

Register a NSW Planning Portal Account



User type: Applicant

To create and view applications via the NSW Planning Portal, you will need to register for an Applicant account. This guide outlines each step of the registration process.

1. **Click** on the link.

<https://www.planningportal.nsw.gov.au/>

2. **Click** on My account button in top right-hand corner of screen.



3. **Click** the Create account link to commence the registration process.

4. **Select** the Applicant user type.

Please specify the type of user you wish to register as:

- Applicant
- Private Accredited Certifier
- Council
- State Agency
- DPIE User
- Property Developer
- Better Regulation Division
- Other

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5. **Click** Create Account.



6. The Create your Account page will open.

Create your Account

Email address *

Password *

Confirm password *

First given name *


Family name *

Contact number

We will send you an email to verify your details and activate your new account.

I agree to the [Terms and Conditions](#). Our [Privacy Notice](#) explains how we collect and use information *

Please tick this box so we know you are not a robot

I'm not a robot 

7. **Enter** your email address.

Note: This will be your username and any system generated notifications will be sent to this account.

8. **Enter** and confirm your password (must contain the following):

- Passwords must be at least eight characters long
- They must have a maximum of 16 characters
- They can't contain parts of the email address that exceeds two consecutive characters
- Uppercase letters (A through Z)
- Lowercase letters (a through z)
- Numbers (0 through 9)
- The following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /

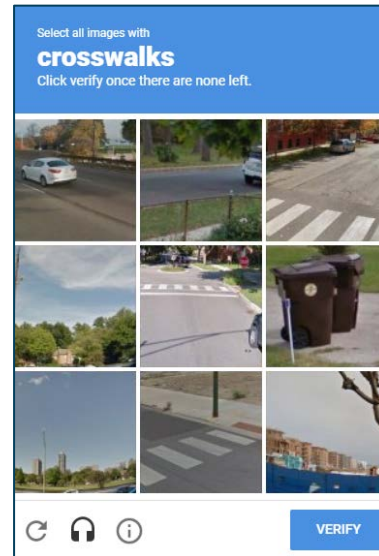
9. **Enter** your contact details, including a contact number (mobile is preferred).

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10. Review and agree to the Terms and Conditions by selecting the tick box. You may also review the privacy notice at this point.

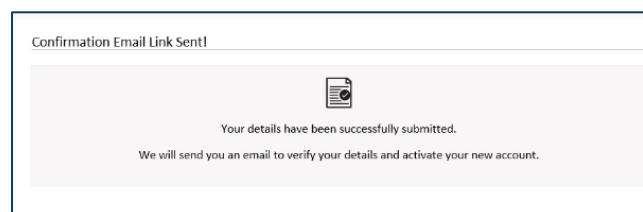
11. Verify you're not a robot, and correctly complete a question such as "Select all images with traffic lights" to proceed.



12. Review the information and then **click** the Create Account button.



13. You will be sent a system generated email to your registered email account to verify your account. Once you receive this email, click on the link to verify your account.



Note: Your NSW Planning Portal account will not be created until you have successfully verified your registration. **The verification link is valid for 24 hours.**

Once you have successfully activated your account, a system generated email confirming that your account is active, along with help and support information, will also be sent to your registered email address.

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14. You are now able to log into NSW Planning Portal. Enter the registered email address and password for this account.

A screenshot of the NSW Planning Portal login page. At the top center is the NSW Government logo (a red lotus flower above the text 'NSW GOVERNMENT'). Below the logo are two input fields: the first is labeled 'Email address' with a person icon, and the second is labeled 'Password' with a lock icon. Below the password field is a link that says 'Forgot password?'. A blue 'Log in' button is centered below the fields. At the bottom of the page, there is a link that says 'Don't have an account? Create account' and a 'Help' link.

Note: Use the Forgot password hyperlink and follow the prompts to reset or change your password at any time.

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help content
- Contact ServiceNSW on 1300 305 695.

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