

Background

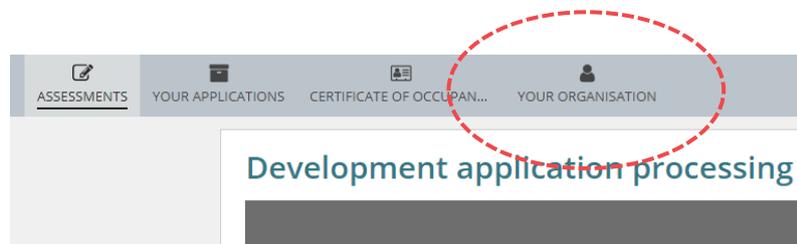
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The reactivating of a PlanSA user account can only be performed by an Organisation Administrator for types of organisations such as a volume applicant (e.g. building developer) or a referral body.

For Organisation Administrators for relevant authorities i.e. councils, Regional Assessment Panels (RAPs) and accredited professionals send a reactivate access request to the PlanSA Service Desk at plansa@sa.gov.au.

How do I know if I am an Organisation Administrator?

An Organisation Administrator's dashboard ribbon will display the **Your Organisation** option.



Is the user notified on reactivating their PlanSA-DAP user account?

Yes. An email notification is sent advising their account has been reactivated including their username and instructions on re-setting their password using the 'Forgot Password' option.



Your DAP account has been reactivated and your username is below.

If you have forgotten your password, please use the "Forgot Password" link on the login page

Organisation: Commissioner of Highways
Username: penny.public

If you have any questions, please contact your administrator.

Please do not reply to this email as it is automatically generated. If this email is in relation to a development application, please contact your Relevant Authority or Assessing officer.

Included instructions

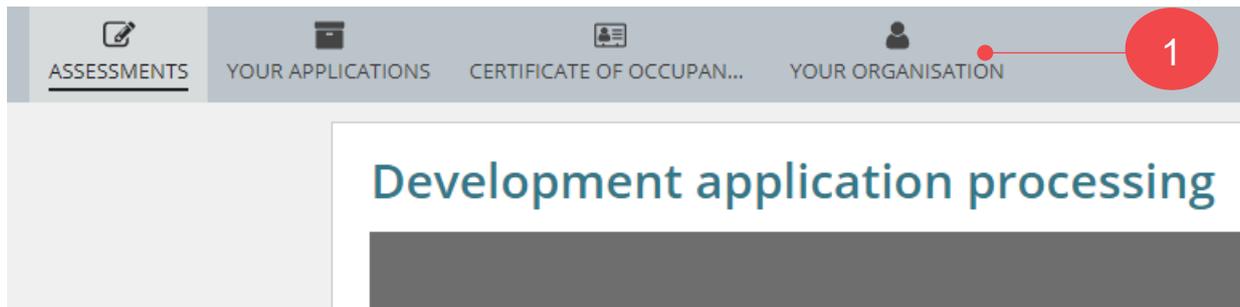
- Reactivate access to a PlanSA-DAP for a user

Related Instructions

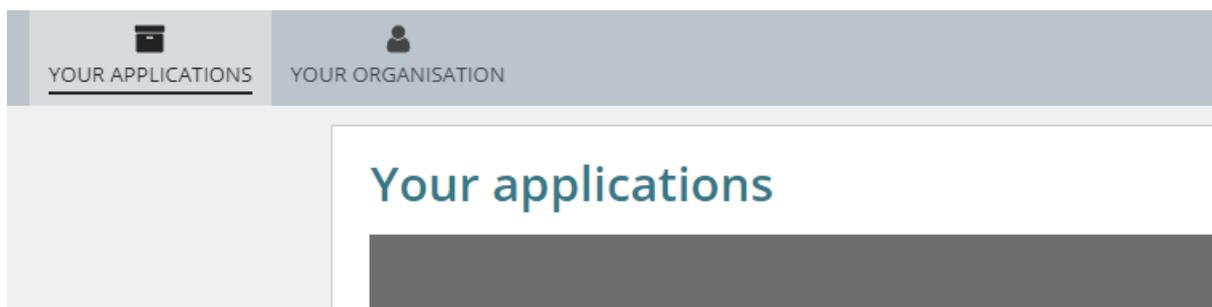
- How to – Create a new PlanSA-DAP user account
- How to – Update personal and contact details for a PlanSA-DAP user
- How to – Update access to PlanSA-DAP for a user
- How to – Deactivate access to PlanSA-DAP for a user
- How to – Request deactivation of a PlanSA-DAP user
- How to – Request a new PlanSA-DAP user account

Reactivate access to a PlanSA-DAP for a user

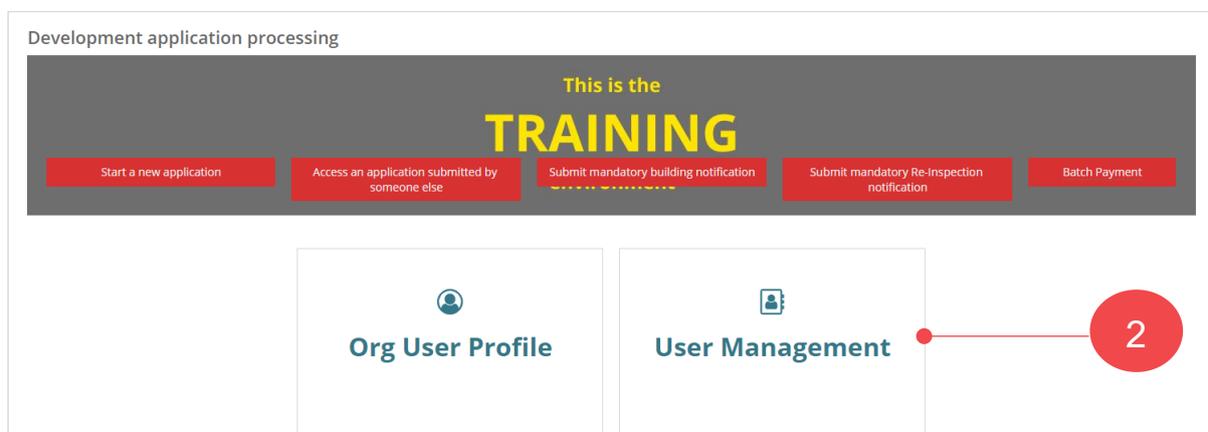
1. Click on **Your Organisation**.



The dashboard image above is for a referral body. If you are an Organisation Administrator for a volume applicant (e.g. building developer, architect etc.) then the dashboard view will show as per the below image.



2. Click on **User Management**.



Noting, if an Organisation Administrator for a referral body then an additional option **Save Conditions and Notes** is shown.

3. Expand the **Deactivated Users** to show more details.
4. Click on the **User Name** to view the details.

The screenshot shows a table with the following data:

User Name	Position	User type	Email	Phone
penny.public (inactive)	Administration	User	pennyjones@gmail.com	0884254000

Callout 3 points to the 'Deactivated Users' header. Callout 4 points to the 'penny.public (inactive)' user name in the table.

5. Click on **Reactivate User**.

Edit User

Commissioner of Highways

penny.public

REACTIVATE USER

Title
Miss

First Name *
Penny
35 characters maximum

Last Name *
Public
35 characters maximum

Email *
woodssash@gmail.com
50 characters maximum

Phone Number *
0884254000

Position at Commissioner of Highways
Administration
100 characters maximum

Roles and functions

Organisation Administrator

Basic User

The **Users** screen shows and the 'User Name' of the new staff member account is showing.

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Commissioner of Highways - Users

[Edit organisation >](#)

User Name	Position	User type
ashley.melia		User
commshighway.refagency		Org Admin
commshwy.admin	Team Member	User
daniel.sladic		Org Admin
jim.psyridis		Org Admin
marc.hryciuk		Org Admin
matthew.small		Org Admin
penny.public	Administration	User
reece.toughron		Org Admin

After reactivating the staff member's user account check their personal and contact details and make updates as required. Refer to the instructions How to - Update personal and contact details for a PlanSA user.