

An aerial collage of various infrastructure projects. On the left, a parking lot with several white trucks. In the center, a large pile of grey and brown rocks with a yellow excavator at its base. To the right, a multi-lane highway with a bridge crossing over it. Further right, a large solar farm with rows of blue photovoltaic panels. On the far right, a tall, modern glass skyscraper.

# ***Major Projects Website***

*User Guide for Agencies and Councils*

*June 2019*

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# About this guide

## Purpose

This guide is designed to help new users in Agencies and Councils to get started using the Major Projects website.


The guide provides an overview of the steps to be taken to access and respond to requests for advice from the Department of Planning.

## Document History

Version: 1.0  
Last Modification: 4 September 2019



# Feedback

Everyone is encouraged to engage in the continuous improvement of the Major Projects Website and this guide.

 Email your feedback, suggestions, and comments to [majorprojectssupport@planning.nsw.gov.au](mailto:majorprojectssupport@planning.nsw.gov.au).

# Help and Support

For help and support using the Major Projects Website and Application:

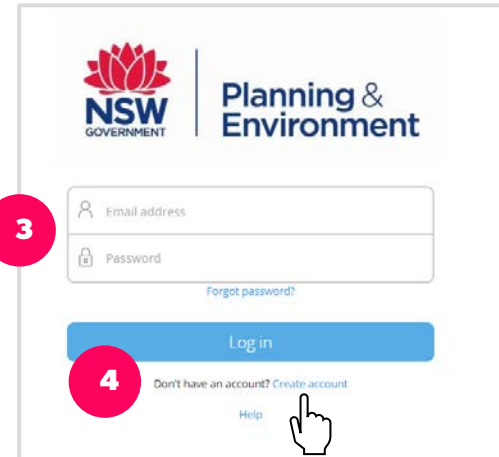
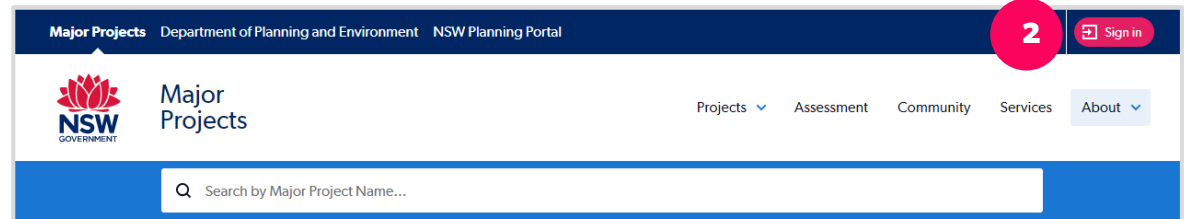
-  Contact a planning officer.
-  Email your enquiries to [majorprojectssupport@planning.nsw.gov.au](mailto:majorprojectssupport@planning.nsw.gov.au).

# 1. Create an Account

1. Go to the Major Projects website:  
[www.planningportal.nsw.gov.au/major-projects](http://www.planningportal.nsw.gov.au/major-projects)
2. Click 'Sign in' in the top right-hand corner of the screen.
3. If you are a user of another Department of Planning system (e.g. the Planning Portal and the Concurrence and Referral system), log into the Major Projects website using the email address and password that you use to access the other system.

Once you have logged in, go to step 7 below. If you are not already a user of a Department system go to step 4.


4. Click 'Create account'.
5. Enter your information then click the 'Create Account' button.
6. An email will be sent to the email address that you provided. Click on the link in the email to verify your account. This will take you back to the website to complete your set-up.

This screenshot shows the 'Create your Account' form. It has a title 'Create your Account' at the top. The form contains several input fields: 'Email address', 'Password', 'Confirm password', 'First given name', 'Family name', and 'Contact number'. Below the input fields, there is a message: 'We will send you an email to verify your details and activate your new account.' At the bottom, there is a checkbox for 'I agree to the Terms and Conditions. Our Privacy Notice explains how we collect and use information.' and a checkbox for 'I'm not a robot' with a CAPTCHA image. The entire form is highlighted with a red circle and the number 5.

7. Select 'Submissions, Feedback, Notifications'.
8. Select Government Authority, and then the type of Government Authority you belong to.
9. Find the Authority you belong to by searching for the ABN/CAN or by the Name.
10. Complete your contact information.
11. An email will be sent to the Administrator of your organisation asking them to add you.


Until you are added to the account, you will see the 'Public User' view when you log in.

### Create my Profile



I would like to make a Submission, subscribe for Notifications or Provide Feedback on an application

**7** Submissions, Feedback, Notifications ✓



I would like to initiate or manage a Proposal / Application

Proposal / Applications

Are you an individual or government authority? \*

☐ Individual
 ☒ Government Authority

Government Authority Type \*

☒ Local Council
 ☐ Public Agency/Department

#### Company Information

Type Name \*

#### Contact Information

Title \*

## 2. The Dashboard

When you log in you will see your own customised dashboard that is configured to best suit the way that you interact with major projects.

Here are some of the key features to note:

1. **Navigation Menu** – Provides access to the functions outlined below. From here, you can also return to the dashboard at any time.

My Group Projects – A summary of all the projects you have worked on and their status.

My Widgets/Reports – A summary of the timeliness of your advice, breakdown of your current projects and forecasting reports.

Account Management – Options to control who has access to your organisation's account. This is only available to Administrators (See Section 5 for more information).

2. **My Work** – A list of pending requests for advice. See Section 3 for instructions on how to respond to these requests.
3. **Profile** – Click here to access and update your profile. You can also switch to the public user portal which allows you to subscribe for notifications on State significant projects (see Section 4).

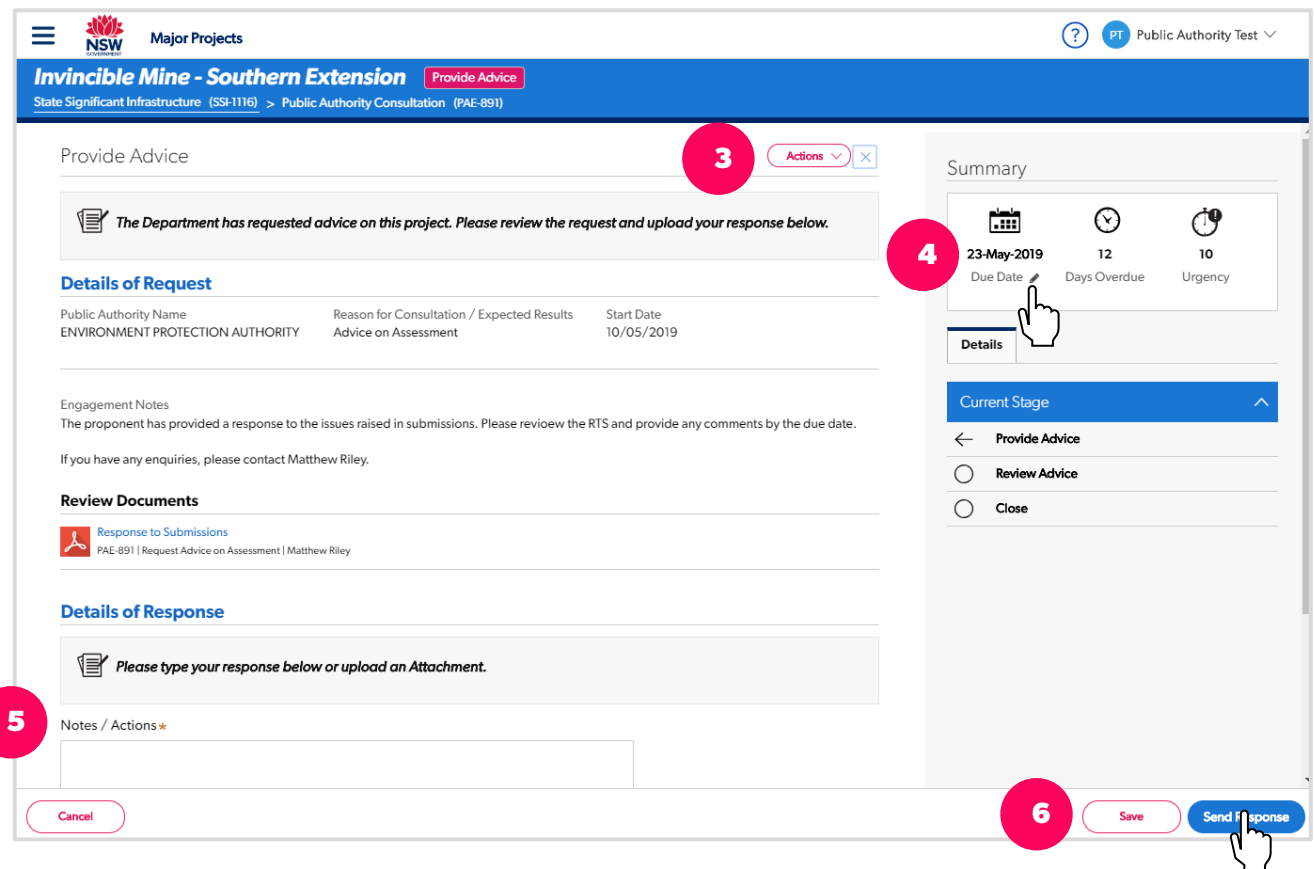
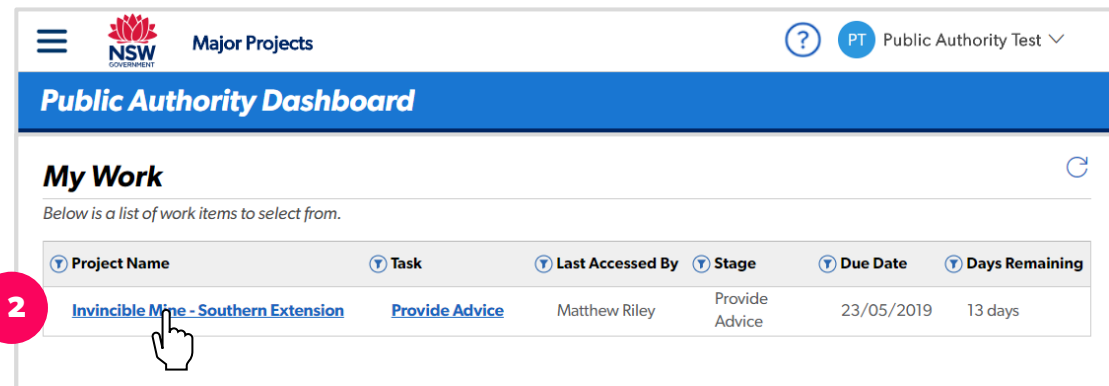
The screenshot shows the 'Public Authority Dashboard' interface. At the top, there is a header bar with the NSW Government logo, 'Major Projects' text, and a user profile section labeled 'PT Public Authority Test' with a dropdown arrow. A blue banner below the header reads 'Public Authority Dashboard'. The main content area is titled 'My Work' and includes a refresh icon. Below the title, it says 'Below is a list of work items to select from.' and contains a table with one data row. Three red circular callouts with white numbers are overlaid on the image: '1' points to the navigation menu icon (three horizontal lines), '2' points to the 'My Work' section title, and '3' points to the user profile section.

Project Name	Task	Last Accessed By	Stage	Due Date	Days Remaining
<a href="#">Invincible Mine - Southern Extension</a>	<a href="#">Provide Advice</a>	Matthew Riley	Provide Advice	23/05/2019	13 days

### 3. Responding to Requests for Advice

1. Sign in to see the request for advice on your dashboard.
2. Click on the request. This will open a screen where you can view information about the request and any attachments.
3. If you need to transfer the request for advice to a different branch of your organisation, click 'Actions' then select 'Transfer to another branch'. Select the branch you wish to transfer the request to.
4. If you need to request an extension to the due date, click on the pencil icon and nominate a new due date. The request will be sent to the Department for review.
5. When you are ready to provide your advice, type it into the 'Notes/Actions' field and/or upload an attachment.
6. When you are ready to submit the advice, click 'Send Response'.

**Tip:** You can 'Save' your work if you are not ready to submit it and want to come back to work on it later.



## 4. Public User View

You can switch to the Public User view at any time. This will allow you to subscribe to receive email notifications on the progress of projects or make submissions on projects if you have not been requested to provide advice.

1. To switch to the public user view, click on your profile > Switch apps > then select 'Public User'.
2. Make a submission by clicking on 'Make a Submission' and following the prompts. You should only make a submission here if you have not been requested to provide advice on the project.
3. Click 'Manage Subscriptions' to subscribe to receive automatic email alerts on the progress of projects or unsubscribe. You can subscribe to follow individual projects, projects by local government area or by development type.

**Tip:** Return to the Public Authority view by clicking on your profile and using the drop-down menu to select 'Public Authority'.

The first screenshot shows the 'Public Authority Dashboard'. In the top right corner, a user profile dropdown menu is open, with a red circle '1' highlighting the 'Switch apps' option. The menu also shows 'Proponent', 'Public Authority' (selected), and 'Public User'. A hand cursor is pointing at 'Public User'.

The second screenshot shows the 'Dashboard' for the 'Public User' view. It features three main action cards: 'Make a Submission' (highlighted with a red circle '2'), 'Manage Subscriptions' (highlighted with a red circle '3'), and 'Manage Profile'. Below these cards are tabs for 'My Submissions', 'My Subscriptions', and 'Draft Submissions'. The 'My Submissions' tab is active, showing a table with columns: Project Name, ID, Submission Date, Political Donations, and Classification. The table currently displays 'No items'.

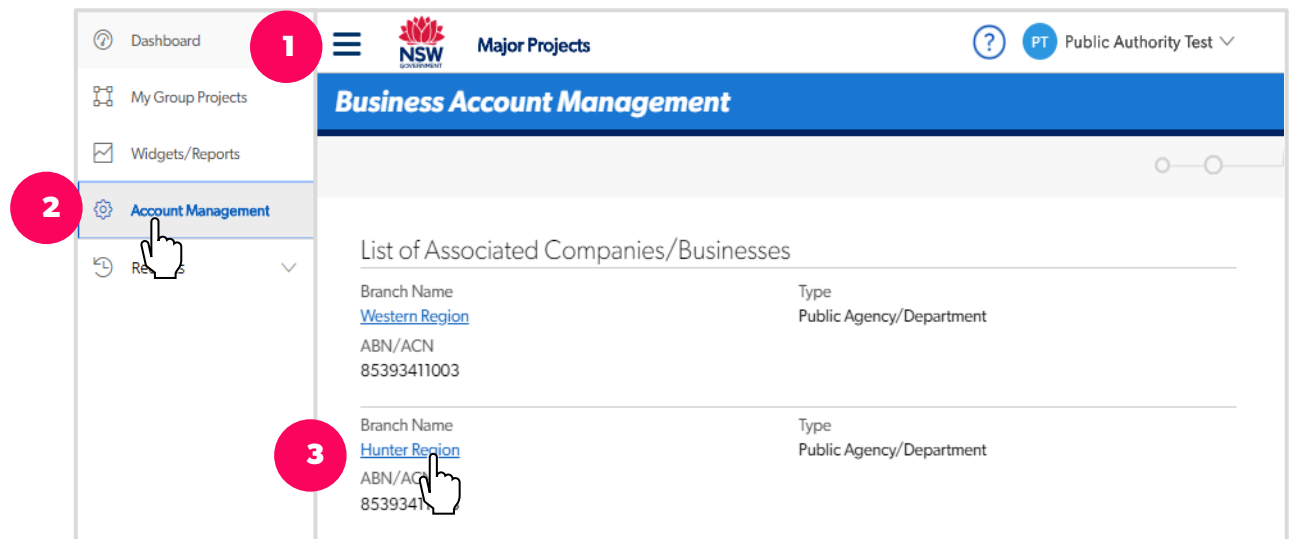
## 5. Administrators

### Role of Administrators

Administrators control who can access your organisation's dashboard by adding and removing employees.

Administrators will receive email notifications when people request access to their organisation's account. If your organisation has been set up with 'branches', then only the admin of the organisation will receive this email, not the admins of all the branches.

When new requests for advice are sent to your organisation, the administrators will be notified by email. If your organisation has been set up with branches, only the applicable branch will be notified.

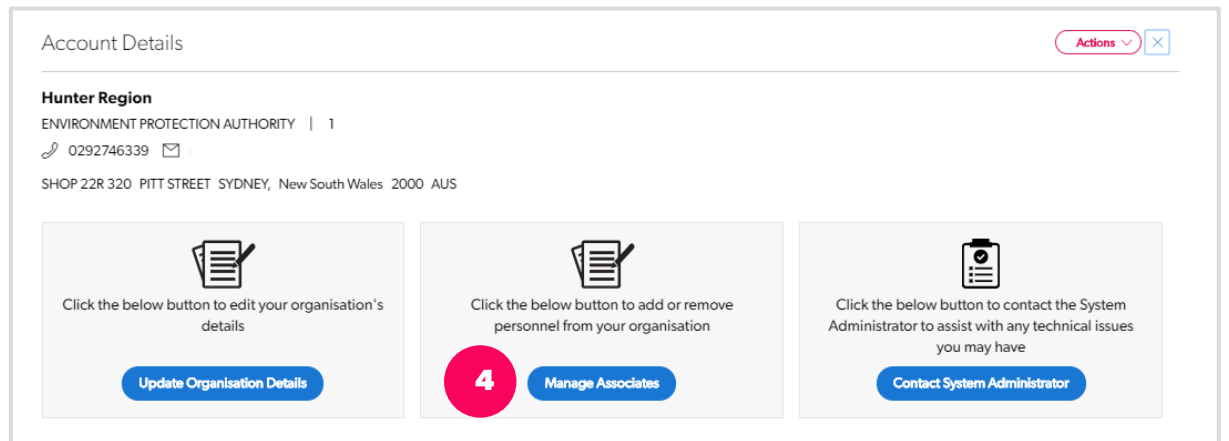


### Adding Users

A user must first create an account before the Administrator can add them to the organisation. See Section 1 for information on how to create an account.

Once a user is signed-up to use the website, Administrators can add the person to the organisation's account:

1. Log in and click on the menu icon in the top left-hand corner.
2. Select 'Account Management' from the menu.
3. Click on the organisation or branch to add user the to.
4. Click 'Manage Associates'.



5. Click '+Add Associates'.
6. Enter the email address of the person you want to add to your organisation's account into the 'User name' field. The system will search for the person in the system.
7. Select the appropriate role for the new user from the drop-down menu.
8. Click 'Submit' at the bottom of the dialogue box.
9. Click 'Submit' in the bottom right-hand corner of the screen.
10. The new user will now show in the list of 'Associates' and they will be able to log in, see the organisation's dashboard and attend to tasks.

**Tip:** When you have added a person to your organisation's account, remember to let them know.

Manage Associates

Full name	Email	Role	Status	Action
Public Authority Test		Administrator	Active	<a href="#">Edit</a>

[+ Add Associates](#)

[Cancel](#) [Submit](#)

Add Associates

Select User Type★

☒ Add user from my organisation ☐ Add external user

User name★

@DPE.com [Add User](#)

**Associated Personnel**

Full name	Email	Role★	Action
Public Authority Test	matthew.riley@plan	Employee	<a href="#">▼</a> <a href="#">🗑️</a>

[Cancel](#) [Submit](#)