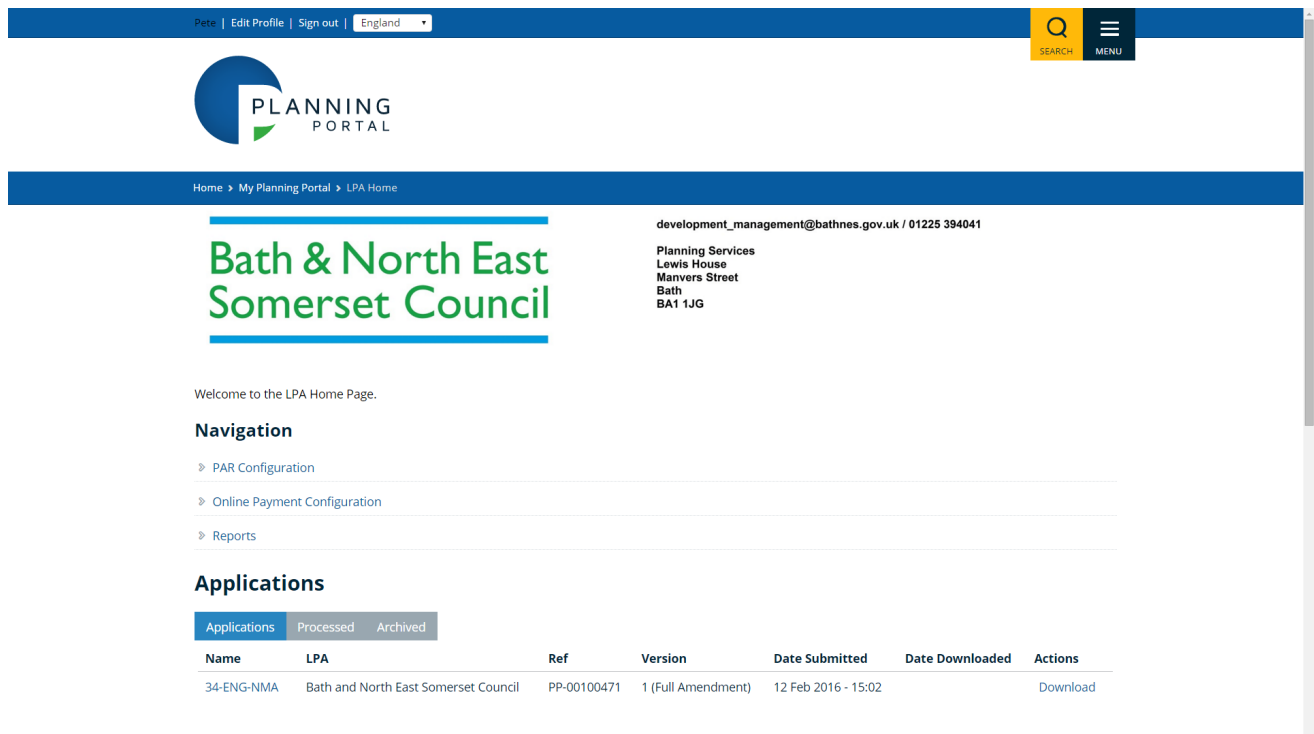# How to administer online payment options

The Planning Portal provides an additional service for LPAs to allow them to administer which payment options they can support when users make online applications to them.

The service details all payment options available via the Planning Portal and includes integrated online payments with the LPA's payment provider, and offline payment options (i.e. not integrated) such as payments by cheque, telephone, BACS and payment direct via the LPA website.

The service has validation within the payment options to help provide standardisation and consistency to users of the application service. As part of this it is mandatory that one of the offline payment options MUST be enabled.

This instruction details the functionality of the LPA payment account and provides a step-by-step guide to the administration of your local authority Portal account.

- Scroll to the bottom of the homepage and in the menu under 'services and information' choose 'local authorities' or visit https://1app.planningportal.co.uk/lpahome
- Log in and this will open your LPA's account settings
- Choose 'Online payment configuration'

Integrated online payment tab

The Payment Account screen defaults to the 'Online payment' tab and details whether your LPA is enabled for online payments via the Portal.
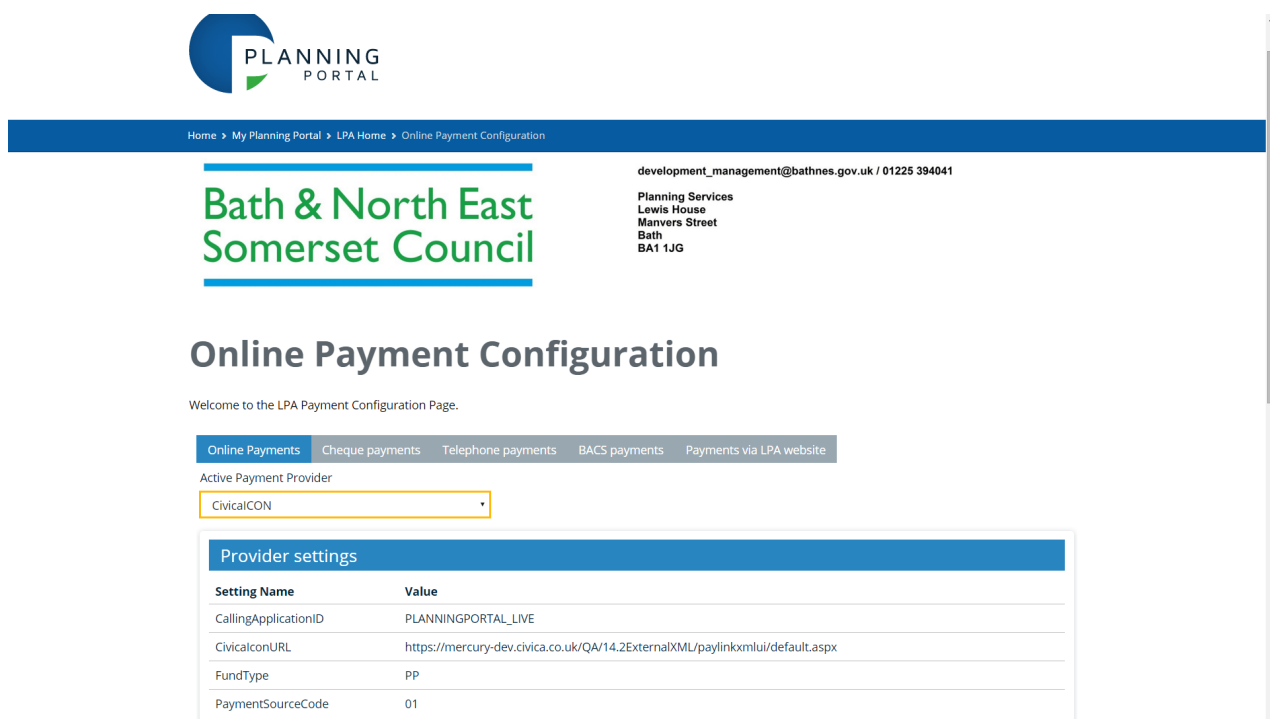
You can also check the current payment URL setup for your LPA. If you'd like to amend your details you can contact the service desk. When doing so please provide all the information on the online payment screen.

Please note: If you disable online payments you will need to contact the Planning Portal Service Desk to re-enable this option. This may take up to 10 working days.

Other payment types

By selecting the 'Other payment types' tab you will be shown all the other 'offline' payment type options LPAs can support. We recommend enabling one offline payment method for those customers that are not able to use an online payment type. Other payment types are as follows.

- Cheque
- Telephone
- BACS
- Payment via LPA website

Enabling or Disabling payment types

LPAs can enable and disable each of these payment options in their account by completing the mandatory fields, ticking the 'Enabled/Disabled' box at the top of each payment type section and then clicking 'save' at the bottom of the screen.

The telephone numbers for Telephone and BACS payments may only be accepted in the following format (0117) 123 4567 #890 and the Payment via LPA website link must begin with http:// or https://

Confirmation changes have been saved

If all of the mandatory fields have been completed on the enabled sections you will be notified your payment information has been saved at the top of the payment options.

How will I know if changes have not been saved?

If your change has not been saved, it is likely to be due to the format of the information provided in the mandatory fields. The service will display an error message highlighting the incorrect information. This can then be corrected and 'save' clicked again to save the information.

Any changes made will instantaneously update the payment options available to users for applications to your LPA. This will immediately apply the change to all applications created for your LPA, therefore please bear this in mind when making changes.

If you are using a shared computer, don't forget to log out of the account once you have finished making any necessary changes.

Further help and guidance

- visit help centre
- search our FAQ pages