

A white line starts from the top left corner of the page and extends diagonally down to the left side of the text.

**○ *HowTo register for a
Planning Portal account***

HowTo register for a Planning Portal account

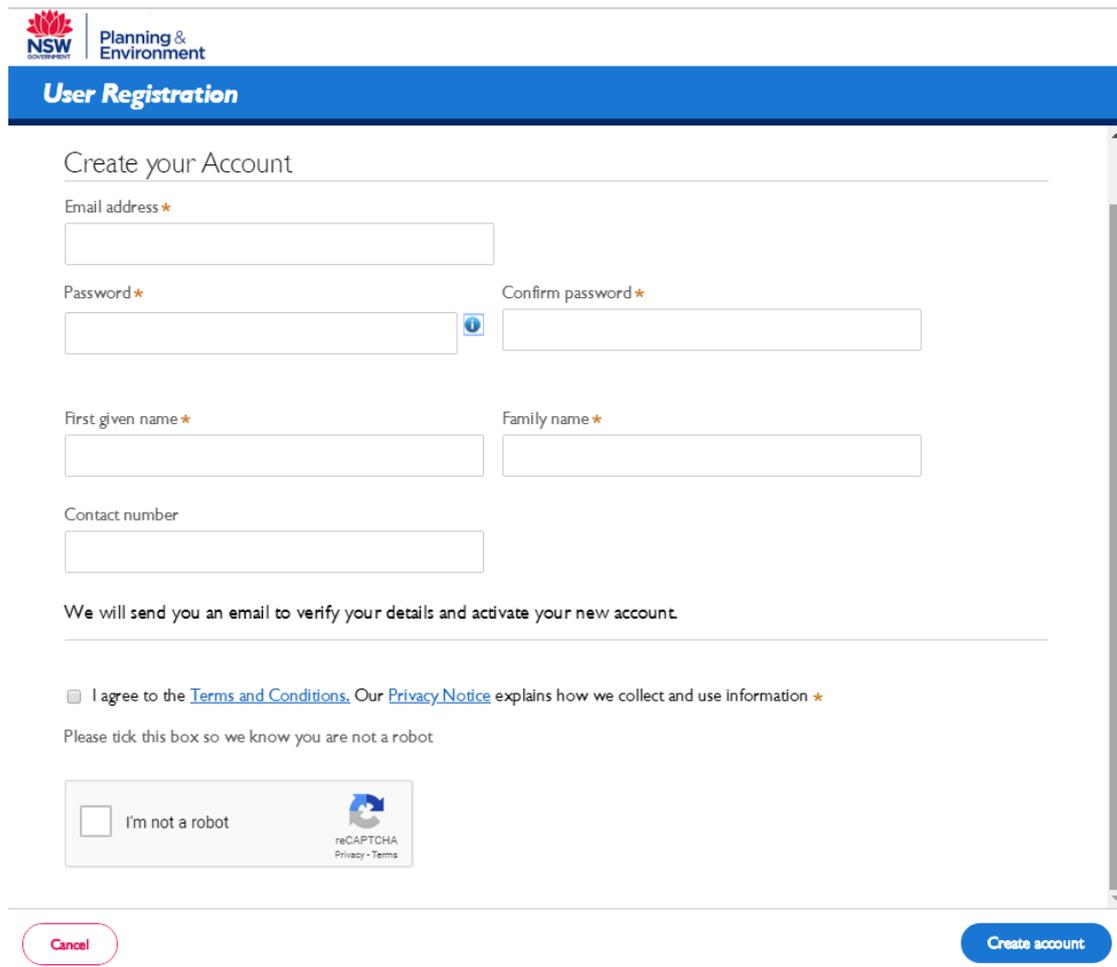
To view applications submitted via the online lodgement for development application service, you will need a Planning Portal account. This HowTo guide outlines each step of the registration process.

Step 1: Go to <https://www.planningportal.nsw.gov.au/onlineDA>.



The screenshot shows the login interface for the Planning & Environment portal. At the top left is the NSW Government logo, and to its right is the text 'Planning & Environment'. Below the logo is a form with 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 form. At the bottom of the page, there is a 'Don't have an account? Create account' link and a 'Help' link.

Step 2: Click the "Create account" hyperlink to commence the registration process.



The screenshot displays the 'User Registration' page. At the top left is the NSW Government logo and 'Planning & Environment' text. A blue header bar contains the title 'User Registration'. Below the header, the main heading is 'Create your Account'. The form includes several required fields, each marked with a red asterisk: 'Email address', 'Password', 'Confirm password', 'First given name', and 'Family name'. There is also a 'Contact number' field. Below the form, a message states: 'We will send you an email to verify your details and activate your new account.' A checkbox is provided for 'I agree to the Terms and Conditions. Our Privacy Notice explains how we collect and use information'. Below this is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom of the page, there are two buttons: a red 'Cancel' button and a blue 'Create account' button.

Step 3: Enter your work email address.

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

Step 4: Input your password. Note the following password requirements:

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

Step 5: Input your contact details, including your first given name, family name and a contact number (mobile is preferred).

Step 6: Verify the reCAPTCHA by ticking the "I'm not a robot" checkbox. You will need to correctly complete a question such as "Select all images with traffic lights" to proceed.

Step 7: Agree to the *Terms and Conditions* by selecting the tick box. Review the privacy notice and then select the "Create account" button.

Step 8: 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. This must be done within 24 hours or the link will expire and you will need to re-register.



Your details have been submitted.

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

Note: Your Planning Portal account will not be created until you have successfully verified your registration.

Next steps

Once you have registered your work email address, your organisation's administrator will need to activate your account so you are able to see applications submitted to your organisation. For more information, see section 2 of this guide.

How to reset your password

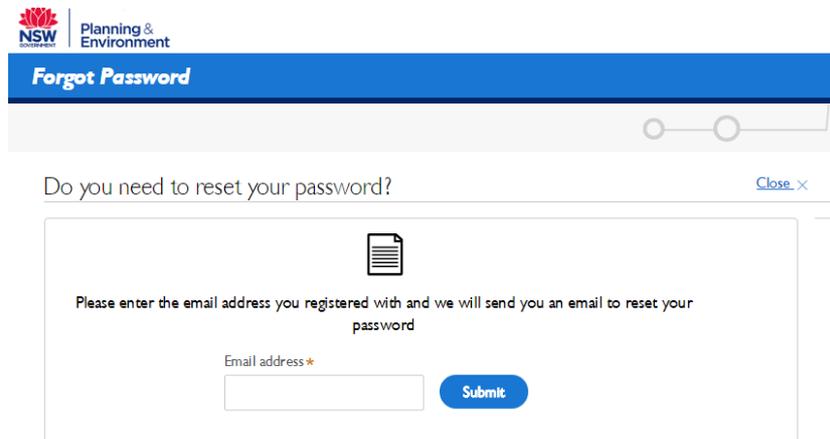
If you need to reset your Planning Portal account password, please use the instructions below.

Step 1: Go to <https://www.planningportal.nsw.gov.au/onlineDA>.



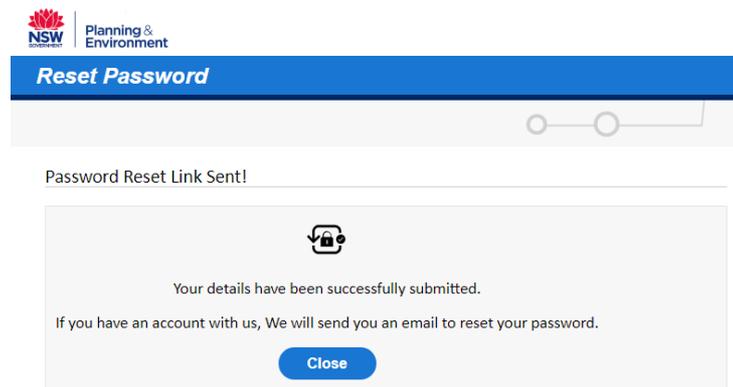
The screenshot shows the login page for the Planning & Environment portal. At the top left is the NSW Government logo. To its right is the text 'Planning & Environment'. Below the logo is a form with two input fields: 'Email address' and 'Password'. Below the form is a link that says 'Forgot password?'. At the bottom of the form is a blue 'Log in' button. Below the button are two links: 'Don't have an account? Create account' and 'Help'.

Step 2: Click "Forgot password?"



The screenshot shows a dialog box titled 'Forgot Password' with the NSW Government logo and 'Planning & Environment' text. The dialog asks 'Do you need to reset your password?' and has a 'Close x' link. Below the question is a document icon and the text 'Please enter the email address you registered with and we will send you an email to reset your password'. There is an input field labeled 'Email address *' and a blue 'Submit' button.

Step 3: Input the email address you registered with the Planning Portal and click submit.



The screenshot shows a dialog box titled 'Reset Password' with the NSW Government logo and 'Planning & Environment' text. The dialog says 'Password Reset Link Sent!' and has a 'Close x' link. Below the message is a padlock icon and the text 'Your details have been successfully submitted. If you have an account with us, We will send you an email to reset your password.' There is a blue 'Close' button.

Step 4: A system generated email will be sent to the registered email address. Click on the reset password link within this email.

Step 5: You will be prompted to input a new password.

NSW Planning & Environment

Forgot Password

Enter New Password Close

New password*

Confirm password*

Submit

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

Note the following password requirements:

- They must be at least eight characters long
- They must have a maximum of 16 characters
- Passwords 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)
 - The following non-alphabetic characters: ~ ! @ # \$ % ^ & * () _ + - = { } | [] \ : ; ' < > ? , . /

Step 6: Click the "Submit" button to reset your password. You will be returned to the log in screen, where you will need to enter your email address and new password to access the Development Application Online service.