

## Information Sheet

### COVID-19 Requisition Secure Upload Portal

The NSW Government and NSW Land Registry Services (NSW LRS) are working together to ensure the safety of the people of New South Wales during the evolving COVID-19 situation. From 11 May 2020, to assist customers who are unable to attend the NSW LRS Lodgment Office, a temporary COVID-19 Requisition 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 COVID-19 Requisition 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](#).

#### How does the COVID-19 Requisition 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?

Yes, our Lodgment Office remains open where we continue to operate a 'drop and go' document service. The COVID-19 Requisition Secure Upload Portal provides a further alternate method through which to lodge the documents required to satisfy a requisition.

Any changes to our Lodgment Office availability will be notified on the [COVID-19 Updates](#) section of our website.

NSW LRS reminds all customers and lodging parties who attend our Lodgment Office to please not dwell in the office once your documents have been dropped off.

#### How can I access the secure portal for the COVID-19 Requisition 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 particular 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 COVID-19 Requisition Secure Upload Portal to view or retrieve the requisitions?**

Customers will receive the requisition exactly the same way they do now, via email to the lodging party. The temporary method will not change the way a requisition is received. 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 format accepted 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](#) 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 uploaded you will receive notification that the upload was successful after which the examination officer can now re-examine the dealing with the evidence provided.

### **What steps must you take to ensure the documents are correctly received via the COVID-19 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. You must ensure the copy of the requisition email sent is attached as a cover sheet to the documents being attached. This will help the NSW LRS examiner identify what dealing the documents relate to.
2. The documents being attached must be in PDF format.
3. Each document must be a maximum of 20 MB.
4. 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.

### **Contact us**

For further questions about the COVID-19 Requisition Secure Upload Portal, please email the NSW LRS eConveyancing team at: [eConveyancingNSW@nswlrs.com.au](mailto:eConveyancingNSW@nswlrs.com.au)