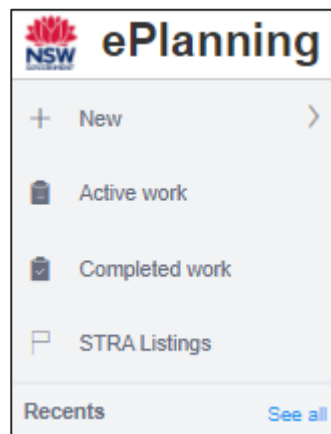


On the NSW Planning Portal applicants can manage all their applications on the one dashboard. An applicant can start a new application, or view and manage existing applications via their dashboard by accessing the Active and Completed work items within the dashboard.

The dashboard menu

The dashboard menu is located on the left panel and consists of the following options:

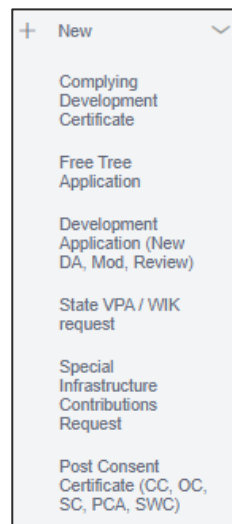
- **New** (to commence a new application).
- **Active work** (to view current applications).
- **Completed work** (to view completed applications such as determined Development Applications).
- **STRA Listings** (view the properties you have registered on the Short-Term Rental Accommodation register).
- **Recents** (displays the recently used applications).



New

An applicant can click on the New menu option and start new applications from the list of options, for example:

- Complying Development Certificate
- Free Tree Application
- Development Application
- Special Infrastructure Contributions
- Post Consent Certificates (e.g. Construction Certificates).



Applicant

Active work

Active work consists of all applications that are currently active on the NSW Planning Portal. There are several columns which provide information about each application that is active.

Performance	Days Lapsed	Submitted Date	Reference Number	Site Address	Status	Application Type
●	80	13/08/19	CNR-1929	2 BELMONT STREET SUTHERLAND 2232	Additional information requested	Concurrence and Referral
●	80	13/08/19	CNR-1930	2 BELMONT STREET SUTHERLAND 2232	Under assessment	Concurrence and Referral
		13/08/19	CNR-1934	2 BELMONT STREET SUTHERLAND 2232	Under assessment	Concurrence and Referral
	80	12/08/19	PAN-711	2 BELMONT STREET SUTHERLAND 2232	Under assessment	Development Application

Column descriptions

Column Name	Description
Performance	This is only applicable for Concurrence and Referrals once the clocks have started and indicates if applications are within assessment periods. Uses the traffic light colour system as follows: <ul style="list-style-type: none">• Green – application is within the assessment period.• Amber – response is now overdue.• Red – response is overdue and urgent action is required.
Days Lapsed	Number of days lapsed since application was accepted.
Submitted Date	The date the application was submitted by applicant.
Reference Number	The unique reference number of the application.
Site Address	The address of the site on the application.
Status	The current status of the application.
Application Type	The type of application submitted.

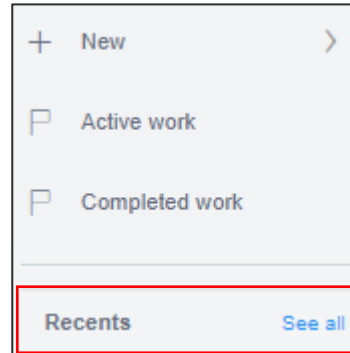
Completed work

This is where all completed work is held for all applications. All the relevant documentation that was part of any application is stored permanently against each application and can be accessed at any time by the applicant, by clicking onto the reference number to open the application.

Recents

The Recents option on the left panel displays the last five applications the applicant has accessed.

Click 'See all' to display a comprehensive list of recent applications.

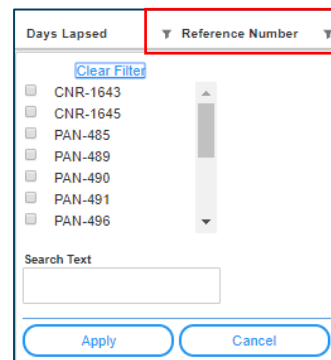


Sorting and filtering

To find an application, you can use either the column filter or search functions.

Sorting and Filtering Columns

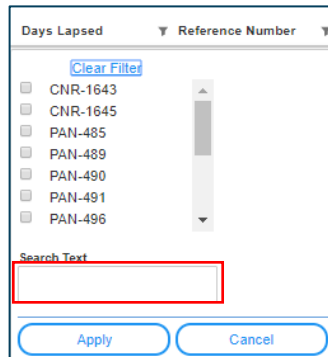
1. **Click** a column heading to sort by that column.
2. **Click** the filter icon to the right of a column heading to open the Filter panel for that column.
3. Use the contents listed to filter for a specific entry. You can only filter by one column at a time, but you may check multiple options within each filter. Once all options have been selected, **click** the Apply button.



Note: The information contained within the dashboard will change to show only those with the specific filter applied.

Searching

1. **Click** the filter icon beside a column heading to display the Filter panel for that column
2. **Enter** the text into the Search Text field, then **click** the Apply button.



Note: The information contained within the dashboard will change to show only those records containing the keyword. If there are no search results, click the Clear Filter link to reset the dashboard view and try a different keyword.

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.
- View more quick reference guides, FAQs and support resources on our support page at <https://www.planningportal.nsw.gov.au/support/how-guides> and/or contact ServiceNSW on 1300 305 695.