



Registering to track and search applications

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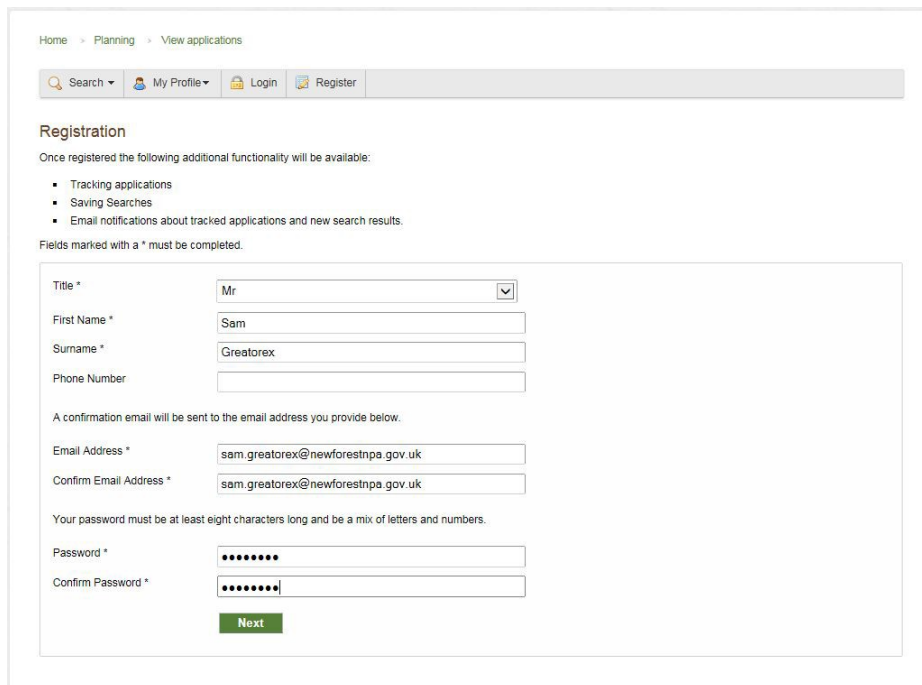
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User Details

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.

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



The screenshot shows a web browser window with the URL 'Home > Planning > View applications'. The navigation bar includes 'Search', 'My Profile', 'Login', and 'Register'. The main heading is 'Registration'. Below it, a note states: 'Once registered the following additional functionality will be available:' followed by a bulleted list: 'Tracking applications', 'Saving Searches', and 'Email notifications about tracked applications and new search results.' A note below the list says 'Fields marked with a * must be completed.' The form fields are: 'Title *' (dropdown menu with 'Mr' selected), 'First Name *' (text input with 'Sam'), 'Surname *' (text input with 'Greatorex'), 'Phone Number' (empty text input), 'Email Address *' (text input with 'sam.greatorex@newforestnpa.gov.uk'), 'Confirm Email Address *' (text input with 'sam.greatorex@newforestnpa.gov.uk'), 'Password *' (password input with 8 dots), and 'Confirm Password *' (password input with 8 dots). A green 'Next' button is 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.
- **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. Enter the password again below to confirm that it is correct.

3. Click on **Next**.

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

Home > Planning > View applications

Search My Profile Login Register

Registration

Postcode * SO41 9ZG x

Back Next

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

Home > Planning > View applications

Search My Profile Login Register

Registration

Please select your address: LYMINGTON AND PENNINGTON TOWN COUNCIL, TOWN HALL, AVENUE RO

Back Next

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

Home > Planning > View applications

Search My Profile Login Register

Registration

Please select your address: LYMINGTON AND PENNINGTON TOWN COUNCIL, TOWN HALL, AVENUE ROAD, LYMINGTON, SO41 9ZG
NEW FOREST NATIONAL PARK AUTHORITY, TOWN HALL, AVENUE ROAD, LYMINGTON, SO41 9ZG
NFDC CAR PARK TOWN HALL, AVENUE ROAD, LYMINGTON, SO41 9ZG
TOWN HALL, AVENUE ROAD, LYMINGTON, SO41 9ZG
My address is not in the list

Back Next

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

Home > Planning > View applications

Search My Profile Login Register

Registration

Address Line 1 * New Forest National Park Authority

Address Line 2

Town/City * Lymington

Postcode * SO41 9ZG

Back Next

8. Click to read the **Terms and Conditions** and **Privacy Policy** that apply to the use of this site. When you have done so, tick the check box to indicate that you agree to them.

Home > Planning > View applications

Search My Profile Login Register

Registration

Please check your details

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

Name	Mr Sam Greateorex
Email	sam.greateorex@newforestnpa.gov.uk
Phone Number	
Address	NEW FOREST NATIONAL PARK AUTHORITY TOWN HALL AVENUE ROAD LYMINGTON SO41 9ZG

* I have read and agree with the [Terms and Conditions](#) (opens in a new window) and [Privacy Policy](#) (opens in a new window)

Back Next

- Check that your personal and login details are correct. To register them click on the **Next** button.

Home > Planning > View applications

Search My Profile Login Register

Activation Required

An email has been sent to sam.greateorex@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.

- 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.

From: Dev Control
To: Sam Greateorex
Cc:
Subject: Registration Confirmation Request

Hello Sam Greateorex,

To confirm your registration please click the following link:

<http://idoxweb.newforestnpa.gov.uk/online-applications/registrationConfirm.do?action=createUser&key=e1577cd5a8ac7b55f74fb48ac5d461>

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.

- The link will open up a new window. Click on the **Login** link at the bottom of the page.

Home > Planning > View applications

Search My Profile Login Register

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.

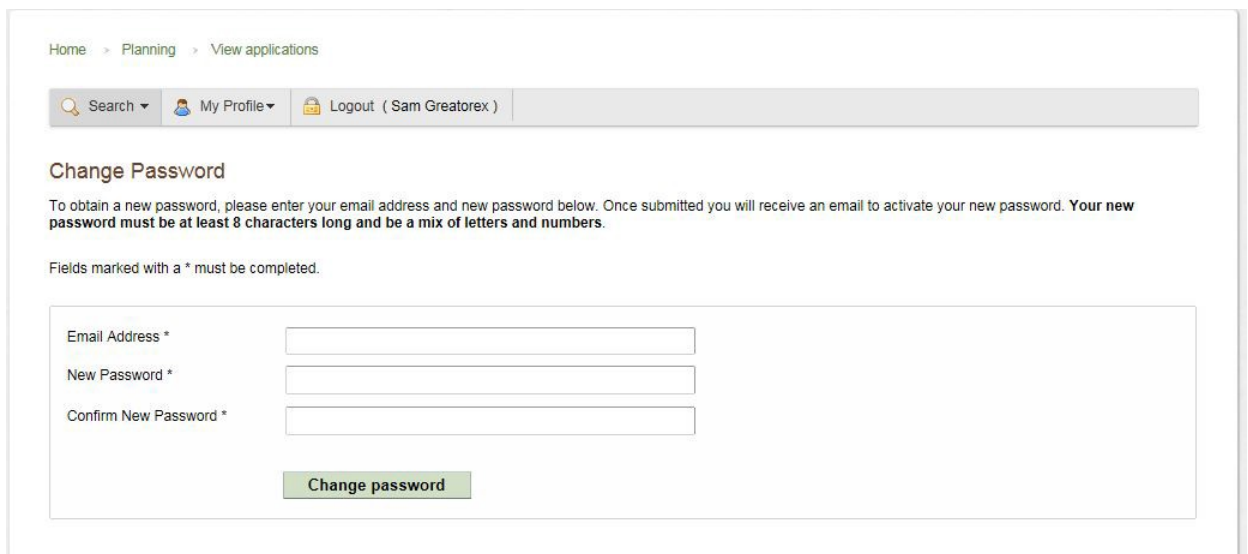


The screenshot shows the 'Login' page of the IDOX Public Access For Planning system. At the top, there is a breadcrumb trail: 'Home > Planning > View applications'. Below this, the 'Login' heading is followed by a link for 'Previous page'. A box contains the text 'Not registered? Register here'. There are two input fields: 'Email Address' with the value 'sam.greatorex@newforestnps.gov.uk' and 'Password' with masked characters. A green 'Login' button is positioned below the password field. At the bottom of the box, there is 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 the 'Change Password' page. At the top, there is a breadcrumb trail: 'Home > Planning > View applications'. Below this, there is a navigation bar with 'Search', 'My Profile', and 'Logout (Sam Greatorex)'. The main heading is 'Change Password'. Below the heading, there is a paragraph: 'To obtain a new password, please enter your email address and new password below. Once submitted you will receive an email to activate your new password. Your new password must be at least 8 characters long and be a mix of letters and numbers.' Below this, there is a note: 'Fields marked with a * must be completed.' There are three input fields: 'Email Address *', 'New Password *', and 'Confirm New Password *'. A green 'Change password' button is positioned below the input fields.

2. Enter your email address and then enter a new password twice. Press the **Save** 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.

From: Dev Control
To: Sam Greatorex
Cc:
Subject: Password Change Confirmation Request

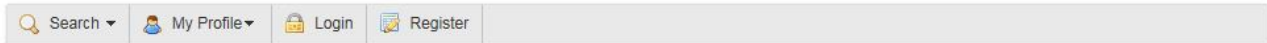
Hello Sam Greatorex,

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 :

<http://idoxweb.newforestnps.gov.uk/online-applications/registrationConfirm.do?action=passwordChange&key=d8225a14902a47371da6a8fc4b985fb8>

If Browser cannot display the webpage when you click the above link, please open the link by manually copying the URL into the browser.

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

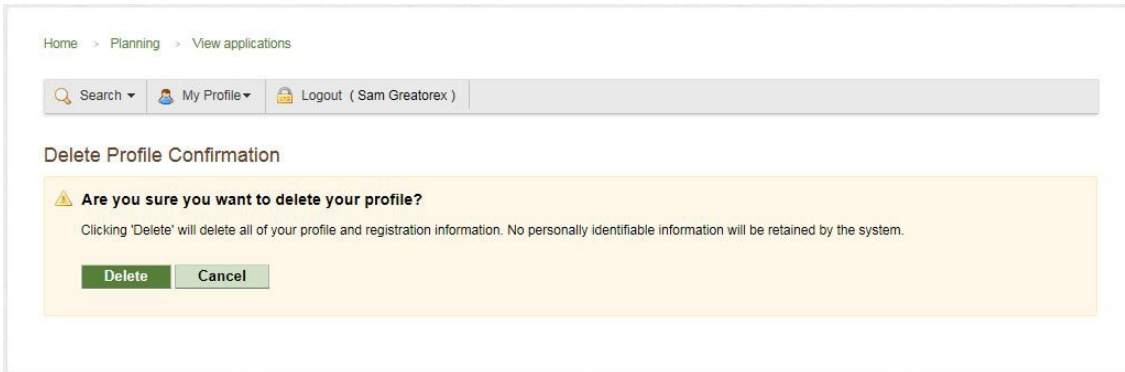


Password Change Complete

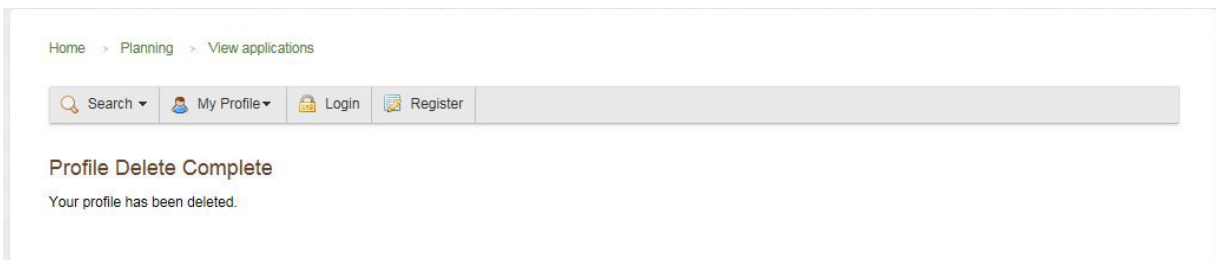
Welcome back. Your password change has been confirmed. You can now [login](#) with your new password.

Delete Profile

4. If you want to delete the profile click on the Delete Profile button on the Profile Details screen.



5. Select delete. No personal information will be kept on record once the 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 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 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.

Home > Planning > View applications

Search My Profile Logout (Sam Greatorex)

My Profile » Profile Details

Profile Details Saved Searches Notified Applications Tracked Applications

Change Password Update Personal Details Delete Profile

Name	Mr Sam Greatorex
Email	sam.greatorex@newforestnpa.gov.uk
Phone Number	
Address	LYMINGTON AND PENNINGTON TOWN COUNCIL TOWN HALL AVENUE ROAD LYMINGTON SO41 9ZG

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

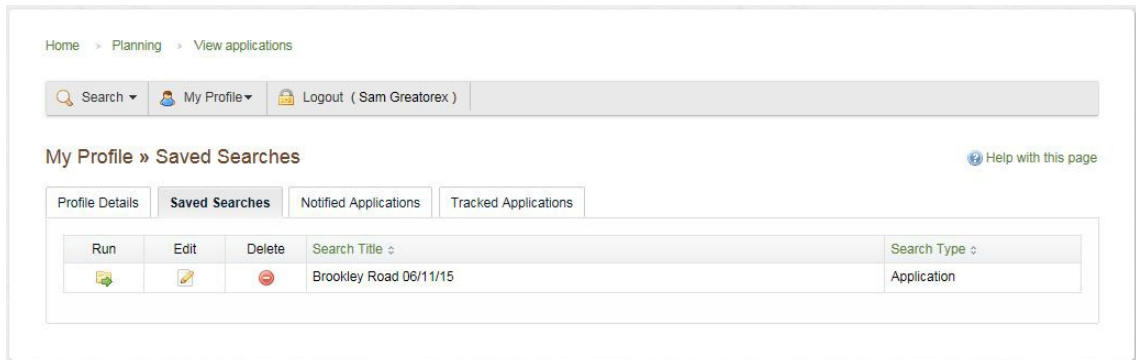
2. To update your password click on **Change my password**.
3. Enter your email address and then enter a new password twice. Press the **Save** button. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link. You will now be able to log in with your new password.
4. To change your details click on **Update my personal details**. Alter your details as appropriate, clicking on the **Next** button to page through the sections.

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.



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 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.

Home > Planning > View applications

Search My Profile Logout (Sam Greatorex)

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

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

Updated Tracked Applications

View	Discard	Notification Date	Description
		04 Nov 2015	Two dwellings; garages; restoration of site to meadow/pasture land; reinstatement of river bank (...)
		03 Jul 2015	3no New dwellings with garages; additional accesses; Demolition of existing dwelling
		27 Jul 2015	Creation of 27 age restricted residential units communal facilities office and guest suite; partial demolition, alterations and extension to the former hotel building; removal of swimming pool; associated car and cycle parking; refuse store; landscaping; new vehicular and pedestrian access; stopping up of existing vehicular access.
		31 Jul 2015	Single storey infill extension; new shop front; refridgeration units; roof mounted air conditioning units; replacement external staircase; stairs to rear access. (Minor Material Amendment to planning permission 14/00993)
		31 Jul 2015	New dwelling

Updated Results For Saved Search: Validated applications November 2015

Discard all results from this search

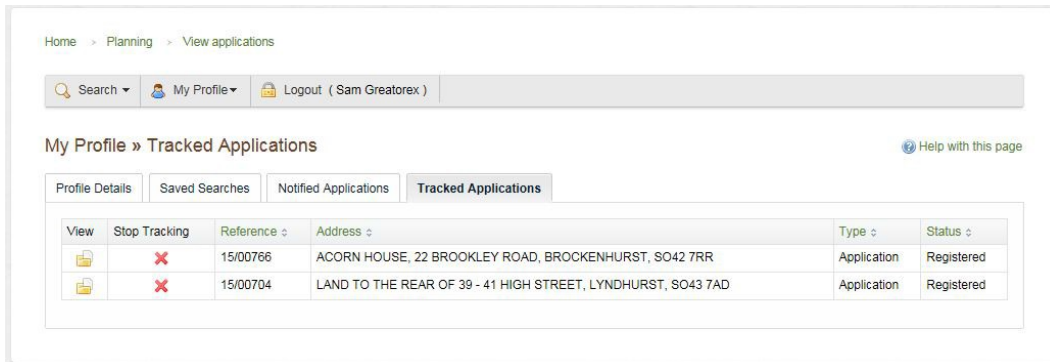
View	Track	Discard	Notification Date	Description
			04 Nov 2015	Change of use to unit of holiday accommodation; replace existing single-storey additions; new sew...
			04 Nov 2015	Application under Part 16 of Schedule 2 of the Town and Country Planning (General Permitted Devel...
			04 Nov 2015	Two storey extension (Application for a non material amendment to planning permission 14/00934)
			04 Nov 2015	1No. additional new dwelling; single storey extension to Tyrrell Lodge
			04 Nov 2015	Detached garage
			04 Nov 2015	Two storey extension
			04 Nov 2015	Change of materials to extension and garden building (application15/00675) to match dwelling
			04 Nov 2015	Addition of 3no. dormer windows and 5no. rooflights to facilitate first floor accommodation; porc...

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

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.



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.

Tracking Applications

Any application or appeal can be Tracked so that you can keep up to date with its progress without having to search for it again.

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 page (see [Tracked Applications](#)), click on the **Track** button.
3. To return to this application at a later date, select Tracked Applications under My Profile.

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.

