

# Step by step guide to set up myAUCKLAND and track your reported problems

## Please use Google Chrome as your browser

This guide will step you through how to set up a myAUCKLAND account and track problems you have reported using the online form. Go to the myAUCKLAND login on the home page of the Auckland council website.



The first time you use myAUCKLAND you will be asked to create an account. Select the option that you prefer.

For Auckland Council and Panuku staff please select the Auckland Council option.

Enter your details and a password to register your account. You will need to use this login each time you use myAUCKLAND.



## Create new account option

## Create new account

Sign up to Auckland Council's online services

Create a new account with Auckland Council



Create new account with



What's RealMe?

\* First name:

\* Last name:

\* Email Address:

+ Why do we need this?

\* Create password:

\* Confirm password:

You will receive a confirmation email and you are ready to go.



## Create new account

Sign up to Auckland Council's online services

New account registration successful



A confirmation email will be sent to you. Can't find it? Check your spam folder as it may have been mistakenly redirected. Waited 10mins and still can't see it? Call Auckland Council customer service on 09 928 0933

Continue

When you login, you will be taken to myAUCKLAND home page when you can navigate to the problems you have reported.

## myAUCKLAND

View and manage your online interactions with us

### Upcoming account activity

You currently have no upcoming payments or transactions

### My property rates

View, manage and pay your rates.

[Go to my property rates](#)

### My reported problems

View, manage and track your reported problems with us.

You have 25 reported problems that are open

[Go to my reported problems](#)

From here you can navigate to a page that lists all your reported problems and you can track and trace the progress of each of the problems individually

[Back to myAUCKLAND Home](#)

## My reported problems

Aku raruraru kua rīpoatahia

You can view details, add reported problems and filter to make them easier to manage.

This service is only for problems reported for maintenance of our facilities, venues, parks, reserves or beaches.

You will be able to add problems relating to other services in the future.

[+ Show filters](#)

### All open problems

Lights, light switches, power points, switchboard, or electrical cabling damaged or not working

[Actions](#)

Cameron Pool & Leisure Centre - Main Indoor Pool

Date raised: Thursday 17 October 2019

Reference number: 8110211829

● In Progress - Thank you for letting us know about the problem. Work will begin soon.

You can also Add a reported problem to myAUCKLAND if you have a reference number from another problem and would like to follow the progress of that as well.

You can also report another problem.

Navigate to the end of the problems you have reported and follow the link.

You can also report problems from here and your details will be pre-populated into the online form and the job will be automatically added to your list of problems

## Add a reported problem

Use a reference number to add a reported problem to your account.

[+ Add a reported problem](#)

## Report a problem

[Report a problem at our facilities, parks, reserves or beaches](#)

[Back to My reported problems](#)

## Add a reported problem to your account

Tāpirihia he raruraru kua rīpoatahia ki tō puka

Enter your reference number

I have read and accepted the [terms and conditions](#)

[Next](#)

### Where to find your reference number

You can find the reference number in the confirmation email or text/sms messages we sent out when you reported the problem.

[09 301 01 01](#)