Guide for using the Fair Trading
MyInspections Gateway
(Plumbing & Drainage Edition)

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Table of Contents

1 Overview 3
   1.1 Introduction 3
   1.2 Scope 3
   1.3 How to access MyInspections 4
   1.4 Information Box 4
   1.5 Registering Your Details 4
   1.6 My Details 6
   1.7 Change Your Password 6
   1.8 Log in. 8

2 Audit Inspection Fee 9
   2.1 Pay an Audit Inspection Fee 9
   2.2 Correct an Audit Inspection 15

3 Notice of Work 17
   3.1 Submit a Notice of Work 17

4 Certificate of Compliance 21
   4.1 Submit a Certificate of Compliance. 21

5 Sewer Service Diagrams 25
   5.1 Upload a Sewer Service Diagram. 25

6 MyInspections Search Function 29

7 Alternate (Performance) Solutions 31
   7.1 Submit an Alternative (Performance) Solution Application. 31
   7.2 Correct an Alternative (Performance) Solution Submission. 36
1 Overview

1.1 Introduction

The MyInspections Gateway has been developed and implemented by Fair Trading to allow an easy way for users to make payments and submit applications and documents in relation to functions regulated by Fair Trading.

1.2 Scope

This user guide relates to the plumbing and drainage audit inspection functions of the MyInspections website only, for instructions on MyInspections functions related to gas and autogas, see MyInspections user guide (Gas Edition).

MyInspections is used for functions where Fair Trading are the inspection authority for plumbing and drainage; which is Sydney, the Illawarra, Blue Mountains and Newcastle regions where the service is connected to Sydney Water or Hunter Water infrastructure.

The plumbing and drainage functions of MyInspections consist of:

- Pay Audit Fees
- Submit a Notice of Work
- Submit a Certificate of Compliance
- Upload a Sewer Service Diagram
- Correct an Audit Inspection
- Submit an Alternative (Performance) Solution Application
- Correct an Alternative (Performance) Solution Application

If you are working in a regional area or an area outside Fair Trading’s area of operations, you are required to contact your local authority. However you will still use MyInspections for the following limited functions only.

- Submit an Alternative (Performance) Solution Application
- Correct an Alternative (Performance) Solution Application
1.3 How to access MyInspections

To access MyInspections, open your preferred web browsing program and enter https://myinspections.fairtrading.nsw.gov.au/myinspections into the address bar. Then press enter (\texttt{\textasciicircum}) on the keyboard). Or click on the link above.

1.4 Information Box

Located on the top right corner of the MyInspections screen, is an information box. This box contains text that changes as you select different fields throughout the application process to help guide you through each process.

1.5 Registering Your Details

New users must register their details on the MyInspection website when using it for the first time. Registering makes future applications quicker and easier by retaining your details and pre-populating them on some of the application forms.

To register, click on the \textit{New Users Registration} tab located at the top of the MyInspections page.
Enter your details into the registration form as per the example below. If you are a licensed plumber and/or Drainer, you should enter either your individual contractor’s licence number and expiry date or qualified supervisors number and expiry date. Only one of these licence fields can be filled out and must relate to an individual licence, not a company licence. When you have finished, click on Register.

Note: Usernames and passwords are case sensitive. Passwords must be a minimum 6 characters.

When you log-in, your details must be the same as when you registered

Example:

Fill out all required fields with your details then click Register

All fields shaded yellow are mandatory

A phone number in one or both of the relevant fields is also mandatory

When typing the SUBURB, a list of pre-populated matching options will appear in a drop-down list. Select the most appropriate SUBURB from this list
1.6 My Details

Once you have registered, or after logging on to the system, your details will be displayed in the My Details screen. This screen can also be accessed by clicking on the My Details button located under the User Details tab once logged in. If you need to change or update your details, you can do so by editing the fields that require changing on the My Details page and then clicking on Update Details.

**Note:** If you change your username you will lose access to all previous jobs. You will be unable to pay additional fees or submit documentation on existing jobs.

1.7 Change Your Password

To maintain the best security, it is advisable to change your password from time to time. If you want to change your password, click on the text that says “Click Here to change your password” on the My Details page.

The Change Password window will open as shown below. To change your password, enter your current password and your new password in the fields required and then confirm your new password. When complete, click on Change Password.
Change Password

Current Password: 
New Password: 
Confirm New Password: 

[Change Password] [Clear]
1.8 **Log in.**

To log into MyInspections, enter your email address and password into the login fields where required and click *Login*.

![Login screen](image)

**Note:** Username & Password are case-sensitive and must match the details used for registration. If you enter the password incorrectly 3 times, an email containing your password will be sent to the email address you have registered with.

After clicking login, you will be taken to the My Details page (see 1.3). To continue, select the action you wish to complete.

If you have forgotten your password, you can enter your username (case sensitive) and click on forgotten password – an email will then be sent to your registered username.
2  Audit Inspection Fee

2.1  Pay an Audit Inspection Fee

1. To pay an audit inspection fee for plumbing and/or drainage, click on the **Pay Audit Fees** Button located under the Applications tab on the top of the MyInspection screen.

2. On the next screen, read the Terms and Conditions. You can print a copy of the Terms and Conditions for your records by clicking the “**Print**” button. To continue, click the box next to “The applicant has read the conditions”.

3. Click the button that says “Yes all requirements have been satisfied.” If all requirements of the terms and conditions have been satisfied.
4. Fill in the required details in the application form using the following as an example:

<table>
<thead>
<tr>
<th>Plumbing and Drainage Audit Inspection Application</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Details</strong></td>
</tr>
<tr>
<td>Given Name(s): John E Doe</td>
</tr>
<tr>
<td>Contact Number: 0411 115 656</td>
</tr>
<tr>
<td>Contact Email Address: <a href="mailto:john@boomer.com.au">john@boomer.com.au</a></td>
</tr>
<tr>
<td><strong>Owner and Property Details</strong></td>
</tr>
<tr>
<td>Owner’s Full Name: John E Doe</td>
</tr>
<tr>
<td>Address: 21 Jump St</td>
</tr>
<tr>
<td>Suburb: PARRAMATTA</td>
</tr>
<tr>
<td><strong>Property Details</strong></td>
</tr>
<tr>
<td>Lot Number: 1</td>
</tr>
<tr>
<td>Street Number: 21</td>
</tr>
<tr>
<td>Unit Number:</td>
</tr>
<tr>
<td>Street Name: Jump</td>
</tr>
<tr>
<td>Suburb: PARRAMATTA</td>
</tr>
<tr>
<td>Nearest Cross Street: Rope St</td>
</tr>
<tr>
<td><strong>Inspection Details</strong></td>
</tr>
<tr>
<td>Inspector Details:</td>
</tr>
<tr>
<td>Original Inspection Reference Number:</td>
</tr>
<tr>
<td>Type of Work:</td>
</tr>
<tr>
<td>Plumbing and/or Drainage - Non Recycled Water</td>
</tr>
<tr>
<td><strong>Building Category</strong></td>
</tr>
<tr>
<td>Residential - Single Dwelling</td>
</tr>
<tr>
<td><strong>Comments</strong></td>
</tr>
<tr>
<td><strong>Payment Details</strong></td>
</tr>
<tr>
<td>Total Number of Inspection: 2</td>
</tr>
<tr>
<td>Payment Amount: AUD $206.00</td>
</tr>
</tbody>
</table>

All areas shaded light yellow are mandatory

- Enter property owners name and address details.
- SUBURB must be selected from the dropdown list
- Enter property address details of where you require an inspection. **Note:** Deposited Plan or Master Strata Plan Number must be entered here
- If location is not the primary address, enter the proposed address here
- Enter the type of inspection you wish to pay for.
- If applying for an additional inspection or Re-Inspection of a Non-Compliance, you are required to enter the reference number used to book the first inspection
- Select the type of work you are contracted to undertake.
- Select the description of the building.
- **Note:** the number of audit inspections included and the amount payable are shown here. Confirm these amounts are correct before selecting ‘Next’.

5. Then click Next to proceed.
6. Enter payment details into the payment page where prompted as per the example below.

**Note:** MyInspections will accept payment using a valid MasterCard or Visa only. No credit card details are kept or viewed by Fair Trading.

7. Once you have correctly filled out all payment details, click **Next**.
9. On the following screen, you are required to confirm the payment details are correct and enter a verification code into the supplied field. Then click **confirm payment**.

The AA reference is not valid at this point. It is validated only on successful payment and you have received a payment receipt.

10. In addition to step 8, if you have made any previous payments through MyInspections on the same day with the same credit card, you will be required to tick the box indicating that you
are aware that you have made a previous payment to this merchant on that day and that you wish to process the additional payment.
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11. The final screen shows the reference number required when booking an inspection, as well as information related to plumbing inspections.

12. Once your application is completed, you can view/print a report of the submitted application, go straight to the Submit Notice of Work function or return to the MyInspections home page if you wish to submit another application or use another function.
2.2 Correct an Audit Inspection

If you have made a mistake when paying an audit fee, by entering the incorrect property details, you will need to correct this. Only the Applicant can make this correction.

1. To correct an Audit Inspection Application, click on the Correct an Audit Inspection button located by hovering the mouse pointer over the Applications tab.

2. Enter the reference number of your Audit Inspection Application then press enter on the keyboard or click on Continue.
3. Edit the property details that require correction, then click *Submit Application*.

4. This will provide you with a NEW AE reference number which is to be used when booking an inspection and submitting documentation.

5. Once your application is completed, you can view/print a report of the submitted application, or return to the MyInspections home page if you wish to submit another application or use another function.

If this is still prior to the first inspection, you will need to submit a Notice of Work (NoW) with this AE reference number.

New Reference Number used for booking an inspection

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Thank you for completing your online application. It is allocated the reference number AE201200013

If you would like to View/Print a Report of Your submitted Application please click here.

Return to MyInspections Home Page.
3 Notice of Work

3.1 Submit a Notice of Work

To Submit a Notice of Work, you must be licensed for the work stated on the Notice of Work, and logged in with your registered details.

1. To Submit a Notice of Work click on the Submit Notice of Work button located under the documentation tab.

2. On the next screen, read the Terms and Conditions and when finished, click the box next to “The applicant has read the conditions”, then click the button that says “Yes all requirements have been satisfied” once all requirements have been satisfied. You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.
3. Enter the Application (reference) number found on the inspection payment receipt, or correction receipt, then press enter or click *Continue*.

**Notice of Work Application**

Plumbing and Drainage Audit Inspection Application

Application Number:  

Continue
4. Once you have entered the valid **application number**, the remainder of the Notice of Work form will appear. Most fields will be pre-populated from the related inspection application details, and the details of the licensee who is submitting the NOW. On each application the user is required to enter whether the property is in a Recycled Water area, the Date of Commencement and the Estimated Date of Completion.

5. Fill out all the required details then click **next**
6. In the following form, tick the box’s next to the relevant fields and enter a description of the work you intend to carry out at the property in the available text field. Where there is not enough space in the relevant field, the Other field can be used to give more detail. Under the section “Plumbing work to comply with” and “Drainage work to comply with”, the user must select whether the work will be installed to meet the requirements of the Plumbing Code of Australia, be submitted as an Alternate (Performance) Solution or a combination of both.

7. When all required details are entered, tick the box that states “By ticking this box, I certify that I am the responsible person as nominated in the ‘LICENSEE’S DETAILS’ section of this Notice of Work and all information is true and correct”, and click on Submit Application. Clicking Submit Application electronically submits your Notice of Work to Fair Trading.

Note: Once you have submitted the NOW electronically, you are not required to email a copy to Fair Trading or supply a copy to the inspector onsite at the time of the inspection.
8. The final screen gives the user a reference number for the Notice of Work as well as the option to view and print the Notice of Work for your own records and the copies of the Certificate of Compliance for the owner, regulator and licensee.

![Reference number PA201700006]

Click to view, save and print the CoC

Click to view, save and print the NOW

9. If the Scope of Work changes after work commences, you can submit a new Notice of Work (NoW) to reflect these changes.

4 Certificate of Compliance

4.1 Submit a Certificate of Compliance.

Note: A Certificate of Compliance (CoC) is only to be submitted after the final inspection is completed.
If you need to print the CoC, refer to 6 MyInspection Search Function

1. To submit a Certificate of Compliance (CoC), click on the Submit Certificate of Compliance button located under the Documentation tab.

2. On the next screen, read the Terms and Conditions and click the box next to “The applicant has read the conditions”, then click the button that says “Yes all requirements have been satisfied”. You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.
3. To Submit a CoC, you must enter the related reference number from either a previous audit fee payment (either an AA or AE reference number) or an application for a notice of work (a PA reference number only) into the relevant field below. Only one field is required to be filled out. Once you have entered the reference number, press enter on the keyboard or press Continue.
4. After pressing enter or Continue, the remainder of the CoC appears. Most of the information in the Certificate of Compliance will be pre populated from the related Notice of Work application, however you will need to select the date the contracted work was completed and answer the question confirming that where required, you have given written notice of any identified pre-existing defective plumbing and/or drainage work.

5. Answer the question regarding identified pre-existing defective work. Date completed must reflect the date of the final inspection.
6. If you have the email address of the person for whom you carried out the work and you wish to send owners copy of the Certificate of Compliance to them at the same time as submitting it to the regulator, you can enter the email address in the ‘Owners Email Address:’ field. If you do not want to send the owners copy via email or do not know the relevant email address, you can leave this field blank and click Submit Application.

7. If you leave the email address field blank, a pop up box will be displayed after you have clicked submit asking you to confirm you do not wish to enter an email for the owner.

8. The final screen is a confirmation of a successful application and displays a Reference number for the CoC application. You may also view or print a copy of your application, or if you are finished, you may return to the MyInspections home page to submit another application or log out of MyInspections.
5 Sewer Service Diagrams

5.1 Upload a Sewer Service Diagram.

Note: To upload a Sewer Service Diagram, the user must first have completed the SSD in AutoCAD or equivalent program or draw the SSD to meet the regulators requirements on the approved template, then scan the signed SSD into your computer. Photographs are not accepted.

1. To upload a sewer service diagram (SSD), click on the Attach Sewer Service Diagram button under the Documentation tab.

2. On the next screen, read the Terms and Conditions and click the box next to “The applicant has read the conditions”, then click the button that says “Yes all requirements have been satisfied”. You can also print a copy of the Terms and Conditions for your records by clicking the “Print” button.
3. To upload a SSD, you must enter the related reference number from either a previous audit inspection fee payment or application for a notice of work into the relevant field below. Only one field is required to be filled out. Once you have entered the reference number, press enter on the keyboard or click Continue.
4. After pressing enter or Continue, the remainder of the SSD form appears. Most of the information in the Sewer Service Diagram form will be pre populated from the related Notice of Work application, however you will need to select the location of the signed copy of the SSD on your computer.

Click on Choose File to browse for the signed SSD.
5. Click **browse** to select the signed SSD file saved on your computer. Browse to the file in the browse window and click **open**.

![Browse to the saved SSD file on your computer then click open](image)

6. The file then appears in the bottom of the SSD page in the Attached File field. Click on the **Add** button and the file will be uploaded to the server. When the upload is complete, a new section appears in the **Upload Sewer Service Diagram** section.

7. The uploaded file is listed along with a description field should you wish to add a short description of the file.

8. You can also click the **View** icon to view the attached document, or click the **Remove** icon to remove the attached document.

9. When you have confirmed all details are correct, click **Submit Application** to complete the SSD process.

10. The final screen is a confirmation of a successful application and displays a Reference number for the SSD application. You may also view or print a copy of your application, or if you are finished, you may return to the MyInspections home page to submit another application or log out of MyInspections.

![Submit Application](image)
6 MyInspections Search Function

A user is able to search MyInspections for past applications and submissions they have made.

1. To use the search function, click on the MyApplications button located under the User Details tab.

2. When the search window opens, enter the search criteria into the relevant field, then click on Search. A wildcard may be used where all details for search field are not known. A wildcard is the % symbol and may be used in place of a word or part of a word, eg. %mont will search the relevant field for any word ending in “mont”.

   Note: Sometimes less information can provide a better search result.
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When the search is complete, the results will be displayed at the bottom of the page. The user can click on the links in the **MyInspections No** column to view the report for that application/submission, click on the link in the **Attachments** column to view the files that were attached to the submission or click on the file in the **Certificate** column to view the Certificate of Compliance associated to the application.

Click on this icon to open and print the Certificate of Compliance prior to the final inspection.

Note: the information box displays a legend of the prefix associated to the MyInspection Number which is shown below:
7 Alternate (Performance) Solutions

7.1 Submit an Alternative (Performance) Solution Application.

1. To submit an Alternative (Performance) Solution Application, click on the Submit Alternative Solution Application button located under the Applications tab.

2. Fill in the required details in the application form. The following is an example:

Add a description of the work to be undertaken here. If you are not attaching any documentation, then this field is mandatory.

Enter property address details of where you require an inspection. Note: Deposited Plan or Master Strata Plan Number must be entered here

If location is not the primary address, enter the proposed address here e.g. hospital west wing building B

Select the type of work you are contracted to undertake.

Select the description of the building.

Click Choose File to browse your computer for files to attach
3. If you have chosen to submit the documents on another media format rather than uploading them, then you will be required to notate this in the comments box and you will no longer be required to attach a file, otherwise proceed to upload documents directions.

4. If you have chosen to upload the documents, locate the document file you wish to submit in the browse window, click on it, and then click **open**.

The types of file that MyInspections will accept are limited to the following:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Image files (.jpg etc)
- AutoCAD (.dxf)
- PDF files

5. The file then appears in the Attached File field. Click on the Add button and the file is uploaded to the server. When the upload is complete, a new section appears in the Documentation section. Once you have attached a document to the submission, you can repeat the process to attach more documents.

The combined maximum allowed file size of all documents is 5MB.

If your documents exceed this size limit, consideration should be given to sending the documents on an alternative media e.g. CD, DVD, or flash drive.

After adding the document files to your submission, you can add a brief description into the **Description** field. You can also view the document by clicking on the **View** icon, or delete the file by clicking on the **Remove** Icon.

When you have completed the form, click **next**.
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6. A confirmation message as shown below will be displayed with information relating to the process and time frames of the Alternative (Performance) Solution submission. When you have read the confirmation message, click on **OK**.

7. Enter payment details into the payment page where prompted as per the example below.

**Note:** MyInspections will accept payment using a valid MasterCard or Visa only. No credit card details are kept or viewed by Fair Trading.
8. On the following screen, you are required to confirm the payment details are correct and enter a verification code into the supplied field. Then click **confirm payment**.

Confirm the payment details are correct

For security purposes, enter the code that appears in the window into the supplied field below.
9. The final screen is a confirmation of a successful application and displays a Reference number for the Alternative Solution application. You may also view or print a copy of your application, or if you are finished, you may return to the MyInspections home page to submit another application or log out of MyInspections.
7.2 Correct an Alternative (Performance) Solution Submission.

**Note:** Only the Property details can be corrected with this function. To correct an Alternative (Performance) Solution Application, the user must first have submitted an Alternative (Performance) Solution Application through MyInspections previously and have the original reference number.

1. Click on the **Correct an Alternative Solution** button located under the **Applications** tab

2. Enter the reference number of your Alternative (Performance) Solution Application then press enter on the keyboard or click Continue.
3. Edit the property details that require correction, then click **Submit Application**.

Any areas shaded grey cannot be edited.

4. Once your application is completed, you can view/print a report of the submitted application, or return to the MyInspections home page if you wish to submit another application or use another function.