



Planning &
Environment

Online CDC service

*HowTo guide for
applicants*

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Contents

HowTo register for a Planning Portal account	4
HowTo register for a Planning Portal account	5
How to reset your password	7
HowTo use the ePlanning dashboard	9
HowTo navigate the ePlanning dashboard	10
HowTo apply for a complying development certificate online	12
HowTo prepare your application online	13
Next steps	19
HowTo withdraw an application	20
Next steps	22
HowTo provide additional information	23
HowTo provide additional information	24
Customer support	26
Customer service support	27

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***○ HowTo register for a
Planning Portal account***

HowTo register for a Planning Portal account

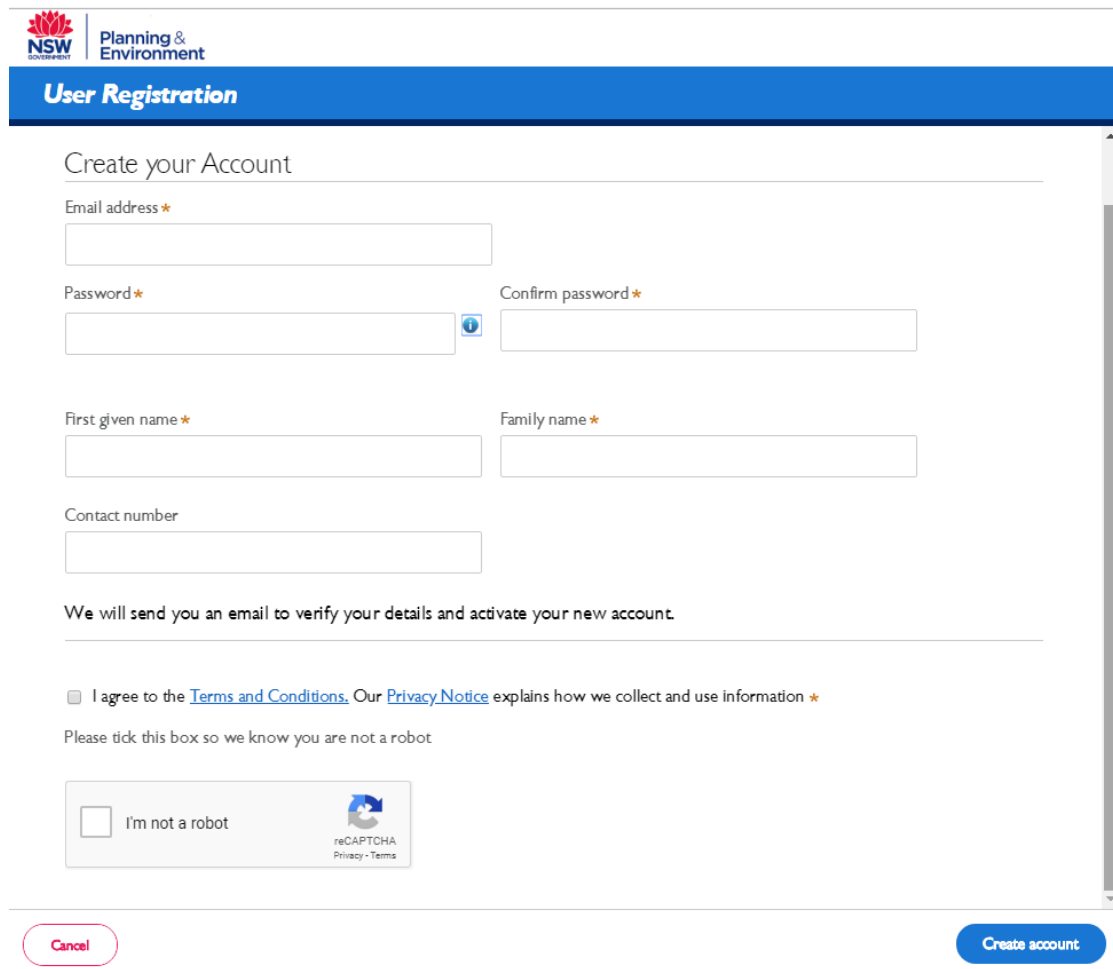
To view applications submitted via the online lodgement for complying development application service, you will need a Planning Portal account. This HowTo guide outlines each step of the registration process.

Step 1: Go to <https://www.planningportal.nsw.gov.au/onlinecdc>.



The screenshot shows the login page for the Planning & Environment portal. At the top left is the NSW Government logo, and to its right is the text "Planning & Environment". Below the logo is a login form with two input fields: "Email address" and "Password". A "Forgot password?" link is located below the password field. A large blue "Log in" button is centered below the form. At the bottom of the page, there is a link that says "Don't have an account? Create account" and a "Help" link.

Step 2: Click the "Create account" hyperlink to commence the registration process.



The screenshot shows the "User Registration" page. At the top left is the NSW Government logo, and to its right is the text "Planning & Environment". Below the logo is a blue header with the text "User Registration". The main content area is titled "Create your Account" and contains several input fields: "Email address *", "Password *", "Confirm password *", "First given name *", "Family name *", and "Contact number". Below the input fields is a message: "We will send you an email to verify your details and activate your new account." Below this message is a checkbox labeled "I agree to the [Terms and Conditions](#). Our [Privacy Notice](#) explains how we collect and use information *". Below this is another message: "Please tick this box so we know you are not a robot". Below this message is a checkbox labeled "I'm not a robot" and a reCAPTCHA widget. At the bottom of the page, there is a "Cancel" button on the left and a "Create account" button on the right.

Step 3: Enter your work email address.

Note: This will be your username and system generated notifications may be sent to this account.

Step 4: Input your password. Note the following password requirements:

- They must be at least eight characters long
- They must have a maximum of 16 characters
- Passwords can't contain parts of the email address that exceeds two consecutive characters
- They must contain three of the following:
 - o Uppercase letters (A through Z)
 - o Lowercase letters (a through z)
 - o Numbers (0 through 9)
 - o The following non-alphabetic characters: ~!@#\$%^&*()_+ - = {}[]| \ : ; " ' < > ? , . /

Step 5: Input your contact details, including your first given name, family name and a contact number (mobile is preferred).

Step 6: Verify the reCAPTCHA by ticking the "I'm not a robot" checkbox. You will need to correctly complete a question such as "Select all images with traffic lights" to proceed.

Step 7: Agree to the *Terms and Conditions* by selecting the tick box. Review the privacy notice and then select the "Create account" button.

Step 8: You will be sent a system generated email to your registered email account to verify your account. Once you receive this email, click on the link to verify your account. This must be done within 24 hours or the link will expire and you will need to re-register.



Your details have been submitted.

We will send you an email to verify your details and activate your new account.

Note: Your Planning Portal account will not be created until you have successfully verified your registration.

Next steps

Once you have registered your work email address, your organisation's administrator will need to activate your account so you are able to see applications submitted to your organisation. For more information, see section 2 of this guide.

How to reset your password

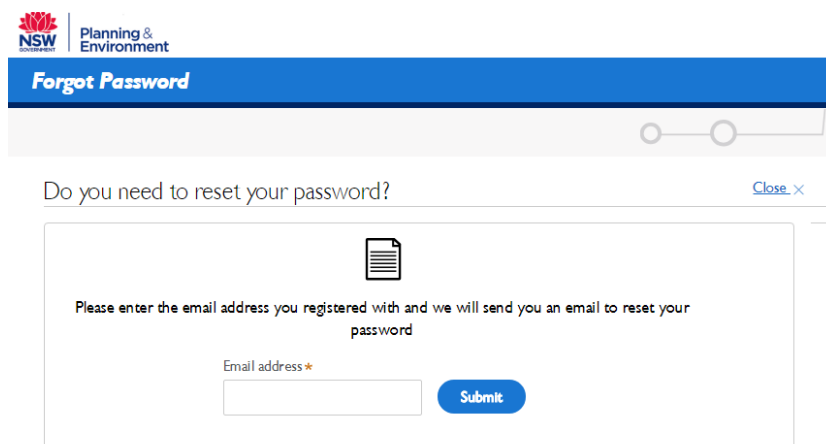
If you need to reset your Planning Portal account password, please use the instructions below.

Step 1: Go to <https://www.planningportal.nsw.gov.au/onlinecdc>.



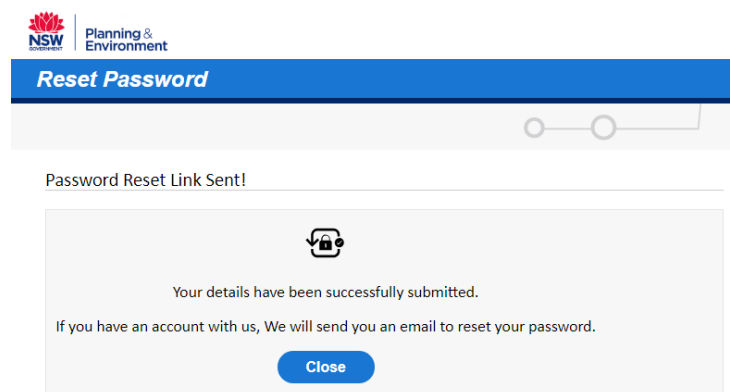
The screenshot shows the login page for the Planning & Environment portal. At the top left is the NSW Government logo. To its right is the text 'Planning & Environment'. Below the logo is a form with two input fields: 'Email address' and 'Password'. Below the 'Password' field is a link that says 'Forgot password?'. At the bottom of the form is a blue 'Log in' button. Below the button are two links: 'Don't have an account? Create account' and 'Help'.

Step 2: Click "Forgot password?"



The screenshot shows a dialog box titled 'Forgot Password'. At the top left is the NSW Government logo and 'Planning & Environment'. Below the logo is a blue header with the text 'Forgot Password'. Below the header is a question: 'Do you need to reset your password?' with a 'Close x' link on the right. Below the question is a form with a document icon and the text: 'Please enter the email address you registered with and we will send you an email to reset your password'. Below the text is an input field labeled 'Email address *' and a blue 'Submit' button.

Step 3: Input the email address you registered with the Planning Portal and click submit.



The screenshot shows a dialog box titled 'Reset Password'. At the top left is the NSW Government logo and 'Planning & Environment'. Below the logo is a blue header with the text 'Reset Password'. Below the header is the text 'Password Reset Link Sent!'. Below the text is a form with a lock icon and the text: 'Your details have been successfully submitted. If you have an account with us, We will send you an email to reset your password.' Below the text is a blue 'Close' button.

Step 4: A system generated email will be sent to the registered email address. Click on the reset password link within this email.

Step 5: You will be prompted to input a new password.

NSW Planning & Environment
Forgot Password

Enter New Password Close

New password*

Confirm password*

Submit

- Passwords must be at least eight characters long.
- Passwords can have a maximum of 16 characters.
- Passwords can't contain parts of the Email address that exceed two consecutive characters.
- Passwords must contain characters from three of the following four categories:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - The following non-alphabetic characters: ~ ! @ # \$ % ^ & * () _ + - = { } [] \ : ; ' < > ? , . /

Note the following password requirements:

- They must be at least eight characters long
- They must have a maximum of 16 characters
- Passwords can't contain parts of the email address that exceeds two consecutive characters
- They must contain three of the following:
 - Uppercase letters (A through Z)
 - Lowercase letters (a through z)
 - Numbers (0 through 9)
 - The following non-alphabetic characters: ~ ! @ # \$ % ^ & * () _ + - = { } [] \ : ; ' < > ? , . /

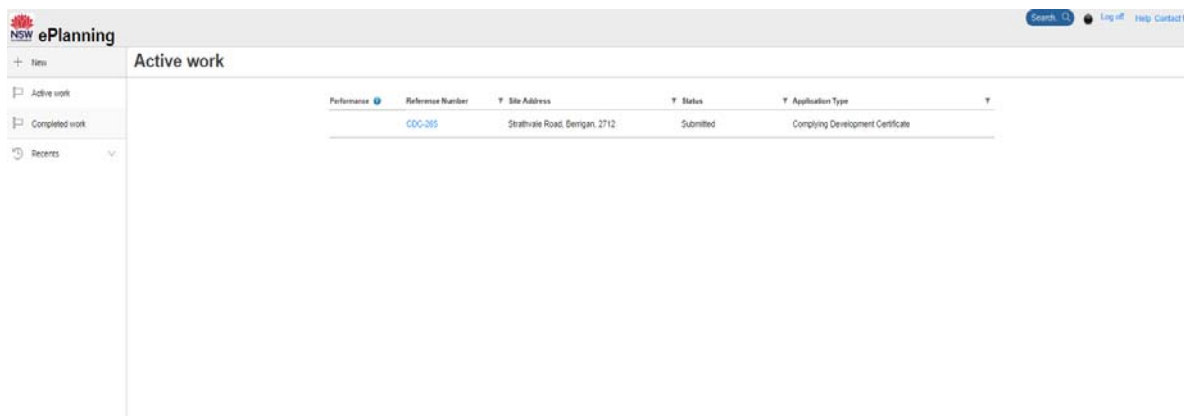
Step 6: Click the "Submit" button to reset your password. You will be returned to the log in screen, where you will need to enter your email address and new password to access the Online CDC service.



HowTo use the ePlanning dashboard

HowTo navigate the ePlanning dashboard

From the dashboard, you can start a new application, view or amend an existing application, or view a determination.



Dashboard views

There are two dashboard views, active work and completed work.



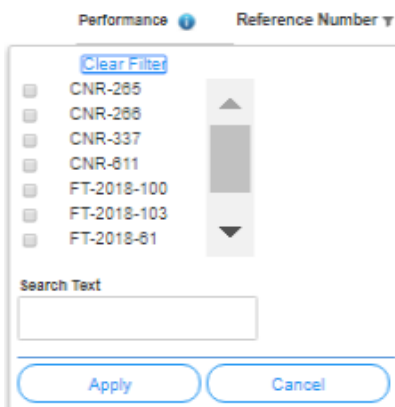
The active work view will show all active applications that are assigned to yourself. This is the default view upon login.

The completed work view will show all applications that are completed, that is withdrawn, cancelled, approved or refused.

Finding a specific application

Upon log in, you will automatically be redirected to the “Active work” dashboard view. This will display all your active applications. To find the relevant application, you can use either the column filter or search functions.

Column filters

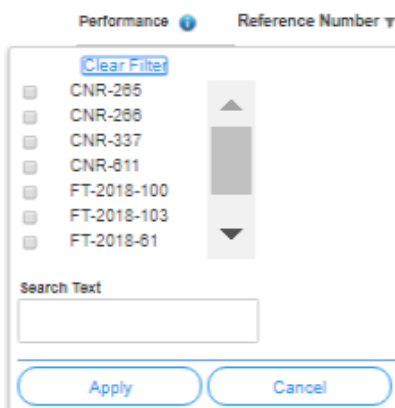


Click the filter icon beside each column heading to sort by "Reference Number", "Site Address", "Status" or "Application type".

You can only filter by one column at a time but you may check multiple options within each filter. Once all options have been selected, click "Apply".

The information contained within the dashboard will change to show only those with the specific filter applied.

Search



Click the filter icon beside each column heading to sort by "Reference Number", "Site Address", "Status" or "Application type".

Once selected, input the desired keyword into the "search text" field and hit "Apply".

The information contained within the dashboard will change to show only those related to the keyword. If there are no search results, please select "Clear Filter" to reset the dashboard view and try a different keyword.

Recent searches



To view your recent searches, click "Recents" for a short list of your previously searched jobs for your quick reference.

A white line starts from the top left corner of the page and extends diagonally down to a small white circle. This circle is positioned to the left of the main text.

***HowTo apply for a
complying development
certificate online***

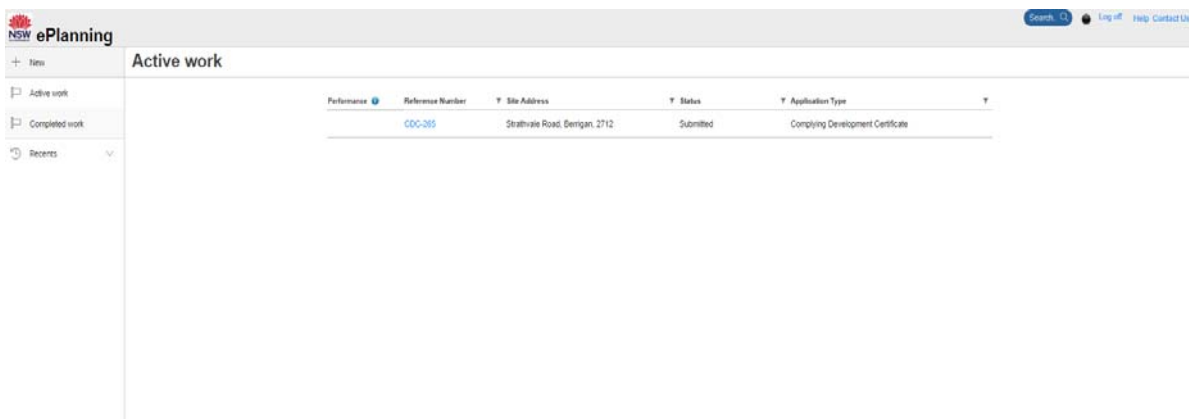
HowTo prepare your application online

The application process through the Online CDC service is a guided six step process. This HowTo guide outlines each step of the process.

Step 1: Register or Log in

To commence the application process, you will need to log in or register. You can access the system via <https://www.planningportal.nsw.gov.au/onlinecdc>.

Once logged in, you will be taken to your dashboard. From here you can view all applications you have prepared, submitted or lodged, and commence a new application.



The screenshot shows the NSW ePlanning dashboard. On the left is a navigation menu with 'Items', 'Active work', 'Completed work', and 'Recents'. The main area is titled 'Active work' and contains a table with the following data:

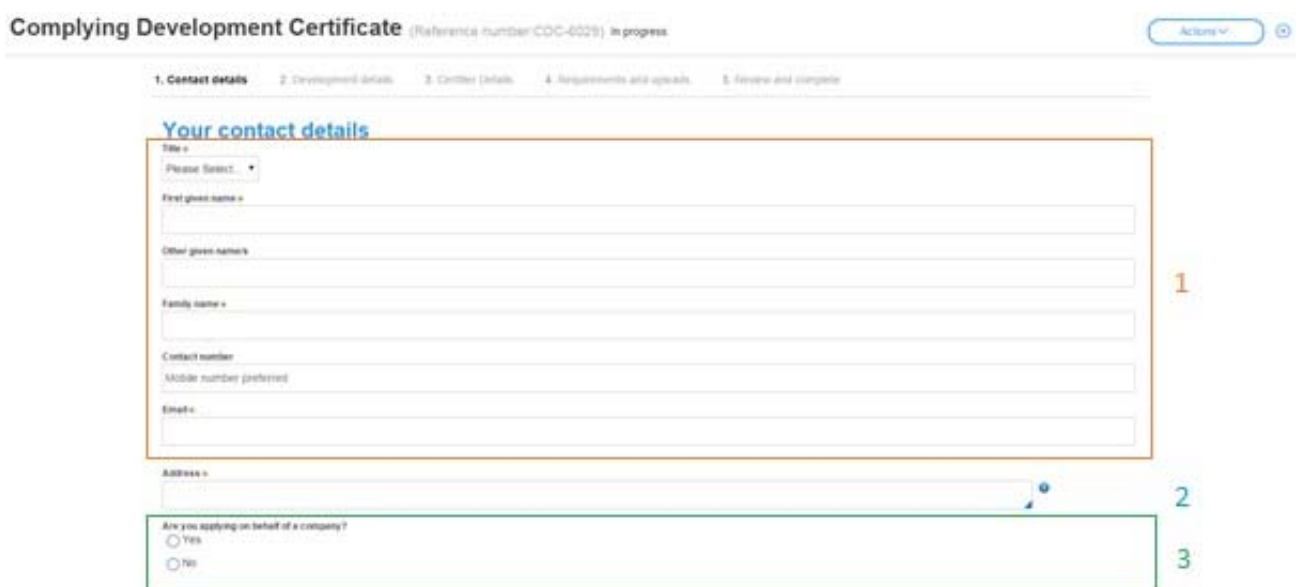
Performance	Reference Number	Site Address	Status	Application Type
	CDC-365	Strathairn Road, Benigan, 2712	Submitted	Complying Development Certificate

Click on “New” on the top left-hand side of the screen to commence the application process.

For more information on the registration process, please see *HowTo register for a Planning Portal account*.

Step 2: Provide your contact details

The first step is to provide your contact details. Some of the fields will be pre-populated based on your registration profile, however you are able to amend them if incorrect.



The screenshot shows the 'Complying Development Certificate' application form. The title is 'Complying Development Certificate (Reference number CDC-6029) In progress'. The form is divided into five steps: 1. Contact details, 2. Development details, 3. Certificate details, 4. Requirements and approvals, and 5. Review and complete. The 'Contact details' step is highlighted. The form fields are:

- Title: Please Select (dropdown)
- First given name: text input
- Other given names: text input
- Family name: text input
- Contact number: text input
- Mobile number (preferred): text input
- Email: text input
- Address: text input
- Are you applying on behalf of a company? (radio buttons for Yes/No)

Numbered callouts 1, 2, and 3 point to the name/contact information, the address field, and the company application question respectively.

1. Verify and input your full name, contact number and email address.

2. Type in your address.

The system will suggest addresses to you based on the information you are keying in. Please select an option from the list to proceed.

3. Select whether you are applying on behalf of a company.

4. If you are applying on behalf of a company, you will be asked to provide the company name and ABN.

Are you applying on behalf of a company?

Yes

No

Company name *

Enter registered business name business name

ABN *

5. Identify the owners of the development site.

Who owns the development site?

- I am the sole owner of the development site
- There are multiple owners of the development site and I am one of them
- There are one or more owners of the development site and I am NOT one of them
- A company or business owns the development site

Cancel

Save and exit

Save and continue

If you are the **sole owner** of the site, you will not need to provide additional information.

If you are **one of the owners** of the site, you will be required to populate the contact information for all other owners. Your information will automatically be populated, and you are able to add as many additional owners as required by selecting "Add owner".

Owners Details

Add Owner

Owner 1

Title *

Please Select...

First given name *

Other given name's

Family name *

Contact number

Mobile number preferred

Email *

Address *

I declare that I have shown this document, including all attached drawings, to the owner(s) of the land, and that I have obtained their consent to submit this application.

Note: it is an offence under Section 10.6 of the Environmental Planning and Assessment Act 1979 to provide false or misleading information in relation to this application.

If you are **not one of the owners**, you will be required to populate the contact information for all other owners. You can add as many additional owners as required by selecting “Add owner”.

If a **company or business owns the development site**, you will be required to provide the company name and ABN.

6. Click “Save and continue” to continue to the next step. “Save and exit” will return you to the dashboard.

Step 3: Provide your development details

This step provides the proposed development details.

1. Select the site of your development using either the address or Lot /Section number/Plan search functionality.

Select the site of your development

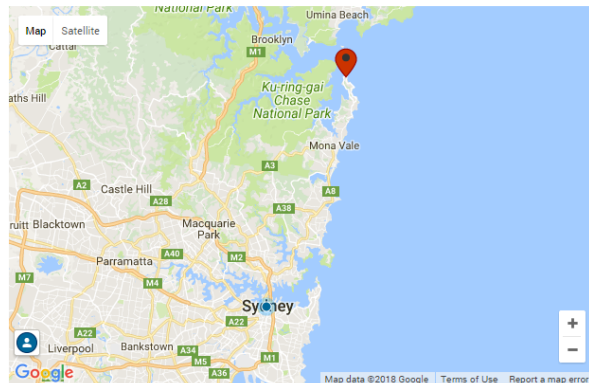
2. If the address is registered, a map will display on the right-hand side of the screen with site information including the relevant local government area on the left.

Select the site of your development

Street address
13 Sunrise Road, Palm Beach, 2108

Local government area
NORTHERN BEACHES

Lot/Section Number/Plan
158 / _____ / DP6937



If this information is incorrect, use the search fields again to re-enter the address.

3. Select the type of proposed development from the available list. You can select multiple options and if you need assistance with a definition, please click on the *What is this?* link next to the relevant development type.

Provide details of your proposed development

What type of development are you proposing?

- | | |
|--|-------------------------------|
| <input type="checkbox"/> New dwelling | What is this? |
| <input type="checkbox"/> Alterations and additions to a dwelling | What is this? |
| <input type="checkbox"/> Secondary dwelling | What is this? |
| <input type="checkbox"/> Attached development | What is this? |
| <input type="checkbox"/> Detached development | What is this? |
| <input type="checkbox"/> Demolition | What is this? |

4. Provide a description of the proposed development. This field is text only and has a limit of 512 characters. For example, a two storey dwelling with a carport and a swimming pool.

Please provide a detailed description of the development *

For example: Demolition of existing buildings, construction of a single storey dwelling, swimming pool and related landscaping.

Please provide a detailed description including any secondary development types (maximum 512 characters)

Remaining: 512 characters

5. Input the estimated cost of work, including GST.

What is the estimated cost of work / development, including GST? *

6. Click "Save and continue" to continue to the next step. "Save and exit" will return you to the dashboard.

Step 4: Select your preferred certifying organisation

This step requires you to select your preferred certifying organisation from the list available within the Online CDC service.

If you are already aware of the name of the certifier you wish to carry out the assessment,

1. Select the “Certifying organisation” option

Select your nominated accredited certifier

The fee for this application is to be paid directly to your certifier or council. Fees cannot be paid on the planning portal. The Department of Planning and Environment has no responsibility for fees payable in respect of applications for complying development certificates.

Select the certifying organisation you would like to assess your application.

Certifying organisation*

2. Start typing in the organisation name.
The system will return options based on the information you provide.
3. Select an option from the list. Basic details will display for your information.
4. Click “Save and continue” to continue to the next step. “Save and exit” will return you to the dashboard.

Step 5: Upload documents

This step requires you to upload any required and additional documents that support your application. If you require additional information about what a document is, please click on the “*What is this?*” link beside each document name.

Requirements and uploads

Please upload individual files for each required document in one of the following file formats: PDF, Word, Excel, JPEG, PNG or ZIP. You should not attach documents which contain shared information e.g. site plans and elevations in a single file. If you need to amend any attachments, please upload a replacement document. You should advise your certifier of any changes.

Upload

All uploaded files are scanned as a preventative measure, however we recommend you use appropriate and up-to-date antivirus software to protect your computer system.

Required documents

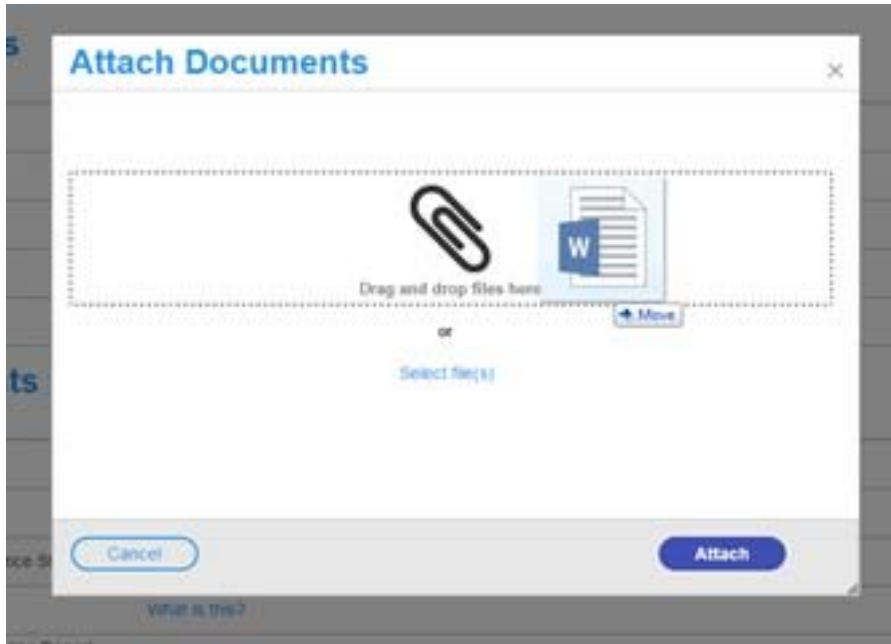
Document type	File name	Upload status
Architectural Plans*	What is this?	
Certificate of Title*	What is this?	
Site Plan*	What is this?	
Specifications*	What is this?	
Structural Plans*	What is this?	

Additional documents

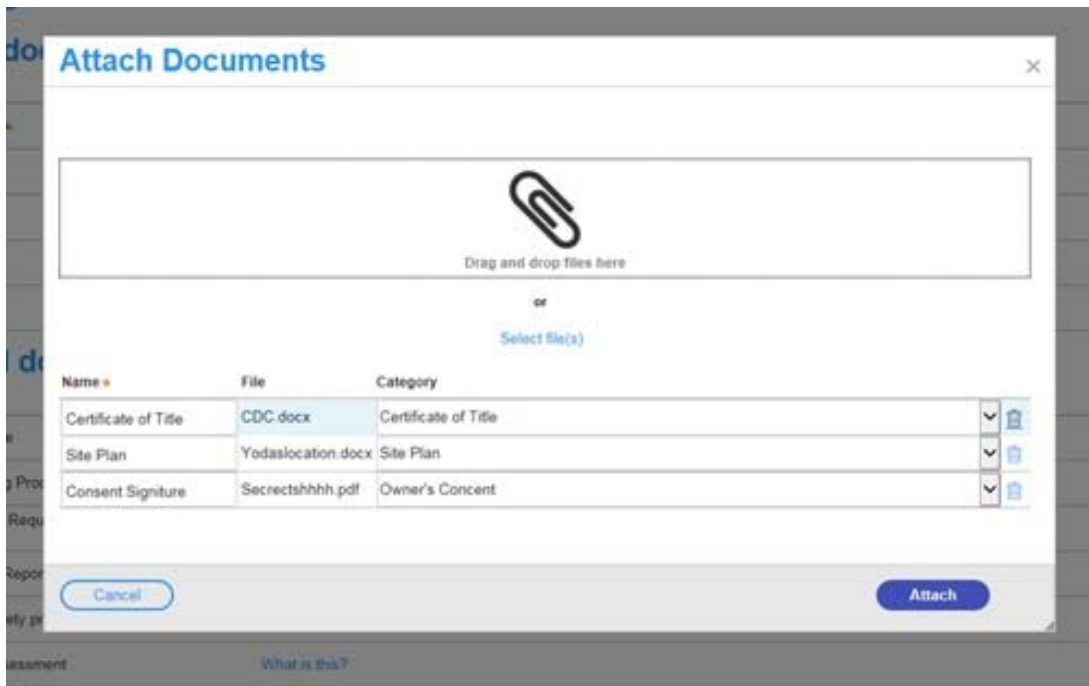
Document type	File name	Upload status
Accredited Building Product/System	What is this?	
BASIX Certificate	What is this?	
DCA Performance Requirements Compliance Statement	What is this?	

To upload documents,

1. Click on the “Upload” button near the top of the screen.
2. You can drag and drop files into the pop-up or select files.



- Once the files have been added to the upload screen, you are able to amend the name of the document if needed, as well as assign the relevant document category from the drop-down list.



- Once you have uploaded the relevant documents, select “Attach” to continue to the next step. “Cancel” will return you to the dashboard.

If you have uploaded the wrong file, click the bin icon to the right of the relevant file to remove it.

Step 6: Review and complete your application

This step provides you with the opportunity to review all the information you have input relating to your application, as well as reviewing the application declarations and allowing you to submit the application for consideration.

1. Review the information you have provided in the application form.

If you need to amend information, please use the progress bar at the top of the screen to navigate back to the relevant section.



Review and complete your application

Verify your information

2. Once you have verified that the information is correct, you will be required to complete the declarations before being able to proceed.

Declarations

Are you an employee / Councillor or relative of an employee / Councillor within the same local government area as the proposed development?*

Yes

No

Submit your application

I declare that the information provided within this application is true and accurate to the best of my knowledge.

I have read and agree to the collection and use of my personal information as outlined in the [Privacy Notice](#).

Note: It is an offence under Section 10.6 of the Environmental Planning and Assessment Act 1979 to provide false or misleading information in relation to this application.

Once you submit this application it will be sent to the nominated certification company for their review. They will discuss payment and any additional requirements with you directly.

3. Click "Submit" to complete the application process.

You will be provided with some key information about the next steps in the process.

Complying Development Certificate (Reference number: CDC-642) Submitted Actions

Thank you - your complying development application will now be submitted to your nominated certifier.

The reference number for your application is CDC-642 .

Your nominated certifier will now review your submission. Please note that the certifier may contact you directly to discuss the proposed development or to arrange payments and other matters related to your application.

We will email you if any additional information is required. You will also receive an email notification when your nominated certifier has accepted your application.

The application should then be determined within 20 days, unless agreed otherwise.

Please contact your nominated certifier for more information about the assessment process. For general information about online complying development certificates, please visit the Planning Portal or call our help line on 1300 305 695.

Next steps

Following the submission of your application, you will receive a system generated confirmation email. The nominated certifier will also receive a system generated email advising them that your application has been sent to them for consideration. It is important to note that the application has not been lodged at this point.

The certifier will conduct a pre-assessment review and advise if any additional or revised documents are required, and a fee quotation will be issued for your review.

Once the certifier has accepted your application for assessment, your application will be lodged. You will receive a system generated email to advise you of this status change.

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HowTo withdraw an application

This HowTo guide outlines each step that the applicant follows to withdraw their application.

Step 1: Log in

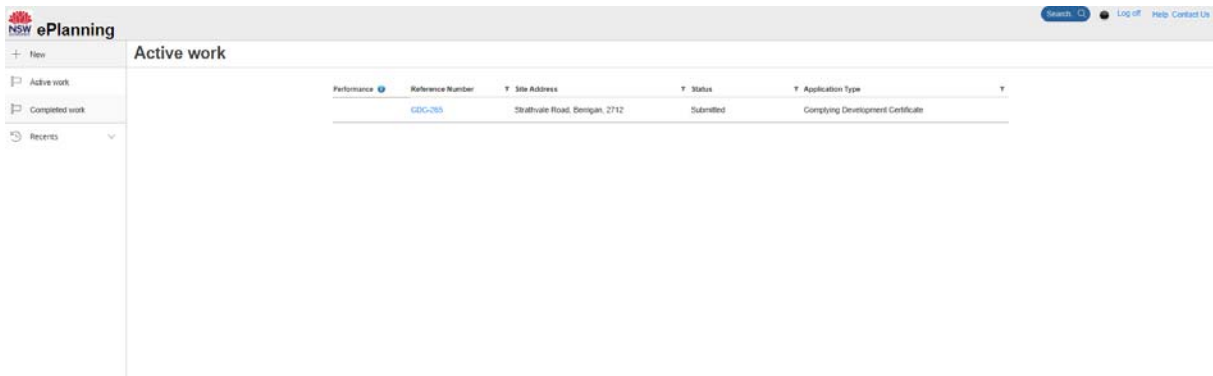
You will need to be logged into the Online CDC service to view your applications.

You can access this here <https://www.planningportal.nsw.gov.au/onlinecdc>.

Step 2: Locate the relevant application

Once you have located the relevant application, click on the associated reference number.

If the relevant application is not visible, you are able to refine the display by clicking on the filters at the top of the dashboard.



Step 3: Select "Withdraw Application"

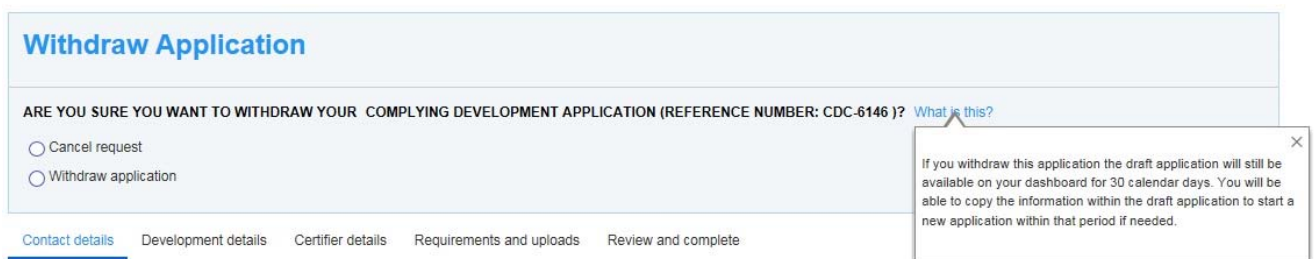


Once you have confirmed that this is the application that you would like to withdraw from assessment, click on the Actions box in the top right-hand corner of your screen.

Click on "Withdraw Application".

Step 4: Confirm that you wish to withdraw this request

Select the "Withdraw application" button to withdraw the application.



If you have arrived at this screen by accident, select "Cancel request" and you will return to the dashboard.

Next steps

Any withdrawn applications will remain on your dashboard with a status of “Withdrawn” for up to 30 days. During this time, you can copy the application information and create a new application using the same information, by selecting “Copy to new application”.

▼ Status	▼ Action
Withdrawn	View Copy to new application

Once selected, you will then be asked to confirm or edit each of the application fields, to upload the associated documents and to review the application prior to submitting the application for assessment.

A white line starts from the top left corner of the page and extends diagonally down to a small white circle. The text is positioned to the right of this circle.

***HowTo provide
additional information***

HowTo provide additional information

Your nominated certifying organisation may request additional or revised information prior to the application being lodged or during assessment. They may send this request via the system. In this instance, you will receive an email advising you of the request for additional / revised information. To view and action this request:

Step 1: Log in

You will need to be logged into the Online CDC service to view your applications.

You can access this here <https://www.planningportal.nsw.gov.au/onlinecdc>.

Step 2: Locate the relevant application

Once you have located the relevant application, click on the associated reference number.

If the relevant application is not visible, you are able to refine the display by clicking on the filters at the top of the dashboard. The application will have a status of "Additional information requested".

Step 3: Review the comments from the certifying organisation



The certifying organisation will leave comments to assist with the information request, and they may also leave additional certifier comments. These two comment fields are highlighted in orange.

Provide additional documents

Your nominated certifier has asked for additional information as part of your complying development application. Please upload each document required below. You will need to create individual files for each drawing and document. Please do not include files which contain shared information e.g. site plans and elevations in the one file.

[Upload documents](#)

All uploaded files are scanned as a preventative measure, however we recommend you use appropriate and up-to-date antivirus software to protect your computer system.

Document type	Files	Upload status	Information required	Response (Optional)
Structural Plans*	What is this? assign to me button.png  		This is not a structural plan. Please view definition and provide a fit-for-purpose structural plan.	
BASIX Certificate	What is this?		Please provide a BASIX Certificate to support this application.	

Additional certifier comments
If you have any questions regarding the documentation required, please contact us on (02) 1234 5678.

Additional applicant comments *

Step 4: Source documents, as needed

Source any additional documents or revise existing documents to address the certifiers comments. If you require additional assistance or clarification, you can do so via the system or by contacting them.

Step 5: Respond to the certifying organisation

Upload any additional or revised documents using the "Upload documents" button. You are also able to add a comment into the response column or in the "Additional applicant comments" section (both highlighted in orange) prior to submitting the information to the certifying organisation for review.

Complying Development Certificate (Reference number: CDC-642) Submitted

[Actions](#) ⊗

Contact details Development details Certifier details Requirements and uploads Review and complete Additional details

All uploaded files are scanned as a preventative measure, however we recommend you use appropriate and up-to-date antivirus software to protect your computer system.

Document review comments

Document type	Files	View Comments	Applicant responses
Structural Plans*	CDC app.png assign to me button.png	1 Certifier Comments This is not a structural plan. Please view definition and provide a fit-for-purpose structural plan.	Applicant responses Attached are the structural plans from my architect
BASIX Certificate	certifiers details.png	1 Certifier Comments Please provide a BASIX Certificate to support this application.	Applicant responses A BASIX Certificate for this development is attached

Overall review comments

Certifier Comments	Applicant responses
1 If you have any questions regarding the documentation required, please contact us on (02) 1234 5678.	Documents are attached. Please call if not correct.

Next steps

Your nominated certifying organisation will receive a system generated email advising them that you have provided additional information. They will review your comments and advise if they need any further information.

If you need to review your response at any time, you are able to view it under the "Additional details" tab.



Customer support

Customer service support

If you require additional assistance, please:

- view the help and support items within the Online CDC service;
- view the Frequently Asked Questions and Planning Portal Help located in the Help and Support section of the Planning Portal - <https://www.planningportal.nsw.gov.au/help/frequently-asked-questions> ; and / or
- contact ServiceNSW on 1300 305 695.