

## GUIDE: Make a payment in My Canning Portal

The City of Canning is now live with My Canning Portal, where you can submit and track Health, Building and Planning applications online. This guide will demonstrate the registration process to enable you to submit and track Building and Planning applications online.

To get started, you will need to become a registered user, open the following link:

<https://canning.wa.gov.au/register>

*Note: If you have navigated from the Canning website, you will need to select*



Log on using your details

User name or email address

Password

Log On



Keep me logged on



Accessibility Mode



Don't have an account?

Forgotten password?

Don't have an account?

Forgotten password?



Register using Email

1. Click 'Don't have an account?'

2. Click 'Register using Email'

## Register

Enter your email address and password below. You will use these details to log in to the system later.

Email \* 255

Password \*

Password Confirm \*

Your password must contain at least 1 uppercase character and 1 number.

**Your Details**

Are you registering an organisation?

Given Name \*

Family Name / Organisation \*

**Preferred Postal Address**

Number and Street \*

Street Line 2

Street Line 3

Suburb \*

State \*  
WA

Postcode \*

**3. Complete the form starting with your preferred email address**

*One account per registered user*

*Passwords must include 1 uppercase letter and a number*

**4. Select only if you are registering as a business.**

*You will be prompted to provide the company name and ABN*

**5. Click 'Submit'**

*This will generate an email to your preferred email account. Please access and verify your account by selecting the link. This will navigate you directly to the portal to start your Enquiry*

For assistance with submitting applications, refer to the guide 'Perform Enquiry and Submit Application'.

Should you require further support, please contact us. Our Customer Service team are available to take your call Monday to Friday 8.15am to 5pm on 1300 422 664.

You can also enquire online by accessing this link: <https://canning.wa.gov.au/contact-us>