

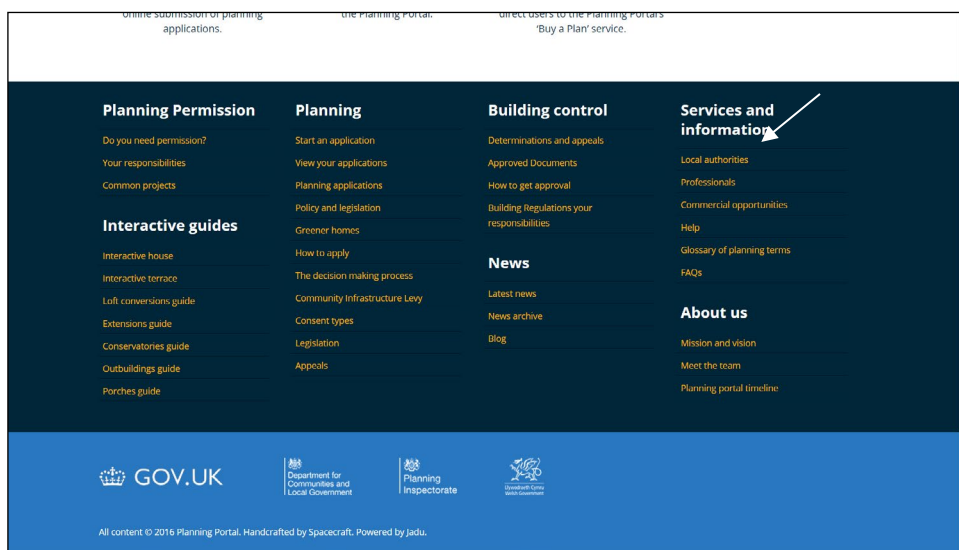
How to Manually Download Applications

When applications are submitted via the Planning Portal, LPAs can download them either via a connector to their back-office system or manually by accessing their Planning Portal account.

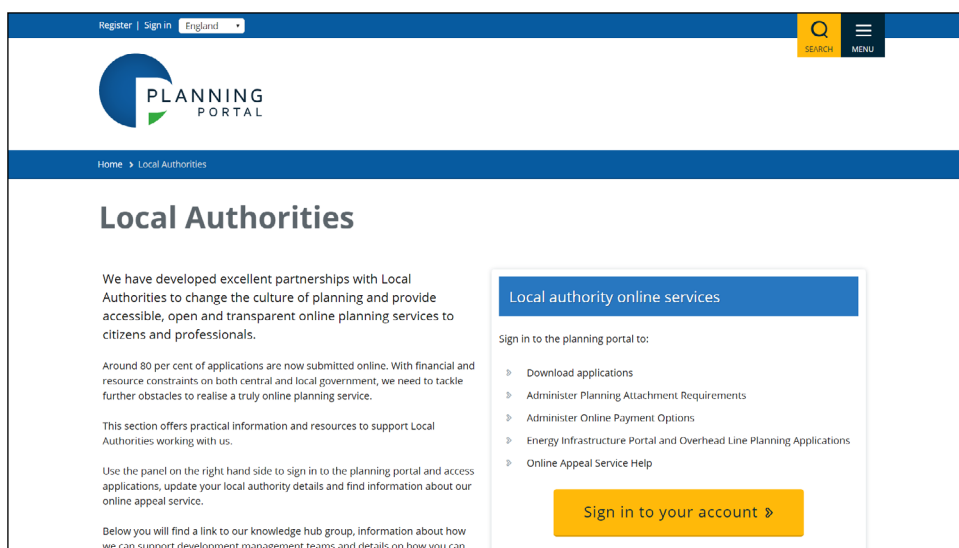
If the connector fails to download an application it will have to be downloaded manually.

If an LPA does not have a connector in place, they will only have the option to download applications manually.

- To download an application manually select 'local authorities' from the footer menu. This link is shown on all Planning Portal pages and can also be found here: www.planningportal.co.uk/lpas



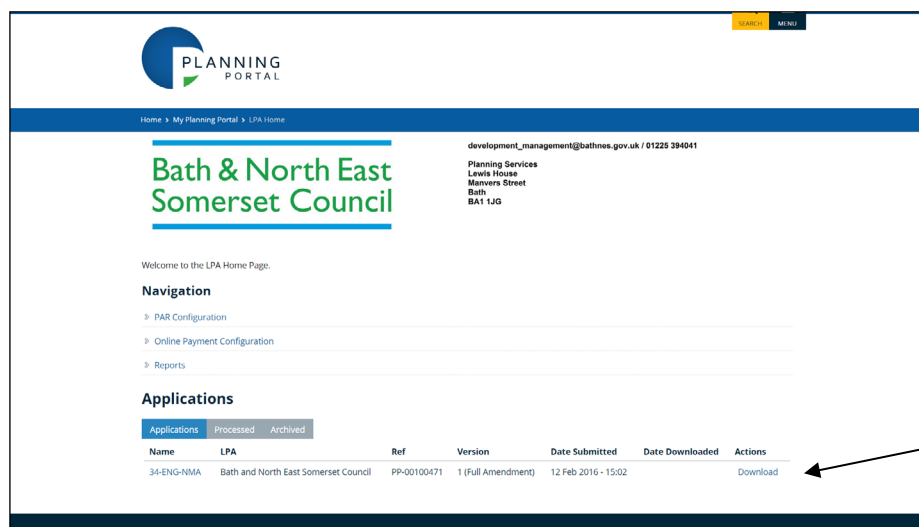
You will be prompted to log in to the LPA area of the Planning Portal (www.planningportal.co.uk)



- Once you have logged in, the applications that have been submitted to your local authority will be listed below the navigation menu.
- The latest applications 'Submitted' to the LPA can be found on the opening page with the most recent submission at the top of your list. You will see the Planning Portal reference number and data submitted per application as detailed in the email notification received. Next to that is the 'Download' link.

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

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



- Once you have clicked on the 'Download' icon, the browser will prompt you to open or save a 'zip' format file containing the application.

We recommend saving this zip file. Once saved, all the application files can be extracted to a specific folder or document management system as required.

As before, you will receive all the necessary application documents including:

- two copies of the application form (one with no personal details),
 - all attachments submitted by the applicant and/or user
 - the PDF summary that states any changes to the documentation if the application is a resubmission
 - fee summary PDF detailing how the fee was calculated by the applicant and/or agent
- In your application list, next to the 'Download' column is another called 'Archive'.

Once you have successfully downloaded an application we would recommend clicking the 'archive' icon in this column to move the application into the 'Archived' tab.

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 the Planning Portal Service Desk to request this.

Further help & guidance

- [visit our Help Centre](#)
- [search our FAQ pages](#)