Spatial and Valuation Portals
Frequently Asked Questions

1. What applications are in each portal?

In the Summary of Services you will find information about which portal to use for the products and services you need. Products and services are not duplicated across the portals, and you might need to use more than one portal to complete a business transaction.

2. What browser should I use for the best user experience?

For optimum use of the Spatial or Valuation Portal, we recommend using;

- Explorer 11.x and above
- Chrome 51.x and above
- Firefox 46.x and above
- Safari 9.1 and above on Mac OS X
- Opera 38.x and above

3. How do I login?

In any of the portals, users can login via the link in the upper right hand corner of the screen. Please note that logging in is not required to access a number of products and services.

4. How often should I update my password?

In line with DFSI policy, user account passwords for the Spatial and Valuations portals will need to be updated every 60 days. You will be prompted within the portal to change your password seven days prior to your password expiring.

5. What are the password requirements for the Spatial and Valuations portals?

- At least 8 characters in length
- At least one numeric character
- At least one upper case character
- At least one lower case character
- Can include special characters (eg _*#&)
- Cannot be the same as the past 5 passwords

6. How do I change my password?

Select the drop down menu next to your logged in or signed in name. Select 'change password', re-enter the password to verify and click 'submit'.

7. What do I do if my password expires?

You can reset your password within the 60 day period by following the change password instructions. If your password does expire, you can use the forgotten password option to update your password. For further assistance please contact support.

8. How do I update my email address?

Click on the drop down arrow next to the signed in user name and select My Account which will take you to My Settings. Edit your email address and submit.

9. How do I access title and image searches?

The majority of title and image searches can be accessed within the Titling and Registry Services Portal (LPI Online). Please see the LPI user guides for further help.

10. How do I add a new user to the portal?

Please contact the relevant Customer Service team to make changes to your organisation's users. For details of how to contact Customer Service, please see 'Contact Us' on the relevant portal, or refer to the relevant portal's 'User Guide E. Portal Support'.

11. How do I explain the SIX Portal changes to clients?

The LPI business has been separated. Further information regarding the separation can be accessed here. As part of the separation, new portals were established for Valuation Services, Spatial Services, and Titling and Registry Services. To determine which portal you should access for the product or service you require, please see Summary of Services.

12. Is there a help desk for assistance?

Yes there is. For contact details please see 'Contact Us' located on the portal you require support for, or see 'User Guide E. Portal Support' for the portal you require.