

Steps for applying, paying, and tracking service on WanGov

This document outlines the general steps you'll follow to apply for, pay for, and track service applications on WanGov.

1. Accessing WanGov:

- Visit the WanGov website: wan.gov.sl

2. Signing Up or Logging In:

- **New Users:** Click the **Sign Up** button located at the top of the page and follow the on-screen instructions to create your account.
- **Existing Users:** Go directly to the service you require to start applying. Enter your registered **phone number** and **password** in the designated fields and click **Apply**. If you are applying on behalf of another person (i.e. acting as an Agent, click **Apply as Agent**.

3. Finding the Service:

- Once logged in, you can either **search** for the specific service you need using the search bar or **click** on the service from the selection displayed on the homepage, under the relevant section.

4. Completing the Application Form:

- Carefully fill out all the required fields in the application form.
- Ensure you attach all the necessary supporting documents as specified.

5. Previewing Your Application:

- After completing the form and attaching documents, click the **Submit Application** button to preview your application.

6. Confirming Details:

- Review all the details you have entered to ensure accuracy.
- If everything is correct, click **Next** to proceed with payment.

7. Saving Pay Advice and Initiating Payment:

- You will see a pay advice with the payment details. **Save** this information for your records.
- Click the **Pay Now** button to proceed to the payment options.

8. Completing Payment:

- Select your preferred payment method from the available options.
- Follow the on-screen instructions to complete the payment process.

9. Accessing Application History:

- Once your payment is successful, navigate to the **My Application** menu located at the top of the page.
- Select **Application History** to view a list of all your applications.

10. Tracking and Viewing Application Details:

- In the Application History, you can see the status of your applications.
- Click the **View** button next to the application you want to see the details of.
- From the application details page, you can also **download** a copy of your application for your records.