

## Changing your registered email address

All email address change request should be sent from the email address currently registered to the account whenever possible. Requests from new, or different, email addresses may experience an authorisation delay.

### For members of the public

*For public email addresses (i.e. @gmail.com, @hotmail.com, @outlook.com, @yahoo.com, etc...)*

If you are a member of the public and would like to amend the email address you have registered to your Planning Portal account please email [support@planningportal.co.uk](mailto:support@planningportal.co.uk) with the following information:

- Your username
- The current email address you have registered to your account
- Your new email address that you would like us to associate with your account

Once we receive this information we will amend your account details and notify you of the change.

If you are intending to change your email address details from a personal email address to a company or organisation's email address; please be aware that should you come to leave that company or organisation they may request to keep the account if it contains their intellectual property (in the form of applications). We would suggest it is best practice to create a new account, when joining a new company or organisation, in order to keep personal or freelance applications separate from those belonging to your new employer. However this is at your discretion.

### For business users

*For corporate or business email addresses (i.e. @yourbusiness.com, @localauthority.gov.uk, etc...)*

If you have a Planning Portal account that is associated with an email address that is part of a corporate or business/organisational domain and would like to amend your email address within the same domain please supply us with the information, and refer to the information, listed above (*For members of the public*)

*...continued on next page...*

If you have a Planning Portal account that is associated with an email address that is part of a corporate or business/organisational domain and would like to amend your email address to one outside of the domain (i.e. to a personal email address or other company) please email [support@planningportal.co.uk](mailto:support@planningportal.co.uk) with the following information:

- Your username
- The current email address you have registered to your account
- Your new email address that you would like us to associate with your account

Once we have this information your request will be escalated to one of our corporate account managers who will liaise with your current employer, and yourself, to ensure all parties retain access to their intellectual property. Upon satisfactory allocation of intellectual property your email address will be amended and we will notify you of the change.

**Please be aware that this process can take a number of days. It is best practice to make these arrangements before leaving your current position.**