

## **Maribyrnong eServices Portal Terms and Conditions**

### **What is Maribyrnong eServices portal?**

Maribyrnong eServices Portal is the City of Maribyrnong's online services portal which enables the community to make payments, make requests, register your pet and lodge planning applications.

Users (residents, non-residents and organisations) will register their details and sign-on with a username and password. Following a validation step, the users' existing accounts (Rates, Pet registration etc.) will be linked to their online profile.

### **Conditions for Registration, Access and Use of the Maribyrnong eServices Portal**

1. The User agrees to be bound by these conditions;
  - a. By applying for registration, accessing, or using the Maribyrnong eServices Portal, the user agrees;
    - i. To be bound by and to comply with these conditions and the City's [Privacy Policy](#)
    - ii. To use Maribyrnong eServices in a lawful, ethical and responsible manner and to follow any instructions provided by us for the use of Maribyrnong eServices Portal.
2. The User must ensure that they clearly understand and accept these conditions before proceeding to register for access or use of Maribyrnong eServices Portal.

### **How to register on Maribyrnong eServices Portal**

3. To register on Maribyrnong eServices Portal as an Authorised User, a person must:
  - a. Acknowledge that they have read and agree to be bound by these conditions;
  - b. Register their details at the Maribyrnong eServices Portal and;
    - i. provide all details required;
    - ii. provide only accurate, current and complete information; and
    - iii. select and use a unique username and password to enable personalised and secure interactions on Maribyrnong eServices Portal.
  - c. When an organisation which is an Authorised User requires more than one person to access Maribyrnong eServices Portal, each person must register as an Authorised User and have their own unique username and password.
  - d. The Maribyrnong City Council reserves the right to refuse any application for registration on Maribyrnong eServices Portal at its full discretion without having to give reasons for that refusal.

### **The responsibilities of an Authorised User**

4. An Authorised User must:
  - a. Keep their username and password secure and protected;
  - b. Change their password on a regular basis in order to maintain password security;
  - c. Notify the Maribyrnong City Council using the "Contact Us" link or call us on 03 9688 0200 if they become aware of the loss, theft or unauthorised use of their username or password or they suspect a breach of the security of their information.
  - d. An Authorised User is responsible for all activities and transactions that occur under the User's password and account.

### **What an Authorised User must not do**

5. An Authorised User must not;
  - a. Create more than one user account on Maribyrnong eServices Portal
  - b. Share the User's user account or disclose the User's username or password
6. The City accepts no liability for;
  - a. The use of, or the non-availability or inability to use the Maribyrnong eServices Portal or any of the functions on the Maribyrnong eServices Portal
  - b. Any inability to perform or complete an instruction or transaction by a particular time or at all;

- c. Any transmission malfunction that results due to technical or software (including virus) problems on the user's device;
- d. Unauthorised access to, or alteration of, a User's transmissions or data.

### **Contact details**

In person: Council Offices, Corner Hyde and Napier Streets, Footscray  
By telephone: 03 9688 0200  
By email: [email@maribyrnong.vic.gov.au](mailto:email@maribyrnong.vic.gov.au)  
By post: PO Box 58, Footscray VIC 3011