

ONLINE FORM: REGISTRATION GUIDE

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TYPE OF ACCOUNT

- Registration is **mandatory for some services**
- Regular users will benefit from registration in the following ways:
 - Information from the customer account profile will pre-populate into new applications reducing data input and saving time
 - Have the ability to save draft applications e.g. partially complete, save and return later to finalise
 - Customers can view and track the progress of applications submitted online
 - A history of previous applications is available

Considerations when creating an account

Shared account: (e.g. admin@companyname.co.nz)

Recommended for business customers as everyone in the office can see all applications submitted in a single view. Everyone shares the same username and password, and multiple users can log into the account at the same time.

Individual account (e.g. joe.bloggs@gmail.com / joe.bloggs@companyname.co.nz)

The account is personalised to your email - the limitation is that only you can access the account to view existing applications (unless you share your their login details).

ACCOUNT CREATION PROCESS

The link to the online forms section is <https://forms.hdc.govt.nz/>.

The screenshot shows the Hastings District Council website. At the top left is the logo with a bird in flight and the text "HASTINGS DISTRICT COUNCIL". Below the logo is a navigation bar with three links: "BACK TO HOME PAGE", "ONLINE SERVICES", and "MY ACCOUNT".

Below the navigation bar, there is a text block: "Hastings District Council provides customer support for online services during the office hours (from 8.00am to 5.00pm Monday to Friday). All queries outside these hours will be logged and attended to during office hours. Phone: 06 871 5000 Email: customerservice@hdc.govt.nz". Below this is a blue button labeled "Feedback/Email Support".

There are two main sections for applications:

- Building Consent Applications**: Includes links for "Commercial Application", "Residential Application", and "Solid Fuel Heater Application".
- LIM Application**: Includes a link for "LIM Application Form".

On the right side, there are two sections:

- Existing Users**: "Login to access your account" with a blue "Login" button.
- New Users**: "Register to create a login to:" followed by a list of benefits:
 - Track and view your submissions
 - Save draft applications
 - Duplicate an application
 - Share applications with othersBelow this is a note: "When creating your account decide if you want to use a shared or individual email address. [Click here](#) to read more." At the bottom of this section is a blue "Register" button, which is highlighted with a green border in the original image.

Click on the register button in the new user section – enter email and password before hitting the “create an account” button



Already have an Hastings District Council Online Account?

[Sign In](#)

Create an Account

Email

Password

Confirm password

[Create an Account](#)

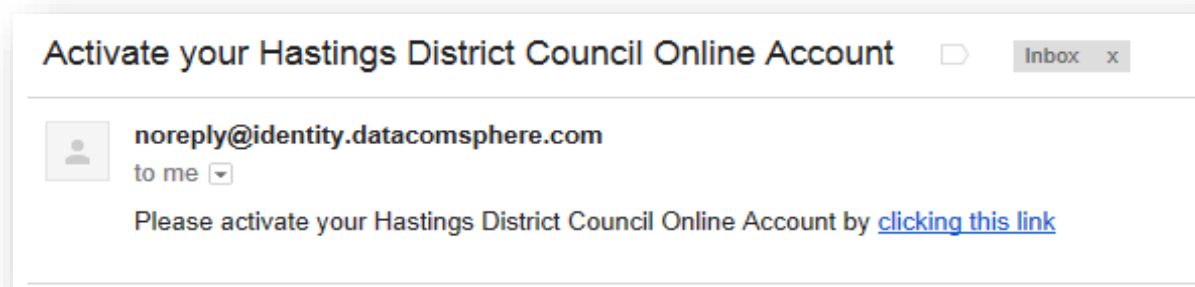
Once completed – a thank you message is displayed and an email is sent to validate the account.



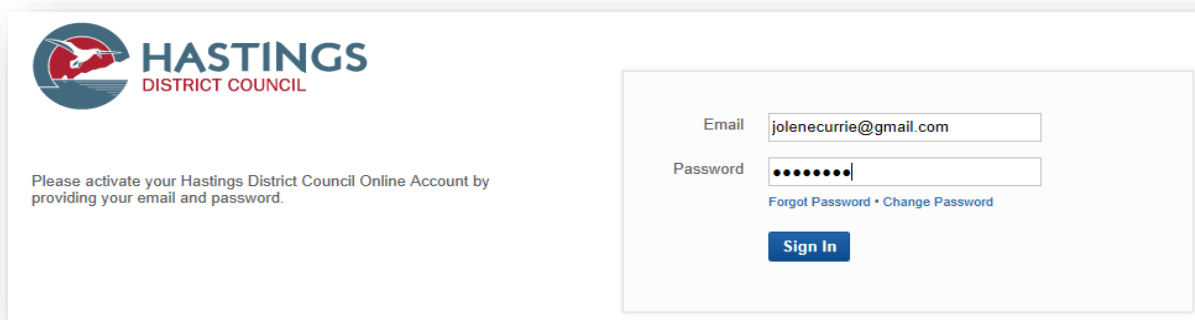
Thank you for creating an Hastings District Council Online Account
Please check your email to validate your account and complete the registration process.

The Email is from 'no reply' and customers must hit the link to complete the registration process and validate their account.

If the email does not arrive in your inbox – check the spam or trash folders, some security settings redirect the email.



Clicking the link will redirect you to the sign in page – complete the email and password to sign in to complete the process. Until this is done you will not be able to log in.



YOUR ACCOUNT

When logging in your **My Account Page** is displayed.

HASTINGS
DISTRICT COUNCIL

BACK TO HOME PAGE ONLINE SERVICES **MY ACCOUNT**

You are here > My Account

QUICK LINKS

[Feedback/Email Support](#) [Submit a New Application](#)

The profile information is used to populate customer details into new applications - you can edit the information by clicking on the change my profile button

PROFILE

Business Name: Hastings District Council
Contact: Customer Service
Main Contact Number: 06 8715000
Other Contact Number:
Email Address: customerservice@hdc.govt.nz
Postal Address: Private Bag 9002 Hastings 4156
Street Address: 207 Lyndon Road East Hastings 4122

[Change My Profile](#)

DRAFT APPLICATIONS

The submitted applications area contains a history of your online applications.

To access this information click the arrow on the right of the screen.

SUBMITTED APPLICATIONS

If you need assistance then please email customerservice@hdc.govt.nz or phone 06 871 5000.