

Register for a NSW Planning Portal account


To access the NSW Planning Portal digital services, you will need an account. This guide outlines each step of the registration process for the different user types.

Applicants who represent a larger consultancy firm or developer may find it beneficial to create and then register an account using a generic / shared email address. This will allow for greater transparency and visibility of applications submitted through the NSW Planning Portal for your organisation.

If you register using a shared email address, to mitigate security concerns, consider changing the password for this account when someone with access leaves the company.

Creating a NSW Planning Portal account.....	1
User type: Applicant for Short-term Rental Accommodation Registration.....	3
User type: Private Accredited Certifier.....	4
User type: State Agency.....	5
User type: Developer.....	5
User type: Practitioner.....	6
Accessing your council, certifier, LALC or agency dashboard.....	8
More information.....	8

Creating a NSW Planning Portal account

<p>1. Click on the link.</p>	<p>https://www.planningportal.nsw.gov.au/</p>
<p>2. Select “My Account” in the top right-hand corner to be directed to the login page.</p>	
<p>3. Click the “Create account” link to start the registration process.</p>	

4. Select the type of user you are registering.

If you are unsure what type of user to select, you can hover over the information icon to the right-hand side of the question to view the account type descriptions.

Please specify the type of user you wish to register as: *

- Applicant for Development Applications, Complying Development Certificate,
- Applicant for Short Term Rental Accommodation (STRA) Registration
- Private Accredited Certifier
- Council
- State Agency
- DPIE User
- Developer
- Better Regulation Division
- Local Aboriginal Land Councils (LALC)
- Practitioner

Note: Selecting the user type will define the registration information you must provide and the type of user access that can be applied to your account.

5. Enter the email address for the account.

Note: Your email will be your username and any system-generated notifications will be sent to this email address.

Email address *

6. Enter and confirm a password.

Password * Confirm password *



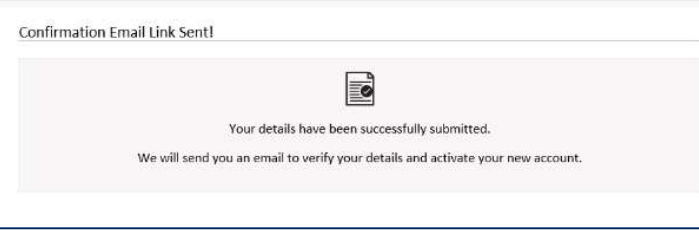
Passwords must:

- Be at least eight characters long
- Have a maximum of 16 characters
- NOT contain parts of the email address that exceeds two consecutive characters
- Use uppercase letters (A through Z), lowercase letters (a through z), numbers (0 through 9), and the following non-alphabetic characters: ~! @ # \$ % ^ & * () _ + - = { } [] | \ : ; " ' < > ? , . /

7. Enter the account name and contact number (work number is preferred).

First given name * Family name *

Contact number

<p>8. Indicate that you agree to the Terms and Conditions and complete the reCAPTCHA requirements.</p>	
<p>9. Click “Create account”.</p>	
<p>10. You will be sent a system-generated email to the registered email account to verify your account. Once you receive this email you have 24 hours to click on the link to verify your account. If you do not verify your account within this timeframe, you will need to complete this process again.</p>	

Note: Your NSW Planning Portal account will not be created until you have successfully verified your registration. After verifying your account, you will receive a system-generated confirmation email to the registered email address.

For assistance with providing user type specific information, please see the relevant section below.


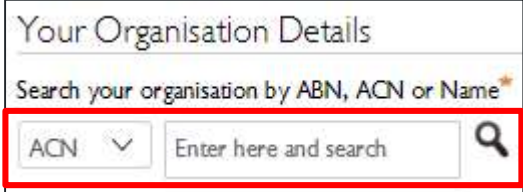

User type: Applicant for Short-term Rental Accommodation Registration

STRA applicants with an existing NSW Planning Portal applicant account do not need to register again as they can use their existing account for their STRA registration requirements. The same applies for registered STRA users, who will be able to use their account for other applicant services.

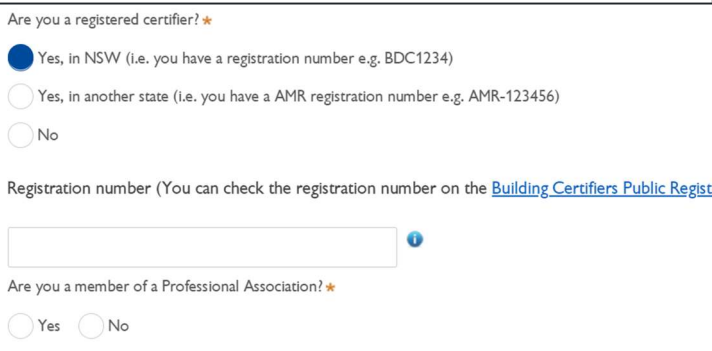
Both the applicant for Development Applications, Complying Development Certificates, etc., and applicant for Short Term Rental Accommodation (STRA) Registration user types have the same user privileges, and these users need only register for one NSW Planning Portal account.

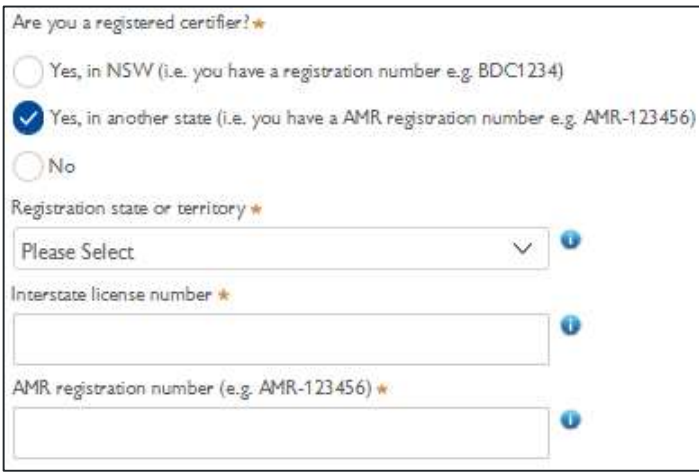
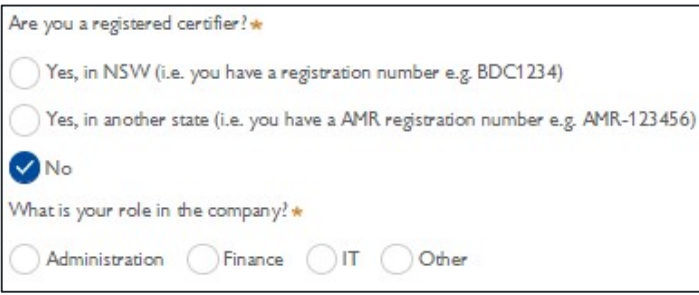
User type: Private Accredited Certifier

If you are a registered certifier employed by a NSW Council, please select the Council user type option.

<p>If you are a registered certifier or part of a principal certifying organisation, follow the steps below to register your account.</p> <p>1. Complete steps 1 to 4 in the Creating a NSW Planning Portal account section above, selecting “Private Accredited Certifier” as the user type.</p>	
<p>2. Search to locate your organisation by ACN, ABN or Name and select a result from the list.</p> <p>Once your organisation is located you will be prompted to enter further company details such as address and email.</p>	
<p>3. Select the number of employees within your organisation.</p>	
<p>4. Enter your accreditation details.</p>	

There are three options when selecting your registration jurisdiction.

<p>For registrations within NSW:</p> <ul style="list-style-type: none"> i. select Yes, in NSW ii. enter the BDC registration number iii. indicate if you are a member of a Professional Association. <p><u>Note:</u> You can search for your registration number on the Building Certifier Public</p>	
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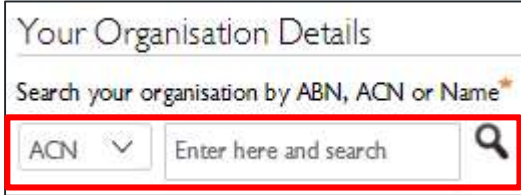
<p>Register by entering the BDC number in the search field.</p>	
<p>For registrations in another state:</p> <ol style="list-style-type: none"> i. select Yes, in another state ii. select the state or territory iii. enter the interstate licence number enter the AMR registration number. 	 <p>The screenshot shows a form titled 'Are you a registered certifier?'. The 'Yes, in another state' option is selected. Below it is a dropdown menu for 'Registration state or territory' with 'Please Select' chosen. There are also input fields for 'Interstate license number' and 'AMR registration number'.</p>
<p>If you are not a registered certifier, select No then indicate your role in your company.</p>	 <p>The screenshot shows the same 'Are you a registered certifier?' question, but the 'No' option is selected. Below it is a question 'What is your role in the company?' with radio button options for 'Administration', 'Finance', 'IT', and 'Other'.</p>
<p>5. Once you have entered the organisation details, complete steps 5 to 10 in the Creating a NSW Planning Portal account section.</p>	

User type: State Agency

If you work in an Agency which is part of the Department of Planning, Housing and Infrastructure and you are involved in the processing of concurrence and referrals or Planning Proposals, then select the State Agency user type. Also select this user type if you work for a Commonwealth or Interstate Agency.

User type: Developer

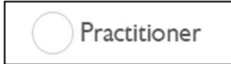
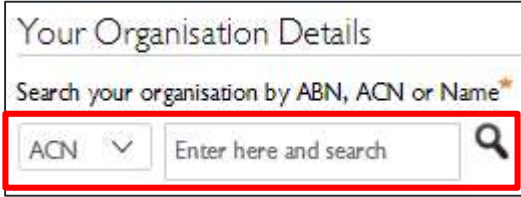
Developers are required to create a property developer account in order to submit and manage applications on the NSW Planning Portal.

<p>1. Complete steps 1 to 4 in the Creating a NSW Planning Portal account section above, selecting “Developer” as the user type.</p>	
<p>2. Search to locate your organisation by ACN, ABN or Name and select a result from the list.</p> <p>Once your organisation is located you will be prompted to enter further company details such as address and email.</p>	
<p>3. Once you have entered the organisation details, complete steps 5 to 10 in the Creating a NSW Planning Portal account section.</p>	

User type: Practitioner

Practitioners must create their NSW Planning Portal user account using the same email that they have used to register with NSW Fair Trading as a building or design practitioner. If a different email address is used, you will be unable to use this user type.

If you are a practitioner, follow the steps below to register your account.

<p>1. Complete steps 1 to 4 in the Creating a NSW Planning Portal account section above, selecting “Practitioner” as the user type.</p>	
<p>2. Search to locate your organisation by ACN, ABN or name and select a result from the list.</p>	

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NSW Planning Portal



Once your organisation is located you will be prompted to enter further company details such as address and email.	
If your organisation was not found, check the "Not found?" checkbox and input your details.	<input type="checkbox"/> Not found? Please select the checkbox to enter details manually.

The *Design and Building Practitioner Act 2020* requires designers and builders working on class 2 buildings to register with NSW Fair Trading (<https://www.fairtrading.nsw.gov.au/>) from 1st July 2021. If you wish to proceed without a Registration ID, you can register as an Administrator or a non-Registered Practitioner.

3. Indicate if you are a registered practitioner.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Are you a registered practitioner? <input type="radio"/> Yes <input type="radio"/> No </div>
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If yes, enter your registration ID. Please use your individual registration ID and not your organisation ID.	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> Are you a registered practitioner? <input checked="" type="radio"/> Yes <input type="radio"/> No Registration ID ★ <input type="text" value="BUPxxxxx OR DEPxxxxxx OR PDPxxxxxx"/> </div>
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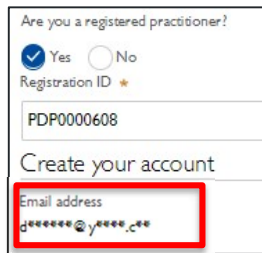

Note: When entering your individual registration ID, the NSW Planning Portal will validate your registration status with NSW Fair Trading and display an appropriate message. The only instance where you will not be able to create your Practitioner account on the NSW Planning Portal is when there is no record of your individual registration ID, as indicated in the example below. In all other instances, you will be able to create your account and proceed (i.e., your individual registration ID is suspended, cancelled, expired, or lapsed).

Registration ID ★

Registration not found.

Please check the registration number entered and try again.

If the registration number is correct but cannot be found, please contact NSW Fair Trading [here](#) or call 13 77 88 from Monday to Friday between 7am and 7pm (AEST).
 Missing mandatory information [First Name, Last Name :]. Please contact NSW Fair Trading [here](#) or call 13 77 88 from Monday to Friday between 7am and 7pm (AEST).

<p>When there is a successful validation, the details stored with NSW Fair Trading will be displayed. To protect privacy, all email addresses will be blurred for privacy. You will be required to enter and confirm a password to create your account on the NSW Planning Portal.</p>	
<p>If no, select your role in the company.</p>	
<p>4. Once you have entered your registration details, complete steps 5 to 10 in the Creating a NSW Planning Portal account section.</p>	

Accessing your council, certifier, LALC or agency dashboard

Once you have a confirmed NSW Planning Portal user account, you can log into the NSW Planning Portal by entering the registered email address and password for this account on the log in screen.

You will need to contact your organisation’s portal administration account holder to provide you with access to your organisation’s dashboard and associated applications.

More information

We have developed a range of support materials, including Quick Reference Guides for other services and Frequently Asked Questions (where applicable), to assist you when using the NSW Planning Portal digital services. You can access these via in the [Help and Resources](#) section of the NSW Planning Portal. We encourage you to scan these resources prior to contacting the NSW Planning Portal Customer Support team.

We also offer a range of training sessions on the NSW Planning Portal digital services. You can view and/or register for upcoming training on the [Information and Training sessions](#) page of the NSW Planning Portal.

If you require further assistance, please contact ServiceNSW on 1300 305 695 or [submit an enquiry online](#). If you are calling from outside Australia, please call +61 2 8894 1555.