Public Access User Guide
Saved Searches & Tracked Applications

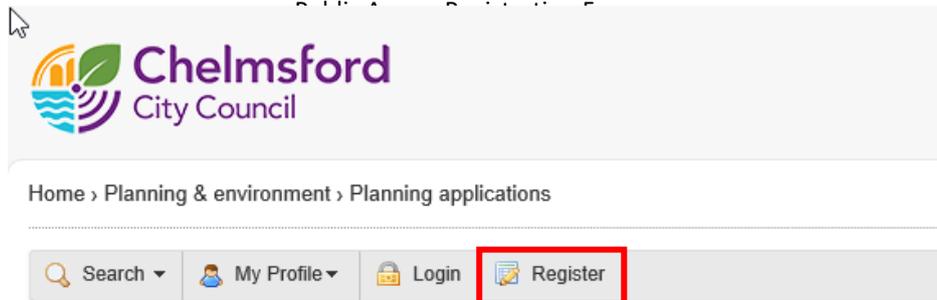# Contents

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.

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, Kristopher

Dear Kris 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=ec3aa382e6b4f4a9980366f7ab0ca2421

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.

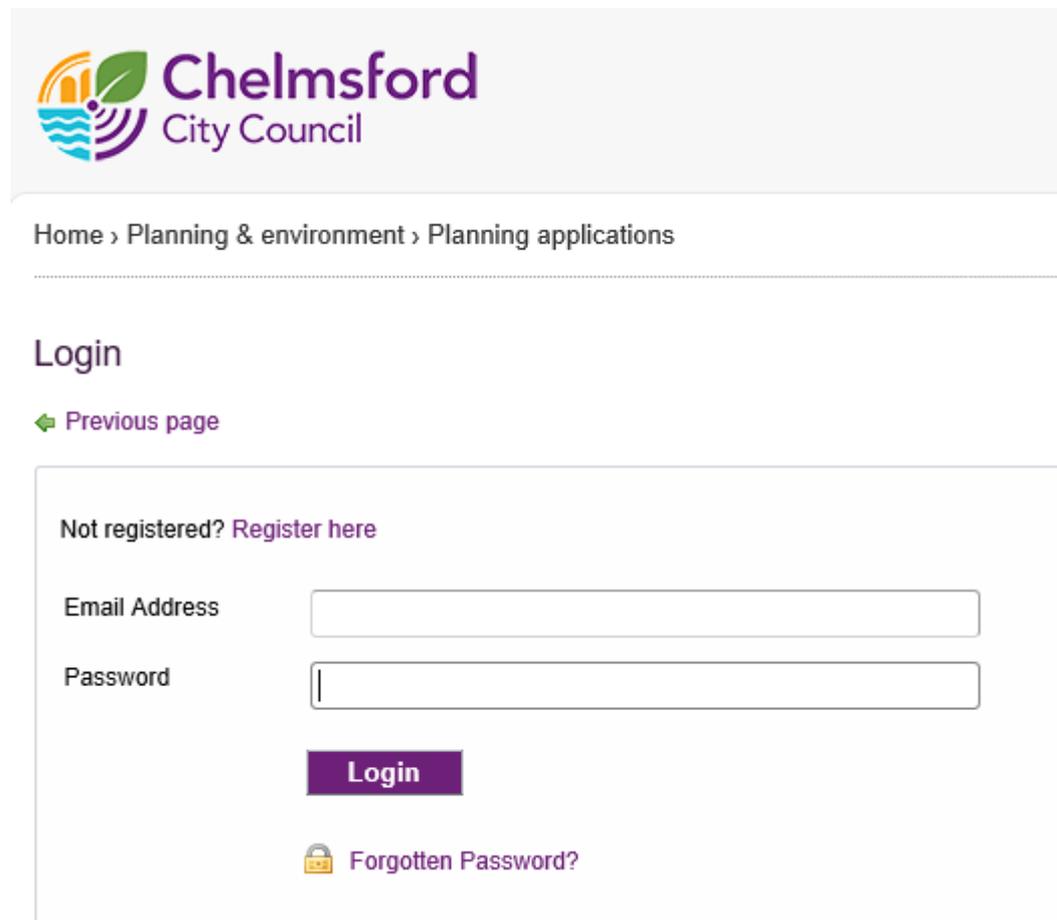If you have any difficulties please contact us.

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 <u>must</u> 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 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.
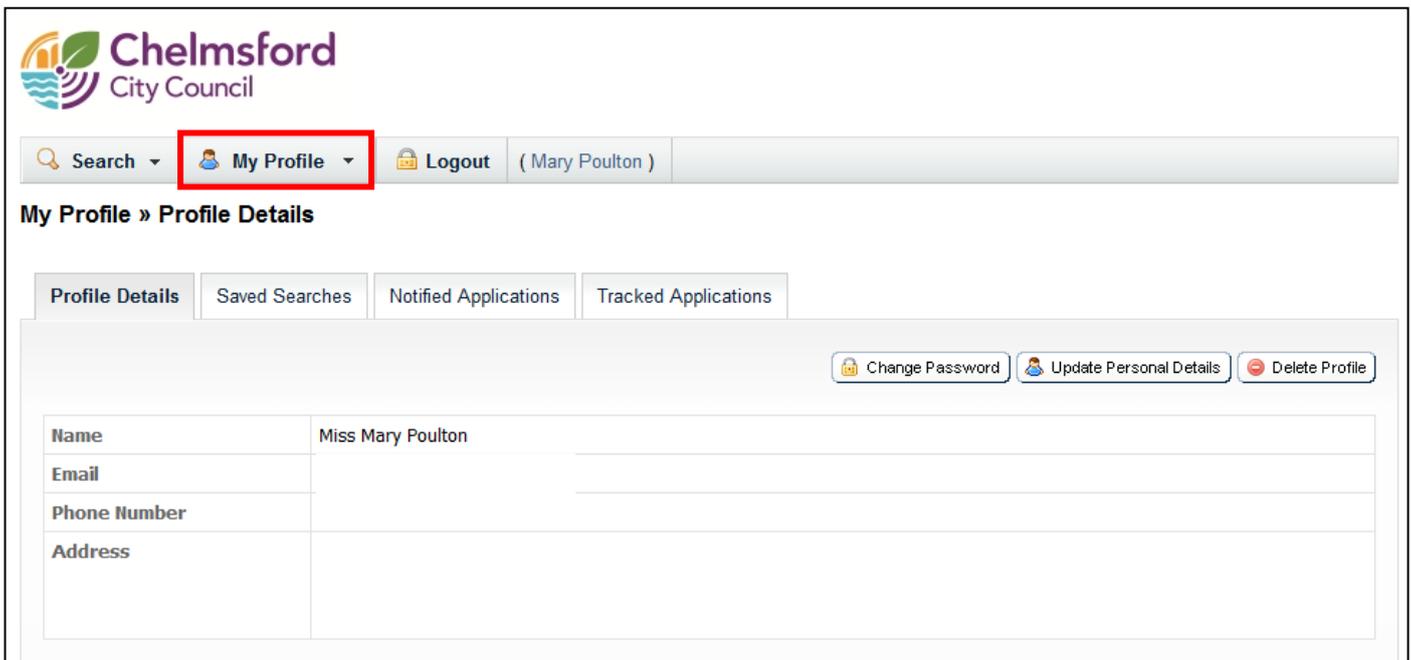
MY PROFILE

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.


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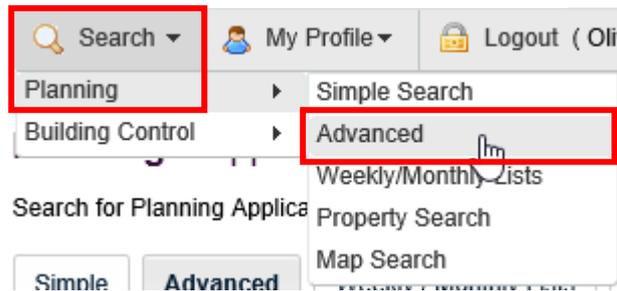
2. On the Advanced Search tab select your Ward/Parish and select the Status '**Pending Consideration**'. Click the **search** button at the bottom of the page.

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

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.

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.

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

My Profile »
Saved Searches

Profile Details	Saved Searches	Notified Applications	Tracked Applications		

Run	Edit	Delete	Search Title ↕		Search Type ↕
📤	✏️	⛔	Pending Applications - Boreham		Application

6. You can sort the list by clicking on the appropriate column headings:
   a. **Search Title** – sort the list alphabetically by search title
   b. **Search Type** – sort the list alphabetically by search type

7. To perform a saved search now, click on the **Run** button for that search.

8. To modify the search criteria, click on the **Edit** button for that search.

9. To remove a search from the list, click on the **Delete** button for that search
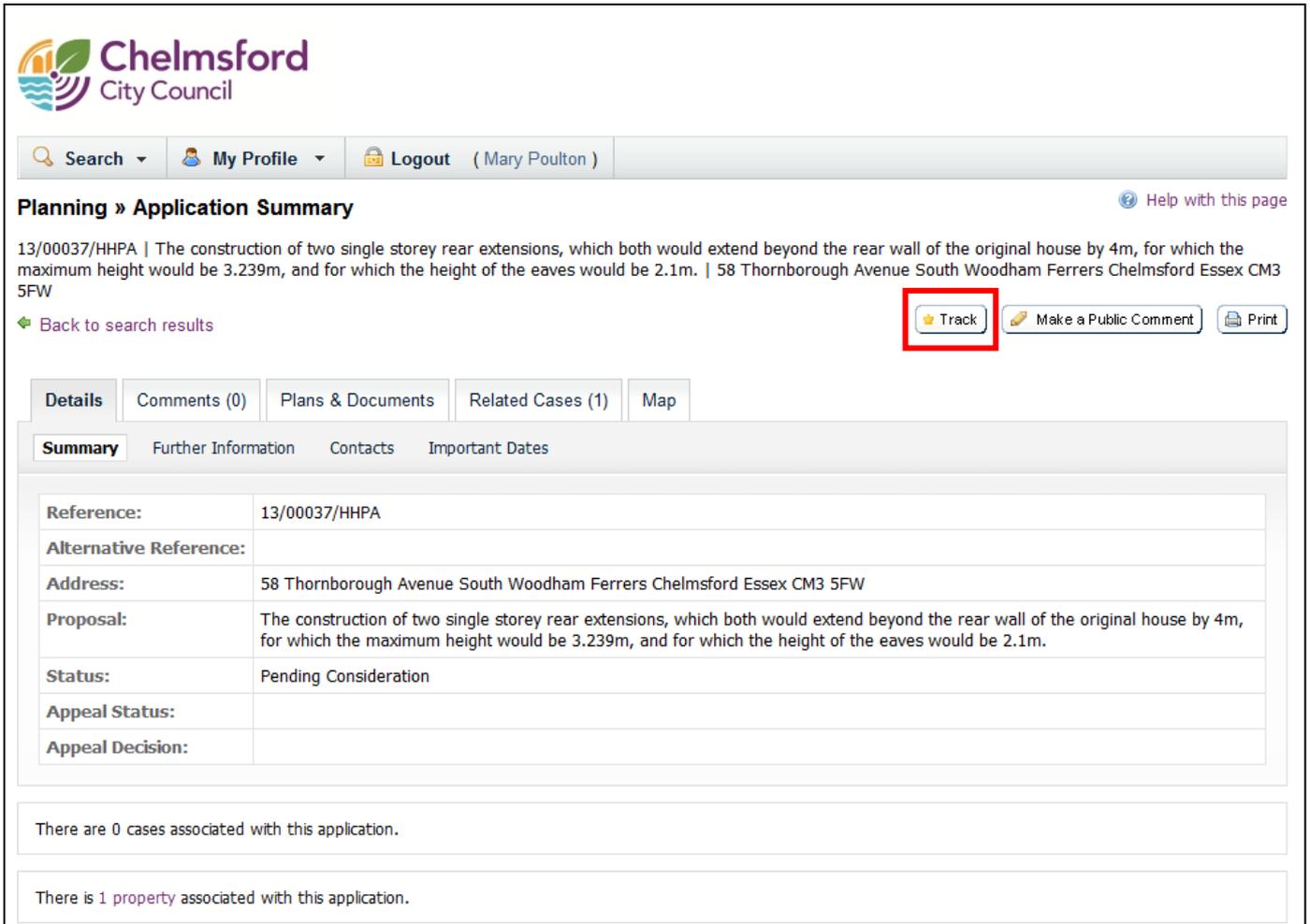
NOTIFIED APPLICATIONS

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.

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

2. 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.

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

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.

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.