

How to add a Service User or Service Admin



Planning Online portal enquiries

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

How to add a Service User or Service Admin



Admin



Add Service User or Service Admin

01

Upon signing-in to your Planning Online account, select **Admin** (top right of the page in the ribbon) on the **Planning Online Welcome Page** to open the **User management** page. If you do not have **Admin** as an option, please contact posupport@dplh.wa.gov.au

Note: Users requesting for **Service User** or **Service Admin** roles must have logged into **Planning Online** before these steps.



Welcome, Daniel Sixsmith

You have successfully signed in to the Planning Online portal. You now have the ability to navigate through Planning Online at your convenience. Simply use the navigation links located in the top navigation bar. Enjoy your seamless planning experience with us.

02

Select **Authorise User** from the **Admin** page.

Note: Ensure you select the account that the user is requesting from the **User management** list (as highlighted below). Click on the organization.

Note: User management allows the user to switch from one organization to another.



Planning Online / User management

User management

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+ Authorise user

Service administrators

Search

Given name(s)	Family name ↑	Contact email
Daniel	Sixsmith	daniel.sixsmith@dplh.wa.gov.au

Service users

Search



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03

On the **Authorise user** page enter **Given** and **Family name(s)**, **Contact email** and **Role(s)** as shown below.

Note: Please see the definition of the roles on the help pane. **Ensure the Given and Family names match the exact name on the profile of the Service User.**

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Authorise user - BHP Power

When adding a new user to your company or organisation, please take care when entering details of the user. If any entered information does not exactly match a contact in Planning Online, you will receive an error message.

Given name(s)

Daniel

Family name

Sixsmith

Contact email

daniel.sixsmith@dph.wa.gov.au

Role(s)

Service user

Service user

Service administrator

Service user and Service administrator

Help

User information

When adding a new user to your company or organisation, please take care when entering details of the user.

Given name(s)

Please add the Given name(s) of the person who will require access to the portal.

Family name

Please add the Family name of the person who will require access to the portal.

Contact email;

Please provide a contact email for the person named above.

Role(s)

Please allocate the user nominated above a role by selecting from the following options:

Service user;

04

Select **Authorise** to add the user in the role you have selected.

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Authorise user - BHP Power

When adding a new user to your company or organisation, please take care when entering details of the user. If any entered information does not exactly match a contact in Planning Online, you will receive an error message.

Given name(s)

Daniel

Family name

Sixsmith

Contact email

daniel.sixsmith@dph.wa.gov.au

Role(s)

Service user

Authorise

Help

User information

When adding a new user to your company or organisation, please take care when entering details of the user.

Given name(s)

Please add the Given name(s) of the person who will require access to the portal.

Family name

Please add the Family name of the person who will require access to the portal.

Contact email;

Please provide a contact email for the person named above.

Role(s)

Please allocate the user nominated above a role by selecting from the following options:

Service user;

