

A step-by-step guide on

HOW TO ACCESS LAND ENQUIRY

and other useful information

Landgate's Land Enquiry is a land and property information searching and document ordering service. It replaces DLI's Customer Remote Search (CRS) system.

Landgate is web-enabled and needs a connection to the Internet. PC's should be compatible with Landgate to use services such as Land Enquiry. Visit our PC test page on <http://testpage.landgate.com.au> to determine whether or not your PC is compatible and for recommendations on what to do to upgrade your PC should this be necessary.

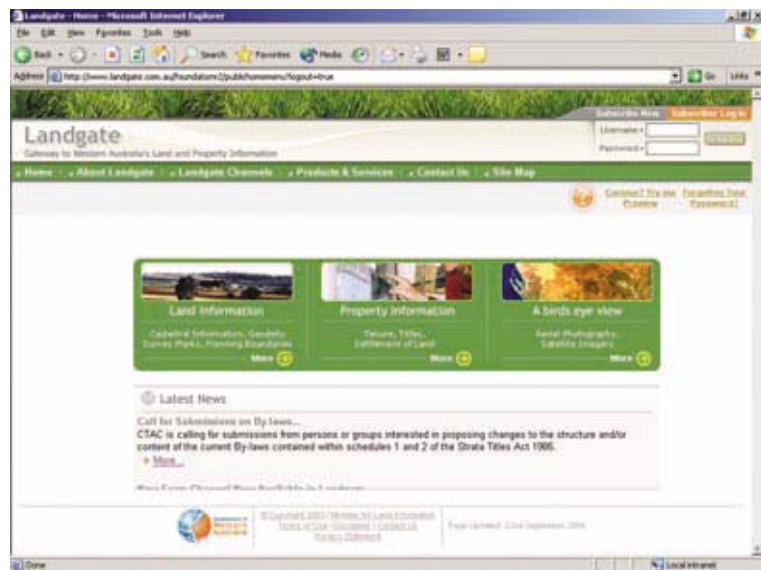
Read on for a step-by-step guide on how to access Landgate's Land Enquiry service and for additional useful information.



Step 1: How to Connect to Landgate

Type www.landgate.com.au in the address field shown on your Internet browser. It's a good idea to add the Landgate address to your web 'favourites' to save it for future use.

The Landgate home page will appear on your screen. The home page will look like this:



Step 2: How to Log In To Landgate

In the top right hand corner of the Landgate home page, you will see two fields for your **username** and **password**. Enter your username and password, then click on the **Log In** button to the right.

A text box will appear, asking that you change your password for subsequent sessions.

Note to CRS users accessing Land Enquiry for the first time : The first time you log in to Landgate, your **username** will be the same as your CRS User ID. Your **password** will be the same as your **username** (or User ID) which you have just entered to access CRS – except that it has been reformatted with the first two letters in lower case, the next three letters in upper case, followed by the two digits. So if your User ID is login34, then your **password** is loGIN34.





How to Log In To Landgate (cont.)

Note to new Landgate users accessing Land Enquiry for the first time : Upon application to subscribe to Landgate, you will be provided with a username and password by our Online Services Support team. Follow their advice remembering to use the upper case, lower case format (loGIN34) when applying your password, as described above.

To change your password:

The system will ask for your old password. Enter the one you have just used to log in. Don't forget to use the same upper case, lower case format (loGIN34).

The system will ask for a new password of your choice. This should contain between seven and 15 characters using the three variations shown below:

1. Upper case (S)
 2. Lower case (r)
 3. Numbers (3)
- For example: Robin92

You will be asked to key in your new password once again for confirmation. When your new password has been accepted, a *Terms and Conditions* screen will appear.



Step 3: How to Access your Default Channel

Please read the terms and conditions and if you agree, click on the green coloured button that reads *Yes, I agree...*



Your default channel will now appear on your screen.

The *Terms and Conditions* screen will not appear again when you log in in future – unless changes are made to the *Terms and Conditions*.

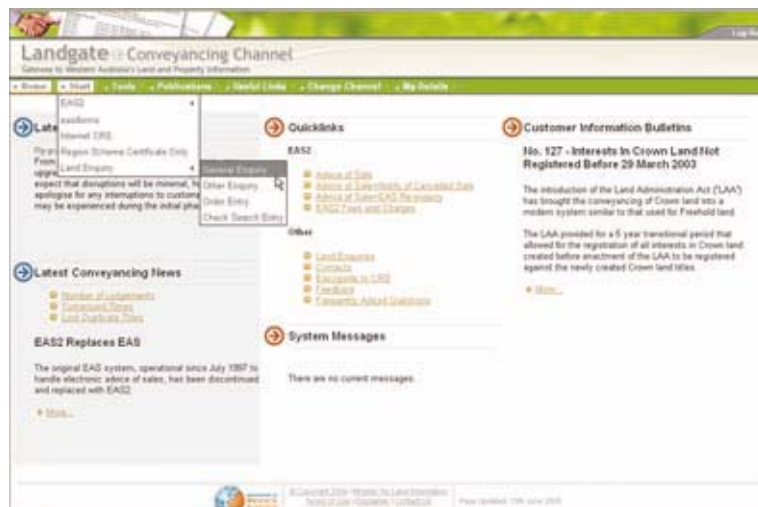


Step 4: How to Access Customer Search Request Services

You are currently in your default page. From here you can access the land information service required.

To do this, look on the menu bar. The menu bar is the coloured strip located directly below your default channel logo bar which runs across the top of the page (shown in green on the example screen below).

The menu contains several options. Click on *Start*. A dropdown menu will appear as shown in the following Conveyancing Channel example screen:



Click on to *Land Enquiry*. Another drop down menu will appear with a list of search services. To proceed, click on the desired service.

A screen will appear which will allow you to conduct your search request.

Handy Hint:

Alternatively, you may wish to access Land Enquiry by clicking on the 'quicklinks' shown in the middle column of your default channel screen.

To Exit Landgate

When you have completed your searches, click on to the *Log Out* icon on the top right hand corner of the screen.

OTHER USEFUL INFORMATION



Modify User Details

It will be necessary for you to modify your user details. You can do this the next time you are in your default channel by clicking on *My Details* shown on the menu bar. A drop down menu will appear. Click onto *My Profile* and then select *Modify User Details* to update your telephone, fax and email details. It is important that you do this as soon as possible.





Land Enquiry Training

Computer-based training on how to use Land Enquiry is now available on Landgate. Subscribers can access it on their default channel by clicking onto *Tools* shown on the menu bar and selecting the *Training* option.

There are 21 interactive training modules designed to enable you to train yourself at your own pace. You need work through only the modules that are relevant to your business. Pre and post evaluation provided in each module will enable you to test your knowledge.



User Manual

Detailed instructions on how to use Land Enquiry are in the Land Enquiry User Guide accessible via your default channel. Simply click on *publications* on the menu bar and then click on *manuals* on the drop down menu to locate the guide.



Having Problems Accessing Land Enquiry?

The Landgate site allows pop-ups and before you can access Land Enquiry you will need to disable any pop-up blockers.

For example, difficulties in accessing Land Enquiry may relate to a pop-up blocker in your antivirus software, or in Internet Explorer. If you have a Yahoo toolbar, this also contains a pop-up blocker.

If your PC's operating system is Windows XP and you have installed Service Pack 2 through a Windows Update, you can disable the pop-up blocker by accessing *Tools*, then *Pop-up Blocker* in the menu.

If you have a different operating system or are still experiencing this problem, then we recommend that you contact your service provider for advice about how to disable the pop-up blocker.



PC Test Page

If you have installed new security software since last testing your PC using our PC test page, then you are encouraged to take a re-test to ensure your PC can still access and use Land Enquiry. The test page is at <http://testpage.landgate.com.au>



Security

Secure Socket Layer (SSL) technology has been applied to Landgate, bringing security in line with international Internet standards. SSL is an Internet protocol that safeguards information through encryption, rendering it unreadable until it reaches its destination site. The new security means that you can be confident that the information you generate on Landgate will not be intercepted.

We hope you enjoy using Landgate and that you will utilise the informative links and information. Check out the Latest News for notifications of future releases and to keep abreast of news and views relevant to all users of your default channel.

For Further Information

For further information about Land Enquiry please contact the Land Enquiry Support Team on 9273 7321. Or for the cost of a local call, country callers may contact 1300 556 224.