

Local Authority Guidance: Manually downloading applications

When applications are submitted via the Planning Portal, Local Planning Authorities (LPAs) can either download them:

- **Automatically** - Via a connector to their development management IT system; or
- **Manually** - By accessing the application directly in the Planning Portal's LPA Admin section.

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 data standard ('schema') that the connector is using.

If using version 3.0 or later, all current online application types can be automatically downloaded.

If using earlier versions, some application types (e.g. Non-Material Amendments, and/or certain Prior Approvals) will need to be downloaded manually. [View a list of all application types provided by Planning Portal and the version required to automate download of them.](#)

We recommend that all LPAs should ensure their IT supplier keeps up-to-date and supports the current version of our data standard. You can check what version of the data standard your LPA is using by contacting your IT 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 the LPA Admin section

To be able to manually download applications, you will first need to be able to access to your account in the LPA admin section. This is restricted to ensure that only relevant members of staff at each LPA are permitted access.

You will be asked to sign in. If you haven't previously reset your password on the new Planning Portal application service, [you will need to do that first](#).

LPA Admin - <https://lpa.planningportal.co.uk/>

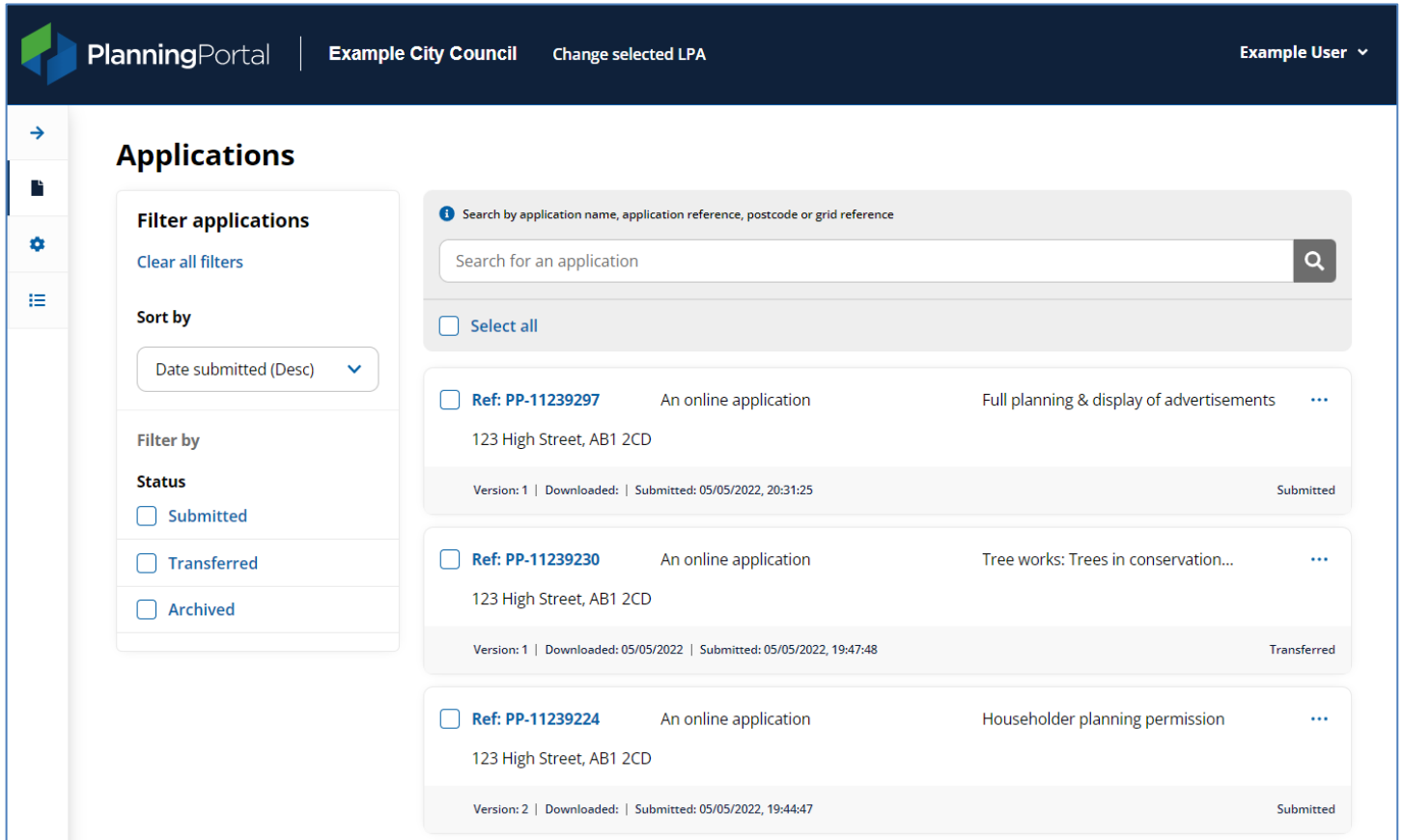
Enabling access to LPA Admin

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 LPA Admin for Bristol City Council will be limited to accounts using '@bristol.gov.uk' email addresses).

Manually downloading submitted applications

Once you sign in and access LPA Admin, the applications available to download will be displayed.



The screenshot shows the 'Applications' page in the PlanningPortal interface. The header includes the PlanningPortal logo, 'Example City Council', a link to 'Change selected LPA', and a user profile 'Example User'. The main content area is titled 'Applications' and features a sidebar with filter options and a main list of applications.

Filter applications

- Clear all filters
- Sort by: Date submitted (Desc)
- Filter by Status:
 - Submitted
 - Transferred
 - Archived

Search: Search by application name, application reference, postcode or grid reference. Search for an application.

Applications List:

Application Reference	Description	Category	Status
<input type="checkbox"/> Ref: PP-11239297	An online application	Full planning & display of advertisements	Submitted
123 High Street, AB1 2CD			
Version: 1 Downloaded: Submitted: 05/05/2022, 20:31:25			
<input type="checkbox"/> Ref: PP-11239230	An online application	Tree works: Trees in conservation...	Transferred
123 High Street, AB1 2CD			
Version: 1 Downloaded: 05/05/2022 Submitted: 05/05/2022, 19:47:48			
<input type="checkbox"/> Ref: PP-11239224	An online application	Householder planning permission	Submitted
123 High Street, AB1 2CD			
Version: 2 Downloaded: Submitted: 05/05/2022, 19:44:47			

Applications yet to be downloaded will have the status of 'Submitted'.

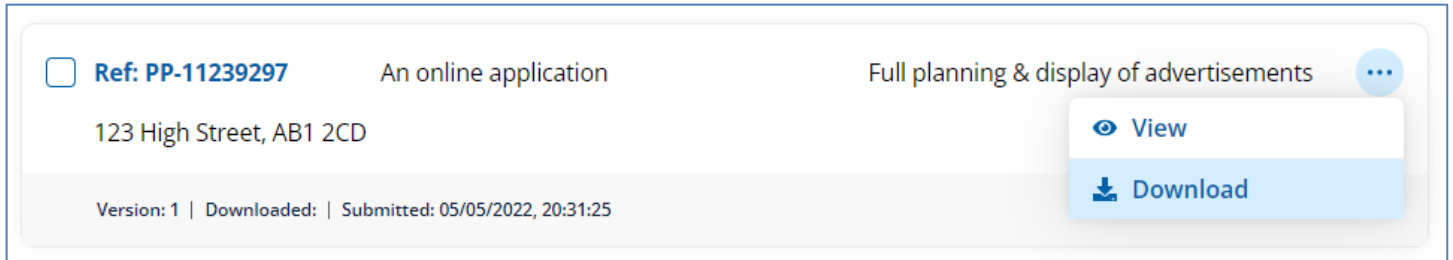
Note that this list is no longer subdivided into 'statuses', but can be filtered by specific status if required. You can also use the search box to find a specific application using the details from the email notification you received.

You will see the Planning Portal reference number and date submitted for each application.

You will also see the version number and, if relevant, the date it was initially downloaded.

Downloading

Clicking on the 'three dots' icon will reveal options in the actions list, allowing you to view or download the application.



Ref: PP-11239297 An online application Full planning & display of advertisements ...

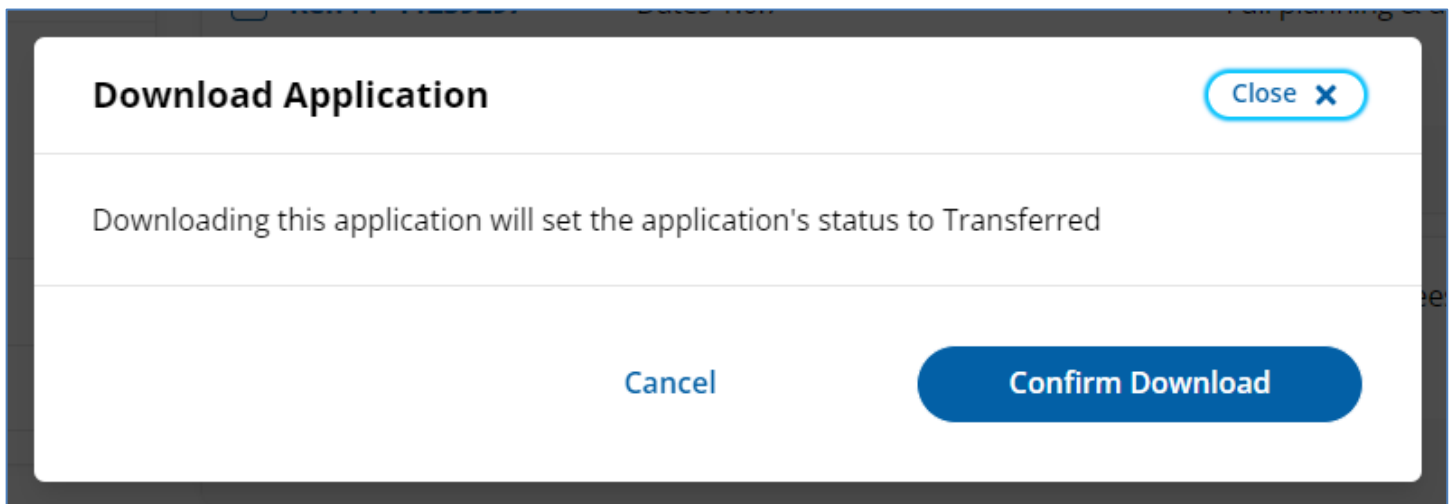
123 High Street, AB1 2CD

Version: 1 | Downloaded: | Submitted: 05/05/2022, 20:31:25

[View](#)

[Download](#)

Once you click the 'Download' link, you will be asked to confirm the download. Once confirmed, your browser will prompt you to open or save a 'zip' format file.



Download Application Close X

Downloading this application will set the application's status to Transferred

[Cancel](#) [Confirm Download](#)

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.

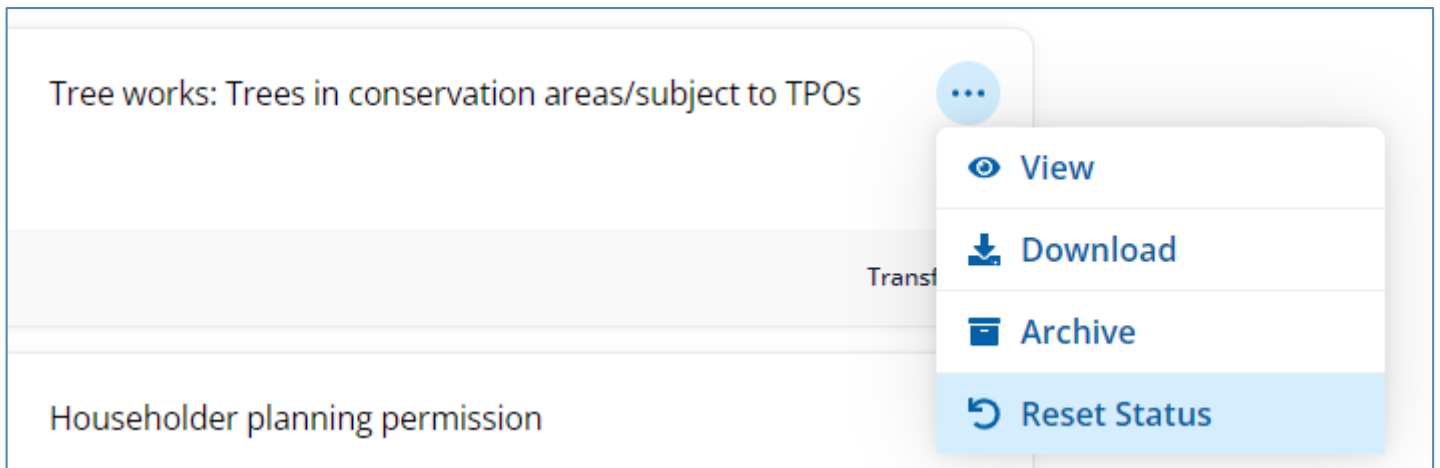
Manually downloading the application will also generate an email to the applicant/agent to notify them that your LPA has received their submission.

It will also flag the application as downloaded and change the status to 'Transferred'.

Transferred and Archived applications

The other two statuses for applications are 'Transferred' (i.e. downloaded automatically or manually) and 'Archived' (which are hidden in the default list view).

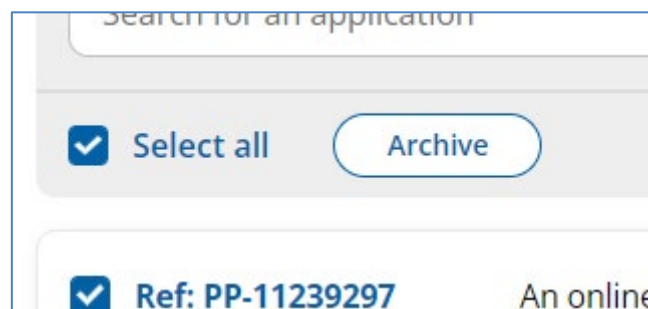
If a 'Transferred' application has not been correctly received, you can click the 'Reset status' action to return the application to the 'Submitted' status in a 'non-downloaded' state. This will allow your connector to try to download the application again automatically.



You can also use the 'Archive' action on 'Transferred' applications to move them to the 'Archived' status, which means they will not be shown on your list by default.

We would recommend archiving successfully downloaded applications as this will help keep the 'Submitted' and 'Transferred' list at a manageable size.

If you would like to archive multiple applications, you can select them using the checkbox in the top left of each entry or by clicking 'select all' in the search panel, an 'Archive' button will then appear.



Note that the system will not allow you to archive applications that are in the 'Submitted' state.

Downloaded applications

The 'zip' file downloaded from our system 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, [view more details of the redactions and your data responsibilities](#).
- **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

Our service desk can assist with any issues you may have in accessing and downloading your applications.

Please have the Planning Portal application reference(s) ready so we can find the application(s) you need help with.

Email our service desk at:

support@planningportal.co.uk

Or call:

0333 323 4589

Service desk hours:

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