Secure Upload Portal Information Sheet

The Secure Upload Portal (SUP) is available to customers and lodging parties to allow requisitions to be satisfied without having to attend our Lodgment Office.

How does the Secure Upload Portal work?

NSW Land Registry Services (NSW LRS) will email requisitions to lodging parties where appropriate. In the body of the email you will receive a unique link to a secure portal and information outlining the documents required to satisfy the requisition. Click on the 'Upload file' button to access the portal. Once in the portal, you can upload files to NSW LRS using the guide on page 3 of this information sheet.

What steps must you take to ensure the documents are correctly received via the Secure Upload Portal?

It is important to follow the below steps to ensure the documents can be correctly received and processed by NSW LRS.

1. A separate file is required for each dealing/instrument within the case.

2. The file name must include the dealing number to which the document directly relates rather than the overall case number. For example, AQ12345_Stat Dec, AQ12345_Substitute Dealing. Please note, failure to do so may result in the rejection of your submission and NSW LRS will not be able to notify you.

3. Each document must be a maximum of 20 MB. Avoid including colour in the attachments as it will increase the file size and may result in a failed submission to NSW LRS.

4. Only PDF files can be accepted. PDF files must not be interactive or password protected. All changes to the file must be made permanently and the file flattened.

5. Please ensure your file is not corrupted or encrypted before uploading to the SUP. You can check the security features to ensure the following permissions are <u>not</u> selected or defaulted to:
   - *No high-quality print*
   - *No assemble*
   - *No edit forms*
   - *No Annotate*
   - *No copy*
   - *No edit*

6. Photographed documents are not acceptable. All submitted documents must be scanned with all text legible.

7. When relodging paper dealing forms, please relodge the form in its entirety and include the Lodgment Rules Exception Form (where required).

8. Where an electronic dealing requires a minor alteration, please ensure the version provided by NSW LRS in the requisition email is updated and resubmitted.

9. Only the dealing(s) which are amended need to be submitted to NSW LRS.

10. New dealings must be lodged through an Electronic Lodgment Network Operator (ELNO). New dealings and copies of WAL Certificates cannot be accepted through this portal.

11. You must not try and use the provided link to satisfy requisitions for any unrelated dealings or try and lodge any other dealing using this channel. Any unrelated attachments or dealings will be disregarded.

Who can use the Secure Upload Portal?

SUP is available for all lodging parties who have been requisitioned by NSW LRS for land or water dealings. SUP is not available to surveyors who should instead use LRS Connect https://connect.nswlrs.com.au/. For those surveyors who don't have access to LRS Connect, information on how to sign up for LRS Connect is located here.

Can we access the Secure Upload Portal to view or retrieve the requisitions?

Customers will receive the requisition via the email address provided at the time of lodgment. SUP is only used for uploading files securely to NSW LRS and not for viewing or retrieving requisitions.

Is there a size limit and format on the documents I send through to satisfy the requisition?

Each file being uploaded should be kept to less than 20 MB in size. The only acceptable file format is PDF.

Will I be notified once NSW LRS has received my submission through the Secure Upload Portal?

Once a document has been successfully uploaded through the SUP, an NSW LRS Officer will view the submitted documents(s) and will determine the associated case to be linked to the document(s). A notification will be sent to the email address associated with the original dealing. Please note it may take up to 7 business days for submitted documents to be viewed by NSW LRS and referred to the relevant Examination Officer.

If NSW LRS is not able to determine the associated case, the documents received via the SUP will be rejected and the system will not be able to notify you. If you don't receive a notification within 7 business days, please re-submit your documents ensuring you have followed the below instructions.
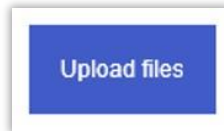
Customer enquiries

Getting in touch with NSW LRS is easy. Call us on (02) 8776 3575, contact us online or visit www.nswlrs.com.au.

Upload Guide

Step 1: Access the requisition email received from dealing.requisitions@nswlrs.com.au

Step 2: Click on the blue 'Upload files' button. This button will take you to the Kiteworks page where you can upload the documents.

Step 3: Once you click on the 'Upload' button, a message confirms that the documents have been successfully uploaded. Once seen, you may exit the page.