

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.

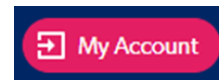
If you register using a shared email address, to mitigate security concerns, consider changing the password for this account when someone with access leaves the company.

Getting started

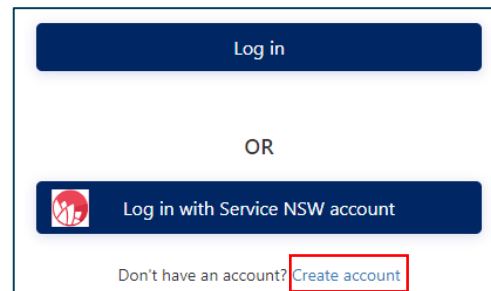
1. **Click** on the link.

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

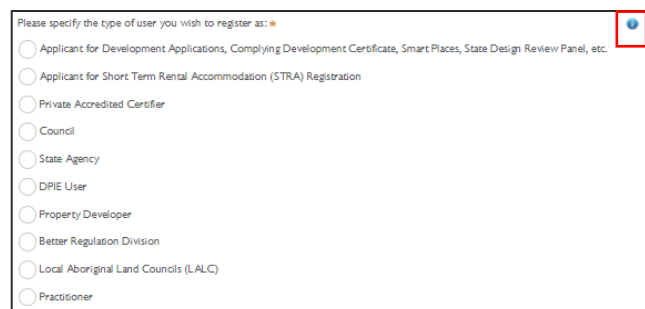
2. **Select** My Account in the top right-hand corner to be directed to the login page.



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.

Short Term Rental Accommodation Registration

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

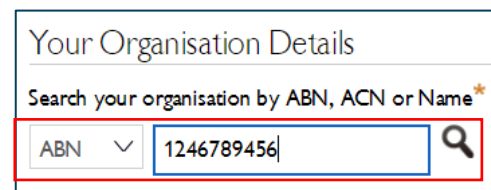
STRA applicants with an existing Planning Portal applicant account need not register again as they can use their existing account for their STRA registration requirements. The same applies for registered STRA users, who will be able to use their account for DAs, CDCs and other applicant services.

Property developers

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

- 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.

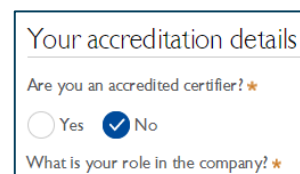


The screenshot shows a form titled "Your Organisation Details". Below the title is a search prompt: "Search your organisation by ABN, ACN or Name*". There is a dropdown menu with "ABN" selected, a text input field containing "1246789456", and a search icon (magnifying glass) to the right of the input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

Private accredited certifiers

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.



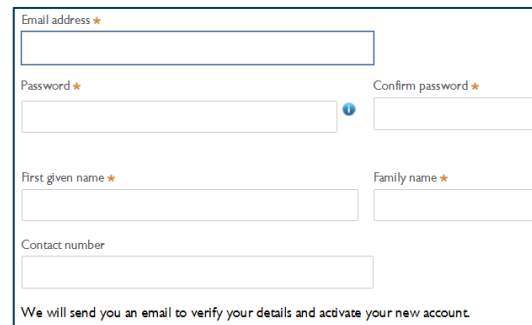
The screenshot shows a form titled "Your accreditation details". The first question is "Are you an accredited certifier?*" with two radio button options: "Yes" (unselected) and "No" (selected). The second question is "What is your role in the company?*" with a text input field below it.

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. Below the fields, 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: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /

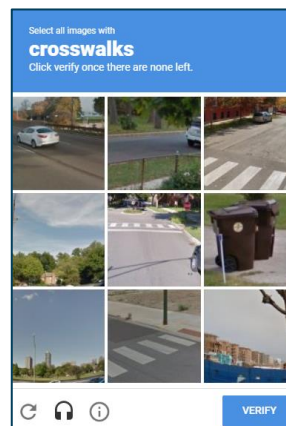
9. **Enter** the account name and contact number (work number is preferred).

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

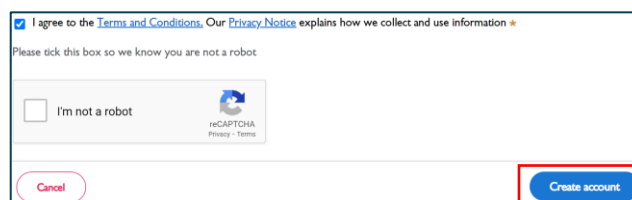


I agree to the [Terms and Conditions](#). Our [Privacy Notice](#) explains

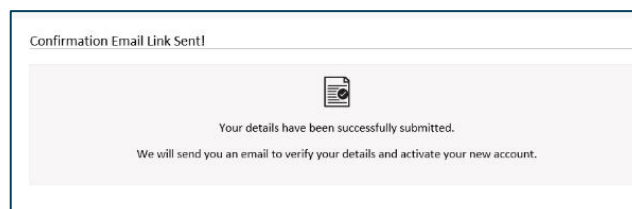
11. **Verify** you're not a robot, and correctly complete a question such as 'Select all images with crosswalks' to proceed.



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



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.
- 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.