



Guide to Lodging Applications or Requests with MPS

1. How to register as a user

To register as a regular user of the online portal with Mornington Peninsula Shire, you will need to first make an account. Follow the below steps to register as a regular user.

Step 1: Click the link [here](#) to go to the portal and select “don't have an account”

The screenshot shows a login form titled "Log on using your details". It contains two input fields: "User name or email address" and "Password". Below these fields is a blue "Log On" button. Underneath the button are two checkboxes: "Keep me logged on" (checked) and "Accessibility Mode" (unchecked). At the bottom of the form, there are two links: "Don't have an account?" (highlighted with a red box) and "Forgotten password?".

Step 2: Select “Register using Email”

This screenshot is identical to the previous one, showing the login form. However, the "Don't have an account?" link is highlighted with a red box, and a dropdown menu is open below it, showing the option "Register using Email" with an envelope icon next to it.

Step 3: You will be prompted to complete your details. Below are examples of how you may complete these fields depending on what is applicable for you.

Register

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

Email *
Test@company.com.au

Password * Password Confirm *

Enter your details below so that we know who you are.

Are you registering an organisation?

Company Name *
Company Pty Ltd

Company Number *
1234

Country Code Australia (+61) Mobile Phone 0000 000 000

Country Australia

Find Address
2 Queen Street, Mornington VIC, Australia

Postal Address
2 Queen Street Mornington VIC 3931 Australia

I can't find my postal address

If you are registering to access an existing account, complete the following fields as proof of your identity.

Property Number
0

[Submit](#) [Cancel](#)

Register

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

Email *
Test@company.com.au

Password * Password Confirm *

Enter your details below so that we know who you are.

Are you registering an organisation?

Given Name(s) *
Name

Last Name *
Name

Country Code Australia (+61) Mobile Phone 0000 000 000

Country Australia

Find Address
2 Queen Street Mornington VIC 3931 Australia

Postal Address
2 Queen Street Mornington VIC 3931 Australia

I can't find my postal address

If you are registering to access an existing account, complete the following fields as proof of your identity.

Property Number
0

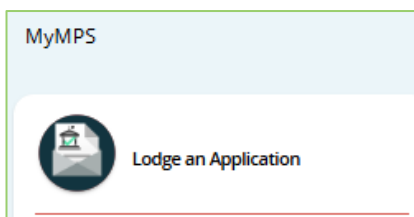
[Submit](#) [Cancel](#)

Please note: if you previously had an account for online services with MPS through our eProperty portal, you will need to register a new account for this new portal.

Step 4: An email will then be sent to verify your account. Click the link to verify your account.

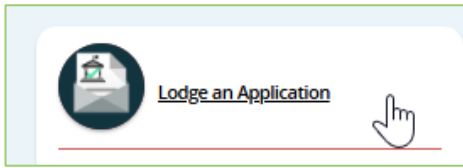
Step 5: You will then receive an email verifying your account. Once your account is verified return to the login screen to proceed.

Step 8: You will then be logged in and able to apply for applications by selecting "Lodge an Application" under the MyMPS tab. Alternatively, you can use the links on our website on relevant services pages to direct you straight to the application or request you need.

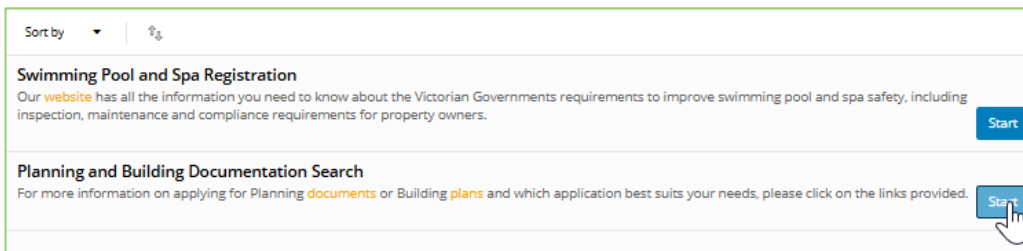


2. Lodging an Application

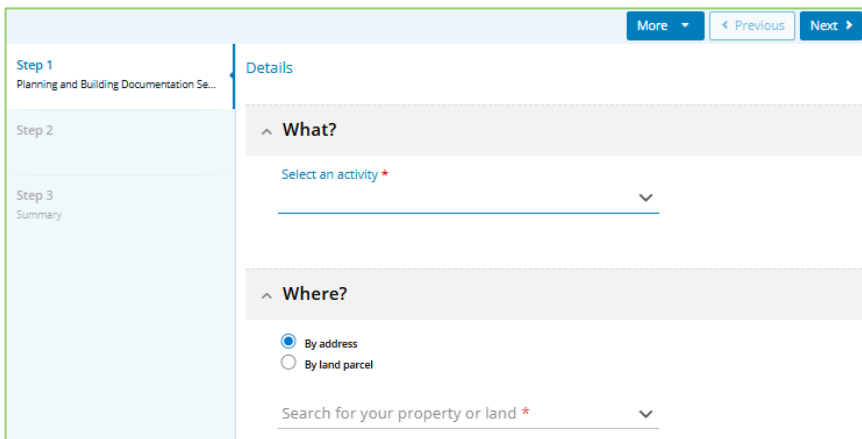
Step 1: Once you have logged into your account, select the “Lodge an Application” option



Step 2: Choose from the application type you would like to lodge and select “start” (for this example lodgement will be for a copy of permits and plans).



Step 3: You will then see three steps for this application type. Complete the three steps by answering the relevant questions.



At step 3 you will be prompted to make payment (if applicable).

Step 4: Your application will then be lodged, and you will receive a reference ID for your application. Your application will also be viewable through the “application tracker” in your profile.

Please note: You will not be able to proceed with lodgement without making payment (if applicable) You will also be required to supply all mandatory documents when lodging your application.

If you are experiencing any difficulties either registering as a user or lodging your application, please email your full name and contact details and provide full screen shots of any errors to customerservice@mornpen.vic.gov.au and we will get back to you as soon as possible to resolve.