

# MY INSPECT



## Online inspection bookings guidelines



*We're with you*





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# Register (New User)

WATCH  
VIDEO  
TUTORIAL

1. Select Register at the top of the page.



WINGECARRIBEE SHIRE COUNCIL


Login Register



2. Refine 3. Confirm & Pay

2. Select the registration type from the drop down as an individual. Select the customer type from the drop down.

**Please complete the below registration form to access the Wingecarribee Shire Council venue booking website.**

Depending on the customer type selected your registration may need to be verified by Council. Once your account has been verified you will be notified by the email address you provide below. You will then be able to login and start making bookings.

Registration Type 

Individual  Customer Type 

Customer Type


- Owner / Builder
- Private Hirer
- Swim Coaching
- Tradesman



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3. Complete the required registration and contact detail fields.

**Please complete the below registration form to access the Wingecarribee Shire Council venue booking website.**

Depending on the customer type selected your registration may need to be verified by Council. Once your account has been verified you will be notified by the email address you provide below. You will then be able to login and start making bookings.

Registration Type 

Individual  Owner / Builder 

Create Account 

Email\* Confirm Email\*

Password\* Confirm Password\*

☐ Show Password ☐ Show Password

Our password policy requires a strong password. Your password should contain at least 8 characters. It should contain a combination of upper and lower case letters, numbers and special characters. The more characters, the stronger the password.

Personal
Details

Title\*

Given Name(s)\*

Family Name\*

Mobile Number (inc Region and Country codes)\*

Phone Number (Optional) (inc Region and Country)

Address Line 1\*

Address Line 2 (Optional)

Suburb\*

State/Region/Province\*

Postcode\*

Upload
Document

Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

NA

Select Files

☐ By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

Create Account

#### 4. Upload any required documents (for example, Public Liability Insurance).

Upload
Document

Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

NA

Select Files

#### 5. Read through and agree to the Privacy Policy and Terms of Use. Then select Create Account to complete the registration.

☒ By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

Create Account



## Logging In (Existing User)

WATCH  
VIDEO  
TUTORIAL

1. Click the link on Council's website to book an inspection.  
This will take you directly to [Bookable](#).

Book my inspection

2. Select Login at the top of the page.

WINGECARRIBEE SHIRE COUNCIL

Login | Register

2. Refine 3. Confirm & Pay

3. Enter your details, then login or

Customer Login

bookingtestnfp@test.com

.....

☐ Show Password

Login

[Forgot password?](#)  
[Active Directory Login](#)

- . If you have Forgotten your password, select Forgot Password.

Customer Login

Email Password

☐ Show Password

Login

[Forgot password?](#)  
[Active Directory Login](#)

5. Enter your email address then select OK to reset your password.

**Forgot Password?**


Please enter your email to reset password.

Cancel OK

6. Reset your new password.

7. Return to Bookable. Enter your email address and password, then select Login.

Customer **Login**



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☐ Show Password

Login

[Forgot password?](#)

[Active Directory Login](#)

8. Once logged in, you can view all the My Inspect inspection types and make a booking.

# Make an Inspection booking

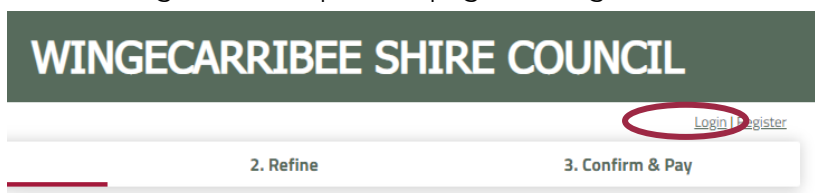
WATCH  
VIDEO  
TUTORIAL

Inspections must be booked by 3pm the preceding day to guarantee next day inspection.

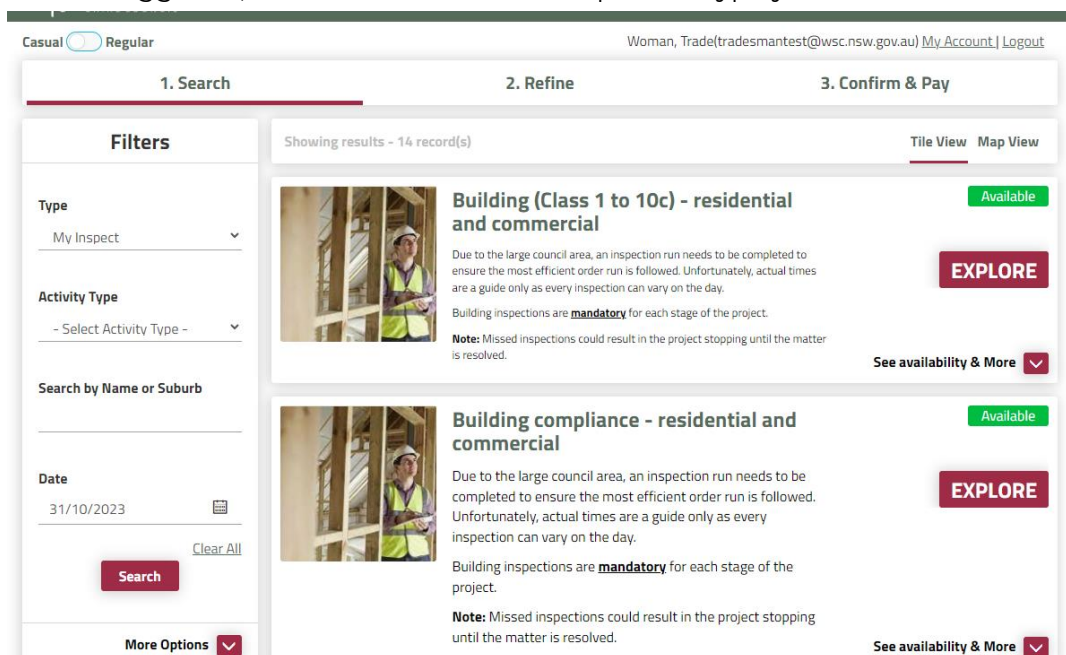
NOTE: If you are requesting an inspection for tomorrow after 3pm, this will be classified as a same day inspection, please call 1300 842 361 to book and pay for this type of inspection. Inspections are conducted Monday to Friday from 9am to 3pm.

## STEP ONE

1. Go to the Council website, search My Inspect then click on **Book an inspection.**
2. Select Login at the top of the page OR Register.



3. Once logged in, scroll down to find the inspection type you need to book.



5. Click **Explore** then click **Book**

The screenshot shows the '2. Refine' step of the booking process. At the top, there are tabs for '2. Refine' and '3. Confirm & Pay'. Below the tabs, it says 'Showing results - 14 record(s)' and has 'Tile View' and 'Map View' options. A search result is displayed with a photo of a construction worker, the title 'Building (Class 1 to 10c) - residential and commercial', and an 'Available' status. A 'BOOK' button is visible. Text below the title explains that due to the large council area, an inspection run needs to be completed to ensure the most efficient order run is followed. It also states that building inspections are mandatory for each stage of the project. A note mentions that missed inspections could result in the project stopping until the matter is resolved. A 'Close' button with an upward arrow is at the bottom right.

6. Complete the required booking Information. There are **key areas** that we need you to complete with the correct information.

The screenshot shows the Wingecarribee Shire Council website header. It includes the council logo, name, and contact information. The navigation menu shows steps 1. Search, 2. Refine, and 3. Confirm & Pay. Below the navigation menu, there is a 'Booking Refinement' section with a '1. Booking Overview' link and a description: 'To start your booking, add a Name for the Booking, choose your purpose and login if you are registered'.

## BOOKING NAME

In the **Booking Name** field please enter you application number

**Booking Name:** \* (34/150 characters.)

Enter application No: eg XX / XXXX

## PURPOSE:

You will need to choose the type of application number you are booking the inspection for. If you application number starts with 22, please choose "Application Pre July 2023". For all other applications choose "Applications Post July 2023".

The screenshot shows the 'Purpose' dropdown menu. The dropdown is open, showing the following options: 'Purpose', 'Applications Post July 2023', and 'Applications Pre July 2023'. The 'Applications Post July 2023' option is highlighted.



**BOOKING DATE:**

Select the date you would like to book, remember you can only book an inspection for the following day before 3pm otherwise you will need to call our booking office to make a same day inspection on 1300 842 361

2. Booking Items Add the items you wish to book, then choose the duration of your booking.

31/10/2023

**BOOKABLE ITEMS:**

From the drop down menu, select the type of inspection you need. Inspection times are either **9am to 12pm** or **12pm to 3pm**

**NOTE:** Due to the large council area, an inspection run needs to be completed to ensure the most efficient order run is followed. Unfortunately, actual times are a guide only as every inspection can vary on the day.

Bookable Items *	From	To	
STAGE 2: Footings	09 : 00	12 : 00	
STAGE 3: Piers	09 : 00	12 : 00	
STAGE 6: Frame	12 : 00	15 : 00	

9. Review your booking information and then check out with the button at the bottom of the screen.

7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12PM	1AM	2AM	3AM	4AM	5AM
7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12PM	1AM	2AM	3AM	4AM	5AM
7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12PM	1AM	2AM	3AM	4AM	5AM
7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12PM	1AM	2AM	3AM	4AM	5AM
7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12PM	1AM	2AM	3AM	4AM	5AM

Review and Finalise >

10. If your inspection is for a reinspection, please select that option.

Select Extras

Please select optional extras to be included in your booking.

Included Dates  
Thursday 02/11/2023

Name	Description
<input type="checkbox"/>	Same Day Inspection
<input type="checkbox"/>	Re-Inspection

Back

Review and Finalise >


11. Your booking status is now **Temporary**. Review the details and ensure your booking is correct.

**Booking Details**  
Home


Booking Overview


**Name:**  
Building (Class 1 to 10c) - residential and commerc

**Customer:**  
Trade Woman

**Booking Name:**   
Enter application No: eg XX / XXXX 23/1456

**Purpose:**  
Applications Post July 2023


**Descriptions:** 

**Special Requirements:** 

**Pricing Summary**

Fees (Incl GST):	\$330.00
Bonds:	\$0.00
Total (Incl GST):	\$330.00
GST:	\$30.00
Payable:	\$330.00
Payable Now:	\$330.00
Payable Later:	\$0.00

11. For any additional information, click the red box beside Description and type in the below.

**Description:** 

12. Depending on your inspection, you can upload insurances, reports in the **Other Documents** section.

**Other Documents**  
Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- No documents uploaded.

**Upload Document**

**Complete**

13. Complete the Building checklist. Depending on your answers Council may be in contact to obtain additional documents or information

Enter Checklist

Name

Building checklist

Instruction

Inspections must be booked by 3pm the preceding day to guarantee next day inspection. NOTE: If you are requesting an inspection after 3pm for an inspection tomorrow, this will become a same day inspection and an additional fee will apply. Inspections are held Monday to Friday from 9.30am to 3.30pm.

1. INSPECTION TIME: I acknowledge that the booking time I have chosen is a guide only. \*

☐ Yes, I acknowledge

14. Read and accept the Terms and Conditions.

Terms and Conditions

Booking Information

DATES FOR SEASONAL HIRE

Winter Season: 1 April - 30 September. Expressions of Interest will open mid-December and close mid- February

Summer Season: 1 October - 31 March. Expressions of Interest will open mid-June and close mid-August.

Preference for ground allocation will be given to local sporting clubs within the Wingecarribee Shire Council Local Government area.

SEASONAL HIRE

Council will advertise on Council's online platform each December for winter sports and each June for summer sports inviting sporting associations and clubs to submit expressions of interest.

☒ I have read and accept the Terms and Conditions.

Continue

×

Init P

0.00

Init P

0.00

Init P

0.00

Init P

0.00

Init P

0.00

15. Proceed to check out to make your payment.

Add Payment

1. Please choose payment type:

Credit Card (BPoint)

☐ VISA ☐ Mastercard ☐ American Express

2. Please choose payment amount:

Booking 1355 - Enter application No: eg XX / XXXX 23/1456 (Amount Due: \$330.00)

Invoice	Outstanding	Due Date	Amount
[INVOICE] Building (Class 1 to 10c) - residential and commercial STAGE 2: Footings 02/11/2023 09:00 to 02/11/2023 12:00	\$330.00	31/10/2023	\$330.00



# Change your inspection date

WATCH  
VIDEO  
TUTORIAL

1. Log in and click on "My Account".



2. Select your booking link under the booking name.

My Bookings				
My Bookings				
Id	Booking Name	Venue	Items	Next Booking Date
1355	<a href="#">Enter application No: eg X...</a>	Building (Class 1 to 10c) - residential and commercial	STAGE 2: Footings	02/Nov/23

3. Scroll to the bottom of the page and select the Edit button next to the date of the booking you would like to amend.

02 November 2023 Thursday		
Bookable Item	From	To
STAGE 2: Footings	09:00 AM	12:00 PM

4. From this page you can change the date, add a date, add a bookable item, add a Resource or cancel your booking.

Booking : 16 May 2023 Tuesday

Date	Attendee Numbers:
16/05/2023	20

+ Add Date to Booking

Bonds	Current \$	New \$	Change \$	Payable/Refundable
Event without Alcohol	\$250.00		\$0.00	\$250.00

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	Delete
Hall	16/05/2023		12 : 00	14 : 00	30 mins		Cancel

Add Resource

6. Once you have made your amendment, select Save.

Save Cancel

Please note, in accordance with our Terms and Conditions, Wingecarribee Shire Council requires 18 hours' notice for all inspection amendments.

## Download Your Invoice

WATCH  
VIDEO  
TUTORIAL

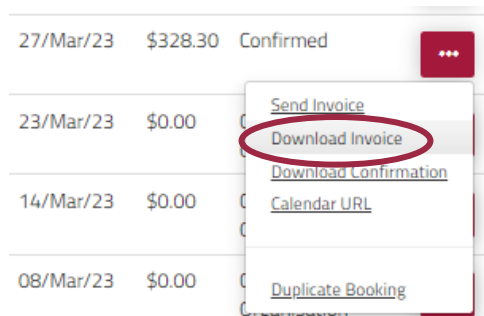
1. Click on "My Account".



2. Select the three dots next to your booking.

537	Training	Burrawang Oval	Synthetic Cricket Wicket	28/Apr/23	03/Apr/23	\$0.00	Confirmed	...
526	Family reunion	Loseby Park Community Hall	Hall	31/May/23	27/Mar/23	\$328.30	Confirmed	...

3. Select Download Invoice to download a PDF version to your computer.



## Frequently Asked Questions (FAQs)

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### 1. I have forgotten my password - how do I reset it?

Select Forgot Password on the Login page and follow the prompts. You can also follow the instructions on Page 2; 'Logging In (Existing User)'.

### 2. I have forgotten the email address for my login - how do I find it?

If you have recently held a booking with Wingecarribee Shire Council, you may have already received emails from the Booking System to your user login email address.

If you are still unsure of which email address has been used, please contact the development team at [mail@wsc.nsw.gov.au](mailto:mail@wsc.nsw.gov.au).

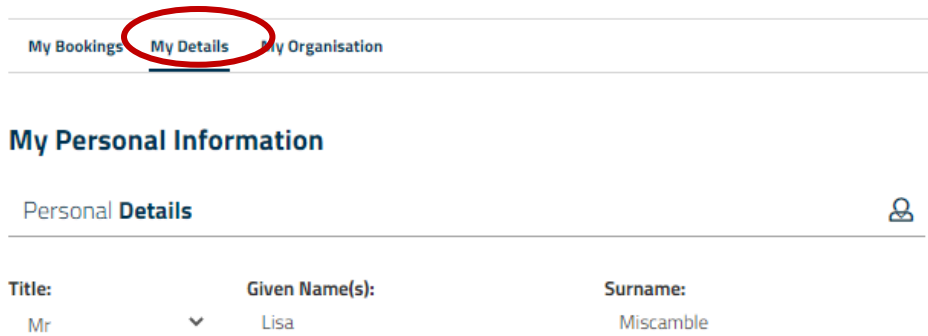
### 3. I have created an additional user to the one Wingecarribee Shire Council has registered for me - what do I do?

The user email address is a unique identifier for all customers, and we recommend one email address and user for all bookings.

Please contact the development team at [mail@wsc.nsw.gov.au](mailto:mail@wsc.nsw.gov.au) for further assistance.

### 4. How do I update my contact details?


Once logged in, select My Account at the top of the page, then select My Details. Here you can update your contact details as required.



My Bookings My Details My Organisation

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### My Personal Information

Personal Details 

---

Title:	Given Name(s):	Surname:
Mr ▼	Lisa	Miscamble



## 6. Can I cancel my inspection?

Once logged in, select My Account at the top of the page, then select your booking link under the Booking Name.

My Bookings

My Details

My Bookings

Outstanding : \$1,650.00

Add Payment

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
1301	<a href="#">building toilet</a>	Building compliance - residential and commercial	Building Information certificate	08/Nov/23	06/Nov/23	\$330.00	Tentative	...
1300	<a href="#">22/2346</a>	CIVIL: (3) Road Inspections	Road C08-HP12 Flexible Pavement. Proof Roll for Sub-Grade and Subbase	08/Nov/23	06/Nov/23	\$330.00	Tentative	...

Click Cancel Entire Booking.

### Booking Details

Home

Booking Overview - #1300


Cancel Entire Booking

Name:

CIVIL: (3) Road Inspections

Customer:

Trade Woman

Booking Name: 

22/2346

Purpose:

Applications Pre July 2023

Description: 

Special Requirements: 

Please note, in accordance with our Terms and Conditions, Wingecarribee Shire Council requires 18 hours' notice for all cancellations. You may be subject to a cancellation fee upon cancelling your booking.

Please refer to the adopted fees and charges on [Council's website](#) for more information.

## 7. What payment methods are available?

Online Card (BPoint) is the preferred method, which accepts both debit and credit, Visa and Mastercard.