

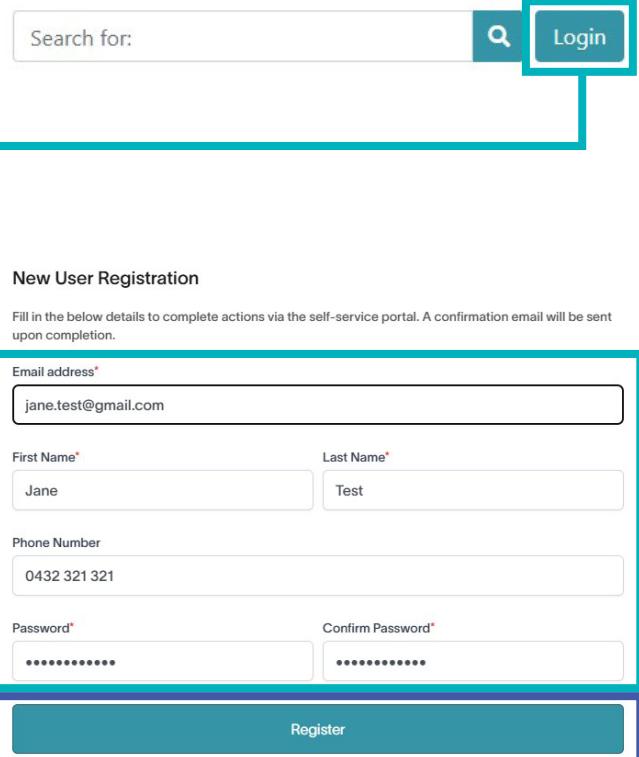
How to pay an infringement via the IMaaS self service portal

To PAY an infringement via the IMaaS Self Service portal, simply type your infringement number and either offence date or vehicle registration into the fields provided and click search.

To **appeal**, **track**, or **enquire** about an infringement, you must first [Create an account](#), then [Login](#).

How to create an account:

1. Go to joondalup-ssp-imaas.orikan.tech
2. Click **Login** in the top right-hand corner
3. Click **Register** below the login button
4. **Complete the New User Registration details**, noting password requirements, then click **Register** again



Search for: Q Login

New User Registration

Fill in the below details to complete actions via the self-service portal. A confirmation email will be sent upon completion.

Email address*	<input type="text" value="jane.test@gmail.com"/>		
First Name*	Jane	Last Name*	Test
Phone Number	<input type="text" value="0432 321 321"/>		
Password*	<input type="password" value="*****"/>	Confirm Password*	<input type="password" value="*****"/>
Register			

5. You will receive a validation email – click the link within this email. Please check junk/spam if email cannot be located
6. Use your newly created email and password to [Login](#)



City of
Joondalup

Account creation confirmation

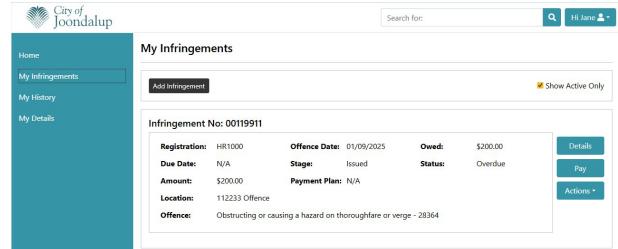
Please follow the instructions sent in email. If you don't receive the email, please check your spam/junk folder. If the email is not received in 24 hours contact Orikan support

We have just sent you an email with a link to confirm your email.

Click [here](#) to return to the login page.

To appeal, track or enquire on an infringement, add the fine to “My Infringements”

1. Go to joondalup-ssp-imaas.orikan and [Login](#)
2. Enter the infringement number, and offence date or vehicle registration. Click [Search](#).
3. The infringement will be automatically added to your list of “My Infringements”



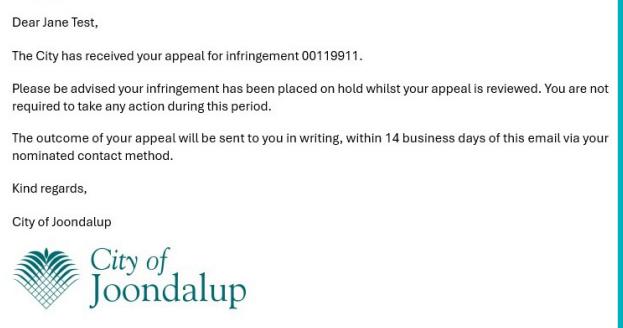
My Infringements

Infringement No: 00119911

Registration: HR1000	Offence Date: 01/09/2025	Owed: \$200.00	Details
Due Date: N/A	Stage: Issued	Status: Overdue	Pay
Amount: \$200.00	Payment Plan: N/A	Actions	
Location: 112233 Offence	Offence: Obstructing or causing a hazard on thoroughfare or verge - 28364		

To Lodge an Appeal, once added to “My Infringements”

1. [Login](#) to the portal
2. Click on [My Infringements](#)
3. Click [Actions](#), then [Lodge Appeal](#)
4. Follow the steps, completing all mandatory information – you will then receive an email confirmation once submitted

Dear Jane Test,

The City has received your appeal for infringement 00119911.

Please be advised your infringement has been placed on hold whilst your appeal is reviewed. You are not required to take any action during this period.

The outcome of your appeal will be sent to you in writing, within 14 business days of this email via your nominated contact method.

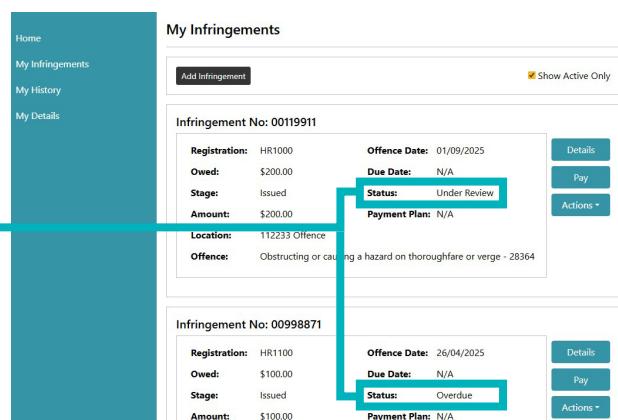
Kind regards,

City of Joondalup



To Track your infringement, once added to “My Infringements”

1. [Login](#) to the portal
2. Click on [My Infringements](#)
3. Your infringement [Status](#) is updated in real time



My Infringements

Infringement No: 00119911

Registration: HR1000	Offence Date: 01/09/2025	Due Date: N/A	Details
Owed: \$200.00	Stage: Issued	Status: Under Review	Pay
Amount: \$200.00	Payment Plan: N/A	Actions	
Location: 112233 Offence	Offence: Obstructing or causing a hazard on thoroughfare or verge - 28364		

Infringement No: 00998871

Registration: HR1000	Offence Date: 26/04/2025	Due Date: N/A	Details
Owed: \$100.00	Stage: Issued	Status: Overdue	Pay
Amount: \$100.00	Payment Plan: N/A	Actions	
Location: 112233 Offence	Offence: Obstructing or causing a hazard on thoroughfare or verge - 28364		