



User access guide for Planning Online

Registering for your organisation or business

Planning Online portal enquiries

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

Getting Started

As with most online services you would access today, the Planning Online portal uses an authentication process.

It is a way to verify users and ensure information within the portal stays secure.

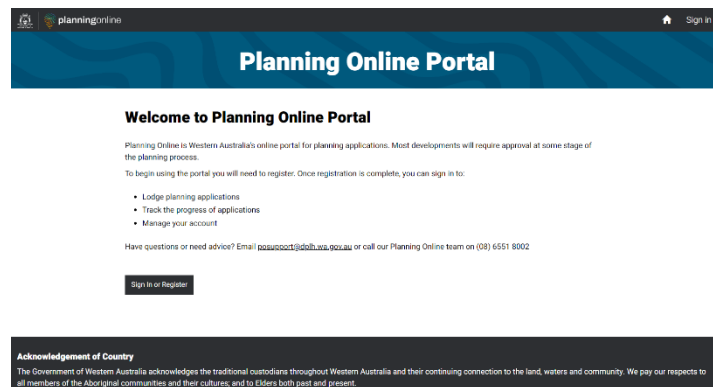
There are three options – the simplest option when registering for a business and organisation is creating an account through Google, using your work email address. Google also works with a personal email address, for any landowners not lodging an application on behalf of a business or organisation. Alternatively, as an individual user, you can use your Facebook login or myGov ID. User Guides for these login or registration processes, or using an existing Google account, can be found [here](#).

Follow this step by step guide.

1

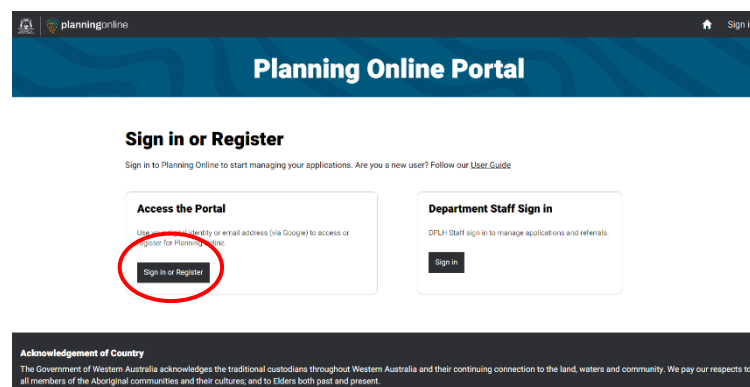
Open the Planning Online website. Select **Sign in or register**.

Returning users can **Sign_in**, located in the ribbon on the top right corner.



2

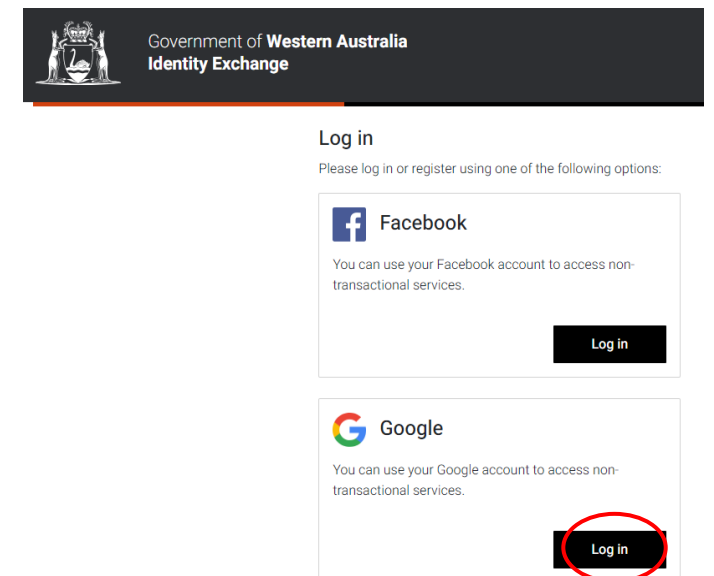
On the Sign in page select **Sign in or register** in the section **Access the Portal**



3

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

A Google authentication process will open where you will need to create an account.



Creating a Google Account

The following six steps (4-9) will take you through how to use your work email address to create a Google Account.

Google provides an authentication process that will facilitate access into Planning Online.

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When directed to Google's sign in page, select **Create account**, located in the bottom left corner.

Sign in with Google

Sign in
to continue to
[Western Australian Identity Exchange](#)

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with Western Australian Identity Exchange. Before using this app, you can review Western Australian Identity Exchange's [privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

5

Across multiple screens, you need to enter the following information:

- First Name
- Last Name
- Birthday (enter any valid date, for example January 01 2000)
- Gender (select Rather not say)

Click **Next** after each screen to progress through the setup process.

For **How You'll Sign In** – select **Use your existing email**

Enter work email address and a code will be sent to your email. Enter this code at the next screen to **verify your email address**. This is the first step of Google's verification process.

This is a good opportunity to check that the email address you have entered is the one you want to use for Planning Online, and that Google hasn't defaulted to an alternate email account.

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Create a password for your **Google account**. It will need to be a mix of letters, numbers and symbols.

Google

Create a strong password

Create a strong password with a mix of letters, numbers and symbols

Password

Confirm

Show password

[Next](#)

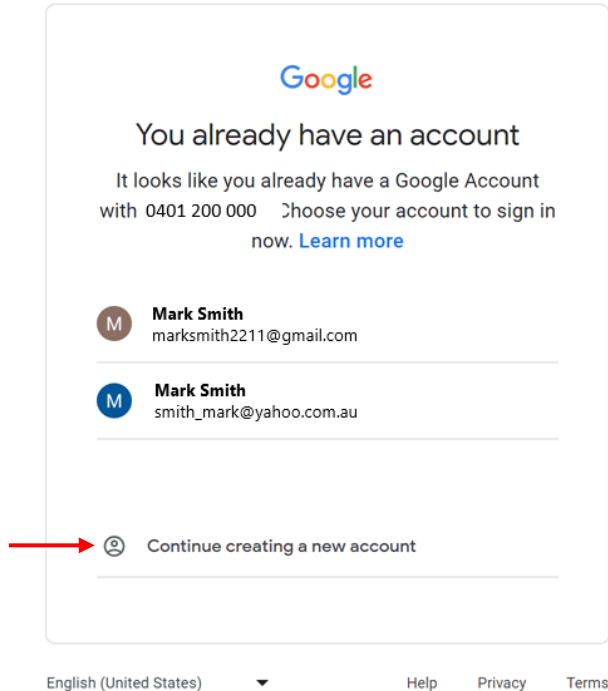
English (United States) [Help](#) [Privacy](#) [Terms](#)

Creating a Google Account

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Google might recognise that you have other accounts already.

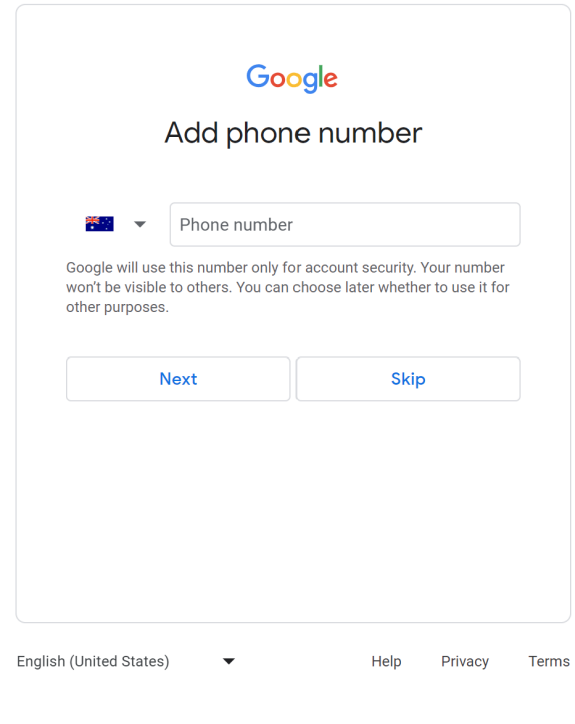
If the email address you want to use is not listed, selected **Continue creating a new account**.



8

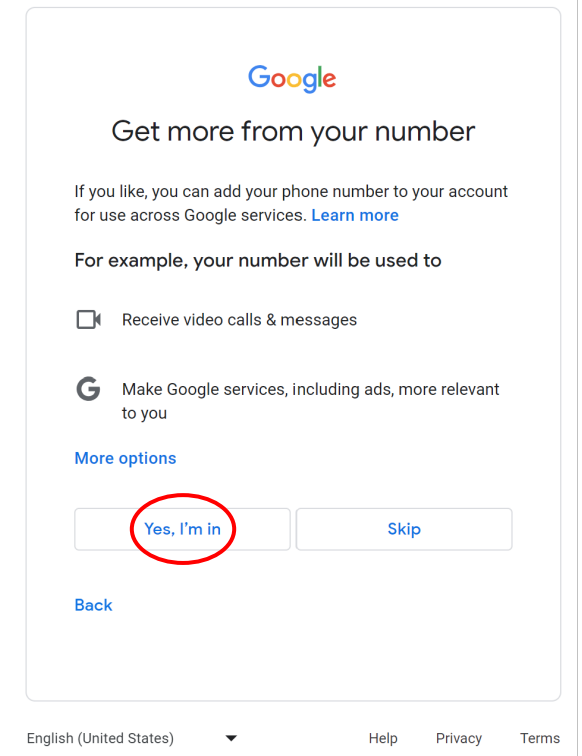
Add a **phone number** to your Google account. This will instigate the second step of Google's verification process.

Select **Send**. A code will be sent to your mobile as a text message to enter. Enter the code and select **Verify**.



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Select **Yes, I'm in** to proceed to Planning Online. Selecting **More options** will allow you to restrict the information Google can retain.



Verification for Planning Online

With a Google account now authorised, the next step is to provide consent for the WA Government Digital Identity Exchange.

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digital.wa.gov.au is the State Government's authentication and link to the Identity Exchange to provide your consent.

Select **Continue**

Sign in with Google

Sign in to digital.wa.gov.au

marksmith2211@gmail.com

By continuing, Google will share your name, email address, language preference, and profile picture with digital.wa.gov.au. See digital.wa.gov.au's [Privacy Policy](#) and [Terms of Service](#).

You can manage Sign in with Google in your [Google Account](#).

Cancel Continue

English (United States) Help Privacy Terms

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The information displayed is the only information retained by the Government.

Once you have given your consent, you will then access the **User Registration** for Planning Online.

Note: an upgrade will soon be implemented to reflect the consent page as displayed below.

Government of Western Australia
Identity Exchange

Your consent

To continue, you will need to give your consent to share details with dplh-dev.

Identity details provided by google

Your details	
Given name	Mark
Family name	Smith
Email	marksmith2211@gmail.com

Remember my consent (optional)
Do you want us to remember your consent to share these details from google with dplh-dev?

Yes, and dont ask me again.

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

Cancel Consent

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Confirm your Given name(s), Family name and the email address associated with the Google Account you just created.

Select **Send verification code**.

Planning Online

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

User Registration

Please provide the following details

Given name(s)

Family name

Contact email

Send verification code

Cancel

Verification for Planning Online

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Registration for Planning Online will require another verification code to your work email.

Enter the verification code sent to your email and select **Verify code**

Planning Online

Home / User Registration

Enter verification code

Enter the code sent to your contact email.

Contact email

Verification code

Verify code

Send new code

Cancel

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You will receive a notification that your E-mail address is verified.

Once verified, select **Create** to enter Planning Online.

This will complete the registration process.

Planning Online

Home / User Registration

Create

E-mail address verified. You can now continue.

Contact email

Change email

Create

Cancel

Need help?

Planning Online portal enquiries

Phone: +61 8 6551 8002 and select option "2"

Email: posupport@dplh.wa.gov.au

Alternative Lodgement

If you are unable to use your work email through a Google Account, or use the [Facebook or myGov login options](#), you can:

1. Complete a digital form to send with your plans to:

Locked Bag 2506
Perth WA 6001
2. Deliver a printed and signed application to:

Gordon Stephenson House
Level 2, 140 William Street, Perth
3. Email info@dplh.wa.gov.au and we will contact you to discuss alternative lodgement methods.