

## USER GUIDE

### HOW TO REGISTER AND LOGIN AS AGENT

**Disclaimer:** *This training guide provided with Consents Online Limited's Electronic Resource Consent System (eRCS®) is a guide only and not intended to replace full system training provide by Consents Online Limited. It is for exclusive use by people and organisation who are authorised to use the system. Every care is taken to ensure that the materials are accurate and up-to-date. Consents Online Limited will not be take any responsibility if anyone is not able to follow or interpret the guidelines in order to use the system effectively.*

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**This document covers the processes for an Agent to register as a valid user and login to eRCS®.**

#### 1. General Requirements

- 1.1 An Agent, irrespective of whether it is an individual or Company, will be assigned just one login ID to a delegated and authorised user to access and use the system.
- 1.2 Where it becomes necessary for more than one person to access and use the system on behalf of the Company:
  - a. A generic login ID may be used by other users as well; or
  - b. Consents Online Limited will arrange to provide access for several users on behalf of the Company, under special terms and conditions.
- 1.3 For security and control reasons, where just one user is registered to use the system on behalf of a Company, they will not be allowed to:
  - a. Change the Company Profile Details,
  - b. Re-set or change passwords, or
  - c. Request for new password where users have forgotten their passwords.
- 1.4 All requests in 1.3 above must be directed to Consents Online Limited, who will verify the identity of the users before making any change.
- 1.5 The Company or Agent must take ultimate responsibility to ensure that users are familiar with the system and carefully manage and protect the integrity of the data and information of the Consents Online limited and its customers.

#### 2. How To Register As An Agent

- 2.1 To access the eRCS® (Electronic Resource Consent System) from Council website, select option Services (at the top) then select Planning from the drop-down list. Then select Resource Consent Planning and click on the link to 'Apply for Resource Consent'. (MDC to insert screenshots and links)
- 2.2 It will open the consents online login screen.
- 2.3 Select "Don't have an account yet? [Click Here](#)"
- 2.4 It will open the screen below, with option to Register as Applicant or Agent.
- 2.5 Select the option 'Register As Agent'.
- 2.6 It will open a Registration screen.

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- 2.7 Enter a valid email address of the authorised user, which has not been used before to access eRCS®.
- 2.8 The system will send a request for registration to this email address.  
NOTE: If the email has already been used or is invalid, system will display a message to warn the user.
- 2.9 Select 'Agent' from drop down list in the field 'Please Select One Account Type'.
- 2.10 Enter 8-character password, *at least one capital and one small letter, one digit and one special character* in the field 'Password'.  
**NOTE:** The password selected here is for logging into eRCS® and does not have to be the same one used to login to the in-box for normal emails from the email service provider like Outlook or Gmail.
- 2.11 Re-type the same password in the next field 'Confirm Email' to confirm it. Both passwords MUST be same.
- 2.12 Select Submit Registration to register or Cancel to abort the process.
- 2.13 You will receive a 'no-reply' email from Consents Online Limited to register and activate your account.
- 2.14 Select the Activate Account button to register, if it does not work, paste the link provide in the email in your browser.
- 2.15 It will open the screen to complete the registration details.
- 2.16 Enter the details in the registration screen.
- 2.17 To select more than one 'Specialty' from drop down list, hold the Control key down and select the options you desire.
- 2.18 All fields except GST Number and Alternate Phone Number are mandatory.
- 2.19 As applicants can engage Agents by looking up their contact details in eRCS®, Consents Online Limited will require your consent to publish that. Please read the terms and conditions at the bottom of the profile and tick the appropriate box if you agree to grant your consent.
- 2.20 Select 'Submit Registration' button to register or Cancel to abort the process.
- 2.21 Once completed, system will open a screen to for user to login to eRCS®

### 3. How To Login As An Agent

- 3.1 Assess the eRCS® (Electronic Resource Consent System) by selecting the link in Councils website.
- 3.2 It will open the consents online screen.
- 3.3 Enter the registered Login ID and 8-character Password and select Sign In button.
- 3.4 This will open the dashboard for Agents.

### 4. Forgot Password

- 4.1 Select the 'Forgot Password' button if you have forgotten your password
- 4.2 System will open the Forgot Password screen.
- 4.3 Enter your valid email address and select Submit button.
- 4.4 System will display a message "Please Contact Consents Online.
- 4.5 System will not allow Agents to change their passwords. All such requests must be directed to Consents Online Limited for security and control reasons, especially if more than person uses the system on behalf of the authorised agent.