

Digital Engineering Consents

Customer Guide



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1 Introduction

1.1 Purpose of this document

This customer guide covers the basics of signing in/registering and submitting engineering consents digitally.

1.2 Digital engineering consents – an overview

Benefits and drivers

This service has been introduced to create a more efficient and effective service for maintaining significant volumes and cost efficiency for our regulatory services customers. Digital processing already has and continues to increase the processing productivity in-order to keep pace with industry growth.

Benefits for customers include:

- reduction in administrative overheads
- reduction in printing/courier costs
- transparency of consent application status
- completely paperless processing
- receipt of consent application and documentation electronically via an online portal

2 Creating and submitting an online engineering application

2.1 Overview

This section covers the creation and submission of a new engineering approval by a customer. Steps include:

- Logging in to the online portal
- Creating and submitting an online consent application.

2.2 Logging in to the online portal

1. Navigate to the [myAUCKLAND login](#) page.



The **Login for Auckland Council services** screen displays.

If you already have an account, go to step 6.

2. Click **Register**.
3. Select the option you want to use to create your account and follow the steps displayed to create an account. The process outlined below follows the registration process using the **Auckland Council** option.



Auckland Council
Te Rauwhero o Tamaki Makaurau

Create new account option

Create a new account with Auckland Council

 Auckland Council

Create new account with

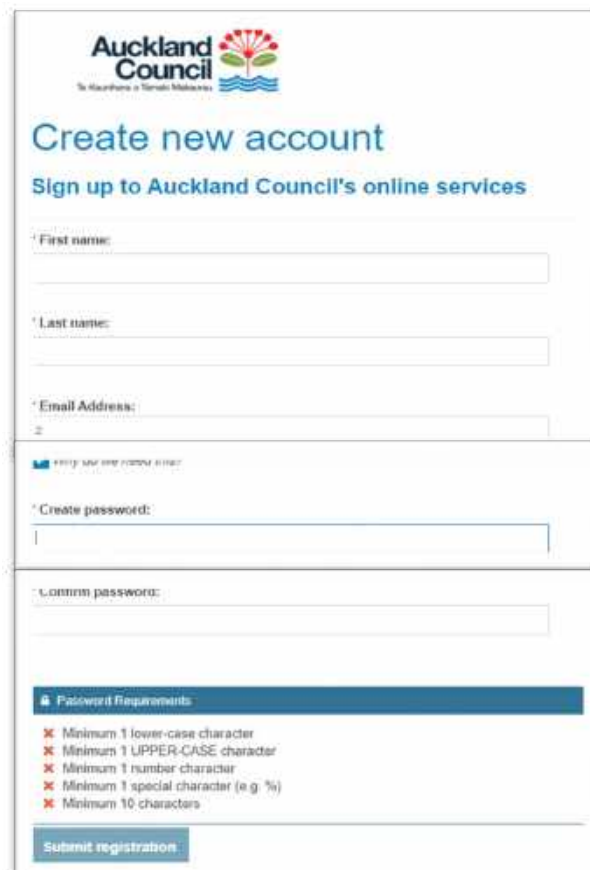
 Facebook

 Google

 RealMe

More? Download?

4. Fill in all required fields (indicated with *) and click **Submit registration**



Auckland Council
Te Rauwhero o Tamaki Makaurau

Create new account

Sign up to Auckland Council's online services

* First name:

* Last name:

* Email Address:

entry will be made email

* Create password:

Confirm password:

Password Requirements

- ✗ Minimum 1 lower-case character
- ✗ Minimum 1 UPPER-CASE character
- ✗ Minimum 1 number character
- ✗ Minimum 1 special character (e.g. %)
- ✗ Minimum 10 characters

A **New account registration successful** message displays, and a confirmation email is sent to the email address associated with the new account.

5. Click **Continue** to return to the **Login for Auckland Council services** screen.



6. Enter your account email address and click **Login**.



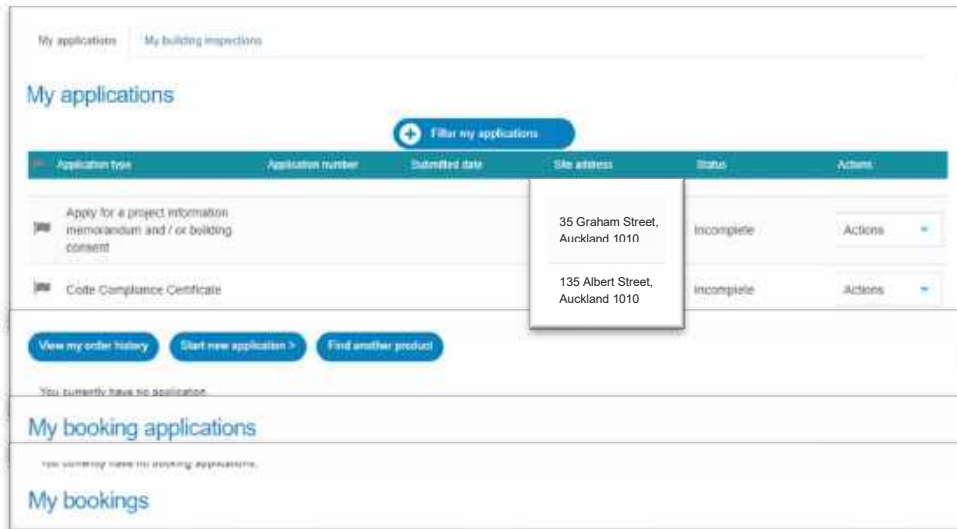
7. Enter your account password. You can choose **Remember me** to save your login details for future use. Click **Login**.



The **myAUCKLAND** screen displays.

Navigate to **My dashboard** on top right of your screen to see:

- your existing digital applications
 - The **Status** column reflects the progress of an application in real time
 - Any applications which haven't been submitted yet will show a status of **Incomplete**
- other online bookings for sports parks, regional facilities etc. under **My booking applications** and **My bookings**.



2.3 Creating and submitting an online consent application

Before you begin All supporting documentation must be prepared and ready to be loaded into the portal.

You must refer to the [Guidelines for engineering approval applications](#) to ensure documentation is up to standard.

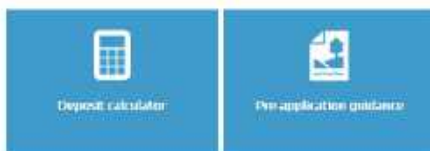
1. Scroll down to navigate to the [Online Services](#) page.
2. Click on the **Resource consent** button under **Apply for a consent**.

Services

Make a non-rates payment



Before applying for a consent



Apply for a consent



You may be directed to the **Login for Auckland Council services** screen to login if you haven't already.

3. Click on the **Engineering Approval** button to start the application.



4. Read the guidelines and click **Start application** to proceed to the application form.

Apply for an engineering approval

Use this form for approval to do minor or major engineering works, such as:

- public drainage
- water or road works
- create a new public park
- engineering works that are a condition of an underlying resource or building consent.

You will need to pay a deposit when submitting this application, unless you are an approved credit customer. You can pay by either Account2Account or credit card (1.75 per cent convenience fee applies).

Guidelines for consent applications

Before you apply, make sure:

- you have a signed acceptance of responsibility document from a chartered professional engineer, a registered engineering associate, a registered professional surveyor, or a suitably qualified and experienced person
- documents are provided in PDF format, not locked or password protected
- documents are less than 300MB and follow our [file naming conventions](#)
- drawings are presented in landscape view.

Start application >

Cancel

Selecting the property

5. Type property address or legal description in the search bar (ensure the correct option is ticked depending on what you are searching by) and click **Search** to populate search results.

Auckland Council
Te Kaitiaki o Tamaki Makaurau

Contact us | Cart: (0 item) | My dashboard | Barbara

Search

About the council | Rates, building and property | License and regulation | Plans, policies and projects | Parks and facilities | Environment and waste | News, events and culture

For the best experience, we recommend you use Chrome, Firefox, Safari, or the latest version of Internet Explorer.

Apply for an engineering approval

1 Property search | 2 Application details | 3 Attachments | 4 T&C

How do you want to search for the site address related to this application?

Property address
 Legal description of the land

Site address
Enter your site address

Search ?

Cart
Your cart is empty

6. Tick the address option you want to create a engineering approval application for. To proceed through the application form, click **Next**.

Street address

135 Albert Street Auckland Central

Search

Please confirm the property by selecting an option below:

135 Albert Street, Auckland Central 1010
549935 - Lot 1 DP 123332

Back Next >

7. Complete the mandatory fields in the **Application Details** screen and click **Next**. Optional fields will be indicated with **(optional)** in the title. Click on the to see more information about what to provide in a specific field.

You will be unable to proceed to the next section if any mandatory fields are incomplete.

Depending on which answers are selected throughout the form, further questions may populate to be answered.

At any point you can click **Save and continue later** to save your progress and exit the application. Incomplete applications can be re-visited later via **My dashboard**.

Apply for an engineering approval



Application details: Step 1 of 4

Activity details

Which of the following applications does the work relate to?

- Subdivision
- Building consent
- Other consent

What type of engineering approval is this for?

- Major engineering approval
- Minor engineering approval
- Stand alone common accessway

Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer?

- Yes
- No

Entering customer details

8. In the **Who is applying?** screen enter the details of the agent (if applicable) or the applicant.

You must indicate whether it is an individual, registered company or organisation applying, and complete all mandatory contact detail fields and attachment fields.

If applying as an individual, you must enter your name as it would appear on a legal document and should only enter one individual's name per name field.

If applying as a company, you will need to search your registered company name and provide the details for a contact person.

Agent details

Are you applying as an individual, registered company or other organisation?

- Individual
 Registered company
 Organisation

Company details

Search for company

Company name

IDC LIMITED

Registration number

9429046475206

Trading name (optional)

Provide trading name if different from company name.

Contact person details

9. At the end of the application details sections you can select the option to remember your contact details for future use.

Do you want us to remember these details for future use?

Yes
 No

Once details are saved, the next time you fill out an online application form you will be able to auto-fill the form with the saved details by clicking **Populate details from favourites** and selecting the set of details you want to use.

Saved contacts

Search for a contact

Search for a contact you have already added:

Peter Allan Smith
 peter.smith@email.com
 02111111
 35 Graham Street

Select Contact

Populate details from favorites

Legal first and middle name

10. On the **Contact information** screen, you will need to select the first point of contact for the application, as well as who will be invoiced.

To add another option for the first point of contact or billing party select **Other** and complete the mandatory fields.


Application details: Step 4 of 10

Contact information

Who is the first point of contact for communication with council or consent authority?

- Company name : Not applicable
 Trading name : Not applicable
 Name : Peter Allan Smith
 Contact number : 02111111
 Email address : peter.smith@email.com
 Other

11. If the customer nominated to be billed is Auckland Council, a Council Controlled Organisation (CCO) or Kāinga Ora, the **WBS code/Purchase order number** field is mandatory. The details entered here will appear on any invoice raised for this application.

Who should invoices be billed to? 

Company name: Not applicable
 Trading name: Not applicable
 Name: Peter Allan Smith
 Contact number: 0211111
 Email address: peter.smith@email.com

Other

Invoice payer details

Is the person paying the invoice an individual, registered company or other organisation?

Individual
 Registered company
 Organisation

Is the organisation Auckland Council, a CCO or Kainga Ora?

Yes
 No

Organisation name

2650099108 - Auckland Council ▼

Department name

Building Consents

Do you have a WBS code or purchase order number?

Purchase order number ▼

Purchase order number:

PO209918290

Contact person details

12. If the customer is not Auckland Council, a CCO or Kāinga Ora, there is an optional **Customer reference** field to provide a reference which will appear on any invoice raised for this application.

Customer reference (optional)

This reference will be displayed on your invoice.

What is your preferred method of billing?

By email
 By post

[< Prev](#) [Next >](#)

13. On the **Specialist details** screen enter the details of the specialist and attach the specialist's signed acceptance of responsibility document.

Specialist details

-  Needs to be one of the following:
- Chartered professional engineer
 - Registered engineering associate
 - Registered professional surveyor
 - Suitably qualified and experienced person ([SQEPs](#))

Specialist [1]

Company name (optional)

Registration number

Contact person

Mailing address

Contact number - day time

The screenshot shows a web form with several input fields and buttons. A red rectangular box highlights a section titled "Attach signed acceptance of responsibility". Inside this box, there is a text instruction: "Please note that the documents uploaded need to be in PDF format. Each individual file should be 300MB or less." followed by a blue link "Download the template". Below the text is a question mark icon and a file upload area with a "Choose File" button. Below the red box is an "Add another" button. At the bottom of the form, there are navigation buttons: "< Prev", "Next >" (highlighted with a red box), "Save and continue later", and "Cancel".

14. Upload the mandatory documents in the **Attachments** screen, as well as any relevant supporting documentation for your activity.

To upload additional documents, select the type of document you are uploading, click **Browse**, and select your document.

To remove a document you have selected, click **Delete**.

Documents to be provided

The screenshot shows the "Documents to be provided" section of a web form. It contains six rows, each with a label, a text input field, and a "Browse" button. The labels are: "Attach the plan(s)", "Attach the engineering standard details", "Attach the calculations", "Attach the catchment plans (optional)", "Attach any correspondence between Auckland Council, Watercare, and Auckland Transport (optional)", and "Attach any additional document(s) for this application (optional)". Below the last row is a question: "What type of document do you want to upload?" followed by a small input field.

Giving access to another user

15. When you reach the **Terms and conditions** page, either:

- Click **Save and continue** later if you are inviting someone else to make payment towards the application (go to step 16).

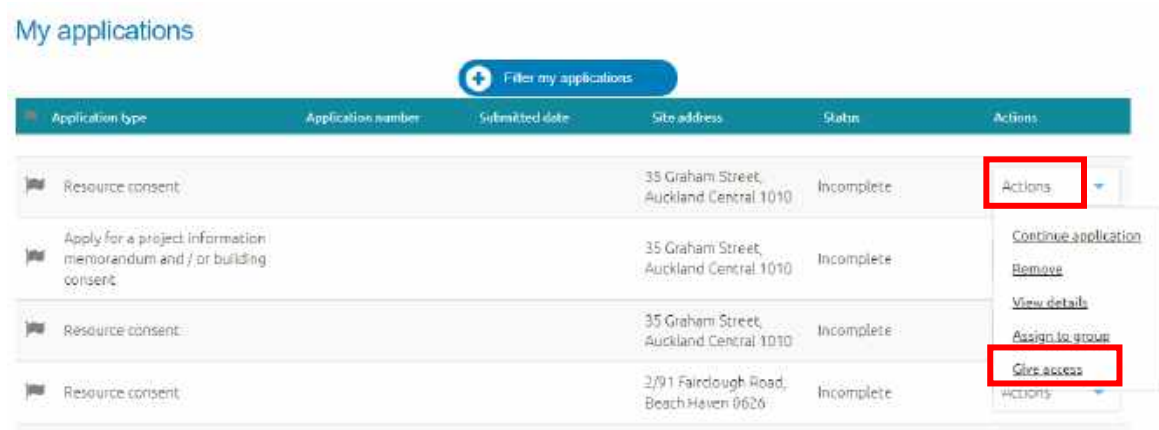
OR

- Complete the **Terms and conditions** page and click **Add to cart** if you are paying for the application (go to step 21)

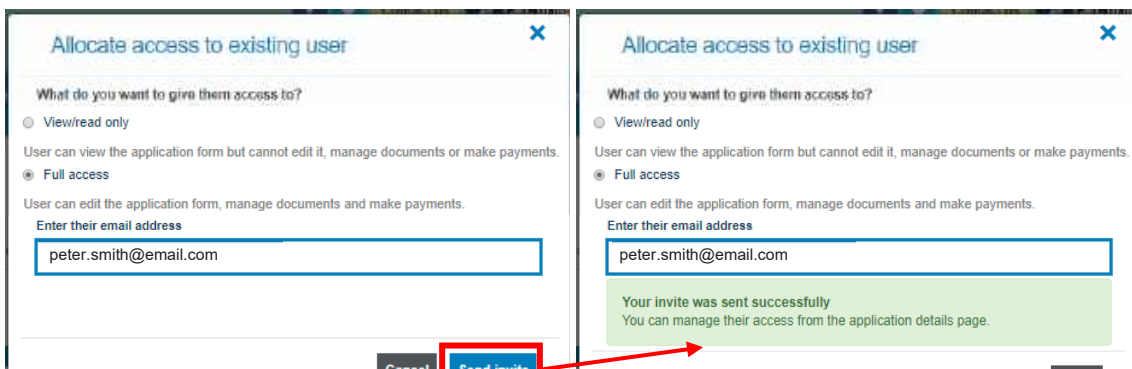
Save and continue later

Choosing this option will take you back to **My dashboard**.

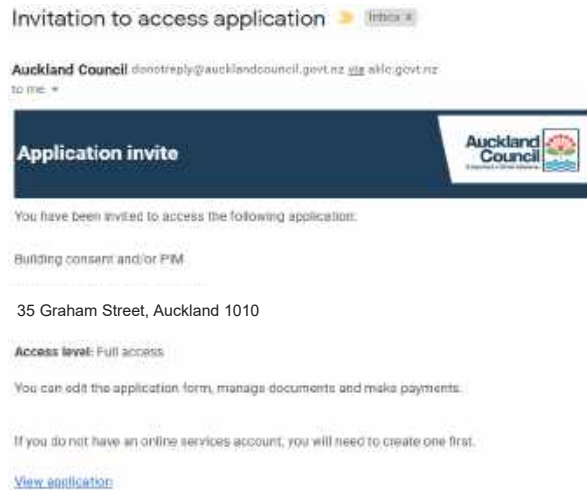
16. Click **Give access** to allow another user to make payment towards the selected application.



17. Select the **Full access** option (this will allow the invited user to make payment, as well as edit the application), and enter the email address the other customer has used to create their own account on the online portal. Click **Send Invite**.



18. The invited customer will receive an email and a link that will take them to their dashboard once they have signed in. If they are not a registered user they will be asked to register.



19. On **My Dashboard**, click the **View applications that have been allocated to me** field. This is where any shared applications can be found. This field may need to be expanded.

Click **Continue**.



20. The application will open part way through, click **Next** until you reach the **Terms and conditions** page. Continue with the **Add to cart** steps below.

Making payment

Add to cart

21. Complete the mandatory fields in the **Terms and conditions** screen and click **Add to cart**.

Terms and conditions

Once I submit my application, I accept that:

- a deposit will be charged for credit card or Account2Account payment
- a deposit is not charged for on account payments, the full cost will be invoiced either at completion of the application or on a monthly basis
- I may have to pay additional charges for processing, administration and inspections
- I may receive a refund if the actual costs are lower than the deposit paid
- I can object to and appeal costs relating to the processing, as set out in sections 357B and 358 of the Resource Management Act 1991, up to 15 days after receiving the decision or invoice/debit note
- if any steps, including the use of debt collectors and/or lawyers, are necessary to recover unpaid processing costs, the applicant agrees to pay all collection costs
- if this application is made on behalf of a trust (private or family), a society (incorporated or unincorporated) or a company, the applicant binds the trust, society or company to pay all the costs and guarantee to pay all the costs in their personal capacity
- I understand that, when granting consent to certain activities, the council may levy a development contribution under the Local Government Act 2002. When these are due, the consent holder is responsible for the payment, unless otherwise advised
- by submitting this form, I confirm that the council may undertake a site inspection
- the application may be returned if all information under Section 88 of the RMA is not supplied.

I agree to Auckland Council's [terms and conditions](#) and [privacy policy](#).

Deposit: \$4,000.00

22. Click **Proceed to checkout**.

23. In the **Checkout** screen, select which payment method to use, provide an email address for confirmation and follow the instructions to complete payment:

- Account2Account (bank transfer)

Note: Some banks restrict their business banking customers from this option. If this is the case, please discuss options with your bank.

- Credit card

Note: There is a convenience fee of 1.75 percent for all credit and debit card online transactions.

- On account – This option is only applicable if you have been set up as an [on-account customer](#) in our online system. If you are an existing on-account customer who needs their online account to be updated to enable this payment option, please refer to **Section 5 - Help and support**.

Checkout

Building			
Property	Type of application	Value of project	Deposit
NA106B/337 35 Graham Street, Auckland 1010	Standard building consent	3. Project value \$20,000 to \$99,999	\$2,645.00
Subtotal (1 item)			\$2,645.00

Payment method	
<input type="radio"/> Account2Account (bank transfer)	
<input type="radio"/> Credit card <small>Note: Auckland Council has opted in to 3-D Secure for online credit and debit (MasterCard / Visa) transactions. This is an additional security feature that reduces the risk of your card being used fraudulently. For more information, see Visa - Verified by Visa or MasterCard - Secure Code</small>	
<input type="radio"/> On account (approved customer only)	
Subtotal (1 item)	
\$2,645.00	
Total	\$2,645.00

Please enter your email address to receive confirmation of this transaction.

Email address

Acc Pay now Edit cart

Payment Checkout

Merchant Reference: 4602264083

Order Line 1: Auckland Council Online Payment - Integrated

Order Line 2: 4602264083

Order Line 3: 4602264083

Amount: \$2645.00 (NZD)

Payment Checkout

Merchant Reference: 4602264083

Order Line 1: Auckland Council Online Payment - Integrated

Order Line 2: 4602264083

Order Line 3: 4602264083

Amount: \$2645.00 (NZD)

account2account

1 SELECT BANK 2 BANK LOGIN 3 SELECT ACCOUNT 4 REFERENCE DETAILS 5 PAYMENT VERIFICATION

Please select one of the currently available banking services:

- ANZ
- ASB
- BNZ
- Kiwibank
- The Co-operative Bank
- TSB
- Westpac

I have read and accepted the terms and conditions

NEXT

account2account

1 SELECT BANK 2 BANK LOGIN 3 SELECT ACCOUNT 4 REFERENCE DETAILS 5 PAYMENT VERIFICATION

Please ensure your ANZ OnlineCode has been registered from the internet banking portal before proceeding here. Please enter your ANZ Internet Banking login credentials.

Customer Number:*

Your Password:*

NEXT

CANCEL

Credit card

Payment Checkout

Amount: **\$2645.00 (NZD)**

Credit Card Payment

Please Note: payment with this method will incur a convenience fee as follows.

Convenience Fee: **\$46.28 (NZD)**
Total Amount: **\$2691.28 (NZD)**

Card Number:*

Name On Card:*

Expiry Date* 05 20

CVC: [What is this?](#)

Submit

Cancel Payment

On account

On account (approved customer only)

Subtotal (1 item)	\$2,645.00
Total	\$2,645.00

Account details

Account number

Company name

Purchase order number (optional)

Please enter your email address to receive confirmation of this transaction.

Email address

Charge to my account

24. When the application has been submitted successfully, the dashboard will display a message.

About the council	Rates, building and property	License and regulation	Plans, policies and projects	Parks and facilities	Environment and waste	News, events and culture
-------------------	------------------------------	------------------------	------------------------------	----------------------	-----------------------	--------------------------

Payment and submission successful

If you have entered an email, you will receive a confirmation of this transaction shortly. Please keep the email as a reference.

Order number	4601672127
Transaction reference	000000b70d244b2
Transaction amount	\$2,500.00

Engineering			
Property	Type of application	Sub-type of application	Deposit
35 Graham Street, Auckland Central 1010	Engineering approval	Major Engineering Approval	\$2,500.00
Subtotal (1 item)			2,500.00
Convenience fee (1.75%)			\$43.75
Total (1 item)			\$2,543.75

25. A transaction summary will be sent to the email address which was provided in the payment screen.



Dear Peter Allan Smith

We have successfully received your application.

Order number	4601588020
Payment method	On Account
Fee paid	\$2,850.00

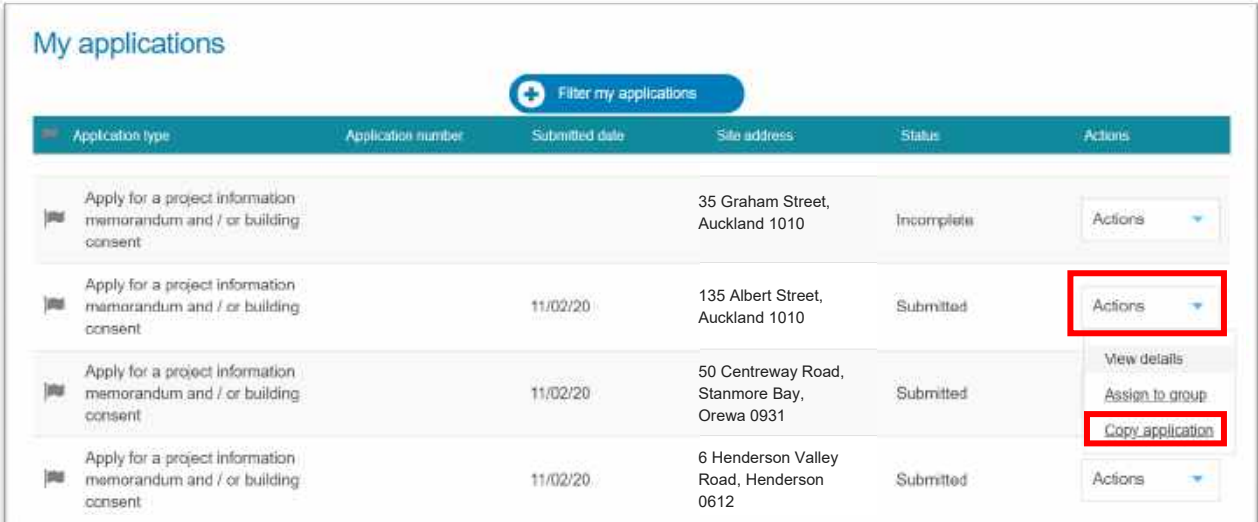
Your details

First name	Peter Allan
Last name	Smith
Email address	peter.smith@email.com

3 Copying an application

Once an application has been submitted, it can be copied if another application needs to be submitted with many similar details.

1. Navigate to the **My Applications** section of the **My dashboard** screen.
2. Click **Actions** for the application you want to copy and click **Copy application**.



The screenshot shows the 'My applications' section of a dashboard. At the top, there is a 'Filter my applications' button. Below it is a table with the following columns: Application type, Application number, Submitted date, Site address, Status, and Actions. The table contains four rows of application data. The second row is highlighted, and its 'Actions' dropdown menu is open, showing options: 'View details', 'Assign to group', and 'Copy application'. The 'Copy application' option is highlighted with a red box.

Application type	Application number	Submitted date	Site address	Status	Actions
Apply for a project information memorandum and / or building consent			35 Graham Street, Auckland 1010	Incomplete	Actions
Apply for a project information memorandum and / or building consent		11/02/20	135 Albert Street, Auckland 1010	Submitted	Actions
Apply for a project information memorandum and / or building consent		11/02/20	50 Centreway Road, Stanmore Bay, Orewa 0931	Submitted	View details Assign to group Copy application
Apply for a project information memorandum and / or building consent		11/02/20	6 Henderson Valley Road, Henderson 0612	Submitted	Actions

3. A confirmation message will appear. Click **Continue**.

Are you sure you want to copy this application?

You are about to copy this application. All details excluding attachments will be copied over to a new application form. Click 'Continue' to proceed to the new form.

Cancel Continue

4. Type property address or legal description in the search bar (ensure the correct option is ticked depending on what you are searching by) and click **Search** to populate search results.

1 Property search 2 Application details 3 Attachments 4 T&C

How do you want to search for the site address related to this application?

Property address
 Legal description of the land

Street address
 Enter your street address Search ?

Please confirm the property by selecting an option below.

135 Albert Street, Auckland Central 1010
 649935 - Lot 1 DP 123332

5. Tick the address option you want to create a engineering approval for. To proceed through the application form, click **Next**.

street address
 135 Albert Street Auckland Central Search

Please confirm the property by selecting an option below.

135 Albert Street, Auckland Central 1010
 649935 - Lot 1 DP 123332

Back Next >

If this error message displays you will be unable to proceed with the copied application and will need to start a new application instead.

This message indicates the form you are copying is an older version of the digital form and is no longer supported for new application submissions.

1 Property search 2 Application details 3 Attachments 4 T&C

! This application cannot be continued since the form version is no longer valid. Please fill out a new application instead.

6. The application questions will be pre-filled with the answers given previously in the application you have created a copy from.
You will be able to change any of the answers as needed.

Application details: Step 1 of 10

Application Details

What type of application is this?

Building consent

Amendment to building consent

Project Information memorandum (PIM)

Project Information memorandum (PIM) and building consent

Are you a Qualified Partner Customer or are you lodging on behalf of a Qualified Partner Customer? ?

Yes

No

Is this application a multi-stage project?

Yes

No

Is this application using a national multi-use approval number?

Yes

No

7. All sections requiring attachments will **not** pre-populate with the attachments uploaded previously in the application you have created a copy from.
You will need to upload the attachments which relate to this specific application.

Attachments

All documents must be in PDF format. Individual files need to be less than 300MB. File names cannot be any longer than 50 characters.

Documents to be provided

Plan(s) ?

Specifications of the building work

Refer to sections **Giving access to another user** (page 16) and **Making payment** (page 18) to complete application submission.

4 Providing additional documentation in support of an application

Before you begin All business rules relating to documentation standards apply/ must Refer to the [Guidelines for engineering approval applications](#)

1. Once all requested documentation has been gathered, login to the [Online Services](#) portal.
2. Click **My dashboard**.



3. In the **My applications** section, click **Actions** for the application you are uploading documents for, and click **View details**.

My applications

Filter my applications

Application type	Application number	Submitted date	Site address	Status	Actions
Apply for a project information memorandum and / or building consent			35 Graham Street, Auckland 1010	Incomplete	Actions
Apply for a project information memorandum and / or building consent		11/02/20	135 Albert Street, Auckland 1010	Submitted	Actions View details Assign to group Copy application
Apply for a project information memorandum and / or building consent		11/02/20	50 Centreway Road, Stanmore Bay, Group 0024	Submitted	Actions
Apply for a project information memorandum and / or building consent		11/02/20	6 Henderson Valley Road, Henderson 0612	Submitted	Actions

4. Click **Manage my documents**

Apply for a project information memorandum and / or building consent

135 Albert Street, Auckland 1010
NA58D/375 - Lot 66 Deeds Reg 1370

Application details

Type of application
Standard building consent

Value of your project
3. Project value \$20,000 to \$99,999

[View application form](#)

[Manage my documents](#)
[Manage my documents](#)

5. Select which type of document you are uploading, click **Browse** and select your document.

Upload a new file

What type of document do you want to upload?

Report

Select type of document

Application form

Plan

Correspondence

Report

Upload

Browse

6. Click **Upload**.

What type of document do you want to upload?

Report

N24 Fire Engineering Report-1.0-.pdf

Browse

Upload

A successful upload message will appear.

My application

[Home](#) / [Application details](#) / [Manage my documents](#)



An email notification will be sent to a Council inbox to notify staff that additional documents have been provided.

5 Help and support

For help and support please contact our call centre on 09 301 0101

Find out more: phone **09 301 0101**
or visit www.aucklandcouncil.govt.nz/