Building and Development Online Services (Developer portal)

User Guide

2025

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Purpose

The Gippsland Water Developer Portal lets users submit and pay for new property connection application online.

This procedure includes:

- How to log in
- How to submit a new connection application
- How to pay my fees
- View previously submitted applications
- How to rest your password
- Guide on obtaining supporting connection application documents (water and sewer asset plans, PIC/VBA consent number and payment receipts).

The Building and Development Online Services Portal (developer portal) can be found

https://ztyrmpvvsth2r8yr-prd.rhythmlabs.infor.com/

How to Log in

Open the Developer Portal

If you don't already have a Login and password, follow these steps to register.

Select **Create a Profile**

Login

Email Address *

Password *

☐ Remember Me

LOG IN

Forgot Password

Would you like to register as a new user?
Create a Profile

Enter your email > **Continue**

Create a New Profile

*Fields with * are required.*

Profile Information

Email *

example@example.com

Already have an account? **Log in now**

Continue

Select **Company**

Company: Only one account per company is recommended.

Enter your Company **name**

Enter **Address** & **Phone number**

Continue

Profile Information ✏ Edit   ✓

Email
infostats@gippswater.com.au

Contact Information

*Fields with * are Required.*

Enroll as:

○ Individual   ● Company

Business Name *

Gippsland Water

Mobile Phone   **Alternate Phone**

(   ) -   (   ) -

(123)456-7890   (123)456-7890

Continue

Enter your chosen **password**

Continue

Select **I agree to the Terms and Conditions and Privacy Policy** under **Notifications**

Notifications ✏ Edit

By checking this box, you agree to the **Terms and Conditions** and **Privacy Policy**.

☑ I agree to the terms and conditions and privacy policy.

Create account

The Gippsland Water Terms and Conditions and Privacy Policy can be viewed by clicking the link.

Select **Create account**

Select **Return to Login**

Enter your details and **Log In**

Two-factor Authentication will be required to access the portal.
An email will be sent with the Two-factor Authentication code.

Enter Code and **Submit**

You will now be logged in.

Submit a new application

To submit a new connection application,

Select **Submit an Application > Connection Application**

Complete the required information

Title > An easily identifiable name for you application e.g the property address

Work type > Residential or Commercial

Occupancy type > Single Occupancy or Multiple Occupancy

Applicant type > property owner, licensed contact (plumber), other contact (builder)

Capacity > 3rd party, Applicant, Builder, Building consultant, council, Design Consultant, EPA licensed contractor, GW accredited pipelayer, Other, Owner, Payee, Plumber or Surveyor

Title ⓘ

[   ]

Work type * ⓘ

[Select   ▾]

Occupancy type * ⓘ

[Select   ▾]

These fields indicate your responsibility for this application:
Applicant type *

[Select   ▾]

Capacity

[Select   ▾]

Enter the **Connection Details**

Water Connection > for water meter installations

Buried Meter Pit > tick if meter pit is required

Service Size > select meter size (single residential 20mm)

Wastewater Connection Options > Alternation, new connection or none

Plumber Name & Licence No > meter name and VBA licence # if applicable

Connection Details	▲

Connection Details
Water Connection Options
☐ Water Connection

Additonal Options
☐ Buried Meter Pit
* Additional fee applies.
Service Size (mm) ⓘ

[20   ]

Wastewater Connection Options
Waste water connection type *

[Select   ▾]

Plumber Name & License No (compulsory for waste connection/alter) ⓘ

[   ]

Add an **Additional applicant** if necessary

Additional applicants ⓘ	**Add applicant**
There are no additional applicants to display here.	

Sites

Click **Add Primary site**

Sites ⓘ	**Add primary site**
	Location details
	[ ]
	300 characters left

Enter the property address and **Search**

Type in the **street name** (and town) **ONLY**;
You can then scroll down the list of addresses to select the correct street number OR lot number;

Select the address and click **Add Site**

The search **Results** will display

Select the correct address and Click **Add Site**

The select address will now show under **Sites**

Click **Save & continue**

Attachments

Connection application will need to include a site plan and copy of title showing current owner.

If your client does not yet own the property, please do not submit your application until settlement is completed.

Click **Add**

Upload attachments and click **Save**

Review

Please carefully review the information below. If you need to make any changes, click the edit button.

Click **Submit**

Select **Submit** again

Pay my fees

Application fees can be paid online once the application has been reviewed.

Go to **Pay my fees**

New applications will show as 'No charges' with pending task/s

A reviewed application will be updated to show unpaid charges

Select **Pay balance**

Select **Pay my fees**

You'll be redirected to Westpac's secure payment page to enter your credit card details.

An online receipt will be generated and a copy will be emailed to you.

Once your payment is received, the Property Connections team will finalise your application

Your dashboard will also now show the application as charges paid and Status **Closed**

View my applications

Open **My dashboard**

Select **Filter**

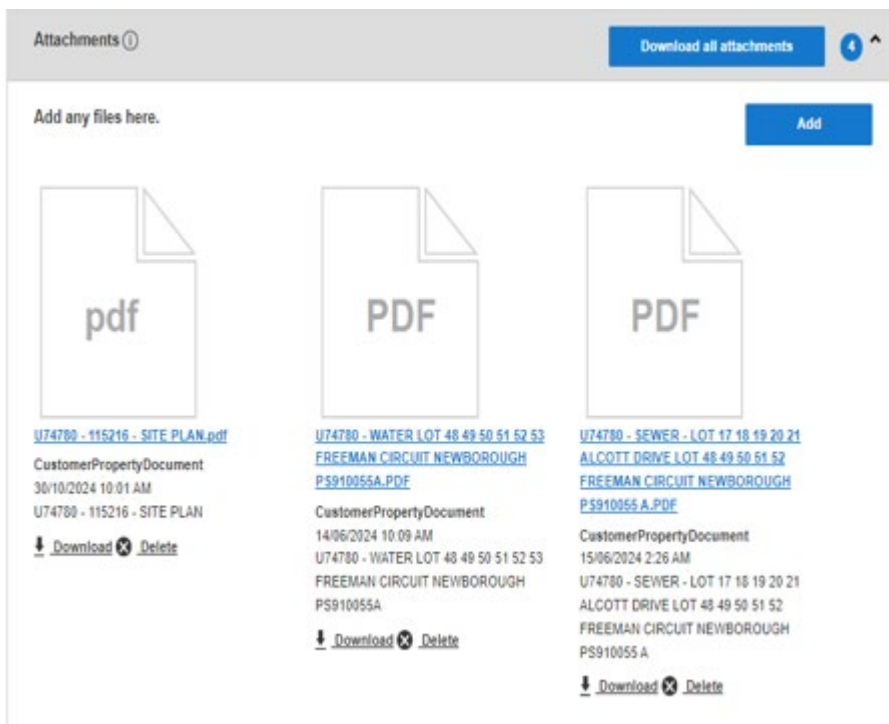Enter the relevant search criteria and select **Search**

Downloading attachments

Open **My dashboard**

Under **My applications**

Under **Attachments** and click the drop-down arrow.
You can download the attached documents (sewer & water field notes and blank as laid plan for sewer drains)

How to reset your password

Select **Reset password** from the Login screen

Enter your email > **Submit**

✔ Success!

If the supplied email is valid, you should receive an email shortly with a temporary password. If you do not receive an email and still require assistance, please contact support

Return to Login

An email will be sent with a temporary password

Return to the Login and enter the temporary password

You will then be promoted to set a new password

Password Reset

Your password has been reset. Enter a new password.

New Password *

[   ]

- Must have at least one lowercase letter.
- Must have at least one uppercase letter.
- Must have at least one number.
- Must have at least one special character.
- Must be between 15 and 65 characters.

Confirm Password *

[   ]

Submit

Contact

For any issues relating to the Developer Portal, please email propertyconnections@gippswater.com.au

Or call the Property Connections Team directly on (03) 51774648.