FAQs – GO2ASSET and Network Access Permits

1. **How to change/reset my password?**

   Contact Networkaccess@urbanutilities.com and notify us that you would like to change/reset your password.
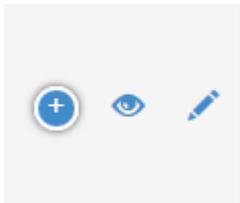
2. **Can I delete a permit?**

   Yes - Contact Networkaccess@urbanutilities.com and notify us that you would like to delete the permit. Please provide as much information as to why you would like the permit deleted.

3. **What is the Control Room's contact number?**

   3856 7179 – this number is available 24/7

4. **Can I edit my permit?**

   Yes - Select 'Current Permits' on the left hand side of the screen. Search for your permit using the search field or by looking up the permit number – click the "Pencil" icon to edit the permit

5. **When will my permit be approved?**

   Your **Network Access Permit** application will be approved within 10 days from receipt of a properly made application.

   Shut Plans/Flow Control required permits: QUU will endeavour to complete all isolation requests within 15 working days of request. Depending on the complexity of the works, some plans may take longer to complete

6. **How do I upload documents to my permit?**

   Select 'Current Permits' on the left hand side of the screen. Search for your permit using the search field or by looking up the permit number – click the "Eye" icon – scroll to the bottom of the permit – click upload file or drag and drop the document in to the shaded box.

7.   What notifications will I receive from Go2Asset?

- Confirmation of Permit application
- Confirmation of Permit approval
- Permit expiring in 5 days
- Permit expiring in 3 days
- Permit expiring in 1 day
- Permit expired