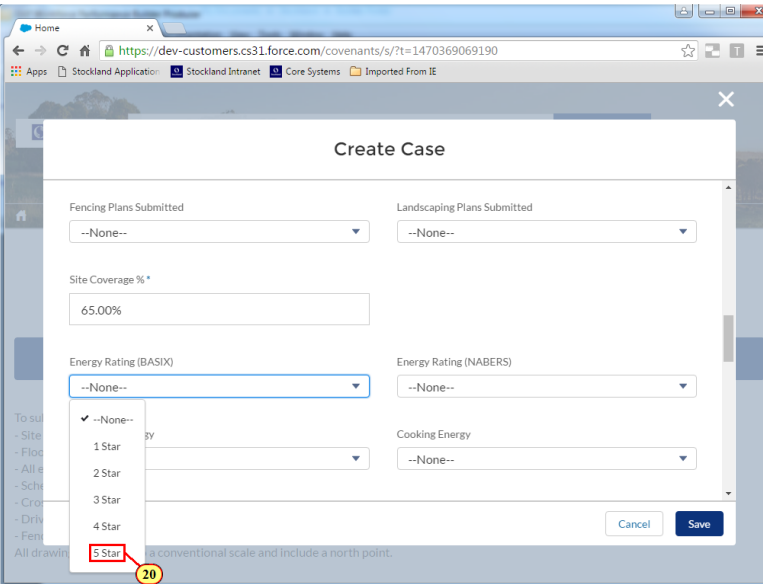
Explanation	Screenshot
(11) Click <b>2017</b> .	 <p>The screenshot shows a web browser window with the URL <a href="https://dev-customers.cs31.force.com/covenants/s/?t=1470369069190">https://dev-customers.cs31.force.com/covenants/s/?t=1470369069190</a>. A modal window titled "Create Case" is displayed. On the left, there is a calendar for August. The year dropdown menu is open, showing years from 2014 to 2024. The year 2017 is highlighted in blue, and a red circle with the number 11 is around it. To the right of the calendar are input fields for "Number of Carparks", "Number of Bathrooms", and a "Roof Material" dropdown menu set to "--None--". At the bottom, there are checkboxes for "Fencing Plans Submitted" and "Landscaping Plans Submitted", and "Cancel" and "Save" buttons.</p>
(12) Click <b>31</b> .	 <p>The screenshot shows the same "Create Case" modal window. The year dropdown menu is now closed, and the calendar for August 2017 is visible. The date 31 is highlighted in blue, and a red circle with the number 12 is around it. The rest of the form, including the input fields and buttons, remains the same as in the previous screenshot.</p>

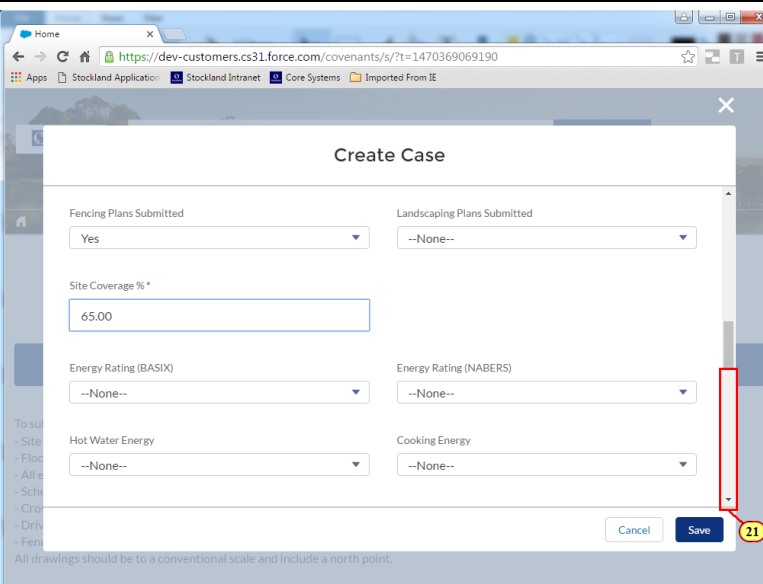
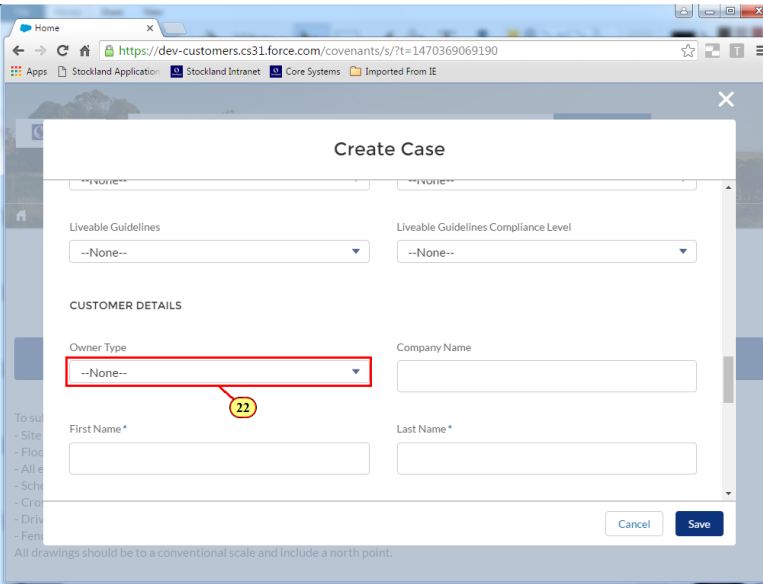
Explanation	Screenshot
<p>(13) Click <b>Roof Material</b></p>	
<p>(14) Click <b>Colourbond</b></p>	

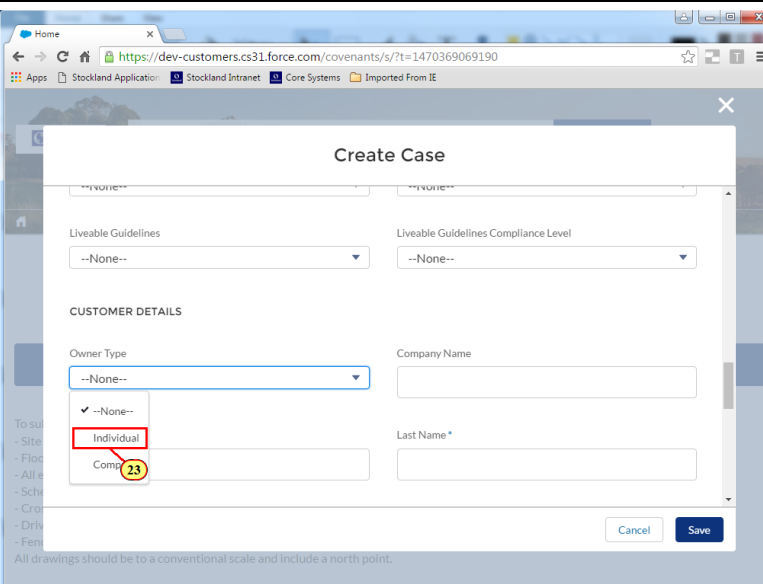
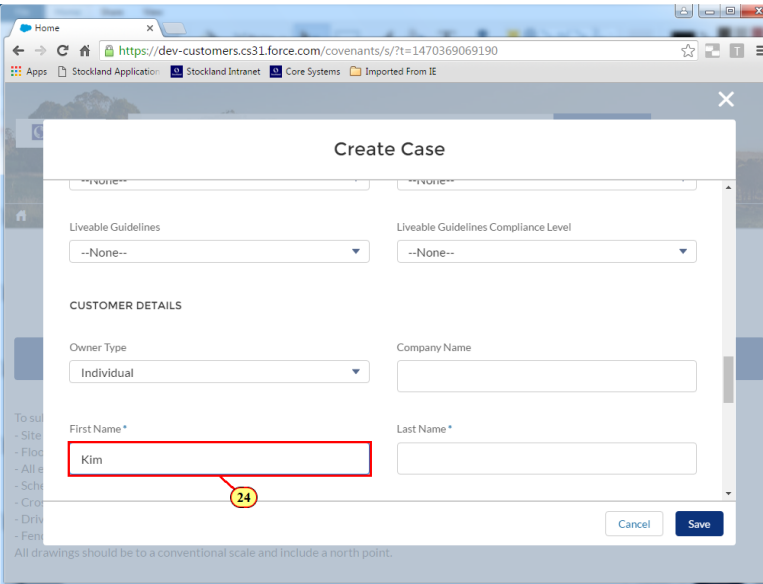


Explanation	Screenshot
(15) Click in the <b>scroll area</b> to scroll down.	
(16) Click <b>Fencing Plans Submitted</b> .	

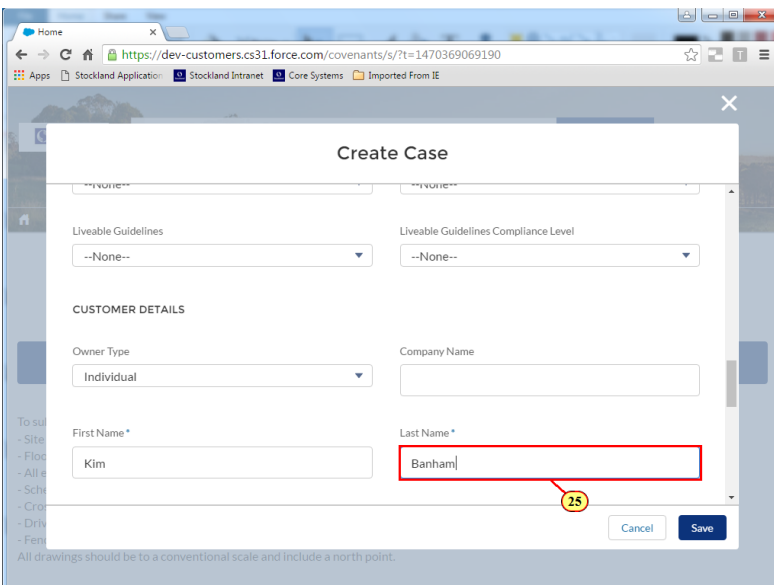
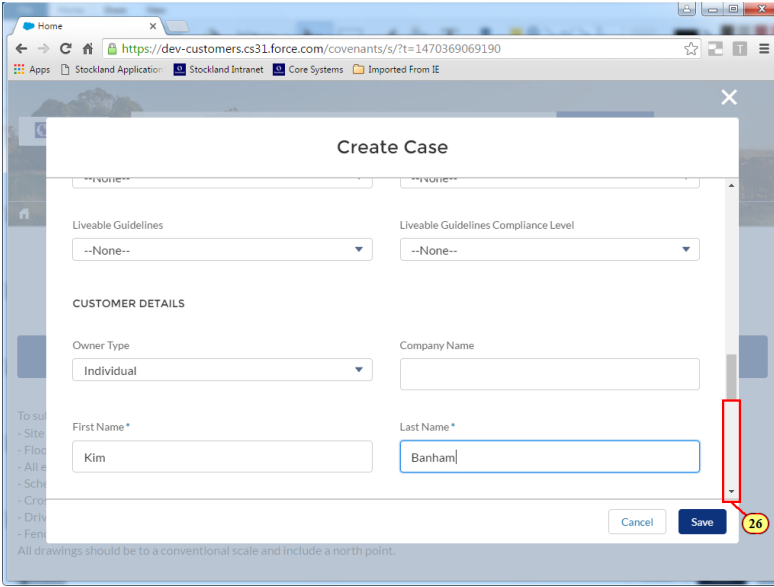
Explanation	Screenshot
(17) Click <b>Yes</b> .	
(18) Enter <b>65</b> in the <b>Site Coverage %</b> field.	

Explanation	Screenshot
<p>(19) Click <b>Energy Rating (BASIX)</b>.</p>	
<p>(20) Click <b>5 Star</b>.</p>	

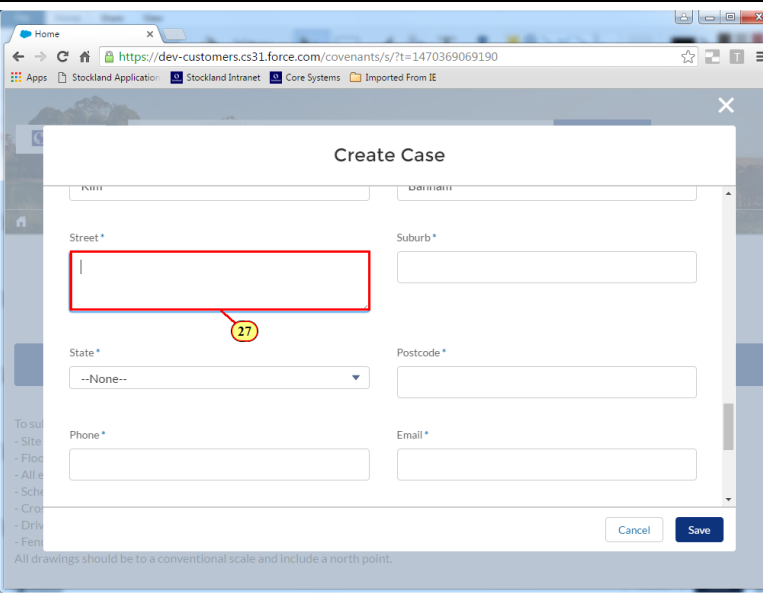
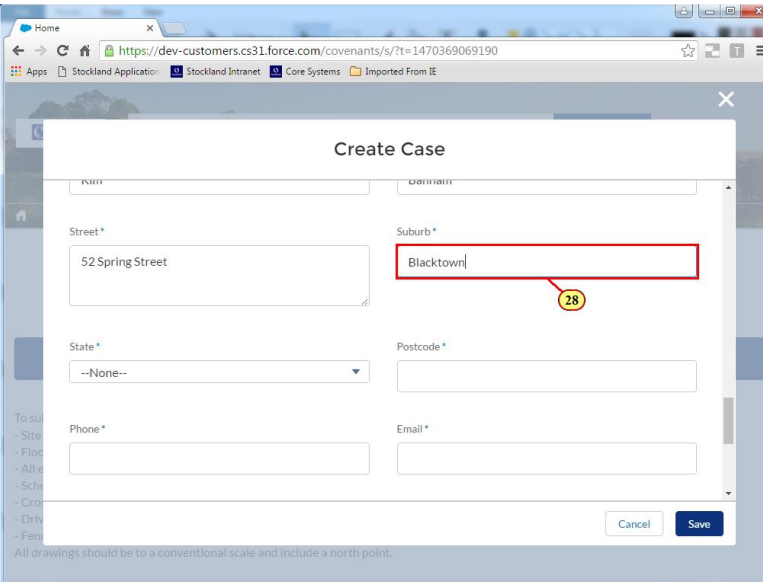
Explanation	Screenshot
<p>(21) Click in the <b>scroll area</b> to scroll down.</p>	
<p>(22) Click <b>Owner Type</b>.</p>	

Explanation	Screenshot
(23) Click <b>Individual</b> .	
(24) Enter <b>Kim</b> in the <b>First Name</b> field.	

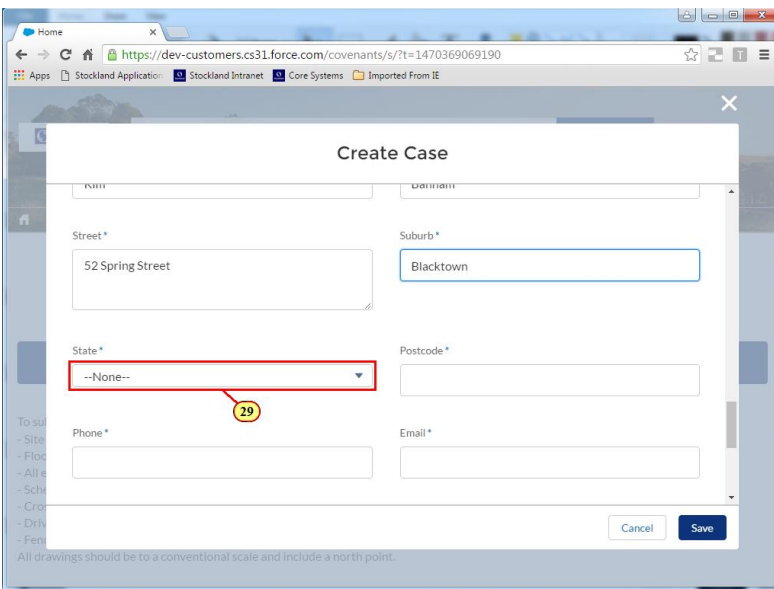
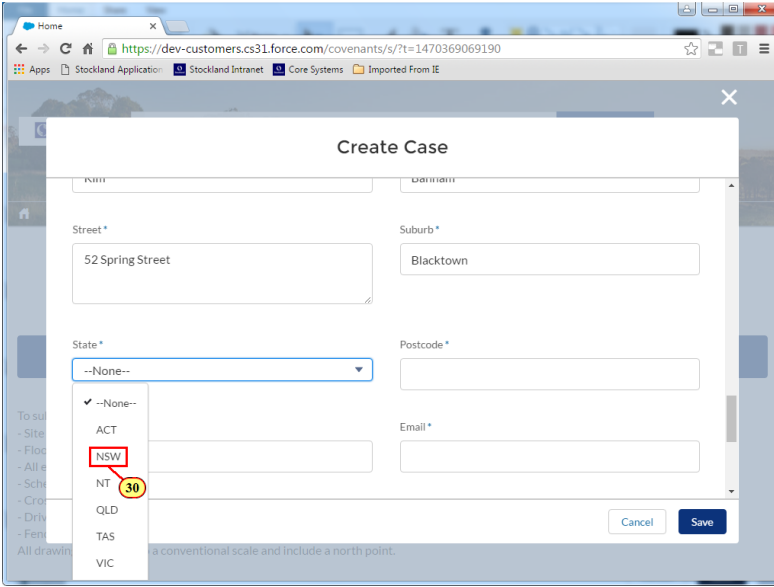


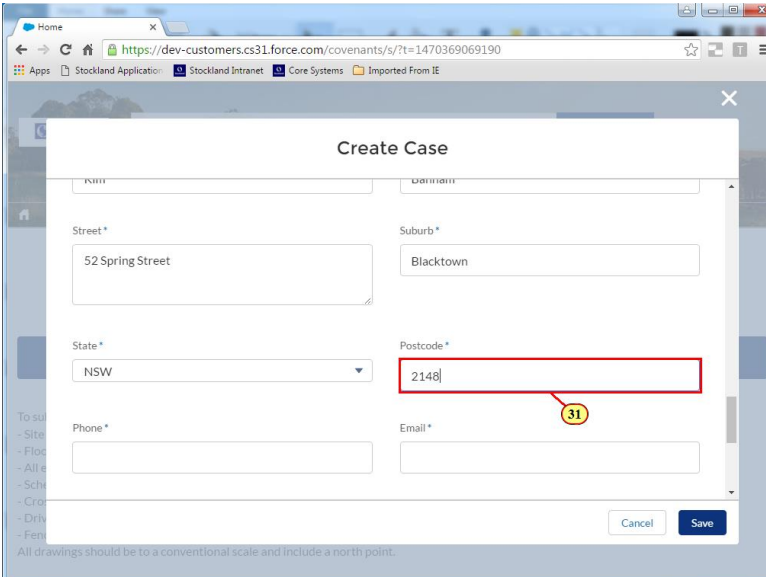
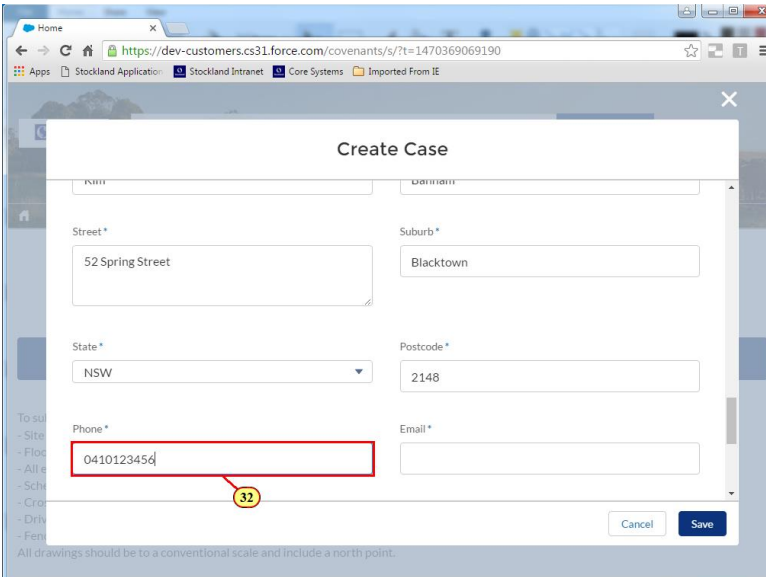
Explanation	Screenshot
(25) Enter <b>Banham</b> in the <b>Last Name</b> field.	
(26) Click in the <b>scroll area</b> to scroll down.	

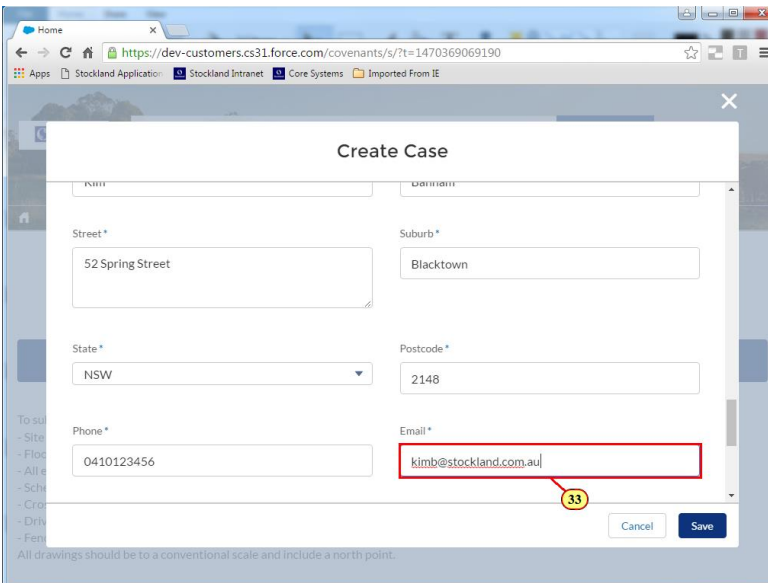
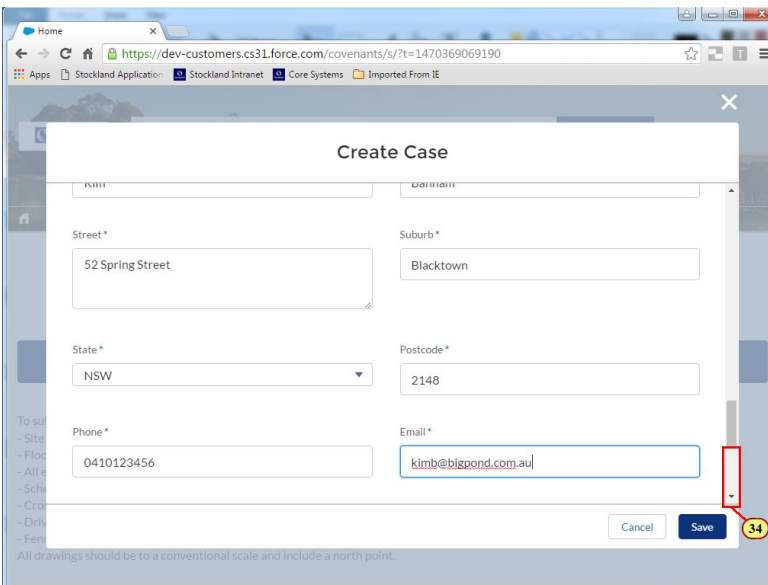


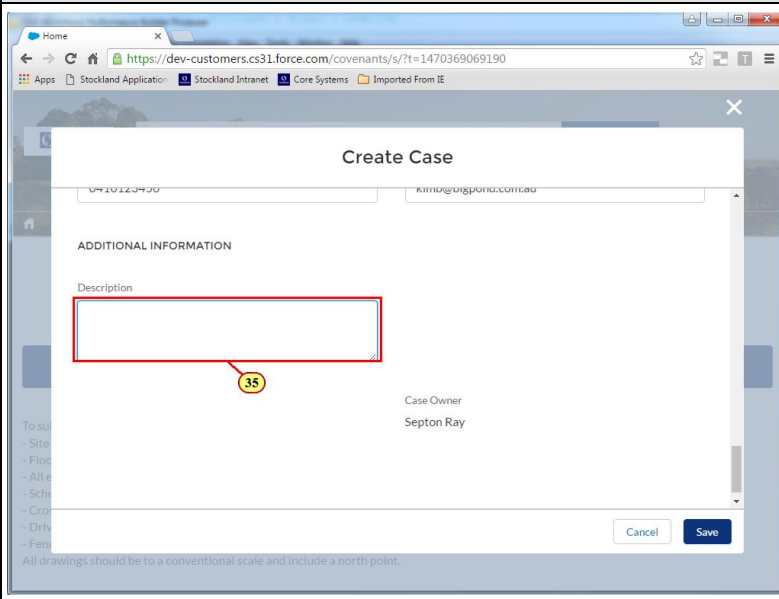

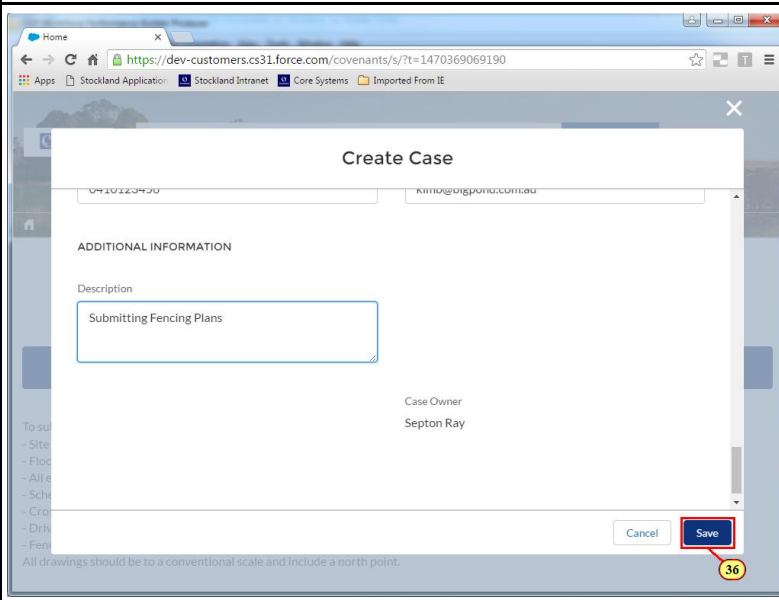
Explanation	Screenshot
<p>(27) Enter <b>52 Spring Street</b> in the <b>Street</b> text field.</p>	
<p>(28) Enter <b>Blacktown</b> in the <b>Suburb</b> field.</p>	

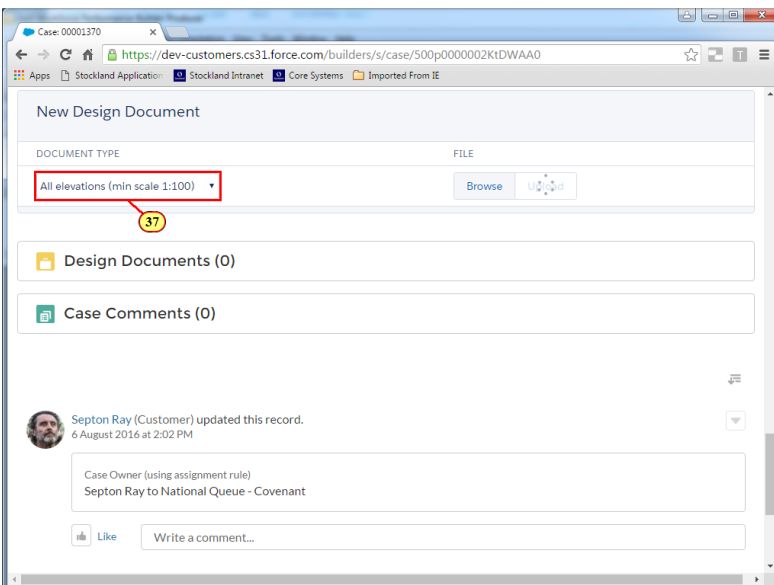
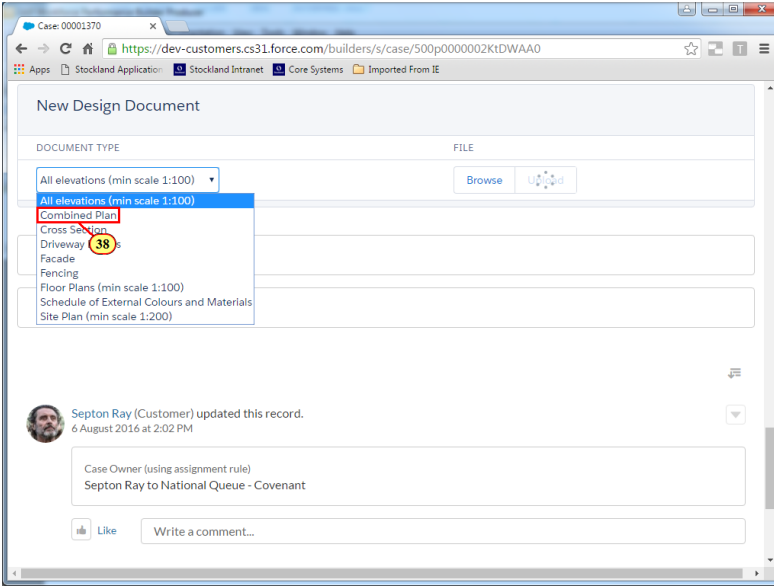



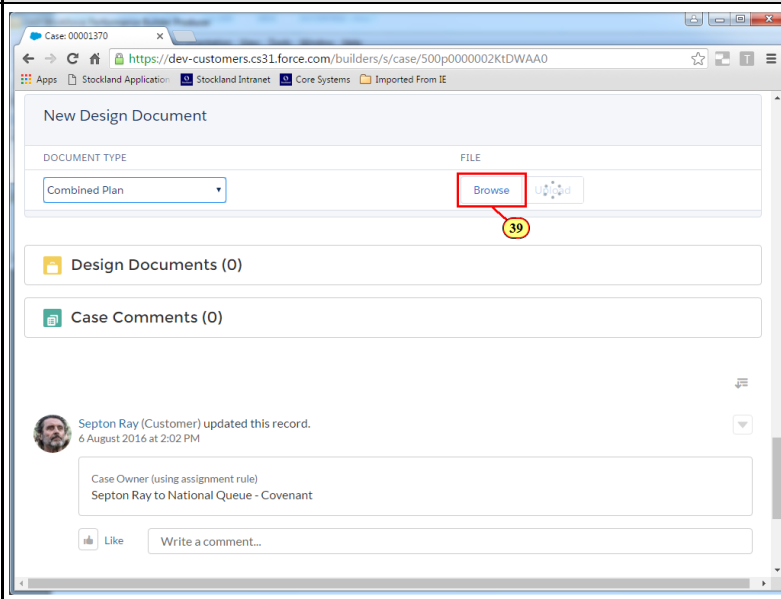

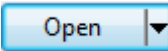
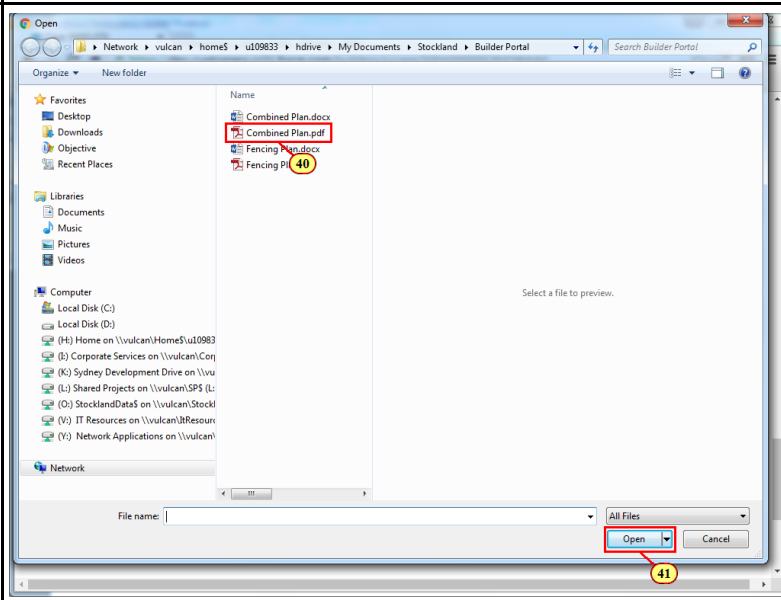
Explanation	Screenshot
(29) Click <b>State</b> .	
(30) Click <b>NSW</b> .	

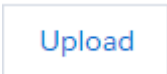
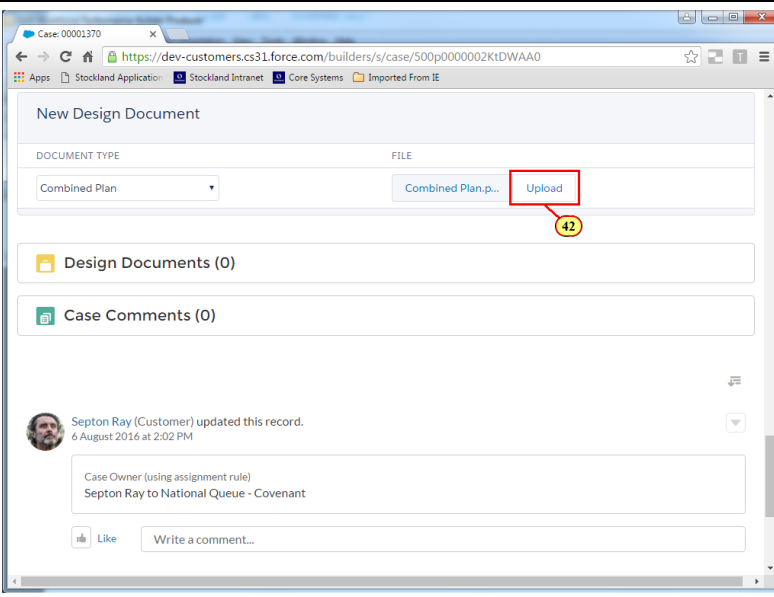



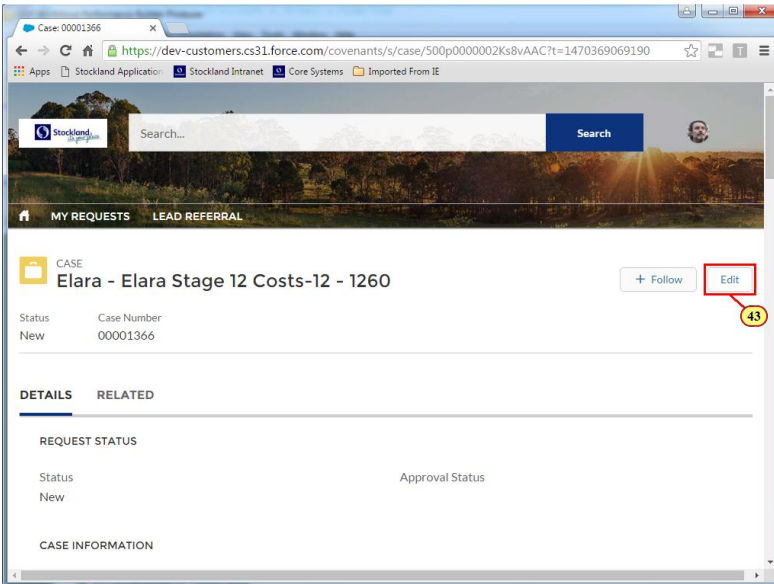
Explanation	Screenshot
<p>(31) Enter <b>2148</b> in the ▼ field.</p>	
<p>(32) Enter <b>0410123456</b> in the <b>Phone</b> field.</p>	

Explanation	Screenshot
<p>(33) Enter <b>kimb@bigpond.com.au</b> in the <b>Email</b> field.</p>	
<p>(34) Click in the <b>scroll area</b> to scroll down.</p>	

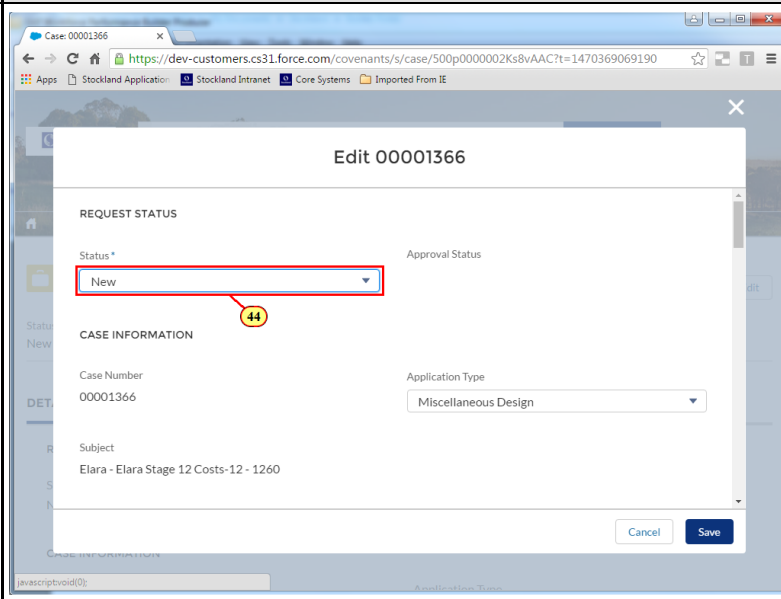
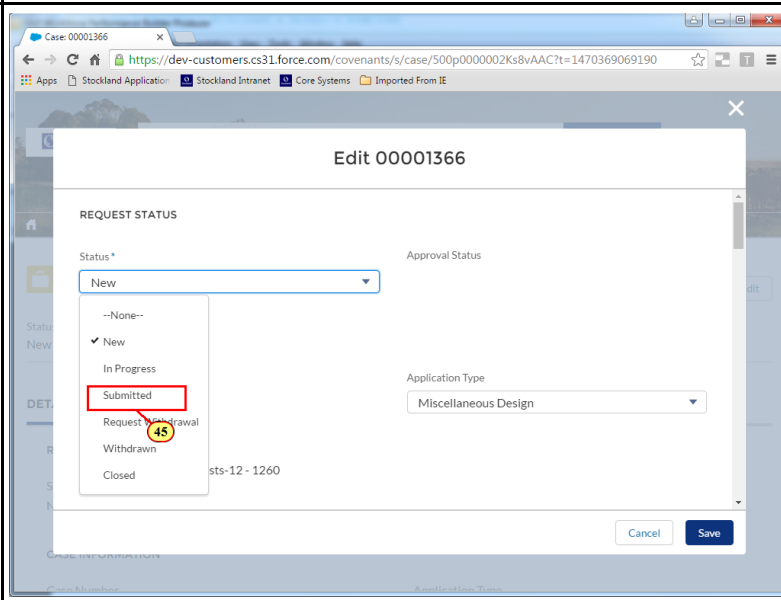
Explanation	Screenshot
<p>(35) Enter <b>Submitting Fencing Plans</b> in the text field.</p>	
<p>(36) Click .</p>	


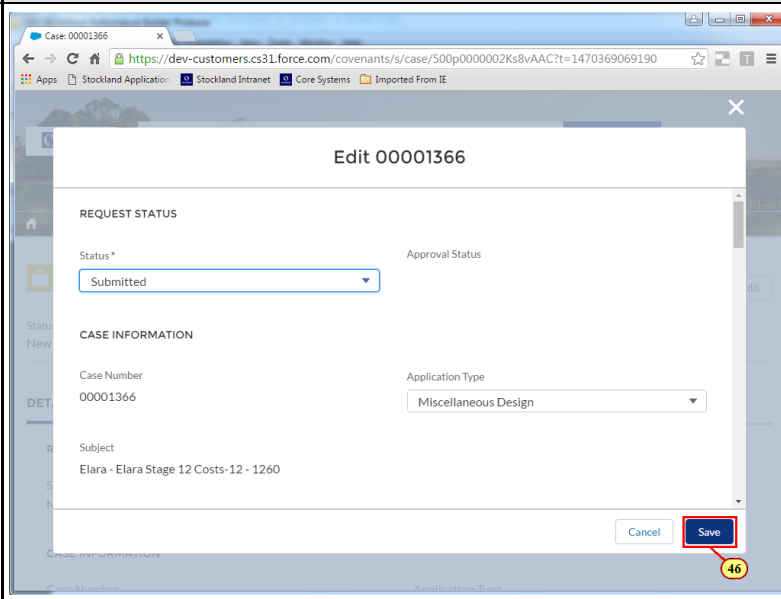

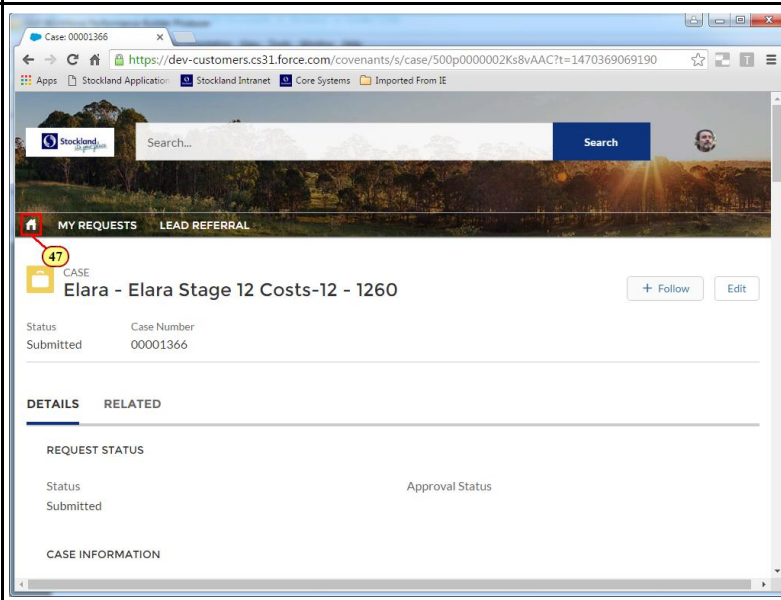
Explanation	Screenshot
<p><b>Next Step:</b> Load the Design Documents. (37) Click</p> <p>All elevations (min scale 1:100) ▾</p>	
<p>(38) Click Combined Plan.</p>	

Explanation	Screenshot
<p>(39) Click </p>	
<p>(40) Click  Combined Plan.pdf</p> <p>(41) Click </p>	

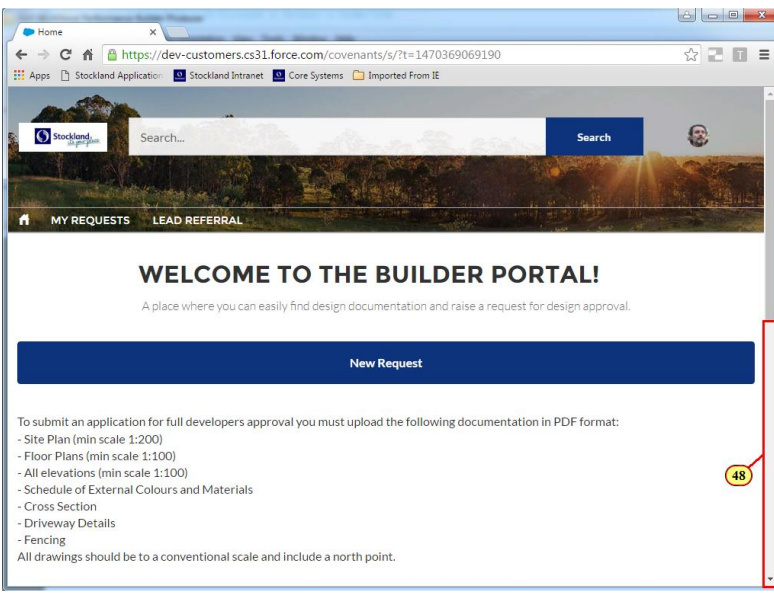
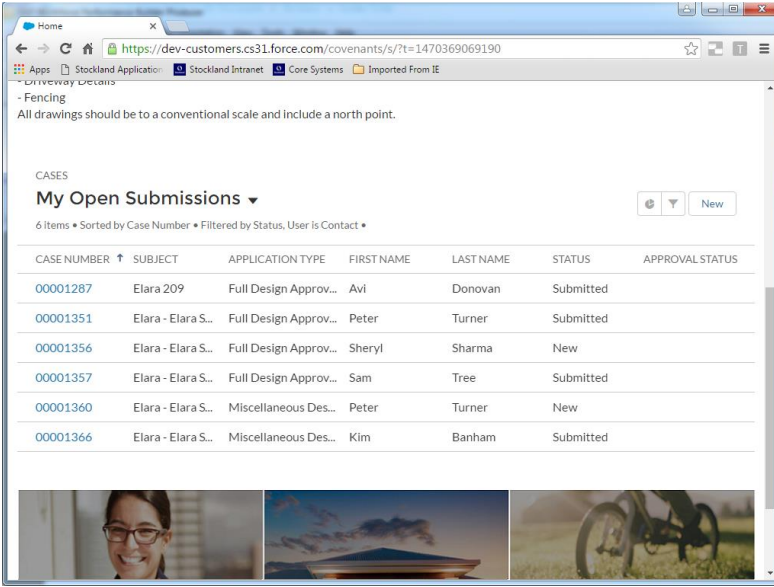
Explanation	Screenshot
<p>(42) Click .</p>	
<p>  Upload all other Design Documents.   <b>Next Step:</b>            Submit the request.            (43) Click .         </p>	



Explanation	Screenshot
(44) Click <b>Status</b> .	
(45) Click <b>Submitted</b> .	

Explanation	Screenshot
<p>(46) Click .</p>	
<p>(47) Click .</p>	




Explanation	Screenshot
(48) Click in the <b>scroll area</b> to scroll down.	
<h3>Create Miscellaneous Design Request</h3> <p>You have successfully,</p> <ul style="list-style-type: none"><li>created a <b>Miscellaneous Design Request</b>,</li><li>uploaded all the <b>Plans</b> as a Design Documents and</li><li>submitted the Request.</li></ul>	

## 9.7. Case Comments - Received

## Case Comments - Received

Any comments from the Covenant team will appear in the Case Comments for the specific request.

Case Comments (1)				
USER	PUBLIC	CREATED DATE	COMMENT	
Peter Turner	<input checked="" type="checkbox"/>	24/08/2016 10:43 AM	Can you please attach all missing plans	
<a href="#">View All</a>				



## 9.8. Case Comments - Sent

### Case Comments - Sent

To reply, enter your comment in the **Write a comment** field and click **Comment**.

The screenshot displays the 'Case Comments (1)' interface. At the top, a table lists the comment details:

USER	PUBLIC	CREATED DATE	COMMENT
Peter Turner	<input checked="" type="checkbox"/>	24/08/2016 10:43 AM	Can you please attach all missing plans


Below the table is a 'View All' link. The main comment area shows a comment from Peter Turner (Stockland) posted 3h ago: 'Can you please attach all missing plans'. Below this comment is a 'Write a comment...' text input field, which is highlighted with a red box. A red arrow points from this field to a 'Comment' button in a separate window that is open below it. This window shows a reply from a user with the text 'Thanks I have added now.' and the 'Comment' button, which is also highlighted with a red box.



## 9.9. Case Comments - Email


### Case Comments - Email


For any Case Comments sent, an email will be sent to the assigned Covenant agent. Based on the previous page this would look like:

**Septon Ray** (Customer)  
Thanks. I have added now.  
[View/Comment](#) or [reply to this email](#)

---

**Original post**

**00001357** — **Peter Turner** replied to the customer.  
Wednesday, 24 August 2016 10:43 AM

**Septon Ray** (Customer)  
Thanks. I have added now.  
Wednesday, 24 August 2016 1:20 PM



# 10.Topic: Approval Outcome

## 10.1. Topic: Approval Outcome



### Topic: Approval Outcome



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## 10.2. Approval Outcome

### Approval Outcome

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Once the request has been reviewed, you will receive an email notification of the outcome.

If the request was successful, login into the Builder Portal to download the approved plans. You may now proceed with the local authority application.

If the request was NOT successful, login into the Builder Portal to check the comments for why you were not successful.

For an unsuccessful request, if the request status is:

- New. Update the request based on the comments and change the status to Submitted.
- Closed. Create a new request.







## 10.3. Example Email Notifications

### Example Email Notifications

#### Example of **Successful** notification



**Stockland**

Jane Jackson  
12 Bligh Place  
Randwick NSW 2031

**North Lakes-Golf Sth Standard Stg 7-97-181**

**Design Application Full Covenant Approval**

Congratulations! Your application for North Lakes-Golf Sth Standard Stg 7-97-181 has been approved by Stockland, according to the Design Requirements for North Lakes-Golf Sth Standard Stg 7-97-181.

An approved copy of your application is available from your Builder/Architect or by logging into the Covenant Portal and downloading your plans.

**Approval is conditional as you will still need to comply with the laws or regulations of Local, State or Federal Government, Statutory Authorities (e.g. Town Planning Controls).**

**The next step is to obtain a Building Permit if required.**

Your Builder/Architect will need to lodge the plans with Council or a registered Building Surveyor.

**Design Compliance at North Lakes-Golf Sth Standard Stg 7-97-181 is your responsibility.**

The use of the land and construction of any structure must conform to:

- Design Requirements and Controls for North Lakes-Golf Sth Standard Stg 7-97-181
- Restrictive Covenants
- Requirements in your land contract sale

**Please call your Covenant Officer or Customer Relations Coordinator with any questions.**

Thank You.

Kind Regards,

Stockland Customer Relations

cc: Septon Ray at McDonald Jones Homes



**Stockland**  
*it's your place*

#### Example of **Unsuccessful** notification



**Stockland**

**North Lakes-Golf Sth Standard Stg 7-97-181**

**Design Application Declined**

We have reviewed your application for North Lakes-Golf Sth Standard Stg 7-97-181 and are unable to grant an approval until the below items are addressed.

**Areas of non-compliance with the Design Requirements for North Lakes-Golf Sth Standard Stg 7-97-181**

All plans have not been provided

**Next Steps**

- The non-compliant plans can be downloaded from the Covenant Portal
- Please review your application with your builder/architect to address the above requirements
- Your builder/architect must submit a revised application to Stockland for assessment via the Covenant Portal
- Stockland will advise its decision within 10 business days upon receipt of the application

Please contact Stockland Covenant Administrator or Customer Relations with any questions.

Thank You.

Kind Regards,

Stockland Customer Relations

cc: Septon Ray at McDonald Jones Homes



**Stockland**  
*it's your place*



# 11.Topic: Portal Account Information

## 11.1. Topic: Portal Account Information



### Topic: Portal Account Information

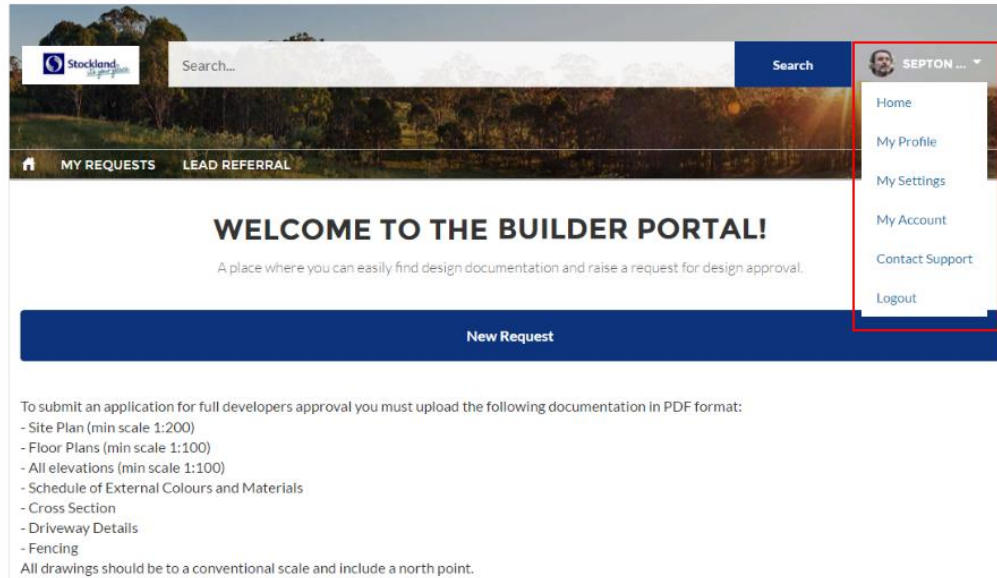




## 11.2. Account Information

### Account Information

To change your email address, password, settings or logout, click Account Information in the top right corner.





## 11.3. My Settings Account & Location

### My Settings Account & Location

To change any account or location details, enter or select the correct value and click **Save**.

#### My Settings

Cancel

Save

##### Account

Username

septon.ray@stockland.com.au

Email Address \*

septon.ray@stockland.com.au

Password

[Change Password](#)

##### Location

Language

English

Locale

English (Australia)

Time Zone

(GMT+10:00) Australian Eastern Standard Time (New South Wales) (j



## 11.4. Change My Password

### Change My Password

Follow the rules displayed, enter:

- Current Password
- New Password
- Verify New Password
- Click Save

### Change My Password

You must adhere to the following password rules:

- \* Your password must be at least 8 characters long.
- \* Your password must have a mix of letters and numbers

Current Password\*

New Password\*

Verify New Password\*

Cancel

Save

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## 11.5. Profile Visibility

### Profile Visibility

To change any Profile Visibility details, select the correct value from the drop down list and click Save.

Restricted

Restricted

Members

Public

The drop down values are:

### My Settings

Cancel

Save

#### Profile Visibility

Customize who is able to see what on your profile page ⓘ

Photo



Members

Manager

Restricted

Title

Members

Email

peter.turner@stockland.com.au

Restricted

Phone

0421613113

Restricted

Cell

0421613113

Restricted

Address

NSW

Restricted



## 11.6. Email Notifications

### Email Notifications

To change any of the Email Notifications details, select the tick box and click Save.

**Note:** It is recommended to keep the Email Notifications as displayed below.

#### My Settings

Cancel

Save

##### Email Notifications

☒ Receive emails

When email notifications are enabled, email me when someone:

☒ Follows me

☐ Likes a post or a comment I made

☒ Comments on my status or a change I made

☒ Comments on a post on my profile

☒ Comments after me

☒ Comments on an item I bookmarked

☒ Comments on an item I like

☒ Mentions me in a post

☒ Mentions me in a comment

☒ Posts on one of my cases



# 12. Summary

## Summary

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- Submit a request for approval on a design submission by entering the details required by covenants to approve the design
- Monitor the progress of your own requests and any other requests for the same company
- Download approved design documents once the approval is granted by the Covenants team.
- Display Account Information
- Search for relevant documentation.





## 13. End of Course

