

Planning Portal Training Manual

Registration and Create an Application



Contents

Register to use the Submission Portal
Home Page7
New Application7
Draw Site Boundary9
Application Type11
Completing the Application
Required Documentation14
Calculate the Fee16
Submit Application
Pay and Submit17
Agent Home Screen
Manage Projects



Register to use the Submission Portal

If you are new to the Submission Portal, you will be required to register as a user to make use of the utilities.

1	Planning Portal NI has changed. If this is the first time you are logging into the new Planning Portal, your login details will no longer work. You will need to set up a new account by registering for an account below.
Email A	ddress
Enter	your email address
Passwo	ord
Enter	your password
	Forgot password
	Log in
	Register for an account

Click on **Register for an account**. A verification email will be sent to the address you have entered. The verification email contains a code which you must enter to gain access to the system.

	We've sent a verification code to your inbox. Please enter it in the field below. If you haven't received the email, check your spam folder or click the re-send code button.
Email ado	Iress
reidgau	lt@hotmail.co.uk
erificatio	on code
Verifica	tion code
	Verify code
	Re-send verification code
	Continue

The verification code will expire after 15 minutes at which point you will need to request a new one.



If the valid code is entered, you are invited to continue.

	E-mail address verified. You can now continue.
Email ad	dress
	@hotmail.co.uk
	Use a different email address
	Continue
	Cancel

You will be prompted to enter a password for this login name. Enter and confirm a password of your choice which satisfies the criteria described.

1	Password requirements:	
	 Your password must have minimum of 8 characters Maximum of 16 and containing at least 3 of the following: Lowercase characters Uppercase characters Numbers (0-9) Symbols 	
Create	Password	
Creat	e Password	٢
Re-ente	er Password	
Re-er	nter Password	۲

Once your new password has been accepted, you will be prompted to enter some personal information. Some fields are mandatory and are indicated on the screen.



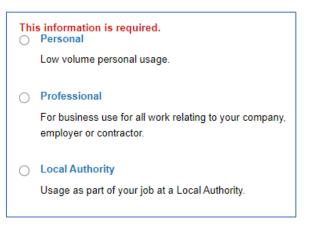
Fermanagh & Omagh District Council Comhairle Ceantair Fhear Manach agus na hÓmaí

Title (optional)	
irst name	
his information is required.	
First name	
urname	
his information is required.	
Surname	
Organisation Name (optional)	
Organisation Name (optional)	
Address Line 1 (optional)	
Address Line 1 (optional)	
Address Line 2 (optional)	
Address Line 2 (optional)	
Address Line 3 (optional)	
Address Line 3 (optional)	
Town (optional)	
Town (optional)	
Post code (optional)	
Post code (optional)	
Country	
United Kingdom	
Telephone number (optional)	

Fill in the relevant information as required. Most fields are optional.



Select your Account Type category



Finally, set you security question details.

Select your security question
This information is required.
Select your security question
Your security question answer
This information is required.
Your security question answer
By registering, and as a customer, you will share personal data with us. This will be used, looked after and retained in accordance with our Privacy Notice, which also tells you about your rights in connection with that data.

Register

When you have completed this section, click on Register.

This will take you to the home page of the Submission Portal The next time you log in you will only be required to enter your email address and password.



Home Page

Once you have registered or logged in, you will arrive at the Home page.

To view a current application simply click '**Applications – Manage applications'** where you should be able to see all applications whether they are in the draft stage or the submitted stage.

To create a new application, click '**Applications – Manage applications – Start new application**', as highlighted below.

A planning portal	Applications Planning Register Property Certificates Enforcem	ments My account 👻
	Manage applications Manage projects	
Currently viewing Applications		Start new application +

New Application

Once you have clicked '**Start new application'** it will bring you to the following page. Here you will notice that the page is split into 2 sections, with the actions section on the left (the information we need from you) and the information on the right (information to help you with your application).

Firstly, you will need to give your application a name, this should be something that identifies the proposal such as a site address.

Start a new application	Application name Site location Site boundary Application type
Give your application a name	What information will I need?
This name is for your use but will be viewable by the Local Planning Authority if you submit the application.	To create a planning application you will need as a minimum the following key information.
Use a name that clearly identifies the proposal to you, such as the application site address e.g. 123 High Street.	The site address The site address will allow us to identify the local authority for your site. Once your planning application is complete, the application will be sent to the identified local authority
Enter an application name	If your site has a postcode this will be used as your site address.
	However if your site does not yet have a postcode we will help you identify the site location.
Continue	The planning application type
	The planning application type will need to be added to your application. This will allow us to identify which documentation and information you will need to provide for a successful application.
	If you are unsure of your application type we will assist you in determining

Once you're happy with your application name you can click '**Continue'**. For the next section you will need to know the exact location of your proposed site.

You can find your site using a known postcode or a grid reference.



tart a new application	on	Application name Site lo	ocation Site boundary	Application typ
Enter the site postcode		What information v	will I need?	
BT20 5DF		To create a planning app key information.	olication you will need as a mini	imum the following
		The site address		
	Find address		w us to identify the local autho lication is complete, the applica rity.	
		If your site has a postcoo	de this will be used as your site	address.
Don't have a postcode?	Have a grid reference?	However if your site does the site location.	s not yet have a postcode we v	vill help you identify
Use the grid reference search to find your Easting and	Enter your sites Easting and Northing to continue.	The planning applicatio	on type	
Northing. Search for a grid reference	Enter Easting and Northing		type will need to be added to y tify which documentation and in ccessful application.	
		If you are unsure of your which type best suits you	application type we will assist	you in determining

Entering a postcode and clicking '**Find address'** will bring up all the addresses for that postcode. From this you should be able to select the addressable property for your application.

If the site in question isn't an addressable property but you have a grid reference then you can enter the Eastings and Northings in the 'Enter Easting and Northing' link, as highlighted above.

If you do not have either then you can also search for a grid reference using the 'Search for a grid reference link', as highlighted above.

This will take you to <u>irish.gridreferencefinder.com</u> where you will be able to use the map or search tool on the left-hand side to find your site.

Once you've found your site, you will need to **right click** on the area which will bring up you grid reference as displayed below. You should be able to copy this straight into the '**Enter Easting and Northing**' link, as shown below.

+	Point B	Enter your Easting and Northing
	Grid Reference J 50899 81976 X Eating 350899 381976 Littade Longhab	If you have your Easting and Northing grid references, enter them below and continue to the next step.
	54.653.465 - 5.6618418 Address (mar) : Royal Mail, High Street, Bangor, County Down, Utster, Northern Irelands, UT20 SDE, United Kingdom X (ITM) : Y (ITM):	Easting: 350899
	750837 881986 X (UTM): Y (UTM): 715280 6092459 Bing map of point (external)	Northing:
17	Goges Mag of point (anternal) Goges Mag of point (anternal) Goges Stream of point (anternal) Goges Stream of point Gradies Stream of point for this Point Cook mer	381976
		Cancel Continue

Once happy with the site location click 'Continue' which will take you to the next step 'Site boundary'.



Draw Site Boundary

On the **Site Boundary** page, you will notice 2 options, '**Draw site boundary'** and '**Upload spatial file'**. For the most part you will need to click '**Draw site boundary'** unless you have a specific spatial file which is smaller than 1 mb.

Your site boundary To help identify the correct authority to submit your application to we need to determine the boundary of the site. You can provide the site boundary using our drawing tool or by uploading a spatial file. Draw the site boundary Use our drawing tool to plot the site boundary on a map. Draw site boundary Upload the site boundary Upload a spatial file of the site boundary	tart a new application	Application name	Site location	Site boundary	Application ty
need to determine the boundary of the site. You can provide the site boundary using our drawing tool or by uploading a spatial file. Draw the site boundary Use our drawing tool to plot the site boundary on a map. Draw site boundary Upload the site boundary	Your site boundary				
uploading a spatial file. Draw the site boundary Use our drawing tool to plot the site boundary on a map. Draw site boundary Upload the site boundary					
Use our drawing tool to plot the site boundary on a map. Draw site boundary Upload the site boundary					
Draw site boundary Upload the site boundary	Draw the site boundary				
Upload the site boundary	Use our drawing tool to plot the site boundary on a map.				
	Draw site boundary				
Upload a spatial file of the site boundary	Upload the site boundary				
	Upload a spatial file of the site boundary				

When you click '**Draw site boundary'** it will bring up a quick tutorial which runs through how to capture a site boundary. Left mouse click at your starting point, left mouse click when changing direction, until you get back to your starting point.

The mapping follows Ordnance Survey Northern Ireland so land boundaries should be well defined and can be snapped to when capturing the extent of your site boundary.

To have a complete site boundary your start and end point must be the same.

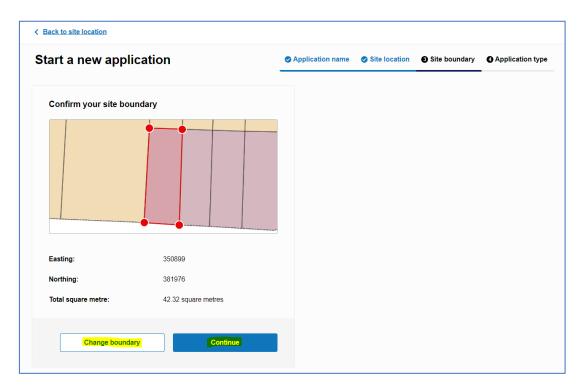
< Back to site location		
	Boundary complete It looks like you have completed a boundary, click 'finish drawing' to continue creating your application.	*
Show line length Show total area		
Help drawing your boundary 😧	ሮ tasi obnU	Reset drawing



Once your end point has been reconnected to the original start point, the system will let you know that the boundary is complete, as shown above.

You can then review your boundary before clicking '**Finished drawing'** if you're finished or '**Reset drawing'** if you need to correct your boundary. There is also a 'Undo last' button which is handy if your last point didn't snap to the correct location.

When you do click '**Finished drawing'** it will take you to a final review page where it shows the site boundary alongside the location and total area, as shown below. Again, there is the option to change boundary if not happy or proceed by clicking '**Continue'**.





Application Type

The final part of this section is defining the application type which is split into 2 segments: **Application Type** and **Application Category**, as highlighted below.

If you need any help with selecting your application type, then remember there is the '**Help me choose application type'** on the right-hand side as highlighted below.

This link will take you to a planning application document which outlines all the planning applications for Northern Ireland. There are many different types of application. It is important you select the correct type.

	a new application	Application name	Site location	Site boundary	Application t
<mark>Sele</mark>	ct your application type	Need hel	selecting your	application type	?
Ent	ter application type Q		pe of application you he correct information	u want to create. This n and documents.	allows us to identify
Po	pular application types	If you're uns you find the		cation for your develop	oment, we can help
0	Householder development	Help me	choose application	hype	
0	Application for full permission to develop land			<u> </u>	
0	Major application for outline permission to develop land				
0	Application for approval of reserved matters				
0	Application for certificate of lawfulness for proposed use or development				
Sel O	lect your application category Standard application				
0	Waste management				
	Select this if your application covers some form of waste management e.g. Industrial, storage or distribution of waste.				
	If selected, your application will be sent to the County Council and not the Local Planning Authority.				
0	Regulation 3				
0					
0	Regulation 3 Select where a Local Authority (or someone on their behalf) will carry out the work or if your Local Authority has a				

Once you've selected your application type and application category you can click '**Continue'** which will bring you to the final review screen where you will click '**Create application'**.

When this stage is complete, you can either continue the application or come back to it.

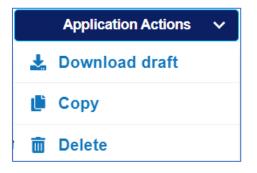


If you come back to the application at a later date you will be able to find your application in the '**Manage applications'** section. When you select the outstanding application that you wish to continue, it will bring up the following page with what you have left to complete before your application is able to be submitted.

Important: You will not be able to submit the application until all steps and requirements have been met.

All the information is detailed in the '**Manage applications'** view along with the remaining sections: Complete application questions, Add plans and documents, Calulate Fee.

The Application actions dropdown will give 3 options for your current application.



Download Draft - will download a copy of your application in its current state of completion. **Copy** – will create a new application based upon the information contained within the current application. You will be give a prompt to remove specific pieces of information from the copy. **Delete** – will delete your application

Back to My planning applications	
23 High Street	Draft Version 1
ouseholder development	Reference: PT-10000131
dress:	Easting: 350899, Northing: 381976 Saved: Tue, 30 Aug 2022, 12:12:14
Your application progress	
0% complete overall	
Complete application questions	Local authority Ards and North Down Borough Council
Continue	Town Hall, The Castle, Bangor,
Add plans and documents	BT20 4BT 000000000
0 / 3 requirements complete 0 plans and documents added	support@planningportal.co.uk
Continue >	A Download draft application
Calculate fee	
() The fee is estimated until all application questions are complete	
Calculate your planning application fee. Calculate fee	
Submit application Application cannot be submitted until all sections have been completed. Declare and submit	



Completing the Application

To continue progressing your application click '**Continue'** on the '**Complete application questions**' section. That'll bring up the following page which details all the questions you will have to complete. All these questions are required and come with a helpful **?** which outlines what is needed in this field and gives examples.

As mentioned in a previous section, there are many different types of planning application and the questions presented to you will be determined by the type of application you have chosen. Many of the more complex applications will present multiple screens to the applicant depending upon the answers to previous questions and are context specific to those answers.

Mandatory fields are marked as ***Required** and if left blank, the system will not allow you to proceed to the next screen or stage unless they are answered.

22 High Street	
23 High Street	
Application question progress	
	0 out of 8 sections complete
Applicant Details	Incomplete
Site Address	Incomplete
Details of Proposal	Incomplete
Road Access	Incomplete
Drainage	Incomplete
Biodiversity & Trees	Incomplete
Certificate of Ownership	Incomplete
Council Employee/Member	Incomplete

If at any point you need to exit you can click '**Save and close'** and if you need to go back to the previous question, click '**Previous'**.

Save and close	Previous	Next

Once the questions have been completed you will notice the overall completion percentage go up and the '**Complete application questions'** has a tick next to it to mark as complete.



62% complete overall	
🕑 Complete applica	ation questions
8 / 8 steps complete	
Continue	>

Required Documentation

The next stage of the application is the '**Supporting documents'** tab which is where you can upload any supporting plans and additional documents.

There are 3 mandatory pieces of documentation which are required to progress your application:

Site location plan

Existing and proposed elevation

Floor plans.

Additional documentation such as survey's, assessments and reports can be uploaded in this section as well and will appear in the 'Additional documents' section.

To add a piece of supporting document you will need to click the **'Drag and drop files** or **Browse'** button or drag and drop the file.

pporting documents (0 added)	
Minimum requirements 0 of 3 complete	Add supporting documents
Add plans and documents to your application to complete the national and local level requirements.	
Site location plan 1:1250 or 1:2500	Drag and drop files or Browse
Site location plan 1:1250 or 1:2500	Diag and drop mes of blowse
2 Existing and Proposed Elevation 1:50 or 1:100	10 MB maximum file upload eize
Existing and Proposed Elevation 1:50 or 1:100	Need to send a document by post?
3 Floor plans 1:50 or 1:100	Need a Site Plan?
Floor plans 1:50 or 1:100	Create a Location or Site/Block plan quickly a
	easily using ReQuestaPlan. Click below and we'll automatically plot your site information so you can get started straight away.
Additional documents 0 added	Create my site plan
Add further supporting information to your application if required.	
	Find out about local level documen
Back to application overview	requirements



When you've selected the document, you will need to choose which document type it is and give a brief description before clicking the '**Upload files'** button.

File: 盲 Site Boundary Plan.pdf			Size: 1.3MB	Remove 🛅
Document type * Required		Description		
Site location plan 1:1250 or 1:250	10 ¥	Site location plar		//

Once you've uploaded the first piece of documentation you will notice '**Mark a document as covered by another**' appear in the '**Add supporting documents'** section. This can be selected if you have a single piece of documentation which covers multiple pieces of supporting documentation.

Add supporting documents	Mark document as covered by another document Close ×
Aud supporting documents	Please select which document type is covered by another document
Drag and drop files or Browse	Document type: Existing and Proposed Elevation 1:50 or Select a file: Floor plans 1:50 or 1:100 - (Site Bounda Description:
10 MB maximum file upload eize	
Need to send a document by post?	0 of 250 characters
Mark a document as covered by another	Cancel

If your supporting documentation is too large to upload or you have it in paper form you can still send your documents by post via the '**Need to send a document by post?'** link. Once the 3 pieces of documentation are either uploaded, covered by, and sent via post then the application can progress onto the next stage.



Send documents via post	Close 🗙	Minimum requirements 3 of 3 complete Add plans and documents to your application to complete the national and local level requirements.
Please select which document type you will be sending via post.		Site location plan 1:1250 or 1:2500
Document type:		Document type: Site location plan 1:1250 or 1:2500 Sent via post
Site location plan 1:1250 or 1:2500		Description: Site plan in post
Description:		Existing and Proposed Elevation 1:50 or 1:100
Site plan in post		Document Existing and Proposed Elevation 1:50 Covered by: Site Boundary type: or 1:100 Plan.pdf
		Description: Floor plan and elevation
17 of 250 characters		✓ Floor plans 1:50 or 1:100
		Document type: Floor plans 1:50 or 1:100
Cancel		File: Site Boundary Plan.pdf Size: 1.26 MB Uploaded: 30/08/2022 15:08 Description: Floor plan and elevation

Calculate the Fee

The final stage of the application is the '**Calculate Fee'** stage which requires you to answer the planning fee questions.

If you're unsure of what type of planning permission you require then you can click on the question mark which includes a link to webpage explaining planning fees.

At the end of this section, you have the option to 'Save and close' to exit or 'Finish and close' to confirm the planning fee.

Fee calculated Your planning fee Your planning fee		£ 257.00 (inc. VAT)
Total		£ 257.00
	Save and close	Finish and close



Submit Application

Finally, once all steps have been completed there is just the '**Submit application'** step left to complete, as shown below.

Your application progress	
92% complete overall	
Complete application questions	Local authority Ards and North Down Borough Council
8 / 8 steps complete	Town Hall,
Continue >	The Castle,
Add plans and documents 3 / 3 requirements complete 3 plans and documents added	Bangor, BT20 4BT 0000000000 <u>support@planningportal.co.uk</u>
Continue >	🛓 Download draft application
Current fee to pay £291.00	
Submit application All sections of your application have been completed. You can now submit and pay for this application.	

Pay and Submit

Click '**Pay and submit'** which will bring up a required declaration and which payment method you'd prefer to use before clicking '**Submit and pay'**, as shown on the following page.

Some authorities may offer more payment options than others. The main types of payment methods are:

> Secure online payment by Credit/Debit payment. Cheque Bank Transfer (BACS) Telephone

Secure online payment will direct your payment the identified local authority via their Gov Pay account. The process follows the normal payment process for credit/debit card transactions.



Fermanagh & Omagh District Council Comhairle Ceantair Fhear Manach agus na hÓmaí

123 High Street Application type: Submitting to: Documents submitted:	Householder development Ards and North Down Borough Council 3		
Amount due £291.00			View details
I / We hereby apply for plannin I/We also accept that, in accor Once submitted, this inform register and on the author	ation you must agree to the below declaration. g permission to carry out the development described in this dance with the Planning Portal's terms and conditions: mation will be made available to the Local Planning Authorit fry's website; ally generate and send you emails in regard to the submissi ad declaration ike to pay	y and, once validated by them, be pu	
	u will submit your application to the local planning authority. hould let you know of its process to determine the applicatio lifities to you.	n in accordance with planning legisla Cancel	tion and its data management

Once the payment process has been completed, you will be advised of your reference number in respect of this submission.

On checking your email, you will have received two emails.

The first one is generated when the submission process has taken place after payment.

The second will arrive when you application has been automatically imported by the local authority system.

These two emails can appear simultaneously.

A message on the email will advise you that if you are submitting your application outside of normal authority working hours, that it will not be processed until the next working day.

For example, submitting an application late on a Friday prior to a bank holiday Monday means your application will not be considered until Tuesday of the following week. A sample email is shown below.



Example Email Confirmation

An update on your Single Property application with the reference number PT-10000291.

Your application has now been transferred to the local authority and they will review and validate it within their timescales. This email is not a formal acceptance of your application by them. If more information is needed, then they will contact you directly. If you have submitted your application outside the Authorities working hours, it will not be formally received by them until the next working day.

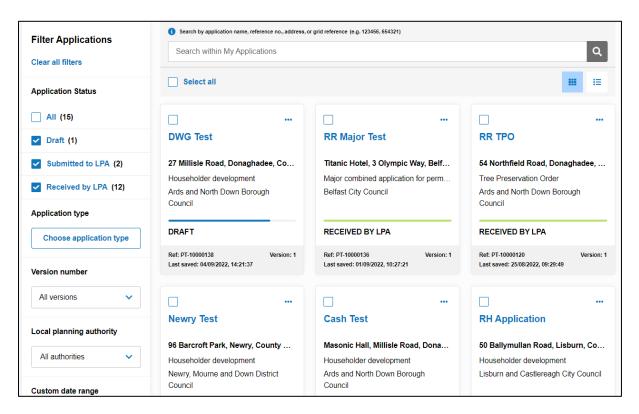
Details of your application

- Application Type: Single Property
- Planning Portal Reference number: PT-10000291
- Agent: Fred Bloggs
- Application site address: 123 Main Road, Belfast, County Down, BT7 3AX
- Submission date: 24/08/2022 19:25:41
- Received date: 24/08/2022 19:25:42



Agent Home Screen

As agents will be in the position of applying on behalf of multiple clients, the Home screen facilitates the storage of applications that can be managed and viewed as required.



Click on the **Search within My Applications** to find an application based upon a keyword. The results are filtered accordingly.

earch by application name, reference no., address, or grid reference (e.g. 123456, 654321)	
ajor	
1 search results for: major Clear search	
RR Major Test	
Titanic Hotel, 3 Olympic Way, Belfast, County Down, BT3 9EP	
Major combined application for permission to develop land & consent to display an advertisement Belfast City Council	
RECEIVED BY LPA	
Ref: PT-10000136 Last saved: 01/09/2022, 10:27:21	Version: 1

Click on the application title to **View** or **Amend** the submitted details. Click on the ellipsis button on the right of the application screen for further actions that can be carried out.

Click on **Clear Search** to remove the search filter.



Clicking the **Select All** tick box will select all of the applications on screen and will give the options to **Archive** or **Delete**.

Select all	Archive	Delete

Individual applications can be Viewed, Copied or Deleted by clicking on the ellipsis button to the right of the individual application tile.

	•••
O View	
🕒 Сору	
面 Delete	

Copying an application will create a new application with the same details that can be edited before submission.

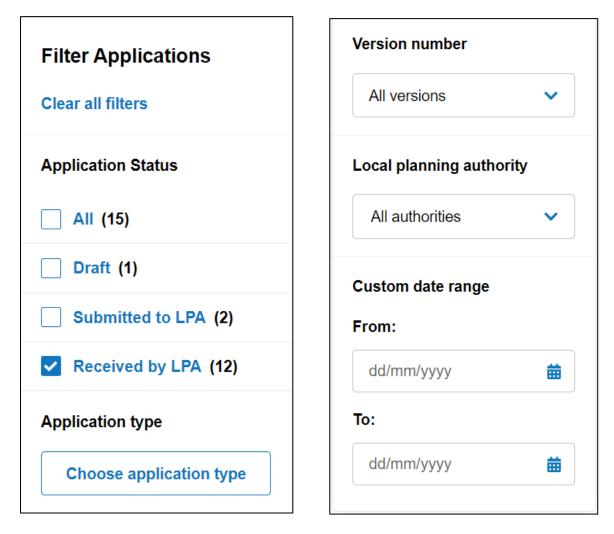
Click the **View** buttons to display your application in **List** or **Tile** format.

Select all		I
DWG Test 27 Millisle Road, Donaghadee, County Down, BT21 0HY	Householder development Ards and North Down Borough Council	
Ref: PT-10000138 Version 1 Last saved: 04/09/2022, 14:21:37		Draft
RR Major Test Titanic Hotel, 3 Olympic Way, Belfast, County Down, BT3	Major combined application for permission to develop lan Belfast City Council	•••
Ref: PT-10000136 Version 1 Last saved: 01/09/2022, 10:27:21	Received by	/ LPA
RR TPO 54 Northfield Road, Donaghadee, County Down, BT21 0BD	Tree Preservation Order Ards and North Down Borough Council	•••
Ref: PT-10000120 Version 1 Last saved: 25/08/2022, 09:29:49	Received by	/ LPA



Advanced Filter

The panel to the left of your screen allows for more advanced filters to be placed on the application set.



The options available are self-explanatory and more that one criteria can be used to filter your application set.

Clear All Filters will reset the application list.

Your application may number more than can be displayed on a single page. This will be indicated by the page counter at the bottom of the screen and will allow you to move from page to page.

			Viewing page 1 of 2			
Results per page	12 🗸	«	1 2	»	Jump to page	`



Manage Projects

Agents can group their applications and allow other members of their team access to a group or groups.

This is achieved by selecting **Manage Projects** at the top of the screen. Click on **Create Project**.



Add a Project Name and description for the project.

Project details
Project name: * Required
Use a name that clearly identifies the project to you and project members, such as the development name. This will be seen by all users that are added to the project.
Project X
Project description: * Required
Grouped applications for Project X
34 of 500 characters

Add team members to the project.





Clicking on Add team member to project will open a new window.

9 Add new user to project	Close X	
All users must be registered with the Planning Portal. You can invite non Planning Portal users but they will need to register before they can access this project. If the user accepts your invitation they will appear as a project member		
User email address * Required		
fred.bloggs@email.co.uk		
Permission level * Required		
Select permission 🗸		
Edit		
Create & edit		
Create, edit & submit	Confirm	

Note - You may only add team members who are already registered as users on the Planning Portal.

Add the team members email address and assign the relevant permissions for that user. Click **Confirm** to add the team member. Add other members as required.

1 Member	Add team member to project
Give members of your team access to th them	e project and set permission levels for
fred.bloggs@email.co.uk	
Invited: 04/09/2022 Can create & edit	

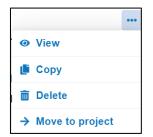
Team members may be **Deleted** by clicking on the ellipsis button. Click on **Create Project** to go to the next stage.





The project has now been created. Team members can now start adding new applications to the project group.

Existing applications can be added to the group by clicking the ellipsis button on the right of the application tile.



Click on **Move to project**. If more than one project is available you will prompted to select the project. Once selected, you will be asked to conform the move. The application will be moved to the selected folder.

Applications may be moved out of the folder by clicking the ellipsis button and selecting **Move out of project.**

	•••
0	View
Ľ	Сору
Ŵ	Delete
→	Move out of project

Maintenance of the Project can be accessed by clicking Manage Projects. Choose View project details to invite new or delete existing team members.

Your project	
Project X	View project details
Grouped applications for Project X	View project applications

Add new team members by choosing **Invite team member to project**. Delete an existing member by clicking on the ellipsis button on the right of the user tile. Other project details may also be amended via this screen.

Note – Deleting a team member from the project will also delete all applications created by them.