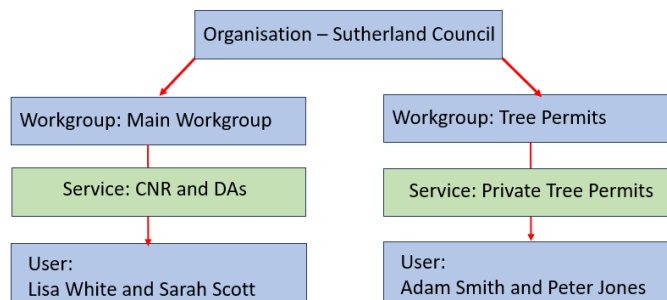


Managing Workgroups

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 epanning.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.

Adding a Service to a Workgroup

Administration - Organisational Management



SC SUTHERLAND SHIRE COUNCIL

TRADING AS SUTHERLAND SHIRE COUNCIL

98065655 — business-10211@yopmail.com

4 - 20 Eton Street Sutherland, NSW

Details

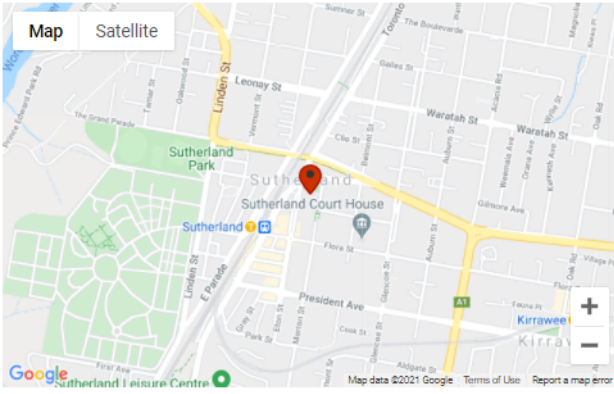
[Edit details](#)

Organisation name SUTHERLAND SHIRE COUNCIL	Trading name SUTHERLAND SHIRE COUNCIL	Organisation type Council
ABN 52018204808	ACN —	Contact number 98065655
Organisation email business-10211@yopmail.com	Registered address 4 - 20 Eton Street Sutherland, NSW	Postal address 4 - 20 Eton Street Sutherland, NSW

Workgroups

[Manage workgroups](#)

- MW** Main Workgroup
Location
<no address on record>
- AT** Admin Team
Location
100422 Business St STUB 2222
- P** Planners
Location
100422 Business St STUB 2222
- GE** General Enquiries
Location
4-20 ETON STREET SUTHERLAND 2232
- TP** Tree Permits
Location
4 - 20 Eton Street Sutherland, NSW




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

TP SUTHERLAND SHIRE COUNCIL > Tree Permits

980123456 — treepermits@yopmail.com


4 - 20 Eton Street Sutherland, NSW

Details

Workgroup name Tree Permits	Workgroup email treepermits@yopmail.com	Contact number 980123456
Registered address 4 - 20 Eton Street Sutherland, NSW	Postal address 4 - 20 Eton Street Sutherland, NSW	 No data


Services

[Manage services](#)



Workgroup users

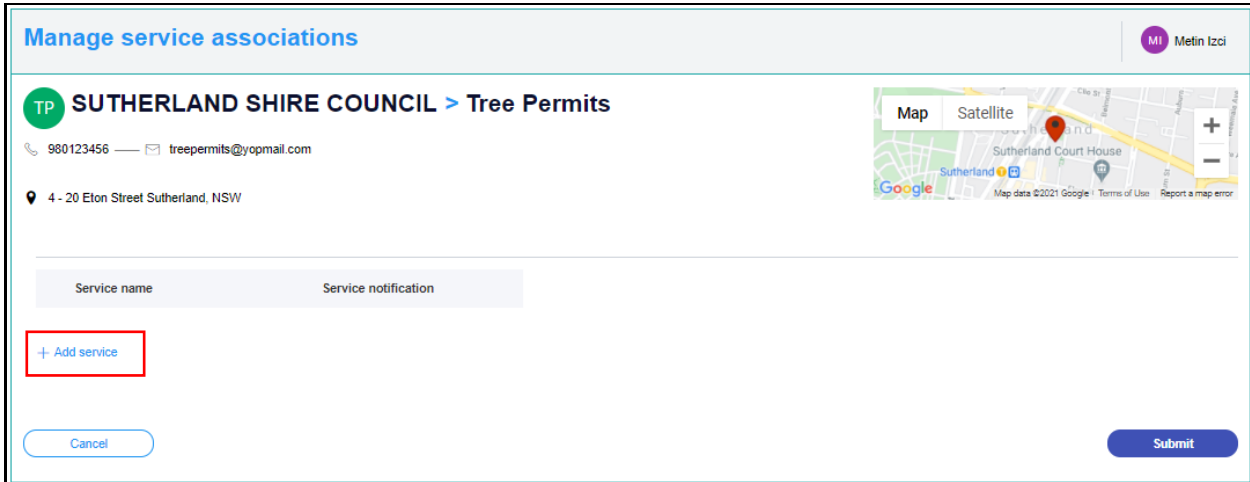
[Manage users](#)

User info	Service name	Service role	Status
 No data			

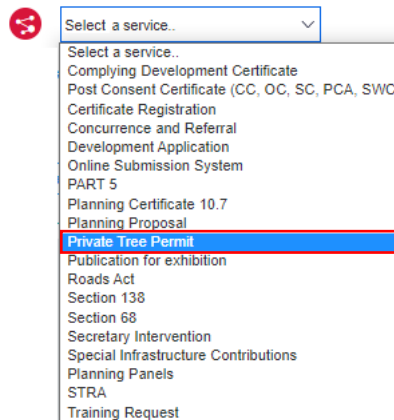
Adding a Service to a Workgroup

Administration - Organisational Management

3. Click Add Service to begin.



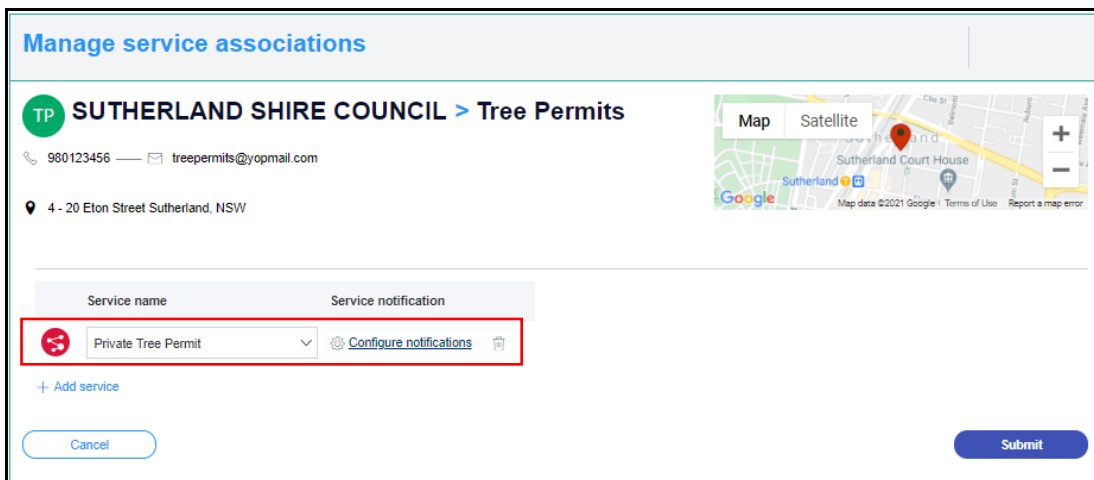
4. Click the Select a service drop-down and select the service from the available list. In this instance Private Tree Permit. A Service can only be assigned to one workgroup.



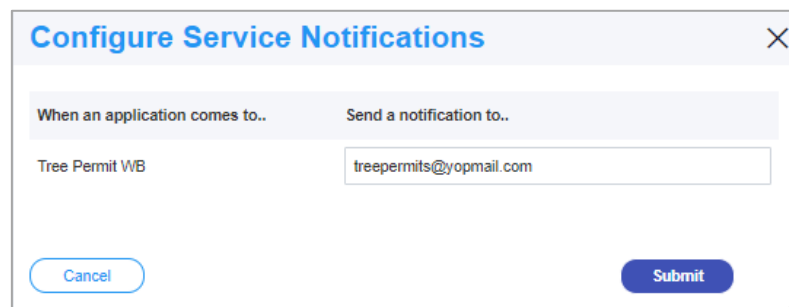
5. If available, click Configure notifications to add an email address.

Adding a Service to a Workgroup

Administration - Organisational Management



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

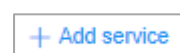


Note: The system will default to the Organisation's email address, but some services allow notifications to be routed to a specific email. Not all services have this facility, as the notification might be created and routed automatically in the ePlanning Portal application.

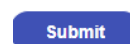
7. **Click** Submit.



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



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



Adding a Service to a Workgroup

Administration - Organisational Management



You have successfully updated the services for this work group.

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

Private Tree Permit services are already associated to other workgroups under the same organisation

10. Click Close to return to the dashboard.

Close

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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