



## Quick Links

Registration: <https://builderportal.stockland.com.au/s/login/SelfRegister>

Login: <https://builderportal.stockland.com.au/s/login/>

Reset Password: <https://builderportal.stockland.com.au/s/login/ForgotPassword>

User Guide: <https://www.stockland.com.au/residential/buying-and-building/builder-portal-master>

## FAQ

Questions	Answers
<b><i>I am trying to submit a design application through i-Scope, but I can no longer see the + new application button.</i></b>	i-Scope has now closed which means you are not able to submit plans for covenant approval or access any Disclosures, Setbacks, POD, As Cons, Bushfire, etc. from the Reference Library. Please submit/lodge plans via the new Builder Portal. Use the Register link above to register for an account.
<b><i>Will I need to register a new account to access the new Builder Portal?</i></b>	Yes. The new Builder Portal is separate to i-Scope. We are unable to transfer your account from i-Scope to the new Builder Portal. Please register a new account at <a href="https://builderportal.stockland.com.au/s/login/SelfRegister">https://builderportal.stockland.com.au/s/login/SelfRegister</a> .
<b><i>I did not receive my username and password.</i></b>	Please check your Spam/Junk Mail folder for your registration email. This email includes your username and a link to set your password. For assistance, contact your Covenant Administrator or see the list of Key Contacts.
<b><i>I have registered for a new account but cannot log in to the Builder Portal.</i></b>	Click on the link in your registration email to set your password or go here: <a href="https://builderportal.stockland.com.au/s/login/ForgotPassword">https://builderportal.stockland.com.au/s/login/ForgotPassword</a>
<b><i>I have just registered for a new account and logged in for the first time. All I can see is a blank page and the Search field. Why can't I see the New Request button?</i></b>	All requests for accounts are evaluated by a Stockland Covenant Administrator. Appropriate access will be granted for your use of the portal. You will be notified via email when this has been actioned. At that time, you will have greater visibility within the portal
<b><i>My colleague has already registered for the new Builder Portal. Do I need to register an account, too?</i></b>	You can either utilise one master account for your company and give each person the login details; or, alternatively, each person can create their own user account and login details. Each individual account will be linked to the one company.



Questions	Answers
<b>Can more than one person from my company log in and use our account at the same time?</b>	Yes, you can have one account for the Builder Portal and several people can log in at the same time using the same account.
<b>Are there any special computer requirements in order to access the new Builder Portal?</b>	Yes. The new Builder Portal is only compatible with Google Chrome. If you do not have Google Chrome installed on your computer, it can be downloaded from <a href="https://www.google.com/chrome">https://www.google.com/chrome</a> Internet Explorer is not compatible.
<b>Where can I find more information about how to use the portal – submit a request, view requests?</b>	A variety of training materials are available for you to review including online demonstrations and videos which will step you through the process to submit a new application and plans. Training materials can be accessed using the User Guide & Training link above.
<b>How do I find documents (e.g. Disclosures, Setbacks, POD, As Cons, Bushfire, etc) in the new Builder Portal?</b>	After logging in: <ol style="list-style-type: none"> <li>1. Click in the <i>Search</i> field at the top of the screen.</li> <li>2. Type the name of the community, an asterisk and the lot number/stage/document. Ex: "Vale * BLE" or "Vale * 585"</li> <li>3. Files will appear in the <i>Articles</i> section. If the document you are searching for is not listed, please contact your Covenant Administrator.</li> </ol>
<b>Why can't I download or open the PDF Disclosures/As Cons/POD/BLE from the new Builder Portal?</b>	You may need to download the latest version of Adobe Reader. Stockland uses Adobe Acrobat XI (Version 11.0.0). You may need the same or a similar version. If you already have this installed and are still experiencing difficulty, please contact your Covenant Administrator who will determine if it is a technical/IT issue.
<b>How do I submit a new application for full design approval?</b>	Please see the User Guides for detailed instructions. <ol style="list-style-type: none"> <li>1. Click the <i>New Request</i> button.</li> <li>2. Select <i>Full Design Approval</i> as the <i>Application Type</i>.</li> <li>3. Enter the Community * Lot Number (Vale * 394) to locate the <i>Product</i>.</li> <li>4. Complete the fields under <i>Floor Plan, Home Particulars</i> and <i>Customer Details</i>.</li> <li>5. Select <i>Save</i>.</li> <li>6. Upload any required documents in the <i>New Design Document</i> section.</li> <li>7. When complete, select <i>Edit</i>.</li> <li>8. Change the <i>Status</i> to <i>Submitted</i>.</li> </ol>



Questions	Answers
<b>When I click on Save to submit a new application, nothing happens?</b>	Please scroll to the top of the form to read any error messages. All required fields must be completed in order to proceed to the next page.
<b>Where do I upload my building plans when submitting design for approval?</b>	<p>After completing the application form and clicking Save, the <i>New Design Document</i> window will appear.</p> <ol style="list-style-type: none"> <li>1. Select the relevant <i>Document Type</i>.</li> <li>2. Select <i>Browse</i> and locate the PDF you wish to upload. Note that the file size is limited to 4.5MB.</li> <li>3. Select <i>Upload</i>. Once uploaded, your file will be listed under <i>Design Documents</i>.</li> </ol> <p>Repeat to upload additional documents.</p>
<b>How do I submit a new application for preliminary design approval?</b>	Follow the same steps as for full design approval but select <i>Miscellaneous Design</i> as the <i>Application Type</i> .
<b>How do I submit an amended application for design approval?</b>	<p>If your previous application has been approved and Closed, you will need to submit a new application.</p> <p>Follow the same steps as for full design approval but select <i>Miscellaneous Design</i> as the <i>Application Type</i>.</p>
<b>I submitted/lodged my application and plans some time ago. Why have I not received approval yet?</b>	<p>Stockland's standard timeframe for design approval is 10 business days from the date you submitted your application/plans. Please ensure the <i>Status</i> of your application has been changed from <i>New</i> to <i>Submitted</i>. If it is not, select <i>Edit</i> and change the value to <i>Submitted</i>.</p> <p>Please ensure you have uploaded all required documents. A full set of plans includes: Site Plan, Floor Plan, Elevation Plan, Fencing, Landscaping and Colour Selections. Any missing items and incorrect information on your plans may result in delays with your application being processed and approved.</p>
<b>What types of applications fall under Miscellaneous Design applications?</b>	<p>Miscellaneous Design applications include:</p> <ul style="list-style-type: none"> <li>• Amended Plans</li> <li>• Amended Colours</li> <li>• Landscaping Plans</li> <li>• Fencing Plans</li> <li>• Retaining Wall Plans</li> </ul>



## Contacts

There are several people from Stockland who are available to help you:

**Sales Professional** or **Sales Associate** at the Land Sales Office in your community.

### Builder Portal Power Users:

**Josh McGarry**

Wholesales Manager

Phone: 07 5491 0109

Email: [josh.mcgarry@stockland.com.au](mailto:josh.mcgarry@stockland.com.au)

**Shaantel Hampson**

Sales Manager

Phone: 07 4758 6706

Email: [shaantal.hampson@stockland.com.au](mailto:shaantal.hampson@stockland.com.au)

**Vy Allen**

NSW Covenant Administrator

Phone: 02 9035 2862

•Email: [vy.nguyen@stockland.com.au](mailto:vy.nguyen@stockland.com.au)

### Sunshine Coast Covenant Administrator

Alexie Smith

Phone: 07 5491 0116

Mobile: 0439 175 429

Email: [alexie.smith@stockland.com.au](mailto:alexie.smith@stockland.com.au)

### QLD Head Office

Phone: 07 3305 8600 to be directed to someone who will assist you

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