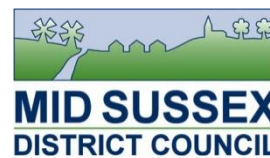# Online Planning and Licensing Registers

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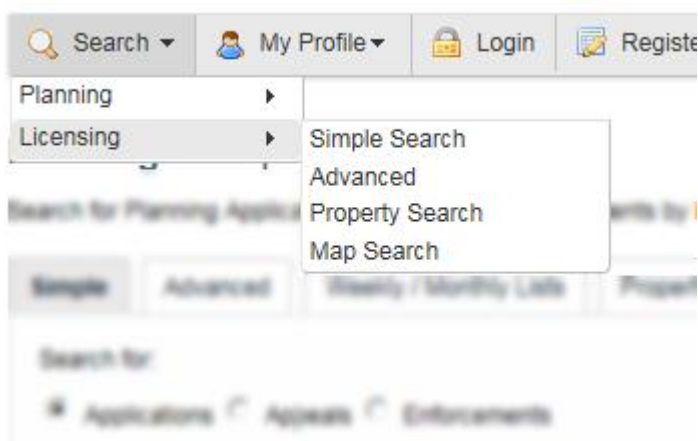
These instructions give an introduction to setting up and managing your user account and performing and saving searches.

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. '07/00260/STAT' or a street or address 'Oaklands Road' for instance.

- Either a single application or list of applications will be returned.

Creating a user account

In order to track applications, save searches and be emailed about updated information, 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 box to confirm you agree.
- 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.

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.
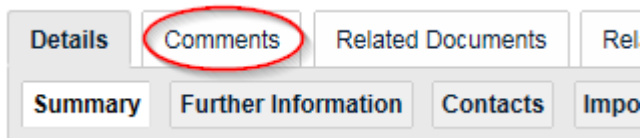

(screen layout may vary between registers)

- 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.
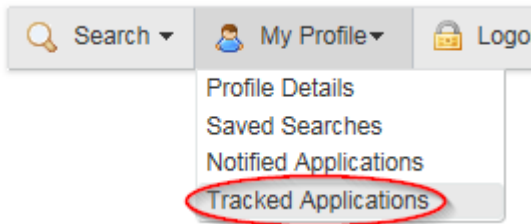
To track a specific application

You may be interested in a specific application. The system can track that application and update 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 as these are handled by a separate system.

- Carry out a search and return the details for a specific application.
- Click on the '**Track**' button above the application details.
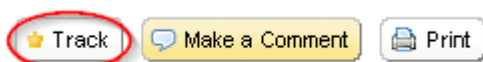
- The application will be added to the '**Tracked Applications**' tab accessible from '**My Profile**' on the menu bar.

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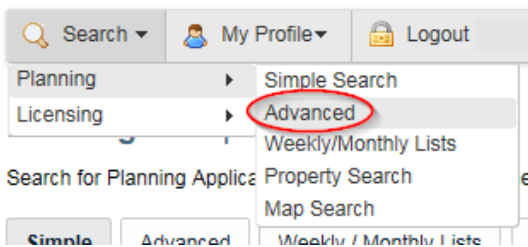
- Optionally, select whether you wish to search for appeals, enforcement cases or licences, depending on which module you are using.

- Scroll down the page and from the '**Ward**' field select the ward you are interested in. For Planning you can alternatively choose to use '**Parish**'. From the drop down list, choose the ward or parish you are interested in.

- 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, but leave the end date blank. This will ensure that your search continues to generate results.

- Click the '**Search**' button. The search will be carried out and the current results displayed. Re-run the search using an earlier date if no results display. In some rural wards this may be more than one month earlier.

- To save the search profile, ensure that your search returns some results and click the '**Save Search**' button above the search profile toolbar.
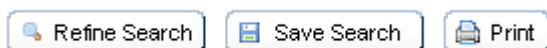
- Give the search a meaningful name in the '**Search Title**' field.

- 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.

Note: Please be aware that 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
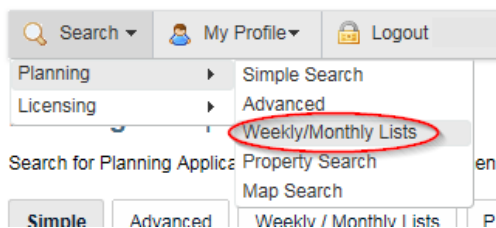
- Select whether you want a weekly or monthly list.

- 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.
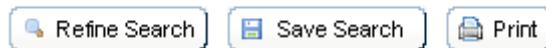
To print a listing of the search results

The Print facility allows you to print a copy of your search results and also copy the text to a word processor.
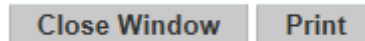
- Carry out a search or select a weekly list as described above.

- Set your sort options and change the '**Results per page**' option to '100' and press '**Go**'.

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

- A separate print window will appear. Click the '**Print**' button on this screen to print the page to your local printer.

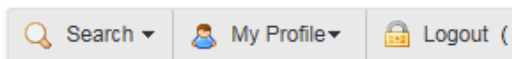

If you wish to copy the text to another software package, such as a word processor.

- Select the text using your mouse, or place your cursor on the text in the window and press '**Ctrl**' + '**A**' on your keyboard to select 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 may want to manage them.

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

Managing your user profile

You may wish to update your personal details or change your password. This is accomplished from the '**Profile Details**' tab.
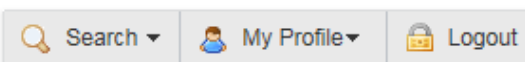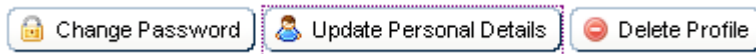
- Log into your user account and click on '**My Profile**' and select '**Profile Details**'

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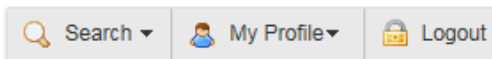- Enter your email address and amend your password.

- 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 read the Terms and Conditions and Privacy Policy.
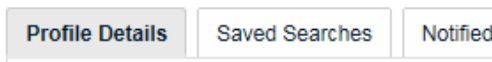- Click the '**Next**' button.

To delete your account

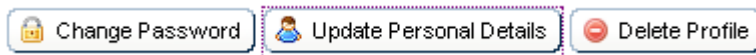If you no longer wish to use the Online Register then you can delete your account.

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

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

- Click the '**Delete**' button to confirm that you no longer wish to have an account.
- Your account will be deleted.