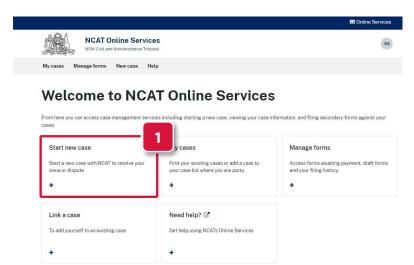


How To: Start a New Case

Quick Reference Guide

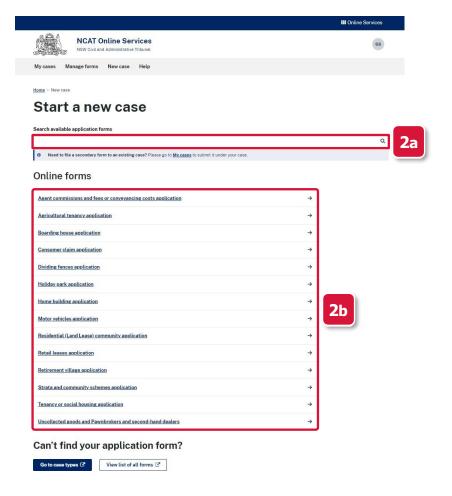
Start New Case

1. From the dashboard, select Start new case



2. Either:

- a. Search for a form
- b. Select a form



Start New Case (cont')

NOTE: In this example we will select **Tenancy or social housing application.** The steps are similar for all types of forms

3. Click Start Application



Add Application Details

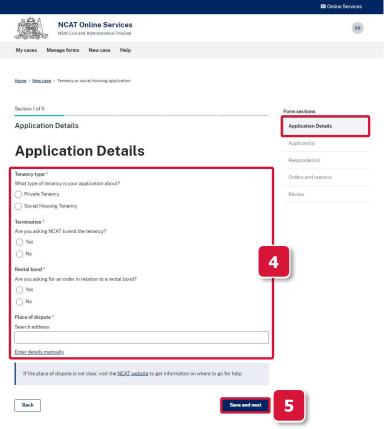
Application Details

4. Complete the fields as required

IMPORTANT:

- Fields marked with a red * are required
- Additional fields may be displayed depending on the answers selected

5. Click Save and next

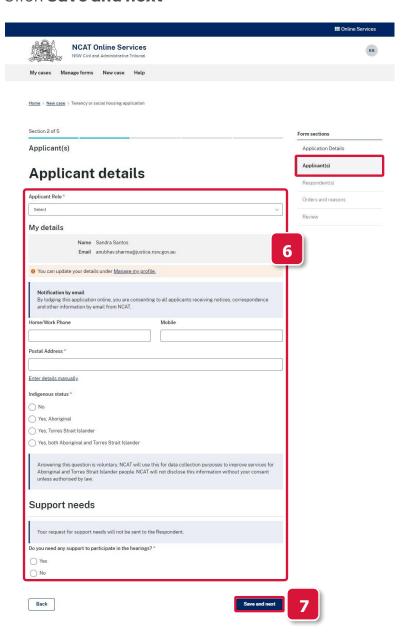




Add Applicant Details

Applicant Details

- 6. Complete the fields as required
- 7. Click Save and next



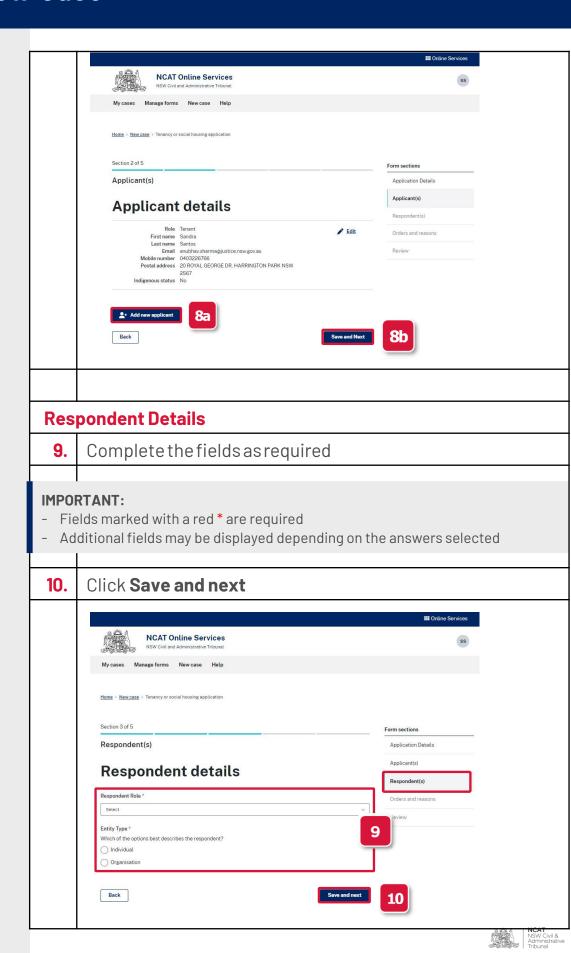
8. Either:

- a. To add another applicant, click Add new applicant
- b. To continue, go to next step



Add Applicant Details (cont')

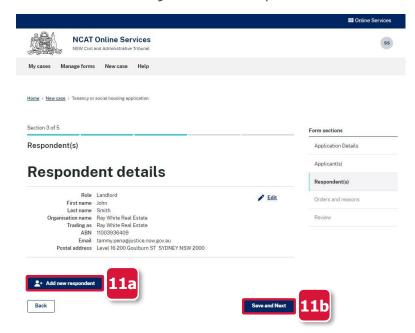
Add Respondent Details



Add Respondent Details (cont')

11. Either:

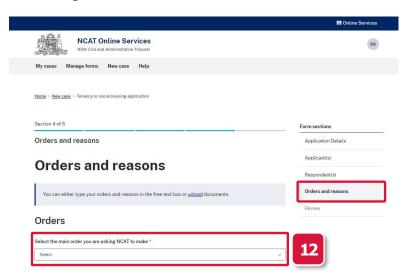
a. To add another applicant, click **Add new respondent** b. To continue, go to next step



Add Orders and Reasons

Orders and reasons

12. Select a value from the Select the main order you are asking NCAT to make field

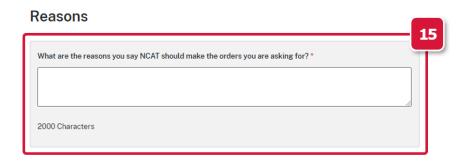




Add Orders and Reasons (cont') 13. Complete the What orders are you asking NCAT to make? field



- 14. Scroll down to the Reasons section
- 15. Complete the reason field



Add Orders and Reasons (cont')

16. Click Save and next

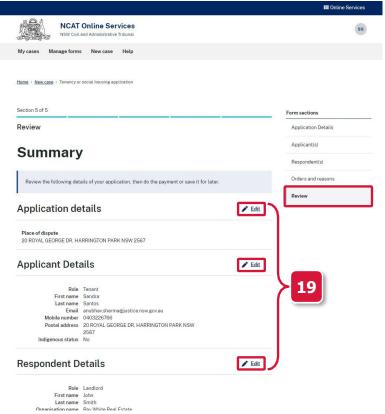
Reasons

hat are the reasor	s you say NCAT should	d make the orders yo	u are asking for? *	
See attached				1

Submit Application

Summary

- 17. The **Summary** page displays
- 18. Review the information
- 19. Select the Edit links to make any updates



Submit Application (cont')

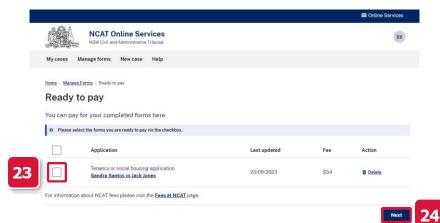
- 20. Scroll down to the Acknowledgement section
- 21. Select the checkboxes
- 22. Click Submit



Pay for Application

Ready to pay

- 23. Select the checkbox for the form to pay
- 24. Click Next



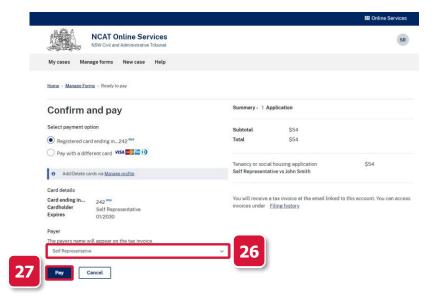
25. Select the card to pay with



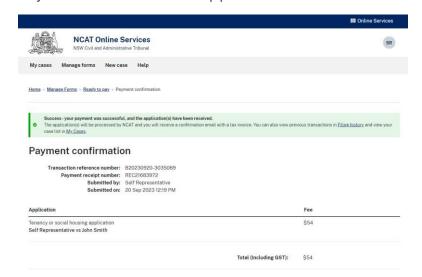


Pay for Application (cont')

- 26. Select the payer name to appear on the tax invoice
- 27. Click Pay



28. Payment confirmation appears



29. An email confirmation with a copy of the invoice and the application is sent

