



Frequently Asked Questions (FAQ)

Q. I have sent THREE signed forms to Landgate Financial Services. What happens next?

A. Once we receive your forms we will start to process your application.

1. Landgate will conduct a credit check to verify information provided in your [Landgate WA Account Application Form](#);
2. A unique Customer Account number is then created for your organisation;
3. You will then receive a letter to confirm your account number, monthly credit limit and Landgate contact details for future reference.
4. Finally, our Landgate Customer Centre will email all users listed in your [Landgate Account User Application Form](#) their own unique Logon ID and Password to access My Landgate. Please keep these confidential.

Allow up to ten working days for Landgate to process your application.

Q. How long will it take before I can access My Landgate services?

A. Please allow up to **ten** working days for your application to be processed.

Q. What is a Landgate WA Account Application Form?

A. A [Landgate WA Account Application Form](#) captures customer contact information, details of an organisation's Principals or Directors, any Professional Association memberships, bank account details and nominated monthly credit limit.

Q. What is a Landgate Account User Access form?

A. A [Landgate Account User Application Form](#) tells Landgate who in your organisation can access which My Landgate online service and their nominated [Default Channel](#).

Q. What is a Landgate Account User Contact Form?

A. A [Landgate Account User Contact Form](#) tells Landgate who in your organisation has the authority to instruct Landgate in a number of business matters. The three main contacts include:

- [User Representative](#)
- [EAS2 Contact](#)
- [Account Enquiry Contact](#)

Q. What is a nominated User Representative?

A. A User Representative is the individual your organisation has nominated to be the sole authority to instruct Landgate to add and/or remove My Landgate users from your account.

Q. What is a nominated Account Enquiry Contact?

An Account Enquiry Contact is the only person in your organisation who Landgate staff may contact with will a financial account enquiry.



Q. What is a nominated EAS2 Contact?

A. An EAS2 Contact is the only person in your organisation who Landgate staff and participating agencies may contact with an EAS2 enquiry.

Q. What is a Water Corp ID?

A. A Water Corp ID is the unique reference number used by Water Corp to identify an organisation using EAS2. Call **13 21 71** to obtain your Water Corp ID.

Q. What is a Channel in My Landgate?

A. My Landgate is divided into six different user channels. For more details click on a channel:

[Business](#)
[Conveyancing](#)
[Survey](#)
[Government](#)
[Planning](#)
[Farming](#)

Q. What do I do with my Login ID and Password?

A. Once your [Landgate WA Application for Account Form](#) has been processed our Customer Centre will email a My Landgate Login ID and Password to all users listed on your [Landgate Account User Access Form](#).

Q. What is a Default Channel in My Landgate?

A. The default channel in My Landgate is the channel that will appear each time you log into My Landgate. For more details refer to [What is a Channel in My Landgate?](#)

Q. What online services are available in My Landgate?

A. My Landgate offers a range of online services to industry professionals and private customers. For more details click on a service:

[Land Enquiry](#)
[Electronic Advice of Sale \(EAS2\)](#)
[Region Scheme Certificate \(RSCS\)](#)
[easiforms](#)
[Interest Enquiry](#)
[Map Viewer](#)
[Farming](#)
[Planning](#)

Q. What will happen when first I log into My Landgate?

A. When you first log into My Landgate you'll be asked to change your password. Your Logon ID will remain the same. Please ensure that you keep your Logon ID and Password confidential.

Q. When do I need to accept My Landgate's Terms and Conditions?

A. You'll be asked to accept My Landgate's Terms and Conditions the first time you successfully log into My Landgate or after your password has been reset. The Terms and Conditions will not appear again unless they have been updated by Landgate.



Q. What does it cost to subscribe to My Landgate?

A. The online services offered in My Landgate are charged on a pay as you go basis and are payable on account. For a complete list of fees and charges please refer to [My Landgate Fees and Charges](#).

Q. Does Landgate have a privacy policy?

A. Yes it does. For details refer to the [Landgate Privacy Policy](#).