

Online Services

Department of Environment and Science

User Guide – Getting started with Online Services

- How to register for Online Services
- How to link to an existing customer record (individual)
- How to link to an existing customer record (organisation)
- How to create (and link to) a new customer record (individual)
- How to create (and link to) a new customer record (organisation)

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Online Services.

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1. Getting ready for Online Services

If you have already been transacting online

If you have already registered and created, or linked to a customer record, refer to the [Using Online Services](https://www.business.qld.gov.au/running-business/environment/online-services) user guide (https://www.business.qld.gov.au/running-business/environment/online-services) to find out how to navigate Online Services.

If you have not transacted online, follow the instructions in this guide

Register and gain access to a faster, more efficient way to manage your information and obligations with the Department of Environment and Science (DES).

Registration is a two-step process:

1. **Register as a user** of Online Services by creating a username and password.
2. **Create a new customer record** or **link to an existing customer record** on which to transact. Note: customer records can be for an individual or an organisation and must be in the name of a legal entity.

If you or your organisation have done business with the Department in the past, there may be an existing customer record. Refer to [Linking to an individual customer record](#) for more information.

If you or your organisation have not previously transacted with the Department you will need to create a customer record. Refer to [Creating a new customer record](#) for more information.

For further assistance with registering and creating your customer record contact technical support Monday to Friday 8.30am to 4.30pm (AEST) (except public holidays).
Phone: 1300 130 372 (select option 6) or email: digital@des.qld.gov.au.

2. Registering for Online Services

1. Open a web browser and navigate to <https://www.business.qld.gov.au/running-business/environment/online-services>.
2. Click **Log in to Online Services**. The Online Services Terms of Use and Privacy statement page is displayed. Read the statement and click **I AGREE** to continue.

The Login form is displayed.

3. Click **Registration**, located at the bottom of the form.

The registration form is displayed.

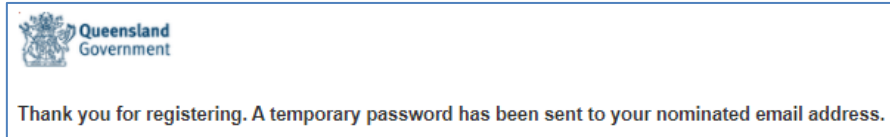
4. Complete the User details section. Fields marked with a ***red asterisk** are mandatory. The information you provide on this form will be used to create your Online Services user profile. The email address you provide will be your username.

Note: The email address you provide will be used to send a 'Confirmation of user account creation' email. This will include information on how to log in to Online Services, including your username and a temporary password. If you don't receive an email shortly after submitting the form, be sure to check your junk or spam folder.

5. Read the **Terms of Use and Privacy statement** and click the checkbox.

6. Complete the **I'm not a robot** check.
7. Click **Submit**.

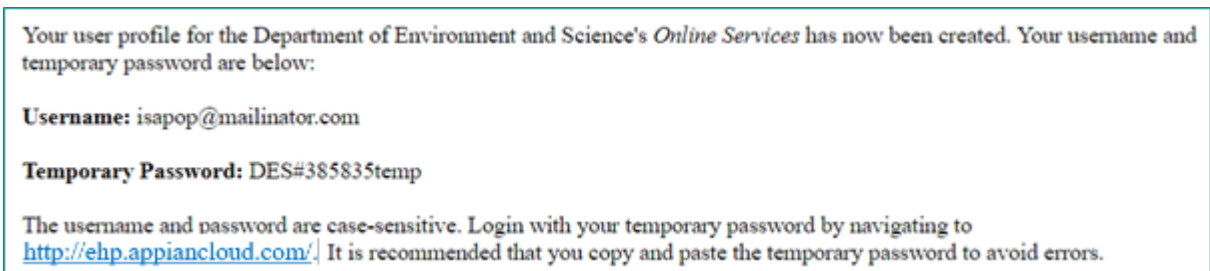
The system sends a **Confirmation of user account creation** email with your temporary password to your nominated email address and displays the following message.



Note: A 'Confirmation of user account creation' email is sent to the email address you provided. This will include information on how to log in to Online Services, including your username and a temporary password. If you don't receive an email shortly after submitting the form, be sure to check your junk or spam folder.

Receiving your username and temporary password

8. Open your email account and look for an email from digital@des.qld.gov.au, with the subject **Confirmation of user account creation**.
9. Select and open the email. It contains your username and temporary password and a link to log in to Online Services.

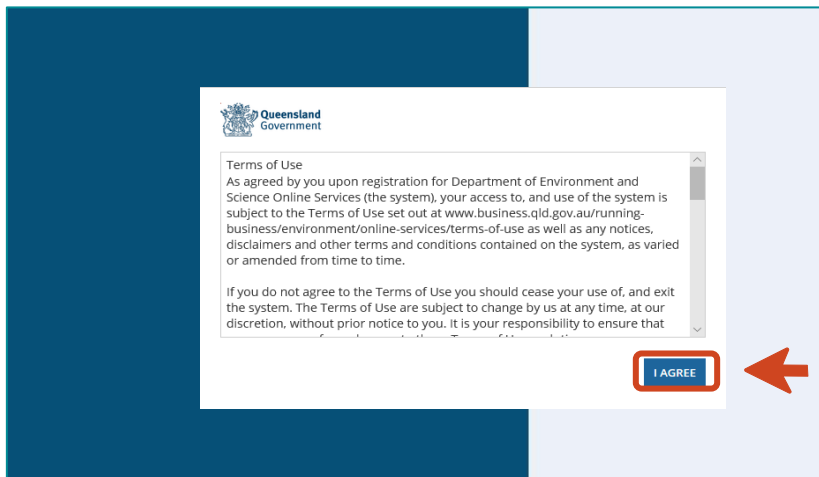


10. Take note of your username and temporary password.

Logging in to Online Services with your temporary password

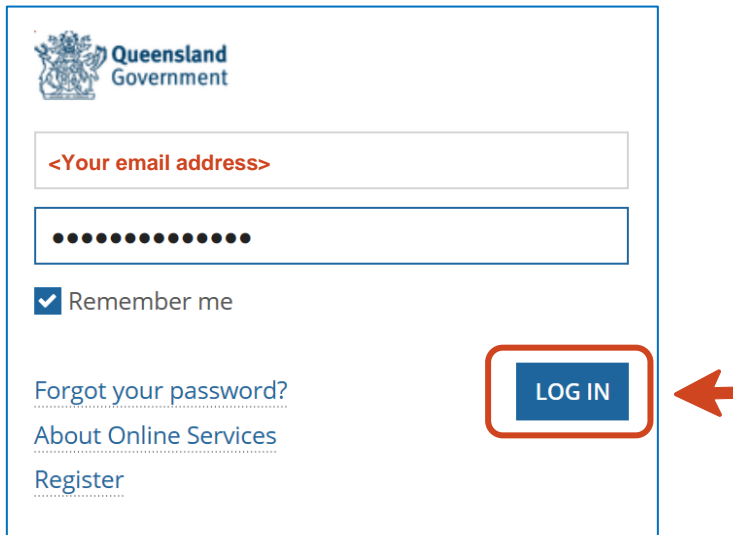
11. Click the link in your email, or open your web browser and type <https://ehp.appiancloud.com/> in the browser's address bar and press **Enter**.

The Terms of Use page is displayed.



12. Read the Terms of Use and click **I AGREE**.

The Login form is displayed.

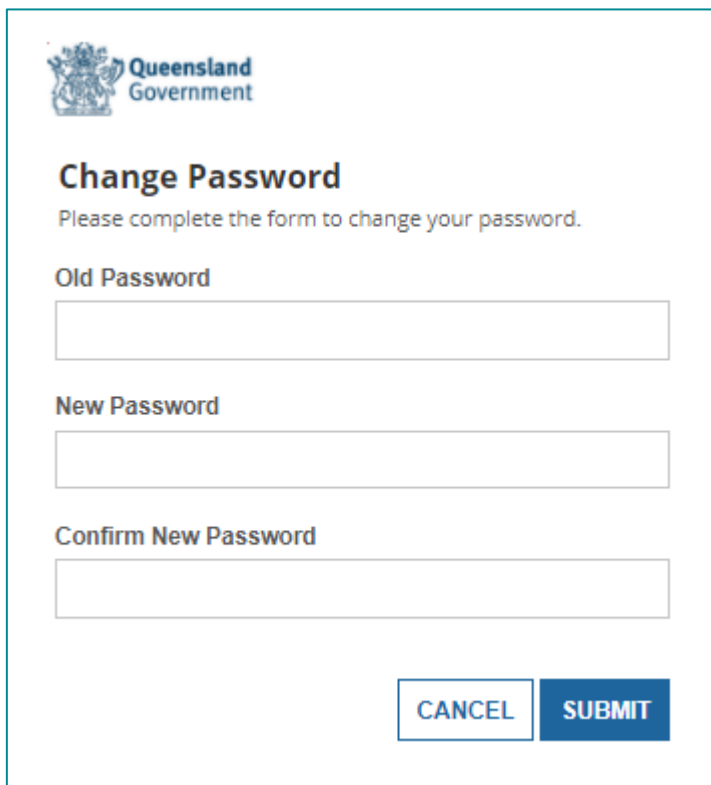


13. Enter your **Username** and **Password** as specified in the email.

Note: your username is the email address that you provided during the registration process.

14. Click **LOG IN**.

The Change Password form is displayed.



15. In the **Old Password** field, enter your temporary password.

16. In the **New Password** field, enter a new password. Passwords must meet a minimum requirement of:

- at least eight characters
- contains at least two characters in the English alphabet
- contains at least one numeral (0 through 9)
- contains at least one non-alphabetic character (such as !, \$, #, %)
- contains at least one upper case character (A through Z)
- contains at least one lower case character (a through z)
- has not been used in the previous four passwords

17. In the **Confirm New Password** field, retype the password and click **SUBMIT**.

The system signs you in and the **home** page is displayed. Click on the relevant Authorities name to finalise your registration and link to a customer record.

The screenshot shows the 'Online Services' home page. The navigation bar includes 'HOME', 'CUSTOMER DETAILS', and 'HELP'. The main content area is divided into two columns. The left column contains several grey boxes for different authority types: 'Environmental Authorities', 'Wildlife Authorities', 'Allocation of Quarry Material', 'Waste Tracking', 'Macropods', and 'Parks and Forests Authorities'. The right column contains a 'My Incomplete Actions' table with columns for 'Name' and 'Created', and a message stating 'No actions to be completed'. At the bottom of the page, there is a footer with contact information for permit and licensing enquiries and technical assistance.

You have now registered as a user of Online Services and signed in. The next step is to link your user profile to an [existing customer record](#) or [create a new customer record](#).

3. Linking to an existing customer record

Before you can begin transacting with the Department, your user profile must be associated with a customer record that is in the name of a legal entity, either an individual (yourself) or an organisation.

There may already be a customer record in our system if you or your organisation have done business with the Department in the past.

You may have an existing customer record if you have:

- an Environmental Authority
- a Wildlife Authority issued after June 2017
- an Allocation of Quarry Material notice, or
- a current application for an authority

Finalise your registration

Thank you for registering with the Department of Environment and Science's Online Services. The next step is to set up the customer record for transacting with the department. This could be either your organisation's customer record, or your own customer record if you have registered to use Online Services for yourself.

There may already be a customer record if you/your organisation have done business with us in the past. There may be an existing customer record if the customer has:

- an Environmental Authority
- a Wildlife Authority issued after June 2017
- an Allocation of Quarry Material
- a current application for an authority

[Link to existing customer record](#)

If the customer has not previously done business with us (or holds only a Wildlife Authority issued prior to June 2017), create a new customer record.

[Create new customer record](#)

My Incomplete Actions

Name	Created
No actions to be completed	

For permit and licensing enquiries: ☎ 1300 130 372 (Option 4) ✉ palm@des.qld.gov.au
 For technical assistance: ☎ 1300 130 372 (Option 6) ✉ digital@des.qld.gov.au
 Business hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

Note: If you or your organisation are new to the Department, refer to [Creating a new customer record](#).

Individuals – Linking to your customer record

When you choose to link to an 'Individual' customer record, the system will automatically search the database for a customer record with the same first name, last name and date of birth that you provided when registering.

If the system finds a matching customer record with a valid email address, the system will prompt you to send a verification code to the customer record email address. Refer to [Sending the verification code](#).

If no matching record is found, the system will prompt you to provide details of your customer record before sending a verification code. Refer to [Providing your individual customer record details](#).

If no matching customer records are found or you cannot provide the required information, please contact Permits and Licensing on 1300 130 372 (option 4) during business hours.

Providing your customer record details

1. From the **Finalise your registration** or **Select customer record** page, click **Link to existing customer record**.

The Linking to existing customer record form is displayed.

The screenshot shows a form titled "Link to existing customer record". Under the heading "Select customer type:", there are two radio button options: "Individual" and "Organisation". Both are currently unselected.

2. Select **Individual**.

The system searches the database for a customer record with the same first name, last name and date of birth that you provided when registering.

- a) **If** the system finds a matching customer record, the system displays the Send Verification Code page. Refer to [Sending the verification code](#) below.
- b) **If** a matching record is **not found**, the system prompts you to provide your **Customer Reference Number (CRN)** or a **Permit Reference** and your name as it appears on the permit.

The screenshot shows the "Link to existing customer record" form with "Individual" selected. Below the selection, it asks for a "Customer Reference Number (CRN)" or "Permit Reference". There are input fields for both. Below that, under "Customer Details:", it asks for the name as it appears on the permit, with input fields for "First Name", "Middle Name", and "Surname". There are "CANCEL" and "SUBMIT" buttons at the bottom.

If you cannot locate either of these numbers, or the system cannot find the record, contact the Permits and Licencing Team (during standard business hours) on 1300 130 372 (option 4) or email palm@des.qld.gov.au.

3. Type in the **Customer Reference Number (CRN)** or the **Permit Reference** and your name as it appears on your permit and click **SUBMIT**. If the information you provided matches an existing customer record the system displays **Send Verification Code**.

The screenshot shows the "Link to existing customer record" form displaying a verification code. It states: "To verify your identity we will send a verification code to the email address listed on the customer record: s*****@mailinator.com". It also provides contact information for Digital Operations Support: "1300 130 372 (Option 6) or digital@des.qld.gov.au". There are "CANCEL" and "SEND" buttons at the bottom.

If no matching record is found, the system will advise you to contact Permits and Licencing on 1300 130 372 (option 4) during business hours.

Sending the verification code

- A verification code will be sent to the email address listed on the existing customer record. Check the masked email address on the Send Verification Code page. If you believe you have access to the email address displayed on the page, click **SEND**.

The system will send a verification code to the email address listed on the customer record and display the **Enter Verification Code** form.

Enter Verification Code

A unique verification code has been sent to **s*****@mailinator.com**. This code is valid for 24 hours. If you do not see the email in your inbox, please check your spam/junk folder.

Enter the verification code below.

Verification code:

CANCELSAVE AND EXIT

RESEND CODESUBMIT

You can click 'Save and Exit', then return to this screen within 24 hours by clicking **Enter Verification Code** in your Incomplete Actions menu.

If you do not have access to this email address, please contact Digital Operations Support on 1300 130 372 (option 6) or email digital@des.qld.gov.au

- Keep this screen open or click **SAVE AND EXIT** and return to this screen to enter the code from your email.

Note: The verification code will expire after 24 hours.

Entering the verification code

- Open your email account and look for an email from digital@des.qld.gov.au with the subject **Department of Environment and Science – Customer verification code**.

Note: If you can't find the email, check your Junk or Spam folder. If you haven't received the email (or you don't have access to the email address on the Customer Record) contact Digital Operations Support on 1300 130 372 (option 6) or email digital@des.qld.gov.au.

Dear < Your name >

You have received this email because you have requested access to your Department of Environment and Science online services customer record.

Your code is: **549178**

This code can only be used once and will expire in 24 hours.

If you have any questions or concerns, please contact the Department of Environment and Science.

General Enquiries: [1300 130 372](tel:1300130372) (option 4) or palm@des.qld.gov.au.

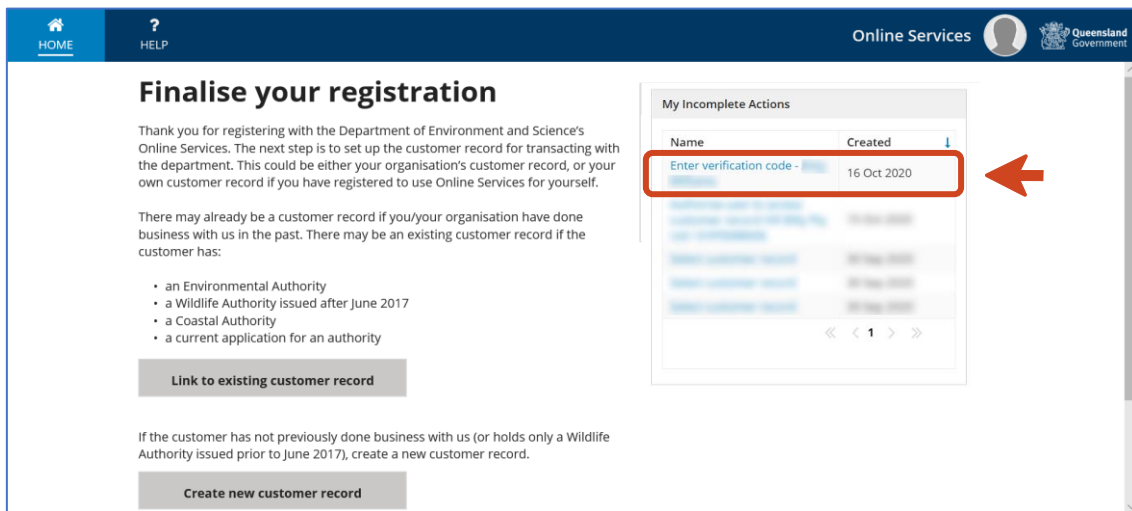
Technical Support: [1300 130 372](tel:1300130372) (option 6) or digital@des.qld.gov.au.

Digital Operations Support
Department of Environment and Science
Phone: [1300 130 372](tel:1300130372) (Option 6)
Email: digital@des.qld.gov.au
Business Hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

- Open the email and copy or note down the code.

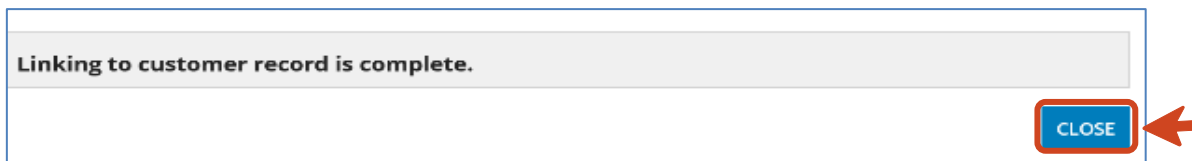
8. Return to the Enter Verification Code page.

Note: If the window is closed, you can return to the Enter Verification Code form by signing in, then in the My Incomplete Actions menu clicking the **‘Enter verification code’** action. This action will expire after 24 hours.



9. Enter the code from your email into the **Verification Code** field and click **SUBMIT**.

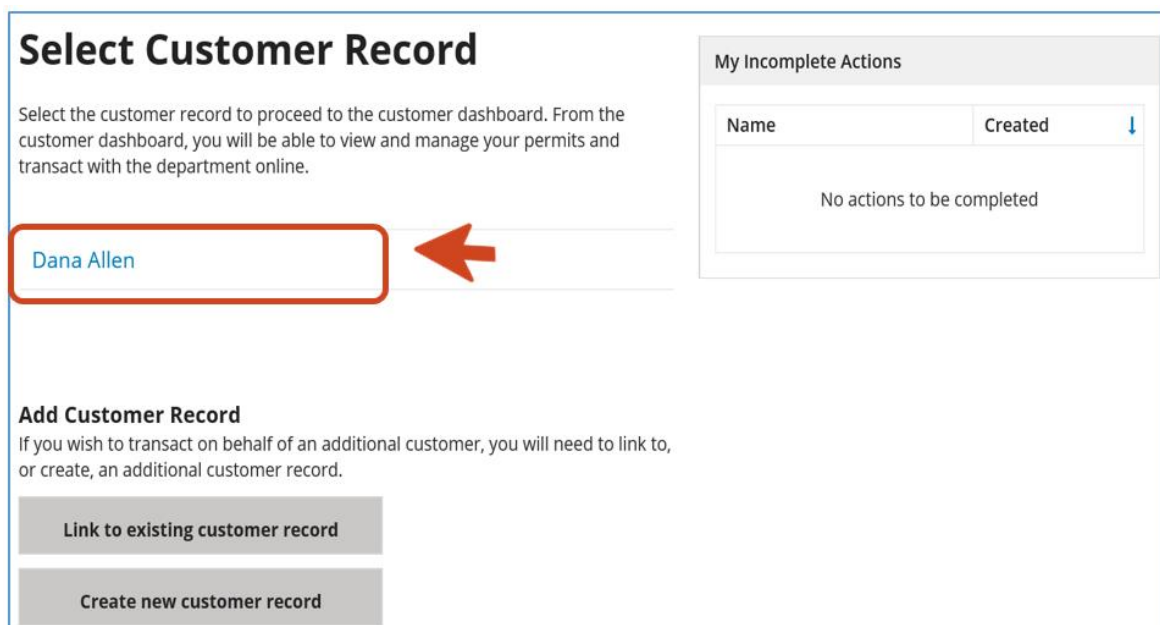
The system displays a **Link to customer record is in progress** message. When this process is finished, the message **Linking to customer record is complete** is displayed.



10. Click **CLOSE**.

11. The system displays the **Select Customer Record** page. You are now linked to the existing customer record.

12. Click the name of your customer record to view the customer dashboard and begin transacting with the Department.



Organisations - Linking to your organisation's customer record

To link to an 'Organisation' customer record, you will be required to upload the **Administrative User Authorisation** form, signed by the organisation's Chief executive officer (or equivalent), to act on behalf of the organisation. This will authorise you to be the organisation's Administrative User. Click [HERE](#) to download the **Administrative User Authorisation** form.

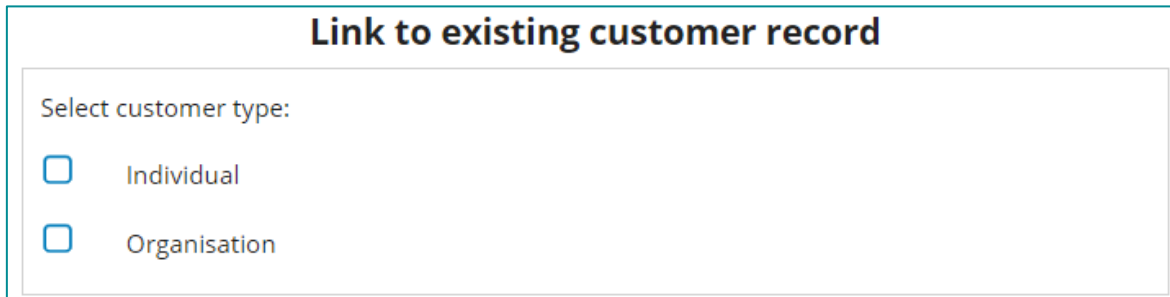
If you are attempting to link to an Organisation customer record that already has one or more users, the system will prompt you to contact your organisation's Administrative User to request access or to contact Digital Operations Support: 1300 130 372 (Option 6) for assistance.

Take the following steps to link to an organisation type customer record.

Providing your organisation's Customer Reference Number

1. From the **Finalise your registration** or **Select customer record** page, click **Link to existing customer record**.

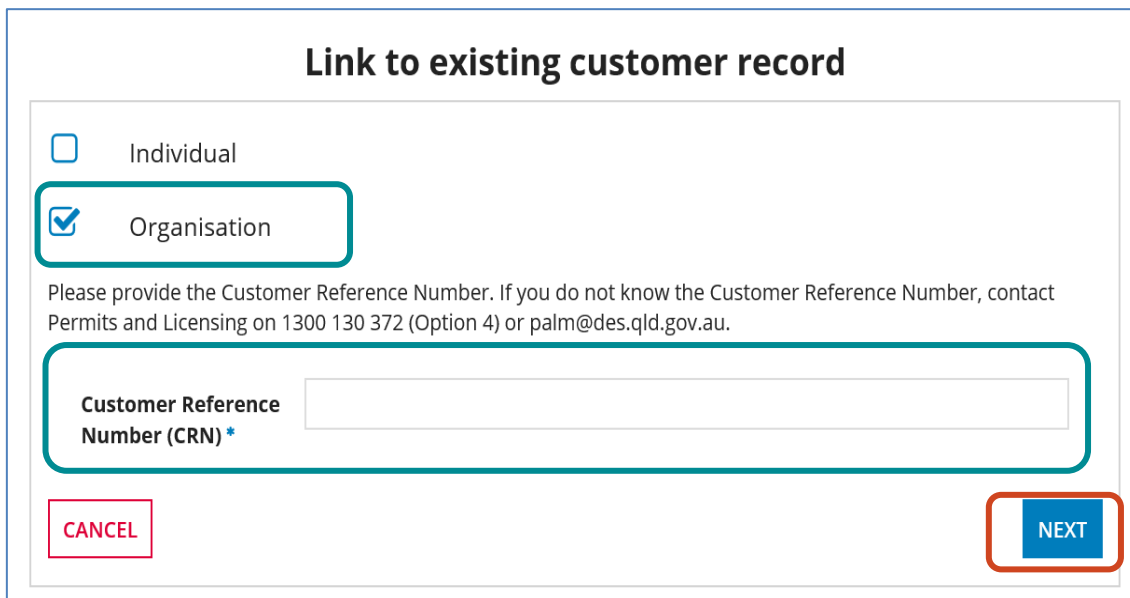
The Linking to existing customer record form is displayed.



The screenshot shows a form titled "Link to existing customer record". Inside the form, there is a section labeled "Select customer type:" with two radio button options: "Individual" and "Organisation". Both options are currently unselected.

2. Select **Organisation**.

The system prompts you to provide the Customer Reference Number.



The screenshot shows the same "Link to existing customer record" form. The "Organisation" radio button is now selected and highlighted with a red border. Below the radio buttons, there is a text prompt: "Please provide the Customer Reference Number. If you do not know the Customer Reference Number, contact Permits and Licensing on 1300 130 372 (Option 4) or palm@des.qld.gov.au." Below this prompt is a text input field labeled "Customer Reference Number (CRN) *". At the bottom left of the form is a red "CANCEL" button, and at the bottom right is a blue "NEXT" button.

Note: If you do not have your organisation's Customer Reference Number, you can contact the Permits and Licencing Team (during standard business hours) on 1300 130 372 (option 4) or email palm@des.qld.gov.au.

3. In the **Customer Reference Number (CRN)** field, type the CRN and click **NEXT**.

If a matching customer record is found, and it does not have any existing users, the **Upload documents** page is displayed.

This page contains a link to download the **Administrative User Authorisation** form.

The screenshot shows the 'Upload documents' page. It includes sections for 'Instructions', 'Documents', and 'Upload'. In the 'Upload' section, there are fields for 'Document Type' (User Authorisation), 'Document Sub Type' (Letter of Authorisation), and 'Document Name'. Below these is a 'Select Document' area with an 'UPLOAD' button and a 'Drop file here' prompt. A red circle highlights the text 'Administrative user authorisation sign' in the 'Documents' section, with an arrow pointing to it. Another red box highlights the 'NEXT' button at the bottom right of the page, with an arrow pointing to it.

4. Click the **Administrative User Authorisation** link to download the document and have your organisation's Chief Executive Officer (or equivalent) sign.

Uploading the administrative user authorisation (letter of authorisation)

5. On the **Document Name** field (located in the Upload section of the page), type a document name.

This is a close-up of the 'Upload' section. It shows the following fields and options:

- Document Type:** User Authorisation
- Document Sub Type:** Letter of Authorisation (dropdown menu)
- Document Name:** An empty text input field.
- Select Document:** Includes an 'UPLOAD' button and a 'Drop file here' area with a file icon.

6. On the **Select Document** field, click **UPLOAD**.

The system displays your file manager. Locate and select the Letter of Authorisation file, and then click **Open**.

Note: You can also drag and drop the file into the space indicated on the page.

7. Click **UPLOAD DOCUMENT**.

The system uploads the document and displays the **Document Name** and **Classification** in the Documents section (located above the **Upload** section).

Upload documents

Instructions

You have nominated to create a new customer record. In order to complete this process, you will need to provide proof that you are authorised to act on behalf of your organisation. Please upload the completed [Administrative user authorisation](#) signed by your organisation's Chief Executive Officer (or equivalent).
Once your access has been approved, you will be added as the Administrative User which will allow you to authorise other users to access the customer record.

You can close this screen then resume the process by selecting 'Upload Documents' from your My Incomplete Actions menu. If you require assistance, please contact Digital Operations Support on 1300 130 372 (Option 6).

Documents

Document Name	Classification
Authority letter for ZZZ Company	Letter of Authorisation

Upload

Document Type: User Authorisation

Document Sub Type: Letter of Authorisation

Document Name:

Select Document:

8. Click **NEXT**. The **Confirmation** page is displayed. This page confirms that your request is now with the Department for validation.

Once your access has been assessed, you will receive an email advising you of the outcome. Please allow up to three business days for a response to your request.

9. Click **FINISH**.

The **Select Customer Record** screen is displayed, and you will see the organisation record showing as **Pending Approval** until your access has been assessed and approved.

Select Customer Record

Select the customer record to proceed to the customer dashboard. From the customer dashboard, you will be able to view and manage your permits and transact with the department online.

Add Customer Record

If you wish to transact on behalf of an additional customer, you will need to link to, or create, an additional customer record.

4. Creating a new customer record

Before you can begin transacting with the Department, your user profile must be associated with a customer record that is in the name of a legal entity – that is, either an individual (yourself) or an organisation.

If you have not previously transacted with the Department or you hold only a Wildlife Authority issued prior to June 2017, you will need to create a new customer record.

To create a customer record, you will need to provide the following information.

- Individuals:
 - full name
 - address
 - phone number
 - email address
 - date of birth
- Organisations:
 - registered business name and business number – for example, ABN or ACN,
 - registered address
 - contact details, email and phone
 - letter of authorisation to act on behalf of the organisation. Click [HERE](#) to download a letter of authorisation form.

For further assistance with creating your customer record contact technical support Monday to Friday 8.30am to 4.30pm (AEST) (except public holidays).
 Phone: 1300 130 372 (select option 6) or email: digital@des.qld.gov.au.

Creating a new Individual customer record

1. From either the Finalise your registration or Select Customer Record screen, click **Create new customer record**. The create a new customer record page is displayed.

Finalise your registration

Thank you for registering with the Department of Environment and Science's Online Services. The next step is to set up the customer record for transacting with the department. This could be either your organisation's customer record, or your own customer record if you have registered to use Online Services for yourself.

There may already be a customer record if you/your organisation have done business with us in the past. There may be an existing customer record if the customer has:

- an Environmental Authority
- a Wildlife Authority issued after June 2017
- a Coastal Authority
- a current application for an authority

[Link to existing customer record](#)

If the customer has not previously done business with us (or holds only a Wildlife Authority issued prior to June 2017), create a new customer record.

[Create new customer record](#)

Select Customer Record

Select the customer record to proceed to the customer dashboard. From the customer dashboard, you will be able to view and manage your permits and transact with the department online.

New Company (pending approval)

Add Customer Record
 If you wish to transact on behalf of an additional customer, you will need to link to, or create, an additional customer record.

[Link to existing customer record](#)

[Create new customer record](#)

2. Select **An individual or Sole trader** and then click **NEXT**.

To ensure you do not already have a customer record, the system checks for an existing individual customer record that matches your user details. If a match is found, the system displays the following message

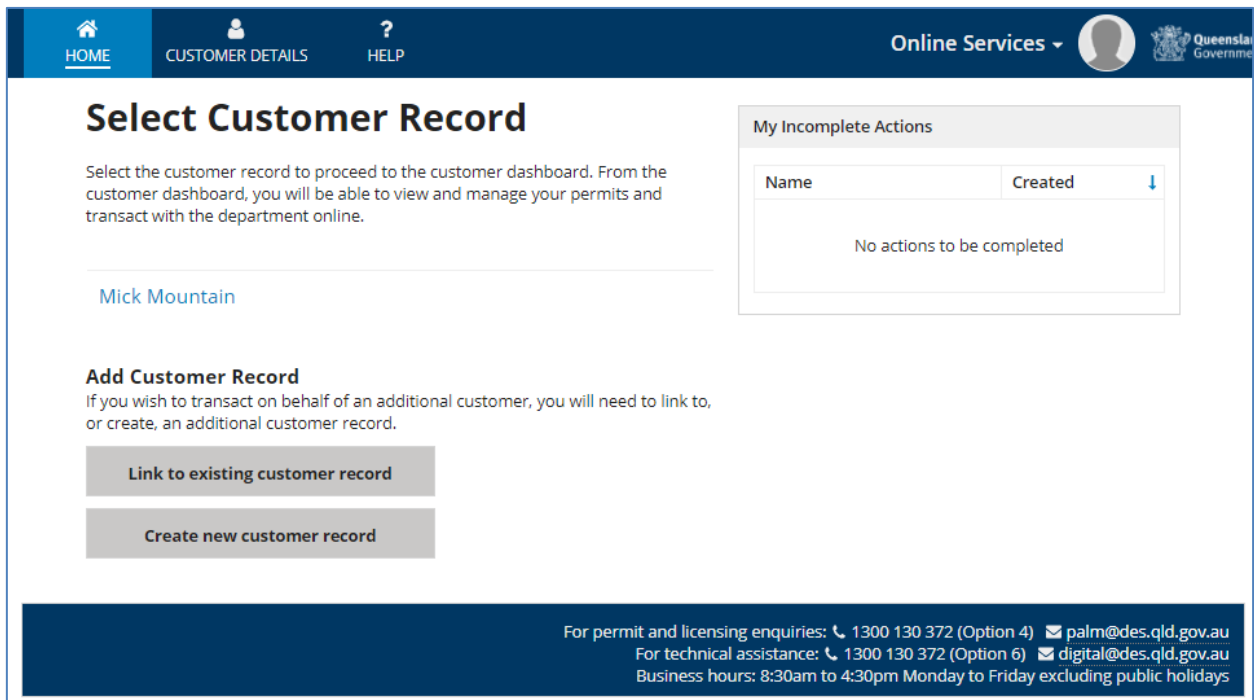
3. If an existing customer record is not found, the **Customer Details** page is displayed.
4. Follow the prompts on the screen to enter your name, contact email, phone number, other authorised contacts, address/es etc. Click **NEXT** to proceed through the screens.

Note: The customer record is created using the user details you provided when registering. Refer to the [Getting Started](#) user guide for how to change these details once the customer record is created. (<https://www.business.qld.gov.au/running-business/environment/online-services>).

Adding Addresses

5. In the **Address** field, type the organisation's registered address – *for example, 400 Georg* – and click **ADDRESS LOOK UP**. The system displays the address results that match the information you provided.
6. In the results section, click the row containing the correct address. The selected address will display. If you accidentally add an incorrect address, remove it by clicking the red cross in the top right-hand corner of the box. If the correct address does not display in the list of search results, click the Address not available in the look-up results checkbox. The system then displays additional address fields for entering the address manually.
7. If the Postal Address is the same as the Registered Address, click **Postal Address is same as registered Address** checkbox.
8. If the Postal Address is different to the registered address, repeat steps 7 to 9 above to complete the Post Address.
9. Click **NEXT**.
10. Click **FINISH**.

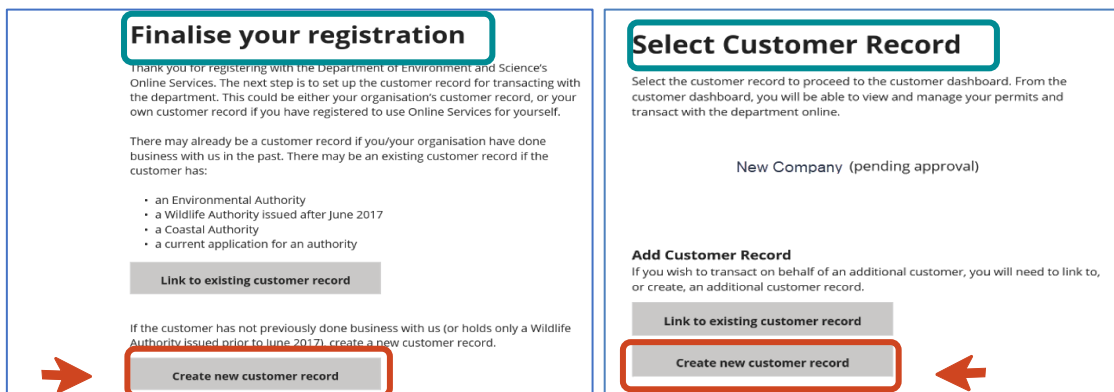
The system displays the **Select Customer Record** page and displays the customer record that you have created in the steps above.



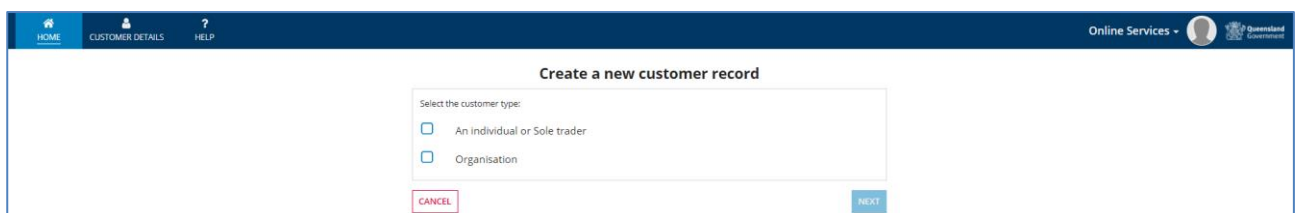
You can now select your Customer Record, and you will be taken to the **Authorities home page**.

Creating a new Organisation customer record

- From either the **Finalise your registration** or **Select Customer Record** screen, click **Create new customer record**.



- Create a new customer record** page is displayed.



3. Click **Organisation**, and then click **NEXT**. The **Customer Details** page is displayed.
4. The **Customer Number (CRN)** field automatically pre-populates and is greyed out. This field is not editable.
5. Click the **Legal Entity** dropdown list for a list of available options. Select the appropriate legal entity for your organisation.

Based on your selection, the system automatically displays the relevant Business Number under the **Organisation Look up** field. For example, if you choose Managed Investment Scheme as the **Legal Entity**, the **Organisation Look up** field automatically changes to ACN. Alternatively, if you were to choose State Government Department, the **Organisation Look up** field changes to ABN.

6. In the **Organisation Look up** field, enter the organisation's business number as per the type displayed.

If you are providing an ABN, ACN or ARBN – the system will search the public ASIC and ABR registers and auto-fill the **Organisation Name** field, as well as display the returned information in the ASIC/ABR lookup results section of the page. You must provide a valid ABN, ACN or ARBN to continue.

For all other business number types, you will be required to enter the **Organisation Name** manually.

7. When you have completed the fields on this page, click **NEXT**.
The **Addresses** page is displayed.

Adding the customer address

8. In the **Address** field, type the organisation's registered address – *for example, 400 Georg* – and click **ADDRESS LOOK UP**.

The system displays the address results that match the information you provided.

Addresses

Registered Address

Q ADDRESS LOOK UP

Address

400 George St, BRISBANE CITY, QLD, 4000

Ground Floor 400 George St, BRISBANE CITY, QLD, 4000

Level 1 400 George St, BRISBANE CITY, QLD, 4000

Level 10 400 George St, BRISBANE CITY, QLD, 4000

Level 11 400 George St, BRISBANE CITY, QLD, 4000

« < 1 - 5 of 50 > »

Address not available in the look-up results

- In the results section, click the row containing the correct address. The selected address will display. If you accidentally add an incorrect address, remove it by clicking the red cross in the top right-hand corner.

Addresses

Registered Address

Address not available in the look-up results

Level 10, 400 George St, BRISBANE CITY

✕

QLD, 4000, Australia

- If the correct address does not display in the list of search results, click the **Address not available in the look-up results** checkbox.
The system then displays additional address fields for entering the address manually.
- If the Postal Address is the same as the Registered Address, click **Post Address is same as registered Address** checkbox.
- If the Postal Address is different to the registered address, repeat steps 7 to 9 above to complete the Post Address.
- Click **NEXT**.
The system displays the **Customer Contacts** page.

Adding the customer contact details

The **Customer Contacts** page is used to record the organisation's email address and phone numbers. Take the following steps to complete this page.

- Click **ADD CONTACT** to add a new Customer Contact. Three sections will display: Current Contacts, Contact Details and Physical Address.
- Complete the fields under **Contact Details** and identify the contact type by selecting the checkbox next to the correct option. For example, a contact could be a **Customer Contact**, **Financial Contact** or **Authorised Signatory**, or a combination of these.
Note: You must identify the contact role before you can proceed.

Contact Details

Name *

Position

Contact Communication Details

Main Phone *

Preferred Method Of Communication *

Phone 2

Email *

Phone 3

Select all contact roles these details should be used for: *

Customer Contact

Financial Contact

Authorised Signatory

- Repeat steps 7 to 9 above to add the contact's **Physical Address** and **Postal Address**.
- Click **SUBMIT**.

18. The **Upload documents** page is displayed.

This page contains a link to download the Administrative user authorisation form.

19. Click the **Administrative user authorisation** link to download the document and have your organisation's Director (or equivalent) sign.

Uploading the administrative user authorisation (letter of authorisation)

20. In the **Document Name** field, type a document name.

21. In the **Select Document** field, click **UPLOAD**.

The system displays your file manager. Locate and select the Letter of Authorisation file on your device, and then click **Open**.

Note: you can also drag and drop the file into the space indicated on the page.

22. Click **UPLOAD DOCUMENT**. The system moves the document to the Document table, located above the Upload section.

Document Name	Classification	
Authority letter for ZZZ Company	Letter of Authorisation	X

23. Click **NEXT**. The confirmation page is displayed. This page displays your user details and confirmation that your request is now with the Department for validation.

Note: Once your access has been assessed, you will receive an email advising you of the outcome. Please allow up to three business days for a response to your request.

24. Click **FINISH**. The system will return you to either the **Finalise your registration** or **Select Customer Record** screen.

5. Want more information or need help?

Click [HERE](#) to learn more on how to use Online Services.

For more information on the new licences, please contact the Permits and Licensing team:

General Enquiries: 1300 130 372 (option 4)

Email: palm@des.qld.gov.au

Technical Support: 1300 130 372 (option 6)

Email: digital@des.qld.gov.au