Survey Services Portal user guidelines

The Department of Lands' (Lands) online Survey Services Portal (SSP) provides survey sector clients with quick, cost effective and reliable access to survey related products and services. These guidelines inform users of the SSP's products and services, relevant access, application support and financial provisions.

As SSP products and services are enhanced and integrated during 2006 and 2007, these guidelines are expected to be updated. Lands recommends that users regularly check for updates by either access the guidelines online or through SSP.

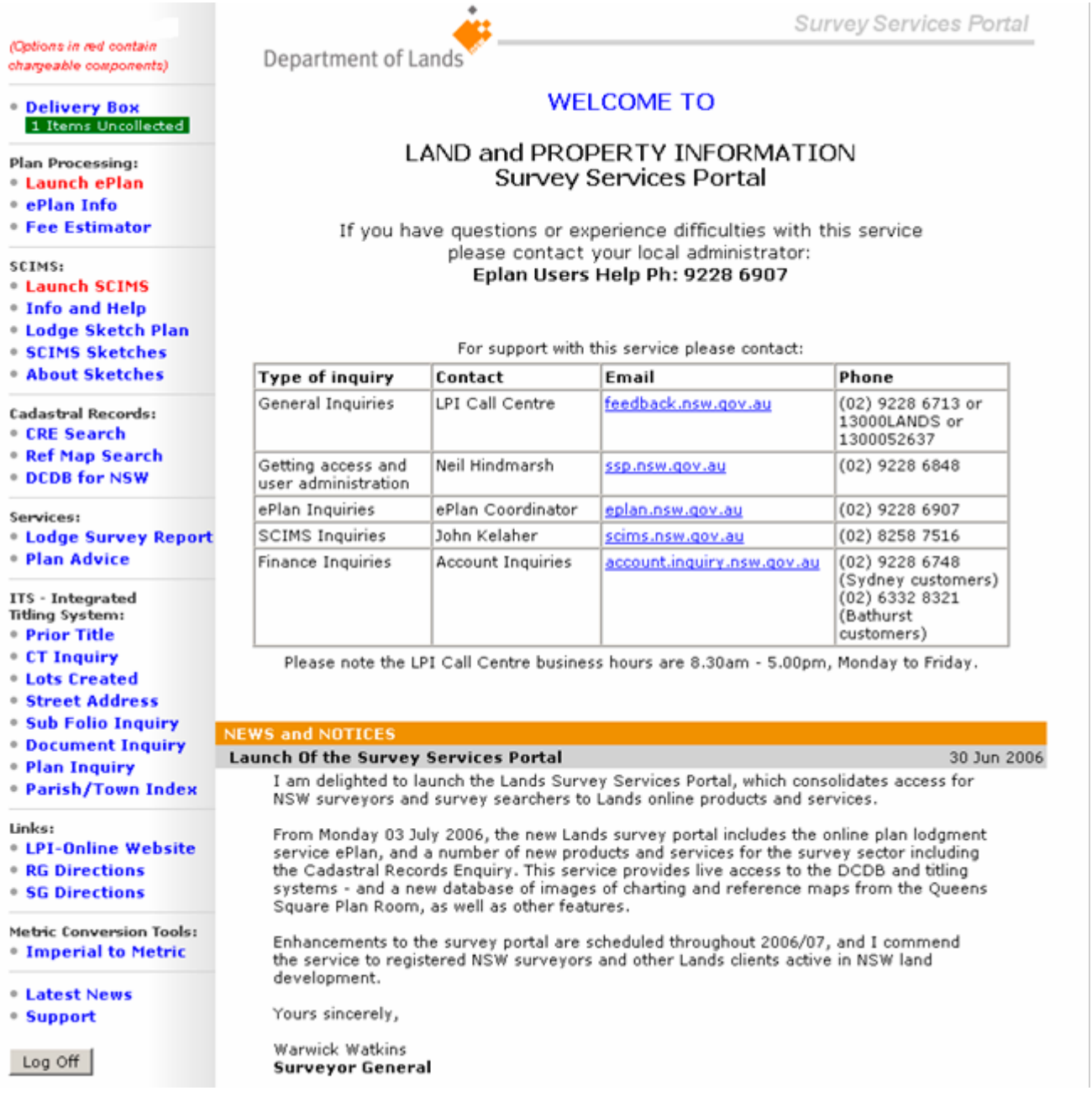

Fig 1. Front page of the Survey Services Portal

Department of Lands *Reliable from the ground up*

Table of contents

1. Introduction

1.1 What is the Survey Service Portal?
1.2 Overview of SSP user guidelines
1.3 Using the SSP user guidelines
1.4 Integrating SSP with other NSW land information services

2. Accessing the SSP

2.1 Transfer arrangements for ePlan and SCIMS online system users
2.2 Application for new users
2.3 Terms and conditions
2.4 Where to send application information
2.5 SSP login
2.6 Hardware requirements

3. Maintaining your SSP account

3.1 Modifying and updating user details
3.2 Password requirements
3.3 SSP financial arrangements

4. Survey Services Portal – Products and services

4.1 Products, services and user instructions
4.2 ePlan
4.3 Lodgment of survey reports
4.4 Plan advice
4.5 Fee estimator
4.6 Survey Control Information Management System
4.7 Lodgment of SCIMS sketches
4.8 SCIMS locality sketch plan download
4.9 About sketches
4.10 Cadastral Records Enquiry
4.11 Digital Cadastral Database for NSW
4.12 Charting reference maps
4.13 Integrated titling system index searches
4.14 Plan inquiry and document inquiry
4.15 Reference resources
4.16 Cross reference lists–parish and town maps
4.17 Metric conversion tool

5. Support

5.1 SSP support contacts
5.2 Related support documents
5.3 Frequently asked questions

1. Introduction

1.1 What is the Survey Services Portal (SSP)?

The SSP provides a single online point of access for survey sector clients for Lands data, products and services. The SSP delivers efficient access for the survey industry to fundamental spatial information maintained by Lands that supports industry activity in New South Wales.

1.2 Overview of the SSP user guidelines

These guidelines assist SSP users in registering and gaining access to the portal, understanding various products and services available, account maintenance and support services available.

These guidelines will be updated from time to time as new products and services become available through the portal. Updated versions are available as a PDF document via the Lands website, www.lands.nsw.gov.au and the SSP support page.

1.3 Using the SSP user guidelines

These guidelines should be used in conjunction with the Lands fact sheets *New services portal for survey sector clients* and *Changes to lodgment services for ePlan users* available via the Lands website, www.lands.nsw.gov.au and the SSP support page. The fact sheets provide a greater explanation of the SSP, while these guidelines provide detail on using the portal itself.

1.4 Integrating SSP with other NSW land information services

The SSP does not currently provide access to standard fee-for-service search transactions including title search and plan/dealing image requests.

Many survey sector clients may already subscribe to survey search and related services through existing service providers including Lands authorised information brokers and associated survey search specialists. SSP search functions are being made available to information brokers and survey searchers to help provide practitioners with integrated search capabilities.

With SSP's introduction, survey sector clients have the choice of subscribing to the SSP directly, combining SSP functions with search services from existing providers or accessing SSP search functions through existing providers. Title and image searches are available through Lands authorised information brokers or for credit card users through LPI Online, lpi-online.lpi.nsw.gov.au/cgi-bin/lpis/menu.pl.

2. Accessing the SSP

2.1 Transfer arrangements for ePlan and SCIMS online system users

Current users of Lands' existing online systems for survey sector customers including SCIMS and ePlan will receive correspondence from Lands outlining access and migration arrangements to transfer user and financial accounts for operation in the SSP environment.

2.2 Application for new SSP users

New users of SSP products and services will be required to complete a customer account application. This application, including instructions for completion, can be accessed via the Lands website, www.lands.nsw.gov.au and the SSP support page.

New users should refer to *3.4 User profiles* to identify their profile type and associated SSP product and service access. Upon receipt and successful consideration by Lands, a personal login and password will be generated and distributed to the new user. Users must ensure that others do not have access to their login and password details and that they are stored safely.

2.3 Terms and conditions

SSP users will be required to acknowledge the full version of the *Terms and conditions for access to the Survey Services Portal* prior to access and use. The terms and conditions can be accessed via the Lands website, www.lands.nsw.gov.au and the SSP support page.

For ePlan users, the terms and conditions are supplemented by *LPI lodgment services terms and conditions*, which detail the rights and responsibilities of customers for lodgment services and financial arrangements including the allocation of payments in customer financial accounts. *LPI lodgment services terms and conditions* may be accessed via the Lands website, www.lands.nsw.gov.au under *Publications*.

A summary version of the terms and conditions comprise part of the SSP login process and must be acknowledged by SSP users prior to accessing the SSP.

2.4 Where to send application information

Applicants seeking access to the SSP and related products and services should send the completed and signed customer account application:

Survey Services Portal
Manager Electronic Services
Land and Property Information
PO Box 15
Sydney NSW 2001

2.5 SSP login

To login to the SSP you must first be an authorised SSP user and be assigned a User ID and password. SSP user accounts are created and maintained by Lands. Please refer to sections *3.1 Transfer of current users* and *3.2 Application for new users* for information on how to become an authorised SSP user.

Authorised SSP users are assigned a User ID, password and URL to access the SSP. SSP users are required to enter their login and password to access the SSP. Users are allowed three attempts to enter correct login and password details. After a third incorrect attempt to enter login and password details access will be denied to the SSP until the user's login and password are reset. For details regarding password resets refer section *3.2 Password requirements*.

SCIMS users will be required to login twice to access this service, once to the SSP and then again to the SCIMS service within the portal. This will be a temporary requirement until the seamless login is configured. The specific login arrangements will be communicated to SCIMS users individually.

Important information for SCIMS customers
Under SSP transition arrangements, SCIMS users may connect to the SCIMS service through a SSP link, but SCIMS and SSP user ID, password and financial account provisions remain to be integrated. SCIMNS customers requesting access to the SSP will be required to maintain parallel user ID, password and financial account arrangements for SCIMS and SSP until SCIMS is integrated into the SSP.

2.6 Hardware requirements

Hardware: A desktop or notebook computer, with access to a dial-up or broadband modem.
Software: An internet web browser.
Network: Access to the internet through an internet service provider (ISP).

3. Maintaining your SSP account

3.1 Modifying and updating user details

Requests to modify or update user details should be referred by email to ssp@lands.nsw.gov.au. All requests should include the user's customer number for verification of user identity and details of the modification or update requested.

3.2 Password requirements

SSP passwords are initially assigned by the system administrator, with a requirement for new SSP users to change the password when first logging into the SSP. SSP passwords must be seven characters in length and contain a mixture of alpha and numeric characters. SSP passwords have a lifetime of 90 days, at which time the SSP user is required to change the password when next logging into the SSP. Users are allowed three attempts to enter correct login and password details. After a third incorrect attempt to enter login and password details access will be denied to the SSP until the user's login and password are reset.
To request that Lands manually resets an SSP user password, or in case of misplaced, forgotten or non-functioning passwords, please contact:

Manager Electronic Services
Email: ssp@lands.nsw.gov.au
Ph: 02 9228 6848

3.3 SSP financial arrangements

A number of SSP products and services are provided without charge, and some SSP customers may elect to subscribe only to non-financial services.
SSP users wishing to access ePlan or SCIMS services must apply for and be assigned a Lands customer financial account.
For SSP customers requesting financial products and services, Lands will issue invoices as described in the terms and conditions relevant to the product or service. Lands reserves the right to terminate access to the SSP and/or customer accounts and/or customer financial accounts connected with SSP users who regularly fail to settle invoices in accordance with the payment terms.

4. Survey Services Portal - products and services

4.1 Products, services and user instructions

Lands is committed to delivering products and services specific to the needs of our customers.
The survey sector is vital to the development of the NSW economy, contributing specialist services to land and housing development and conveyancing activity. The SSP provides a single online point of access for survey sector clients for Lands data, products and services.

The following provides an overview of each SSP product and service including access, application support and financial arrangements.

Accessing the SSP is straight forward-from the SSP homepage select the relevant product or service in the left hand *Service menu* column to gain access to a product or service.

4.2 ePlan

Overview and use

ePlan provides for electronic lodgment of deposited plans and strata plans and associated instruments. The facility allows a surveyor, or other authorised person, to submit plan and document files without the need for hardcopy originals to be lodged personally at Lands' Queens Square Office. It represents a significant change to business practice and a cultural shift for the land development industry.

Applications to use ePlan can be considered from:

- NSW registered surveyors
- nominated representative of a surveyor's company
- authorised representative of a NSW Government agency.

Full details on how to apply for access to the ePlan facility and how to prepare and lodge a plan and associated documents are available from www.lands.nsw.gov.au/OnlineServices/ePlan/default.htm.
The ePlan system allows for two categories of ePlan users: a 'test mode' and operational mode. The respective menu options for these two modes appear in the sample screens below. (see Figs. 3 and 4)

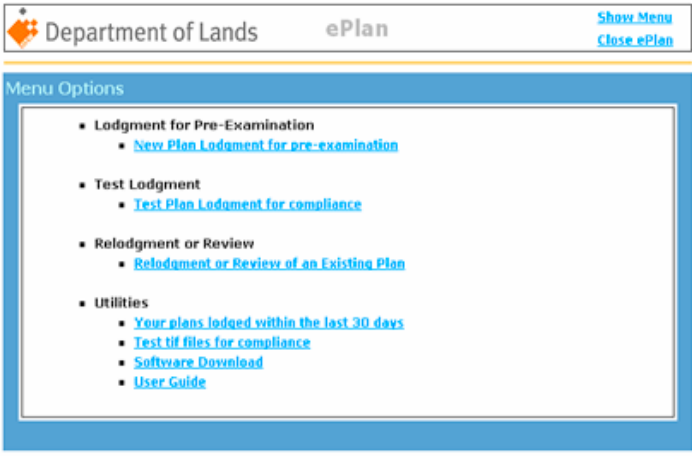

Fig 2. Level 1 option: Permits an ePlan user to lodge test data and plans for pre-examination. A user must lodge compliant test data to move to level 2.

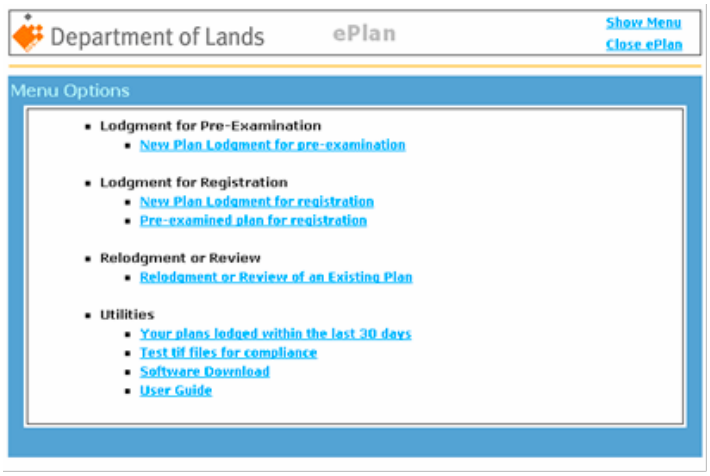

Fig 3. Level 2 option: Permits an ePlan user to lodge plans for examination and registration.

Pricing

During the ePlan lodgment process, fees are calculated and an invoice issued online.

The SSP fee estimator transaction can be used to estimate lodgment, examination and related fees before a plan is lodged.

SSP users should refer to the regularly published LPI circular *Lodgment, Examination and Related Fees*, available through the Lands website, www.lands.nsw.gov.au under *Publications*.

4.3 Lodgment of survey reports

Overview and use

Lodgment of survey reports is a SSP facility which allows for the electronic submission of survey reports. It operates via a HTML link which opens an email for the lodgment of survey reports by email.

Pricing

Lodgment of survey reports attracts no charge.

4.4 Plan advice

Overview and use

The SSP provides a plan advice service where survey clients can seek advice via email regarding:

- approval for compiled plans or partial surveys
- requirements for the preparation of specific plans
- titling aspects of a land development

Pricing

Access to the plan advice service attracts no charge.

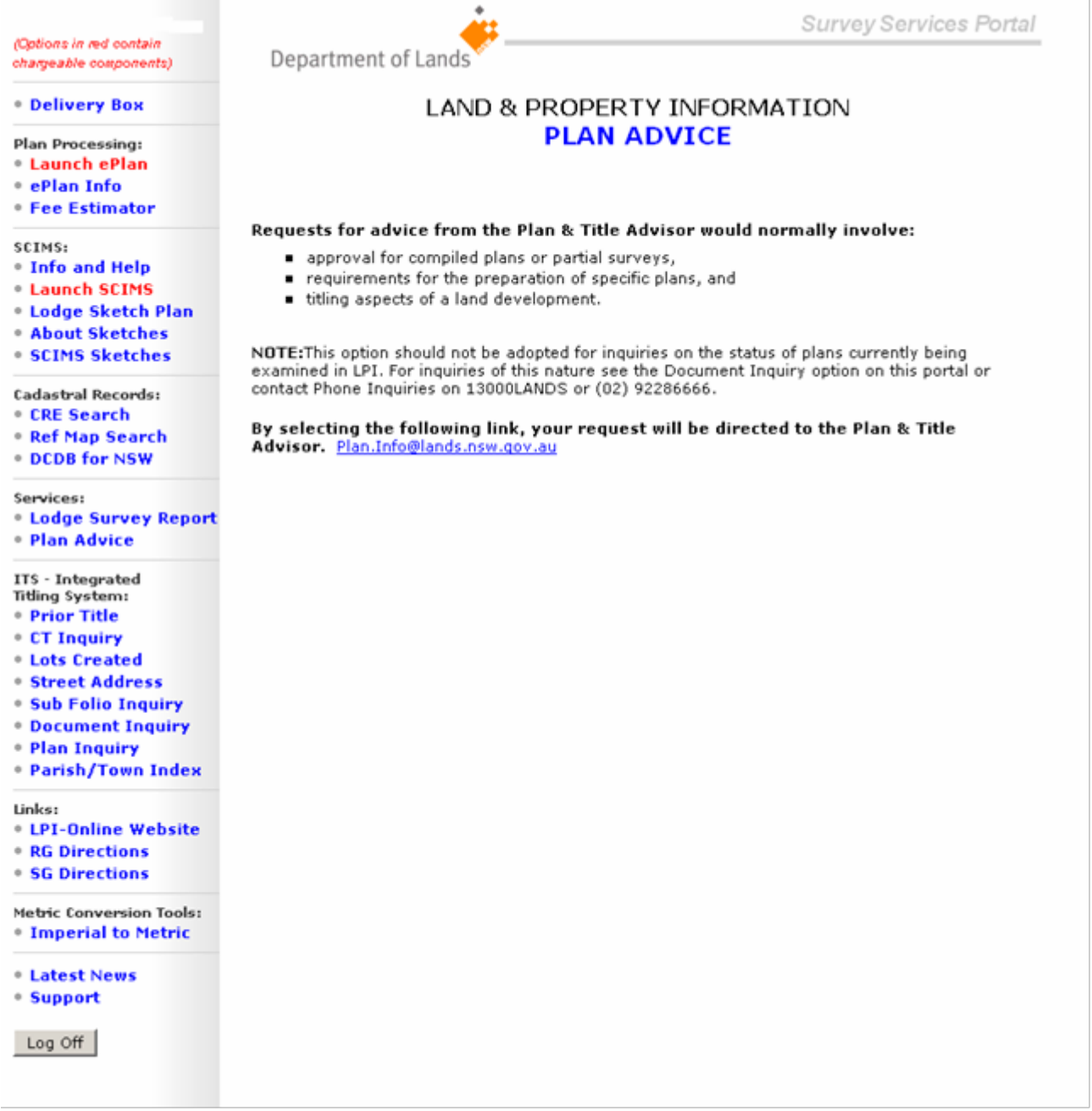

Fig 4. Plan Advice Service's front page

4.5 Fee estimator

Overview and use

The Fee estimator is a new Lands service available through the SSP. It can be used to estimate the fees applicable to a plan prior to presentation to Lands (in person or electronically) for registration. The estimator is based on the issues such as plan type, plan purpose and the number of lots in a plan.

The estimate is valid at time of issue and based on the elements of the proposed lodgment being entered correctly by the user. SSP users should refer to the regularly published LPI Circular *Lodgment, Examination and Related Fees*, available through the Lands website at www.lands.nsw.gov.au under *Publications*.

Please note: Legally applicable lodgment, examination and related fees may only be assessed on the final plan at the time it is presented at Lands as a lodgment for registration. The Fee estimator is only able to indicate fees applicable for initial lodgment of the plan. Plans may be subject to additional fees for additional hours of examination, where examination time required exceeds the standard period detailed in the relevant LPI Circular.

Fig 5. Fee estimator for plan lodgment front page

Fee estimator example output

Plan Lodgment Details

Plan Type: **Deposited Plan**
Client Reference: **sample 1**
Plan Purpose: **Subdivision**
Number of Lots: **6**
Number of Sheets: **4**
Number of 88B Easements created: **1**
Number of 88B Easements released: **1**
Deferred marking Fee: **Yes**

Plan Lodgment Fee Estimate

PLAN LODGMENT FEE		$860.00
LOT FEE		$516.00
SECTION 88B FEE		$79.00
SECTION 88B RELEASE FEE		$79.00
DEFERRED MARKING FEE		$79.00
	Total:	**$1613.00**

NOTE:
This Lodgment Fee Estimate is valid as at 21/6/2006 10:12:53

Pricing
Use of the Fee estimator attracts no charge.

4.6 Survey Control Information Management System

Overview and use
The Survey Control Information Management System (SCIMS) database contains coordinates and related information for control survey marks established under the direction of the Surveyor General and is maintained for the purposes of cadastral boundary definition, engineering surveys, mapping and a variety of other spatial applications.

The datum used for the horizontal position of survey marks is the Geocentric Datum of Australia 1994 (GDA). Coordinates are provided as easting & northing values on the Map Grid of Australia (MGA) projection or as latitude & longitude (geographic).

Where available, heights of survey marks relate to the Australian Height Datum 1971 (AHD).
Accuracy statements (class & order) are assigned to each position and height. Other related information includes details of mark types, AGD66 coordinates (ISG/AMG) for some marks, eccentric / witness marks and trig stations. SCIMS Online allows internet access to the database using various search options. Search results can be viewed on the screen, printed or saved to file.

To assist with locating survey marks, an image can be viewed showing individual marks plotted over the state's cadastre.

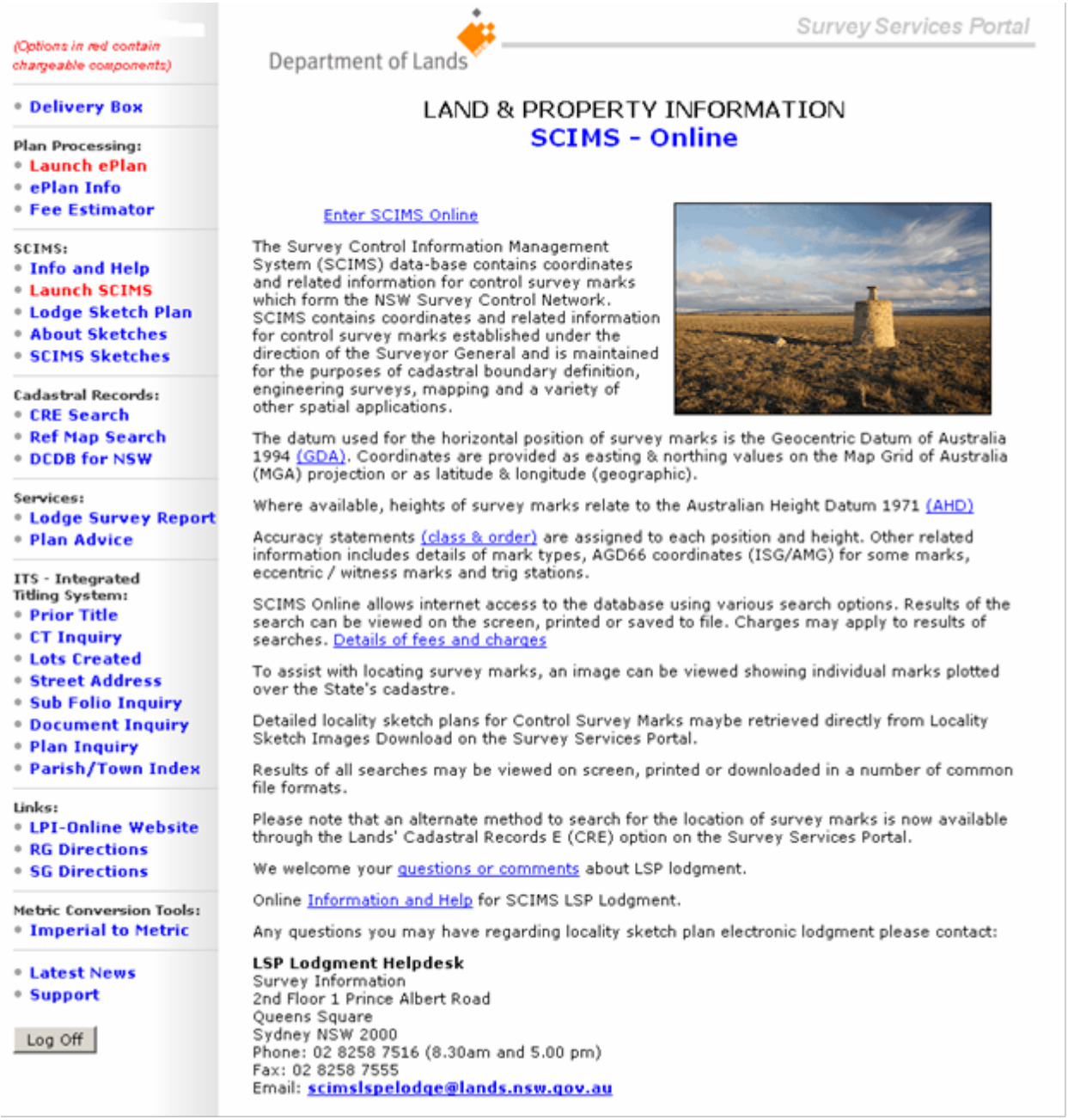

Fig 6. SCIMS Online, accessed via 'Launch SCIMS' front page

Pricing

The pricing structure for SCIMS Online is outlined via a link from the SCIMS page in the SSP.

4.7 Lodgment of SCIMS sketches

Overview and use

Locality sketch plans depict the physical location for all control survey permanent marks placed within the meaning of clause 43 of the Surveying Regulation and their lodgment is a requirement under clauses 33 (9) and (10) and 47A of the Regulations.

These plans are used to:

- locate the control survey mark in the field
- determine the spatial position of the control survey mark, for entry into the SCIMS database.

Detailed requirements, specifications and guidelines for the information to be shown on locality sketch plans are contained in the Surveyor General's Direction *No. 2 – Preparation of Locality Sketch Plans* and blank locality sketch plan forms are available for download from lands/NR/exeres/9683710B-9BD6-438C-9909-68CDDCE7920B,frameless.htm?NRMODE=Published.

Most locality sketch plans are submitted on pre-printed paper forms. These forms are then scanned, indexed and stored in Lands' Document and Integrated Imaging Management System. Some organisations are creating locality sketch plans as a digital image. These image files may now be submitted by using this service or by email to scims@lands.nsw.gov.au.

The preferred file format for direct entry into the Document and Integrated Imaging Management System is: TIFF - CCITT Group IV multi-page format -200 dpi. Lands will also accept digital images of locality sketch plans in all standard image file formats (JPEG, PDF, TIF and GIF).

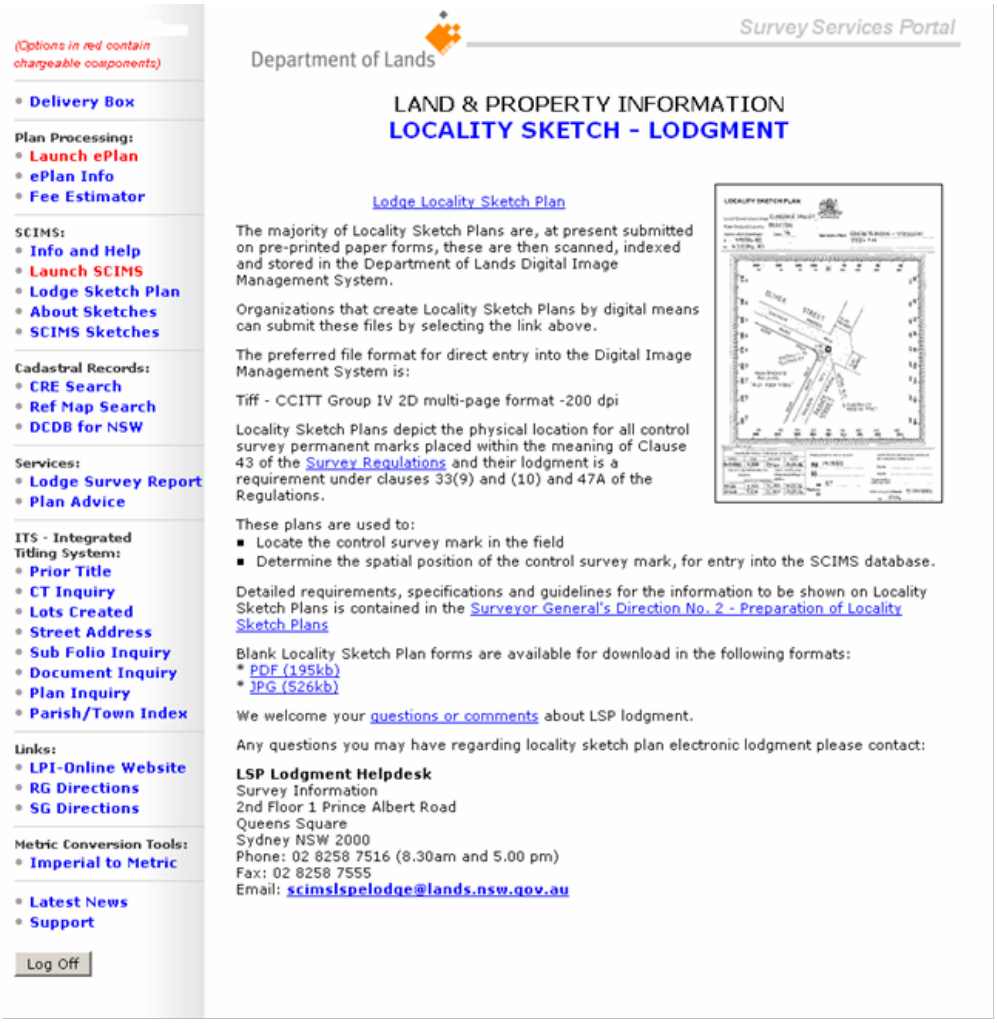

Fig 7. Locality Sketch Lodgment, accessed via 'Lodge Sketch Plan' front page

Pricing

Lodgment of locality sketch plans attracts no charge.

4.8 SCIMS locality sketch plan download

Overview and use

Locality sketch plans depict the physical location for all control survey permanent marks placed within the meaning of clause 43 of the Surveying Regulation and their lodgment is a requirement under clauses 33 (9) and (10) and 47A of the Regulations.

These plans are used to:

- locate the control survey mark in the field
- determine the spatial position of the control survey mark, for entry into the SCIMS database.

Locality sketch plans that have been lodged are scanned, indexed and stored in Lands' Document and Integrated Imaging Management System. This service provides direct internet access to download these images. The requested locality sketch plans are available in TIFF file format and can be saved to your computer or printed directly in your office.

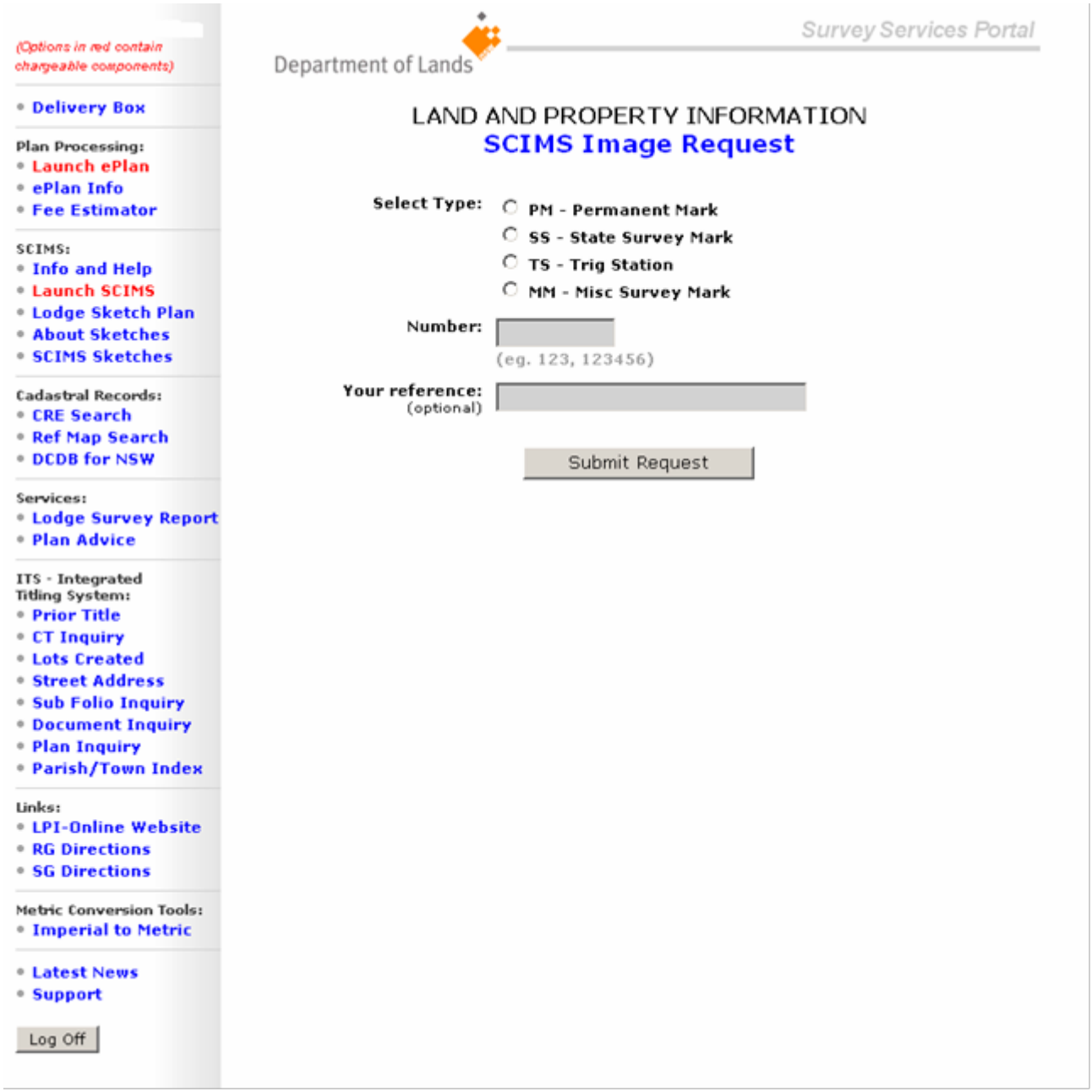

Fig 8. SCIMS Image Request, accessed via 'SCIMS Sketches' front page

Pricing

Download of locality sketch plans in the SSP environment attracts no charge.

4.9 About sketches

Overview and use

SSP's *About sketches* provides an explanation of locality sketch plans, how that have been stored and how they can be accessed through the portal. It also provides a link to Surveying Regulation 2001, a provision for questions or comments and an online information and help facility.

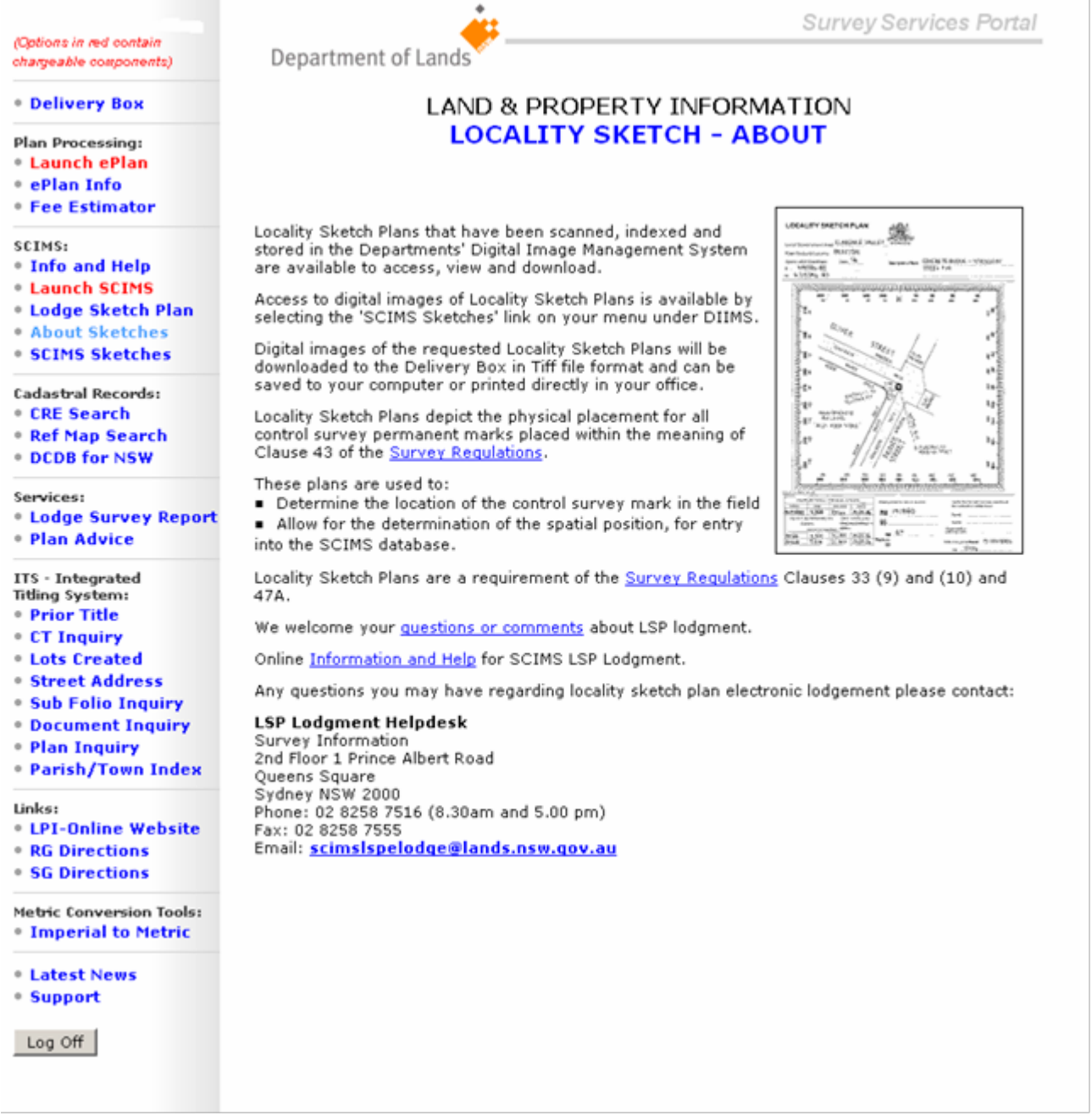

Fig 9. 'About Sketch' front page

Pricing

Using *About sketches* attracts no charge.

4.10 Cadastral Records Enquiry

Overview and use

The Cadastral Records Enquiry (CRE) is a service that provides an electronic means to make cadastral searches with a fixed output; supplying a print of a nominated portion of the cadastre, a listing of appropriate notations and a list of plans within the displayed cadastre.

Background

Charting and recording on the paper reference and charting maps held in the LPI Queens Square Plan Room ceased from September 2002, following implementation of the first Cadastral Records Enquiry (CRE) search tool. From September 2002 all recording and charting has been completed against the Digital Cadastral Data Base (DCDB), the NSW electronic cadastral map. The DCDB may be searched using the SSP's CRE search tool. The hard copy reference maps continue to be an integral part of NSW's titling and mapping systems and remain accessible to all searches over-the-counter at Queens Square.

Access to scanned images of charting and reference maps is now available through the SSP, with a customised online view facility (suited to unwieldy and large format aged maps and plans) to be developed and made available during 2007. Online access to charting and reference maps and the pre-2002 notations endorsed on these maps complements the CRE functionality.

Important CRE information

The information delivered through CRE is provided as a searching aid only. The CRE accesses a number of Lands data systems, including the Digital Cadastral DataBase (DCDB), with maintenance and update transactions registered in these systems on an ongoing basis. SSP users should be aware that the DCDB maintenance process occurs some weeks following the titling system registration, with complex plans and plans triggering validation and research activities taken offline from the database.

While every endeavour is made to ensure the most current available cadastral pattern and all relevant annotations are accurately reflected, the Registrar General cannot guarantee the information provided.

Search content provided through the CRE is updated on an ongoing basis. Search content provided in any CRE report is therefore accurate only to the time of the search and the currency of the systems records accessed.

Where there is any doubt or discrepancy in search results, or for cadastral records search activity prior to 2002, please refer to the other search resources provided including the Reference Map Inquiry, charting and reference map copies, the DCDB and Integrated Titling System searches available through the SSP.

Pricing

Use of the CRE attracts no charge.

4.11 Digital Cadastral Database for NSW

Fig 10. 'CRE' accessed via CRE Search front page

Overview and use

The New South Wales Digital Cadastral Database (DCDB), which shows legal and other approved boundaries applying to land, and the Digital Topographic Database (DTDB), which shows the physical and surface features of the landscape, are available online through Lands' spatial portal at www.maps.nsw.gov.au. The DCDB is incorporated into various specialist applications, including the Cadastral Records Enquiry (CRE) application available through the SSP.

The DCDB is a fundamental part of the spatial data infrastructure of NSW. Many utility and planning agencies use the DCDB in planning and mapping of utility assets such as electrical cables and drainage lines, land use and zoning, road centrelines and kerbs, local government areas, flood prone areas and waterways.

Fig 11. Example output from the DCDB

Important DCDB information

DCDB currency: The DCDB maintenance process for newly registered plans occurs some weeks following the titling system registration, with complex plans and plans triggering validation and research activities taken offline from the database.

DCDB positional accuracy: Positional accuracy is an assessment of the location's closeness to the spatial objects in relation to their true positions on the earth's surface. NSW DCDB accuracy is assessed to be +/- 2 metres in urban areas and +/- 10 metres in rural and remote areas.

DCDB reference documents, including DCDB data model and DCDB product description documentation are available through Lands' spatial portal at www.maps.nsw.gov.au. For further information contact Product Manager, Spatial Data Services on 02 6332 8349 or alan.garside@lands.nsw.gov.au.

Pricing

Use of the DCDB for NSW attracts no charge.

4.12 Charting and reference maps

Overview and use

Charting and recording on the paper reference and charting maps held in the LPI Queens Square Plan Room ceased from September 2002, following an implementation of the first Cadastral Records Enquiry (CRE) search tool. From September 2002 all recording and charting has been completed against the Digital Cadastral Data Base (DCDB), the electronic cadastral map of NSW. The DCDB may be searched using the SSP's CRE search tool. The hard copy reference maps continue to be an integral part of NSW's titling and mapping systems and remain accessible to all searches over-the-counter at Queens Square.

Access to scanned images of charting and reference maps is now available through the SSP, with a customised online view facility (suited to unwieldy and large format aged maps and plans) to be developed and made available during 2007. Online access to charting and reference maps and the pre-2002 notations endorsed on these maps complements the CRE functionality.

Charting and reference map index

Lands has developed a search index and reference and charting map image download facility which is provided in the SSP. The charting reference map index reconciles current plan numbers against parish maps, CMA sheets, earlier DPs and other charting and reference maps, and provides download links to available images of maps and plans.

Downloading images of charting and reference maps

SSP users are able to download image files of charting and reference maps for local viewing. The image files were compiled from scans of charting and reference maps and are compressed into a specialised file format for more efficient online delivery.

Recommended viewing arrangements for charting and reference maps

During 2007 Lands intends to implement an online viewing facility for these images to make searching of large image files easier for users. In the interim, Lands recommends that SSP users view charting and reference map image files in a screen-format similar to the cadastral records enquiry search report.

1. Save the DjVu image file to local directory from the SSP.
2. Open the image file/s using an image-viewing application. DjVu files can be opened using compliant web browsers inluding MS Explorer.
3. Where possible, open the image file/s in an image-viewing application three times concurrently (three concurrently open windows).
4. Adjust the viewer application windows on your monitor to allow for a three-panel window-view of the image:
    - one view of the relevant parcels
    - another of the notations
    - another displaying the list of plan numbers.

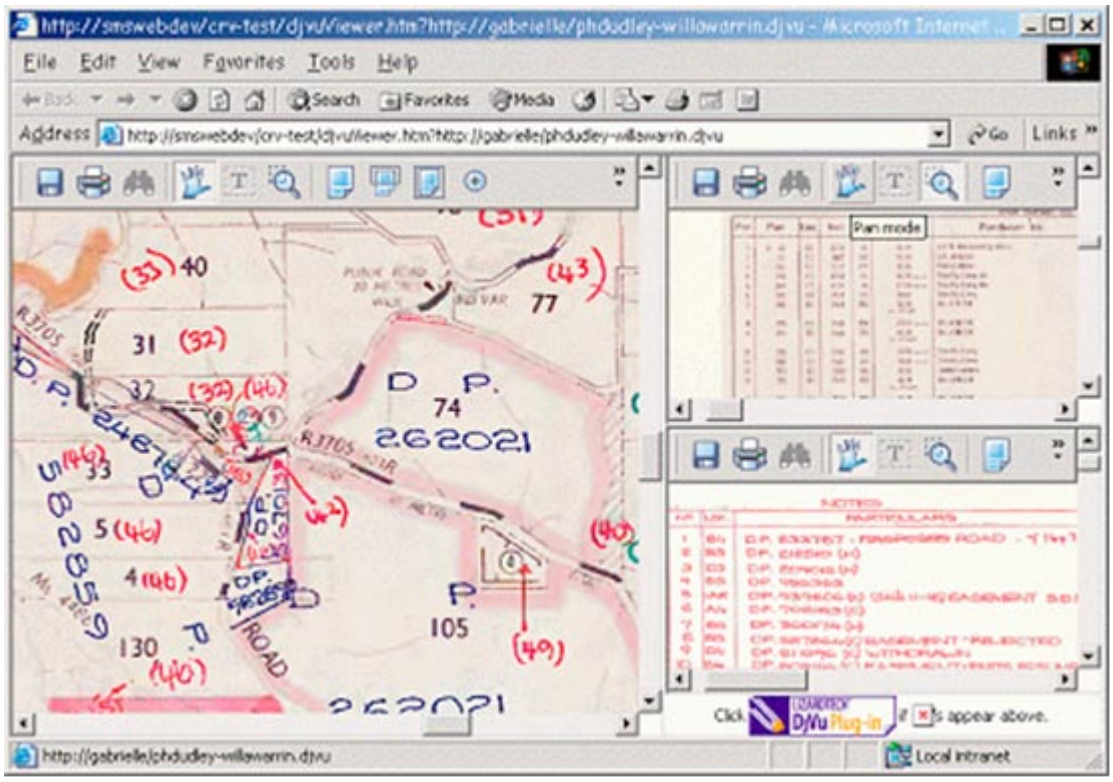

Fig 12. Example output of the Charting and Reference Maps from the Reference Map Search

Sample recommended view

A sample of Lands' recommended view setup of three concurrent image-viewing windows of a map or plan image is as follows.

For more information about LPI's Queens Square charting and reference maps, please contact:

Supervisor, Off-line Property Information
Land and Property Information
Basement 1, Records Wing, Queens Square
Sydney NSW 2000
Tel: (02) 9228 6864
Email: ssp@lands.nsw.gov.au

Charting and reference map image users may also wish to refer to *2.2.13 Cross Reference Lists – Parish and Town Maps* which provides a cross reference service to access deposited plan numbers for parishes and towns. These can then be searched and viewed via the charting and reference map facility.

Pricing

Access to charting and reference maps attracts no charge.

4.13 Integrated titling system index searches

Overview and use

The SSP provides for a collection of online integrated titling system index searches including:

- Prior title search: A search that provides prior title details for computerised titles
- CT inquiry: These inquiries provide Certificate of Title delivery details for titles
- Lots created search: Providing a list of the lots created within a deposited or strata plan along with their status. A plan number is required to undertake this search.
- Street address inquiry: These inquiries provide title details corresponding to a given street address
- Sub folio inquiry: Provides a schedule of sub folios associated with a title reference.

Fig 13. ITS Prior Title Search front page

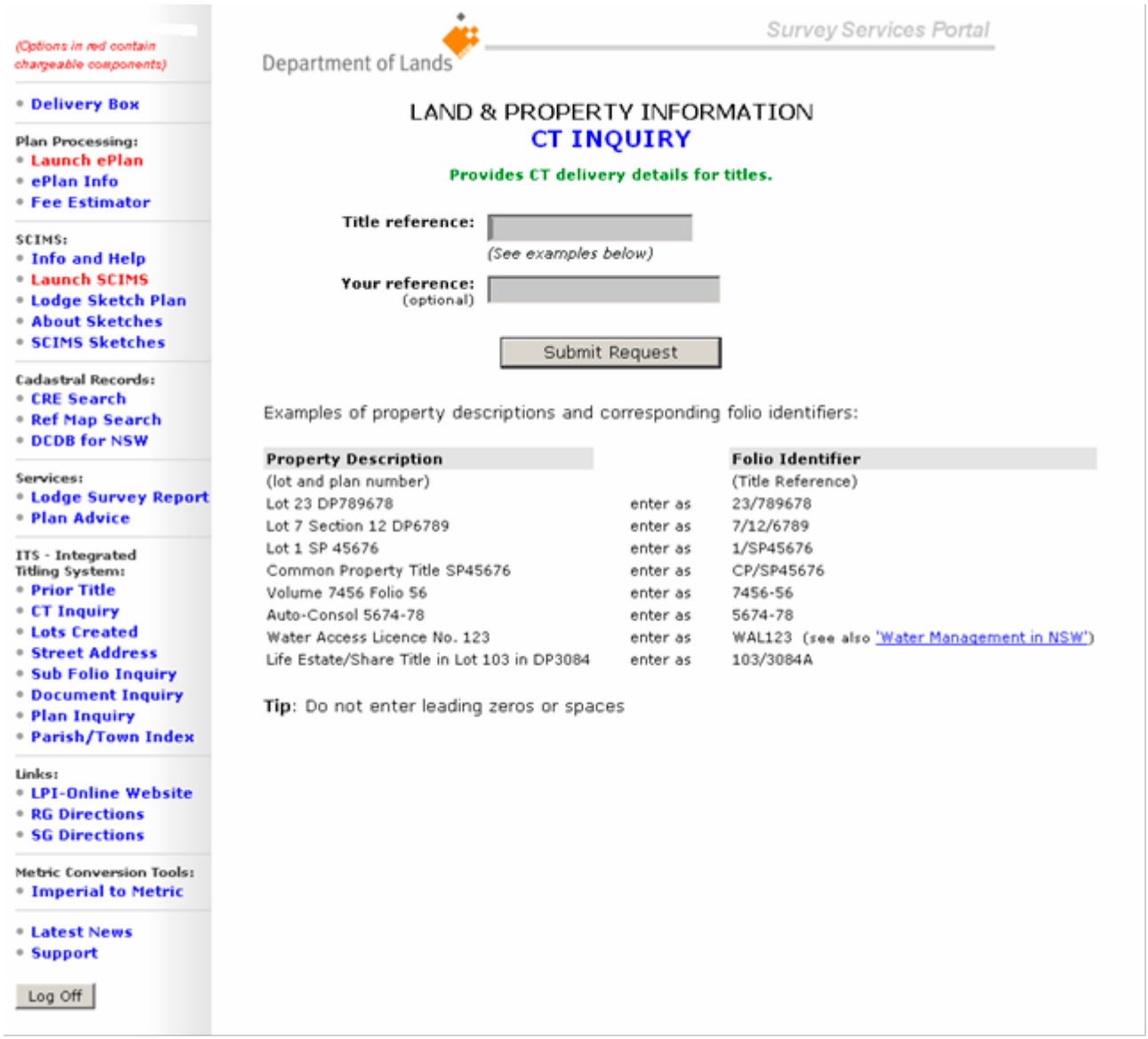

Fig 14. ITS CT Inquiry front page

Fig 15. ITS Lots Created Search front page

Fig 16. ITS Street Address Inquiry front page

Fig 17. ITS Sub Folio Inquiry front page

Pricing

Use of integrated titling system index searches attracts no charge.

4.14 Plan inquiry and document inquiry

Overview and use

The plan and document inquiries are online searches providing details relating to dealings such as deposited plans, strata plans, community plans, plus primary applications, conversion actions and Part IVa applications.

Fig 18. ITS Plan Inquiry front page

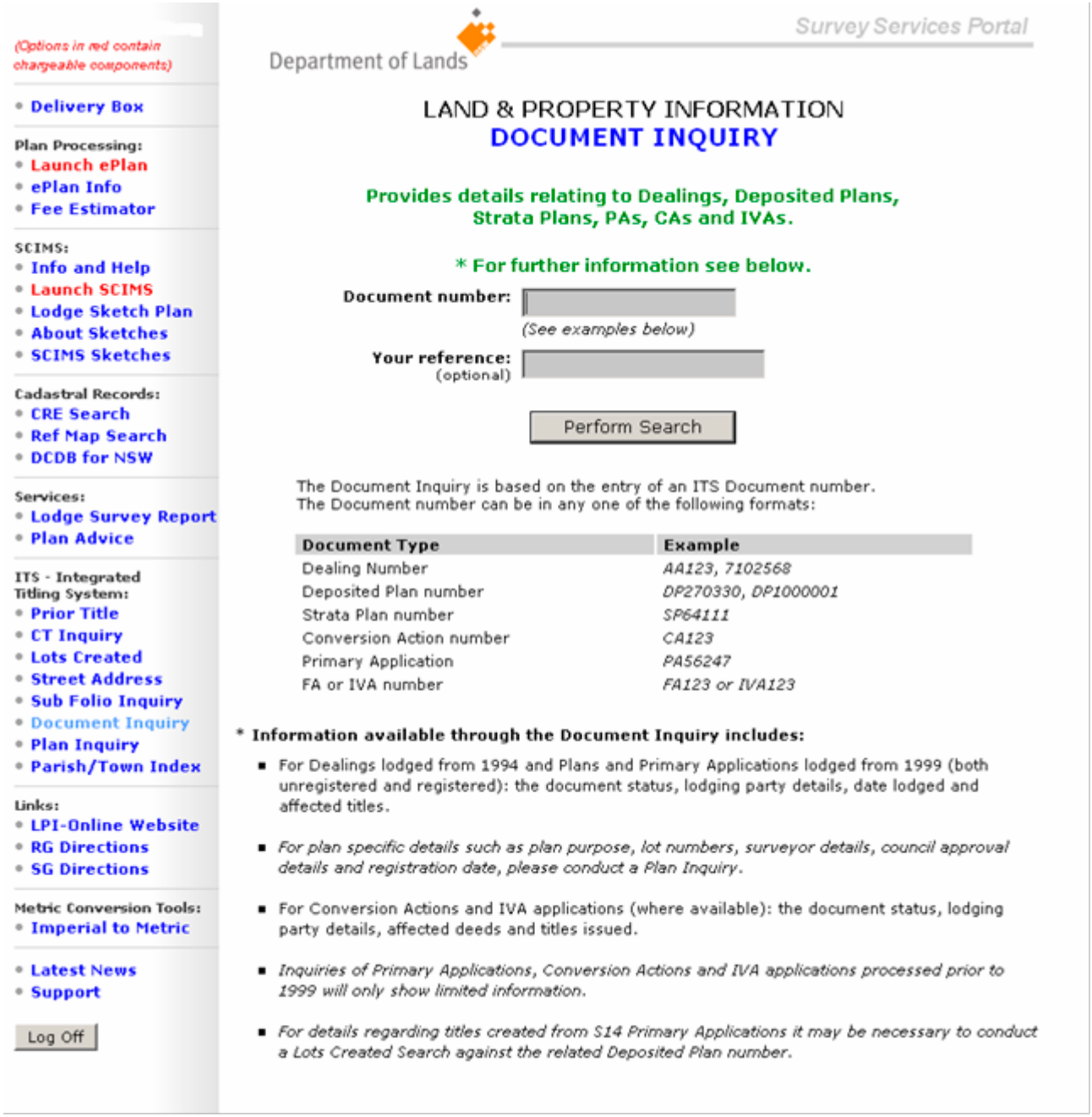

Fig 19. Document Inquiry front page

Pricing

Access to the plan inquiry and document inquiry service attracts no charge.

4.15 Reference resources

Overview and use

Lands reference information is available to SSP users as links through to the Registrar General's Directions, Surveyor General's Directions, LPI Circulars and bulletins, fact sheets and other reference material.

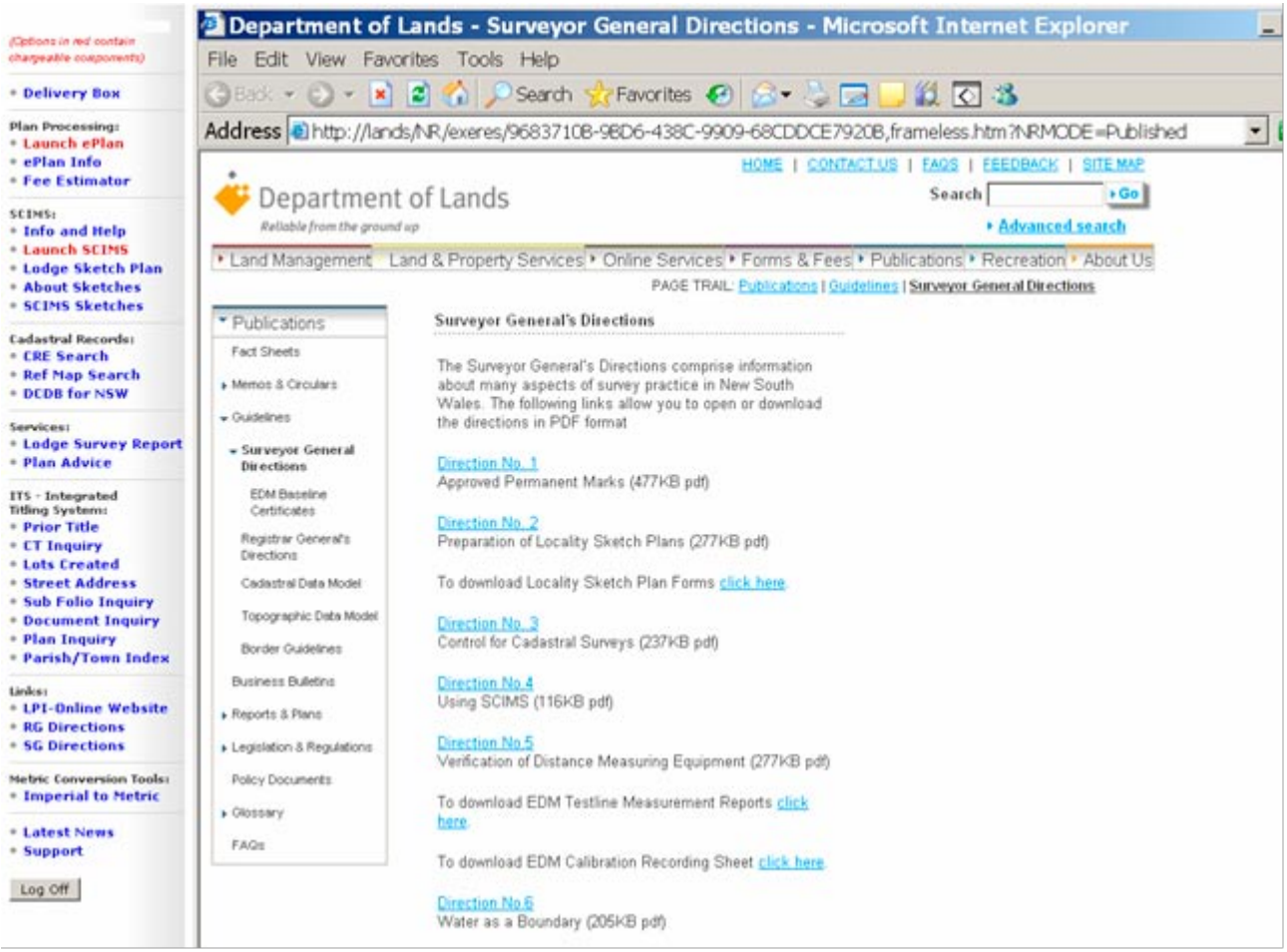

Fig 20. Surveyor General's Directions via Survey Services Portal Link front page

Pricing

Access to reference resources attracts no charge.

4.16 Cross reference lists – parish and town maps

Overview and use

Lands has issued deposited plan numbers to Parishes and Towns to facilitate the issue of computer folios. This service allows for the cross referencing of parish and town to deposited plan numbers and vice versa. To search and view the associated maps refer to *2.2.10 Charting and Reference Maps*.

Fig 21. Parish and Town Index front page

Pricing

Access to the cross reference lists - parish and town maps attracts no charge.

4.17 Metric conversion tools

Overview and use

The SSP provides tools used to facilitate conversion from imperial areas to metric equivalents.

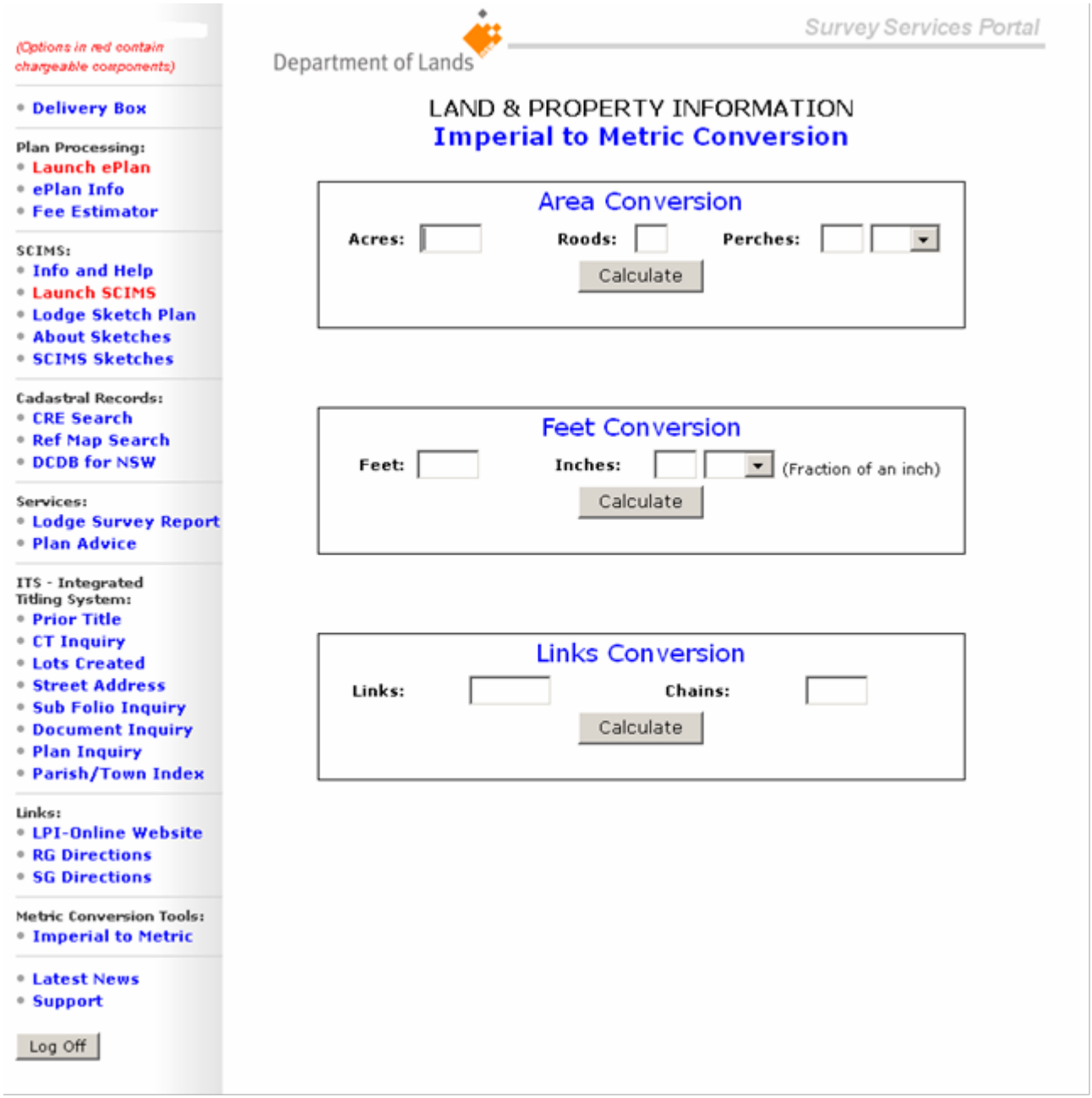

Fig 22. Imperial to Metric conversion tool front page

Pricing

Use of the metric conversion tools attracts no charge.

5. SSP support services

5.1 SSP support contacts

If reporting an error, please send to *General enquiries* and provide an exact duplicate of the error message. The image of any window can be captured by pressing the keyboard's ALT key combined with the Print screen key. This copies an image of the current window to the clip board which can then be pasted into a Word document and emailed.

Type of enquiry	Contact	Email	Phone
General enquiries	LPI Call Centre	feedback@lands.nsw.gov.au	(02) 9228 6713 or 13000 LANDS
Getting access and user administration	Neil Hindmarsh	ssp@lands.nsw.gov.au	(02) 9228 6848
ePlan enquiries	ePlan Coordinator	eplan@lands.nsw.gov.au	(02) 9228 6907
SCIMS enquiries	John Kelaher	scims@lands.nsw.gov.au	(02) 8258 7516
Finance enquiries	Account enquiries	account.inquiry@lands.nsw.gov.au	(02) 9228 6748 (Sydney customers) or (02) 6332 8321 (Bathurst customers)

5.2 Related support documents

For further information, SSP users are referred to the following fact sheets.

- New services portal for survey sector clients.
- Changes to lodgment services for ePlan users.

These are available via the Lands website, www.lands.nsw.gov.au.

5.3 Frequently asked questions

Questions	Answers
What is the SSP?	The Survey Services Portal (SSP) is an online delivery service that provides survey sector clients with quick, cost effective and reliable access to survey related products and services.
What's different about the SSP?	The SSP replaces multiple gateways to information and provides a single access portal to a comprehensive list of survey related information. When you log onto the SSP you will have consolidated access to information that you currently access as well as a number of other new services.
Do I have to pay for products and services on the SSP?	**Non chargeable services** Lodgment of survey reports Plan advice Fee estimator Lodgment of SCIMS sketches SCIMS locality sketch plan download About sketches Cadastral Records Enquiry Digital Cadastral Database for NSW Charting and reference maps Plan inquiry and document inquiry Reference resources Cross reference lists–parish and town maps Metric conversion tool Integrated titling system index searches **Chargeable services** ePlan Survey Control Information Management System
Is it compulsory to sign up to SSP?	Survey sector clients may already subscribe to SSP products and services via existing service providers such as Lands authorised information brokers and survey searchers. Lands is now offering clients the choice of subscribing to the SSP directly and/or combining with a service from an alternative provider. Although the SSP operates in a competitive environment, it does have limitations. Individual survey sector clients are best placed to determine the most appropriate service provision arrangement for them.
How much does it cost to sign up? What do I have to pay for?	Access to the SSP is provided free of charge to all approved users upon completion and return of the application form and terms and conditions. Please note that certain products or searches will attract a fee.
Can more than one staff member in my business have access to the SSP?	Yes, each user should apply by completing the *Customer account application* and *Terms and conditions* documents available via www.lands.nsw.gov.au.
What do I need to do to get connected?	1. Complete the *Customer account application* and *Terms and Conditions* documents available via www.lands.nsw.gov.au.

	2. Return the completed documents to Lands: Manager Electronic Services Land and Property Information PO Box 15 Sydney NSW 2001 3. Upon access approval, each individual user will be provided with an individual login to access the SSP.
How do I know which SSP products and services I can access?	Refer to *3.4 User profiles*.
How do I use the SSP?	Refer to the relevant sections within these guidelines.
I am unsure of my login details.	Check your SSP documentation from Lands. If you still can't find your login details email ssp@lands.nsw.gov.au.
I have been denied access to the SSP after	Request your login details to be reset by email to ssp@lands.nsw.gov.au. entering my login details incorrectly.
I am not sure of the functionality of a specific SSP product or service.	Refer to *2.2 Products and services and user instructions*.
How will the security measures affect me?	Due to privacy laws and increased security of the online environment we require each user to have individual user logins. Each user will be responsible for their login which cannot be shared between users. Logins will be required to be changed every 90 days.
I can't open my PDF files.	This is generally due to Adobe Acrobat failing to communicate with the browser correctly. 1. Instead of opening the PDF in the browser, right click on its link and select *Save Target As*. You can then open the file from your hard disk. 2. Get the latest copy of Acrobat reader from www.adobe.com if you need the PDF files to open in the browser.
I can't access the site and I see an error message in my browser.	A lot of errors are caused by the browser caching old pages. You can fix this by going to 'Tools' -> 'Internet Options' -> 'Delete Files…' in Internet Explorer. This will delete all the cached files in your browser. It will not delete any of your data. You can also try holding the SHIFT key while clicking on a link. This instructs the browser not to look at any old cached pages, but to retrieve the latest copy from the internet.
I am experiencing problems with accessing or using the SSP?	Refer to *5. Support in the SSP user guidelines* for relevant support contacts.
How do I report feedback on the SSP?	If reporting an error, please provide Lands with an exact duplicate of the error message. You can capture an image of any window by pressing the ALT key combined with the *Print Screen* key. *Print Screen* is normally found at the top of the keyboard next to the function keys. This copies an image of the current window to the clip board. These images can then be pasted into a word document and emailed to feedback@lands.nsw.gov.au. Other general feedback should also be reported to feedback@lands.nsw.gov.au.
Where do I find ePlan related frequently asked questions?	Refer to the FAQs within the ePlan page of the SSP.

Department of Lands
Head Office
1 Prince Albert Road
Queens Square
SYDNEY NSW 2000

T 13000 LANDS
61 2 9228 6666
F 61 2 9233 4357

www.lands.nsw.gov.au

© June 2006 NSW Department of Lands (S) P06/03/0006