

Certificate registration | Certifier

How to upload documents to a certificate registration after acceptance

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Acknowledgement of Country

The Department of Planning, Housing and Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land, and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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How to upload documents to a certificate registration after acceptance

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Introduction

The Certificate Registration service includes functionality for NSW Planning Portal certifier users to upload documents to a determined certificate registration application. This functionality allows certifier users to:

- add an approved document or plan
- replace an incorrectly uploaded document or plan within 14 calendar days of determination.

When the 'Upload document' functionality is used, the details are recorded in the 'Post determination actions' tab, including the date and time of the upload, the user who completed the action, the reason for the upload and any comments provided. An email notification is also sent to the relevant council.

If as a result of this action, a document needs to be tagged as superseded or sensitive, please refer to the *How to manage documents in the NSW Planning Portal* step-by-step guide for more information.

This guide outlines the steps for uploading documents to an accepted certificate registration application and viewing the recorded post-determination actions in the NSW Planning Portal.



Note: You will need a NSW Planning Portal certifier user account to be able to use this functionality. To register a new account, refer to the *How to register for a NSW Planning Portal* step-by-step guide.

How to add or replace an approved document

 **Note:** Certifier can only use the functionality outlined below to add an approved document or plan or replace an incorrectly uploaded document or plan on a determined application. All documents and plans must reflect the decision maker's original decision at the time of exercising the statutory function for which the document or plan relates. This option is only available for 14 calendar days after determination.

1. Log in to the NSW Planning Portal to display your dashboard.

Active work Completed work Unassigned tasks 232 Assigned tasks Case status						
Application Type						
All ▾						
	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
●	3	18/11/25	PAN-51673	BLACKTOWN	6 GRANT STREET BLACKTOWN 2148	Under assessment
●	3	18/11/25	PAN-51672	BLACKTOWN	12 GRANT STREET BLACKTOWN 2148	Under assessment
●	3	18/11/25	PAN-51671	BLACKTOWN	12 GRANT STREET BLACKTOWN 2148	Under assessment

2. Locate and **open** the relevant certificate registration application by clicking on the reference number on the 'Completed work' dashboard.

Active work Completed work Unassigned tasks 687 Assigned tasks Case status						
Application Type						
All ▾						
Reference number	Submitted Date	LGA Name	Site address	Status	Days Elapsed	
CR-2024-703	23/09/26	BLACKTOWN	182 BLACKTOWN ROAD BLACKTOWN 2148	Certificate registered		
CDC-29004	22/09/26	CARRATHOOL	6/2/DP758231	Approved	0	
CDC-29003	22/09/26	CAMDEN	33/-/DP1305486	Approved	0	

3. Select 'Upload documents' from the 'Actions' menu.

Complying Development Certificate Registration			Reference number: CR-2024-703	Certificate registered	Copy to new application	Actions
✓ Submission					✓ Refresh	Upload documents
					Mark sensitive documents	
					Mark superseded documents	
Application details			Documents	Action summary	Related cases	Payment details

4. Enter a comment to support the change, if required.

Comments

Maximum 2000 characters

Remaining: 2000 characters

5. Select 'Upload' to upload at least one document.

Requirements and Uploads

Please upload files in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. Please ensure the ZIP file does not include any executable (.exe or .osx) file types. The maximum file size is 300 MB.

The file name can be up to 150 characters long.

If you want to upload the same file in multiple categories, you will need to either name the files differently to complete a bulk upload or attach one document at a time.

If you need to amend any attachments please delete and upload a replacement document.

Upload

All uploaded files are scanned as a preventative measure, however we recommend you use appropriate and up-to-date antivirus software to protect your computer system.

- a. Select or drag and drop your file(s). Categorise the file type before clicking 'Attach'.

Attach Documents

Drag and drop files here

or

Select file(s)

Name *	File	Category
Architectural plans_01012	Architectural plans_01012024.pdf	Architectural plans

Cancel

Attach

6. Complete the declaration.

Declaration *

☐ The documents or plans provided are accurate, complete, and relevant to this application. I declare that all uploaded documents and plans strictly reflect the decision maker's original decision at the time of exercising the statutory function for which this document or plan relates.

7. Click 'Submit'.

Cancel

Submit

How to view the documents uploaded post determination

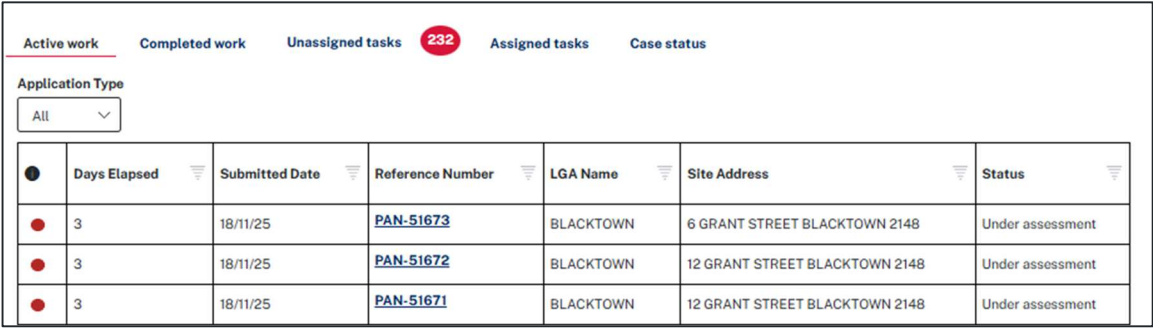
When a certifier user uploads a document after certificate registration

- all documents will be visible on the 'Documents' tab
- a new tab will appear in the review harness titled 'Post determination actions'. This tab displays a table with the reason for upload, comments, date and time of the change and who made the change.
- the edits are also logged in the 'Action summary' within the application for audit purposes.

This section outlines how to view the information in these three locations.

View the 'Documents' tab

1. **Log in** to the NSW Planning Portal to display your dashboard.



Active work	Completed work	Unassigned tasks	232	Assigned tasks	Case status
Application Type					
All					
Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
3	18/11/25	PAN-51673	BLACKTOWN	6 GRANT STREET BLACKTOWN 2148	Under assessment
3	18/11/25	PAN-51672	BLACKTOWN	12 GRANT STREET BLACKTOWN 2148	Under assessment
3	18/11/25	PAN-51671	BLACKTOWN	12 GRANT STREET BLACKTOWN 2148	Under assessment

2. Locate and **open** the relevant certificate registration application by clicking on the reference number on the 'Completed work' dashboard.

Active work	Completed work	Unassigned tasks	687	Assigned tasks	Case status
Application Type					
All					
Reference number	Submitted Date	LGA Name	Site address	Status	Days Elapsed
CR-2024-703	23/09/26	BLACKTOWN	182 BLACKTOWN ROAD BLACKTOWN 2148	Certificate registered	
CDC-29004	22/09/26	CARRATHOOL	6/2/DP758231	Approved	0
CDC-29003	22/09/26	CAMDEN	33/-/DP1305486	Approved	0

3. Click on the 'Documents' to view the list of documents.

Application details	Documents	Post determination actions	Action summary	Related cases	Payment details
Document type	File name	Uploaded by	Uploaded date		
Approved plans	Portal 4.docx	UnitedPrivateCertifi Icdc All	23/09/2026 4:47 PM		
Complying development certificate	Portal 5.docx	UnitedPrivateCertifi Icdc All	23/09/2026 4:47 PM		
Fee estimate	Fee Estimate_1790259655.pdf	System Generated	23/09/2026 4:48 PM		
Payment Receipt	Tax Receipt_1790259681.pdf	System Generated	23/09/2026 4:48 PM		
Payment Receipt for DPE	Tax Receipt_DPE_1790259682.pdf	System Generated	23/09/2026 4:48 PM		
Plans	Site Plans.docx	UnitedPrivateCertifi Icdc All	23/09/2026 4:57 PM		

View the summary in the 'Post determination actions' tab

1. Log in to the NSW Planning Portal to display your dashboard.

Active work

Completed work

Unassigned tasks

232

Assigned tasks

Case status

Application Type

All

	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
	3	18/11/25	PAN-51673	BLACKTOWN	6 GRANT STREET BLACKTOWN 2148	Under assessment
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CDC-29004	22/09/26	CARRATHOOL	6/2/DP758231	Approved	0
CDC-29003	22/09/26	CAMDEN	33/-/DP1305486	Approved	0

3. Select the 'Post determination actions' tab.

Application details	Documents	Post determination actions	Action summary	Related cases	Payment details
Post determination actions					
	Date and time	Performed by	User role	Reason for upload	
>	23/09/2026 04:57 PM	UnitedPrivateCertifi Icdc All	Certifier	To add an approved document or plan or replace an incorrectly uploaded document or plan	

4. Click the arrow to view any comments left by the certifier.

Post determination actions				
	Date and time	Performed by	User role	Reason for upload
>	23/09/2026 04:57 PM	UnitedPrivateCertifi Icdc All	Certifier	To add an approved document or plan or replace an incorrectly uploaded document or plan

 **Note:** If the 'Post determination actions' tab is not visible, either:

- a. Click the '>' arrow to progress to tabs further to the right

Application details	Relevant matters	Documents	Payer details	Action summary	Notes	Analytics	Related cases	>
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- b. Click the drop-down arrow and select from the list that displays

Application details	Relevant matters	Documents	Payer details	Action summary	Notes	Analytics	Related cases	Post determination actions
History								
Time	Description							
21/11/25 3:00 PM	Status changed to Determined.							
21/11/25 3:00 PM	Manually updated.							

View the audit log in the 'Action summary'

1. Log in to the NSW Planning Portal to display your dashboard.

Active work Completed work Unassigned tasks 232 Assigned tasks Case status						
Application Type All ▾						
	Days Elapsed	Submitted Date	Reference Number	LGA Name	Site Address	Status
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CDC-29004	22/09/26	CARRATHOOL	6/2/DP758231	Approved	0	
CDC-29003	22/09/26	CAMDEN	33/-/DP1305486	Approved	0	

3. Click the 'Action summary' tab and review the audit trail.

Application details Documents Post determination actions Action summary Related cases Payment details		
History		
<< < Page 1 of 3 > >>		
Time	Description	Performed by
23/09/26 4:57 PM	Correspondence has been attached: CDC (CR-2024-703) for 182 BLACKTOWN ROAD BLACKTOWN 2148: Updated.	UnitedPrivateCertifi 1cdc All
23/09/26 4:57 PM	Attached documents: Site Plans.docx and reason for upload: To add an approved document or plan or replace an incorrectly uploaded document or plan	UnitedPrivateCertifi 1cdc All

What happens next?

- When the 'Upload document' functionality is used by a certifier user, an email will be sent to the relevant council. This will advise them of the change to the documentation including the name of the newly uploaded document.
- The 'Action summary' will include a record that documents were uploaded to the certificate registration application, including the date and time for audit and record-keeping purposes.
- A new tab will appear in the review harness titled 'Post determination actions'. If it is not visible, please use the options outlined in the 'View the summary in the Post determination actions tab' section of this step-by-step guide.
- To mark an existing document as sensitive or superseded, refer to the *How to manage documents in the NSW Planning Portal* step-by-step guide.

More information

Need help using the NSW Planning Portal?



View the Support Hub

24/7 access to step-by-step guides, short videos and frequently asked questions.



Submit an online assistance form

Submit a support enquiry via our online form.



Call customer support

For urgent or complex support needs, call the team on 1300 305 695.



Attend a training session

Learn to use the NSW Planning Portal in an online training session.

Recommended step-by-step guides

Other step-by-step guides that you may find useful are listed below:

- How to register for a NSW Planning Portal account
- How to navigate the NSW Planning Portal dashboard
- How to manage documents in the NSW Planning Portal

These documents can be found on the [NSW Planning Portal Support Hub](#).