NSW Planning Portal user acceptance testing (UAT) briefing

NSW Planning Portal

25 June 2025

Acknowledgement of Country

We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past and present and commit to respecting the lands we walk on, and the communities we walk with.

NSW GOVERNMENT

Housekeeping

- Have your microphone on mute.
- Use the chat to ask the question.
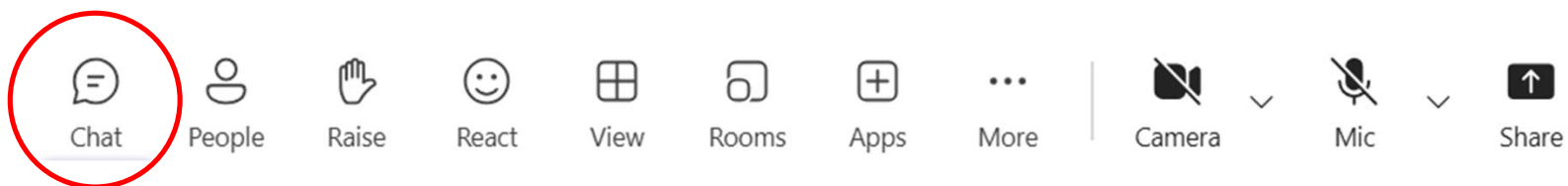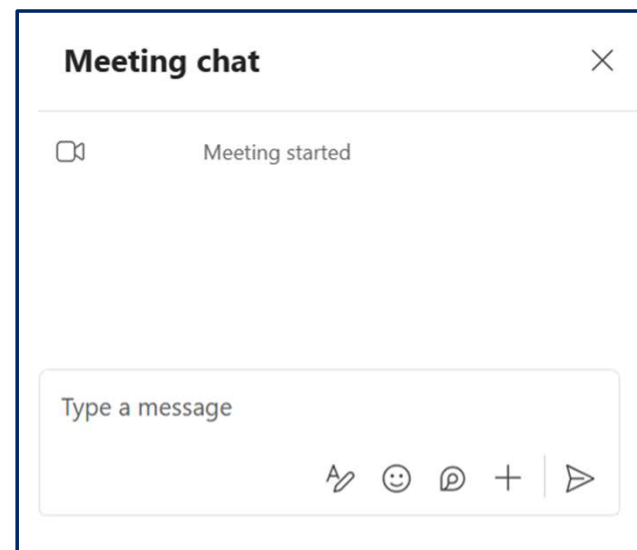
Agenda

This session will cover:

- What is user acceptance testing, and what is my role?

- Sending your test results to the team

- Completing the test outcome form

- Help and support

What is user acceptance testing?

What is user acceptance testing?

- User acceptance testing (UAT) is the final check to confirm that the Major Projects and NSW Planning Portals are functioning as they do today, following the upgrade to the PEGA platform.

- It uses real-world situations.

- It is important as any potential issues are caught early before they affect real users or daily operations, and it leads to greater confidence in using the system after release.

- You play a key role in reporting unexpected behaviour before the upgraded portals go live.

Key information

- UAT period: Testing for the NSW Planning Portal will be conducted from **30 June to 11 July 2025**

- Test environment: The testing will be undertaken in the UAT environment

- Please return your completed test instruction files as soon as completed to ensure the team have ample time for any required investigation

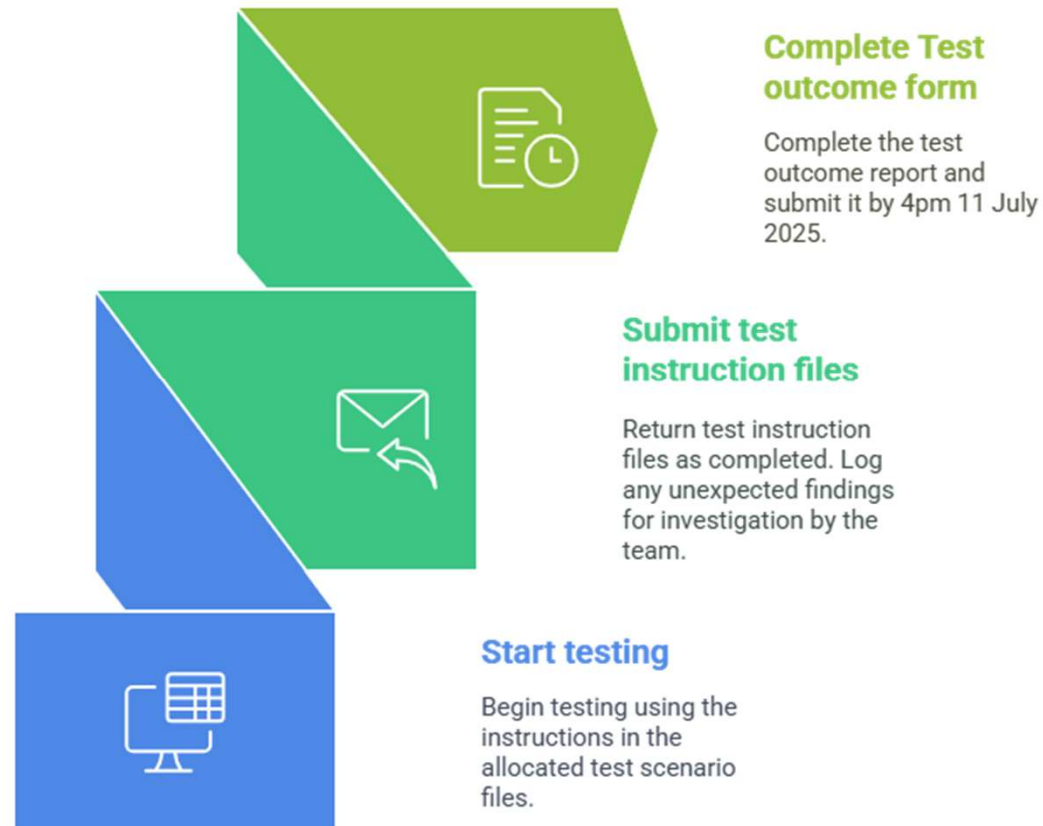- Test outcome reports are due by **4pm 11 July 2025**

What is my role?

As a user acceptance tester you will:

- **Follow the test scenarios** provided – entering information and using specific functions relevant to your role.

- **Report any issues** you encounter – such as unexpected behaviour, incorrect results, or usability problems.

- **Complete and return** the test instruction files

- **Complete the test outcome form** once you have finished your user acceptance testing.

We have created test data for you so that you use the services as you currently do today.
It is important you only use the data allocated to you, otherwise other testers will be unable to complete their assigned test scenarios.

What is the process

Complete Test outcome form

Complete the test outcome report and submit it by 4pm 11 July 2025.

Submit test instruction files

Return test instruction files as completed. Log any unexpected findings for investigation by the team.

Start testing

Begin testing using the instructions in the allocated test scenario files.

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Sending the test results
to the team

Test scenario ratings

What is a fail

- The expected results listed in the test instructions are not experienced

Expected result
1. The user can log into the NSW Planning Portal using the information provided 2. The user sees the NSW Planning Portal dashboard (applicant view)
1. A new Building Information Certificate application opens 2. There is a system generated reference number starting with 'BIC-' 3. Status in red banner is 'In progress' 4. 'Cancel' button is displayed at the bottom of the screen 5. Applicant details pre-populated based on the user profile information
1. Applicant details pre-populated based on the user profile information can be changed 2. The 'Address' field provides possible address options based on content within the address field 3. User able to click 'save and continue' when all mandatory fields have been input 4. Unable to progress application is mandatory fields not completed

What isn't a fail

- Existing issues
- Enhancement requests, please raise these via the online form: https://www.planningportal.nsw.gov.au/help-and-resources/submit-enquiry

How to complete the test instructions form

Test step	Expected result	Pass/ Fail If the test step fails, please include a screenshot in this file.
1. Log into the NSW Planning Portal test environment by: a) Open UAT environment: https://apps-uat.planningportal.nsw.gov.au/prweb/PRAuth/PlanningSSO b) Enter username: **applicant2.uat2025@yopmail.com** c) Enter password: **rules@123**	1. The user can log into the NSW Planning Portal using the information provided 2. The user sees the NSW Planning Portal dashboard (applicant view)	
2. Select 'Building Information Certificate' from the 'Create a new application by selecting the relevant digital service from the options below' drop down menu and select 'Create new'. Write down the reference number in column F.	1. A new Building Information Certificate application opens 2. There is a system generated reference number starting with 'BIC-' 3. Status in red banner is 'In progress' 4. 'Cancel' button is displayed at the bottom of the screen 5. Applicant details pre-populated based on the user profile information	

1. View the test instructions within the tabs in the Excel document.

2. Complete the steps in column A, verifying that you received the expected result in column C.

3. Mark each row with a 'Pass' or 'Fail' in column D.

I found something unexpected; what do I need to tell the team?

To help the team investigate the issue they will need to know:

1. Where were you?

2. What were you trying to do?

3. What happened?

4. A screenshot or the issue or error message

Please capture this information next to the relevant step in the Excel test instructions

Reporting the test outcome

Once you have completed all the steps in that scenario:

1. Navigate to the 'UAT_Instruction sheet' tab.

2. Enter the outcome of the testing by placing an 'X' in the relevant column.

    If any step failed to return the expected results, mark as an overall 'Fail'.

3. Input the details of the tester that completed the scenarios.

When the file is complete, please email to uatplanningportal@dphi.nsw.gov.au at your earliest convenience.

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Completing the test form

Test outcome report

- The test outcome report is the confirmation that you / your organisation participated in the user acceptance testing.

- It is an important part of the governance for the project.

- Once you have completed the assigned test scenarios, please complete the form.

- We kindly request that you submit **one form per organisation**.

Please return the form by 4pm on 11 July 2025

Test outcome report

Service/s tested

Please select all service/s that your organisation tested

☐ Activation Precinct Certificate   ☐ Post consent certificate - SWC
☐ Building Information certificate   ☐ Post consent certificate - OC
☐ Certificate Registration   ☐ Post consent certificate - PCA
☐ Complying development certificate   ☐ Publish on the Portal
☐ Concurrence and referral   ☐ Register for non-portal consent
☐ Development application   ☐ Roads Act application
☐ Major Projects   ☐ Section 68 of the Local Government Act
☐ Online Submission System   ☐ Division 5.1 approval
☐ Planning Proposal   ☐ Section 10.7 Planning Certificate
☐ Post consent certificate - CC   ☐ Short term rental accommodation (STRA)
☐ Post consent certificate - SC   ☐ State Design Review Panel (SDRP)

Test instructions

Please upload the test instructions allocated to your organisation, even if they are incomplete. If you have already returned the test instructions via email, you do not need to provide them again.

Unlimited number of files can be uploaded to this field.
256 MB limit.
Allowed types: xls, xlsx, pdf.

[Upload your test scenerios]

Confirmation of participation

Please complete the following declarations to confirm that your organisation participated in the user acceptance testing and that the results have been returned.

☐ I confirm that I/we have participated in user acceptance testing for the NSW Planning Portal PEGA upgrade.

☐ I confirm that I/we have returned the completed test instructions to the department.

Full name

[   ]

Organisation name

[   ]

Email address

[   ]

☐ I'm not a robot   reCAPTCHA
                     Privacy - Terms

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

[Submit]

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Help and support

I need help. Who do I reach out to?

1. UAT Hub

- Information for participants can be accessed anytime via the UAT hub.

- You will find updates, key dates, important links and FAQs.

- https://www.planningportal.nsw.gov.au/pega-upgrade-user-acceptance-testing-hub

2. NSW Planning Portal team

- If you require assistance or have any questions, please email uatplanningportal@dphi.nsw.gov.au

- We request you **do not** contact the NSW Planning Portal customer support team as they will be unable to assist you.
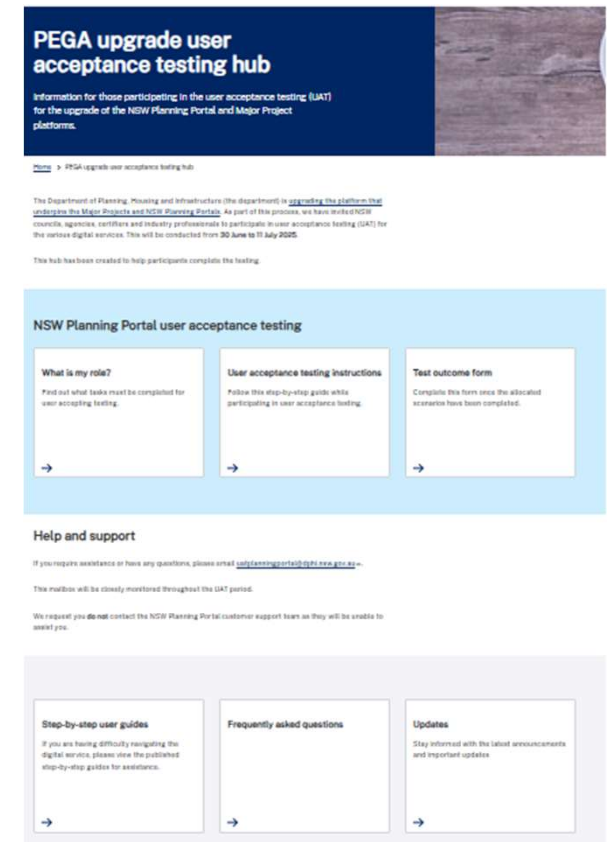
- ✓ Follow the test instructions
- ✓ Make notes of anything confusing or missing information
- ✓ Look out for anything that:
  - does not behave as expected
  - results in an error message or bug
- ✓ Don't use an application that hasn't been assigned to you

"QUICK TIPS"

NSW Planning Portal

User acceptance testing help and support

E: uatplanningportal@dphi.nsw.gov.au