Objective Connect for External Users

Summary

This work instruction details how to receive and send application correspondence when there is a large quantity of documents which are over the size limit as specified by Microsoft Outlook.

NOTE: This Work Instruction only applies to City Planning & Assessment Group applications.

- Share files are **ONLY** created under the following exemption:
    a) Incoming and Outgoing correspondence is over the Outlook required limit of 20MB. All other correspondence is to be sent either by Outlook email or via Australia Post.
- A single document must not be bigger than 1GB.
- Objective Connect is the preferred option for the issuing and receiving of large documents.
- The use of Objective Connect is free for external clients who are requested to use the Redland City Council workgroup.
- Website to log on https://secure.objectiveconnect.com/login

Definitions

Workspace   A shared Folder and File in Objective Connect. They are generally named after an application number eg BX123456, CRP001234, CRB012345, OPW18/0123, MCU18/0123

Work Instruction Steps
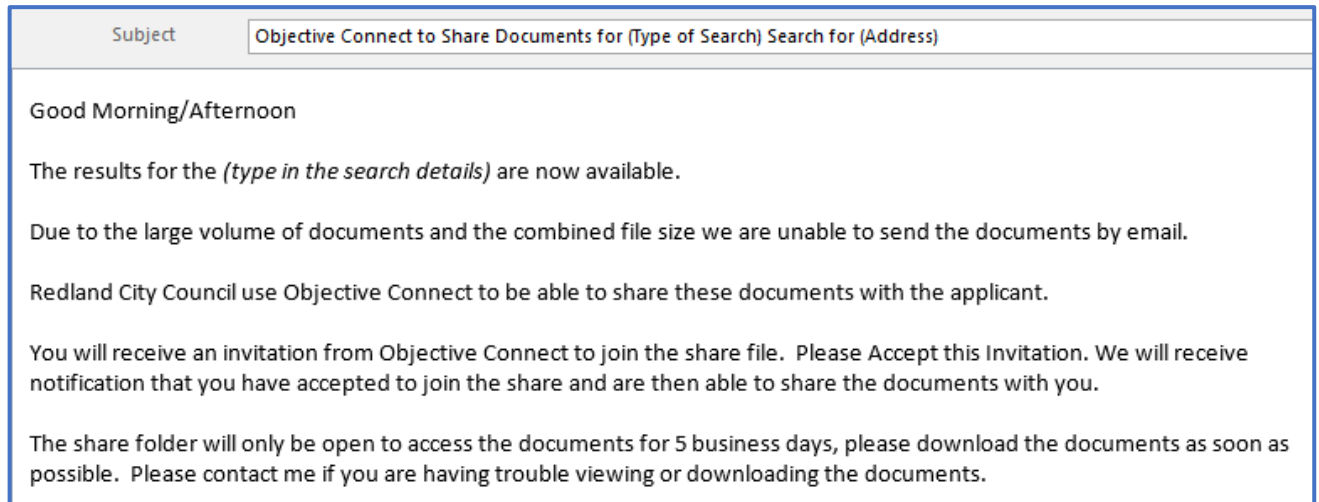
Click on the relevant link below:

Receiving Documents through Objective Connect from Redland City Council

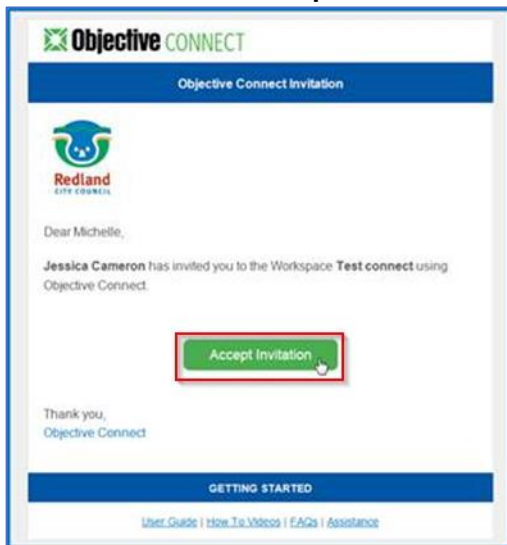Sending Documents through Objective Connect to Redland City Council

Participants

Receiving Documents through Objective Connect from Redland City Council

1. In some instances Redland City Council will send an email (similar to below) to the applicant advising of the process.
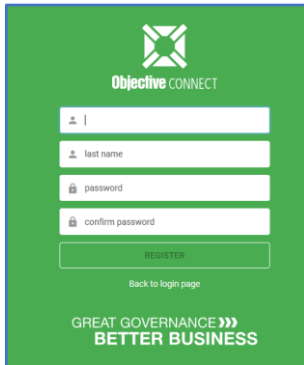
Subject	Objective Connect to Share Documents for (Type of Search) Search for (Address)

Good Morning/Afternoon

The results for the *(type in the search details)* are now available.

Due to the large volume of documents and the combined file size we are unable to send the documents by email.

Redland City Council use Objective Connect to be able to share these documents with the applicant.

You will receive an invitation from Objective Connect to join the share file. Please Accept this Invitation. We will receive notification that you have accepted to join the share and are then able to share the documents with you.

The share folder will only be open to access the documents for 5 business days, please download the documents as soon as possible. Please contact me if you are having trouble viewing or downloading the documents.

2. Redland City Council will then send a notification email from Objective Connect inviting the applicant. Click on the link to **Accept Invitation**.

Objective CONNECT
Objective Connect Invitation

Redland
CITY COUNCIL

Dear Michelle,

Jessica Cameron has invited you to the Workspace **Test connect** using Objective Connect.

[**Accept Invitation**]

Thank you,
Objective Connect

GETTING STARTED

User Guide | How To Videos | FAQs | Assistance

3. Before opening the account:
   a. You must register with Objective Connect, refer to Register with Objective Connect.
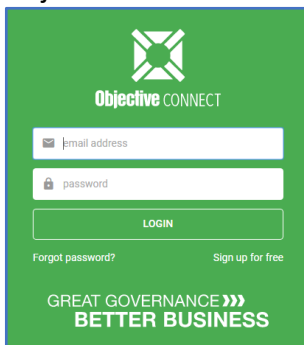   b. If you are already registered you can Login.

Register with Objective Connect

1. When you click on **Accept Invitation** the website will launch and the below box will appear.
    - Fill in the details and click **Register**.
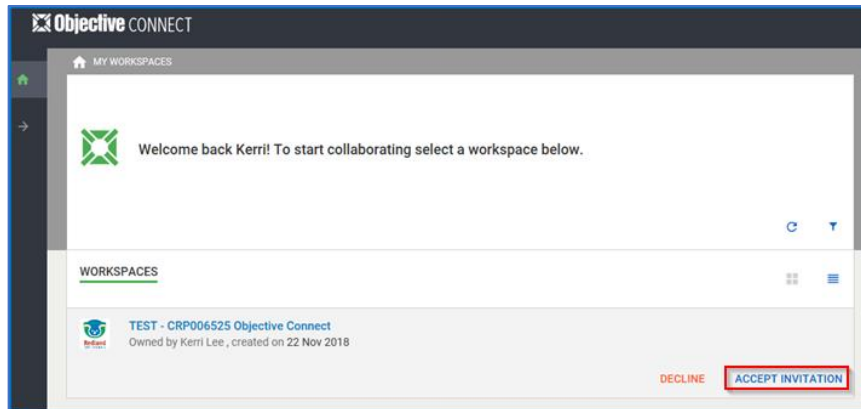   - **Accept** the Objective Connect Acceptable Use Policy.
    - You are now registered.

Login to Objective Connect

1. Objective Connect will open in an internet browser. Enter your details and **Login**.

Accept Invitation

1. Objective Connect will open, select the Workspace that you have been invited to.
    Click on **Accept Invitation**.

Workspaces

1. Redland City Council will receive an email notification once the applicant has accepted the invitation to the workspace.
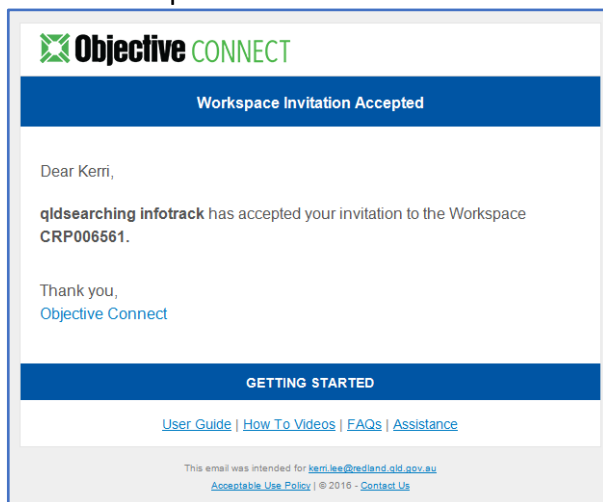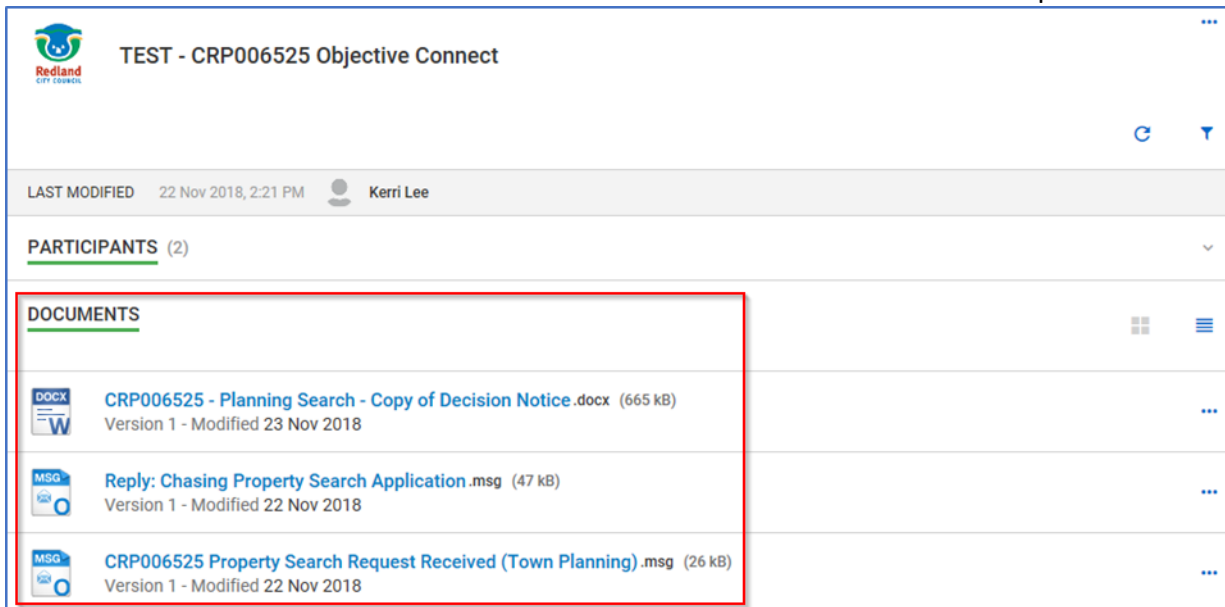

2. All participants of the share will receive an email notification advising that the documents have been added. If a large quantity of documents were added all of the documents will be listed in the email.
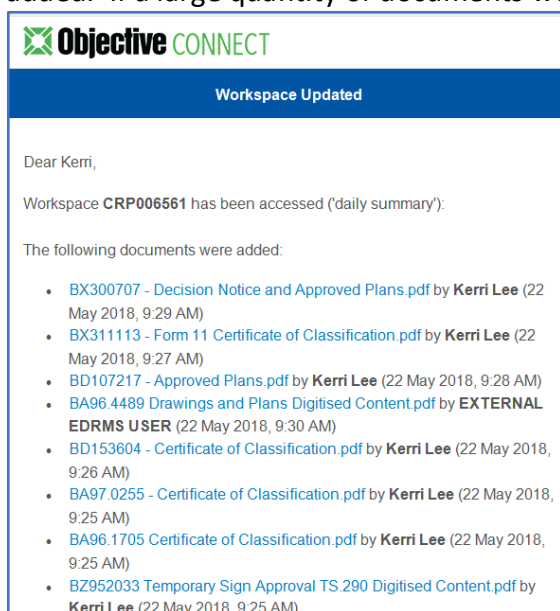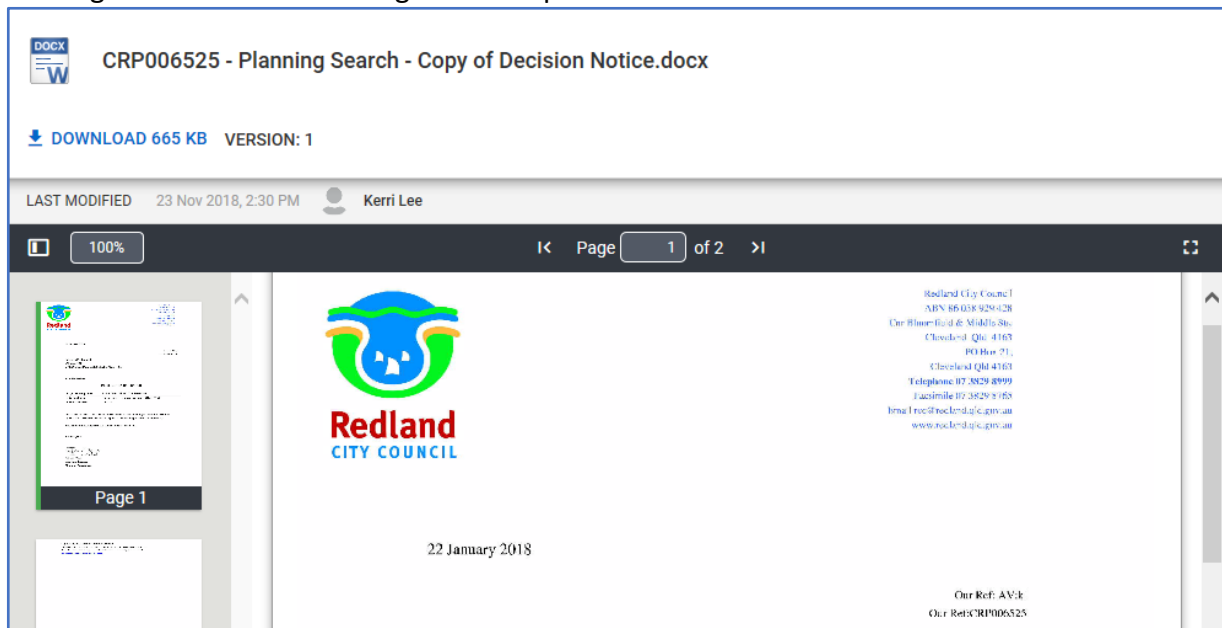
3.   Click on the **Workspace** in Objective Connect to access the documents.
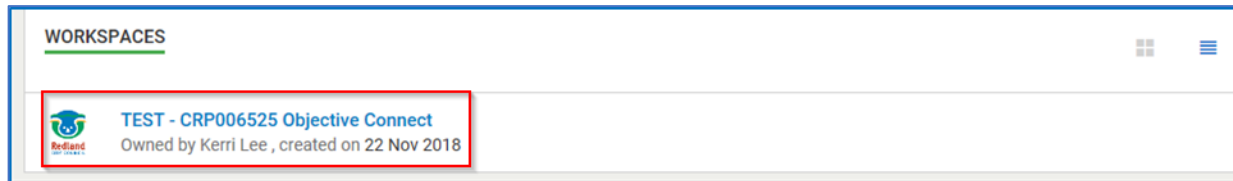
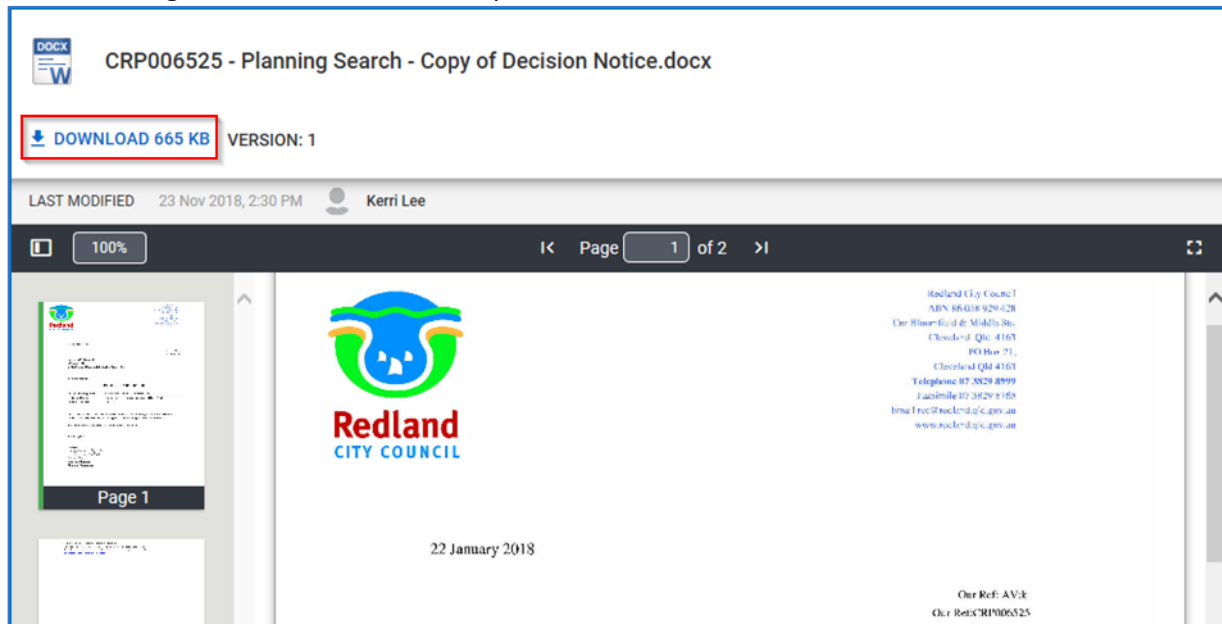4.   You will be able to see all of the documents that have been added to the Workspace.

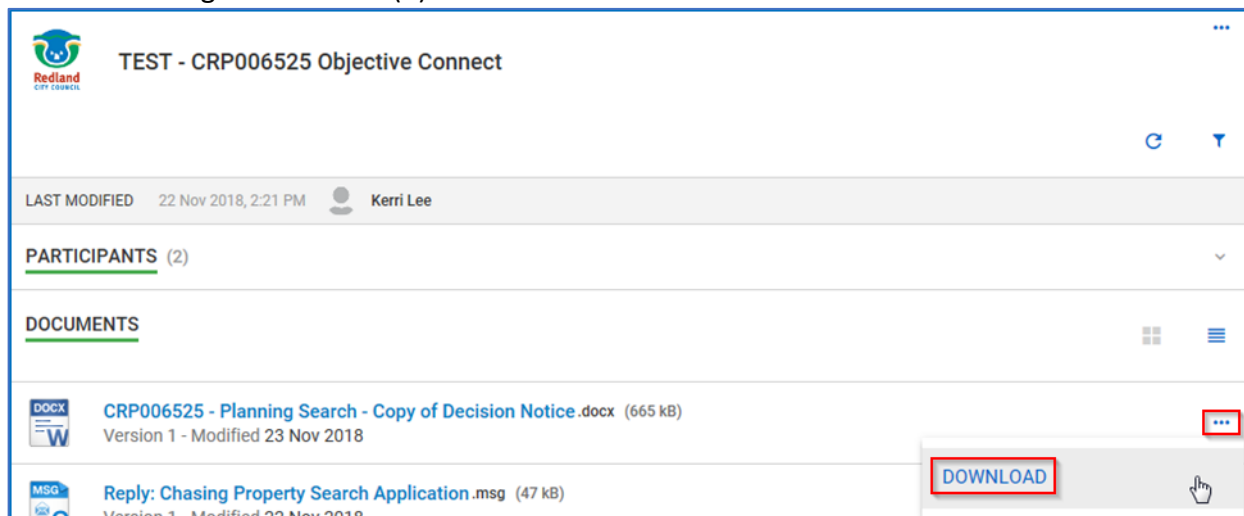5.   Clicking on the document will generate a preview.

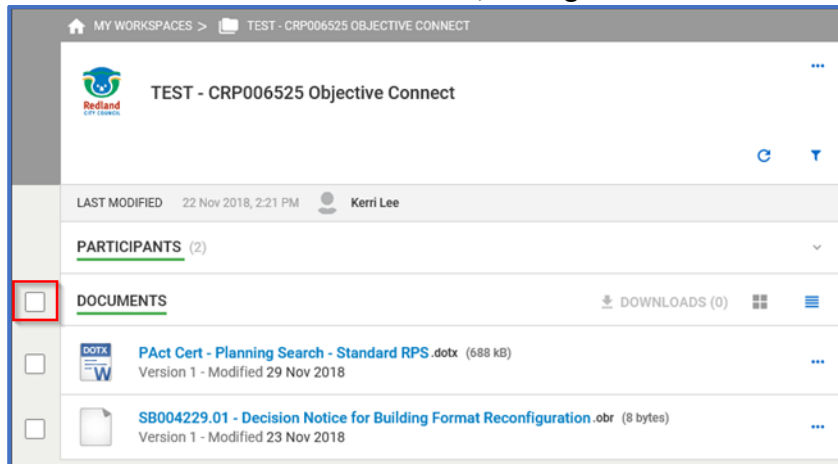6. There are three ways you can download the document:

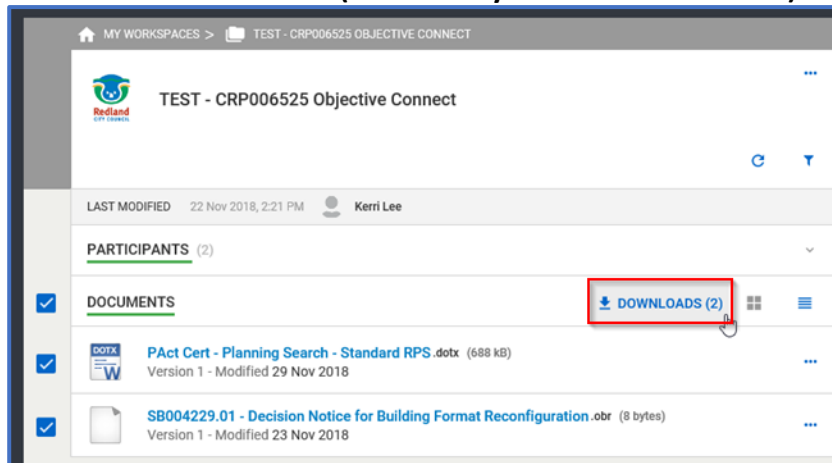- Clicking on **Download** from the preview screen

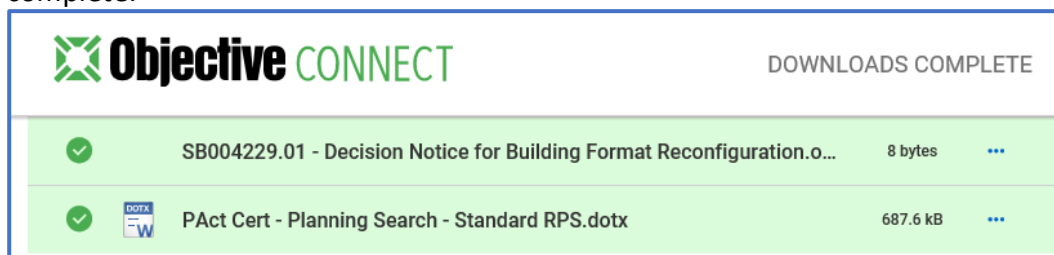- Or clicking on the three (3) menu dots and select **Download**.

- Or there is a box next to **Documents**, ticking this box will select all of the documents.

Then click on **Downloads (followed by the number selected)**.

- This will start the download in a new window and you will ne advised once the download is complete.

Note: If there are subfolders, you will have to open the Subfolder and tick the box to download everything in that folder.

> ➢ When downloading ten (10) or more files, Objective Connect will automatically add all files into a compressed zip file. The file name will start with "Connect Archive" - which you can rename at the point of download.

> ➢ Each compressed zip file can hold documents up to 150MB. Once it hits that cap, a new compressed zip file will be created.

> ➢ Large files over 75MB will not be zipped; but downloaded individually within the same window.

> ➢ If you have folders in your Workspace, you will need to go into them and select which documents you would like to include in the bulk download. Simply drill into each folder and select the files you want included - the document counter updates each time documents are added to the list showing you the total number of downloads.

7. Once the document(s) have been downloaded you can then **Open** or **Save** the document(s).
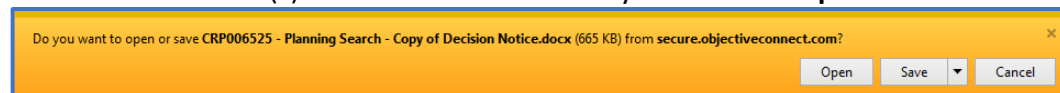

8. Redland City Council will also receive notification once the documents have been downloaded.
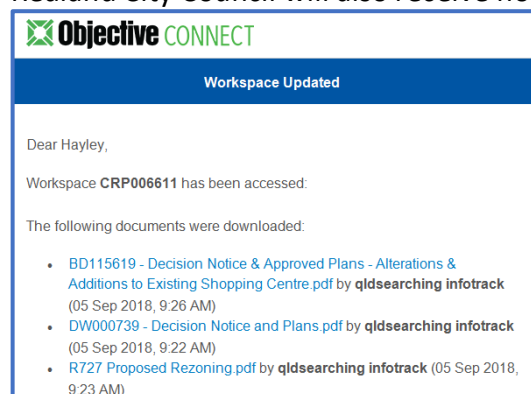
9. Redland City Council will close the share file after **five (5) business days**, please ensure you have downloaded the documents before this time.

10. The applicant will receive an email notification, similar to below, advising the documents have been deleted from the share file and the Workspace will be removed from Objective Connect.
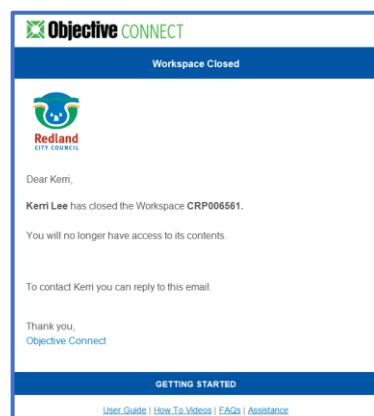
# Sending Documents through Objective Connect to Redland City Council

1. Send an email to rcc@redland.qld.gov.au requesting a share file be created, or you can contact the relevant section directly.

    - For all requests, please advise the following information:
        - ➢ Address of property
        - ➢ Application number, if applicable
        - ➢ Applicant contact details

    - If lodging a private certifier application the following must be sent prior to a share folder being created:
        - ➢ DA Form 2
        - ➢ Decision Notice
        - ➢ Payment details

2. If necessary, an application will be raised eg BX application for Private Certifiers.

3. A share folder will be created and an invitation sent to the applicant.
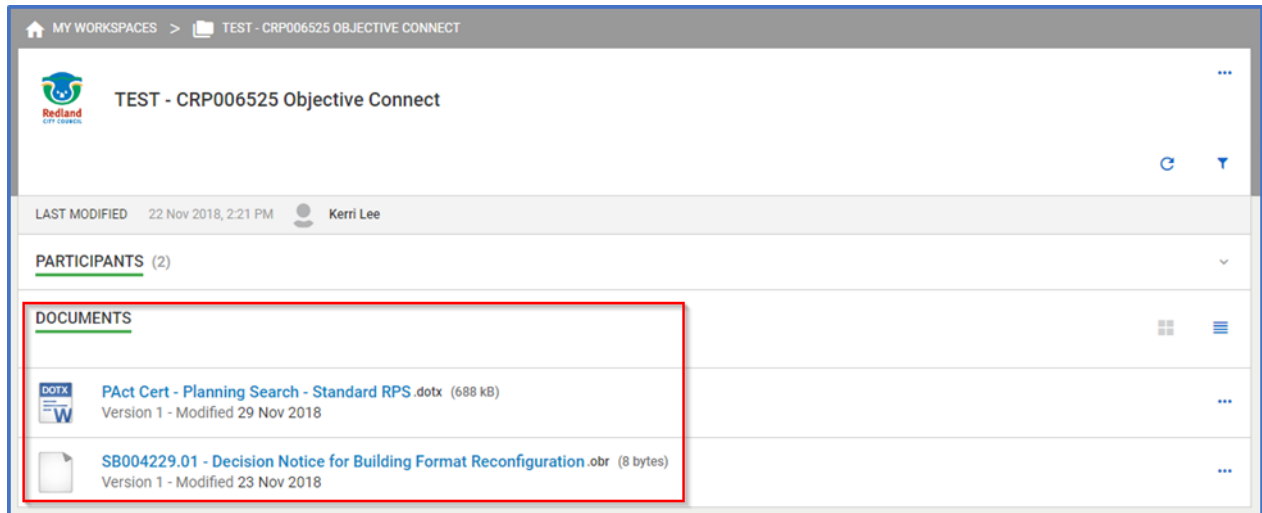   Click on **Accept Invitation**.
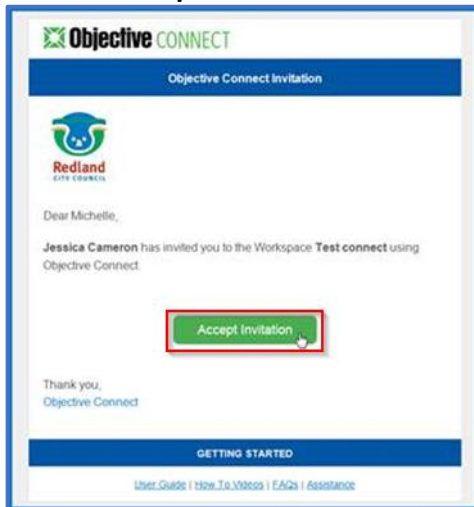
4. To upload the documents – click on the **green plus circle**
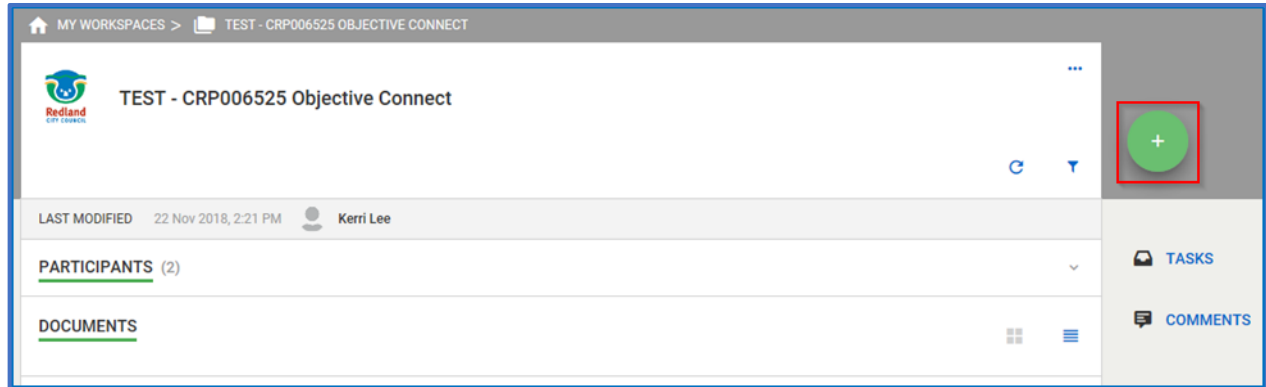
5. Drag the Documents into the blue area or select Browse to access the documents from your file drive. Once all of the documents have been added click on **Upload.**
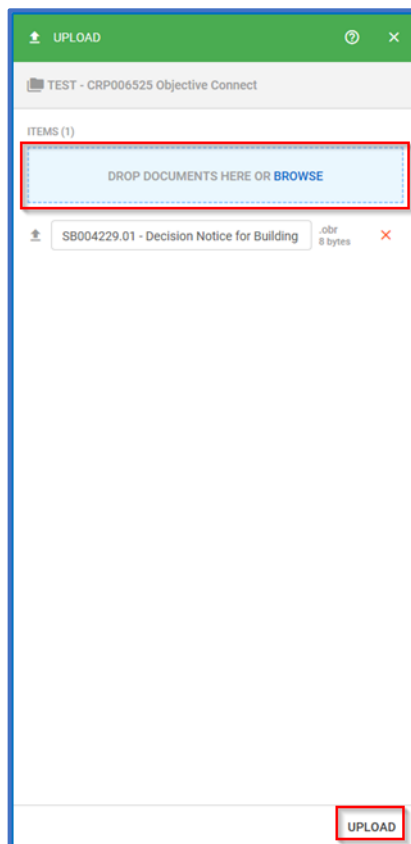
6. The document(s) will be listed under the **Documents** section.

7. **Please note this share folder cannot be used to add documents for other applications. If you require a share folder open for a different application please send through a separate email.**

8. Redland City Council will receive an email notification that the documents have been added to the share folder.
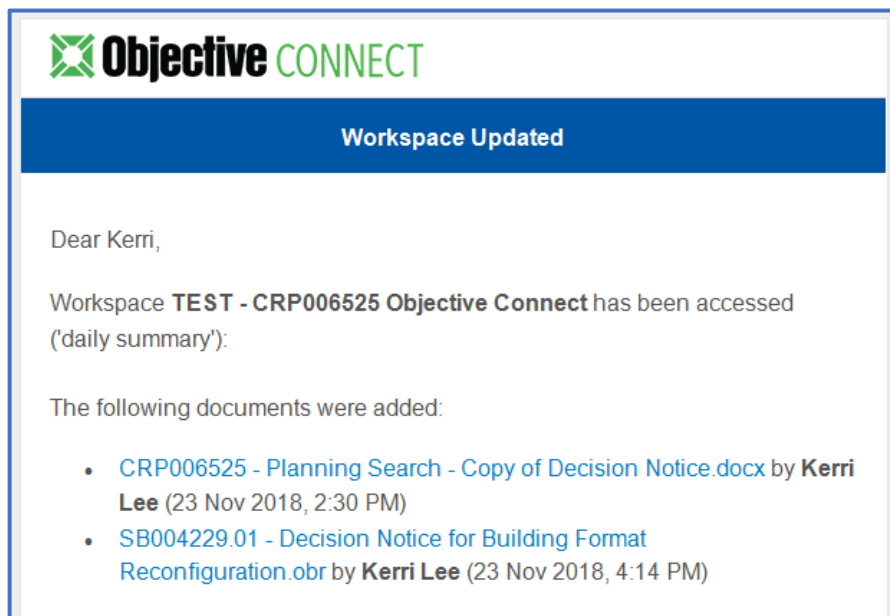

9. Redland City Council will register the documents to the application file in Objective (Redland City Council Content Management system).

10. Redland City Council will close the share file as soon as the documents have been registered.

Participants

1. Under the Participants section you can view the participants who have been invited to the share folder. Only the applicant is permitted access to the documents.
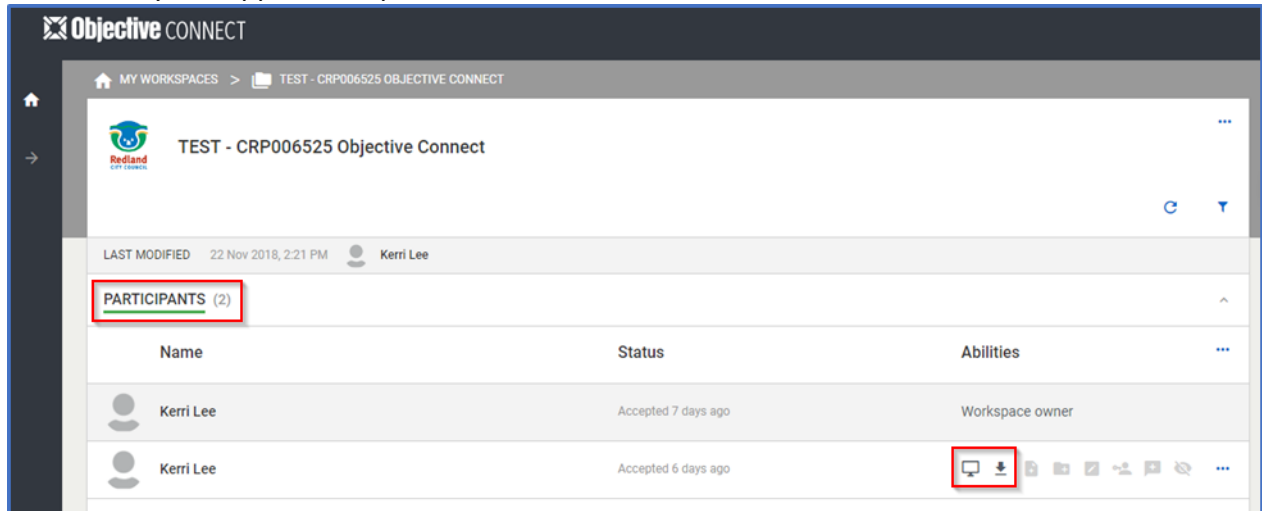
2. You can also see what actions each participant is able to perform, this will generally be to preview and download documents.
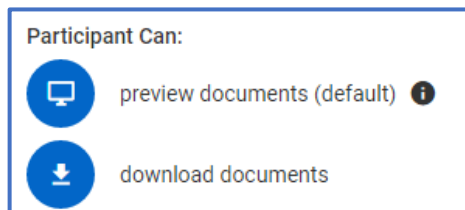
3. In some instances the participant will also have access to add documents.
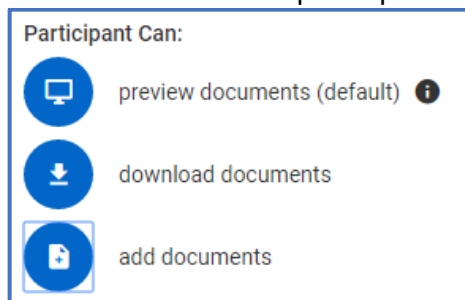
If you have queries about any of the processes please contact Redland City Council on 07 3829 8999.

END OF WORK INSTRUCTION