

eNotices FAQs

Registration & Account Management

- 1. When attempting to register an eNotices profile, the following error appears: "Error! The eNotices reference number is invalid". Why is this?**

Please ensure you have not made a typo when entering the reference number found at the top right of the 1st page of your latest paper notice. It must be the most recent notice you have received, older notices will have outdated reference numbers.

- 2. What is the eNotices 'Reference Number', and why does it change for each notice?**

The eNotices Reference Number is a specific code needed to register for eNotices. It changes every notice because it uses an algorithm to identify the specific notice being registered, in order to ensure its easy registration. Once registered the reference number is no longer required.

- 3. Why haven't I received an email to activate my account or to see my Notice?**

Please double check the email address you entered was correct. If so, please ensure your spam filter hasn't diverted the emailed notice to the Spam Folder.

Another issue might be that some email providers have difficulties recognizing eNotices emails from noreply@enotices.com.au. The following addresses are well known to show errors:

@mail.com - @email.com - @edumail.com - @post.com

You can register with an alternate email address, if you are still having issues, try adding noreply@formsport.com.au or noreply@enotices.com.au to your trusted contacts list.

- 4. Why is the 'Mobile Phone Number' a required field?**

You will need to register a mobile phone number in order to receive SMS reminders for when notices have been sent out. You can also retrieve a forgotten password for your account via mobile phone.

- 5. How many Additional Email addresses can be added to an eNotices User profile.**

There is a maximum limit to how many email addresses can be added to a single eNotices profile, but it is unlikely that a standard user would reach this limit. Please ensure you remove any email addresses not being used

anymore, as all listed email addresses will be emailed your notice automatically.

6. How do I update my main email address?

From your Dashboard, click **'Update Contact Details'**. On the next page you can change the **'Email Address'** field to your new email, then click **'Save'**.

7. How can I change my password?

If you have forgotten your password, you can click **'Forgot your Password'** link at the log in screen. Follow the prompts to receive an email with a password reset link.

If you are already logged in, go to **'Update Contact Details'** and click the **'Change Password'** button. Follow the prompts to update your password.

8. How do I recover my account if I change my email and password?

If you need to change your account email and password, please ensure you change your email first. If you change the password before your email, and you no longer monitor your previous email, you may be locked out of the account. You will then need to contact the Rates Team to update your email for you.

Using eNotices

1. Why was a notice issued on paper when it is registered for eNotices?

If you have changed name, this can cause the system to revert back to paper notices. You can log in to your account and check under your **'Accounts'** section to ensure your notices are set from **'Post'** to **'Email'**.

2. Why can't I see all the Notices/Accounts?

In your account, under the **'Notices'** section you check if you have applied a search filter in the **'Advanced Search Options'** tab. If there are any filters present it will restrict what notices you can see. You can click the **'Reset'** button and then click **'Apply'** to clear all filters.

It may also have been caused by a recent name change. If so you can re-add your accounts back with the reference number on your most recent paper notice.

3. What happens if I reply to an email sent from noreply@enotices.com.au?

Since the email address is not monitored, no action will be taken on your response. You will not receive a bounce/undeliverable notification, please ensure if you have a query to contact the Rates Team.

4. Why can't I open/view my notice?

You will need an up-to-date Adobe brand PDF viewer to view your notice on computer, such as Adobe Acrobat Reader.

5. What do I do if my property is being managed by a Real Estate Agent/Property Manager?

You can add the email address of the Real Estate Agent/Property Manager by going to the **'Emails'** tab under **'Update Contact Details'**, then enter it as an additional email. This will email you and your Agent/Manager.

Please Note: The Agent/Manager will receive all notices registered with your account, including any properties that aren't being managed by them. If you have multiple properties, and not all are being managed, you may need to forward emailed notices to your Agent/Manager organization, instead adding them to the eNotices System.

6. How do I revert back to paper notices?

First you will need to go to your **'Accounts'** page. Under the delivery method, change from **'Email'** to **'Post'** from the drop down options. Your next instalment notice will be sent by post.

Please ensure that your postal address is correct by checking the latest notice issued to you. If this is incorrect, please go to our website and update your address using our online form. You can always change back to email notices if you prefer.