

Public Access User Guide

Saved Searches & Tracked Applications

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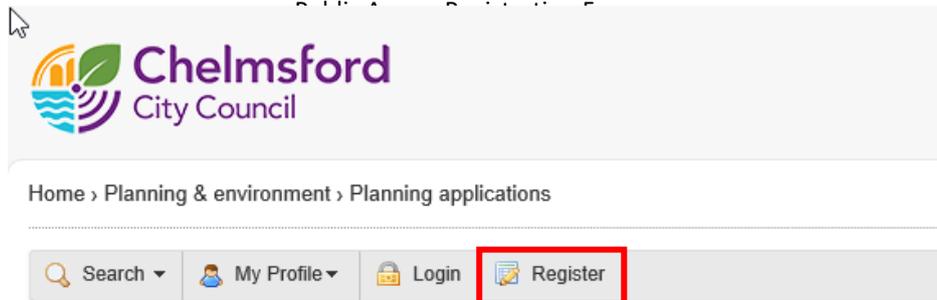
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Introduction to Public Access

Anyone can use Public Access for Planning to view planning applications, but to save searches, track applications and submit comments you must first register a user account.

Registration

To register go to <http://publicaccess.chelmsford.gov.uk/online-applications> and click **Register** in the menu bar.



Registration

Once registered the following additional functionality will be available:

- Tracking applications
- Saving Searches
- Email notifications about tracked applications and new search results.

Fields marked with a * must be completed.

Title *	<input type="text"/>
First Name *	<input type="text"/>
Surname *	<input type="text"/>
Phone Number	<input type="text"/>
A confirmation email will be sent to the email address you provide below.	
Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>
Your password must be at least 8 characters long and be a mix of letters and numbers.	
Password *	<input type="text"/>
Confirm Password *	<input type="text"/>
<input type="button" value="Next"/>	

An email will be sent to the address you provided. This request final confirmation that you want to create a Public Access account. When the email arrives, click on the link to confirm.

Registration Confirmation Request
planning.comments@chelmsford.gov.uk
To: REYNOLDS, Christopher

Dear [Mrs Reynolds](#),

Thank you for registering with Chelmsford City Council's PublicAccess website. To confirm your registration please click the following link:

<http://publicaccess.chelmsford.gov.uk/online-applications/registrationConfirm.do?action=createUser&key=cc3aa382e6b4f4e09803887a60ca2423>

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.

If you have any difficulties please contact us.

Kind Regards

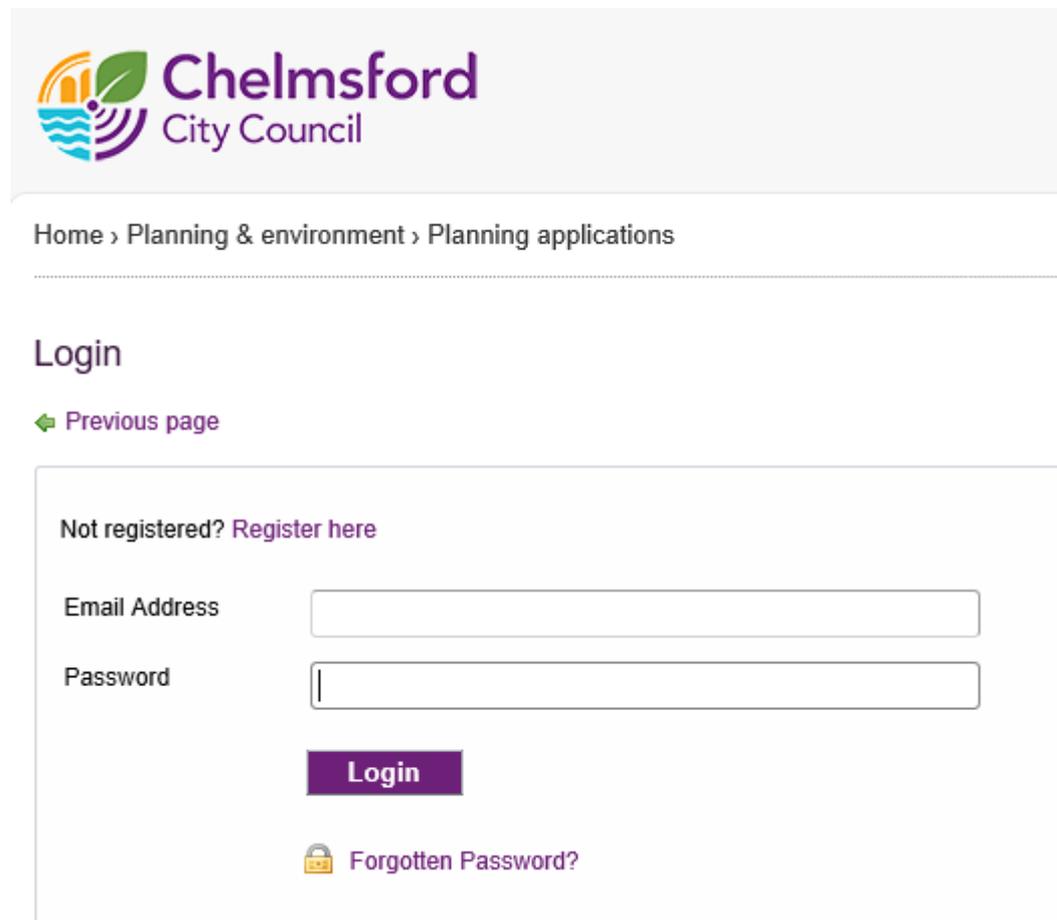
Planning & Development Management
Directorate for Sustainable Communities
Chelmsford Borough Council
T: 01245 606826
town.planning@chelmsford.gov.uk
www.chelmsford.gov.uk

Confirmation Email – You must click the link to validate your account

Tracking Planning Applications

LOGIN

Enter your email address and password and click **Login**. Please note your email address is case sensitive.



The screenshot shows the Chelmsford City Council logo at the top left. Below it is a breadcrumb trail: Home › Planning & environment › Planning applications. The main heading is 'Login'. A link for 'Previous page' is visible. The login form includes a link for 'Not registered? Register here', input fields for 'Email Address' and 'Password', a purple 'Login' button, and a 'Forgotten Password?' link with a lock icon.

The Public Access Login Screen

FORGOTTEN PASSWORD

- If you forget your password, click on the **Forgotten password?** link
- Enter your email address and then enter a new password twice. 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.

MY PROFILE

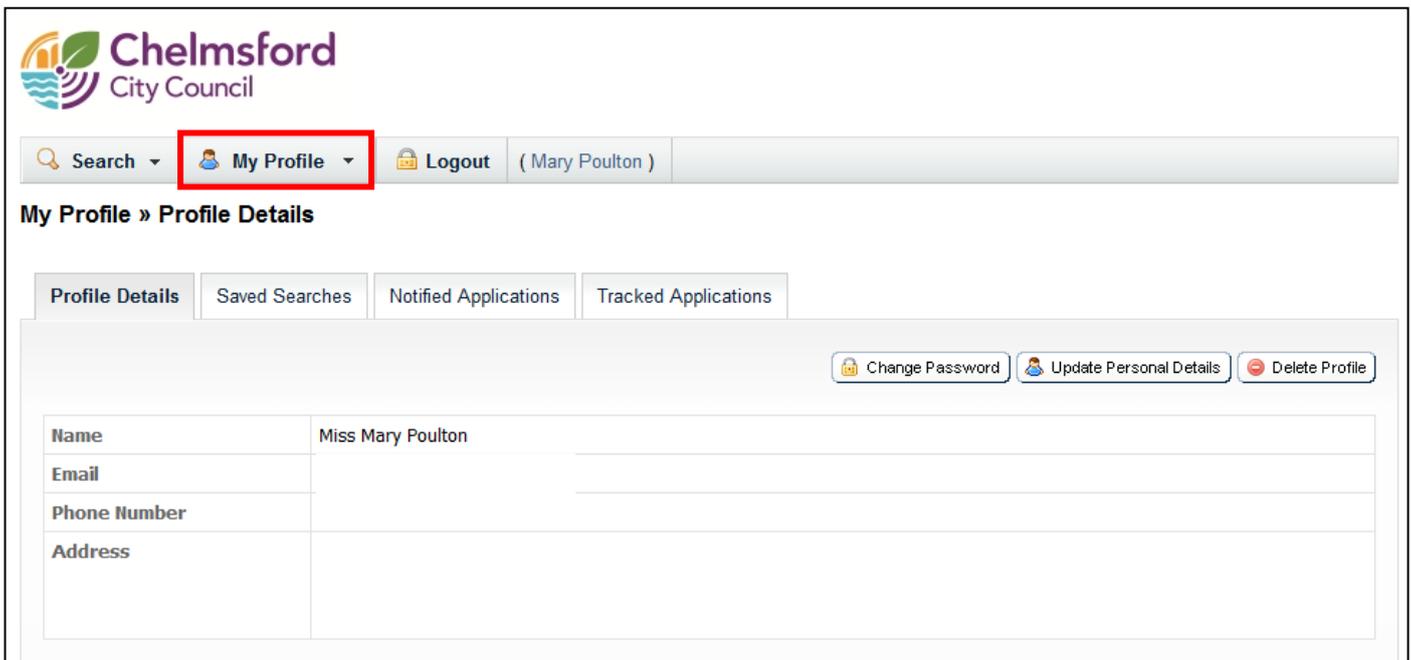
Once your account has been created you can access your My Profile area. This area allows you to configure your personal details as well as manage your searches and applications.

- **Profile Details** – your full personal details
- **Saved Searches** – a list of searches which you have saved
- **Notified Applications** – notifications that applications that you are tracking, or are the subject of saved searches, have been modified
- **Tracked Applications** – a list of applications that you have chosen 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.



The screenshot shows the Chelmsford City Council website interface. At the top left is the logo and name 'Chelmsford City Council'. Below it is a navigation bar with a search icon, a 'My Profile' dropdown menu (highlighted with a red box), a 'Logout' button, and the user name '(Mary Poulton)'. Below the navigation bar, the page title is 'My Profile » Profile Details'. There are four tabs: 'Profile Details' (selected), 'Saved Searches', 'Notified Applications', and 'Tracked Applications'. On the right side of the page, there are three buttons: 'Change Password', 'Update Personal Details', and 'Delete Profile'. Below these buttons is a table with the following fields:

Name	Miss Mary Poulton
Email	
Phone Number	
Address	

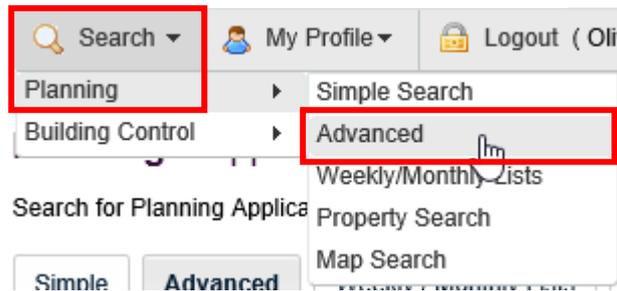
This page allows you to view the details you registered with. You can change any of those details or update your password.

2. To update your password click on the **Change password** button.
3. Enter your email address and then enter a new password twice. Press 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 the **Update personal details** button. Alter your details as appropriate, clicking on the **Next** button to page through the sections.

SAVED SEARCHES FOR WARD OR PARISH

To set up a saved search you will need to:

1. Click on the Search drop down and select **Planning > Advanced**



2. On the Advanced Search tab select your Ward/Parish and select the Status '**Pending Consideration**'. Click the **search** button at the bottom of the page.

Planning » Applications Search

Search for Planning Applications, Appeals and Enforcements by matching at least one search option in the form below.

Simple **Advanced** Weekly/Monthly Lists Property Map

Applications Appeals Enforcements

Reference Numbers

Application Reference

Planning Portal Reference

Alternative Reference

Application Details

Description Keyword

Applicant Name

Application Type

Ward

Parish

Agent

Status

Decision

Appeal Status

Appeal Decision

Development Type

Address

3. Click on the **Save Search** button.

The screenshot shows the Chelmsford City Council website's Planning Application Search results page. At the top left is the Chelmsford City Council logo. Below it is a navigation bar with 'Search', 'My Profile', 'Logout', and '(Mary Poulton)'. The main heading is 'Planning » Results for Application Search'. On the right side, there are three buttons: 'Refine Search', 'Save Search' (highlighted with a red box), and 'Print'. Below these buttons is a sorting section with 'Sort by' set to 'Date Received', 'Direction' set to 'Descending', and 'Results per page' set to '10', with a 'Go' button. A pagination bar shows '1 2 3 4 5 6 Next' and 'Showing 1-10 of 56'. The main content area contains two search results. The first result is titled 'Remove existing flat roof over ground floor front projection and replace with tiled, lean-to roof.' and includes the address '18 Westerings Bicknacre Chelmsford Essex CM3 4ND' and reference number '13/01343/FUL'. The second result is titled 'Amendment to planning permission reference 12/01089/FUL' and includes the address 'Smallwater Lodge Main Road Bicknacre Chelmsford Essex CM3 4HN' and reference number '13/01330/FUL'. To the right of the search results is a 'Map Information' section with a text description and a map showing the location of the search results.

4. Give the search a name that's meaningful to you and select if you would like to be notified by email. Click **Save** to store the search.

The screenshot shows the 'My Profile » Save Search' form. The heading is 'My Profile » Save Search'. Below it is the section 'Saved Search Options'. The form contains the following fields and options: 'Search Title (editable)' with the value 'Pending Applications - Boreham'; 'Notify me via email about new search results' with radio buttons for 'Yes' (selected) and 'No'; and 'Last Run Date' with the value 'Search not run yet.'. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

If you selected to be notified by email, you will then be informed of any new applications within your Ward/Parish. Notifications are also listed in the Notified Applications page.

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

My Profile »

Saved Searches

[Help with this page](#)

Profile Details	Saved Searches	Notified Applications	Tracked Applications	
Run	Edit	Delete	Search Title ▾	Search Type ▾
			Pending Applications - Boreham	Application

- 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
- To perform a saved search now, click on the **Run** button for that search.
- To modify the search criteria, click on the **Edit** button for that search.
- To remove a search from the list, click on the **Delete** button for that search

NOTIFIED APPLICATIONS

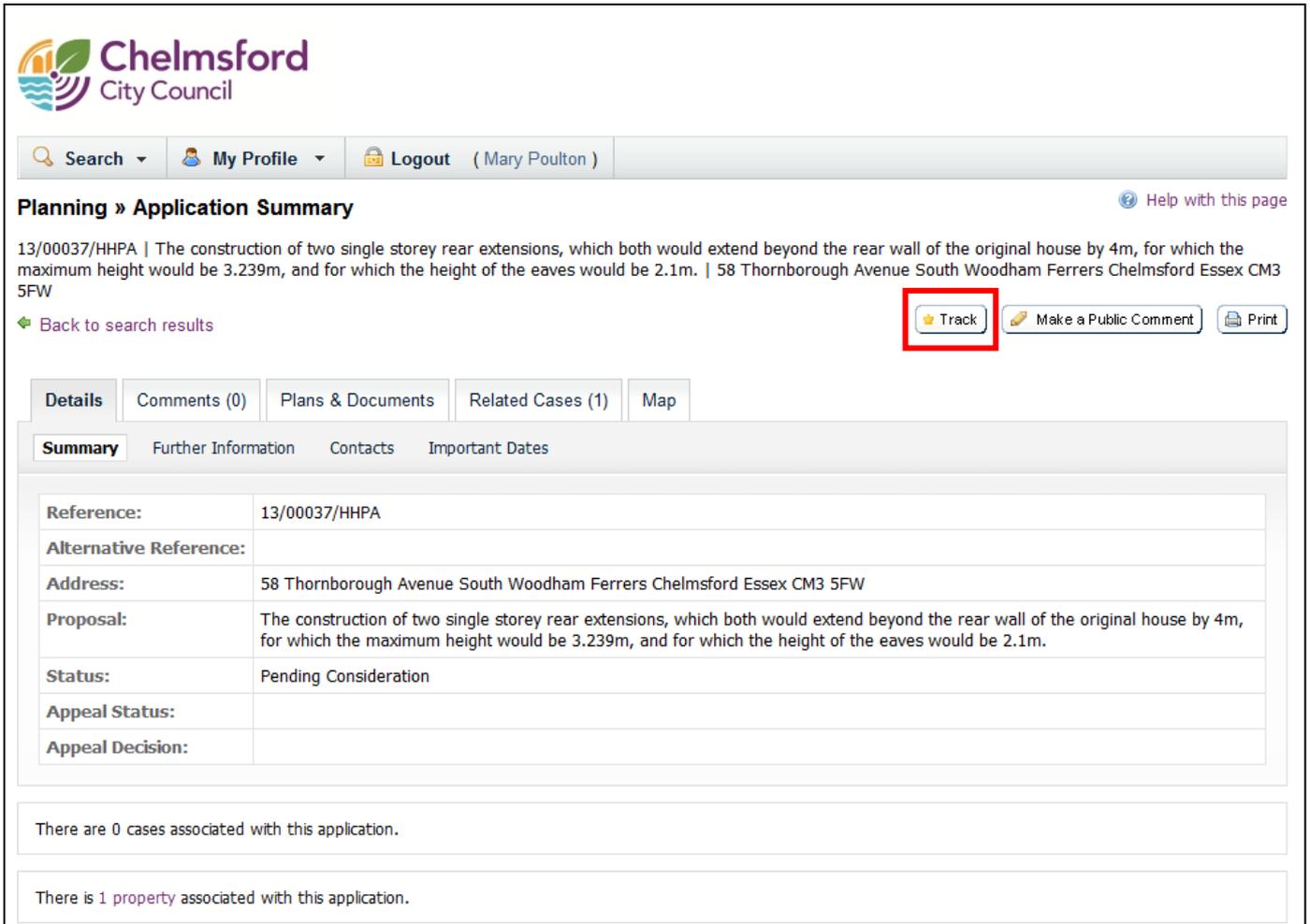
When applications that are the subject of a saved search or are in your Tracked Applications list are modified, a list of those applications will appear in the Notified Applications page. You will also be sent a notification email.

- To view your notifications, select **Notified Applications** from the My Profile drop down list.
- The tracked applications that have been modified are listed at the top of the screen. These are followed by the modified applications that are subject to your saved searches.
- To view an application, click on the **View** button for that application.
- 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**.
- 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

Any planning, appeal or enforcement application can be Tracked so that you can keep up to date with its progress without having to search for it again. You will be sent an email to let you know the decision of the application once it is updated.

1. Once you have performed a search, view the details of one of the resulting applications.
2. If you want to add this to your Tracked Applications, click on the **Track** button.



The screenshot shows the Chelmsford City Council website interface. At the top left is the council logo. A navigation bar includes a search icon, 'My Profile', and 'Logout (Mary Poulton)'. The main heading is 'Planning » Application Summary' with a 'Help with this page' link. The application details are: Reference 13/00037/HHPA, Address 58 Thornborough Avenue South Woodham Ferrers Chelmsford Essex CM3 5FW, and Status Pending Consideration. A 'Track' button with a star icon is highlighted with a red box. Other buttons include 'Make a Public Comment' and 'Print'. Below the details are tabs for 'Details', 'Comments (0)', 'Plans & Documents', 'Related Cases (1)', and 'Map'. A sub-section titled 'Summary' contains a table with the following data:

Reference:	13/00037/HHPA
Alternative Reference:	
Address:	58 Thornborough Avenue South Woodham Ferrers Chelmsford Essex CM3 5FW
Proposal:	The construction of two single storey rear extensions, which both would extend beyond the rear wall of the original house by 4m, for which the maximum height would be 3.239m, and for which the height of the eaves would be 2.1m.
Status:	Pending Consideration
Appeal Status:	
Appeal Decision:	

Below the table, there are two summary boxes: 'There are 0 cases associated with this application.' and 'There is 1 property associated with this application.'

3. To return to this application later, select **Tracked Applications** under My Profile.
4. To stop tracking an application, return to the application details and click the **Stop tracking this application** button at the top of the page. Alternatively click the **Stop Tracking** button next to the application in the Tracked Applications page.