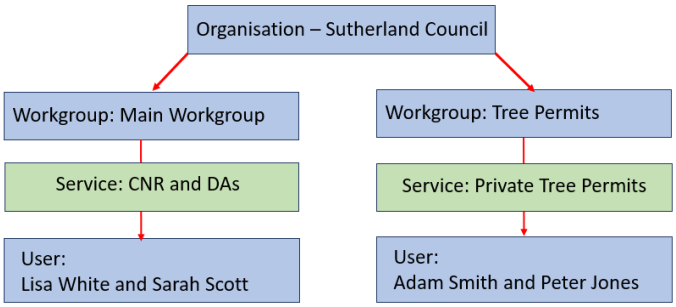
Adding a Service to a Workgroup

Administration - Organisational Management

Managing Workgroups

Within an Organisation there are Workgroups that contain Services performed within an area of the Organisation, for example, Tree Permits, DAs, or Planning Proposals. When adding Services to a Workgroup, the Administrator can also add users to the Service – for example those staff members who work within that workgroup area.



Note: If you are adding Certificate Registration, Section 68, or Roads Act services please email eplanning.support@planning.nsw.gov.au before you begin so that they can assist you with the relevant training for its configuration**.**

Adding a Service

This quick reference guide will step you through the process of adding a Service to a Workgroup, based on the scenario of adding a Service called Private Tree Permits to a Workgroup called Tree Permits.

1. On the Workgroups dashboard section of the screen, **select** the relevant workgroup. In this instance Tree Permits.

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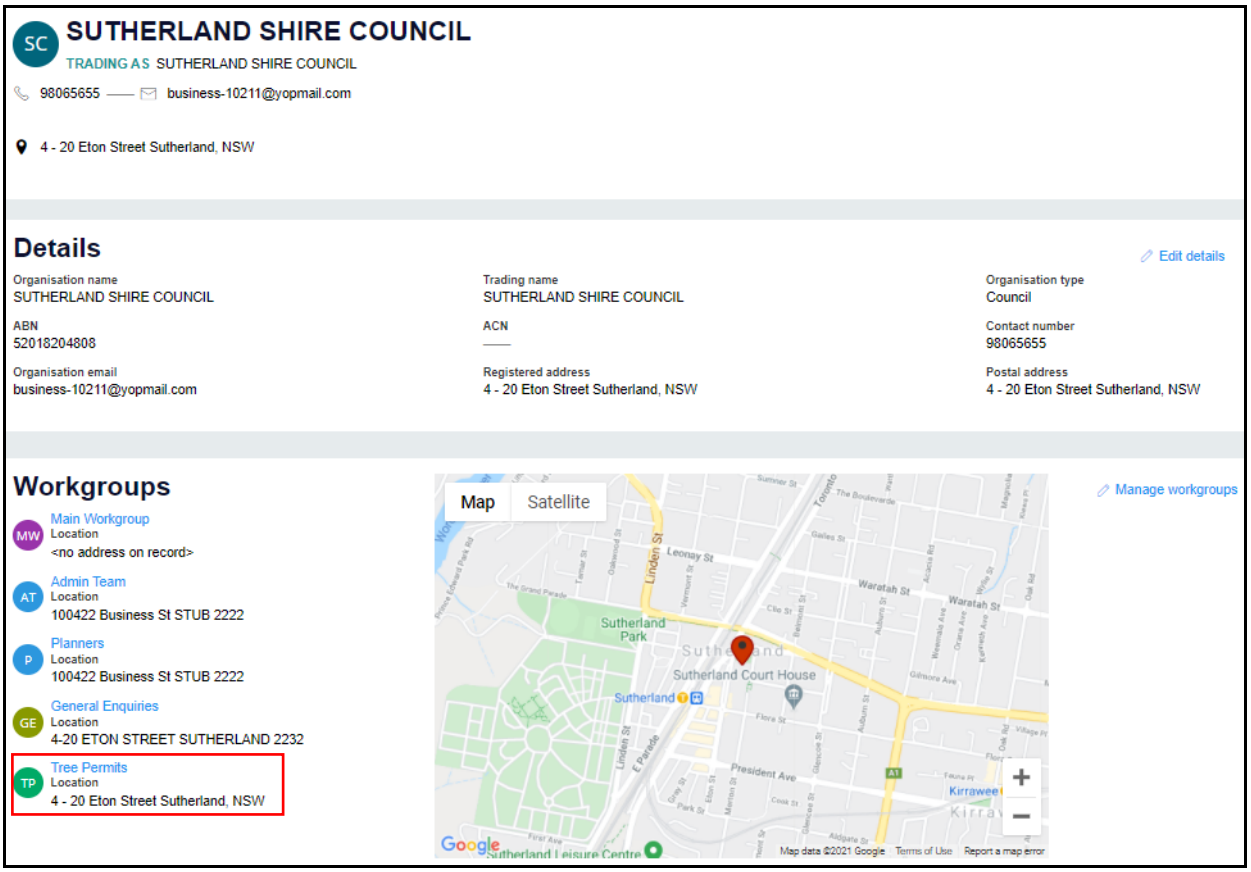
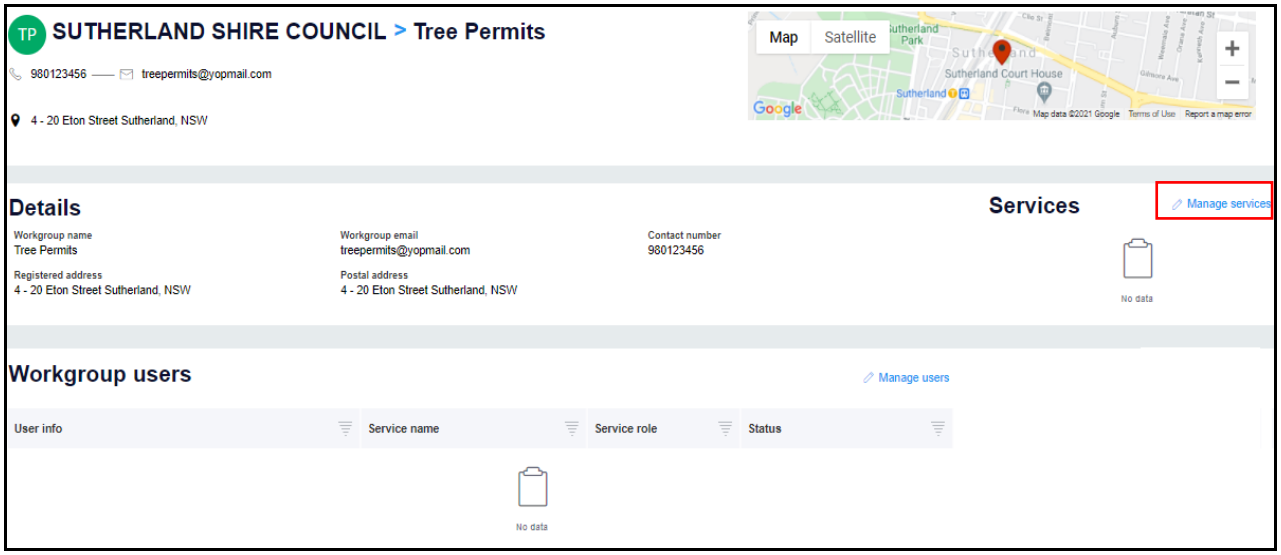
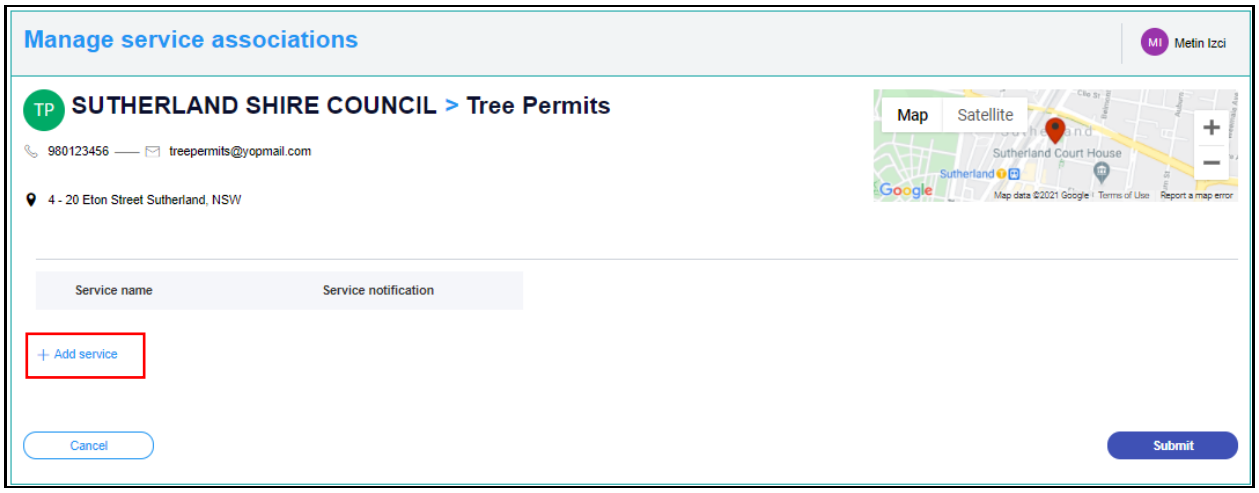


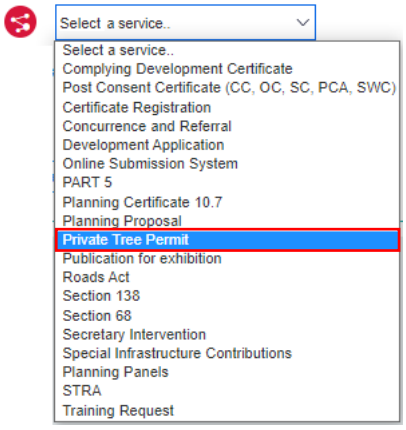
2. **Click** Manage Services to add Services to the Workgroup.



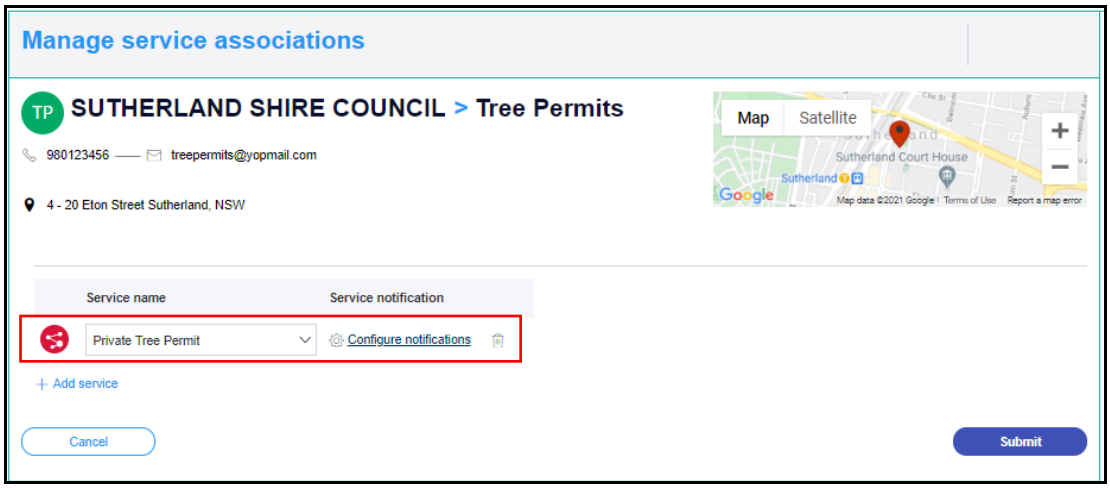
3. **Click** Add Service to begin.



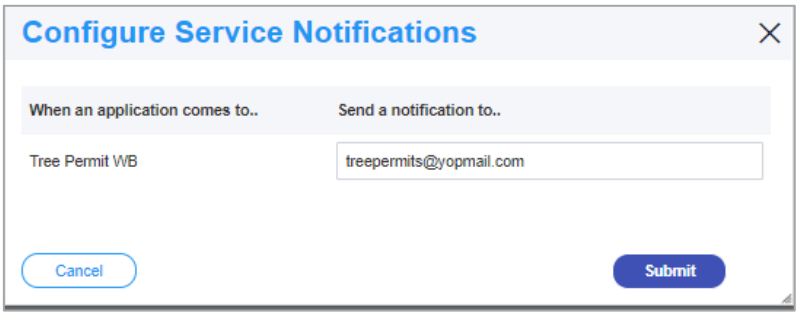
4. **Click** the Select a service drop-down and select the service from the available list. In this instance Private Tree Permit. A Service can only be assigned to one workgroup.



5. If available, **click** Configure notifications to add an email address.

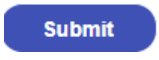


6. You will be asked to enter the email address that you want the notifications sent to.



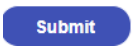
Note: The system will default to the Organisation's email address, but some services allow notifications to be routed to a specific email. Not all services have this facility, as the notification might be created and routed automatically in the ePlanning Portal application.

7. **Click** Submit.

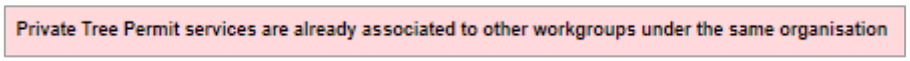


8. If required, **click** Add service to add additional services.

9. **Click** Submit to save the added Service and notification details.



Note: A red error message indicates that there can be only one Service assosciated with one Workgroup within an Organisation.



10. Click Close to return to the dashboard.

End of Steps

If you need more information

- Click the Help link at the top of the screen to access the NSW Planning Portal help pages and articles.
- Review the Frequently Asked Questions - https://www.planningportal.nsw.gov.au/support/frequently-asked-questions and / or contact ServiceNSW on 1300 305 695.

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