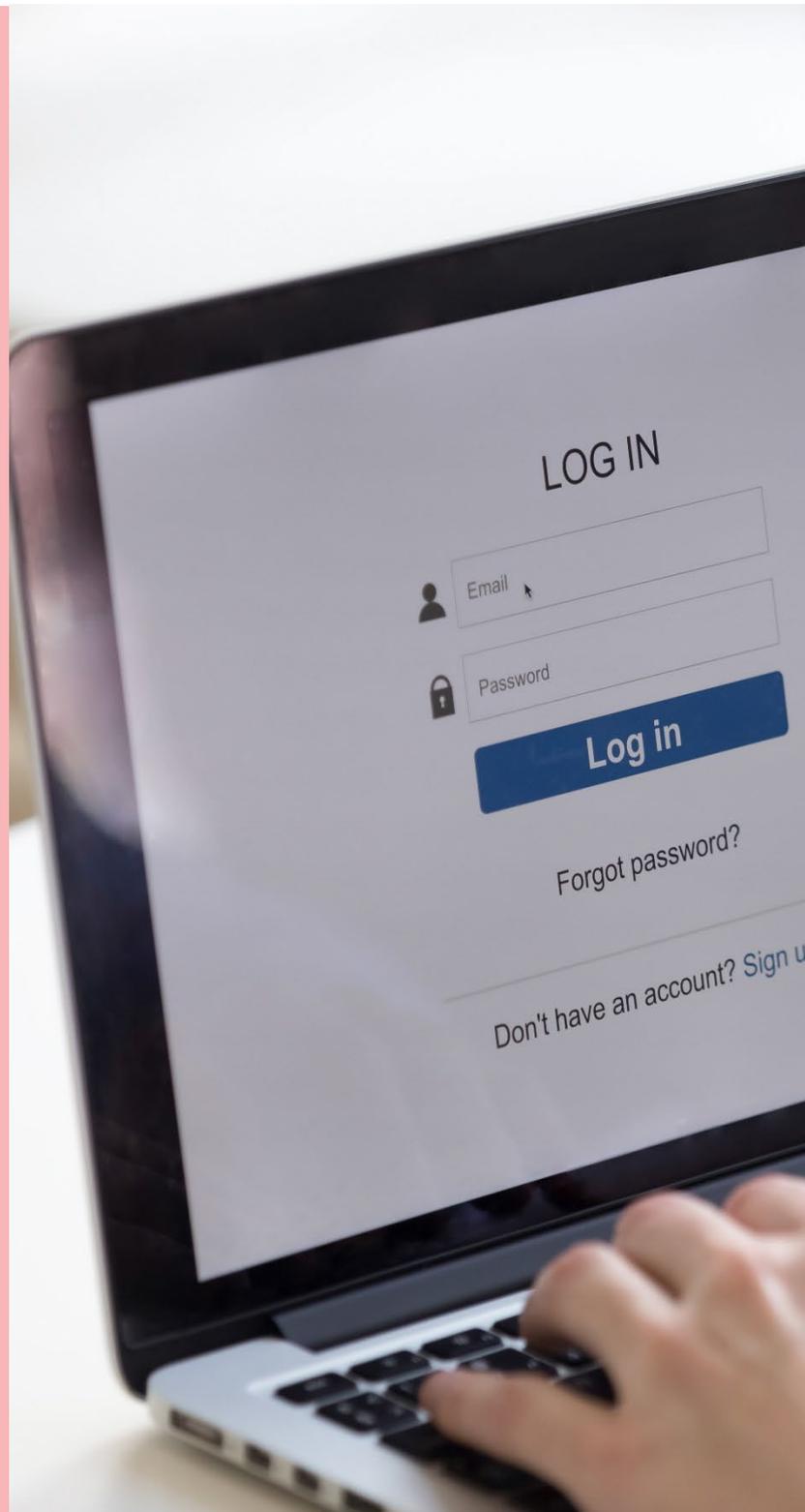


Create an online account to lodge applications for an organisation

Version 1.1



Background

An online account will need to be created in order to 'lodge applications' for your business or on-behalf of your clients. The creation of an online account will enable you and your staff to track the progress of the development application through the development approval process and complete actions such as 'make a payment', 'upload requested documentation', 'submit building notifications' and 'apply for a Certificate of Occupancy'.

To set-up an online account there are 3 stages to complete:

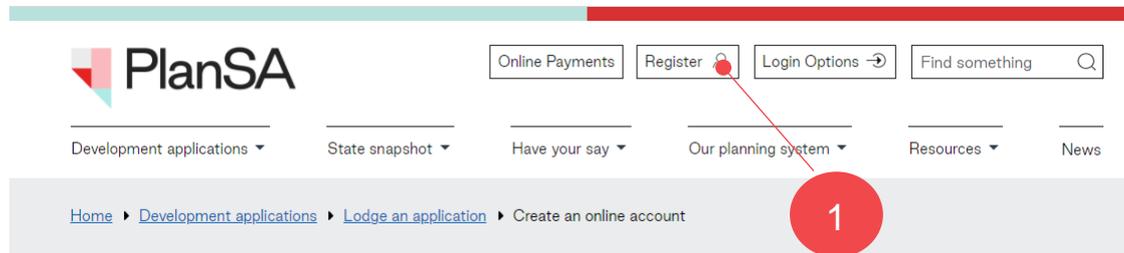
1. Complete online account registration
2. Confirm your organisation online account request
3. Login for the first time

Included instructions

1. Complete Online Account Registration
 - Lodging, managing or tracking an application
 - Assessing an application or providing referral advice
 - Provide Organisation details
 - Provide a Postal address
 - Submitting applications for a State Agency or as an endorsed organisation
 - Provide details of the person who is to be the organisation administrator for the account
 - Provide your details private accredited professional
2. Confirm your organisation online account request
3. Login for the first time

Complete Online Account Registration

1. Go to the **PlanSA** portal and click on **Register**.



2. Click on **Start your registration**.

Create an online account

Use this wizard to register for an online account to lodge and manage development applications under the *Planning, Development and Infrastructure Act 2016*.

[Start your registration](#) →

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Related content

- [Find out if you need approval](#)
- [Development application checklist](#)
- [Find out where to lodge](#)
- [Lodge online](#)

For applicants

By creating an account, you can lodge a development application online. You can also track the progress of your lodged application.

! **Crown applications can be submitted online through the Development Application Processing (DAP) from 10 November 2023**

For practitioners

If you are a relevant authority or a referral agency, you can login to assess a development application online. You can also track the progress of all applications in a dashboard.

Lodging, managing or tracking an application

3. Click on **Lodging an application** and click on **Continue**.

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Create an online account

What are you creating the account for?

Lodging, managing or tracking an application

Assessing an application or providing referral advice

Both of the above

Continue →

4. Click on **Yes** to lodging on behalf of an organisation and then click on **Continue**.

Create an online account

Will you be lodging, managing or tracking an applications on behalf of an organisation

- An organisation account can be established so that multiple registered users within the organisation can see applications which have been submitted by any of the organisations users.
- Crown and Essential Infrastructure applications can only be submitted from an organisation account.

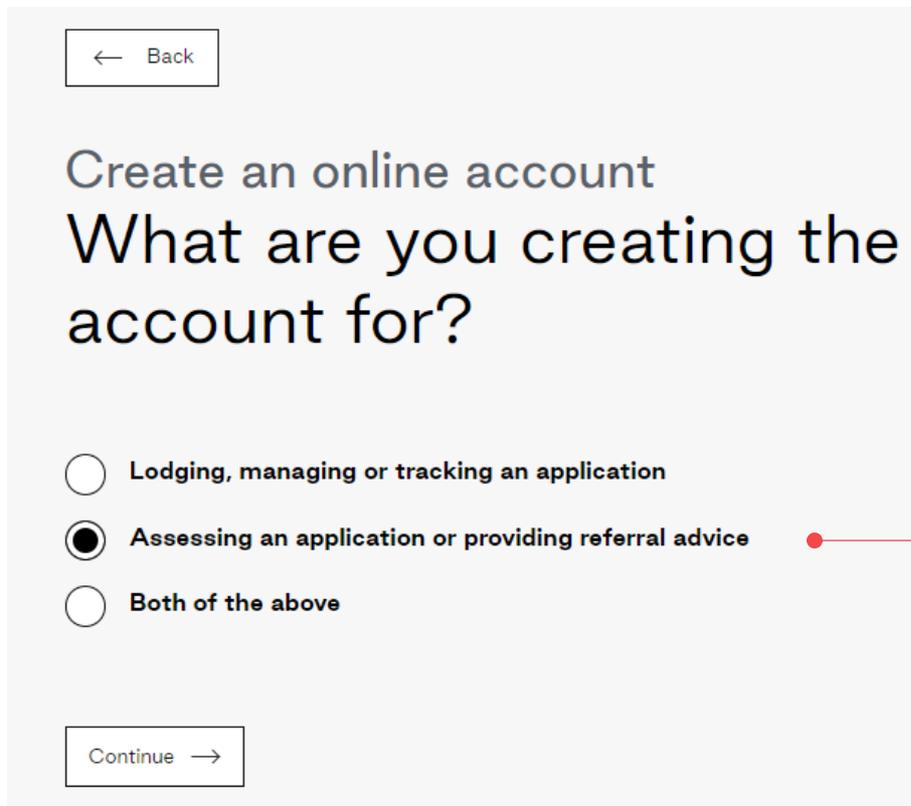
Yes

No

Continue →

Assessing an application or providing referral advice

5. Click on **Assessing an application or providing referral advice** and click on **Continue**.



← Back

Create an online account
What are you creating the account for?

Lodging, managing or tracking an application

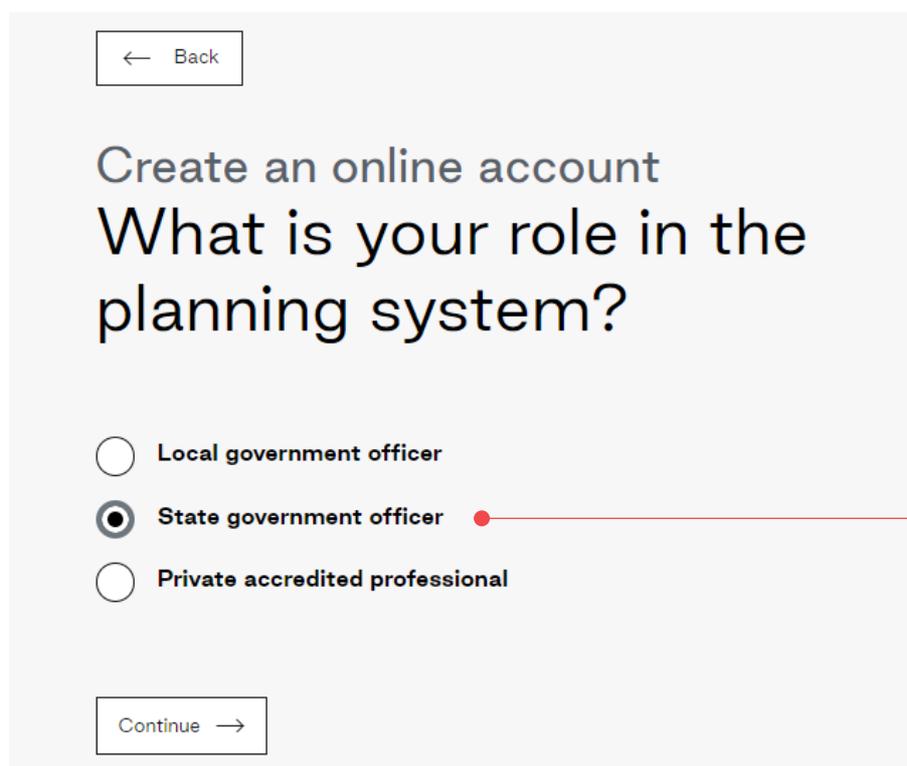
Assessing an application or providing referral advice

Both of the above

Continue →

A red circle with the number 5 is positioned to the right of the selected option, with a red line connecting it to the radio button.

6. Click on the applicable role in the planning system.



← Back

Create an online account
What is your role in the planning system?

Local government officer

State government officer

Private accredited professional

Continue →

A red circle with the number 6 is positioned to the right of the selected option, with a red line connecting it to the radio button.

7. Confirm if your organisation already has an account or not; if unknown then select **I don't know**.

- **Yes** – my organisation already has an account or **I don't know** if you are not sure if the organisation has an account. On clicking **Continue**, the prompt to speak to PlanSA shows with the PlanSA Service Desk contact details.

Create an online account

Does your organisation already have an account?

Yes

No

I don't know

Continue →

Create an online account

Speak to PlanSA to be added to your organisation account

If your organisation has already been set up in the system, you will need to get PlanSA to add you to the organisation.

Please contact PlanSA at PlanSA@sa.gov.au or [1800 752 664](tel:1800752664)

Start again

- **No** – the organisation does not have an account. Click on **Continue** to provide the organisation details.

Create an online account

Does your organisation already have an account?

Yes

No

I don't know

Continue →

Provide Organisation details

8. Complete your organisation details, includes **name**, **contact details** (postal address, contact phone number and email address) and ABN.

Create an online account

Register your organisation

Before we create an account for you, we need to set up your organisation in the system.

Organisation name*

Organisation email address*

Notification email address*

Use same as Organisation email address?

Organisation phone*

ABN*

Street or PO Box*

City, town or suburb*

State*

Post Code*

Provide a Postal address

9. Complete the **Postal Address** fields or mark 'Use same as address above?'

Postal address

Use same as address above?

Street or PO Box*

City, town or suburb*

State*

Post Code*

Crown Development and Essential Infrastructure

Will you be lodging a Crown / Essential Infrastructure application for a State Agency or endorsed organisation? *

Refer to the [Guide for Applicants: Crown and Essential Infrastructure](#) for more information about this assessment pathway.

Yes

No

Next →

Submitting applications for a State Agency or as an endorsed organisation

10. Indicate **Yes** or **No** to lodging Crown/Essential Infrastructure applications for a State Agency or endorsed organisation. For assistance on how to answer this question refer to [Crown development and essential infrastructure | PlanSA](#).

Crown Development and Essential Infrastructure

Will you be lodging a Crown / Essential Infrastructure application for a State Agency or endorsed organisation? *

Refer to the [Guide for Applicants: Crown and Essential Infrastructure](#) for more information about this assessment pathway.

Yes

No

Next →

Provide details of the person who is to be the organisation administrator for the account

To register as an organisation requires one person to create an 'Organisation Administrator' account. This person be responsible for creating and maintaining the organisation's users in the ePlanning system.

11. Complete **the registration details** to create an online account for yourself.
12. Complete **I'm not a robot** and then **Create Account** to complete the registration.

Before we create an account for you, we need to set up your organisation in the system.

Title*

Miss

Given name*

Penny

Family name*

Public

Email address*

ppublic@gmail.com

Phone number*

0400111222

Your position at Lofty Builds*

Office Manager

I'm not a robot



Confirm you are not a robot

← Back

Submit →

Provide your details private accredited professional

13. Complete the **Register yourself** form, only when chosen Assessing an application or providing referral advice and a private accredited professional.

Create an online account

Register yourself

Create your account to manage development applications online.

Title*

Mr

Given name*

Lou

Family name*

Public

Email address*

LPublic@gmail.com

Phone number*

Enter a 10 or 8 digit phone number. For example: 0412345678 or 0212345678

0400111222

Alternate phone

Enter a 10 or 8 digit phone number. For example: 0412345678 or 0212345678

Postal Address*

Street

83 PIRIE STREET

[Let me search for an address](#)

City*

ADELAIDE

State

SOUTH AUSTRALIA

Postcode*

5000

Preferred contact method *

Email

Post

I'm not a robot

 reCAPTCHA
Privacy - Terms

Create account → *confirm you are not a robot

14. A message confirms the 'creation of your online account' and a second email is sent to confirm your online account.

Create an online account

Register your organisation

Before we create an account for you, we need to set up your organisation in the system.

An account for your organisation is being created.

You should receive an email shortly to `pennyp@dummy.com` to confirm your request.

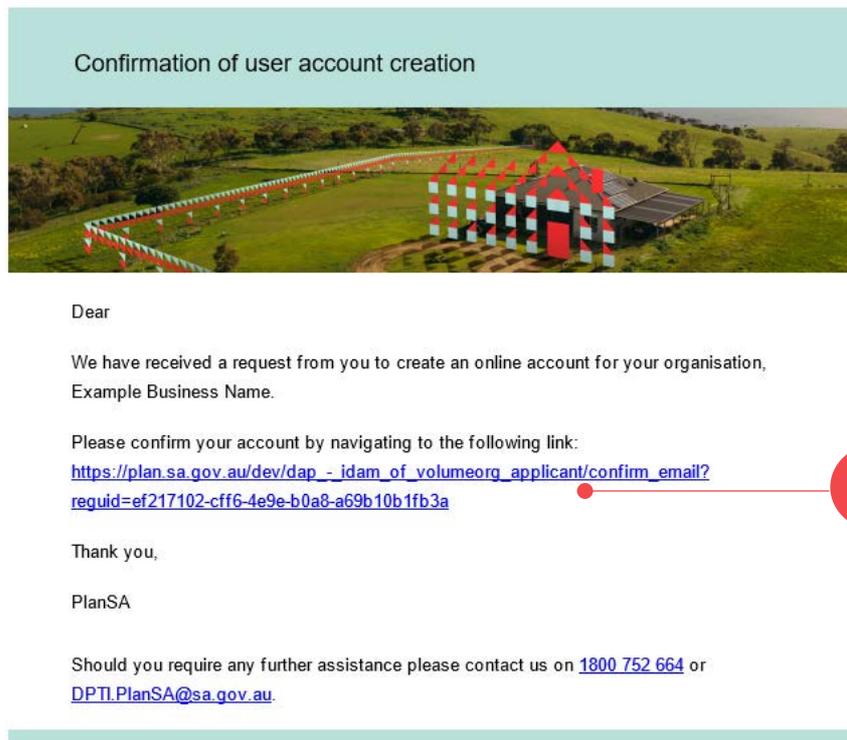
Once you have confirmed your email, the details you have provided will need to be checked by DPTI before you or your organisation becomes activated in the system.

This usually takes a few days. Until then, you won't be able to login.

Once this activation occurs, you will automatically be authorised as an administrator and will be able to add new users to your organisation.

2. Confirm your organisation online account request

1. Go to your email inbox and locate the email from PlanSA with a subject line of 'Confirmation of user account creation'.
2. Click on the embedded **link** to confirm your account.



3. A thank you message confirms 'your email address' and advises your organisation will need to be set up before an account is created for you. On creation, a second email is sent with your username and temporary password.

Create an online account Register your organisation

Before we create an account for you, we need to set up your organisation in the system.

An account for your organisation is being created.

The details you have provided will need to be checked by DPTI before you or your organisation become activated in the system

This usually takes a few days. Until then, you won't be able to login.

Once this activation occurs, you will automatically be authorised as an administrator and will be able to add new users to your organisation.

3. Login for the first time

1. Go to your email inbox where an email is available with a subject line of 'Confirmation of user account creation'. It will contain a link to the **Login Page** along with your **User Name** and **temporary password**.
2. Click on the **link** to log in with your temporary password.



Your ePlanning account has been created.

Please use the following link to log in with your temporary password:

View the [Login Page](#).

2

Your user name and temporary password are:

User Name: penny.public

Temporary Password: h1i3S2JaqQ7hbX3z

You will be asked to select a new password when you log in.

Should you require any further assistance please contact us on [1800 752 664](tel:1800752664) or DPTI.PlanSA@sa.gov.au.

3. Enter the **User Name** and **Temporary Password** provided into the PlanSA login screen and **Log In** to proceed.

A screenshot of the PlanSA login interface. At the top left is the PlanSA logo. Below it are two input fields: the first contains the text 'hayley.public' and the second contains a masked password '.....'. Below the password field is a checked checkbox labeled 'Remember me'. At the bottom left are two links: 'Forgot your password?' and 'Forgot username?'. At the bottom right is a dark blue button labeled 'LOG IN'. A red circle with the number '3' is positioned over the username field, with a red line extending from it to the 'LOG IN' button.

4. Change your password by entering the temporary password provided (**Old Password**) and then a **New Password**, and re-enter to **Confirm New Password**.

Click **Submit** to make the change.

PlanSA

Change Password

Please complete the form to change your password.

Old Password

.....

New Password

.....

Confirm New Password

.....

CANCEL SUBMIT

5. Your applications screen displays, and you are ready to **Start a new application**.

Your applications

Search

5

Start a new application Access an application submitted by someone else Submit mandatory building notification

FOR YOUR ACTION (1) UNDER ASSESSMENT (0) DRAFT (0) LAND DIVISION CERTIFICATES (0) CERTIFICATE OF OCCUPANCY (0) FINALISED (0)

For your action

ID	↓ Owner	Location	Nature Of Development	Relevant Authority
				Regional assessment panel/Assessment

For more information visit
plan.sa.gov.au



Government of South Australia
Department for Trade
and Investment