# Secure Upload Portal Information Sheet

From 11 May 2020, a Secure Upload Portal will be available to customers and lodging parties. This will allow requisitions to be satisfied without having to attend our Lodgment Office.

### Who can use the Secure Upload Portal?

This solution is intended for use by those customers and lodging parties who currently attend our Lodgment Office to satisfy a requisition. It will be available to customers and lodging parties who have provided us with their email contact details.

The solution will not be available to surveyors who should instead use ePlan through the NSW LRS Online Portal to satisfy requisitions. For those surveyors who don’t have access to ePlan, information on how to sign up for ePlan is located [here](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nswlrs.com.au%2FAbout-ePlan&data=02%7C01%7CNicole.Graham%40nswlrs.com.au%7C6fd47e4274f24c4d19f008d7eff9565d%7Ccb45d2eca2254b44a7832ab81b073615%7C0%7C0%7C637241726481770391&sdata=XiextoOoFtwnmEwVbF9Jsp%2Fxn0joGcck1rzEpVK00XI%3D&reserved=0).

### How does the Secure Upload Portal work?

As part of the requisition process, we will send you by email a unique link to a secure portal and information outlining the documents required to satisfy the requisition. The necessary documents can then be uploaded through the secure portal to satisfy the requisition.

### Can I still attend the NSW LRS Lodgment Office to satisfy a requisition if I want to?

In line with the updated health advice released by NSW Health, from Monday 12 July 2021 customers may only attend our Lodgment Office by appointment for transactions which cannot be performed through our online platforms. The Secure Upload Portal is the channel to be used to submit the supporting documents required to satisfy a requisition

Any changes to our Lodgment Office availability will be notified on the [COVID-19 Updates](https://www.nswlrs.com.au/About/About/Announcements/76) section of our website.

### If you do not have copies of the documents lodged to make the required amendments for satisfaction of requisitions, please provide further detail on what documents are required for uplift and the nature of the urgency for each case to [LOsupport@nswlrs.com.au](mailto:LOsupport@nswlrs.com.au).

### How can I access the secure portal for the Secure Upload Portal?

If you have provided us with your email contact details, you will receive by email a unique link to a secure portal and information outlining the documents required to satisfy the requisition. To access the secure portal, the link in the requisition should be copied into an internet browser. Once in the portal, you can upload files to NSW LRS using the upload feature.

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.

### 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. The upload portal 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.

### How will the requisition process work?

1. Along with the regular requisitions, an extra item called “requisitions satisfied by Secure Upload Portal” will be sent by NSW LRS.
2. The requisition will be emailed as per the usual process.
3. The extra item will contain a unique link to the portal where you may attach the necessary documents in order to satisfy the requisitions presented.
4. You may still choose to present the documents required to satisfy the requisition at the LRS Lodgment Office using our ‘drop and go’ service. Any changes to our Lodgment Office availability will be notified on the [COVID-19 Updates](https://www.nswlrs.com.au/About/About/Announcements/76) section of our website.
5. If you would like to use the COVID-19 Secure Upload Portal, then when the unique URL is opened you will be able to upload the documents necessary to satisfy the requisitions.
6. Once the document has been uploaded, you will a message will be displayed to advise that the upload was successful after which the submitted attachments will be viewed and processed in due course by NSW LRS.

### 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 Secure Upload Portal, 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 5 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 Secure Upload Portal will be rejected and the system will not be able to notify you. If you don’t receive a notification within 5 business days, please re-submit your documents ensuring you have followed the below instructions.

### 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. Upload a separate file for each dealing or requisition item when responding to multiple requisitions for a case.
2. Include the dealing number to which the document directly relates to when naming the file. Where possible add descriptions in the file name. For example, AQ12345\_Stat Dec, AQ12345\_Substitute Dealing, AQ12346\_Conveyancing Rules Exemption Form. This will allow NSW LRS to link your submission to the associated document and refer to the Examination Officer. 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. Photographed documents are not acceptable. All submitted documents must be scanned with the texts legible.
5. Please ensure your file is not corrupted or encrypted before uploading to the Secure Upload Portal. You can check the security features to ensure the following permissions are not selected or defaulted to:
   * *No high-quality print*
   * *No assemble*
   * *No edit forms*
   * *No Annotate*
   * *No copy*
   * *No edit*
6. 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.

## Customer enquiries

Getting in touch with NSW Land Registry Services is easy. Call us on (02) 8776 3575. [Contact us online](https://nswlrs.com.au/Contact-Us) or visit www.nswlrs.com.au