

# » interacting with the community portal



## helpful tips when using Council's community portal

When using Council's Community Portal to order online certificates or pay your rates there are a few things to consider.

### » Web browser requirements

Council supports two web browsers, **Google Chrome** and **Microsoft Edge\***. If you are using any other web browser, we cannot guarantee a trouble-free interaction.

If you are using Google Chrome or Microsoft Edge and are still having issues, please try clearing your browser 'cache'. This can be completed in the web browser settings under privacy. If you continue to have issues, please take a screen shot and send it to [council@ballina.nsw.gov.au](mailto:council@ballina.nsw.gov.au) and include your web browser version.

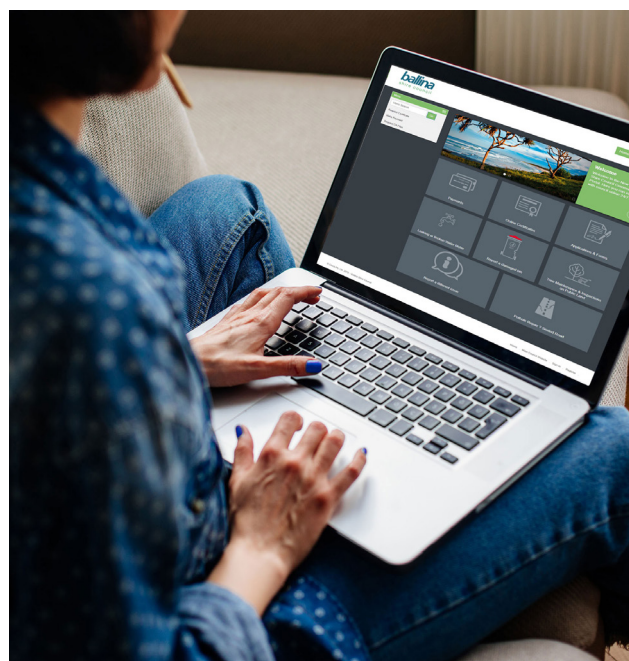
\* We do not support other web browsers due to known security issues.

### » Your location

Due to Council's cyber security management strategy, Council only accepts payments from these countries:

- Australia
- Italy
- Netherlands
- New Zealand
- Philippines
- Singapore
- United Kingdom
- United States

If you are wanting to pay from another country, or your credit card was issued in another country, please contact Council at [council@ballina.nsw.gov.au](mailto:council@ballina.nsw.gov.au).



### » When to contact your bank

If you have followed these requirements and have made it to the credit card details entry page (BPoint), you will need to contact the bank as you have now left Council's website and are communicating directly with the bank.

If you continue to receive error messages, please take a screen shot of the error message and email it, along with your web browser details and country of payment, to [council@ballina.nsw.gov.au](mailto:council@ballina.nsw.gov.au).

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» If you have any questions or concerns please contact:

Ballina Shire Council, ph 1300 864 444  
email: [council@ballina.nsw.gov.au](mailto:council@ballina.nsw.gov.au)  
[ballina.nsw.gov.au/communityportal](http://ballina.nsw.gov.au/communityportal)

