# Navigating the new *Properties and Titles Search Options*

# 1. Getting Started

## 1. What is the *Properties and Titles* search?

The **Properties and Titles** search provides options for searching and obtaining a range of documents relating to Tasmanian land titles and other property information. This includes documents such as Folio Text, Folio Plan, Schedule of Easements, Survey Notes, Property Information Reports and Property Sales.

The LIST is compatible with PCs, tablets and mobile devices. Documents are supplied in PDF format, so it is important that your device is capable of printing if you require hard copies of the documents.

## 2. Compatible browsers

The LIST performs best with the latest versions of modern web browsers such as *Firefox* and *Chrome*.

While older and other browsers are compatible, it is strongly recommended that you upgrade your browser for optimal performance and security.

Minimum requirements for the following common browsers are:

- *Firefox 3.6 and above*
- *Chrome 3.0 and above*
- *Internet Explorer 8.0 (Windows XP and Vista)*
- *Internet Explorer 8.0 and above (Windows 7 and 8)*
- *Safari 5.0 and above*.

## 3. Logging in and out

On the LIST homepage, http://www.thelist.tas.gov.au, **click** on the **Login** button in the top right of the screen.
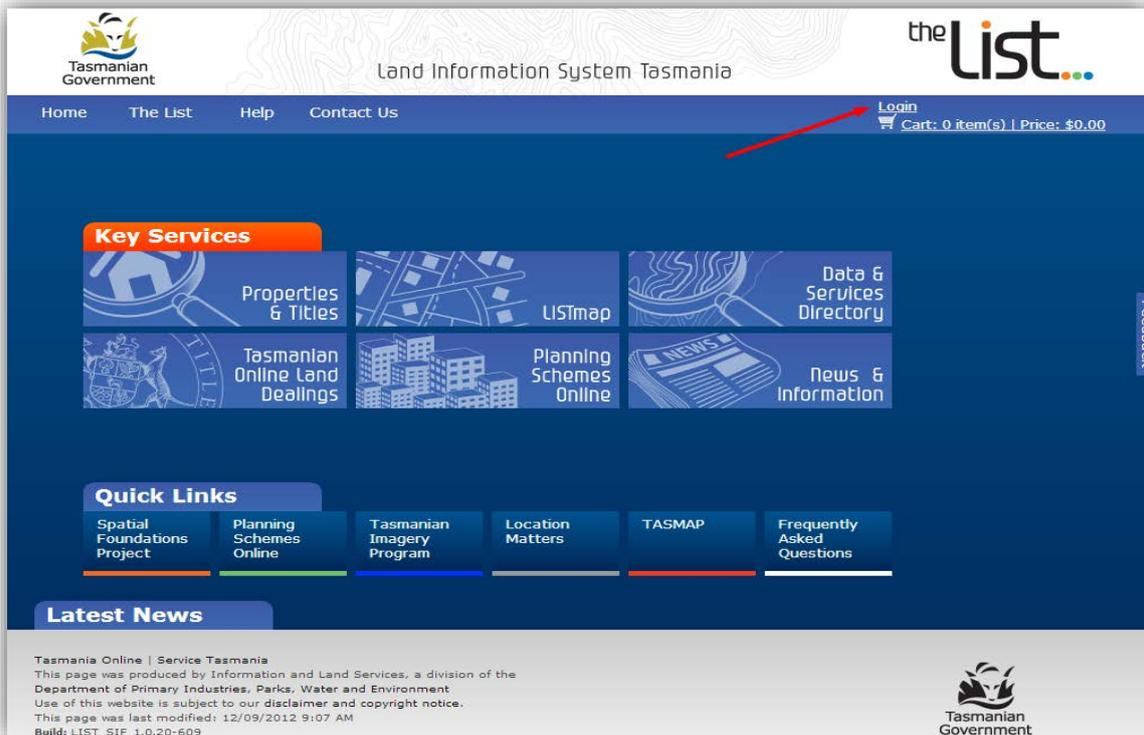
- This will take you to the *Login* page.
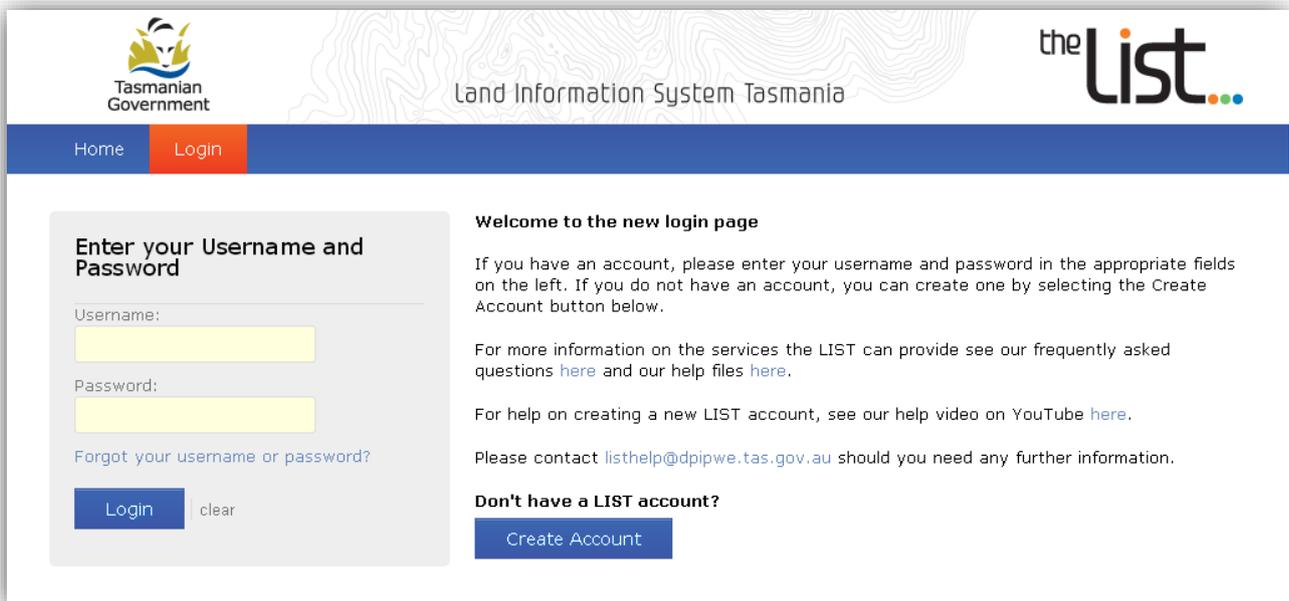


- If you already have a LIST account, enter your username and password, then **click** Login .
- When you've finished your session, log out of the LIST by **clicking** on the Logout link, at the top right of the screen, and close your browser.

## 4. Creating a new account

You will need a LIST account in order to access and purchase documents via the LIST. New users can self-register for a LIST account - click here to find out how to do this.

**Note**: self-registered accounts are established as credit card only. If you wish to have your purchases charged to a new or existing account (i.e. have an invoice sent to you or your organisation every month), please contact the LIST Help Desk.

## 5. Using your account for the first time

- The first time you log in, you will be directed to your *User Profile*. Ensure that the details in your *User Profile* are correct. Click here to find out how to do this.

- Once you have logged in, links to **My Account** and to your **Cart** will be shown in the blue bar at the top right of the screen.



- See the My Account and Your Cart sections of this document for more information about these functions.

## 6. Forgotten/changing your password

- If you have forgotten your password, click here to find out what to do.

- You can also change your password.

To do this:

- Log into the LIST
- Click on **My Account**
- Click on the Change Password link

You will be prompted to enter your current password and a new password.

- Click Update Password .

# 2. Searching for Properties and Titles

You can search the *Properties and Titles* option for a variety of documents, where they are available.

- Users with a LIST account can access the following products:

  - Folio Plan
  - Folio Text
  - Folio Plan and Folio Text combined
  - Schedule of Easements
  - Schedule of Easements and Folio Plan combined
  - Survey Notes
  - Folio Plan and Survey Notes combined
  - Property Report
  - Premium Property Report
  - Unregistered Dealings
  - Council Certificate
  - Plan-related documents
  - Registry of Deeds
  - Historic Deeds
  - Historic Titles and Purchase Grants
  - Miscellaneous Land Indexes
  - Council Certificate
  - Change of By-Laws
  - Property Sales Report
  - Historical Folios (approved users only)
  - Council Certificate 132 (approved users only)
  - Council Certificate 337 (approved users only)
  - Water Corporation Certificate 56ZQ  (approved users only)
  - Torrens Scanned Dealings
  - Powers of Attorney
  - Valuation Adjustment Factors
  - Plan Progress

A description of each of the above products (and current fees) is available here.

Descriptions of the Registry of Deeds, Historic Deeds, Historic Titles and Purchase Grants and Miscellaneous Land Indexes are available below.

For more information, please contact the LIST Help Desk.

## 1. Searching for documents

On the LIST homepage, **click** on  .

The *Properties and Titles* search page will appear (see below).

To conduct a search:

- Enter any 1 (one) of the following in the appropriate cell:

  - a Volume number *(e.g. 142835)*

  - a Volume number and a Folio number *(e.g.* Volume *11195*, Folio *1)*

  - a Dealing number *(e.g. A701314)*

  - a Property ID (PID) number *(e.g. 7845196)*

  - a Property Name *(e.g. Lands Building)* or

  - a Property Address - enter **either** a Street Number and Street Name, **or** a Street Name and a Locality *(e.g. 165 Westbury Road **or** Westbury Road, Prospect)* (entering a Street Type is optional)

- Then **click** on the  button.

- Approved users also have the option of searching by:

  - a Surname

  - a Surname and a Given Name, or

  - a Company Name.

For more information, please contact the LIST Help Desk.

## 2.    Viewing your search results

The results of your search will appear at the bottom of the search form (see below).

All of the results that match your search criteria will be included.



To view the products available for a property, click on the Select Products link. This will take you to a **Product List**.

## 3.    Viewing your Product List

A list of products associated with your selected property and their prices will appear (see Page 9).

If a document you require is not shown in the **Product List**, you may want to request it. For information about submitting a **Client Request,** click here.

You can view the title or property that you searched in *LISTmap*, by clicking on the **View in LISTmap** links (see following diagram).

You will need to add products to your cart in order to view and purchase them. This process will be outlined next.

## 4.  Adding products to your cart

There are three ways to add products to your cart, as illustrated below:



① Select an individual product by **clicking** on the `Add to Cart` the link. The product will then appear as `In Cart`, and a tick will appear in the checkbox to the right.

② Select multiple products by **clicking** in the checkboxes to the right of each product you require, then **click** `Add Selected`.

③ Select all of the products in your *Product List* by **clicking** in the checkbox to the right of the 'Option' heading, then **click** `Add Selected`.

Once you have added the documents into your cart, the **Add to Cart** option will change to **In Cart** (see below).



**Note**: some products can be combined together and purchased for the price of one (e.g. a Folio Plan can be combined with the associated Folio Text).  If you select 'Folio Text and Plan', for example, the individual documents will also appear in the *Product List* as (see image above).

For more details about combined products, **click** here and see Page 5 of the document.

Once you have added documents to your cart, the number of items in your cart and the total price will appear next to the *Cart* icon in the top right of the screen.

The information will update as you add more products to your cart.

You can now continue searching for other products in the LIST, or you can view and pay for the documents which are currently in your cart. **Click** here for help with your Cart.

# 3. Searching for Property Sales

**Click** here for a description of this product.

To search for Property Sales information, **click** on   Property Sales   from the options on the left of the page.

There are 2 search methods:

- *Quick search*, which is conducted using the Property ID (PID) reference, or
- *Advanced search*, which allows you to search by much more specific search criteria.

## 1. Quick search

- Enter a Property ID, then **click**   Search   .
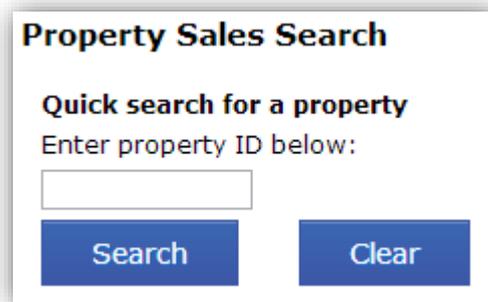
**Property Sales Search**

**Quick search for a property**
Enter property ID below:

Search      Clear

Your report criteria will then be shown. For the next steps to follow, click here.

## 2. Advanced search

The **Advanced search** option allows you to find comparable sales for a number of properties using a variety of criteria.



**required fields**

① (Available Municipalities)

② (complete one)

③ (optional)

④ (optional)

⑤ Potential PIDs are allocated to properties that have not yet been valued

Save your search criteria

To conduct an *Advanced search*:

① You **must** enter a Municipality

- To select an individual municipality, you can either:
  - **click** on the municipality name, then **click** on the top arrow ▶, or
  - **double-click** on the municipality name.

  This will move the municipality into the *Selected Municipalities* box.

- To select more than one municipality:
  - **click** on each name while holding down the **Shift** or **Ctrl** keys, then
  - **click** on the top arrow.

  A red cross ✗ next to a municipality means that you will be charged for each sale at the time of search.

  A green tick ✔ next to a municipality means that you will be charged a monthly flat fee for access, if you are an approved client.

② You **must** also enter <u>either:</u>

- a **Contract Date** (the date that the contract for sale was signed), <u>or</u>
- a **LIST Date** (the date that the sale was entered into the LIST - this allows you to search for new sales that have been added to the LIST after a certain date).

When you **click** in the 'Contract Date' or 'LIST Date' cells, a calendar will appear. Select a month and year by using the drop down arrows, and then **click** on a day.

You can enter a range of dates to search between, by repeating the same process for the 'To Date' cell. Alternatively, you can leave the 'To Date' cell blank, and it will search up to today's date.

The remaining fields in the *Advanced search* form are optional.

③ If you choose to enter a Property Address, you must complete <u>either</u>:

- the **Street Number <u>and</u>** the **Street Name** (Locality and Contract Date/LIST Date are optional), <u>or</u>
- the **Street Name <u>and</u>** the **Locality**, <u>and</u> the **Contract Date <u>or</u> LIST Date** (you can enter more than one locality).

  The Street Type is optional.

To enter multiple street addresses, **click**  [ Add Additional Street Address ]  and complete the **Street Name** field.

You can enter multiple localities by selecting from the drop down menu in the **Localities** cell.

④ You can fill in as many other cells as you like. The more information you provide, the more specific your results will be.

For the 'From' and 'To' fields, enter numbers only (no symbols).

There is a help link next to 'Land Use Codes', which provides a detailed list of these codes.

⑤ You can exclude Potential PIDs if you wish. Potential PIDs are those that are allocated to properties that have not yet been valued, such as properties that have been newly subdivided.

You can also choose how you would like your results to be ordered, by **clicking** on the drop down menu and selecting an option:
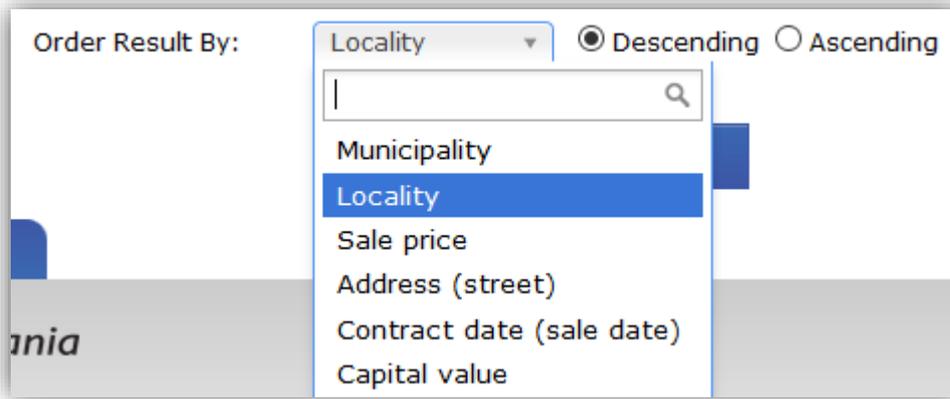


Once you have set your criteria, you can save them by entering an appropriate name in the cell in the bottom right of the page, then clicking on the *Save Search* button.

This allows you to return to those criteria later, by clicking on the link(s) that appear above the button (see example below).
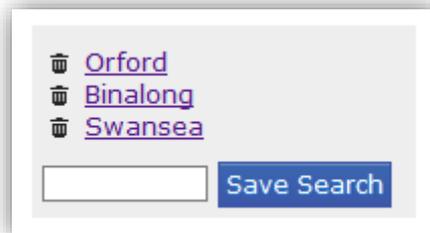


You can save up to 10 different groups of criteria.

**Note**: the *Save Search* criteria will only appear on the computer and web browser you created it on. It is not linked to your username.

Once you are happy with your criteria, **click** | Search | .

## 3. Your Report Criteria

Your report criteria will then be shown (example below).

**REPORT CRITERIA**

| | |
|---|---|
| Selected Municipalities: | BREAK O'DAY |
| Street: | Treloggen |
| Street: | Felmingham |
| Localities: | BINALONG BAY |
| Contract Date From: | 01/01/2017 |
| | |
| Potential PID Sales: | Include |
| Order Results By: | Contract date (sale date) DESCENDING |
| Total Price: | $4.20 |

The search criteria above has located:

- 7 sales in non-subscribed municipalities

**Modify Search**     **Add to cart**

Check that you are happy with the level of information and the number of sales your search has provided.

- If you would like to further modify your criteria, **click** on **Modify Search**, and make the required changes.
- If you wish to proceed with purchasing the Property Sales Report, **click** **Add to cart**.

    Three versions of the Property Sales Report will be added to your cart: an HTML version, a PDF version and a CSV version.

Once you have added the Property Sales Report to your cart, the number of items in your cart and the total price will appear next to the Cart logo  🛒 **1 item(s) | Price: $4.20**  in the top right of the screen.

This will update as you add more products to your cart.

You can now:

- return to your Sales Search criteria by **clicking** on the **Last Property Sales Search** button in your cart
- continue searching for other products in the LIST, or
- view and pay for the documents which are currently in your cart. **Click** here for information on how to do this.

# 4. Unconfirmed Sales (authorised users only)

Unconfirmed sales are collected at the time the solicitor places a Priority Notice on the Title. Solicitors have the option of entering the Sale Price and Contract date from the actual contract. However these remain unconfirmed until the actual Transfer and Notice of Sale is registered at the Land Titles Office.

Unconfirmed sales are only available for subscribed Municipalities.

To search for Unconfirmed Property Sales information:

- **Click** on  Unconfirmed Sales  from the column on the left of the page.

- Enter one of the following in the appropriate cell:

  - a Property ID
  - a Locality <u>and</u> Municipality
  - a Municipality

- Then **click**  Search  .

A *Search Results* box will appear on your screen (you don't need to add it to your Cart).

| Search Results | | | |
| --- | --- | --- | --- |
| Property ID | Address | Contract Date | Sale Amount |
| 1854219 | 233 YARRA CREEK RD LYMWOOD, TAS - 7256 | 13/8/2015 | $1020000 |
| 1864628 | MILLERS RD LYMWOOD, TAS - 7256 | 27/7/2015 | $310000 |
| | ı◀ ◀ı  Page 1  of 1  ▶ı ı▶  20 ▼ | | View 1 - 2 of 2 |

# 5. Tasmanian Online Land Dealings

The Tasmanian Online Land Dealings (TOLD) is a **Lands Titles Office** website that allows you to download, complete online, and print for lodgement the majority of *Land Titles Act 1980* approved forms.

LIST subscribers who are authorised to access TOLD can also be provided access to lodge Caveats (and withdrawals), Priority Notices (and withdrawals), and to search for the status of dealings have been lodged with the Land Titles Office.

On the LIST homepage, **click** on



The **TOLD** *Contents* page will appear.



**Click** on *About TOLD* for information on how to use this website.

# 6. Torrens Scanned Dealings

**Click** here for a description of this product.

**Please note** that only Torrens Scanned Dealings registered from July 1978 onwards have been scanned electronically, with dealings prior to this added upon request.

To search for a Torrens Scanned Dealing, **click** on Torrens Scanned Dealings in the column on the left of the page.

- Enter one of the following:

    - a Dealing Number, or
    - a Volume and Folio.
    -

**Note**: to undertake the search for pre-A dealings (e.g. 44229), the dealing requires the prefix ~ (e.g. ~44229), which is located on the keyboard below the Esc key.

- Then **click**   Search   .

A *Search Results* box will appear.

| Dealing Number | No. of pages | Type | Price | Option |
|---|---|---|---|---|
| A255036 | 5 | EASEMENT | $29.2 | Add to Cart |

Page 1 of 1   20   View 1 - 1 of 1

- To add the document to your cart, **click**   Add to Cart   .

For information about viewing, modifying and purchasing the contents of your cart, **click** here.

**Note:** if a document that you are searching for is unavailable, you will see the following message: Unable to find any match .

If you require this document, you can request it. **Click** here for information about submitting a *Client Request*.

# 7. Historic Deeds Searching

LIST enables users to search information in relation to the history of land ownership under the General Law system.

General Law is a system of land title based on the common law. The system involved a deed being created each time a property was dealt with, and the deed being registered in the Registry of Deeds.

For more information about land systems in Tasmania, please refer to the Land Titles Office website.

**Please note:** the examination of deeds is a highly complex task, and therefore this guide is not intended to provide legal advice. It is advisable to consider engaging a solicitor or an agent who specialises in searching land titles.

Registry searches can be found through an examination of the series of nominal index books covering specific periods:

- 1827 - 1926
- 1926 - 1942
- 1942 - 1953
- 1953 - 1957
- 1958 - 1967
- 1968 – 1972

The document range for Historic Deeds is 01/0001 to 44/1461.

For help with searching the Registry of Deeds (General Law) in Tasmania between 1827 and June 1972, please read our Guide.

*Examples only*

*Navigating the Properties and Titles search*

# 8. Historical Certificate of Title and Purchase Grant Searching

LIST enables users to search information in relation to the history of land ownership under the Torrens system.

Torrens titles commenced in 1862 with the proclamation of the *Real Property Act*.

The index books for Certificates of Title from 1862 to 1972 can be searched by surname and/or year.

**Click** on ⬚Historical Certificate of Title and Purchase Grant⬚ in the column on the left of the page.

To search the **Historical Certificate of Title Index**:

- Enter the following:
    - a surname and/or
    - a year

| Surname: | Whitford |
|----------|----------|
| Year:    | 1963     |

- Then click ⬚Search⬚

A *Search Results* box will appear, listing the relevant index books.

**Search Results** ⬆

| Index Book ⬍ |
|--------------|
| 1961-1970_WHE-WHI.pdf |
| 1961-1970_WHI-WHI-1.pdf |
| 1961-1970_WHI-WHI-2.pdf |
| 1961-1970_WHI-WHI-3.pdf |
| 1961-1970_WHI-WHI-4.pdf |
| 1961-1970_WHI-WIC.pdf |

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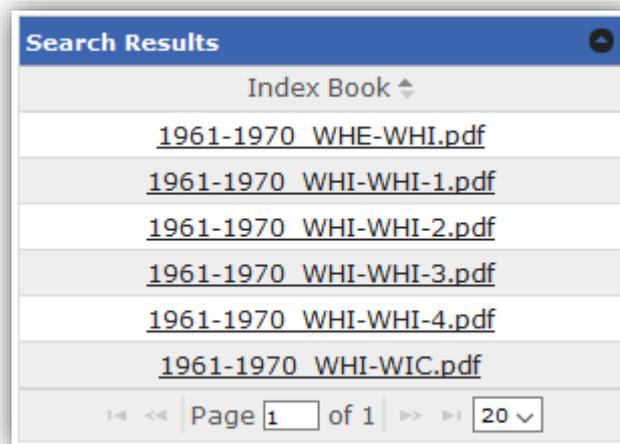
**Click** on a pdf link to view the scanned index, and then **scroll** through the document to the surname you're searching.

An example is shown below:

Find the date you're searching for, and make a note of the title reference.

To search for a copy of the title, go back to the **Historical Certificate of Title Search** page.

- Under **Historical Certificate of Title and Purchase Grant Search**, enter the title reference into the *Volume* and *Folio* fields, e.g.:



- Then **click**  Search

- A *Search Results* box will appear.



- **Click**  View Document  .

This search is available for free. As the pdf document appears on your screen, you don't need to add it to your Cart.

An example of a historic Certificate of Title document is shown below:
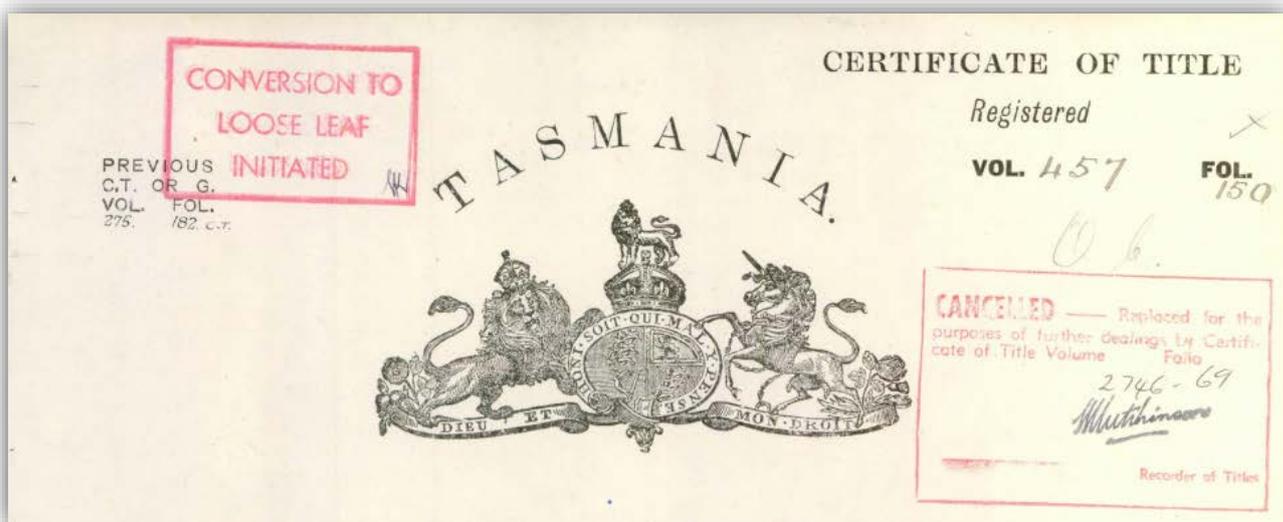
For more detailed information on searching Historical Certificates of Title and Purchase Grants, including conversion of imperial land measurements and common abbreviations used in the index books, please read our Guide.

# 9. Powers of Attorney

LIST enables users to search for Power of Attorney documents which have been registered with the Land Titles Office since July 1972.

**Note**: For Powers of Attorney registered between 1938 and June 1972, please search Historic Deeds.

To search for a Power of Attorney, **click** on Powers of Attorney in the column on the left of the page.

- Enter the following:
    - the Power of Attorney number, or
    - the registered date, or a date range

**Note**: Powers of Attorney registered up until 27 September 2002 were in the format 'book/page number', as below:

From 29 September 2002, Powers of Attorney have been registered with the prefix 'PA', as below:

**Powers of Attorney Search**

| | |
|---|---|
| Powers of Attorney No: | PA1234 |
| Registered Date: | From Date / To Date |
| Limit Result: | 50 ▾ |

- Then **click** [ Search ] .

A **Search Results** box will appear.

**Search Results**

| PoA No. | Registration date | Item | Price | Option |
|---|---|---|---|---|
| PA1234 | 12/2/2003 | Enduring Power of Attorney | $31.6 | Add to Cart |

⏮ ◀ Page 1 of 1 ▶ ⏭ 20 ▾ — View 1 - 1 of 1

Powers of Attorney forms can be obtained from the Land Titles Office Web Site at Powers of Attorney.

- To add the document to your cart, **click** Add to Cart .

For information about viewing, modifying and purchasing the contents of your cart, **click** here.

**Note**: If you don't know the Power of Attorney number in order to search for a particular Power of Attorney, please send an email to the Land Titles Office (Titles.Enquiries@dpipwe.tas.gov.au) with the relevant details, including the full name of the individual.

# 10. Registry of Deeds

General Law is a system of land title based on the common law. Land granted by the Crown up until 1862 is dealt with under the General Law system. The system involves a deed being created each time a property is dealt with, and the deed being registered in the Registry of Deeds.

Registry of Deeds comprises dealings from 44/1462 onwards, which were registered from July 1972.

To search for a Deed, **click** on  Registry of Deeds  in the column on the left of the page.

- Enter the following:

    - the Dealing number, or
    - the registered date, or a date range

**Note**: Dealings registered from July 1972 were in the format 'book/page number', as below:

From 29 September 2002, deeds have been registered with the prefix 'GL', as below:



- Then **click** **Search** .

A *Search Results* box will appear.



- To add the document to your cart, **click** **Add to Cart** .

For information about viewing, modifying and purchasing the contents of your cart, **click** here.

**Note**: If you don't know the dealing number in order to search for a particular deed, please send an email to the Land Titles Office (Titles.Enquiries@dpipwe.tas.gov.au) with the relevant details.

For dealings up to 44/1461 (registered until June 1972), search Historic Deeds.

# 11.  Miscellaneous Land Indexes

A range of historical indexes are available via the LIST to assist with historical searches, including Deposited Deeds, Proclamations, Wills and Letters of Administration, Grants and Purchase Grant indexes.

**Click** on    Miscellaneous Land Indexes    in the column on the left of the page.

**Click** on a link to open an index.



A scanned document will open (this may take a moment to load).

An example is shown below:



To obtain a copy of a document listed in the indexes, please send an email request to the Land Titles Office (Titles.Enquiries@dpipwe.tas.gov.au) with the relevant details.

# 12.  Council and Water Certificates (authorised users only)

There are three types of Certificates available via **the LIST**:

1. Council Certificate 132
2. Council Certificate 337
3. TasWater Certificate 56ZQ

**Click** here for a description of these products.

To obtain any of these certificates, search for the relevant property (as described in 2.1 above), then **click** the *Select Products* link (as described in 2.2 above). This will take you to a *Product List*.



- Add the certificate/s you require to your *Cart* by **clicking** on the appropriate Add to Cart link. The product will then appear as In Cart , and a tick will appear in the checkbox to the right.

  You can select multiple products by **clicking** in the checkboxes to the right of each product you require, then **click** Add Selected .

**Note**: If the options to request the Council and Water Certificates are not available in the *Product List*, please submit a Client Request.

- When you are ready to purchase your certificate/s, click on the *Cart* icon 3 item(s) | Price: $69.40 at the top right of the screen.

  This will show you the contents of *Your Cart.*

Note that an administration fee has automatically been added to your *Cart*.

- Select one of the documents by clicking on the link in the *Your Documents* column.

This will take you to a *Certificate Request form* (see below).

**Application for Council Certificate Sections 337 & 132 of the Local Government Act 1993 and Water Corporation Certificate Section 56ZQ of the Water & Sewerage Industry Act 2008**

**Your request:** Council Certificate Section 132.
Please amend/complete the details below.

**Please note:** If you are ordering other Council/Water Certifactes the data entered here will be automatically populated to the other certificates for the same property.

**Property Details**

Specified Land Property Address  BOYER RD,BOYER, TAS - 7140

Nearest public road

Name of owner/s  AUSTRALIAN NEWSPRINT MILLS LIMITED

\*Title Reference(s)  ☑ 248603/1
Please select only the titles you  ☐ 225074/1
require a certificate for.  ☐ 21786/5

Property Identification Number (PID)  3128720

\*Settlement Date

Has specified land been built on?  ◉No ◯Yes

Additional information for identification purposes

**Applicant Details**

\*Name of Applicant/s  LIST Help

\*Postal Address

\*Email Address  listhelp@dpipwe.tas.gov.au

Phone Number  61654444

Fax Number

\*Name of Person/s on behalf of whom application is made

File Reference

Attention

\* Mandatory Field  **Submit form to Cart**

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- Complete the ***Certificate Request form***. Some fields will be pre-populated, but these can be amended if required. Fields with a red asterisk **\*** are mandatory. Where the property has more than 1 title, select the checkbox for the relevant title.

  **Note**: if you have ordered more than one certificate type, you will only need to fill this form in once.

- **Click** on the  **Submit form to Cart**  button.

This will take you back to your ***Cart***.

- **Important!** Unlike other products, for the request to be sent and for you to be invoiced, you <u>MUST</u> click the  **Account Purchase**  button.

  Your request will then be forwarded to TasWater and/or the relevant Council.

Details of *Your Order* will appear.



To view a copy of your request, **click** on the View Certificate Request link in the *Your Documents* column. This will include contact details for the relevant Council and/or TasWater if you wish to follow up your order.

# 13. Renumbered Plan Search

In the mid 1990's, any plan numbered less than 5000 was allocated a new number which was greater than 5000.

To search for a renumbered plan:

- **Click** on Renumbered Plan in the column on the left of the page
- **Enter** <u>one</u> of the following in the cell provided:
  - a new plan number (all 'SP', 'D' or 'P' numbers greater than 5000) to find the old plan number
  - an old plan number (e.g. SP2604, 195-17D, 72-21NS) to find the new plan number
  - a Deeds Office Plan number (e.g. 75/100DO, SPD130)

**Note:** Be sure to enter the letters as well as the numbers.

You can use a wildcard (% symbol) if you are unsure of part of the plan number (e.g. 195-17%, SP10%).

- **Click** Submit .

A *Search Results* box will appear, identifying the new plan number and the previous plan number.

| Search Results | |
|---|---|
| Plan | Previous Plan No. |
| 61196 | SP111 |
| Page 1 of 1  10 | |

This search is available for free. As the results appear on your screen, you don't need to add it to your *Cart*.

# 14.  Valuation Adjustment Factors

**Click** here for a description of this product.

To search for Land Value and Adjustment Factors:

- **Click** on   Valuation Adjustment Factors   in the column on the left of the page.
- Enter one of the following in the appropriate cell:
    - a Street Number, Street Name and Locality (Street Type is optional), or
    - a Property ID
- Then **click**   Search   .

A **Search Results** box will appear.

| Search Results | | |
| --- | --- | --- |
| Property ID | Address | option |
| 5668915 | LANDS BUILDING, 134 MACQUARIE ST, HOBART, TAS - 7000 | Add to Cart |
| | Page 1 of 1 20 | View 1 - 1 of 1 |

To add the Valuation Adjustment Factors to your cart, **click**   Add to Cart   .

You will see this reflected in the **Cart** link at the top of the page   🛒 Cart: 1 item(s) | Price: $0.00   .
This search is available for free.

For information about viewing, modifying and purchasing the contents of your cart, **click** here.

# 15. Plan Progress

**Click** here for a description of this product.

To conduct a Plan Progress search:

- **Click** on     Plan Progress     in the column on the left of the page.
- Enter one of the following in the appropriate cell:
  - Volume and Folio
  - Property ID
  - Plan Number

  or

  - a Street Number, Street Name and Locality (Street Type is optional)
- Then **click**     Search     .

A **Search Results** box will appear:

| Search Results | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Plan | Type | Surveyor Reference | Lots | Status | Lodged | Registered |
| 164871 | EIP | 100336 | 2 | | 12/10/2012 | 19/4/2013 |

Page 1 of 1   20   View 1 - 1 of 1

An explanation of the terms and procedures used as a plan is progressed through the LTO is available via the help link at the bottom of the Plan Progress page.

This search is available for free. As the results appear on your screen, you don't need to add it to your **Cart**.

- Approved users also have the option of searching by:
  - Surveyor (firm) or
  - Surveyor (person)

For more information, please contact the LIST Help Desk.

# 16. Client Request

Sometimes a document that you require may not be available. This usually happens when the document hasn't been scanned, or is held at the Archives Office.

To request a document:

- **Click** on [ Client Request ] in the column on the left of the page.

A *Client Request Form* will appear:

**Confirm your preferred contact details :**

**Contact Name:** list help

**Email:** listhelp@dpipwe.tas.gov.au

**User Account:** listhelp@dpipwe.tas.gov.au

**Please fill in below the documents you require and what title or property they relate to.**

**Volume :**

**Folio :**

**What documents do you wish to request ?**
- ☐ Enable Council / Water Certificate Options
- ☐ Folio Plan
- ☐ Schedule of Easements
- ☐ Unscanned Dealings / Dealing Number *Enter Dealing Number*

**and/or describe the nature of your request below**

**Your request will be submitted to the LIST helpdesk which can be contacted via phone on (03) 6165 4444 or by email listhelp@dpipwe.tas.gov.au**

**Disclaimer:** In no way does the Department guarantee that any of these documents exist.

[ Submit ]  [ Clear ]

You'll notice that your Contact Name, Email Address and User Account are already filled in for you. If you like, you can edit the contact name and email address.

- Enter the following in the appropriate cells:
  - The Volume and Folio of the property that the documents relate to
  - The documents you require, and/or
  - A description of the nature of your request (as free text).

- Then **click** [ Submit ] .

A **Document Request email** will be sent to you immediately, this will contain your client request number.

> **Your Client Request 1012922308 has been submitted to the LIST Helpdesk.**
>
> Your request will be processed within 3 working days. If the request is unable to be processed within that timeframe or the documents are unavailable, we will contact you.
>
> For any furthur information please contact us quoting the above request number. You can contact the LIST helpdesk via:
> Phone: (03) 6165 4444 or by email: listhelp@dpipwe.tas.gov.au
>
> Please note that normal LIST helpdesk operating hours are between 9 am - 4:30 pm Monday to Friday.

The request email will also indicate the timeframe in which your request will be answered.

Please note that there is no guarantee that the documents you request exist, or can be made available.

# 17. Your Cart

## 1. Viewing and modifying the contents of your cart

You can access your cart from any of the *Properties and Titles* pages of the LIST.

The number of items in your cart and the total price will be shown in the blue bar at the top right of the page:  🛒 3 item(s) | Price: $69.40  .

**Click** on the link to view your cart. Please see the diagram on the following page for an explanation of your Cart's features.

Please note that if you are purchasing the items in your cart by credit card, any charge details you enter won't be shown on the tax invoice for your purchase.

## 2. Your Cart - payment by credit card

**Search a column** by typing in the blank cell under the column heading, and then pressing 'Enter'

**Expand a column** by clicking and dragging the edge of the column heading

**Delete a document** from your cart by selecting the relevant checkbox, and then clicking on the rubbish bin

### 🛒 Your Cart

| Name | Qty | Details | Total | Charge Details | Your Documents | ☐ |
|------|-----|---------|-------|----------------|----------------|---|
| | | | | | | |
| Folio Text and Plan | 1 | Title Ref: 123456/1 Address: CORONEAGH PARK Property ID: 7672811 | $29.20 | | Document is ready | ☐ 🗑 |
| Property Report | 1 | Title Ref: 123456/1 Address: CORONEAGH PARK Property ID: 7672811 | $11.00 | | Document is ready | ☐ 🗑 |
| Property Sales | 2 | | $1.00 | | Document is ready | ☐ 🗑 |

↻    ⏮ ◀    Page 1 of 1 ▶▶ ▶▏  30 ▼    View 1 - 3 of 3

**Clear a search** and view all of the items in your cart by clicking the 'Reload Grid' button

Update Charge Details    Enter Optional Reference

**Navigate** between multiple pages, and choose the number of records to display per page

**Add optional charge details** for a document by selecting the checkbox, entering your reference and clicking 'Update Charge Details'

Cost:  $41.20
GST:   $1.10

**Credit Card Purchase**    **Clear Un-purchased items**

**Clear cart**

**Last Property Sales Search**

If you have added a Property Sales Report to your cart, click here to **return to your last Property Sales Search** with search criteria displayed

## 3. Your Cart - payment by invoice

Clients who are invoiced for their LIST purchases will see a similar cart with some additional features, which are identified below:



Add your purchase to your organisation's invoice account, **or** purchase by credit card

Click on a link in the 'Your Documents' column to purchase and view a document in your cart

Clear the items that you haven't viewed from your cart

If you have added a Property Sales Report to your cart, click here to return to your last Property Sales Search with search criteria displayed

### 3.1 Viewing documents in your cart (invoiced clients only)

Invoiced clients are able to view a document in the cart by clicking on the '*Purchase*' link in the '*Your Documents*' column. **Please be aware** that as soon as you purchase a document, you won't be able to remove it from your cart.

To return to your cart after viewing a document, **click** on the back button in your browser. Note that if you close your browser, you will need to log in to the LIST again, and return to your account.

When you have viewed and purchased a document, this icon  will be shown in the '*Your Documents*' column of your cart.

Hint: viewing a document while it's in your cart allows you to record the details of other documents you might require. For example, by viewing the Folio Text for a property, you can see if you'll also require a copy of other dealings. You can then search for these additional documents and add them to your cart, before going through the purchase process.

## 3.2 Removing documents from your cart (invoiced clients only)

- To delete an item from your cart:
    - **click** on the checkbox to the right of the item, then
    - **click** on the 'rubbish bin' icon 🗑 .

Remember, you can only delete documents that you haven't yet viewed and purchased.

To clear all of the items from your cart that you haven't yet viewed and purchased, **click** the

Clear Un-purchased items    button.

## 3.3 Adding charge details (invoiced clients only)

You can add charge details, or a client reference, for a document. Charge details are optional, and will appear on your monthly LIST invoice. These may assist you in linking your purchases on your invoice to different clients or projects.

- To add charge details for a **single document**, select it by **clicking** on the relevant checkbox.
- To add the same charge details for **multiple documents**, you can select multiple checkboxes.
- To add the same charge details for **all of the documents** in your cart, **click** on the checkbox in the column heading, which selects all of the items in your cart.

Once you have selected the document/s:

- enter the charge details in the cell below your cart, and
- **click** Update Charge details .

The details you entered will now appear in the '*Charge Details*' column for the document/s you selected.

**Note**: For the charge details to appear on your monthly LIST invoice, you need to add the details before viewing and purchasing the item in your cart.

## 4. Your cart – payment by credit card

The default method of payment is by credit card. Invoiced clients also have the option to purchase their documents by credit card.

Once you're happy with the contents of your cart, and you're ready to begin your purchase:

- **Click** on [ Credit Card Purchase ] at the bottom of your cart.

A pop up box will appear, warning you not to use your back button once you've started the checkout process.

- **Click** [ Check out ] .

Your purchase will then progress to a credit card entry screen.

To complete the purchase:

- Confirm that the items listed at the top of the page are correct.

| ITEM | QTY | UNIT COST | GST | TOTAL COST |
|------|-----|-----------|-----|------------|
| Folio Text and Plan | 1 | $29.20 | $0.00 | $29.20 |
| Property Report | 1 | $11.00 | $1.00 | $11.00 |

- Enter your credit card details.

| PAYMENT AMOUNT | $40.20 |
|----------------|--------|
| CUSTOMER REFERENCE | 7107 |
| CREDIT CARD TYPE | ⦿ Visa ◯ Mastercard |
| CREDIT CARD NUMBER | |
| CREDIT CARD EXPIRES | ▼ ▼ |
| CARD VERIFICATION VALUE | |

- If you would like to cancel the transaction and go back to your cart, **click** . [ Cancel ]

- To proceed to the next step, **click** [ Next >> ] .

- Check your credit card details on the confirmation screen.

| CUSTOMER REFERENCE | 7107 |
| --- | --- |
| CREDIT CARD NUMBER | |
| CREDIT CARD EXPIRES | |
| CARD VERIFICATION VALUE | |
| PAYMENT AMOUNT | $40.20 |

- If you are happy that the details are correct, **click** Confirm .

There may be a short delay while your details are verified.

If your purchase has been successful, a tax invoice will appear.

### Department of Primary Industries and Water
### (ABN 58 259 330 901)

| ITEM | QTY | UNIT COST | GST | TOTAL COST |
| --- | --- | --- | --- | --- |
| Folio Text and Plan | 1 | $29.20 | $0.00 | $29.20 |
| Property Report | 1 | $11.00 | $1.00 | $11.00 |

| CUSTOMER REFERENCE | 7107 |
| --- | --- |
| CREDIT CARD NUMBER | |
| PAYMENT AMOUNT | $40.20 |
| PAYMENT DATE | 16-Dec-2013 12:18:32 |

Print this page if you would like a copy for your records.

- Then **click** Finish .

PDFs for your documents will be shown in the *Your Order* screen (see below).

(Note that the documents will not be emailed to you.)

## 5. Viewing your order after purchase

Whether you made your purchase via credit card or by invoicing your monthly account, your order will now show your purchased documents (see below).



To open a document, **click** on the PDF link in the '*Your Documents*' column.

You can print the document now, or save it to your computer, which will allow you to access it again at a later time.

When you have finished viewing a document, use the **back button** in your browser to return to the other documents to print or save them. Please note that if you close your browser, you will need to log in to the LIST again, and return to your account.

You can access documents you have purchased for **fourteen (14) days** from the time of search. Click <span><u>here</u></span> for information about viewing your past orders.

From here, you can return to your Order List by **clicking** the [Back to Orders] button.

To go to the *Properties and Titles* search page, **click** on the [Back to Search] button.


## 6. Logging out with documents in your cart

If you click [Logout] while you have documents in your cart, you'll be given a choice to '*Finish Order*' or '*Force Logout*'.

- **Click** [Finish Order] if you want to return to your cart and finalise your order.

- **Click** [Force Logout] to abandon your cart. If you are an invoiced client, and you have viewed documents in your cart, these charges will automatically be added to your monthly LIST invoice.

# 18. My Account – User Profile

The **My Account** section allows you to update key information about your LIST account. It is important that you update your *User Profile* whenever your contact details change.

You can access **My Account** from the top right of any of the **Properties and Titles** pages of the LIST. **Clicking** on the link will open your *User Profile*.

## 1. Setting up your User Profile for the first time

The first time you log into the new LIST, you will be prompted to complete your profile details. This only needs to be done once.



### 1.1 Updating your details

- **Click** on the appropriate red link to enter your company (if applicable).
- **Click** ✔ to save your changes, or **click** ✖ to cancel the edit.
- You can **click** on any other link that you want to edit. To clear the current detail, **click** ✖ inside the cell. Update your details, then save your changes.

### 1.2 Updating your contacts

To enter your **email address** and **contact phone number**:

- **Click** on the first [ + ] button. An *Add Contact form* will appear.
- **Click** on the drop down arrow to select 'Email', and enter your details in the Value field.
- **Click** [ Create ] to save.

Repeat the above steps to select 'Phone', and enter and create your phone number.
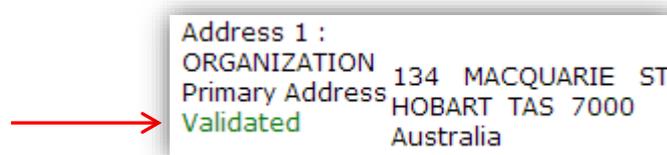
The details you've entered will now be updated on your *User Profile*.

### 1.3 Updating your address

To update your **address**:

- **Click** on the second [ + ] button. An *Add Address form* will appear.
- **Click** on the drop down arrows to select an option, and enter your details by typing in the cells. Make sure you enter your State and country in full.
- **Click** [ Create ] to save.

A green 'Validated' should now be shown next to your address, as shown in the example below.

```
Address 1 :
ORGANIZATION      134  MACQUARIE  ST
Primary Address   HOBART  TAS  7000
Validated         Australia
```

If your address was not validated, please review and amend the details that you entered until you see the green 'Validated' text.

Your details in the 'Contacts' section of your *User Profile* will have this icon [ ⊗ ] to the right. **Clicking** on this icon next to your email, phone number or address will delete the entry.

To go to the LIST homepage to begin your searching, **click** [ Home ] in the top left of the screen.

# 19.   My Account – Orders and Invoices

You can also view your previous orders and invoices via the *My Account* page.

## 1.  Viewing your past orders

Under the **Orders and Invoices** section of your *My Account* page**, click** on  View Clients Orders  .

Your *Order List* will appear (see diagram on following page).

Your Order List

Select an **invoice period** to view

Use the **search function** by typing in any of the blank cells and pressing *Enter*

**View** an order

| This Month | Last Month | All | | | |
|---|---|---|---|---|---|
| **Order List** | | | | | ◔ |
| Order Number | Date ⇕ | Payment Type | Invoice | Amount (Inc GST) | |
| | | | | | |
| 19718 | 16:52 03/12/2013 | Credit Card | 7058 | $40.20 | 📄 |
| 6894 | 09:37 02/12/2013 | Credit Card | 5151 | $15.00 | 📄 |
| ↻ | | | ⏮ ◀ Page 1 of 1 ▶▶ ⏭ 20 ▾ | | View 1 - 2 of 2 |

**Clear a search** and view your full Order List by clicking the 'Reload Grid' button

**Go to a page** by entering a number in the text box, or by clicking the forwards/backwards arrows

Select the **number of results** displayed per page

**Click** on this icon  in your *Order List* to view an order (example below).



The documents that you purchased will be shown.

Please note that documents will only be available for **fourteen (14) days** from the time of your search.

---

**Important**: documents stored as part of your order are current **as at the time they were added to your cart**. Be aware that if you access your past orders, the documents will not reflect any changes that have occurred since you undertook your search.

---

**Click** on the PDF link  to open the relevant document.

To return to your order after viewing a document, **click** on the back button in your browser.

You can return to your *Order List* by **clicking** the [Back to Orders] button.

To go to the *Properties and Titles* search page, **click** on the [Back to Search] button.

## 2. Viewing your invoices

Invoiced clients are able to view their past five (5) LIST invoices.

From the *My Account* page, **click** on View Clients Invoices .

Your *Invoice List* will appear (see diagram on following page).

**Click** on the **view** link to open a PDF version of an invoice.

## 3. Viewing your Daily Order items

From the *My Account* page, **click** on  <u>View Clients Daily Order Items</u>  .

*Your Order Items* will appear:



All the items that you have purchased today will appear.

You can enter dates in the '*From*' and '*To*' cells at the top, then **click**  [ View ]  to see the items you have ordered in a particular time period.

## 4. Viewing your active cart

From the *My Account* page, **click** on  <u>View Clients Active cart</u>  .

This will take you to your cart, where you can see the documents that you've added.

You can also access your cart by **clicking** on the 'Cart' link  [🛒 3 item(s) | Price: $69.40]  at the top of any *Properties and Titles* page.

## 20. Further support

### 1. LIST YouTube channel

A range of help videos are available on YouTube

### 2. LIST Helpdesk

Feel free to contact our helpful Client Services team by:

- **Phone:** (03) 6165 4444 or
- **Email:** listhelp@nre.tas.gov.au

### 3. LIST Facebook page

Like us on