

CITY OF PLAYFORD USING PLAYFORD ONLINE SERVICES – FAQ's



ACCOUNT REGISTRATION

I am a City of Playford ratepayer. How do I register for a new Playford Online Services account?

Register now by visiting Playford Online Services, selecting 'Ratepayer Registration' and entering the details found on your rates notice:

- Registration Name – please enter your full name, including any middle names
- Username ID – enter the numbers with no spaces

You will also need to enter your preferred username, a current email address and a password.

Register Now!*

Registration Name: Jane Mary Ann Smith

Username/ID: 11112222

*Please contact us to receive additional property owner registration details

I am not a City of Playford ratepayer. How do I register for a new Playford Online Services account?

Register now by visiting Playford Online Services, selecting 'Register' and following the steps to set up your account.

NB: it may take up to 24 hours for your account to be activated.

I am a joint property owner. Why are my registration details not available on my rates notice?

Unfortunately, space is limited and we can only provide one login per account on the rates notice.

If you wish to receive additional registration details please contact us via webchat via our website playford.sa.gov.au, email us at playford@playford.sa.gov.au or phone 8256 0333 during business hours.

Registration details can only be provided for current registered property owners.

I filled out an online registration form, why can't I log in?

If you completed one of our online registration forms, a Council staff member will need to activate your registration.

Unless you registered over the weekend, you should receive an email within the same day letting you know that your account is now active.

If I own multiple properties do I have to have a different account for each property?

No, simply register using your Username ID and all of your property details will be visible in your Playford Online Services account.

If you are not able to locate a property you currently own, please contact us via webchat via our website playford.sa.gov.au, email us at playford@playford.sa.gov.au or phone 8256 0333 during business hours.

LOGGING IN TO YOUR ACCOUNT

How do I log in to my Playford Online Services account?

Log in now by visiting Playford Online Services and selecting 'Sign In'.

I have forgotten my username. How can I find out what it is?

If you have forgotten your username, contact Council via webchat via our website playford.sa.gov.au, email us at playford@playford.sa.gov.au or phone 8256 0333 during business hours and we can provide your username.

Alternatively, your username can be found on page 2 of any Rate Notice printed after January 2020.

I have forgotten my password. How can I find out what it is?

If you have forgotten your password, it is best to reset it by visiting Playford Online Services, selecting 'Sign In' and then selecting 'Forgot Password'.

You will be asked to enter details associated with your account, so be sure to enter your full name, user name and email address details you used when you first registered.

A new temporary password will be sent to your registered email address from City of Playford Online Administrator. Once signed in, you are able to select 'Change Password' to update your password to be more relevant to you.