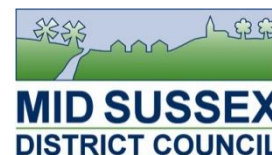


Online Planning and Licensing Registers

User guide

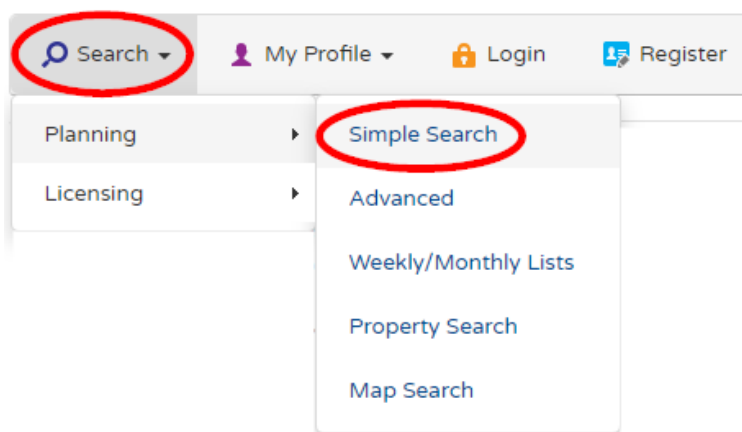


These instructions give an introduction to setting up and managing your user account and performing and saving searches.

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The simple search

The simple search is an easy way to quickly look up an application or address.



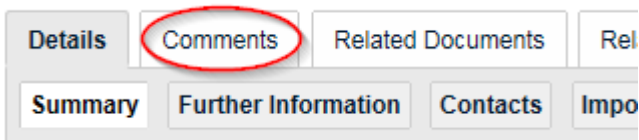
- ◆ From the '**Search**' button, choose either '**Planning**' or '**Licensing**' and then select the search option for '**Simple Search**'
- ◆ Enter an application reference e.g. 'DM/22/1234' or a street or address 'Oaklands Road' for instance.
- ◆ Either a single application or list of applications will be returned.

To make a comment or representation

Applications that are still being considered may be open to receive comments. There are differing requirements and timescales for planning and licensing applications, but the general approach is as follows:

- ◆ Carry out a search and retrieve the application that you are interested in.

- ◆ On the Application Summary screen, click the '**Comments**' tab.



(screen layout may vary between registers)

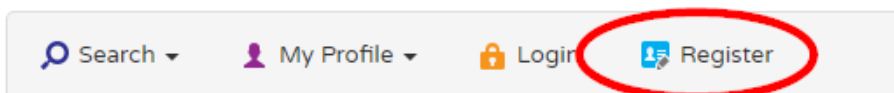
- ◆ Enter your details, or if you are a registered user, check your contact details are correct and then select the appropriate '**Commentor Type**' from the drop down list.
- ◆ Choose a '**Stance**' and check the appropriate check box.
- ◆ For Licensing applications, choose a '**Reason for comment**' and check the appropriate check box.
- ◆ Enter your comments in the '**Your Comment**' field. (See note below).
- ◆ If you want to be sent an email confirming your comments, then tick the check box '**Send me an email confirming my comments**'.
- ◆ Click the '**Submit**' button. You can optionally choose to submit and register your details for future use.

Please note that if you wish to enter more than a paragraph of text, you are advised to type out your comment in a separate document, save it and then copy the text into the field. Web browser sessions can 'time out' and if you spend a significant amount of time entering the text and press 'Submit', it is likely that everything will be lost if not previously saved elsewhere.

Creating a user account / profile

In order to track applications, save searches and be emailed about new cases, you first need to create a user account.

- ◆ From the front page, select '**Register**' from the toolbar at the top.



- ◆ Enter the details requested and think of a password.
- ◆ Press the '**Next**' button.
- ◆ Enter your postcode when asked. The system will check whether your address lies within the district. If your address is within the district, you will be asked to select it from a list. If it isn't, you will be asked to enter your address manually.
- ◆ Press the '**Next**' button.
- ◆ Check your details are correct, check the tick boxes to confirm you agree to the terms and conditions and data protection statement.
- ◆ Press the '**Next**' button.
- ◆ The system will send you an email. When you receive it, follow the instructions to confirm your request and make your account active.

Login to your user account / profile

Logging into your account allows you to manage your profile, saved searches and tracked applications, as well as delete your account if you no longer require it..

- ◆ From the front page, select '**Login**' from the toolbar at the top.

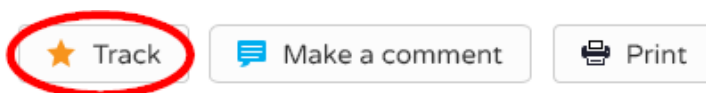


- ◆ Enter the email address you used to create your account and then your password.
- ◆ Press the '**Login**' button.

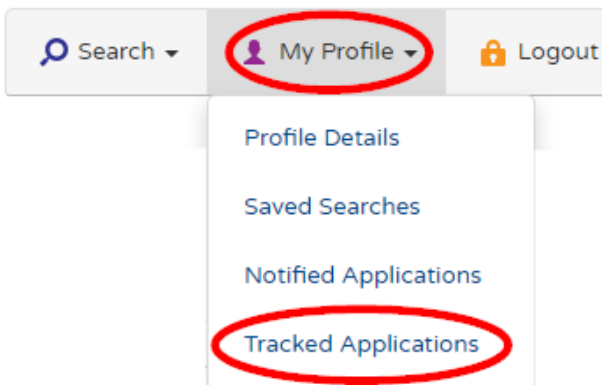
To track a specific application

You may be interested in a specific application. The system can track that application and notify you by email if there is a status change. Please note, that it is not possible to update you if new documents are added to an application file.

- ◆ Carry out a search and return the details for a specific application.
- ◆ Click on the '**Track**' button above the application details.



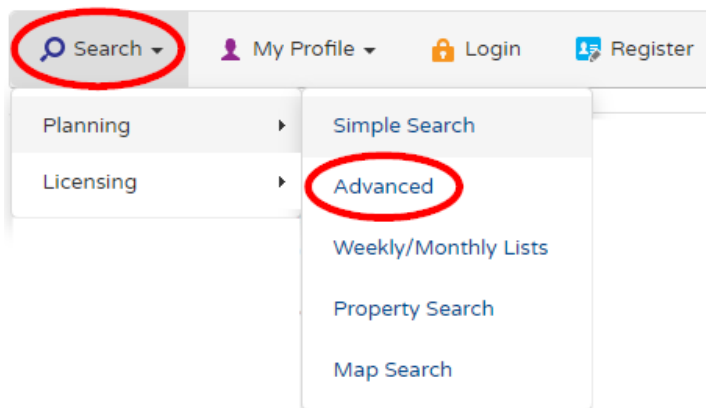
- ◆ The application will be added to the '**Tracked Applications**' tab accessible from '**My Profile**' on the menu bar.



To track applications submitted within a ward or parish

If you want to know about applications within your local ward or parish, you can use the advanced search facility to specify more details. In the example shown below, a search for all applications received within a particular ward is carried out and then saved so that it will update on a regular basis.

- ◆ Select '**Search | Planning/Licensing | Advanced Search**' from the Online Register menu bar



- Optionally, select whether you wish to search for appeals, enforcement cases or licences, depending on which department you are using.

Planning

Licensing

- Scroll down the page and for Planning applications choose either the 'Ward' field or 'Parish' field to base your search on. For Licensing applications you are limited to 'Ward'. From the drop down list, choose the ward or parish you are interested in. If you want to search on more than one ward or parish, then you will need to repeat this section and set up a separate search for each area.

Application Details

Description Keyword:
 Applicant Name:
 Application Type:
Ward:
 Parish:
 Conservation Area:
 Agent:

- Scroll down the page and enter a date to commence the search. For Planning applications we recommend using the 'Date Validated' field as this will provide a more accurate indication of applications that are actually pending consideration by the Council. Enter a start date (normally the first day of the current month), **and leave the 'to:' date blank**. This will ensure that your search continues to generate results.

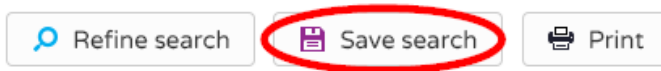
Dates

Enter a date range (a start date and an end date) for the criteria that you are interested in. (e.g. 01/07/2019). Alternatively, click on the calendar button and pick a date.

Date Received: to:
Date Validated: to:

- Click the 'Search' button at the bottom of the page. The search will be carried out and the current results displayed. If no results are returned, re-run the search using an earlier date. In some areas with a low turnover of applications this may be more than one month earlier. Click on the 'Refine search' button to return to your search parameters.

- ◆ To save the search profile, ensure that your search returns some results and click the '**Save search**' button above the search profile toolbar.



- ◆ Give the search a meaningful name in the '**Search Title**' field.

My Profile – Save Search

Saved Search Options

Search Title (editable)

Notify me via email about new search results Yes No

Last Run Date Search not run yet.

- ◆ Click '**Yes**' if you wish to be notified by email of further results.
- ◆ Click the '**Save**' button.
- ◆ The search is saved and displayed on the '**Saved Searches**' tab accessible from '**My Profile**' on the menu bar. As new applications are added to the search profile, you will receive emails on a regular basis.

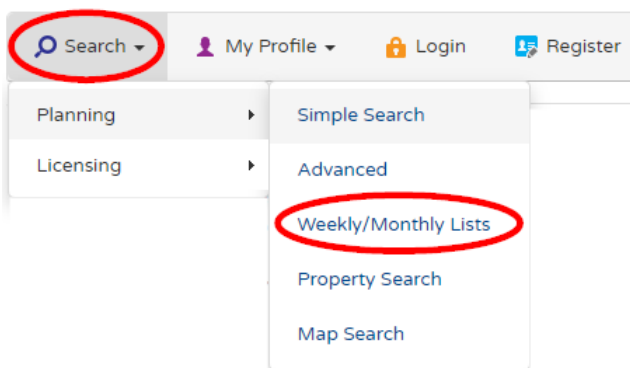
Please Note:

1. There is a limit of 500 notified applications for any search. If you set up a rolling search as shown above, once the 500 limit is reached you will no longer receive any further notifications. The system will email a warning when you are approaching this limit. You will need to login to your account and clear the search of the notified applications. See the section titled '**Managing your searches, tracked and notified applications**' for advice on how to do this.
2. Unfortunately it is not possible to create a map based search that is updated automatically.

To view a list of applications submitted on a weekly basis

For planning applications, you can check a list of applications submitted (or decided) within a week or month. Although weekly list searches can be saved, they will not update. Unfortunately it is not possible to construct a rolling search using the weekly list function. Use the Advanced Search for this.

- ◆ Select '**Search | Planning | Weekly/Monthly Lists**' from the Online Register menu bar



- ◆ Select whether you want a weekly or monthly list.
- ◆ From the available fields, decide whether you want to limit your selection by status or to a specific parish or ward.
- ◆ In the '**Week beginning**' field select a specific week.
- ◆ Select whether you want to see new applications ('**Validated in this week**') or applications that have received a decision ('**Decided in this week**').
- ◆ Click the '**Search**' button. The search will be carried out and the results displayed.

To print a listing of the search results

The Print facility allows you to print a copy of your search results and also copy the text to a word processor.

- ◆ Carry out a search or select a weekly list as described above.
- ◆ Set your sort options and change the '**Results per page**' option to '**100**' and press '**Go**'.

Sort by Direction **Results per page** **Go**

- ◆ At the top of the search results screen click the '**Print**' button.

Print

- ◆ A separate print window will appear. Click the '**Print**' button on this screen to print the page to your local printer. Then press '**Close Window**' to return to the search screen.

Print Version

Print

Results for Application Search

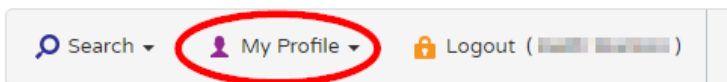
If you wish to copy the text to another software package, such as a word processor.

- ◆ Highlight the text using your mouse, or place your cursor on the text in the print window and press '**Ctrl**' + '**A**' on your keyboard to select all of the text.
- ◆ Press '**Ctrl**' + '**C**' on your keyboard to copy the text.
- ◆ Open your word processor or other software and press '**Ctrl**' + '**V**' to paste the text into the appropriate location or field.

Managing your searches, tracked and notified applications

Over time, your list of saved searches, notified and tracked applications will grow, and you will need to manage them. There is a limit of 500 notified applications for any search. Once the 500 limit is reached you will no longer receive any further notifications. The system will email a warning when you are approaching this limit. You will need to login to your account and clear the search of the listed applications.

- ◆ Log into your user account and click on **'My Profile'** and select **'Saved Searches'**



- ◆ From here you can re-run a search, edit it and change the profile or delete the search entirely if you no longer want to use it.

My Profile – Saved Searches

Profile Details **Saved Searches** Notified Applications Tracked Applications

Run	Edit	Delete	Search Title ↕
			Applications for Baldwins ward from 01/01/21
			Applications for Burgess Hill parish from 01/01/21
			Applications for Horsted Keynes parish from 01/01/21
			Applications for Leylands ward from 01/01/21

- ◆ Click on the **'Notified Applications'** tab to review or delete details of applications that you have been notified of. This list will build up over time and once the limit of 500 notified applications is reached, you will need to clear it down. Click on **'Discard all results from this search'** to do so. Alternatively, you can selectively remove applications from the list by clicking the **'Discard'** icon next to each application.

My Profile – Notified Applications

Profile Details Saved Searches **Notified Applications** Tracked Applications

Updated Results For Saved Search: **Applications for Leylands ward from 01/01/21**

Discard all results from this search

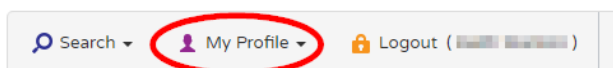
View	Track	Discard	Notification Date	Description
			22 Jun 2021	Proposed extension of an existing rear elevation flat roof with no rooflights to front elevation, external insulated render
			17 Jul 2021	New porch, steps, porch infill below existing roof and exte
			23 Oct 2021	A one bedroom garden annex ancillary accommodation tr

- ◆ Click on the **'Tracked Applications'** tab to review or delete details of applications that you have asked the system to track for you.

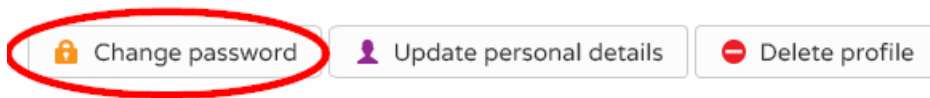
Updating or deleting your user account / profile

You may wish to update your personal details or change your password. This is accomplished from the **'Profile Details'** tab.

- ◆ Log into your user account and click on **'My Profile'** and select **'Profile Details'**



- ◆ To change your password, click on the **'Change Password'** button.
- ◆ Enter your email address and amend your password.

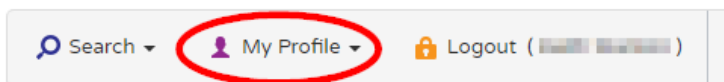


- ◆ To update your personal profile, click on the '**Update Personal Details**' button.
- ◆ Alter your details and click the '**Next**' button.
- ◆ Alter your postcode if your address has changed and then select a new address.
- ◆ Click the '**Next**' button.
- ◆ Tick the box to confirm that you have agreed the terms and conditions and data protection policy.
- ◆ Click the '**Next**' button.

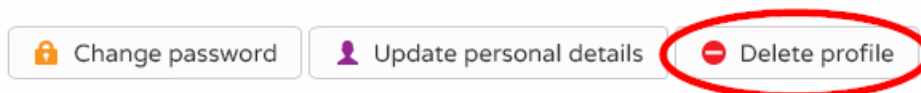
To delete your account / profile

If you no longer wish to use the Online Register then you can delete your account.

- ◆ Log into your user account, click on '**My Profile**' and select '**Profile Details**'



- ◆ Click on the '**Delete Profile**' button.



- ◆ Enter your password and click the '**Delete**' button to confirm that you no longer wish to have an account.
- ◆ Your account will be deleted along with any tracked applications and saved searches you have created.