



Registering to track and search applications

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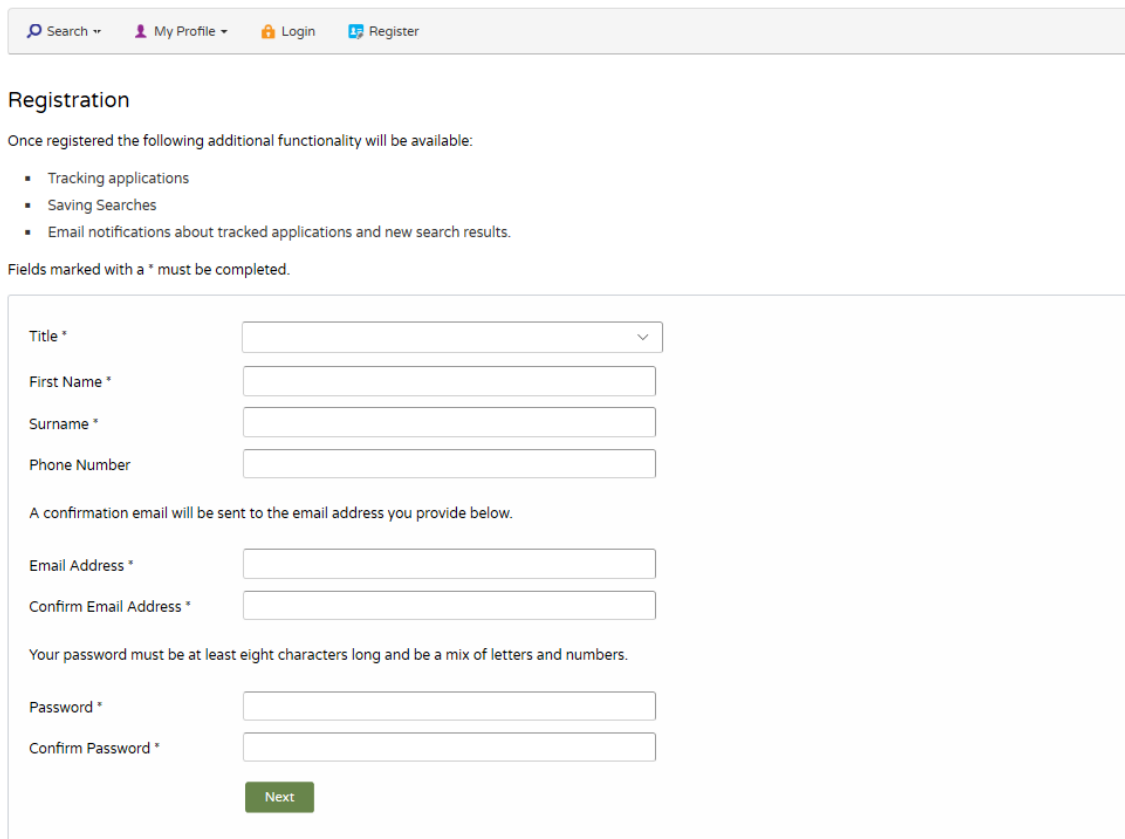
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User Details

Register

Anyone can use the IDOX Public Access for planning site to view planning applications, but to take advantage of the advanced profile features that allow you to save searches and track applications you must first register a user account. If you wish to opt out at any stage, please email dev.control@newforestnpa.gov.uk. Please refer to the NFNPA Privacy statement (alternatively, you can delete your profile by following the delete profile instructions detailed in this document).

1. To create a new user account, click on **Register** in the menu bar.



The screenshot shows the top navigation bar with links for Search, My Profile, Login, and Register. Below this is the 'Registration' section, which includes a list of features available after registration: Tracking applications, Saving Searches, and Email notifications. A note states that fields marked with an asterisk are required. The registration form itself contains the following fields: Title (dropdown menu), First Name, Surname, Phone Number, Email Address, Confirm Email Address, Password, and Confirm Password. A 'Next' button is located at the bottom of the form.

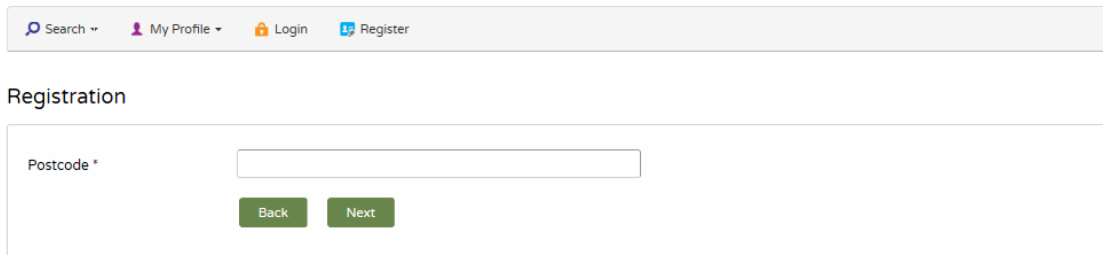
2. Register your personal details by filling in the following fields:

- **Title** – select the title you wish to be addressed by.
- **First Name** – enter your first name.
- **Surname** – enter your surname.
- **Phone Number** – enter a phone number. This is not a required field.
- **Email Address** – enter your email address. Enter it again to confirm that it is correct.
- **Password** – enter a password that will allow only you to access your account.

Repeat it in the box below. **Note** Passwords must be eight characters or longer and be a mix of letters and numbers.

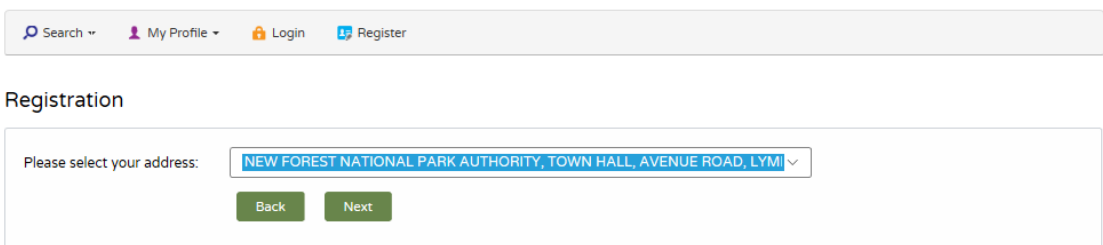
3. Click on **Next**.

4. Enter your **Postcode**, then press Next.



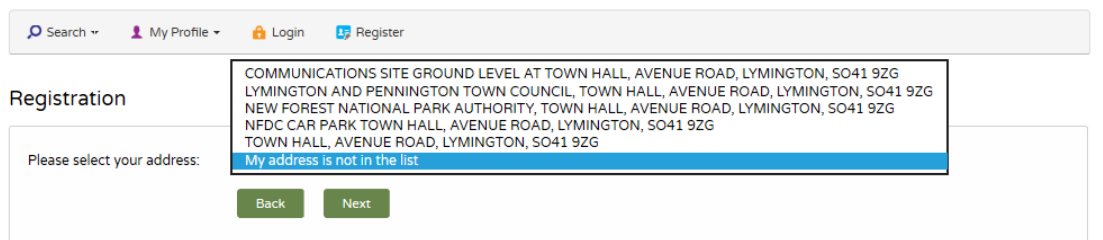
The screenshot shows a navigation bar with 'Search', 'My Profile', 'Login', and 'Register' links. Below it, the 'Registration' section has a 'Postcode *' label and an empty text input field. At the bottom of the form are two green buttons: 'Back' and 'Next'.

5. Select your address from the drop-down list, then click on **Next**.



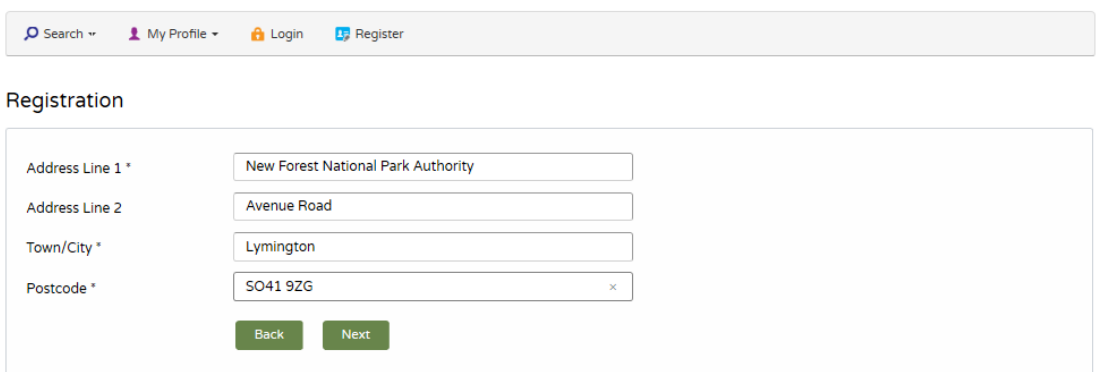
The screenshot shows the same navigation bar. The 'Registration' section has a label 'Please select your address:' followed by a dropdown menu. The dropdown is open, showing a single option: 'NEW FOREST NATIONAL PARK AUTHORITY, TOWN HALL, AVENUE ROAD, LYMINGTON, SO41 9ZG'. Below the dropdown are 'Back' and 'Next' buttons.

6. If your address is not listed, select **My address is not on the list** and click on **Next**.



The screenshot shows the same navigation bar. The 'Registration' section has a label 'Please select your address:' followed by a dropdown menu. The dropdown is open, showing a list of addresses. The option 'My address is not in the list' is highlighted in blue. Below the dropdown are 'Back' and 'Next' buttons.

7. Enter your address details in the appropriate fields, then click on **Next**.



The screenshot shows the same navigation bar. The 'Registration' section has four labeled input fields: 'Address Line 1 *' (containing 'New Forest National Park Authority'), 'Address Line 2' (containing 'Avenue Road'), 'Town/City *' (containing 'Lymington'), and 'Postcode *' (containing 'SO41 9ZG'). At the bottom of the form are 'Back' and 'Next' buttons.

8. Check your details are correct and agree to the **Terms and Conditions**. Click **Back** if you need to amend any details. You can also see how your data is used and you will need to consent to the usage. Click **Next** to register your details.

Search My Profile Login Register

Registration

Please check your details

If there are any mistakes, click back to re-enter the information.

Name	Mr Samuel Greatorex
Email	sam.greatorex@newforestnpa.gov.uk
Phone Number	
Address	New Forest National Park Authority Avenue Road Lymington SO41 9ZG

Terms and Conditions

We want to let you know how Public Access works and why we need your registration details (name, address, email address and optional telephone number). Please read our terms and conditions (opens in a new window) in full before proceeding.

I agree to the terms and conditions. *

Your Data

The data you have provided (name, address, email address and optional telephone number), as part of this registration, is necessary for us to provide you with Public Access services. Idox Software Limited will only use this data for the purposes of:

- Sending you a registration confirmation email
- Send you an email with details on how to change your password if you forget it
- Notifying you of any changes in the status of tracked applications, saved searches or saved map searches that you enable within your Public Access account
- Sending you confirmation emails of any comments that you submit against an application
- Upon submitting a comment, providing your contact details to the Local Authority so that the Local Authority can process your comment

I consent to my data being used for the above purposes. *

You can also consult the relevant Local Authority website for further information on how your data is used beyond the Public Access services.

You must provide consent under the General Data Protection Regulation (GDPR) in order to use Public Access. You have the right to withdraw your consent at any time. You can do this by deleting your profile from within Public Access in the My Profile area.

Back
Next

9. Your account will have to be activated before you can sign in to Public Access. If you already have an account, you will not receive an email.

Search My Profile Login Register

Activation Required


An email has been sent to sam.greatorex@newforestnpa.gov.uk with instructions on how to activate your account.

You will not be able to save searches or track applications until you activate your account.


Please note, if you are already a registered user then you will not receive this email. If you do not receive this email within the hour, then the email address is already registered and you should use the Forgotten Password link on the login page in order to reset your password for the registered email address.

10. An email will be sent to the address you entered. This provides final confirmation that you want to create an IDOX Public Access for Planning account. When the email arrives, click on the link to be returned to the IDOX Public Access for Planning site.

Registration Confirmation Request

 Dev Control
Thu 20/09, 16:04
Test User

Inbox

 Idox CICO Action Items

Hello Test User,

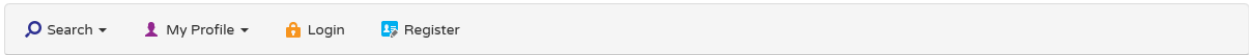
To confirm your registration please click the following link:

<https://publicaccess.newforestnpa.gov.uk/online-applications/registrationConfirm.do?action=createUser&key=686f24b8dbd82135ad36a212fd024239>

If required you can also copy the link to the address field of your browser.

Please Logon with the username and password you originally selected.

11. The link will open in a new window. Click on the [Login](#) link at the bottom of the page.



Registration Complete - Please Login

Welcome back. Your registration is now complete.

You need to login before you can access additional features such as saving searches and tracking changes to applications.

[Login](#)

Log in

In order to use the full range of features offered by IDOX Public Access for Planning you need to log in to the site using the user name and password you provided when you registered your account.

1. Click on **Login** on the home page.

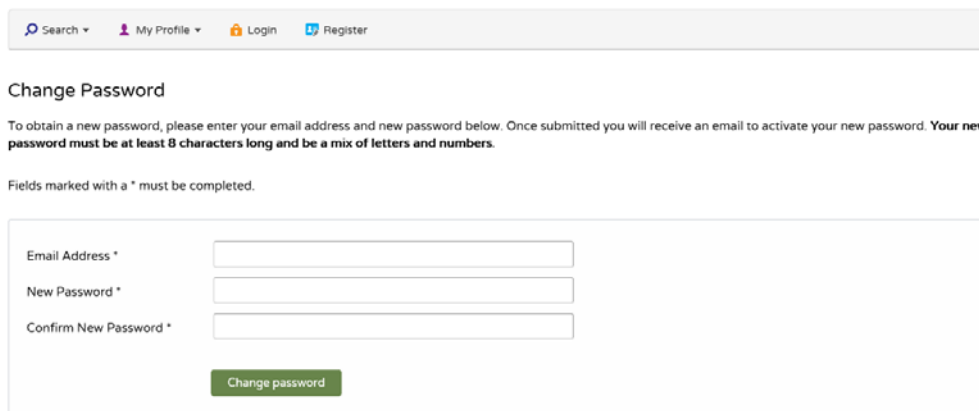


The screenshot shows a 'Login' page with a navigation bar at the top containing a search icon, 'My Profile', 'Login', and 'Register'. Below the navigation bar, there is a 'Login' section with a link for 'Not registered? Register here'. The main form contains two input fields: 'Email Address' and 'Password'. Below these fields is a green 'Login' button and a link for 'Forgotten Password?'.

2. Enter your user name and password, then click on the **Login** button.

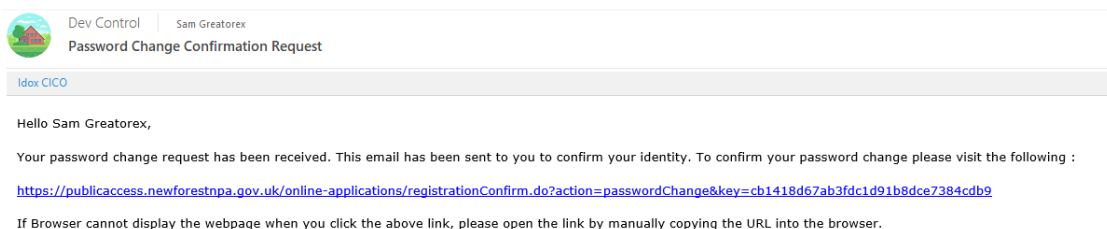
Forgotten Password

1. If you forget your password, click on the **Forgotten password?** link.



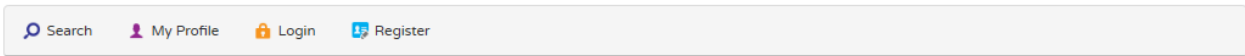
The screenshot shows a 'Change Password' page. At the top, there is a navigation bar with 'Search', 'My Profile', 'Login', and 'Register'. Below the navigation bar, the page title is 'Change Password'. A paragraph of text explains that a new password must be at least 8 characters long and be a mix of letters and numbers. Below this text, there is a note that fields marked with an asterisk must be completed. The form contains three input fields: 'Email Address *', 'New Password *', and 'Confirm New Password *'. Below these fields is a green 'Change password' button.

2. Enter your email address and then enter a new password twice. Press the **Change password** button.
3. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link. You will now be able to log in with your new password.



The screenshot shows an email titled 'Password Change Confirmation Request' from 'Dev Control' to 'Sam Greatorex'. The email content states: 'Your password change request has been received. This email has been sent to you to confirm your identity. To confirm your password change please visit the following : <https://publicaccess.newforestnpa.gov.uk/online-applications/registrationConfirm.do?action=passwordChange&key=cb1418d67ab3fdc1d91b8dce7384cdb9> If Browser cannot display the webpage when you click the above link, please open the link by manually copying the URL into the browser.'

- This link will open in a new window. Click on the [login](#) link to sign in with the new password.

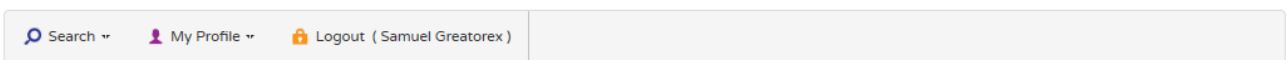


Password Change Complete


Welcome back. Your password change has been confirmed. You can now [login](#) with your new password.

Delete Profile

- If you want to delete the profile, click on the **Delete Profile** button on the **Profile Details** page.

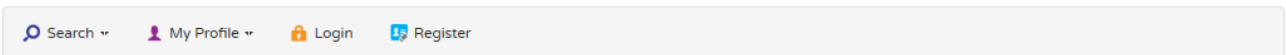


Delete Profile Confirmation

 **Are you sure you want to delete your profile?**

Clicking 'Delete' will delete all of your profile and registration information. No personally identifiable information will be retained by the system.

- Select **Delete**. No personal information will be kept on record once the profile has been deleted.

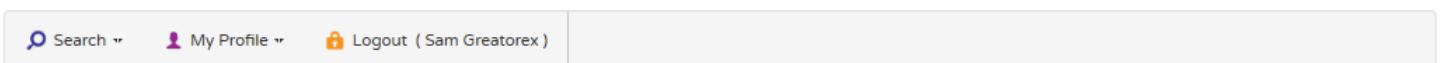


Profile Delete Complete

Your profile has been deleted.

Logout

When you are finished using IDOX Public Access For Planning, remember to log out by clicking on the **Logout** button in the menu bar.



My Profile

Once your account has been created you can access your My Profile area. This area allows you to configure your personal details as well as manage your searches and tracked applications.

- **Profile Details** – your full personal details
- **Saved Searches** – a list of searches which you have saved
- **Notified Applications** – a list of your notifications for tracked applications or saved searches
- **Tracked Applications** – a list of applications that you have elected to track

Profile Details

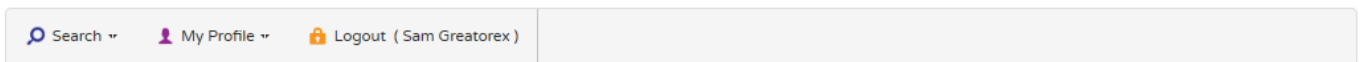
The Profile Details page can be accessed at any time to allow you to update any of your account details.

1. To access your profile page select **Profile Details** from the My Profile drop down list in the menu bar.

This page allows you to view the details you registered with. You can change any of those details, update your password or delete your profile.

You are also shown the date you agreed to the GDPR Consent (the date you registered) and how your personal details are used.

2. To update your password, click on **Change Password**.
3. Enter a new password twice, then click the **Change password** button. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link. You will now be able to log in with your new password.
4. To change your details, click on **Update personal details**. Alter your details as appropriate, clicking on the **Next** button to page through the sections. You will need to agree to the Terms and Conditions and GDPR Consent again. Click **Next** to confirm the changes.



Update my personal details

Thank you. Your registration details have been updated.

Saved Searches

The primary activity on the IDOX Public Access For Planning site is to perform searches for planning information. Searches that will be performed frequently can be saved so that they may be repeated easily as often as you like (see [Searching](#)).

Changes to the status of applications previously found by your search criteria or any new applications which match the criteria of a saved search will trigger a notification. Notifications are listed in the Notified Applications page.

1. To view your saved searches, select **Saved Searches** from the My Profile drop down list.

Search ▾ My Profile ▾ Logout (Sam Greatorex)

My Profile – Saved Searches [Help with this page](#)

Profile Details **Saved Searches** Notified Applications Tracked Applications

Run	Edit	Delete	Search Title ▾	Search Type ▾
			Validated Week Beginning 01 Oct 2018	Application

2. You can sort the list by clicking on the appropriate column headings:
 - **Search Title** – sort the list alphabetically by search title
 - **Search Type** – sort the list alphabetically by search type
3. To perform a saved search now, click on the **Run** button for that search.
4. To modify the search criteria, click on the **Edit** button for that search.
5. To remove a search from the list, click on the **Delete** button for that search.

Notified Applications

When applications that are the subject of a saved search, or are in your Tracked Applications list and are modified, a list of those applications will appear in the Notified Applications page. You will also be sent a notification email.

1. To view your notifications, select **Notified Applications** from the My Profile drop down list.

My Profile – Notified Applications [Help with this page](#)

Profile Details Saved Searches **Notified Applications** Tracked Applications

Updated Tracked Applications

View	Discard	Notification Date	Description
		11 Oct 2018	Dwelling; outbuilding (demolition of dwelling, annex, garage and outbuildings)
		11 Oct 2018	Pitched roof to existing single storey extension; alterations to fenestration

Updated Results For Saved Search: Validated Week Beginning 01 Oct 2018

Discard all results from this search

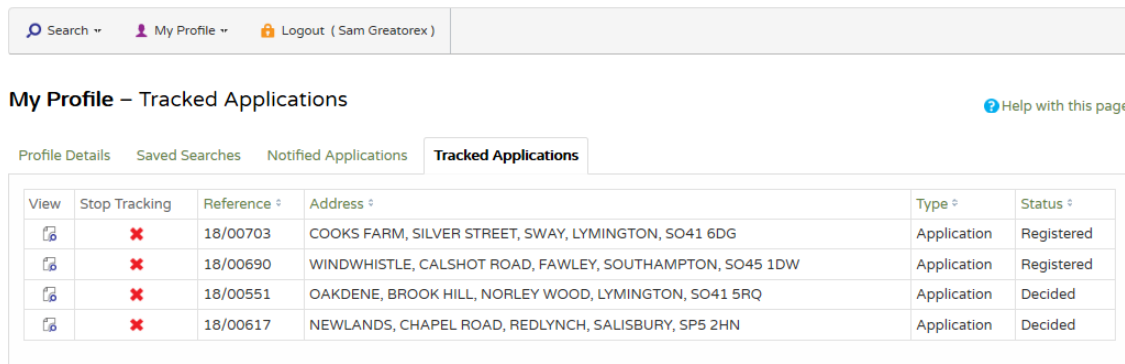
View	Track	Discard	Notification Date	Description
			10 Oct 2018	Single storey extension, insertion of rooflights, cladding and external alterations to building 1...
			10 Oct 2018	Retention of 2 stable blocks
			10 Oct 2018	Application for a Certificate of Lawful Development for a proposed single storey rear extension; ...
			10 Oct 2018	Single storey extension; 2No. lantern roof lights
			10 Oct 2018	Carport linking to existing garage; outbuilding
			10 Oct 2018	Notification of Proposed Change of Use of agricultural building (less than 150 square metres) to ...
			10 Oct 2018	Retention of temporary mobile home
			10 Oct 2018	Porch (demolition of existing)
			10 Oct 2018	1no. new electricity pole with associated overhead wires (Application under section 37 of the Ele...
			10 Oct 2018	Application for a Lawful Certificate of proposed partial 2m. high boundary wall and gates
			10 Oct 2018	Siting of a temporary Staff Welfare Portacabin
			10 Oct 2018	Landscaping works comprising engineering operations; terracing; outbuildings, walls; construction...









2. The tracked applications that have been modified are listed at the top of the screen. These are followed by the applications that are the subject of each of your saved searches.
3. To view an application, click on the **View** button for that application.
4. To remove an application from the notifications list, click on the **Discard** button for that application. To delete all of the notified results for a particular search, click on **Discard all results from this search**.
5. Additionally, you can select saved search applications from the notifications list and track these. Click on the **Track** button for the applications of interest. These will now be added to your Tracked Applications page.

Tracked Applications

After locating an application of interest by searching, you can choose to keep a watch on what happens to it by Tracking it. Applications are displayed on the **Tracked Applications** page. If the status of an application you are tracking is modified a notification will appear on the **Notified Applications** page and you will be sent a notification email.

1. To view these applications, select **Tracked Applications** from the My Profile drop down list.



View	Stop Tracking	Reference	Address	Type	Status
		18/00703	COOKS FARM, SILVER STREET, SWAY, LYMINGTON, SO41 6DG	Application	Registered
		18/00690	WINDWHISTLE, CALSHOT ROAD, FAWLEY, SOUTHAMPTON, SO45 1DW	Application	Registered
		18/00551	OAKDENE, BROOK HILL, NORLEY WOOD, LYMINGTON, SO41 5RQ	Application	Decided
		18/00617	NEWLANDS, CHAPEL ROAD, REDLYNCH, SALISBURY, SP5 2HN	Application	Decided

2. You can sort the list by clicking on the appropriate column headings:
 - **Reference** – sort the list alphanumerically by case number
 - **Address** – sort the list alphanumerically by the address that is the subject of the application
 - **Type** – sort the list alphabetically by the application type
 - **Status** – sort the list alphabetically by the status of the application
3. To view a tracked application, click on the **View** button for that application.
4. To remove an application from the tracked applications list, click on the **Stop Tracking** button for that application.