



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.



Welcome to Planning Online Portal

NEWS Are you a Service Administrator?

Please ensure that all your Service Users are now registered. [learn more about how to add a Service User](#)

Sign in or register to access the Planning Online Portal where you will be able to:

- Lodge Applications for Land Use Planning
- View the progress of your applications
- Update your contact details

Have questions or need advice? Contact our Planning Online team by calling (08) 6551 8002 or email support at posupport@dplh.wa.gov.au

Sign In or Register



User Registration Guide



Identity Providers



Register/Sign in with Facebook

02

On the [Sign in or register](#) page select **Sign in or Register**.



Sign in or Register

Sign in to Planning Online to start managing your applications. Are you a new user? Follow our [User Guide](#)

Access the Portal

Use your digital identity or email address (via Google) to access or register for Planning Online.

Sign in or Register



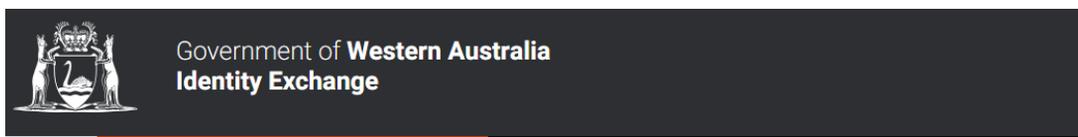
Department Staff Sign in

DPLH Staff sign in to manage applications and referrals.

Sign in

03

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



Log in

Please log in or register using one of the following options:



Facebook

You can use your Facebook account to access non-transactional services.



Log in



Google



User Registration Guide



Identity Providers



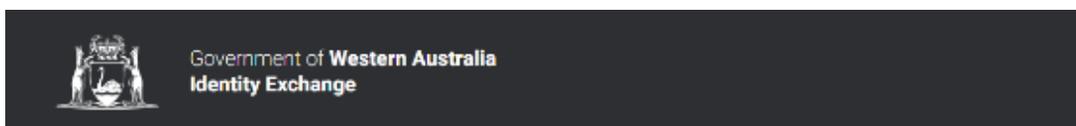
Register/Sign in with Facebook

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.



Your consent

To continue with this service we need to share these details with the WA Government Service.

I consent to sharing my personal details:

- TDIF Core details
- Phone Number
- Address
- Date of birth
- Last name
- Given name
- Email

By giving consent you agree to our [Privacy statement](#)



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**.

Planning Online

Home / User Registration

User Registration

Please provide the following details

Given name(s)

Family name

Contact email



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**.

Planning Online

Home / User Registration

Enter verification code

Enter the code sent to your contact email.

Contact email

Verification code





User Registration Guide



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.



[Home](#) / [User Registration](#)

Create

E-mail address verified. You can now continue.

Contact email

jevebop441@hondabbs.com

Change email

Create

Cancel



User Registration Guide



Identity Providers



Register/Sign in with Google

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DPLH Staff sign in to manage applications and referrals.

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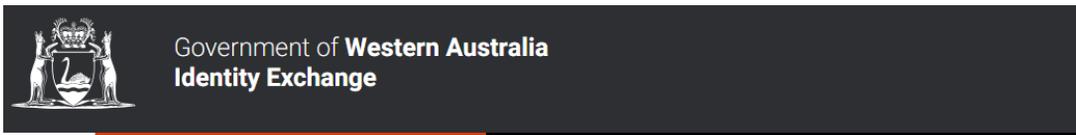
Identity Providers



Register/Sign in with Google

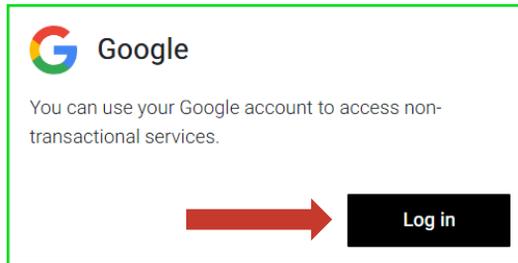
03

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



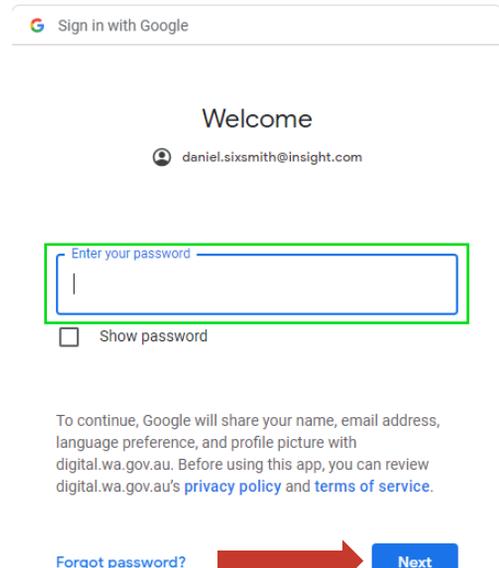
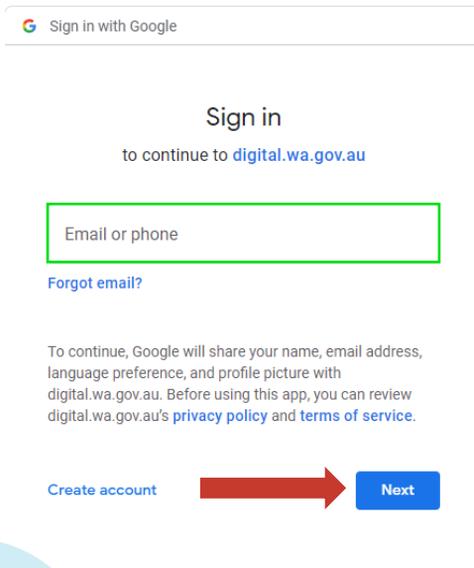
Log in

Please log in or register using one of the following options:



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



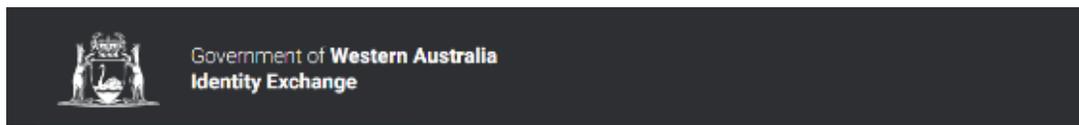
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[Home](#) / User Registration

User Registration

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[Home](#) / User Registration

Enter verification code

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jevebop441@hondabbs.com

Verification code

Verify code

Send new code

Cancel



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Identity Providers



Register/Sign in with MyGovID Identity

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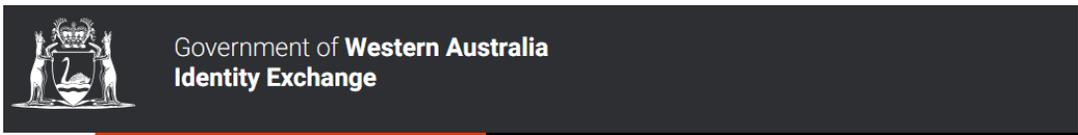
Identity Providers



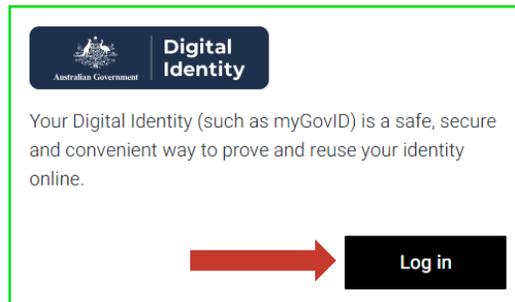
Register/Sign in with MyGovID Identity

03

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



Log in



04

Select **mygovid**.



Select your identity provider



Government of Western Australia needs you to prove who you are using a Digital Identity.
[Read about what is an identity provider and your privacy and security.](#)



User Registration Guide



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.

Your consent

To continue, you'll need to give your consent to share the following details with **Government of Western Australia - Sys Test**.

Find out more about giving your consent.

Details provided by myGovID

Your details	
Family name	Anderson
Given name(s)	Lucinda
Date of birth	12 January 1970
Email	IAMyGovID12@test.gov.au

Remember my consent (optional)

Do you want us to remember your consent to share these details from myGovID with Government of Western Australia - Sys Test? You can withdraw your consent at any time.

Yes, and don't ask me again.

You can view your Digital Identity history and manage consent settings on the Digital Identity website.

Cancel

Consent

User Registration Guide



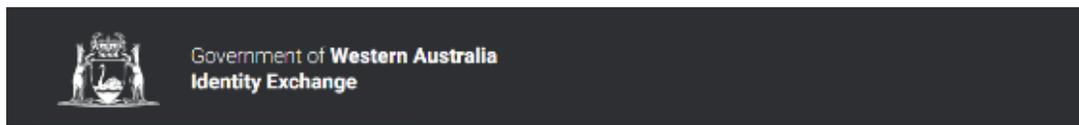
Identity Providers



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[Home](#) / User Registration

User Registration

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Given name(s)

Georgie

Family name

Clark

Contact email

Send verification code

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Register/Sign in with MyGovID Identity

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