

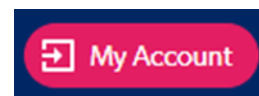
## NSW Planning Portal Registration

To use the Online Submission System, you will need a NSW Planning Portal account. This guide outlines each step of the registration process.

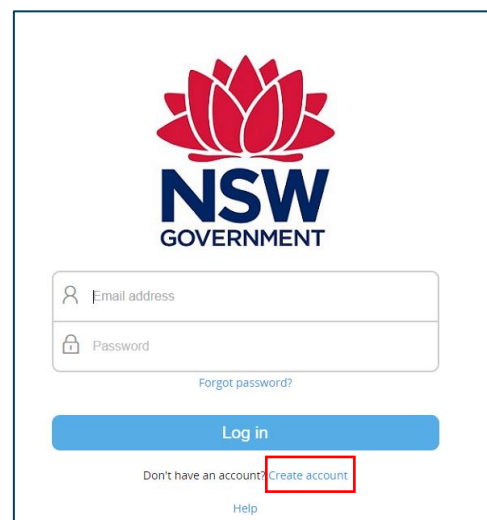
1. **Click** on the link.

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

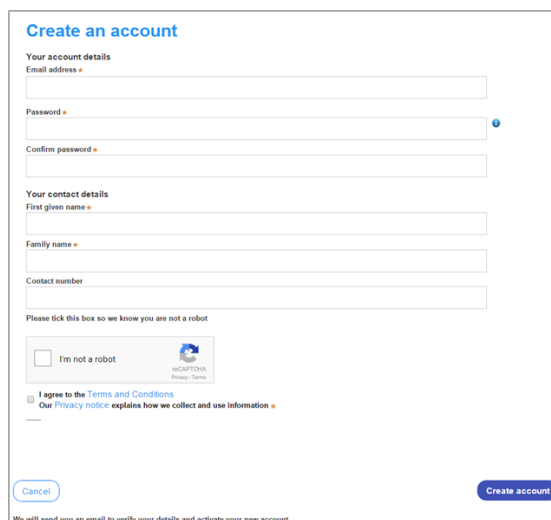
2. **Select** My Account in the top right-hand corner to be directed to the login page.



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

A screenshot of the NSW Government login page. At the top is the NSW Government logo. Below it are two input fields: "Email address" and "Password". A "Forgot password?" link is below the password field. A blue "Log in" button is below the input fields. At the bottom, there is a link "Don't have an account? Create account" where "Create account" is highlighted with a red box. A "Help" link is at the very bottom.

4. The Create an account page will open.



5. **Enter** your email address.

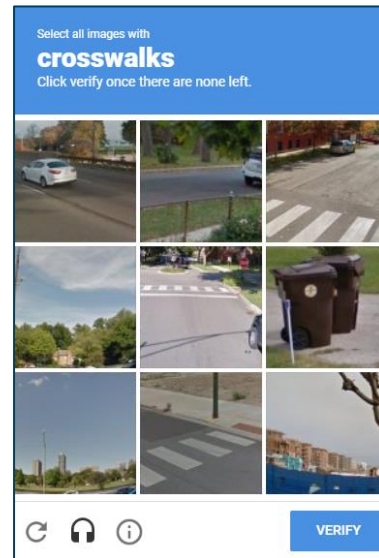
**Note:** This will be your username and any system generated notifications will be sent to this account.

6. **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: ~! @ # \$ % ^ & \* ( ) \_ + - = { } [ ] | \ : ; " ' < > ? , . /

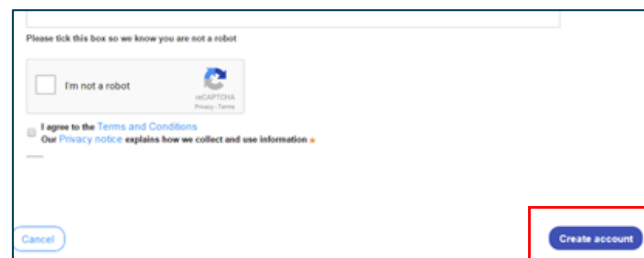
7. Enter your contact details, including a contact number (mobile is preferred).

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

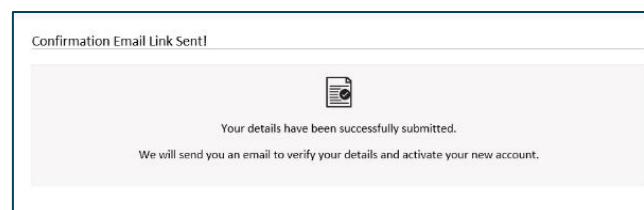


9. Agree to the Terms and Conditions by selecting the tick box. You may also review the privacy notice at this point.

10. Click the Create Account button.



11. 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. 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.

**The verification is valid for 24 hours.**

12. Contact your agency admin account holder who can provide you with access to your councils' dashboard.
  
13. You are now able to log into your dashboard. Enter the registered email address and password for this account.

**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 pages and articles.
- Review the Frequently Asked Questions - <https://www.planningportal.nsw.gov.au/help/frequently-asked-questions>; and / or
- Contact ePlanning on [www.eplanning@planning.nsw.gov.au](mailto:www.eplanning@planning.nsw.gov.au)