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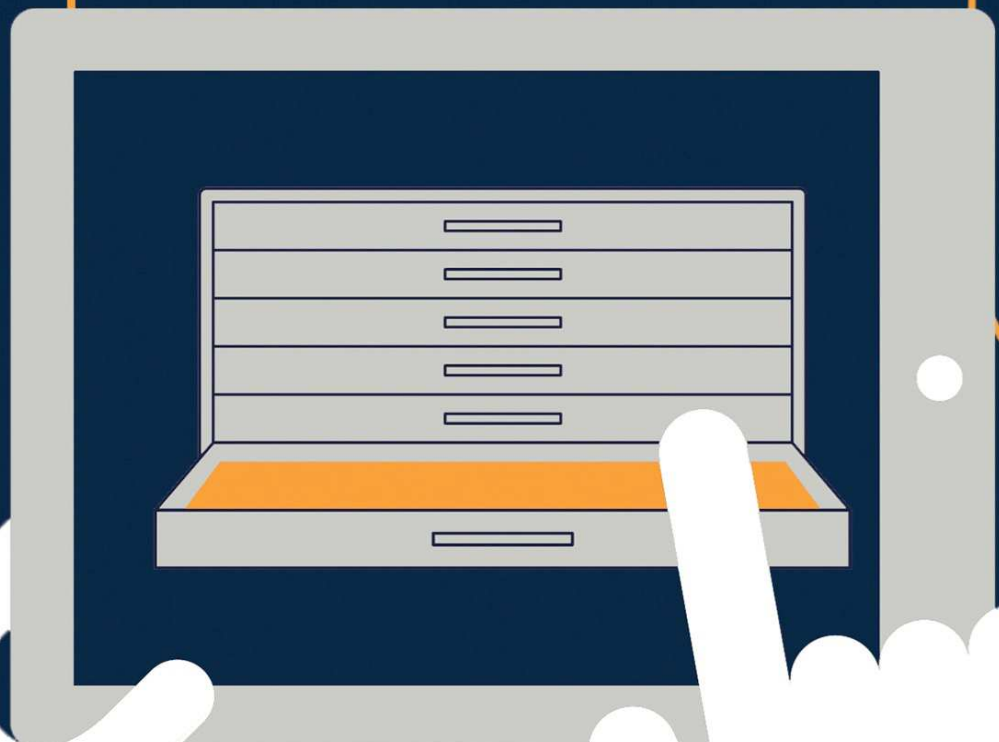




Table of Contents

1.0 Introduction.....	3
2.0 Registering & Logging In	4
3.0 Council Direct Homepage.....	6
4.0 Property Certificates Homepage.....	7
<i>4.1 Submitting a Property Certificate Application</i>	<i>7</i>
<i>4.2 Shopping Basket.....</i>	<i>11</i>
<i>4.3 Suspense Account.....</i>	<i>12</i>
<i>4.4 Submission History.....</i>	<i>13</i>



COUNCIL DIRECT USER GUIDE - PROPERTY CERTIFICATES

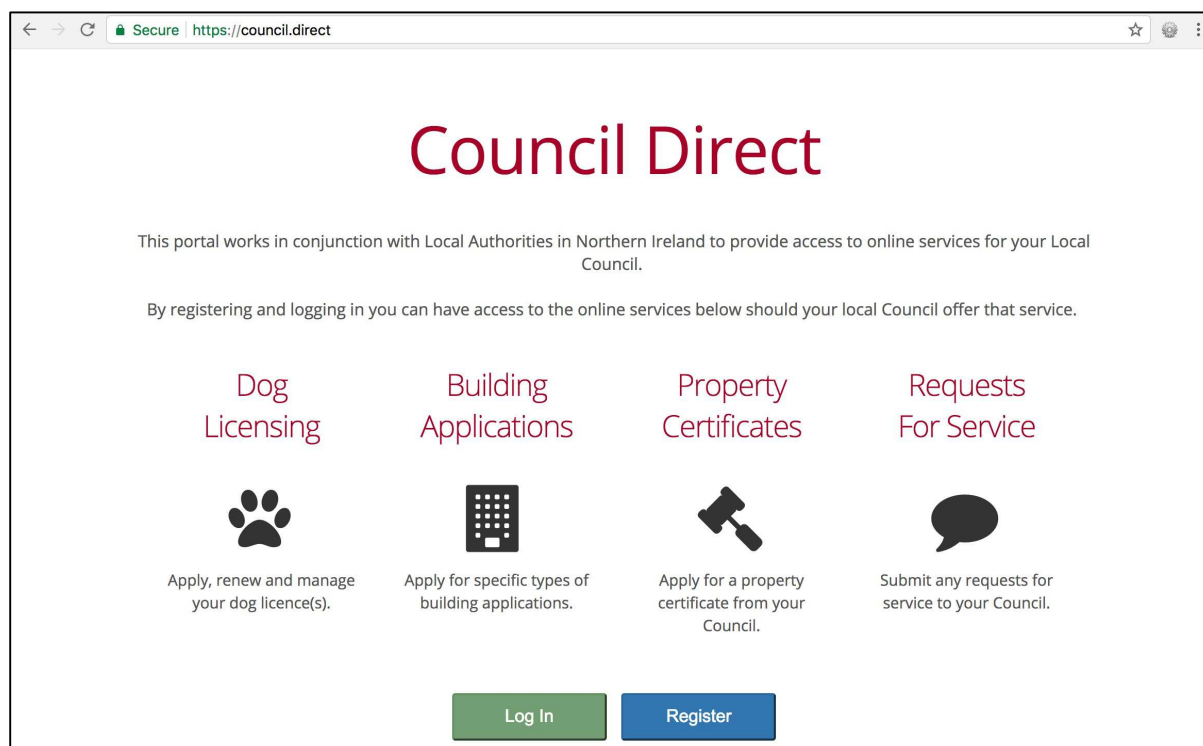
1.0 Introduction

Council Direct is an online portal, working in conjunction with Local Authorities in Northern Ireland to provide access to online services for Local Councils.

This guide is for the purpose of providing support to users when submitting a Property Certificate application online, using Council Direct.

The Council Direct portal can be accessed at the following URL:

<https://council.direct/>





2.0 Registering & Logging In

Users will be required to register for Council Direct in order to log in – you can do this by selecting the blue 'Register' button on the landing page.

Registration

Can't find your address? [Click here](#) to enter it manually.


May your Local Council use the following methods to contact you about Council Services
e.g. dog licence reminders, emergency procedures, bin collections etc?

☐ Email

☐ SMS

The reCAPTCHA below is a spam filter. Please tick the box to confirm you are a real person before proceeding with the registration.

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)



When registering, the following fields are **mandatory**:

- Email address
- Password
- Firstname, Surname
- Address
- Either telephone or mobile number

Once the correct details have been entered, you should select 'Register' at the bottom of the form. After doing so, you will be shown the following message:

✓ Congratulations. Your registration was successful. Please click on the verification link emailed to you to log in.

You will then need to check your emails for the verification email that has been sent to you, and click the '**Verify My Account**' link in the email.

If you do not verify your account, you will be unable to make any submissions in the portal and a red error message, as below, will be displayed to you when you are logged in.

Unverified User! Please check your emails and verify your account to use this portal.

Once you have registered for an account, you will be able to log in to the portal at any time. It is important to note that if you forget your password, you will be able to trigger a Password Reset email using the '**Forgot Password?**' option, as indicated below.

Sign In

E-mail Please enter email address

Password

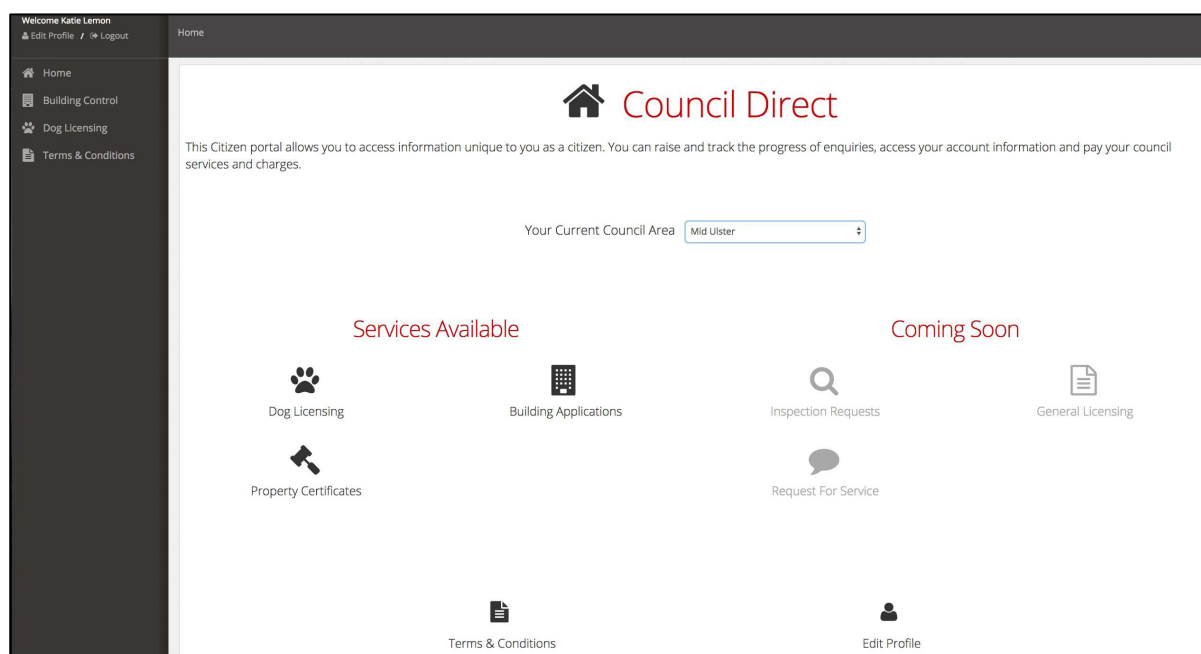
[Forgot password?](#)

[Return to Homepage](#) [Sign in](#)



3.0 Council Direct Homepage

After logging in to the portal, you will be presented with the following home page.



When navigating around the portal, you will have two options. You can use the collapsible menu to the left of the screen, or you can use the various icons in centre.

Should you need to edit your profile details that you registered with, you can do so in the top left-hand corner, using the 'Edit Profile' option. Alternatively, there is an 'Edit Profile' icon at the bottom of the screen.

'Your Current Council Area' will be automatically selected based on the address you entered when registering – however, this can be changed as needed. Changing this will filter the options available for the specific Council you choose.

Once you have selected the Council you would like to submit to, you can then select the appropriate option from the 'Services Available' area.



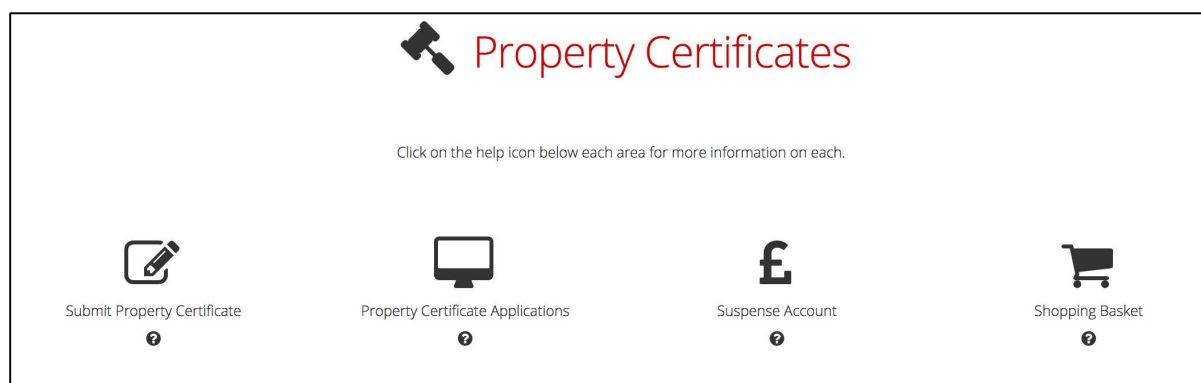


4.0 Property Certificates Homepage

After selecting the Property Certificates icon on the homepage of the portal, you will be taken to the Property Certificates homepage & presented with a number of options:

- Submit Property Certificate
- Property Certificate Applications
- Suspense Account
- Shopping Basket

You will also notice small '?' icons beside each of the options, giving you an explanation of what each option contains.



4.1 Submitting a Property Certificate Application

When you have selected the 'Submit Property Certificate' option, you will be taken to the below screen:



For step one of the submission process, you will firstly need to confirm your Council Area – this is the Council to which you would like to submit the application.

When you have selected your Council area, you will be asked to select your Search Type and Property Type. You will also have the option to add any additional notes to your application as required (screenshot below).



Submit a Property Certificate

1 Step 1 2 Step 2 3 Step 3 4 Step 4

← Prev Next →

Your Local Council Is Mid Ulster [Change](#)

Property Certificate Details

Search Type ☐ 10 Year Search
☐ 1973 Search
☐ Follow 10 Year Search
☐ Specific 10 Year Search

Property Type ☐ Dwelling
☐ Residential
☐ Commercial
☐ Land Only - (Please ensure you enter a Site Location on the next step)
☐ Other

Notes

Upon selecting the appropriate search type, a corresponding fee will be generated.

When the correct information has been entered for Step One, you will be able to proceed to Step 2 of the submission process, using the green 'Next' button in the top right of the screen.

Step 2 will cover Enquirer Details & Address/Location of Site details, as shown below.

Submit a Property Certificate

1 Step 1 2 Step 2 3 Step 3 4 Step 4

← Prev Next →

Enquirer Details

Enquirer Reference

Forename Katie

Surname Lemon

Company Name Tascomi

Address 3 BALLYNAHINCH STREET
HILLSBOROUGH DOWNS
BT26 6AW [Change Address](#)

Telephone

Mobile 12345678910

Email katie.lemon@tascomi.com

Address/Location of Site Details

Owner Name

House Name/Number

Postcode

[Search](#)

[Can't find your address? Click here to enter it manually.](#)

Upon entering a house name or number and postcode, you will be able to search for the address and select the correct entry from a dropdown that will appear. If the



details are not recognised or found, you will have the option to enter the location or address details manually, using the link indicated below.

Address/Location of Site Details

Owner Name

House Name/Number

Postcode

Search

Can't find your address? Click [here](#) to enter it manually.

Opting to enter the address manually will produce the following pop-up:

Enter Site Address

Building Number

Street Name

Locality

Town

County

Postcode

Cancel

✓ Submit

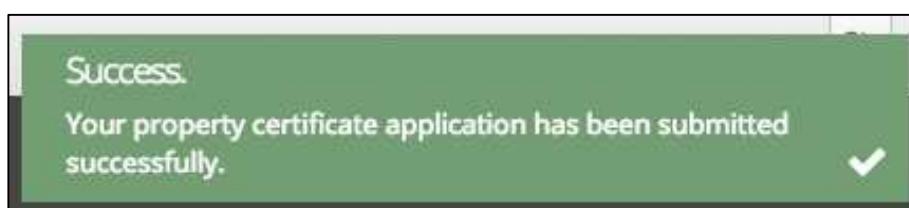
When you have entered the appropriate details for the Enquirer and the Location, you should proceed to the next step, as before, using the green 'Next' button.



Step 3 (below) will require a file upload of at least 1 map clearly demonstrating the position of the dwelling in relation to site boundaries. It is asked that you ensure that maps are of scale 1:1250 or 1:2500. Only image files (JPG, PNG etc.) and PDF files will be accepted here. There is also a file size limit of 25MB.

Step 4, the final stage of the submission process, will provide a summary of the details you have entered through the process for confirmation, as shown below. You will have the option to return to previous steps to make any amendments as needed, using the blue 'Previous' button on the top right of the screen. If you are happy with the details, you should select the green 'Finish' button to submit your application.

When you have submitted your application successfully, the following green message will appear in the top right corner of your screen:





4.2 Shopping Basket

After submitting, your application will appear in your Shopping Basket. The Shopping Basket functionality will then allow to pay for multiple items at one time, should you wish to do so. You can also leave the items until a later stage to pay if needs be.

Property Certificates Shopping Basket

Your Current Council Area: Newry and Mourne

Below is a list of all your unpaid online property certificates applications for Newry and Mourne.

ID Reference	Search Type	Address	Submitted	Cost	<input type="checkbox"/>
000011	10 Year Search	1 BALLYNAHINCH STREET HILLSBOROUGH DOWN BT26 6AW	11-10-2017	£60.00	<input type="checkbox"/>
000010	10 Year Search	1 BALLYNAHINCH STREET HILLSBOROUGH DOWN BT26 6AW	11-10-2017	£60.00	<input type="checkbox"/>

Delete Selected Property Certificate(s) Pay For Selected Property Certificate(s)

Using the checkbox along the right-hand side of the data grid, you can select the items you wish to pay for and then select the 'Pay for Selected Property Certificate(s)' option at the bottom of the screen. You can also delete multiple items from your Shopping Basket if they are no longer required, using the red 'Delete Selected Property Certificate(s)' option to the left.

When you select to pay for your Property Certificate applications, you will be presented with a pop-up, as shown to the right.

Here you will see a view of the items you have selected to pay for, and a total cost.

You will then have the option to pay using your Suspense Account (see section 4.3) or you can continue to the WorldPay payment provider by selecting the 'Pay' option where you can enter card details to complete your transaction.

Pay For Property Certificates

You are about to pay for the selected property certificates. A summary of the details are below.

ID Reference	Address	Cost
000011	1 BALLYNAHINCH STREET HILLSBOROUGH DOWN BT26 6AW	£60.00
		£60.00

☐ Pay With Suspense Account (£500.00 available).

payments powered by
WorldPay

All credit and debit card transactions are securely handled by WorldPay.

After pressing 'Pay' you will be transferred to their site unless you have opted to pay by account.

Cancel Pay



4.3 Suspense Account

The Suspense Account functionality will allow you to add a sum of money to your account to be used for transactions. This will eliminate the need to enter card details for every payment, as you will be able to pay via your suspense account.

£ Property Certificates Suspense Account

Your Current Council Area Newry and Mourne

Below is your suspense account details for Newry and Mourne.

£ Suspense Account	
Minimum topup value is £undefined	
Balance (£)	500.00
Last Topup (£)	500.00
Topup Date	11-10-2017
Topup (£)	<input type="text"/>
<input type="button" value="Topup Account"/>	

Within your Suspense Account, you will have a view of your current balance, as well as the amount you last topped up with & when this top up occurred.

In order to top up your account, you will simply need to enter the amount you wish to top up with and then select the blue 'Topup Account' option at the bottom of the screen. You will then be redirected to the WorldPay payment provider screen, where you can enter your card details to complete the transaction.

When making a payment from your shopping basket, and you wish to use your Suspense Account, you should populate the following checkbox on the pop-up:

☐ Pay With Suspense Account (£500.00 available).



If your payment has been successful, you will be presented with a Payment Successful message, as below:

Payment Successful!

Your property certificate has been submitted and your payment was successful.

Your receipt number is **3079073718**.

The application will go through validation, if there are any discrepancies with the application applicants will be contacted by the Building Control Department.

[Return to the Council Direct portal](#)

If you would like to follow up about this online property certificate, please contact Newry and Mourne District Council using one of the methods outlined below.

Telephone: 028 3031 3031

Fax: 028 3031 3077

Email: complaints@newryandmourne.gov.uk

You will be provided with a Receipt Number, and the relevant Council details should you wish to follow up on your submission.

After submitting and paying successfully, you will also receive an email from WorldPay containing a transaction receipt, as well as an email from the Council Direct portal to confirm that your Property Certificate application (with reference number) has been submitted to the Council.

4.4 Submission History

Any applications that you have created will appear in the 'Property Certificate Applications' section of the portal. Here you will say any previous submissions you have made, whether they have been paid or not. You'll be able to see the application reference, search type, address, submission date, cost & status, such as submitted or unpaid.

Property Certificate Applications					
Your Current Council Area Newry and Mourne					
Below is a list of all your online property certificate applications for your selected Council area.					
Property Certificate Applications					
Filter		10			
ID Reference	Search Type	Address	Submitted	Cost	Status
000011	10 Year Search	1 BALLYNAHINCH STREET HILLSBOROUGH DOWN BT26 6AW	11-10-2017	£60.00	Submitted
000010	10 Year Search	1 BALLYNAHINCH STREET HILLSBOROUGH DOWN BT26 6AW	11-10-2017	£60.00	Unpaid
Showing 1 to 2 of 2 entries					
First Previous 1 Next Last					