SAILIS

South Australian Integrated Land Information System

Frequently Asked Questions

Below are some Frequently Asked Questions regarding the South Australian Integrated Land Information System (SAILIS):

General Enquiries

What is SAILIS?

The South Australian Integrated Land Information System (SAILIS) provides access to a range of information products for account and public users.

How do I login to SAILIS?

SAILIS offers Guest User and Account Holder access through www.sailis.lssa.com.au

Members of the public can enter SAILIS as a Guest User by clicking on the "Continue as Guest" link on the SAILIS Login Page.

Account Customers are typically:

- Conveyancers
- Financial Institutions
- Property Developers
- Real Estate Agents
- Solicitors
- Surveyors
- Valuers
- Local and State Government

Account Customers are assigned a UserID and Password that they can use to login to SAILIS. To apply for a SAILIS Account click here.

What are some of the features of SAILIS?

- Active hyperlinks
- Intuitive Address Searching
- Integrated with the South Australian Property and Planning Atlas (SAPPA) for spatial searching
- Information products delivered on screen & ability to download as a PDF

Account Customers will also benefit from the following features:

- Online payment of invoices and the option to request an invoice on demand
- Integrated with Digital Plan Lodgement (DPL)
- 72 hour product reordering
- New and enhanced products such as the Register Search Plus and Priority Notices
- 3 hour inactivity time out
- Electronic delivery of invoices, lodgement receipts and other notices*

*NOTE: Monthly invoices are sent to the primary email address associated with the organisation. Lodgement notifications and Confirmation of Registration notices are sent to the email address linked to the Agent Code.

Do I need any special software to use SAILIS?

Yes, as images will be in delivered in PDF Format so you will need to have Adobe PDF Viewer installed.

SAILIS is recommended for the following browsers:

- Microsoft Edge
- Google Chrome
- Firefox
- Safari

Is the South Australian Property and Planning Atlas (SAPPA) integrated with SAILIS?

Yes, the South Australian Property and Planning Atlas is integrated with SAILIS, allowing Account Customers and Guest User to search for property information spatially.

As an Account Customer, you will need to be logged into to SAILIS prior to accessing SAPPA should you wish to access land information products.

Account Management - Accounts, Users, Administrators

Are there any restrictions on the number of Users or Account Administrators that can be assigned to an Account?

No, there are no limits on the number of Users or Account Administrators linked to an Account.

We encourage organisations to have multiple Account Administrators as a back-up in the situation of absences.

How does my organisation nominate an additional Account Administrator or remove an existing Account Administrator?

Account Administrators are nominated at the time of creating a SAILIS account.

Any requests to alter Account Administrators attached to an established Account, must be submitted in writing by an existing administrator or the primary account contact, to Land Services SA at CustomerSupport@landservices.com.au. The written request must be sent from a company email address, with formal company signature block.

What do I do if my Account Administrator is away?

Land Services SA encourages Account Customers to nominate more than one Account Administrator to avoid undue delays to your Account users.

Should no Account Administrator be available, any requests for account changes must be submitted in writing by either the primary account contact, a Manager, or Director to Land Services SA at CustomerSupport@landservices.com.au. The written request must be sent from a company email address, with formal company signature block.

I have forgotten my Password

Click the “Forgot Your Password?” hyperlink on the SAILIS login page. Users will be prompted with a Challenge Question and Answer and if answered successfully will receive a system email containing a temporary password, restoring access to SAILIS.

How often do I need to reset my password?

SAILIS passwords expire every 80 days and cannot be reused.

Passwords must be between 12 and 30 characters and contain three of the following four characteristics:

- upper case character (A-Z)
- lower case character (a-z)
- numeric value (0-9)

I have locked my SAILIS Account

A User's account will be locked after three failed attempts to log into SAILIS.

Account Administrators have additional privileges in SAILIS to unlock accounts and reset User passwords on behalf of the organisation.

How do I become an Account Customer?

Account Customers are typically:

- Conveyancers
- Financial Institutions
- Property Developers
- Real Estate Agents
- Solicitors
- Surveyors
- Valuers
- Local and State Government

To become an Account Customer, complete the SAILIS Account Application Form and return this to Land Services SA.

How do I increase my account credit limit?

Email debtors@landservices.com.au and provide the following information:

- Account Details
- Desired credit limit

Land Services SA will review the request taking into account previous payment history and activity levels.

Invoicing

What are the payment options for paying SAILIS invoices?

Organisations will receive a monthly SAILIS Account invoice that will be emailed to the Organisation's primary email address. Invoices must be paid in full through one of the following payment methods (part payments or account top ups are not available):

- **ONLINE** by Credit Card, reinstating your credit limit immediately
- By **POST** to the above address, together with the remittance advice
- Via **ELECTRONIC FUNDS TRANSFER (EFT)** to the Land Services Receipting Account as detailed on your invoice. *When finalising payment please include your LSG Account Number in the payment description and email confirmation of your payment to debtors@landservices.com.au
- **IN PERSON**, Level 9 at 101 Grenfell St, Adelaide SA (during standard business hours 9am-5pm), using a credit card, cheque or cash.

Is there a Pay as you Go (PAYG) facility in SAILIS?

Monthly invoices will continue to be generated, however clients will also have the ability to request and pay an invoice on demand by clicking Invoice Search under the Payment menu option. *Administrator Access required

Land Information Products and Extracts

How do I purchase a copy of my Certificate of Title?

Click **Register Search** under the **Land Search** Menu Option.

What is the new Register Search Plus product?

The Register Search Plus provides a packaged product including the Register Search and access to any plan and dealings hyperlinked on the Register Search for a single fee.

How do I conduct Historical Searching?

Click **Historical Search** under the **Land Search** Menu Option. The Historical Search Report provides a list of dealings that have been lodged over a Certificate of Title or Crown Lease, with a Volume Reference greater than 5,000.

How will I receive my products?

All SAILIS products are delivered on screen to the User's desktop as a hyperlink. Upon clicking the hyperlink, Images will be downloaded in PDF format. Bulk Order products such as PIR are delivered in a ZIP File.

I can't download my Land Services SA Report or Extract

Email CustomerSupport@landservices.com.au and provide the following information:

- Organisation Name
- Account Number
- UserID (of the user who requires access to the report/extract)
- Name of the Report/Extract required.

How do I search my order history in SAILIS? (*Account customers only)

Click **Transaction Search** under the **Payments** menu to display your order history online, alternatively click **Product Transaction History Report** under the **Payments** menu to deliver your order history in an excel file.

How do I access ULPI (Filed Plans) in SAILIS?

Click **Plan Image Search** under the **Image Search** menu option.

Lodgements

How do I print a Lodgement Coversheet?

Click on **Prepare Lodgement Coversheet** under the **Lodgements** Menu Option.

I am an Account Customer but can't lodge a Priority Notice – what do I do?

Email customersupport@landservices.com.au and provide the following information:

- Organisation Name
- Account Number

I want to change the email Address for my Agent Code, what do I do?

Email customersupport@landservices.com.au and our Customer Service Team will update this information on your behalf. *only applicable to LSSA Agent Code associated with manual lodgements

To update details associated with a PEXA Agent Code, this must be done directly with PEXA.

Additional Support

What Support Information is available?

SAILIS offers a range of interactive system support:

SAILIS Online Help is accessible through the "?" icon in the top right corner of every screen. The Online Help opens as a separate window which can remain open as a reference as you navigate through SAILIS

Field level Help can be found throughout SAILIS to provide users with additional hints and tips specific to entering information in that field.

SAILIS Online Video Tutorials are online screen demonstrations of SAILIS, providing step-by-step instructions from the home screen through to ordering a product.

The **SAILIS Factsheets** provide similar help information to the Online help but are in PDF format.

Go to https://www.landservices.com.au/products-and-services/sailis-factsheets-and-support for more information.

Who do I contact for help or further enquiries?

Write to us at CustomerSupport@landservices.com.au or contact our Customer Service centre on 08 8423 5000 or 1800 648 176 for country callers.