

To access the NSW Planning Portal digital services, you will need an account. This guide outlines each step of the registration process.

Applicants who represent a larger consultancy firm or developer may find it beneficial to create and then register an account using a generic / shared email address. This will allow for greater transparency and visibility of applications submitted through the NSW Planning Portal for your organisation.

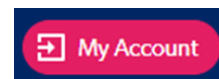
If you register using a shared email address, to mitigate security concerns, consider changing the password for this account when someone with access leaves the company.

Getting started

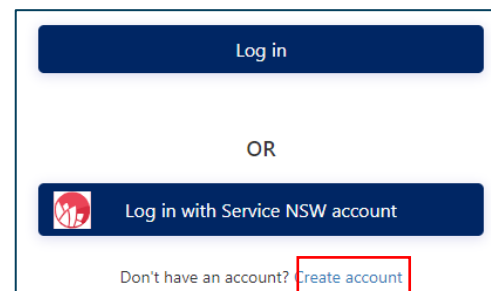
1. **Click** on the link.

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

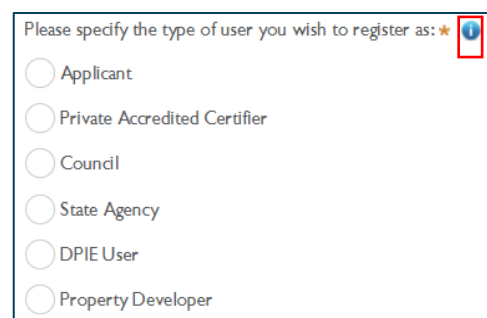
2. **Select** My Account in the top right-hand corner to be directed to the login page.



3. **Click** the Create account link to start the registration process.



4. **Select** the type of user you are registering.
 - If you are unsure you can hover over the information icon to view the account type descriptions.



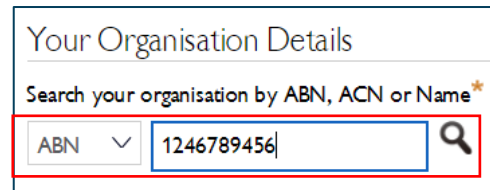
Note: Selecting the user type will define the registration information you must provide and the type of user access that can be applied to your account. Following the selection of the user type, the create account area will open.

Property developer

Developers and builders are only required to create a property developer account if they are intending to lodge a strata building bond with NSW Fair Trading. If this does not apply to you, create an applicant account instead.

- 5. Search** to locate your organisation by ACN, ABN or Name and **select** a result from the list.

Once your organisation is located you will be prompted to enter further company details such as address and email.

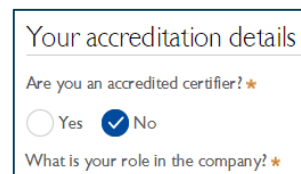


The screenshot shows a form titled "Your Organisation Details". Below the title is a search prompt: "Search your organisation by ABN, ACN or Name*". There are three input fields: a dropdown menu with "ABN" selected, a text box containing "1246789456", and a search icon (magnifying glass) to the right of the text box.

Private accredited certifier

If you are a private accredited certifier or part of a principal certifying organisation, follow the property developer step above and the steps below to register your account.

- 6. Complete** your accreditation details.



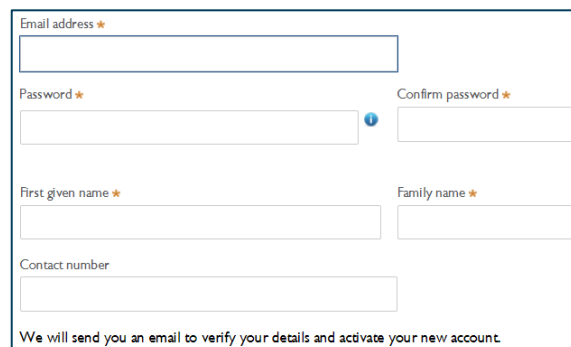
The screenshot shows a form titled "Your accreditation details". It contains two questions: "Are you an accredited certifier?*" with radio buttons for "Yes" and "No" (the "No" button is selected), and "What is your role in the company?*" which is currently empty.

All account types

Follow the below steps when creating any account type including those mentioned above.

- 7. Enter** the email address for the account.

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



The screenshot shows a registration form with the following fields: "Email address*", "Password*", "Confirm password*", "First given name*", "Family name*", and "Contact number". At the bottom, there is a note: "We will send you an email to verify your details and activate your new account."

8. **Enter** and confirm your password (which must contain the following):

Passwords must:

- Be at least eight characters long
- Have a maximum of 16 characters
- NOT contain parts of the email address that exceeds two consecutive characters
- Use uppercase letters (A through Z), lowercase letters (a through z), numbers (0 through 9), and the following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /

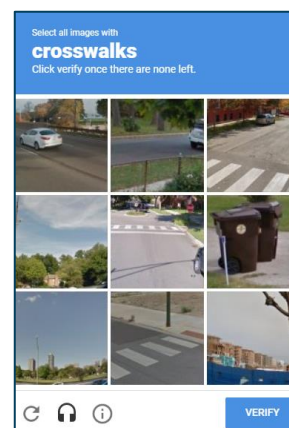
9. **Enter** the account name and contact number (work number is preferred).

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

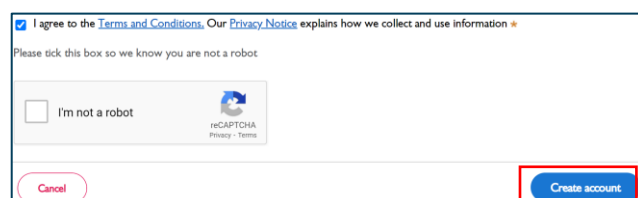


I agree to the [Terms and Conditions](#). Our [Privacy Notice](#) explains

11. **Verify** you're not a robot, and correctly complete a question such as 'Select all images with crosswalks' to proceed.



12. **Click** the Create account button.



I agree to the [Terms and Conditions](#). Our [Privacy Notice](#) explains how we collect and use information

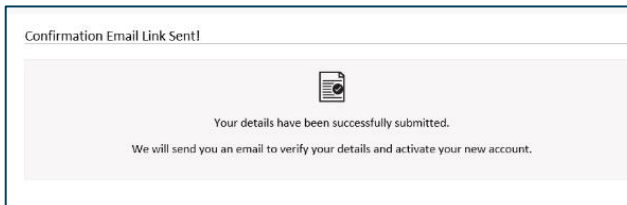
Please tick this box so we know you are not a robot

I'm not a robot

reCAPTCHA
Privacy - Terms

Cancel Create account

13. You will be sent a system-generated email to your registered email account to verify your account. Once you receive this email you have 24 hours to 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. After verifying your account, you will receive a system-generated confirmation email to your registered email address.

Accessing your council or agency dashboard

14. Contact your council or agency admin account holder who can provide you with access to your organisation's dashboard.
15. 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.

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/help/frequently-asked-questions> and / or contact the ePlanning program team at ePlanning.Support@planning.nsw.gov.au

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