

How to register for a Planning Portal account

Applicants

June 2019

Planning Portal Registration and Log-in

To create and view applications via the online lodgement service, you will need a NSW Planning Portal account. This guide outlines each step of the registration process.

A screenshot of the NSW Planning & Environment login page. The page features the NSW Government logo (a red stylized flower) and the text 'NSW GOVERNMENT' on the left, and 'Planning & Environment' on the right. Below the logos is a login form with two input fields: 'Email address' and 'Password'. A 'Forgot password?' link is positioned below the password field. A blue 'Log in' button is centered below the form. At the bottom of the page, there is a 'Don't have an account? Create account' link and a 'Help' link.

1. Go to <https://apps.planningportal.nsw.gov.au/prweb/IAC>
2. Click the **Create account** hyperlink to commence the registration process. The Create an account page will open.

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3. Enter your email address. This will be your username and any system generated notifications will be sent to this account.
4. Enter a password, which must:
 - be at least eight characters long
 - have a maximum of 16 characters
 - contain three of the following:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - The following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /
5. Enter your contact details, including your first given name, family name and a contact number (mobile is preferred).
6. Verify the reCAPTCHA by ticking the "I'm not a robot" checkbox. You will need to correctly complete a question such as "Select all images with traffic lights" to proceed.

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7. Agree to the *Terms and Conditions* by selecting the tick box. You may also review the privacy notice at this point.
8. Click the **Create Account** button. The confirmation screen will display:



9. You will be sent a system generated email to your registered email account to verify your account. Once you receive this email, click on the link to verify your account.

 Your Planning Portal account will not be created until you have successfully verified your registration. Once you have successfully activated your account, a system generated email confirming that your account is active, along with help and support information, will also be sent to your registered email address.

You are now able to log into the NSW Planning Portal.

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

If you need more information:

- view the Frequently Asked Questions and Planning Portal Help located in the Help and Support section of the Portal - <https://www.planningportal.nsw.gov.au/help/frequently-asked-questions> ; and / or
- Contact ServiceNSW on 1300 305 695.