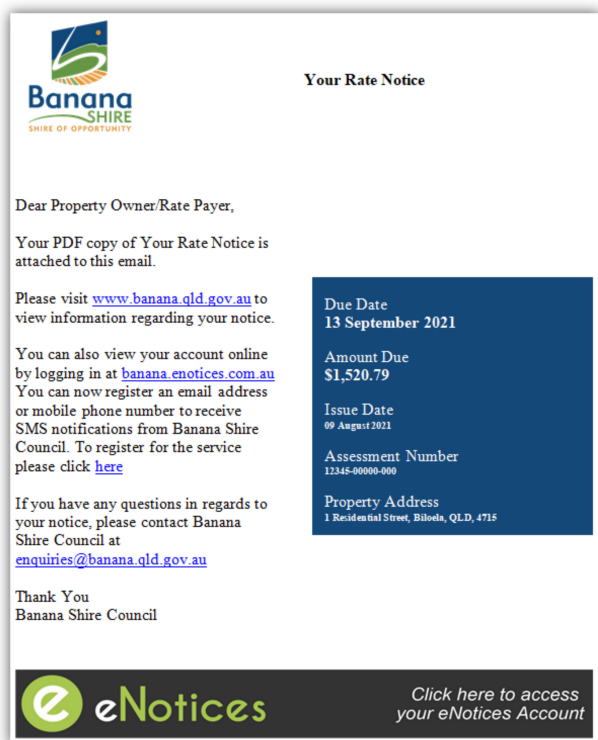# eNotices
Frequently Asked Questions

Council can now send rate notice/s direct to your inbox with eNotices. Having an eNotices account allows you to:

- easily download, save and/or print notice copies at any time
- have your rate notice/s sent to multiple email addresses
- self-manage all your properties
- receive your notice faster than standard mail
- change the delivery method at any time (add additional emails, revert to post)

Your Rate Notice

Banana SHIRE
SHIRE OF OPPORTUNITY

Your Rate Notice

Dear Property Owner/Rate Payer,

Your PDF copy of Your Rate Notice is attached to this email.

Please visit www.banana.qld.gov.au to view information regarding your notice.

You can also view your account online by logging in at banana.enotices.com.au You can now register an email address or mobile phone number to receive SMS notifications from Banana Shire Council. To register for the service please click here

If you have any questions in regards to your notice, please contact Banana Shire Council at enquiries@banana.qld.gov.au

Thank You
Banana Shire Council

Due Date
13 September 2021

Amount Due
$1,520.79

Issue Date
09 August 2021

Assessment Number
12345-00000-000

Property Address
1 Residential Street, Biloela, QLD, 4715

e eNotices — *Click here to access your eNotices Account*

How do I register for eNotices?
Step 1
Visit: banana.enotices.com.au/login
Step 2
Enter your email address and eNotices reference number as shown on your rate notice.
Step 3
Check your email inbox and click on the validation link.

Step 4
Select a password and mobile number.

That's it! You will now receive your rate notice/s in your email inbox and can login to view them at any time.

What do I do if I don't receive my validation link when registering for eNotices?
Please check the junk folder in your email account. If you need further assistance please call Council's Rates Section on (07) 4992 9500.

I'm having trouble registering, I keep getting an error message: "Error! The eNotices reference number is invalid".
The eNotices reference number is unique to your notice, and is located in the top right hand corner of your notice. It's easy to locate with the eNotices 'e' symbol.

The reference number displayed here will need to be entered in order to register for electronic delivery of that notice. If you are still having problems utilising your eNotices reference number, please call Council's Rates Section on (07) 4992 9500 or email enquiries@banana.qld.gov.au

What if there are multiple property owners?
If there are multiple owners or entities associated with the registered information, you agree that you are the person accepting these conditions on behalf of all owners or entities.

You can only utilise one email address to register. Once you have registered you can enter additional email addresses within your details so that each property owner may receive a copy of the rate notice/s.

Banana SHIRE
SHIRE OF OPPORTUNITY

If I have registered to receive more than one notice, how many emails will I receive?

You will receive an email for each registered property. ie. one property, one email, one attachment.

How do I register to receive electronic accounts for multiple properties?

If you have additional property records with the identical owner name and postal address, these properties will automatically be added to your account.

If you have additional property records with a different owner name or postal address, you can add this property to your account by going to your profile page.

To action this, login to eNotices and click the profile tab in the top right corner of the dashboard page. Under the 'Accounts' tab, you will see a list of accounts that are active. Locate the eNotices Reference Number from the notice of the property you would like to add to your account and enter this in the 'Input eNotices Reference Number' bar.

If you have any issues, please call (07) 4992 9500 or email us at enquiries@banana.qld.gov.au to request notices be added to your account.

I've signed up for eNotices but haven't received my rate notice/s.

Unfortunately, some email accounts will send emails with attachments to your junk/spam folder. Please check your junk folder in your email account and mark the sender as safe to receive further notices to your inbox. If you still do not appear to have received your notice, please contact us on (07) 4992 9500.

What happens if my rate notice/s bounces back to Banana Shire Council?

If the notice bounces back, a hard copy will be mailed to the last known postal address listed on our records. The due date will remain as the due date listed on the notice.

What do I do if I change my email address?

Login to your eNotices account using your existing login details and update your email address.

What is the average size of the email I'll receive with my rate notice attached?

On average, the size of the email will be approximately 700KB.

If I change my postal address, do I need to notify Council?

Yes. Council will still email your notice/s if registered for eNotices, however, in the case of your email bouncing back to Council, a hard copy will then be posted out to the last known postal address on our records.

Can I change my delivery method?

Yes, you can do this via your eNotices account. Click on 'Update my Details' from the dashboard and click on 'Notices'; use the drop down and select 'email' or 'post'.

Note - selecting 'post', Council will deliver the rate notice to the current postal address on file. Please contact Council if you need to check your postal address on file.

I forgot my password, what do I do?

Your password can be reset by using the 'Forgot your password' function on the login page at banana.enotices.com.au/login

I am a new property owner, what do I do to register?

You will need to wait until you receive your first rate notice to receive your unique registration number to be able to register. Look for the green 'e' symbol.