GOVERNMENT OF WESTERN AUSTRALIA

planningonline

User Registration Guide for Planning Online

Planning Online portal enquiries

Phone: +61 8 6551 8002 and select option “2”
Email: posupport@dplh.wa.gov.au

User Registration Guide

Summary

This guide details the steps required for applicants and referral agents when initially registering to use Planning Online. There are instructions on how to register using any one of the following Identity Providers:

- Facebook
- Google, or
- MyGovID

When signing in, the user will be directed to the provider of their choice.

INFO ABOUT FACEBOOK – If this option doesn't work for you, please try one of the other options to register.

Open the Planning Online website https://planningonline.dplh.wa.gov.au/ to continue

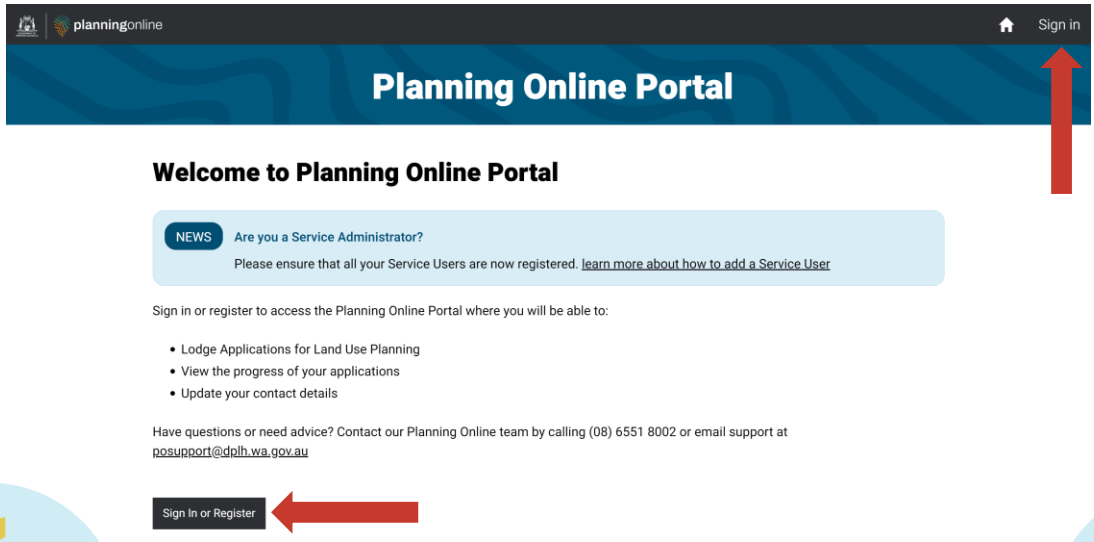
Identity Providers

Register/Sign in with Facebook

01

Open the **Planning Online** website. This will take you to the Planning Online Portal Welcome page.

Select **Sign In or Register** or click the **Sign in** button located in the ribbon in the top right corner.



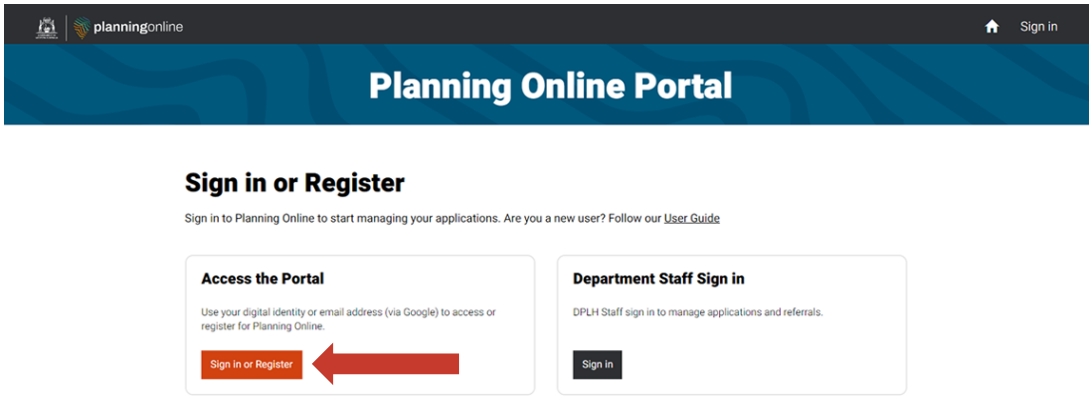
User Registration Guide

Identity Providers

Register/Sign in with Facebook

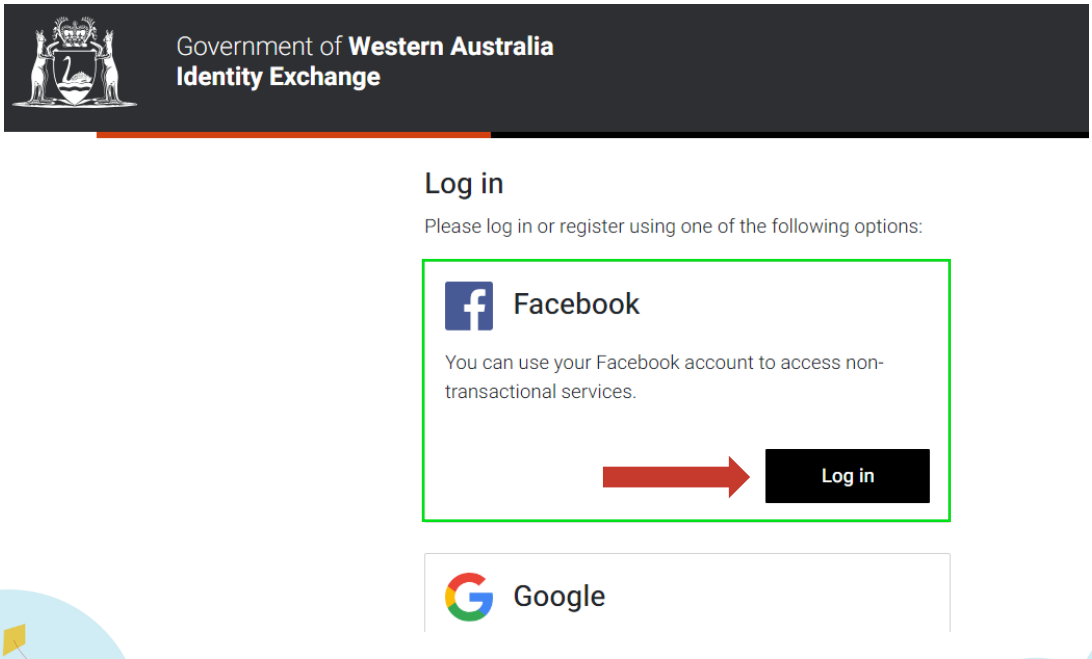
02

On the Sign in or register page select **Sign in or Register**.



03

On the Government of **Western Australia Identity Exchange** page select **Log in** on the **Facebook** card.



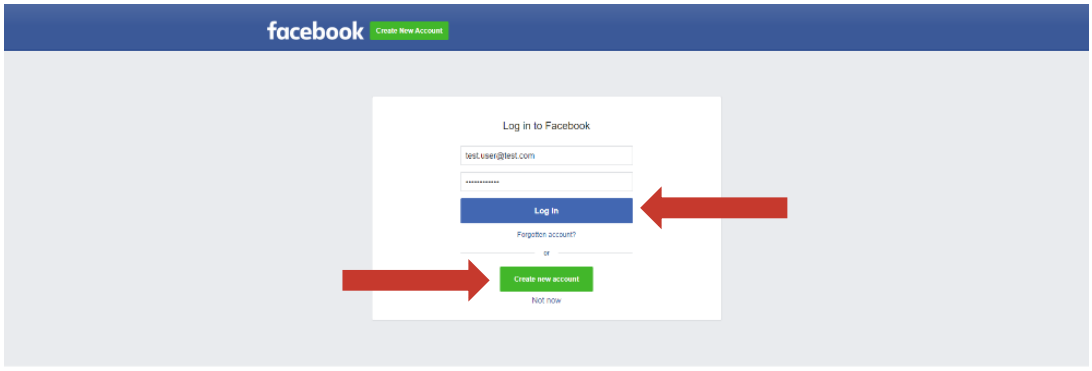
User Registration Guide

Identity Providers

Register/Sign in with Facebook

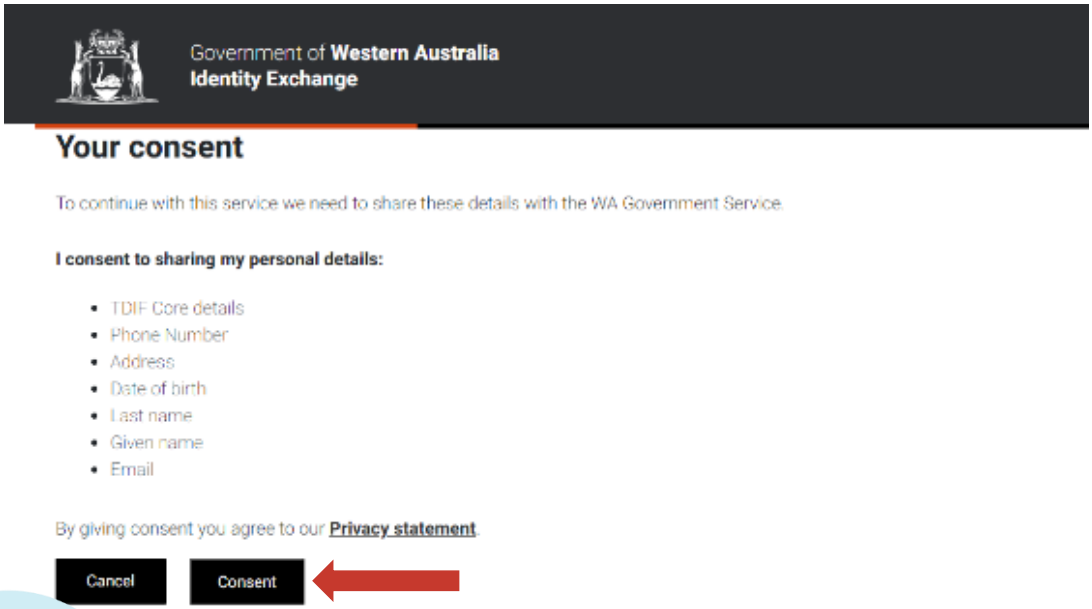
04

When directed to the Facebook Log in page, enter your **email address** or **phone number** and **password** OR **Create new account**. Select **Log in** once credentials have been entered. If you have created a new account, you will be directed to the same page as a user who has selected log in on account creation.



05

When redirected to **Government of Western Australia Identity Exchange** consent page please read carefully and select **Consent** to continue.



User Registration Guide

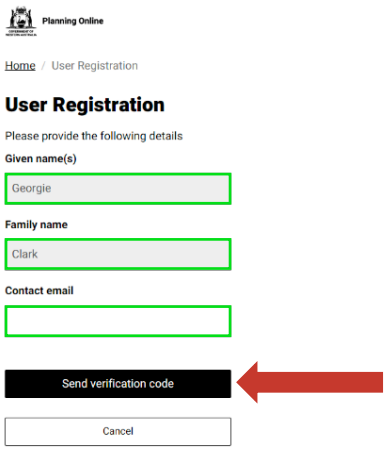
Identity Providers

Register/Sign in with Facebook

06

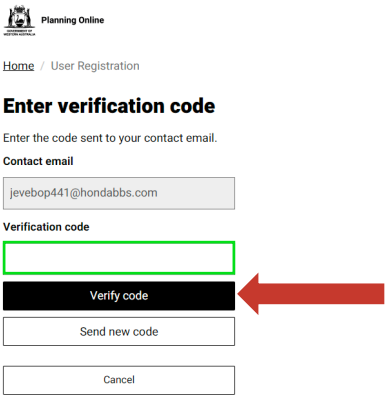
On the **User Registration** page, enter your **Given name(s)** and **Family name** and then enter a **Contact email** which will be used for all communication relating to Planning Online.

Once you have entered select **Send verification code**.



07

On selecting **Send verification code**, you will receive a code in your provided contact email account. Enter this one-time-use code and select **Verify code**. If there is an issue with your code, select **Send new code**.



Identity Providers

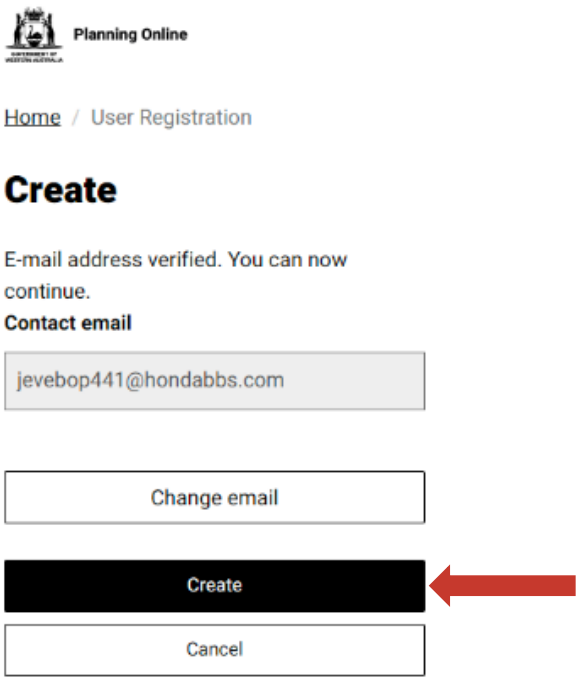
Register/Sign in with Facebook

08

When the code is verified select **Create**. This will complete the registration process. You will now have access to **Planning Online**.

To log into **Planning Online** anytime in the future, just complete steps 1 – 4.

Steps 5 onwards are only required for initial registration.



User Registration Guide

Identity Providers

Register/Sign in with Google

01

Open the **Planning Online** website. This will take you to the Planning Online Portal Welcome page.

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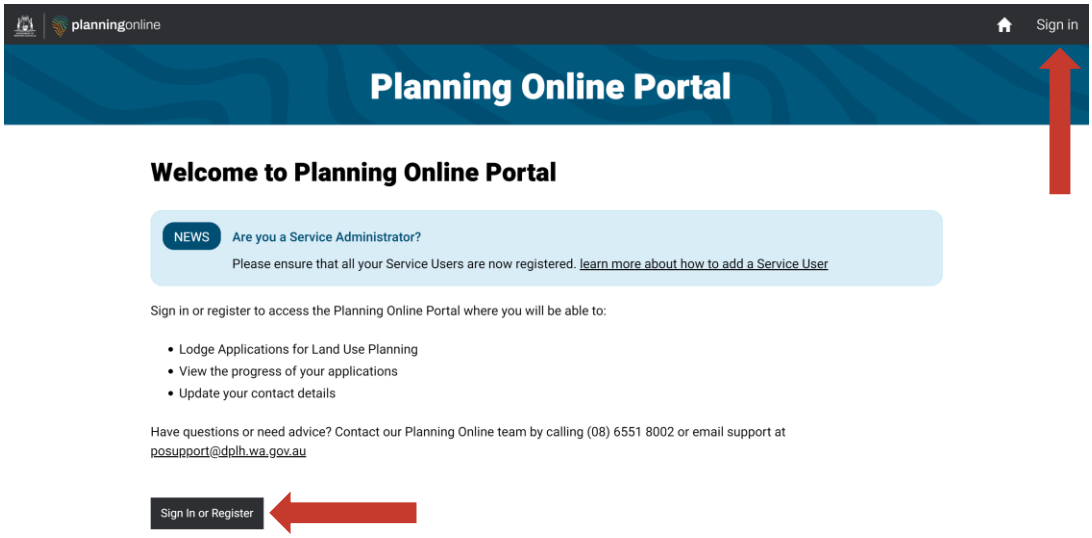
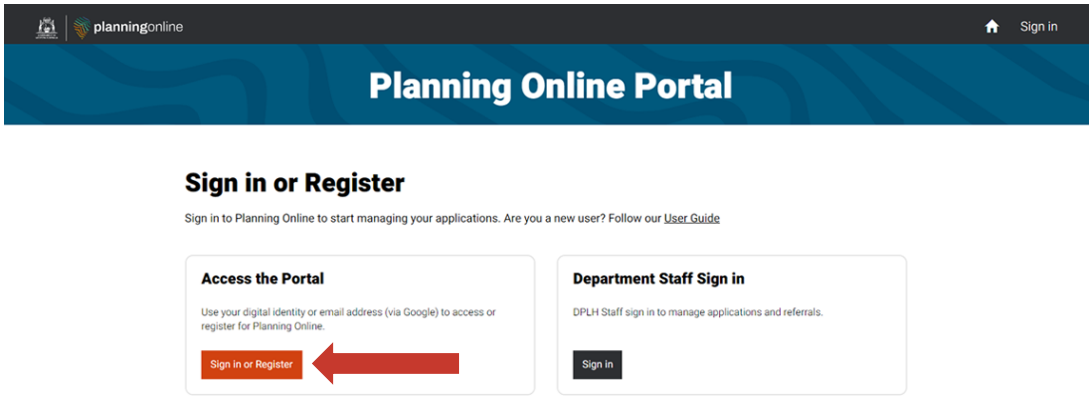


02

On the Sign in or register page select **Sign in or Register**.



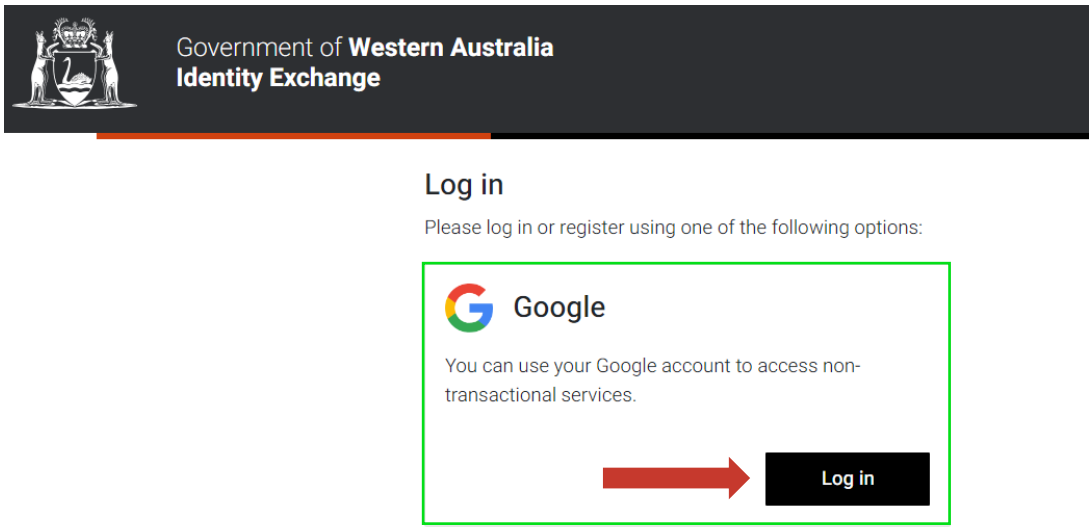
User Registration Guide

Identity Providers

Register/Sign in with Google

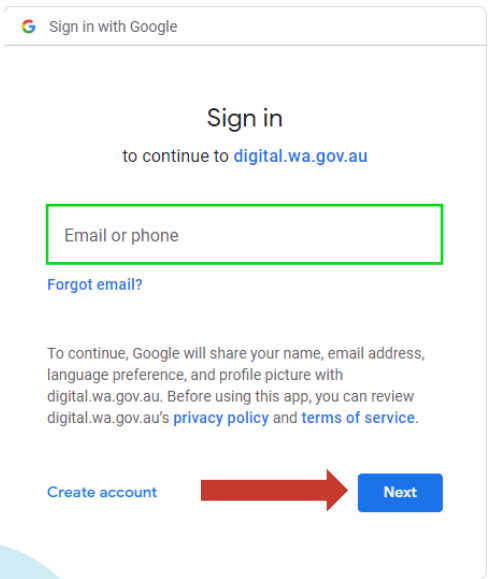
03

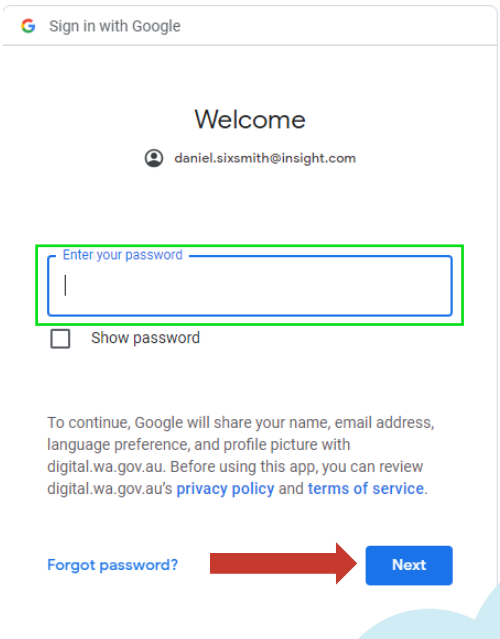
On the Government of **Western Australia Identity Exchange** page select **Log in** on the **Google** card.



04

When directed to Google's sign in page, enter your **email** and select **Next**. Enter password when prompted then select **Next** to continue. There is the option to create an account using **Create** account if required.





User Registration Guide

Identity Providers

Register/Sign in with Google

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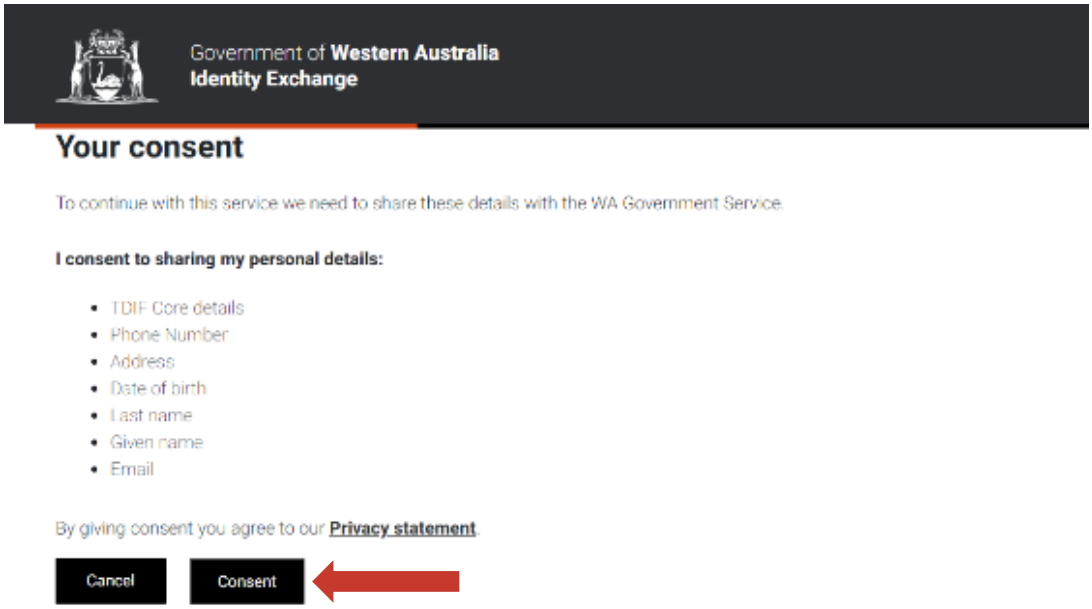
When redirected to **Government of Western Australia Identity Exchange** consent page please read carefully and select **Consent** to continue.



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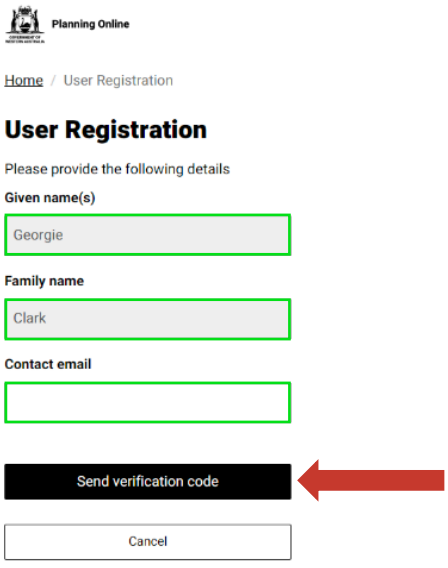
Once you have entered select **Send verification code**.



Identity Providers

Register/Sign in with Google

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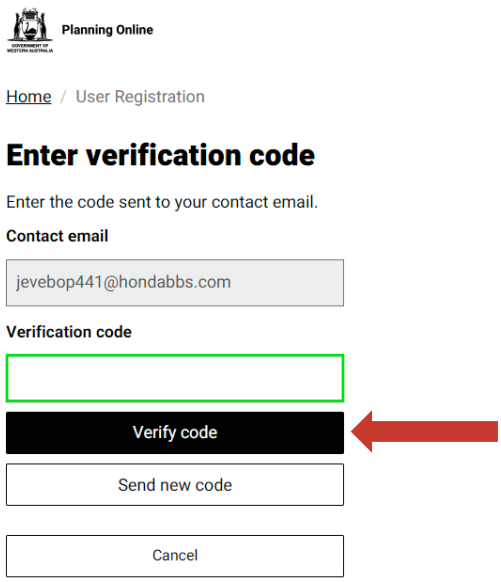

08

When the code is verified select **Create**. This will complete the registration process. You will now have access to **Planning Online**.

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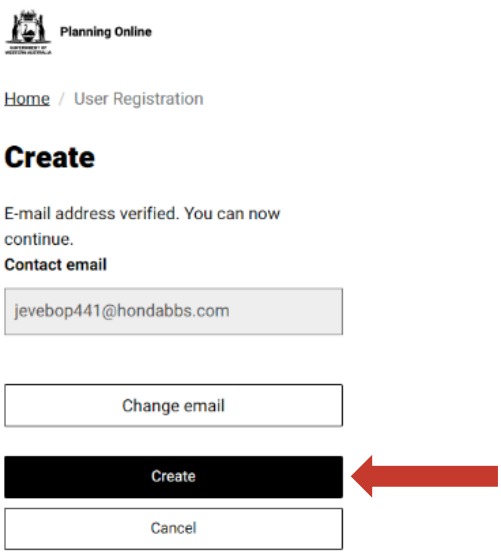
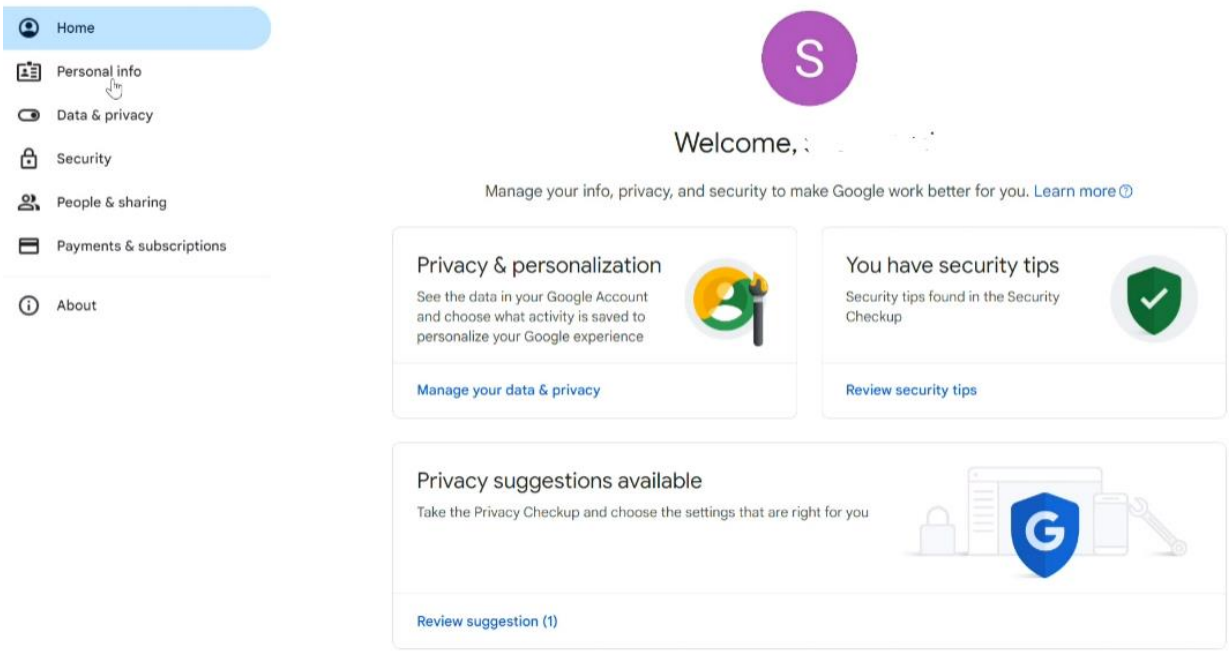


User Registration Guide

Identity Providers

Register/Sign in with Google

Important to note: We recommend setting up a Google account using your work email address.



User Registration Guide

Identity Providers

Register/Sign in with MyGovID Identity

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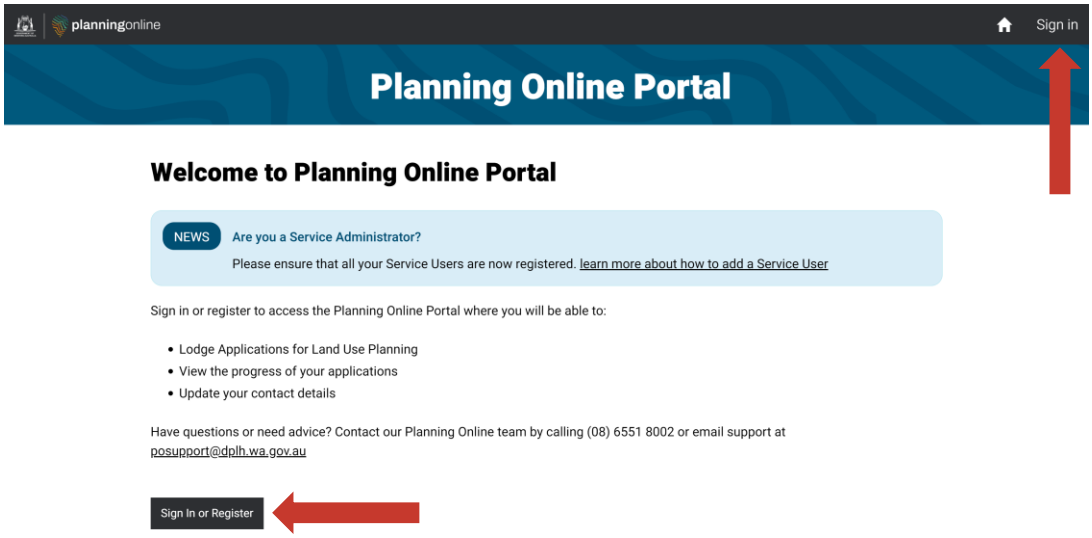
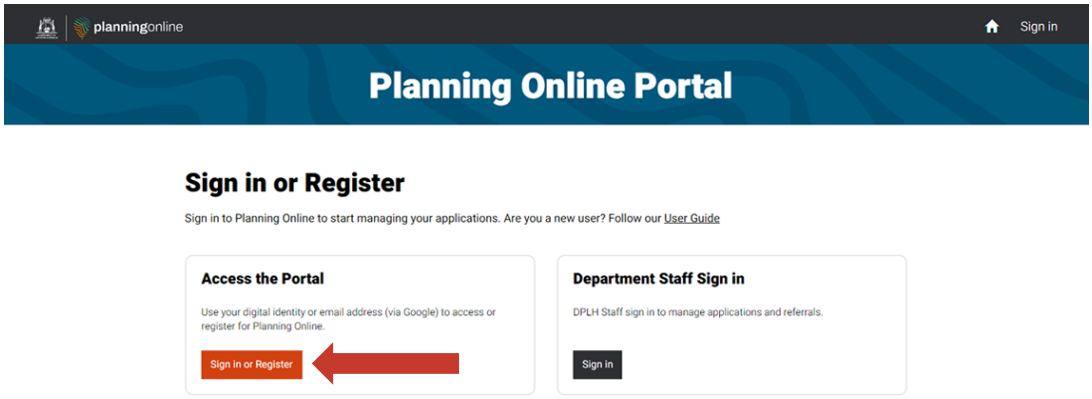


02

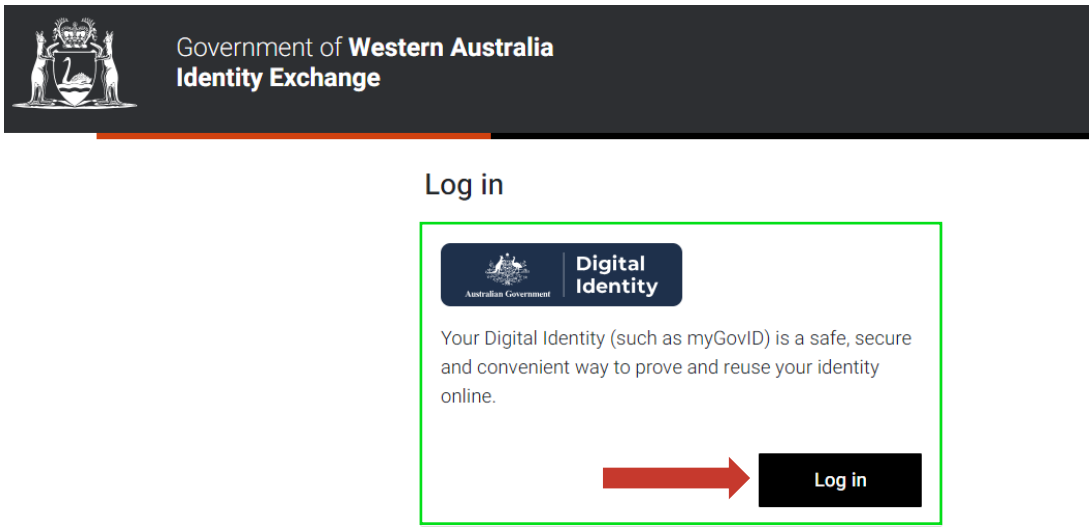
On the Sign in or register page select **Sign in or Register**.



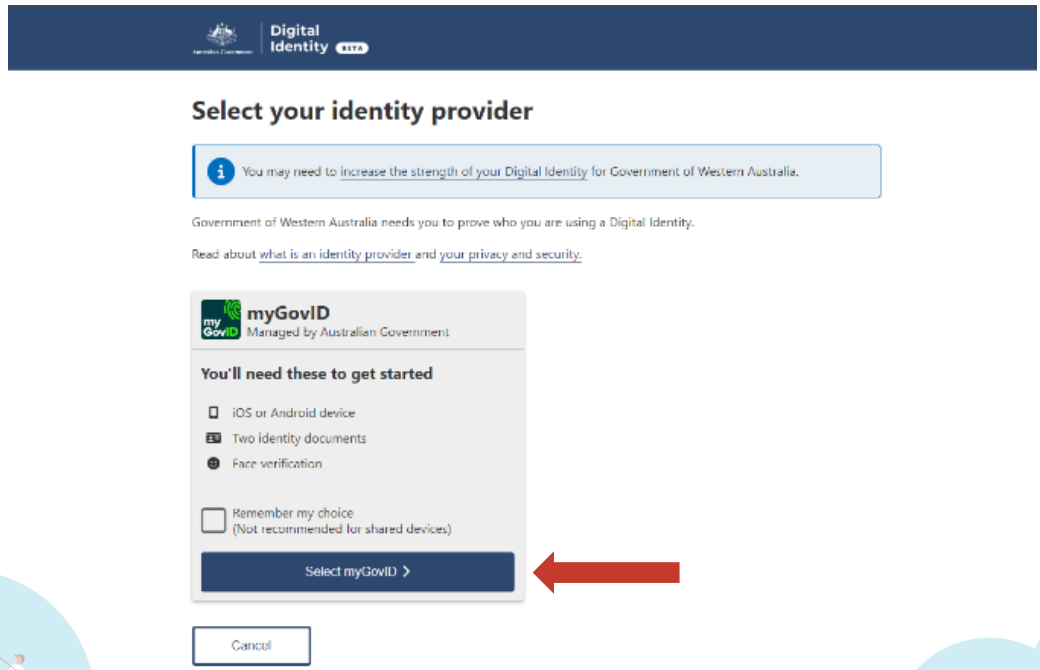
Identity Providers

Register/Sign in with MyGovID Identity

03 On the Government of **Western Australia Identity Exchange** page select **Log in** on the **Digital Identity** card.



04 Select **mygovid**.

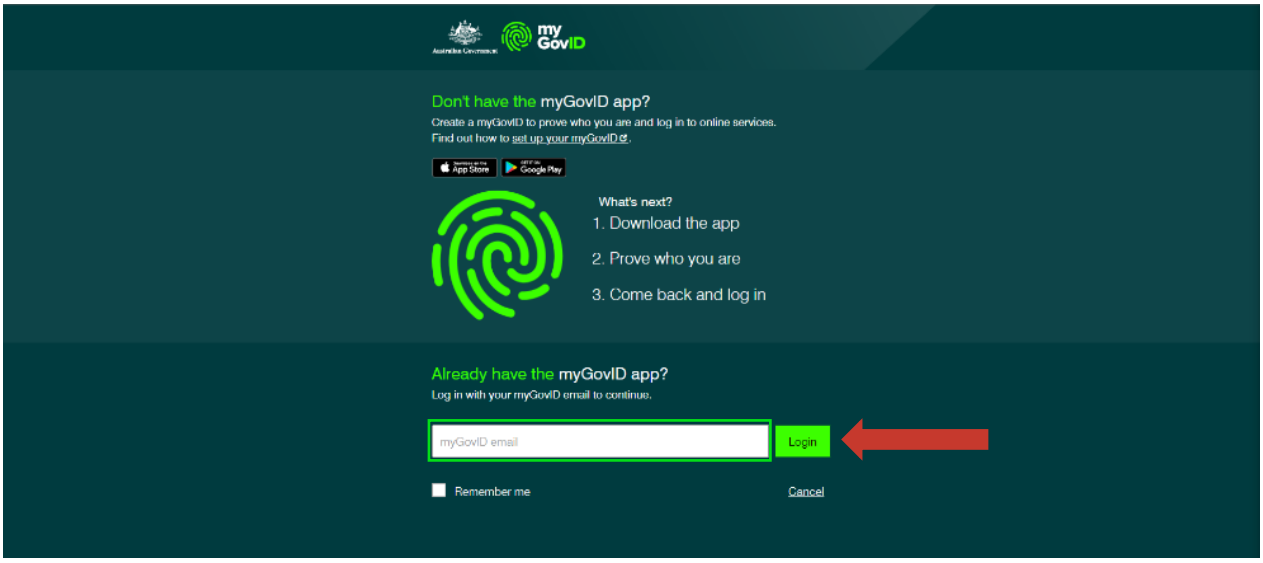


Identity Providers

Register/Sign in with MyGovID Identity

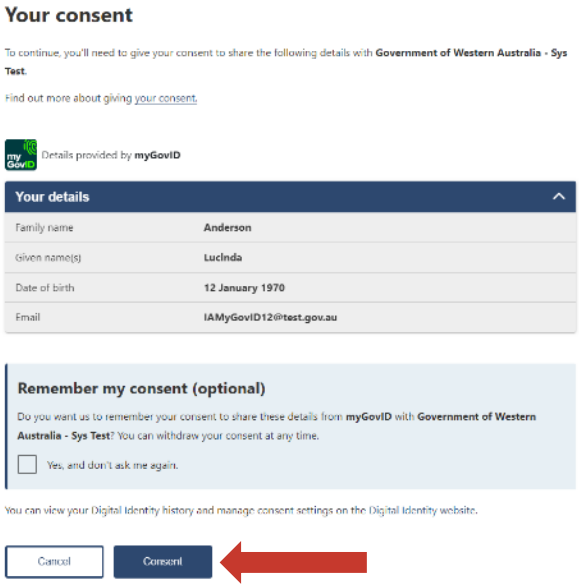
05

On the **myGovID** page enter your **myGovID email** and select **Login**. A code will appear on your screen. Open your **myGovId mobile app** and enter the **code** on the screen. This will verify your identity. Depending on your internet quality, you will be directed to the **Digital Identity Consent** page within a few minutes.



06

Once redirected to the **Digital Identity Consent** page, please read carefully and select **Consent** to continue.

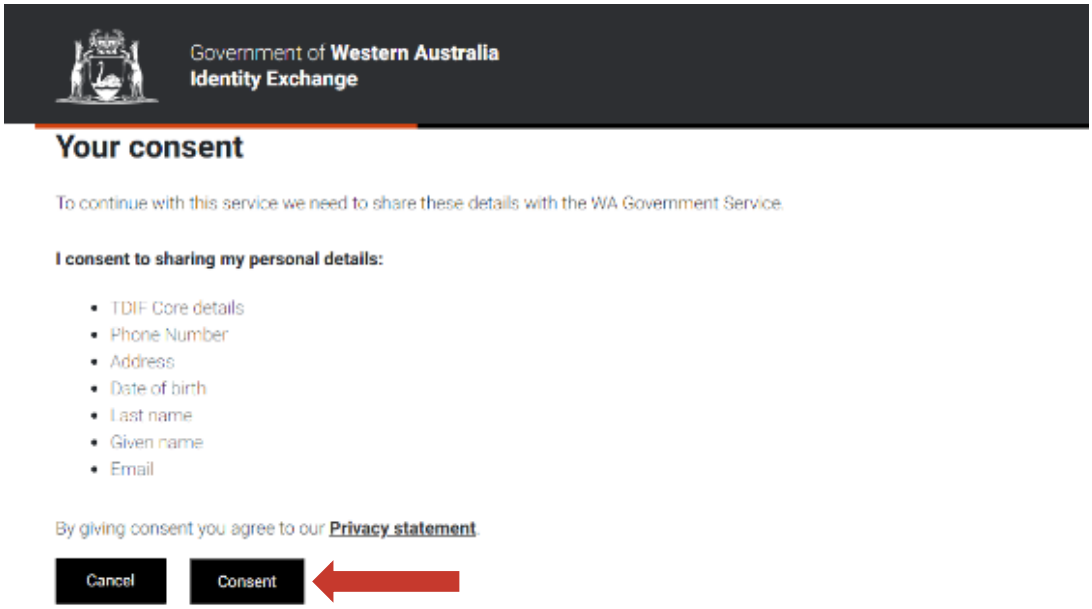


Identity Providers

Register/Sign in with MyGovID Identity

07

You will now be redirected to **Government of Western Australia Identity Exchange** consent page. Please read carefully and select **Consent** to continue.



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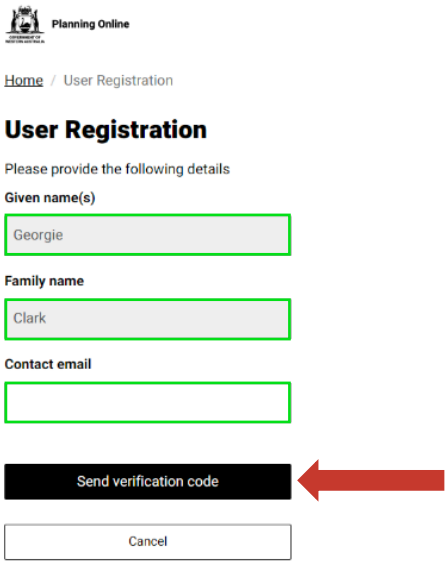

Identity Providers

Register/Sign in with MyGovID Identity

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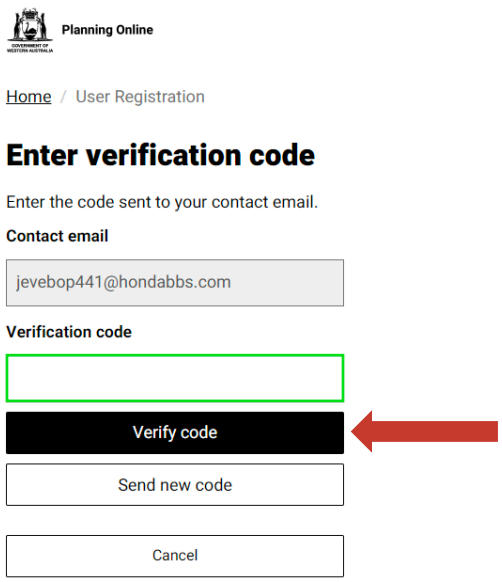

10

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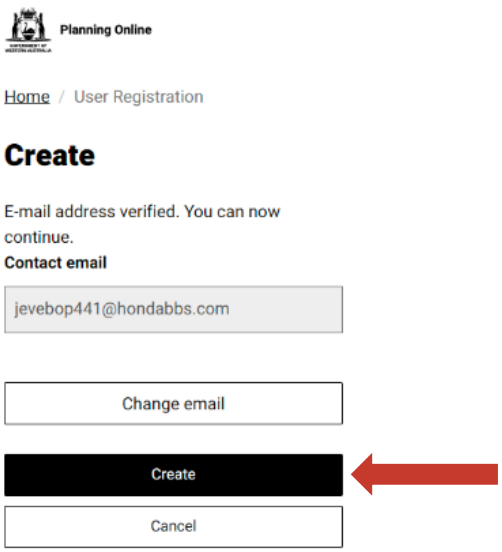
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