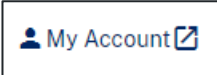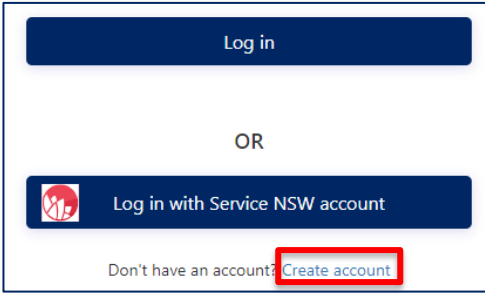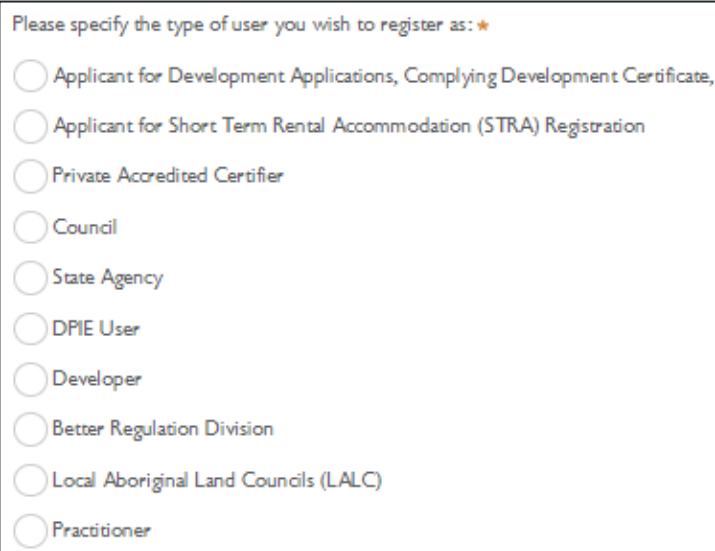# Register for the NSW Planning Portal

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

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

| | |
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| 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. | **My Account** |
| 3. **Click** the Create account link to start the registration process. | Log in OR Log in with Service NSW account — Don't have an account? Create account |
| 4. **Select** the type of user you are registering. | Please specify the type of user you wish to register as: ★ <br> ○ Applicant for Development Applications, Complying Development Certificate, <br> ○ Applicant for Short Term Rental Accommodation (STRA) Registration <br> ○ Private Accredited Certifier <br> ○ Council <br> ○ State Agency <br> ○ DPIE User <br> ○ Developer <br> ○ Better Regulation Division <br> ○ Local Aboriginal Land Councils (LALC) <br> ○ Practitioner |

**Note:** If you are unsure what type of user to select, you can hover over the information icon to the right-hand side of the question to view the account type descriptions.

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. Please view the relevant user type section below for additional information.

# User type: Applicant for Short-term Rental Accommodation Registration

STRA applicants with an existing NSW Planning Portal applicant account do not need to register again as they can use their existing account for their STRA registration requirements. The same applies for registered STRA users, who will be able to use their account for other applicant services.

Both the Applicant for Development Applications, Complying Development Certificates, etc., and Applicant for Short Term Rental Accommodation (STRA) Registration user types have the same user privileges, and these users need only register for one NSW Planning Portal account.

# User type: State Agency

If you work in an Agency which is part of the Department of Planning and Environment cluster, for example Planning; Biodiversity, Conservation and Energy or Environment and Heritage; and you are involved in the processing of concurrence and referrals or Planning Proposals, then select the State Agency user type. Also select this user type if you work for a Commonwealth or Interstate Agency.
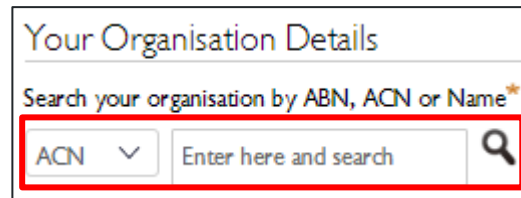
# User type: Developer

Developers are required to create a property developer account in order to submit and manage applications on the NSW Planning Portal.

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| **5.** **Select** Developer as the user type. | Please specify the type of user you wish to register as: ★<br><br>◯ Applicant for Development Applications, Complying Development Certificate,<br>◯ Applicant for Short Term Rental Accommodation (STRA) Registration<br>◯ Private Accredited Certifier<br>◯ Council<br>◯ State Agency<br>◯ DPIE User<br>◯ Developer<br>◯ Better Regulation Division<br>◯ Local Aboriginal Land Councils (LALC)<br>◯ Practitioner |

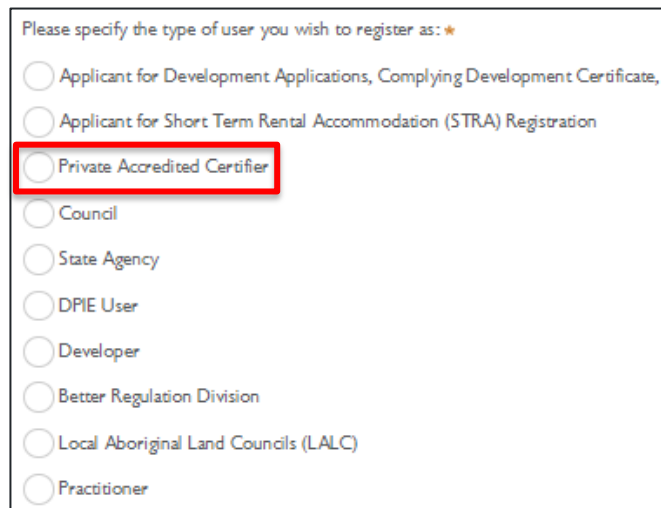| 6. | **Search** to locate your organisation by ACN, ABN or Name and **select** a result from the list. Once your organisation is located you will be prompted to enter further company details such as address and email. |  |
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**Note**: Once you have entered the organisation details, move to step 13 to complete the remaining account creation steps.

## User type: Private Accredited Certifier
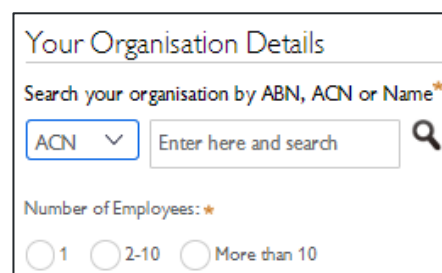
If you are a registered certifier or part of a principal certifying organisation, follow the steps below to register your account. **Note**: If you are a registered certifier employed by a NSW Council, please select the Council user type option.

| 7. | **Select** Private Accredited Certifier as the user type. |  |
|---|---|---|
| 8. | **Search** to locate your organisation by ACN, ABN or Name and **select** a result from the list. **Select** the number of employees within your organisation. **Enter** further company details such as address and email. |  |
| 9. | **Enter** your accreditation details. There are three options when selecting your registration jurisdiction. | |

a. For registrations within NSW:

i. **select** Yes, in NSW

ii. **enter** the BDC registration number

iii. **indicate** if you are a member of a Professional Association.
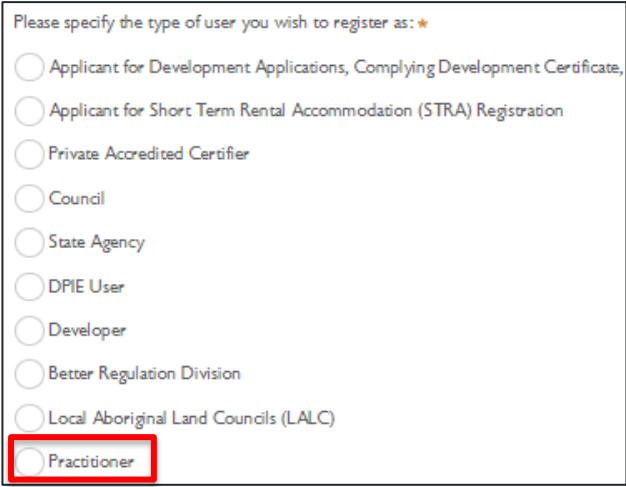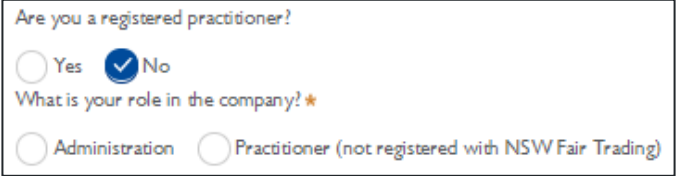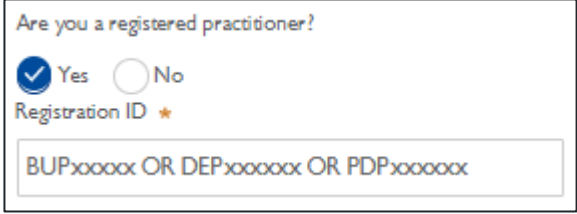
**Note**: You can search for your registration number on the Building Certifier Public Register by entering the BDC number in the search field.

b. For registrations in another state:

i. **select** Yes, in another state

ii. **select** the state or territory
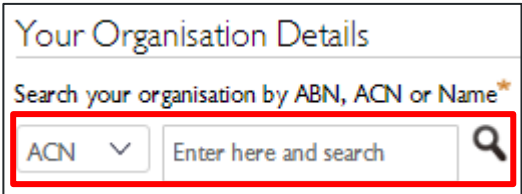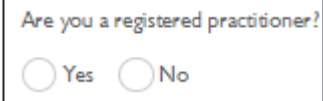
iii. **enter** the interstate licence number

iv. **enter** the AMR registration number.

c. If you are not a registered certifier, **select** No then **indicate** your role in your company.

**Note**: Once you have entered the registration details, move to step 13 to complete the remaining account creation steps.

## User type: Practitioner

If you are a practitioner, follow the steps below to register your account.

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| **10. Select** Practitioner as the user type. | Please specify the type of user you wish to register as: ★<br><br>○ Applicant for Development Applications, Complying Development Certificate,<br>○ Applicant for Short Term Rental Accommodation (STRA) Registration<br>○ Private Accredited Certifier<br>○ Council<br>○ State Agency<br>○ DPIE User<br>○ Developer<br>○ Better Regulation Division<br>○ Local Aboriginal Land Councils (LALC)<br>○ **Practitioner** |
| **11. Search** to locate your organisation by ACN, ABN or Name and **select** a result from the list.<br><br>**Enter** further company details such as address and email. | Your Organisation Details<br><br>Search your organisation by ABN, ACN or Name ★<br><br>[ ACN ▼ ] [ Enter here and search 🔍 ] |

The *Design and Building Practitioner Act 2020* requires designers and builders working on class 2 buildings to register with NSW Fair Trading ([https://www.fairtrading.nsw.gov.au/](https://www.fairtrading.nsw.gov.au/)) from 1st July 2021. If you wish to proceed without a Registration ID, you can register as an Administrator or a non-Registered Practitioner.

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| **12. Indicate** if you are a registered practitioner. | Are you a registered practitioner?<br>○ Yes ○ No |
|     **a.** If No is selected, **select** your role as either an Administrator or as a Practitioner not yet registered with NSW Fair Trading. | Are you a registered practitioner?<br>○ Yes ● No<br>What is your role in the company? ★<br>○ Administration ○ Practitioner (not registered with NSW Fair Trading) |
|     **b.** If yes is selected, **enter** your Registration ID. Ensure that you use your **individual Registration ID** and not your Organisation ID. | Are you a registered practitioner?<br>● Yes ○ No<br>Registration ID ★<br>[ BUPxxxxx OR DEPxxxxxx OR PDPxxxxxx ] |

**Note**: When entering your individual registration ID, the NSW Planning Portal will validate your registration status with NSW Fair Trading and display an appropriate message. The only instance where you will not be able to create your Practitioner account on the NSW Planning Portal is when there is no record of your individual registration ID, as indicated in the example below. In all other instances, you will be able to create your account and proceed (i.e., your individual registration ID is suspended, cancelled, expired, or lapsed).

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| **Registration ID** ★<br><br>BUP0000360<br><br>Registration not found.<br><br>Please check the registration number entered and try again.<br>If the registration number is correct but cannot be found, please contact NSW Fair Trading here or call 13 77 88 from Monday to Friday between 7am and 7pm (AEST).<br>Missing mandatory information [ First Name,Last Name ]. Please contact NSW Fair Trading here or call 13 77 88 from Monday to Friday between 7am and 7pm (AEST). | |
| When there is a successful validation, the details stored with NSW Fair Trading will be displayed. To protect privacy, all email addresses will be blurred for privacy. You will be required to enter and confirm a password to create your account on the NSW Planning Portal. | **Are you a registered practitioner?**<br>✓ Yes ◯ No<br>**Registration ID** ★<br>PDP0000608<br><br>Create your account<br><br>Email address<br>d******@y****.c** |

## All account types

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

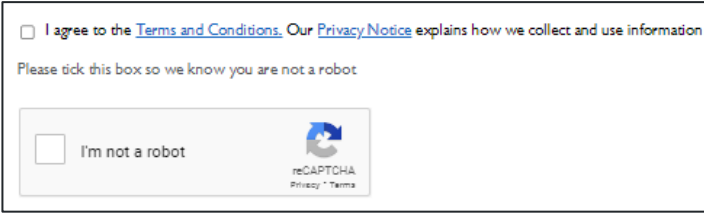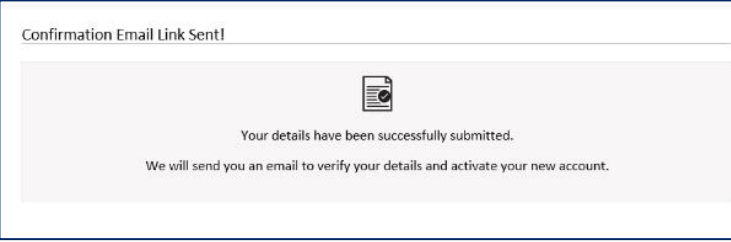| | |
|---|---|
| **13.** **Enter** the email address for the account and **enter** a password.<br><br>Passwords must:<br><br>▪ Be at least eight characters long<br><br>▪ Have a maximum of 16 characters<br><br>▪ NOT contain parts of the email address that exceeds two consecutive characters<br><br>▪ Use uppercase letters (A through Z), lowercase letters (a through z), numbers (0 through 9), and the following non-alphabetic characters: ~! @ # $ % ^ & * ( ) _ + - = { } [ ] | \ : ; " ' < > ? , . / | **Email address** ★<br><br>**Password** ★ |
| **Note:** Your email will be your username and any system-generated notifications will be sent to this email address. | |
| **14.** **Enter** the account name and contact number (work number is preferred). | **First given name** ★     **Family name** ★<br><br>**Contact number** |

| | |
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| **15. Indicate** that you agree to the Terms and Conditions and complete the reCAPTCHA requirements. | ☐ I agree to the Terms and Conditions. Our Privacy Notice explains how we collect and use information<br>Please tick this box so we know you are not a robot<br><br>☐ I'm not a robot reCAPTCHA Privacy · Terms |
| **16. Click** Create Account. | Create account |
| You will be sent a system-generated email to the 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. | Confirmation Email Link Sent!<br><br>Your details have been successfully submitted.<br>We will send you an email to verify your details and activate your new 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 the registered email address.

## Accessing your council, certifier, LALC or agency dashboard

Once you have a confirmed NSW Planning Portal account, you are able to log into your NSW Planning Portal dashboard by entering the registered email address and password for this account on the log in screen.

You will need to contact your organisation's portal administration account holder to provide you with access to your organisation's dashboard and associated applications.

**End of steps**

## If you need more information

- Use the Forgot password hyperlink and follow the prompts to reset or change your password at any time.

- 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.