Using knowledge management

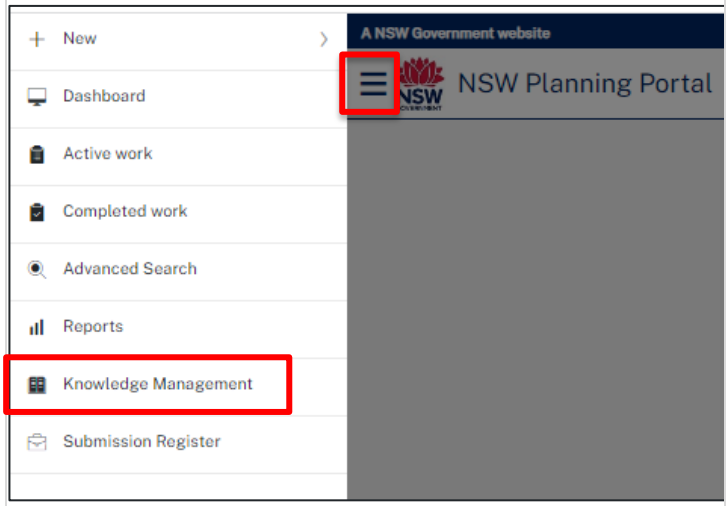
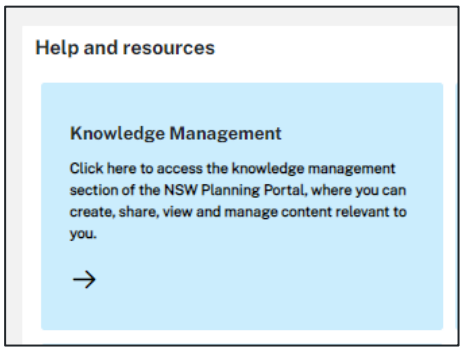
Knowledge management is a secure document repository that is available to Council, Agency and Certifier NSW Planning Portal users. Information found in knowledge management is not available to general Portal users.

The knowledge management area can be located once logged in to the NSW Planning Portal.

Accessing knowledge management

Knowledge management can be accessed from either:

- the menu accessed via the top left-hand side of the screen, or
- within the Help and resources section of the dashboard.

Option 1: Click on the three horizontal stripes in the top left-hand side of the screen to open the menu. From the menu **select** Knowledge management.	
Option 2: Scroll down the page to the Help and resources section. **Click** on the arrow within the Knowledge Management tile.	

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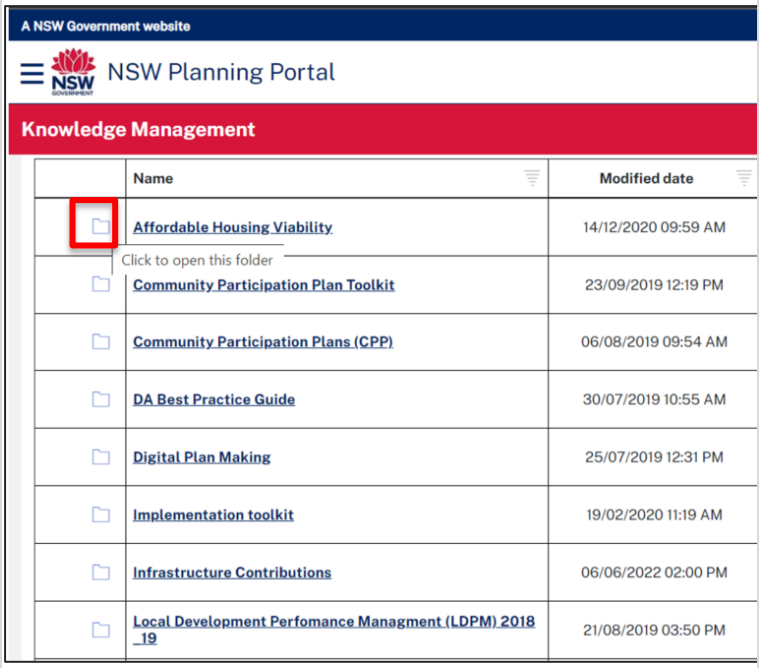
Viewing documents

1. Once you have accessed the knowledge management section, a list of folders will populate in the centre of the screen.

Notes:

- Help and support materials are located in the Quick Reference Guides folder.
- Release notes are located in the Release Notes for Online Services folder.

2. **Click** on the folder icon or name to view the documents.

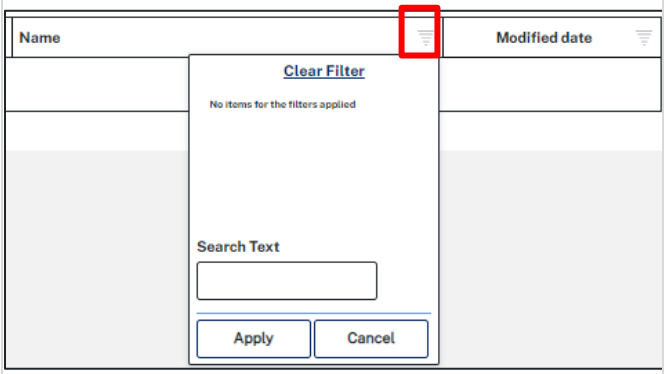
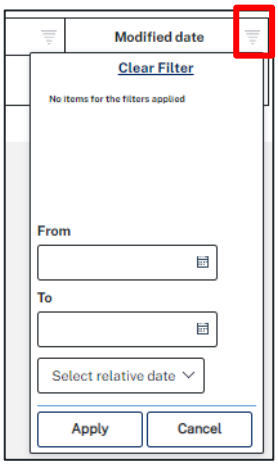
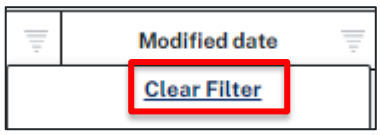


3. **Click** on the icon or file name to download a document.

Notes:

- The folder and document lists include a column labelled “Modified date”. This will assist you to recognise new content.
- The Department may add and/or remove content from the knowledge management area over time.

Filtering folders and documents

To filter folders and documents by name, **click** the filter icon within the table heading, and enter search text within the specified field. Once you **select** Apply, the list will be refined.	
To filter folders and documents by date, **click** the filter icon within the table heading, and enter either the relevant date period, or select an option from the drop-down list. Once you **select** Apply, the list will be refined.	
Click Clear Filter to remove any filters you have applied.	

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.