

How to Register for a Planning Portal Account

Agencies

May 2019

Planning Portal Registration and Log-in

To use the online concurrence and referral service, you will need a Planning Portal account. This guide outlines each step of the registration process.

- a. Go to <https://apps.planningportal.nsw.gov.au/prweb/IAC>



The screenshot shows the login interface for the Planning & Environment portal. At the top left is the NSW Government logo. To its right is the text 'Planning & Environment'. Below the logo are two input fields: 'Email address' and 'Password'. A 'Forgot password?' link is positioned below the password field. A large blue 'Log in' button is centered below the input fields. At the bottom, the text 'Don't have an account?' is followed by a 'Create account' link, which is highlighted with a red rectangular box. A 'Help' link is located at the very bottom of the page.

- b. Click the **Create Account** link to commence the registration process. The **Create an account** page will open.

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Agencies

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c. Enter your **email address**.



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

d. Enter and confirm your **password**.

- 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
- They must contain three of the following:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)

How to Register for a Planning Portal Account

Agencies

May 2019

- The following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; “ ‘ < > ? , . /
- Enter your **contact details**, including a **contact number** (mobile is preferred).
 - Verify you're not a robot, and correctly complete a question such as "Select all images with traffic lights" to proceed.
 - Agree to the *Terms and Conditions* by selecting the tick box. You may also review the privacy notice at this point.
 - Click the **Create Account** button. The confirmation screen will display:



- 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 Planning Portal account will not be created until you have successfully verified your registration. 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
- Contact your administrator managing users in the NSW Planning Portal to advise them that you have registered for a Planning Portal account and request your access be activated for Concurrence and Referrals Online. Your admin will add you to your organisation's system and advise you of your addition and dashboard access abilities. If your organisation has not been onboarded to the portal, please contact eplanning@planning.nsw.gov.au for assistance.
- You are now able to log into the Concurrence and Referral platform. Enter the registered

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Agencies

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email address and password for this account.

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

Next steps

Once you log in to the Planning Portal, your Dashboard displays.

There are two dashboard views for Agencies to use:

1. The Administration dashboard view and
2. Agency User dashboard view.

Each dashboard view will require separate registration. For example, if the same person in your organisation is to work with both dashboard views, they will need to register twice to obtain two separate log ins.

After initial registration via the NSW Planning Portal, you will have to contact your Agency Administration to perform administrative tasks to add you to the online concurrence and referral service to have access to either the administration dashboard view or agency user dashboard view.

Administration Dashboard:

For the administration dashboard, it is suggested that the log in details (which is the email entered at registration) be the organisation's generic administration email address as opposed to the individual user's email address.



When you set up your administration email where there is a distribution list, ensure that the email is configured and accepts external incoming emails.

If you intend to be an Administrative User, once you have registered to the online NSW Planning Portal using your organisation's generic administration email address, contact NSW Department of Planning and Environment to advise of your registration. NSW Department of Planning and

How to Register for a Planning Portal Account

Agencies

May 2019

Environment administration will then send you an email notification confirming that your administration dashboard is ready for use.

If you need more information:

If you need assistance, please contact eplanning@planning.nsw.gov.au