

Register for a NSW Planning Portal account



Quick Reference Guide - Applicant

NSW Planning Portal Registration

To create and view applications via the NSW Planning Portal, you will need to register for an account. This guide outlines each step of the registration process.

1. **Click** on the link.

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

2. **Click** the Create account link to commence the registration process.

A screenshot of the NSW Government login and registration page. At the top is the NSW Government logo. Below it are 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 fields. At the bottom, the text 'Don't have an account?' is followed by a 'Create account' link, which is highlighted with a red rectangular box. A 'Help' link is located at the very bottom.

3. The Create an account page will open.

A screenshot of the 'Create an account' page. The title 'Create an account' is at the top left. The page is divided into two main sections: 'Your account details' and 'Your contact details'. The 'Your account details' section includes fields for 'Email address', 'Password', and 'Confirm password'. The 'Your contact details' section includes fields for 'First given name', 'Family name', and 'Contact number'. Below these fields is a CAPTCHA section with the text 'Please tick this box so we know you are not a robot' and a checkbox labeled 'I'm not a robot'. There is also a link to 'I agree to the Terms and Conditions' and a link to 'Our Privacy notice'. At the bottom left is a 'Cancel' button, and at the bottom right is a blue 'Create account' button. A small note at the bottom states: 'We will send you an email to verify your details and activate your new account.'

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4. Enter your email address.

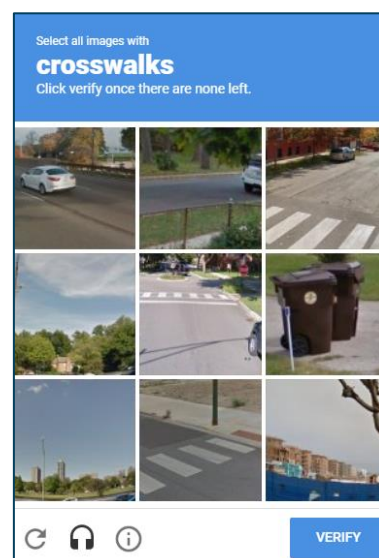
Note: This will be your username and any system generated notifications will be sent to this account.

5. Enter and confirm your password:

- Passwords must be at least eight characters long
- They must have a maximum of 16 characters
- They can't contain parts of the email address that exceeds two consecutive characters
- They must contain the following:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - The following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /

6. Enter your contact details, including a contact number (mobile is preferred).

7. Verify you're not a robot, and correctly complete a question such as "Select all images with traffic lights" to proceed.



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

9. Click the Create Account button.

A screenshot of the registration form. It includes a CAPTCHA section with the text "Please tick this box so we know you are not a robot" and a checkbox labeled "I'm not a robot". Below this is a section for agreeing to terms and conditions, with a checkbox and links to "Terms and Conditions" and "Privacy notice". At the bottom right, the "Create account" button is highlighted with a red rectangle.

10. 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.

A screenshot of a confirmation email. The header says "Confirmation Email Link Sent!". Below it, there is a message: "Your details have been successfully submitted. We will send you an email to verify your details and activate your new account."

Note: Your NSW 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.

The verification is valid for 24 hours.

11. You are now able to log into NSW Planning Portal. Enter the registered email address and password for this account.

A screenshot of the login form. It features the NSW Government logo at the top. Below the logo are two input fields: "Email address" and "Password". There is a link "Forgot password?" below the password field. A blue "Log in" button is positioned below the input fields. At the bottom, there is a link "Don't have an account? Create account" and a "Help" link.

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

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/help/frequently-asked-questions>; and / or
- Contact ServiceNSW on 1300 305 695.

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