

LPA Guidance: Manually downloading applications

When applications are submitted via the Planning Portal, LPAs can either download them:

- **Automatically** - Via a connector to their back-office system; or
- **Manually** - By accessing the application directly in their LPA home page on the Planning Portal.

Manual downloads for LPAs who have a connector in place

If the automated connector fails to download an application it will have to be downloaded manually.

This includes any application types that are not supported by the version of the Planning Portal 'schema' that the connector is using.

For example, if you are using version 1.0 of the schema or later, 'Non-material amendment' applications should be retrieved by your back-office connector. Those using earlier version will need to manually download them.

You can check what version of the schema your LPA is using by contacting your ICT supplier or our service desk (details below).

Other reasons for using manual downloads

Where an LPA does not have a connector in place, they will only be able to download applications manually.

It is also worth noting, that any previously downloaded application can be re-downloaded manually at any time.

Accessing your LPA's home page

To be able to manually download applications, you will first need to be able to access to your LPA's home page on the Planning Portal. This is restricted to ensure that only relevant members of staff at each LPA are permitted access.

LPA Home Page - <https://1app.planningportal.co.uk/lpahome>

You will be asked to sign in.

Enabling access to your LPA home page

Each LPA already has an account with access enabled on the Planning Portal (usually under a 'general' email address e.g. '*planning@LPAname.gov.uk*'). Please check with your planning administration colleagues for your account details. If you are unsure of these details, you can contact our service desk (details below).

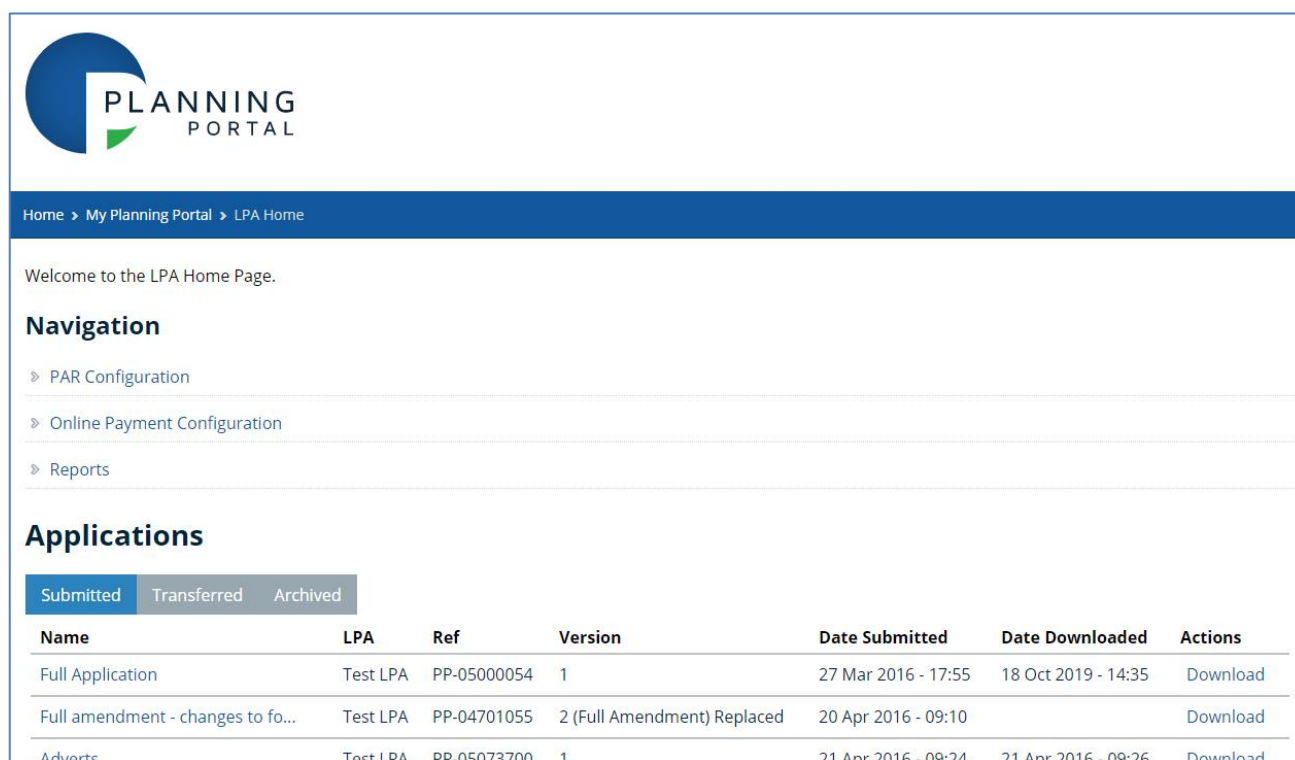
For security reasons, access will only be granted to Planning Portal accounts with email addresses matching the relevant Local Authority domain (e.g. Access to the Bristol LPA home page will be limited to accounts using '@bristol.gov.uk' email addresses).

Manually downloading applications

Once you sign in and access your LPA home page, the applications available to download will be listed in three tabs: Submitted; Transferred; and Archived.

Submitted applications

Initially, the latest applications 'Submitted' to your LPA will be shown, with the most recent submission at the top of your list.



The screenshot shows the Planning Portal interface. At the top left is the Planning Portal logo. Below it is a breadcrumb trail: Home > My Planning Portal > LPA Home. A welcome message reads "Welcome to the LPA Home Page." Under the "Navigation" section, there are links for "PAR Configuration", "Online Payment Configuration", and "Reports". The "Applications" section has three tabs: "Submitted" (selected), "Transferred", and "Archived". Below the tabs is a table with the following data:

| Name | LPA | Ref | Version | Date Submitted | Date Downloaded | Actions |
|-----------------------------------|----------|-------------|-----------------------------|---------------------|---------------------|--------------------------|
| Full Application | Test LPA | PP-05000054 | 1 | 27 Mar 2016 - 17:55 | 18 Oct 2019 - 14:35 | Download |
| Full amendment - changes to fo... | Test LPA | PP-04701055 | 2 (Full Amendment) Replaced | 20 Apr 2016 - 09:10 | | Download |
| Adverts | Test LPA | PP-05073700 | 1 | 21 Apr 2016 - 09:24 | 21 Apr 2016 - 09:26 | Download |

You will see the Planning Portal reference number and date submitted for each application which will match the details in the email notifications your LPA receives.

You will also be shown the version number and, if relevant, the date the application was initially

downloaded.

In the 'Actions' column on the right is the 'Download' link.

If you are downloading the application manually, it is important that you click on the 'Download' link here as it will generate an email to the applicant to notify them that your LPA has received their submission.

It will also flag the application as downloaded, change the status to 'Transferred' and move the application to the 'Transferred' tab in yours and the applicants accounts.

Transferred and Archived applications

The other two tabs in your application list will show applications that have already been 'Transferred' (i.e. downloaded automatically or manually) or 'Archived'.

If a 'Transferred' application has not been correctly received, you can click the 'Not received' action to return the application to the 'Submitted' list in a non-downloaded state. This will allow your connector to try to download the application again automatically.

You can also use the 'Archive' action on 'Transferred' applications to move them into the 'Archived' tab.

We would recommend archiving successfully downloaded application into the 'Archived' tab as this will help keep the 'Submitted' and 'Transferred' lists at a manageable size (they will also load quicker as a result).

If you would like to archive multiple applications, please contact our service desk (details below) to request this.

Manually downloaded applications

Once you click the 'Download' action for an application, your browser will prompt you to open or save a 'zip' format file.

We recommend saving this 'zip' file. Once saved, all the application files can be extracted to a specific folder on your device/network; or to your document management system as required.

The 'zip' file contains all the individual application forms, supporting documents and associated files:

- **Application form** - Two copies of the application form (one complete and one with certain personal details redacted).

- **Supporting Documents** - All the attachments submitted by the applicant/agent.
- **Document summary** - A PDF document detailing the supporting documents
- **Fee summary** - A PDF document detailing how the fee was calculated by the applicant/agent.
- **Application data** - An xml file containing the application data (where available).

Planning Portal service desk

Email our service desk at:

support@planningportal.co.uk

Or call:

0333 323 4589

Service desk hours:

Monday - Friday, 9am - 5pm (excluding bank holidays)