



Pātaka Whenua Step-By-Step Guides

Submitting an enquiry

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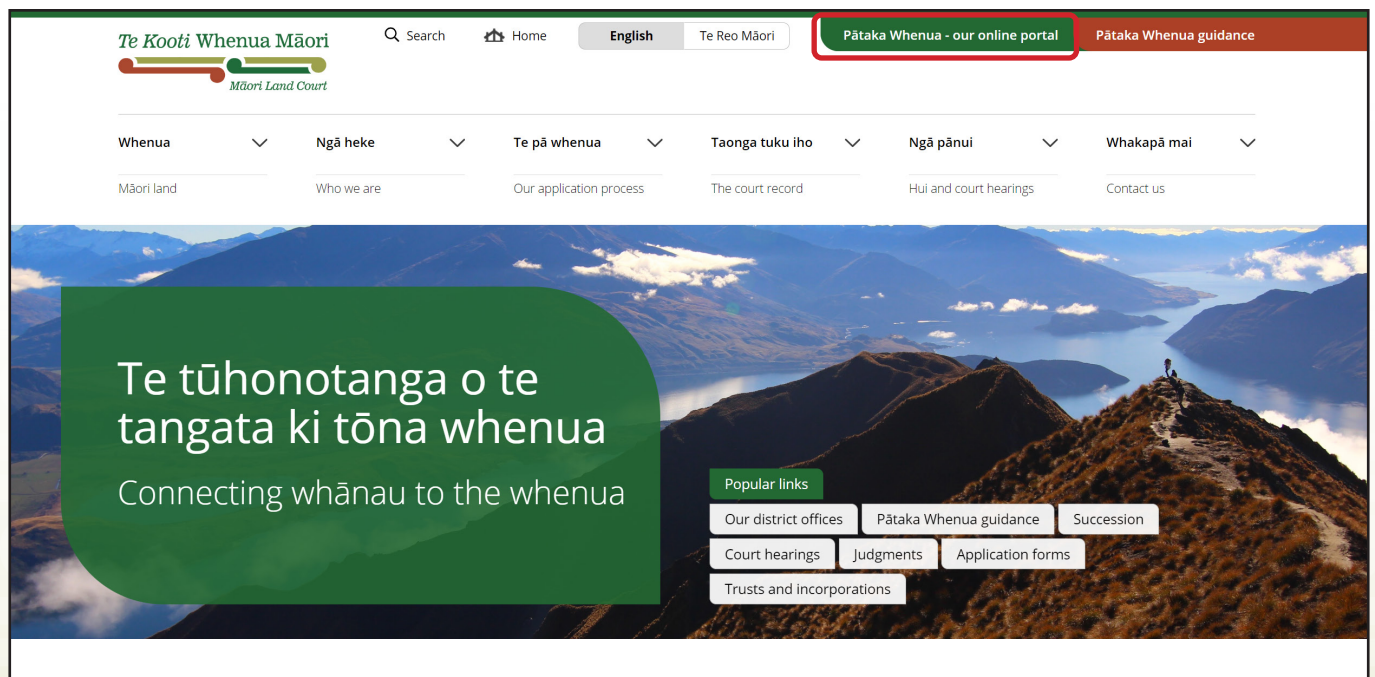
In the Pātaka Whenua portal, you can submit an enquiry to the Māori Land Court whether you are a registered or guest user.

After logging in, registered users are able to save, close, and come back to the enquiry submission at a later time. Guest users do not have this option and entered enquiry details will not be saved when leaving the page.

Accessing Pātaka Whenua

Step 1

In your web browser, visit the Māori Land Court website www.maorilandcourt.govt.nz and click the green tab in the top right area labelled “Pātaka Whenua – our online portal”.



Submitting an enquiry

Step 1

Guest users: Get started by clicking **“Submit an enquiry”** on the Pātaka Whenua portal.

The screenshot shows the Pātaka Whenua portal home page. The header includes the Te Kōwhiri Whenua Māori logo and navigation links for 'Create account', 'Login', and 'Māori Land Court'. A left sidebar contains 'Dashboard', 'Block Map', and 'Search'. The main content area is titled 'Kia ora' and includes a welcome message and instructions for searching records. A table at the bottom provides options for users:

Register	Want to become a registered user of Pātaka Whenua? As a registered user you can track your application or enquiry and print reports.
Login	Already registered? Login to submit your applications or enquiry and track your progress.
Submit an application	Want to file an application without registering ? Click the button to continue as a guest user.
Submit an enquiry	Need to ask us a question? Click the button to submit an enquiry.

Registered users: After logging into Pātaka Whenua, click on **“Enquiry”**.

The screenshot shows the user dashboard after logging in. The header includes the user's name and a 'Verified' status. The main content area is titled 'Kia Ora' and includes links for 'Update profile' and 'Update password'. Below this, there is a 'Create new' section with two options: 'Enquiry' and 'Application'. The 'Enquiry' button is highlighted with a red box. At the bottom, there are 'Unsubmitted' and 'Submitted' status indicators.

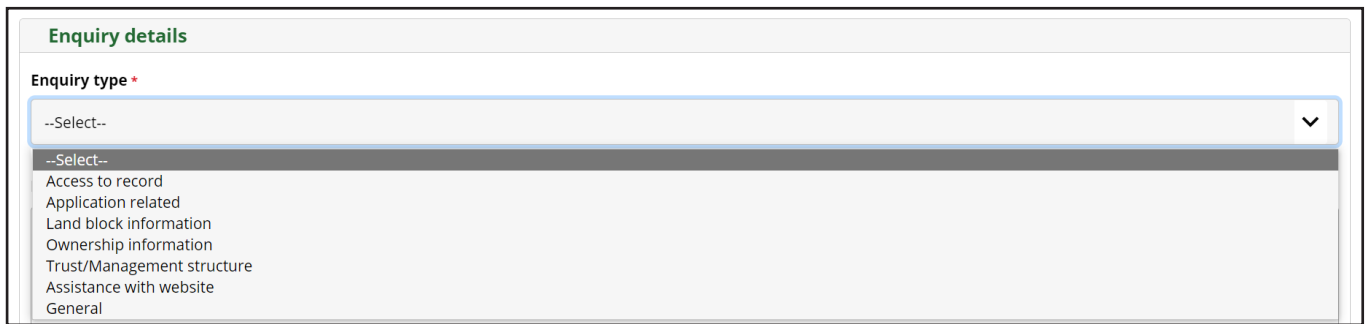
Step 2

Using the boxes provided, fill in the requested personal and address details. If needed, you can use the **“Reset Enquiry Form”** and **“Refresh”** buttons in the top right corner to clear the boxes.

The screenshot shows the 'Enter your enquiry details' form. The form is divided into two main sections: 'Personal details' and 'Address details'. The 'Personal details' section includes fields for 'First name(s)*', 'Middle name(s)', 'Last name(s)*', 'Email*', and 'Phone'. The 'Address details' section includes a dropdown for 'Address type' (set to 'Physical address'), and fields for 'Address line 1', 'Suburb', 'Town or City', 'Region', and 'Postal Code'. In the top right corner, there are two buttons: 'Reset Enquiry Form' and 'Refresh', both highlighted with red boxes. A red banner at the bottom right contains a lightbulb icon and the text: **TIP:** Any fields with a red asterisk * must be filled in.

Step 3

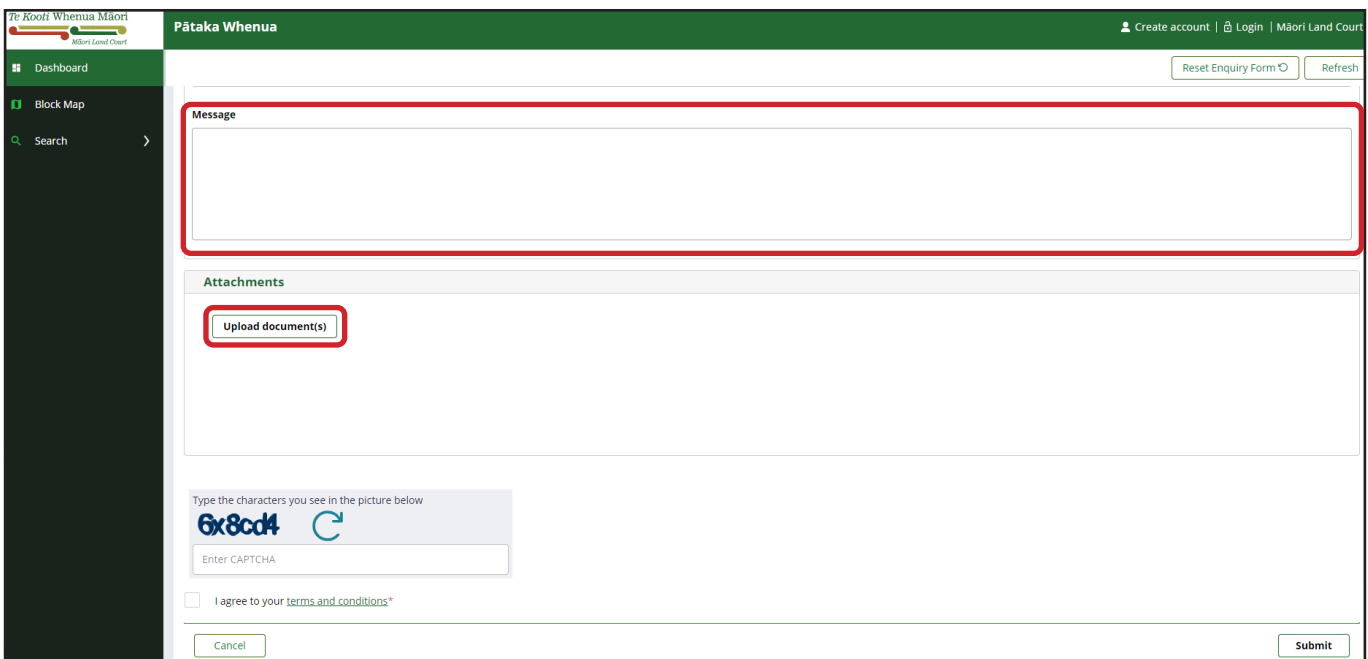
Next, scrolling down the page, you will see the **Enquiry details** section. Using the drop-down box, select your **Enquiry type** from the available options.



The screenshot shows the 'Enquiry details' section. At the top, there is a dropdown menu labeled 'Enquiry type *'. The dropdown is open, showing a list of options: --Select--, Access to record, Application related, Land block information, Ownership information, Trust/Management structure, Assistance with website, and General. The dropdown menu has a downward arrow on the right side.

Step 4

After selecting your enquiry type, you can use the **Message** box to write in the details and information relating to your enquiry. Below this, in the **Attachments** section, you can use the **“Upload document(s)”** button if you have any relevant files you would like to add.



The screenshot shows the 'Pātaka Whenua' form. The 'Message' box is highlighted with a red border. Below it, the 'Attachments' section contains the 'Upload document(s)' button, also highlighted with a red border. At the bottom, there is a CAPTCHA field with the text 'Type the characters you see in the picture below' and a box containing '6x8cd4'. There are also 'Cancel' and 'Submit' buttons at the bottom of the form.

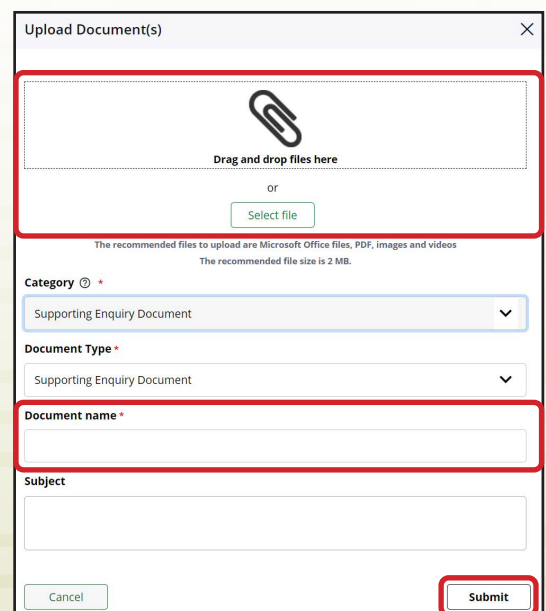
Step 5

Clicking **“Upload documents”** will open a pop-up window. You can either drag and drop your file into the area at the top of the box, or click the **“Select file”** button to locate the file on your computer/device.

Below this, the **Category** and **Document Type** fields are automatically set to **Supporting Enquiry Document**.

You will need to enter the **Document name** into the box provided. Optionally, you can also type in any additional information about the file into the **Subject** box.

Once you are ready, click the **“Submit”** button to upload the file. You are able to add multiple files to your enquiry by repeating this process.



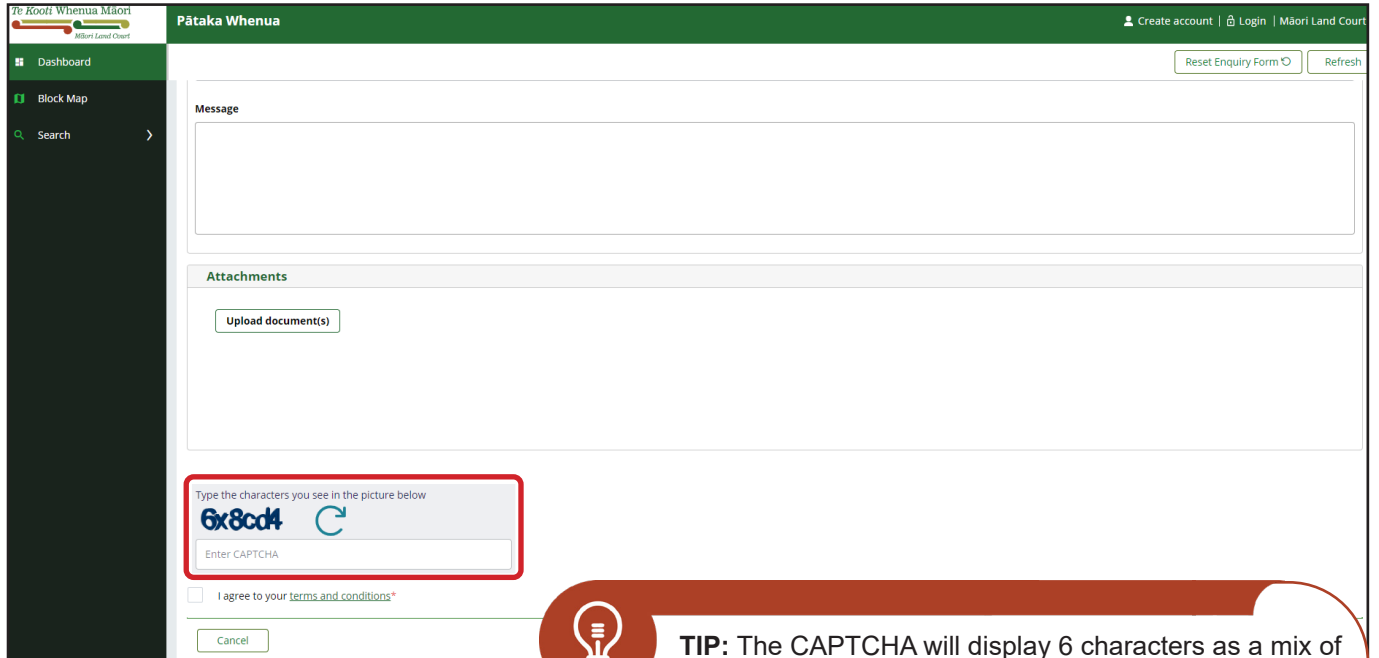
The screenshot shows the 'Upload Document(s)' pop-up window. At the top, there is a large dashed box with a paperclip icon and the text 'Drag and drop files here' or 'Select file'. Below this, there are two dropdown menus: 'Category @ *' and 'Document Type *', both set to 'Supporting Enquiry Document'. Below the dropdowns, there is a text box for 'Document name *' and another for 'Subject'. At the bottom, there are 'Cancel' and 'Submit' buttons.

Step 6


Now that you have filled in the fields and added any files, you are ready to submit your enquiry.

Guest users: Before you can continue, you will need to complete the CAPTCHA by copying the displayed characters into the box provided.

Registered users: You do not need to complete a CAPTCHA and it will not appear on your screen.

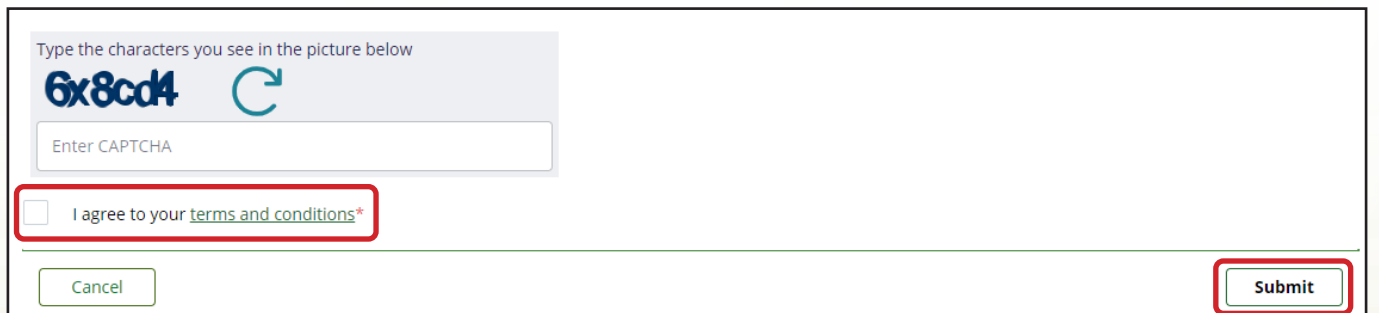


The screenshot shows the 'Pātaka Whenua' web interface. On the left is a dark sidebar with 'Dashboard', 'Block Map', and 'Search'. The main content area has a 'Message' input field, an 'Attachments' section with an 'Upload document(s)' button, and a CAPTCHA challenge. The CAPTCHA displays the characters '6x8cd4' and a circular refresh arrow. Below it is an 'Enter CAPTCHA' input field. At the bottom, there is a checkbox for 'I agree to your terms and conditions*' and a 'Cancel' button. In the top right corner, there are links for 'Create account', 'Login', and 'Māori Land Court', along with 'Reset Enquiry Form' and 'Refresh' buttons.

 **TIP:** The CAPTCHA will display 6 characters as a mix of letters and numbers. If the sequence is difficult to read you can click the circular arrow to generate a new one.

Step 7

Once you are ready, make sure to **tick the box** to agree to the terms and conditions, then click **“Submit”** to send your enquiry to the Māori Land Court.



This close-up shows the CAPTCHA challenge with the characters '6x8cd4' and a refresh arrow. Below it is the 'Enter CAPTCHA' input field. A red box highlights the checkbox for 'I agree to your terms and conditions*'. At the bottom, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button also highlighted by a red box.