# CUSTOMER CONNECT

## USER GUIDE

## REQUEST FOR SERVICE



**Created by: TCDC**
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**Contents:**

# 1. How does it work?

Customer Connect is a platform for NZ residents where they can raise a non-urgent request for service as a member of the public.

Once you have raised a non-urgent request, you will receive an email notification that your request has been received.

If your request is urgent, please contact Customer service at: 07 868 0200

If your request is not available to lodge on Customer Connect , please go to the TCDC website or use this link to submit a request with us: Request for Service | TCDC

The customer service team at TCDC will process your request.  Once the request has been processed, you will receive a notification that your request is being attended to.

The customer service team may need to contact you for more information.

## An explanation of some key terms used in this guide

| TERM | Definition / Explanation |
|---|---|
| **TCDC** | Acronym for Thames-Coromandel District Council |
| **RFS** | Acronym for Request for Service |
| **Scroll** | Using your mouse or keyboard to move up or down a page |
| **Given Names** | The names that are on your Drivers Licence or Passport |

## 2. Requests you can raise

| TERM | Definition / Explanation |
|---|---|
| **Building** | *Select this option to lodge a duty builder enquiry*<br>• Consenting<br>   o Duty Builder Enquiry |
| **Planning** | *Select this option for any queries about planning rules that apply to your property, how the land can be used and the resource consenting process*<br>• Duty Enquiries – Consenting |
| **Drinking Water** | *Select this option to lodge a request for our water team*<br>• Mains<br>   o Report a Fast Leak – Water gushing burst or geyser<br>   o Report a Steady leak – Water moving or trickle of water<br>   o Report a Slow leak – Water pooling, wet patch or no sign of movement |
| **Roading** | *Select this option to report a faulty streetlight*<br>• Assess Streetlight Maintenance Request<br><br>*Select this option to report a missing or damaged road sign, road marker or verge marker*<br>• Assess signs and Wooden Rails |
| **Rubbish and Recycling** | *Select this option to report missed collection*<br>• Kerbside Collection<br><br>*Select this option to request new or replacement bins*<br>• Bins and Crates<br><br>*Select this option to enquire about rubbish bin tags*<br>General Queries/Requests/PAYT tags |
| **Parks and Open Spaces** | Select this option to lodge a request for our Parks and Open Spaces team<br>• Parks and Open Spaces<br>   o Fixtures and furniture – non urgent (*Fixing or removing furniture in Parks and Reserves*)<br>   o Park or Reserve – Horticulture Mtce – non urgent |
| **Update Name and Address**<br><br>You must be a registered customer to update your name and address details | Select this option to ledge a request for updating Name and Address details<br>• Update communication details<br>• Update Name – Not for property owner<br>• Update Postal Address<br>• Update Record of title |

# 3. Where do I start?

For TCDC to properly assess an incident, we need as much information as possible. This includes any photo's or a short video of the incident.

Take a photo or short video of the incident and save it on your PC or Phone.

Go the TCDC website and follow the link to Customer Connect or click on this link:
cportal.tcdc.govt.nz/ePathway/epathprod/Web/Payments/PaymentTypes.aspx

*If you have any issues with raising a request,  please contact Customer Service at  07 868 0200*

Find and raise the request or query you want to lodge with the council. You can do this by following the below procedures.

# 4. Procedures

## Sign into your account.

This is available for registered customers only. If you are not registered, please proceed to Find your request, or register as a customer.

1. Click on Sign In

   Or click on logon in the Welcome tab
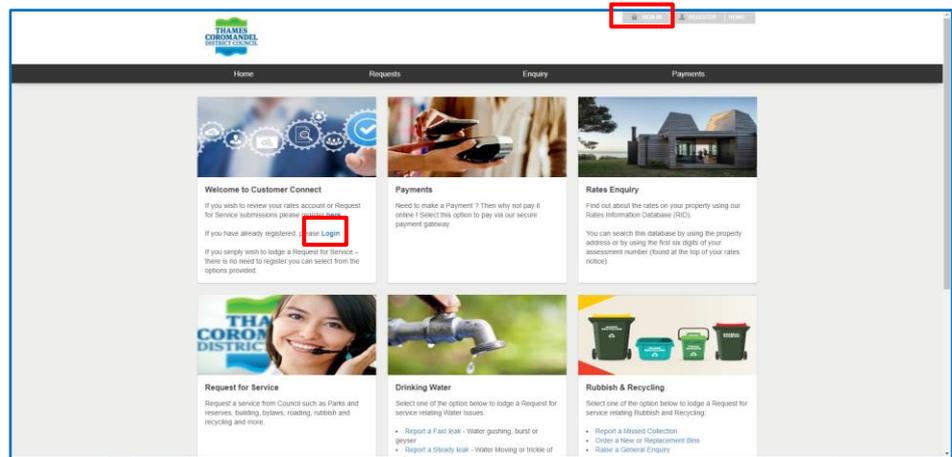


2. Enter your username and password

3. Click on Sign in

*If you cannot remember your password, click on "Forgotten your password?*
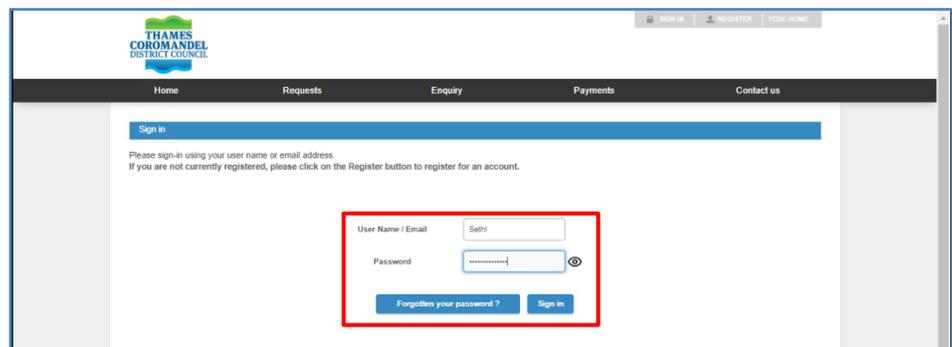
4. Enter your username

5. Enter your surname/company name

6. Enter your email address

7. Click on next



You will receive a notification email with an activation code.

8. Enter the activation code

9. Enter your new password

10. Confirm the new password

11. Click on Submit



## Find your request

1. Scroll to find the tile of the Request you want to lodge

2. Click on a link in the tile

3. *This will take you directly to the request for service form*
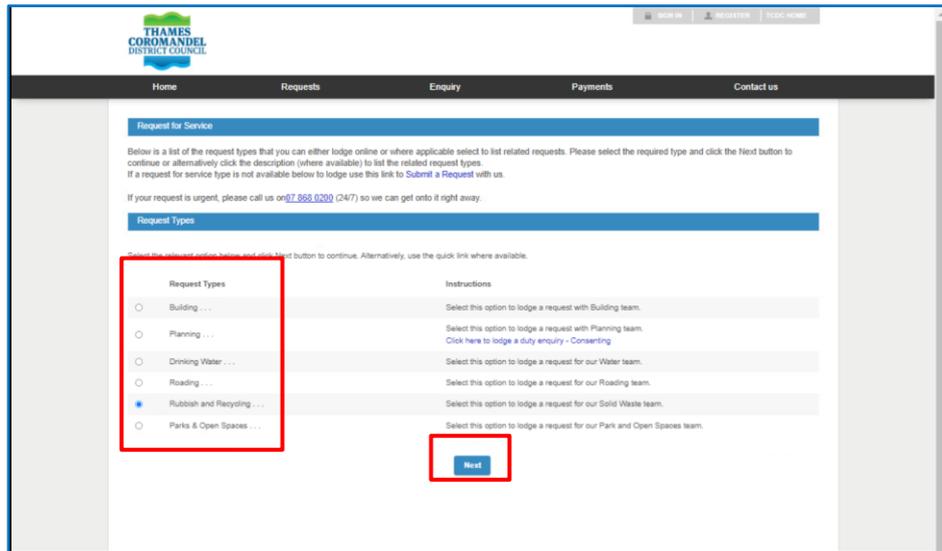
**Alternatively**

4. Click on Requests
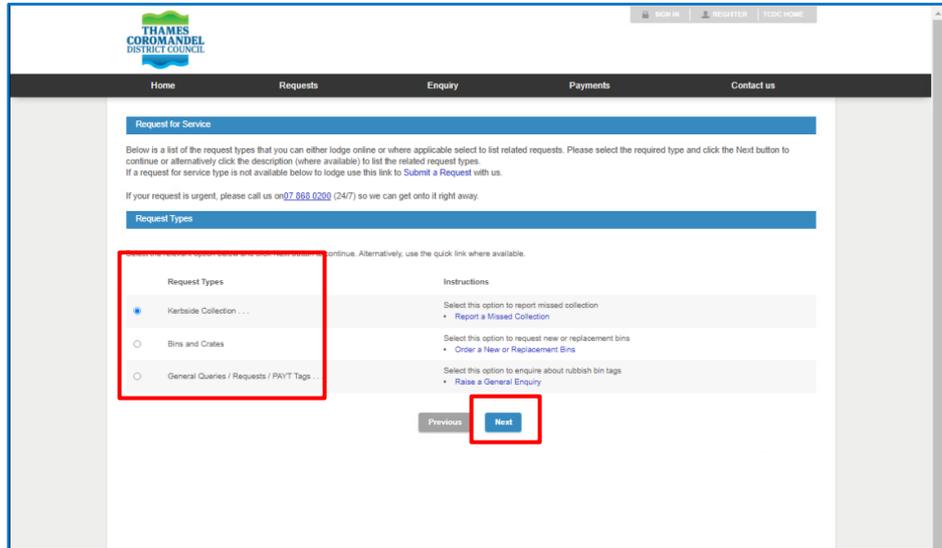
5. Select New request

*This will take you to the request for service options to select.*
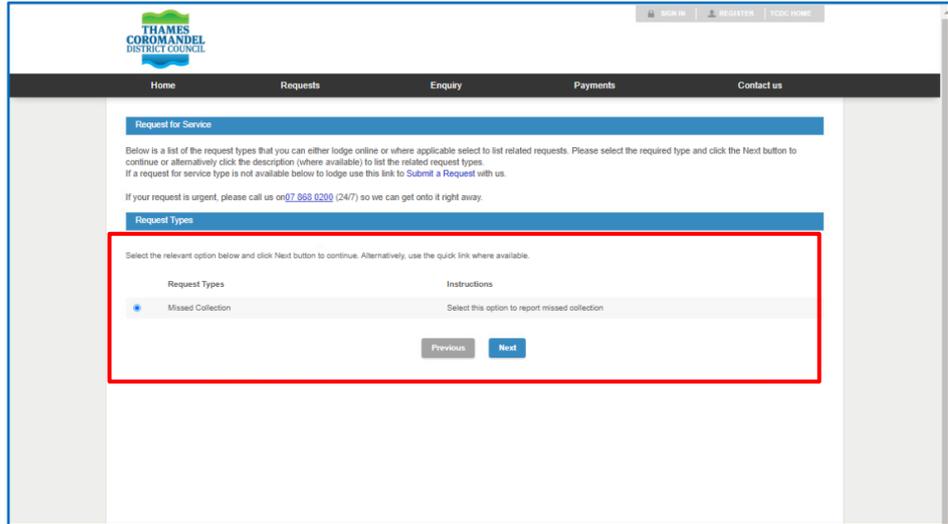


6. Select a Request type

7. Click on Next



8. Select an option from the list
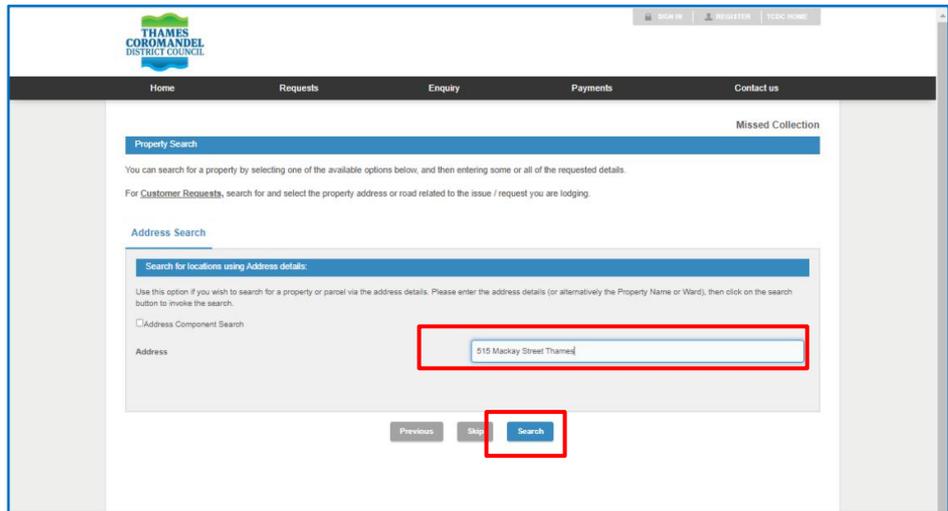
9. Click on Next

10. Select the Request

11. Click on Next



## Enter the address of the incident

12. Enter the address or street name related to the issue *(Not your postal address)*

13. Click on Search



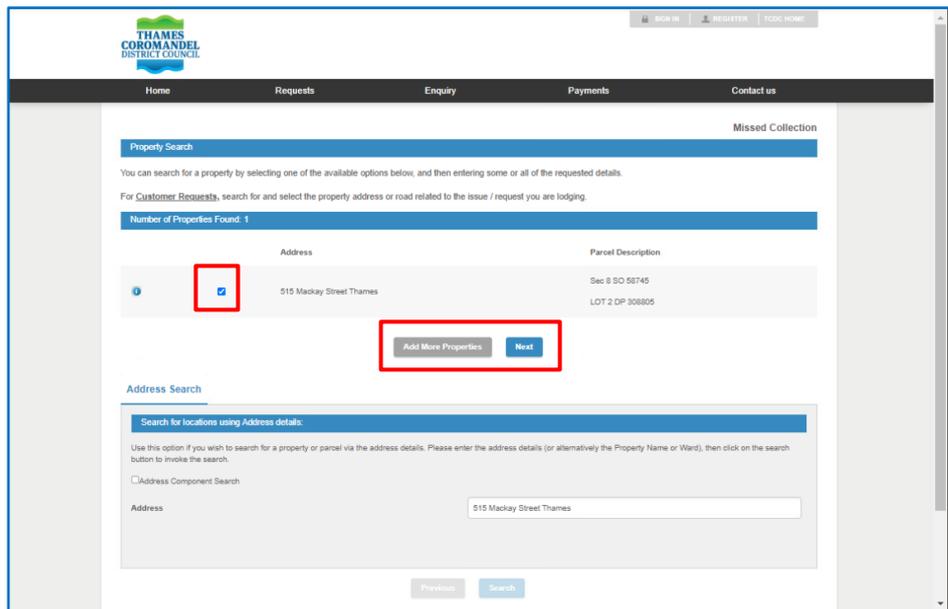The selected property is displayed.

14. Click on the tick box to confirm that this is the correct address.

15. Click on Next

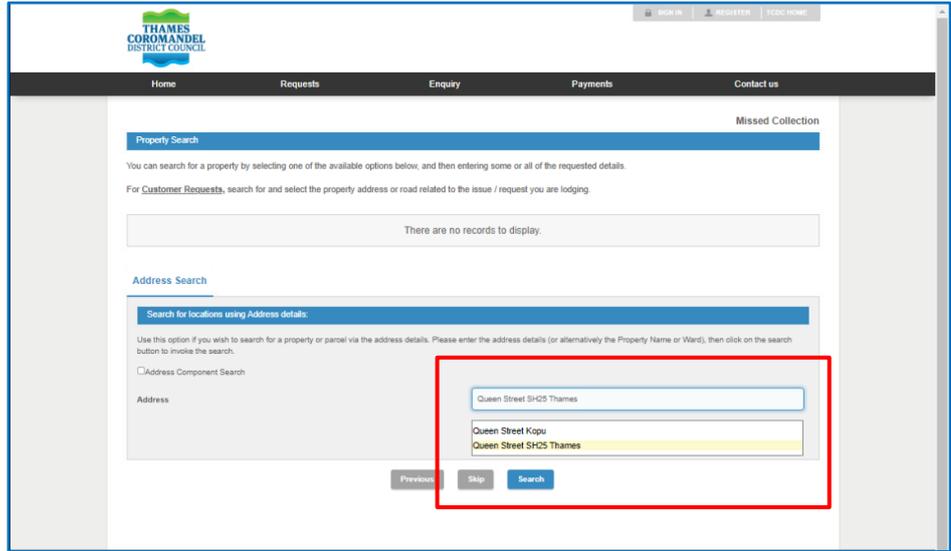Or

16. Add more properties

You can add more properties or roads/streets if you don't know the specific address
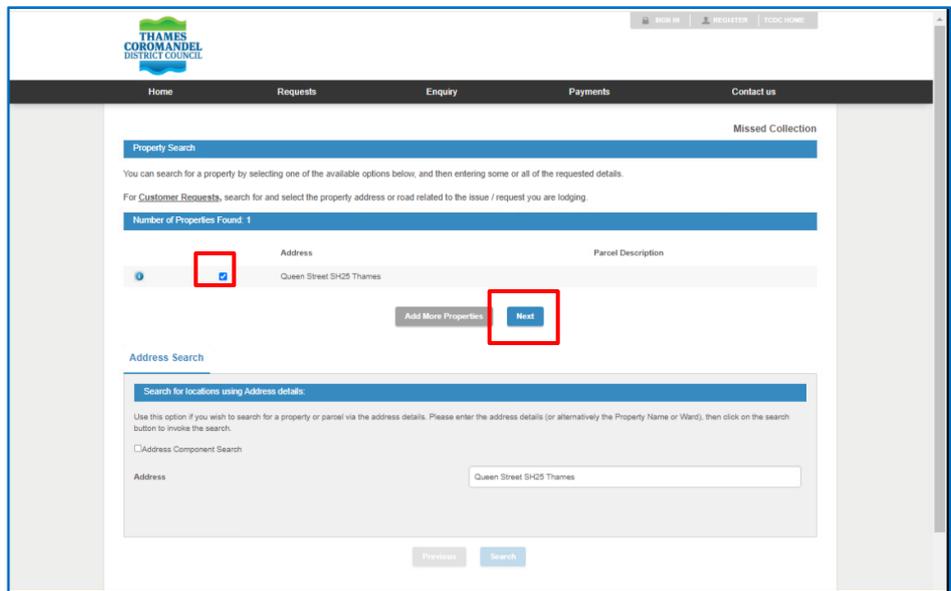
17. Type in the address or street name

You can select your street name from the populated list

18. Click on search
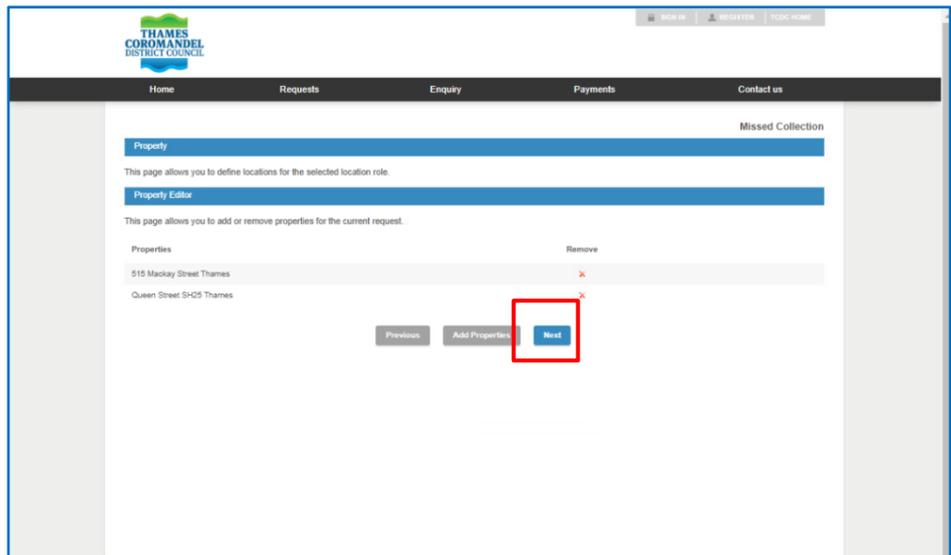


19. Click on the tick box to confirm the address

20. Click on next



Both properties are now added to the request.

You can remove a property by clicking on the ✗

21. Click on Next.

# Complete the Request for Service Form

Each request / query has a form with unique request details for you to complete.

22. Enter your personal Details

Type your Given Names
Type your Surname
Type your Postal Address



23. Enter your contact details

Type your Email address

Type your Phone number



24. Select the preferred contact method.

If you wish not to be contacted you can select 'No response required'



Complete the Request details section
The request section is unique for each request type

25. Select the request option from the dropdown arrow



26. Click on the calendar icon to select the date of the incident (where applicable)

27. Provide information about the incident

It is important that you provide as much information as possible for us to assess. This includes time, location and what happened.
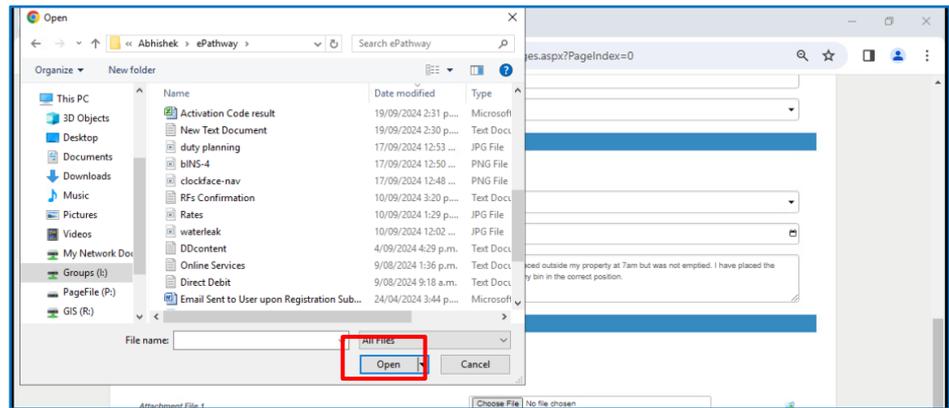


Add supporting documents.

You can upload up to 2 supporting documents

28. Click on choose file



This can be a document, video or an image.

Find the supporting document on your PC

29. Click on open



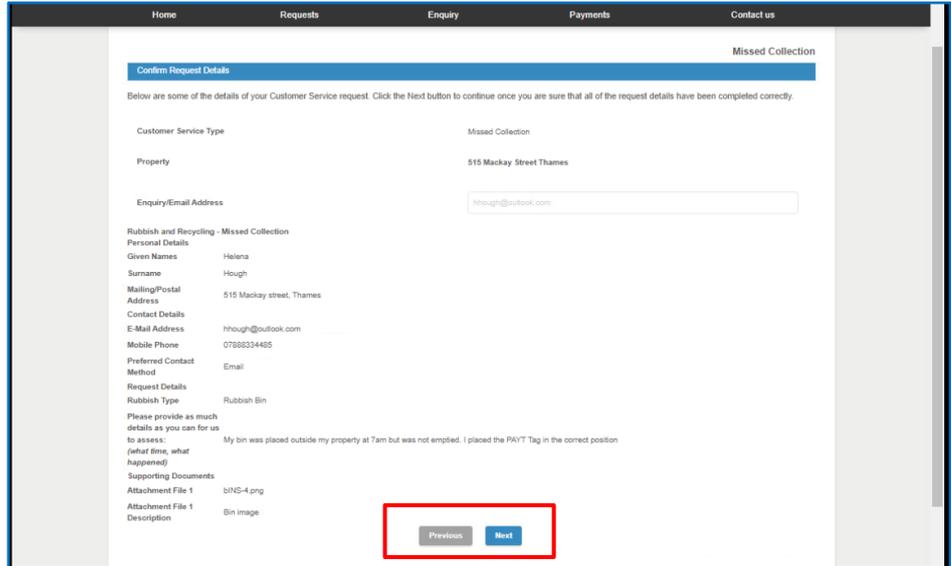30. Enter a description for the uploaded document

31. Click on next

Review the request

32. Click on previous if you need to make a change

Once you made a change you must click on Next to proceed to this page.
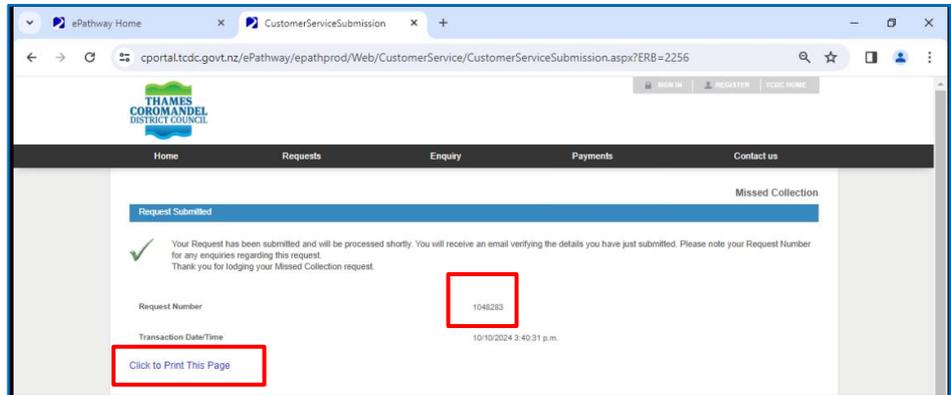
Or

33. Click on next to finalise the request



34. Note down the Request number

Or

Click on Print this page to keep a copy of the request number

You will be asked for this number when you have a query about your submitted Request for Service.

# 5. Frequently Asked Question's

| Question | Answer |
|---|---|
| **What can I do on Customer Connect as a member of the public?** | You can raise a request for service using the tabs or the Requests menu<br> |
| **What can a registered customer do on Customer Connect?** | Register an account<br>Raise a request for service<br>Setup Direct Debit for rates payments<br>Make payments<br>Do rates enquiries |
| **Where can I register?** | You can click on "register" at the top of the screen<br> |
| **What information can a registered customer see?** | Name and address details<br>Contact details<br>Property details<br>Previous requests raised<br>Rates information<br>    • Direct debit schedule<br>    • Instalment summary<br>    • Payments made to the council<br>Any Applications made to the council<br>Dog registration details<br>Licence details<br>Debtors details |
| **How do I know my request is being attended to?** | You will receive a notification email |
| **How will I be contacted?** | Depending on your preferred contact method, you will be contacted by email or phone |
| **What if I have an urgent request?** | You can contact customer service at 07 868 0200 |
| **How soon will my request be attended to?** | This depends on the type of request, the information received and the urgency. |
| **I don't see the request type what I do?** | You can follow this link to raise a [Request for Service | TCDC](#) |
| **Can I make payments if I am not registered?** | Yes, you can make payments if you are not registered. |
| **Can I update my details** | Only if you are a registered customer. You can update your Postal Address, Name details, Contact Details and Record of Title through a request for service. |