

# Public Access User Guide for Idox Planning System



## Introduction

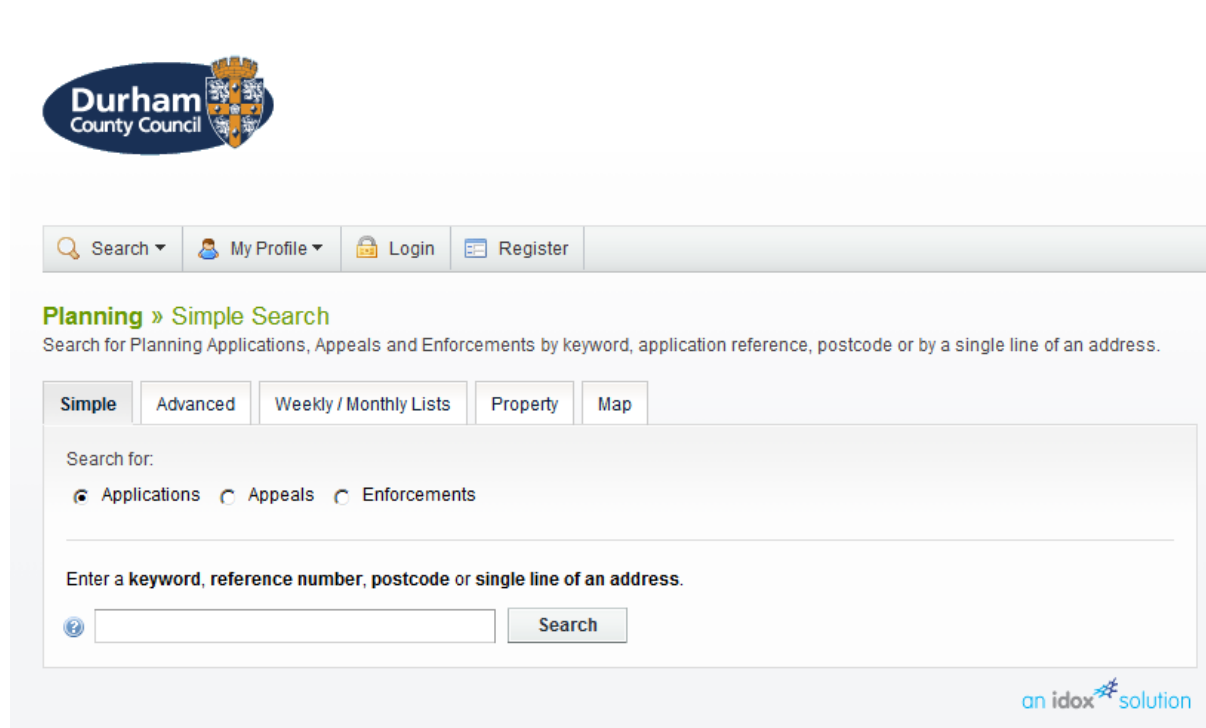
The Public Access for Planning website is designed to provide users with an easy to use system where they are able to search for and track planning applications and appeals.

Users can create a user account, which allows them to:

- Edit their user profile
- Save common searches
- Comment on planning applications during their consultation period.
- Search for information
- Examine search results

This guide explains how to use the different functions of the planning system on the County Council's website : [www.durham.gov.uk](http://www.durham.gov.uk) which is available via the following direct link;

<http://publicaccess.durham.gov.uk>



The screenshot shows the Durham County Council website's planning search interface. At the top left is the Durham County Council logo. A navigation bar contains links for Search, My Profile, Login, and Register. The main heading is "Planning » Simple Search". Below this is a sub-heading: "Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address." There are five tabs: Simple (selected), Advanced, Weekly / Monthly Lists, Property, and Map. Under the "Search for:" heading, there are three radio buttons: Applications (selected), Appeals, and Enforcements. Below this is a text input field with the prompt "Enter a keyword, reference number, postcode or single line of an address." and a "Search" button. The bottom right corner features the "an idox solution" logo.

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# 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 the registration page for the IDOX Public Access For Planning site. The browser window title is "Registration - Microsoft Internet Explorer provided by Durham County Council ICT". The address bar shows the URL: <http://publicaccess.durham.gov.uk/online-applications/registration/Wizard.do?sessionId=6C31FD235E268000>. The page features the Durham County Council logo and a navigation menu with links for Search, My Profile, Log Out, and Register. The Register link is circled in red. Below the menu, the registration form is displayed, including fields for Title, First Name, Surname, Phone Number, Email Address, Confirm Email Address, Password, and Confirm Password, along with a 'Next' button. The form also includes a confirmation email note and a password requirement note.

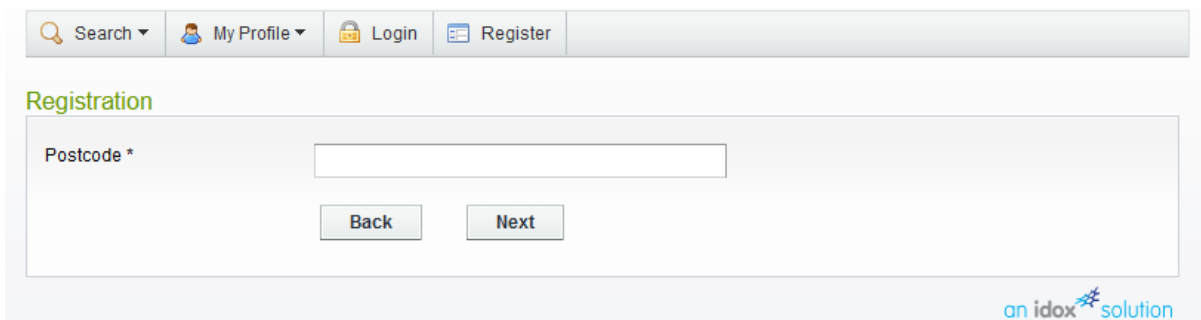
2. Register your personal details by completing the following fields:

- **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. The system will ask you to re -enter 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.

**User Note** Passwords must be a minimum of five characters and may not contain spaces. Enter the password again below to confirm that it is correct.

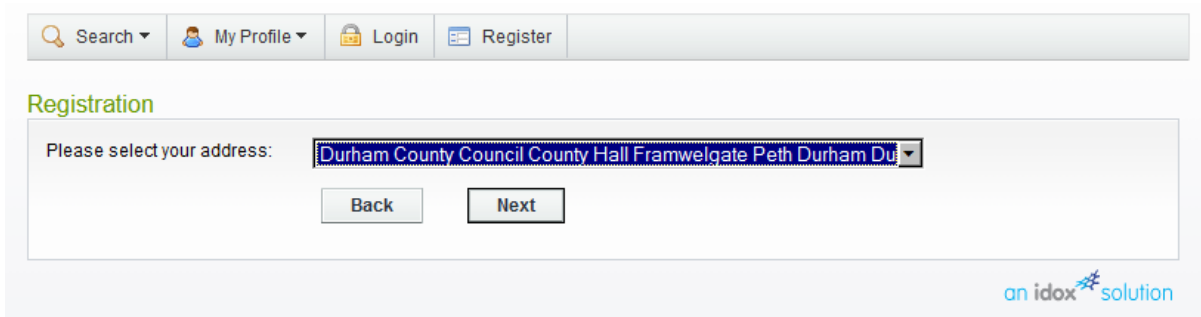
3. Click on **Next**.

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



The screenshot shows a navigation bar with 'Search', 'My Profile', 'Login', and 'Register' options. Below it, the 'Registration' section has a 'Postcode \*' label and an empty text input field. Below the input field are 'Back' and 'Next' buttons. The 'an idox solution' logo is in the bottom right corner.

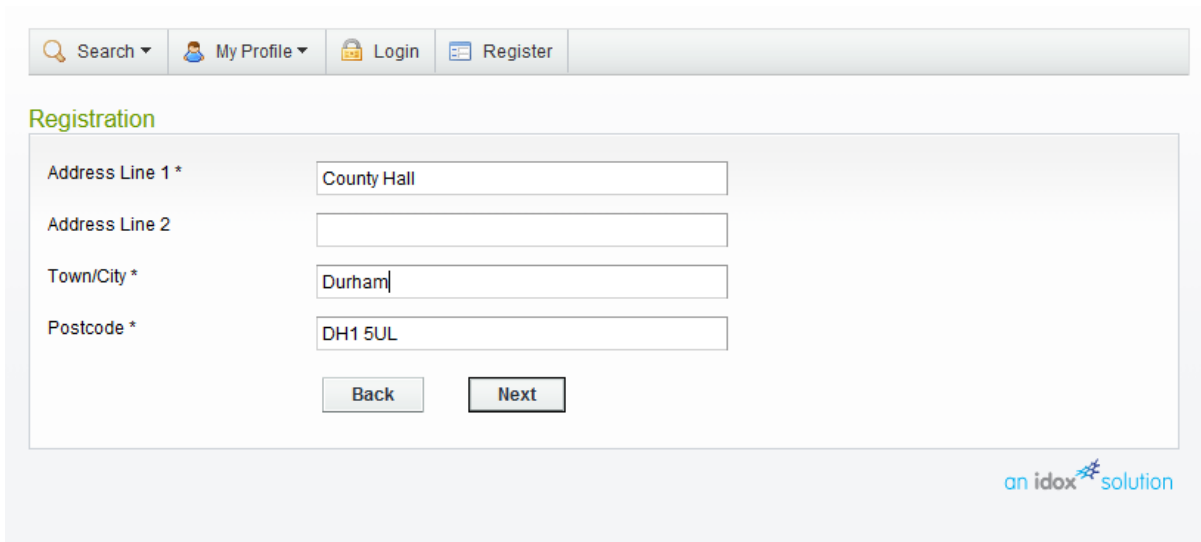
5. Select your address from the drop down list, then click on **Next**.



The screenshot shows the same navigation bar. The 'Registration' section has a label 'Please select your address:' followed by a dropdown menu. The dropdown menu is open, showing the selected address: 'Durham County Council County Hall Framwelgate Peth Durham Du'. Below the dropdown are 'Back' and 'Next' buttons. The 'an idox solution' logo is in the bottom right corner.

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

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 input fields: 'Address Line 1 \*' with 'County Hall', 'Address Line 2' (empty), 'Town/City \*' with 'Durham', and 'Postcode \*' with 'DH1 5UL'. Below the input fields are 'Back' and 'Next' buttons. The 'an idox solution' logo is in the bottom right corner.

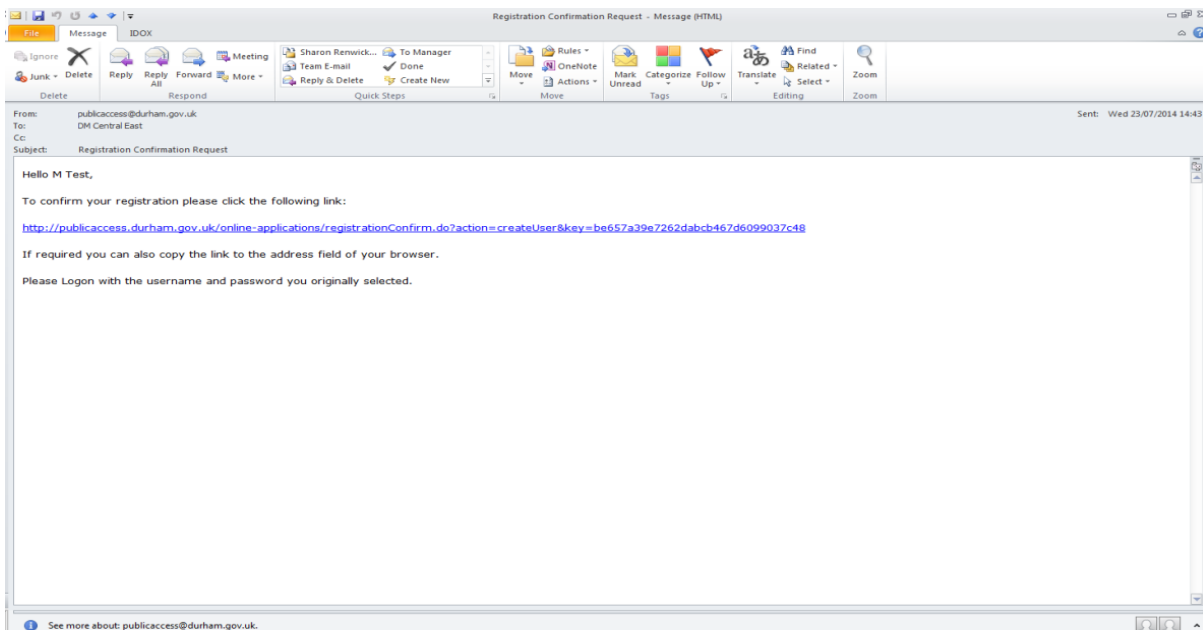
8. Click to read the **Terms and Conditions** and **Privacy Policy** that apply to the use of this site. When you have done so, tick the check box to indicate that you agree to them.

Name	Mr Michael Long
Email	dmcentraleast@durham.gov.uk
Phone Number	03000 263965
Address	Durham County Council County Hall Framwelgate Peth Durham Durham DH1 5UL

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

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

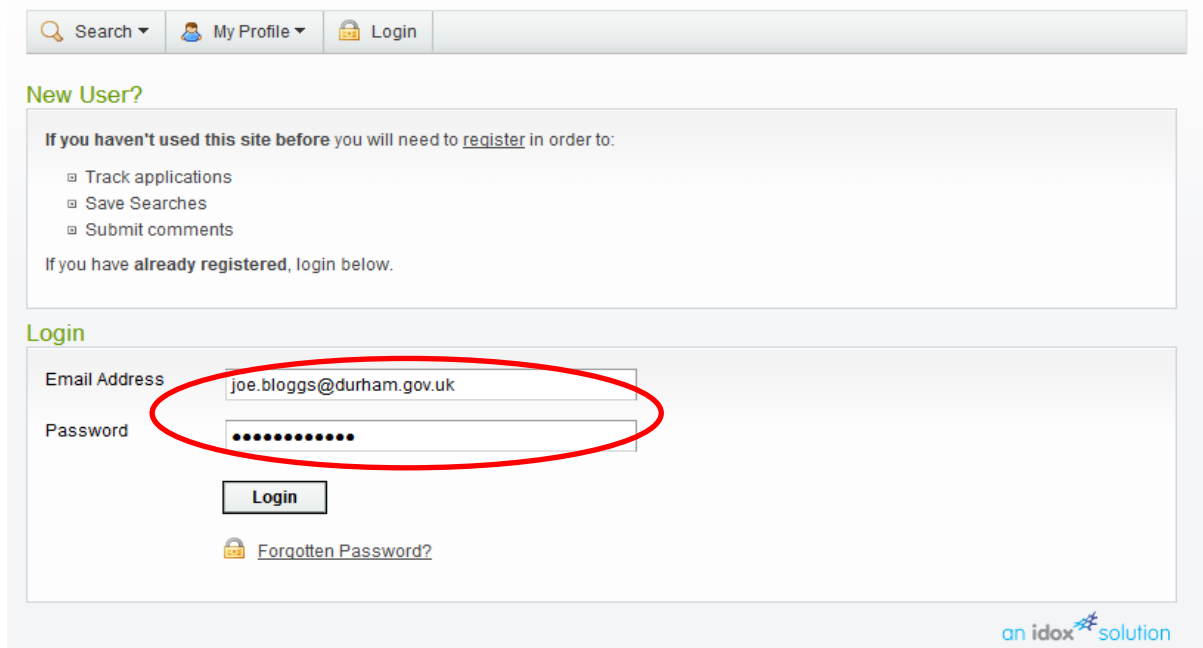
10. An email will be sent to the address you entered. When the email arrives, click on the link to be returned to the IDOX Public Access For Planning site.



## 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.



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.
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.

## Logout

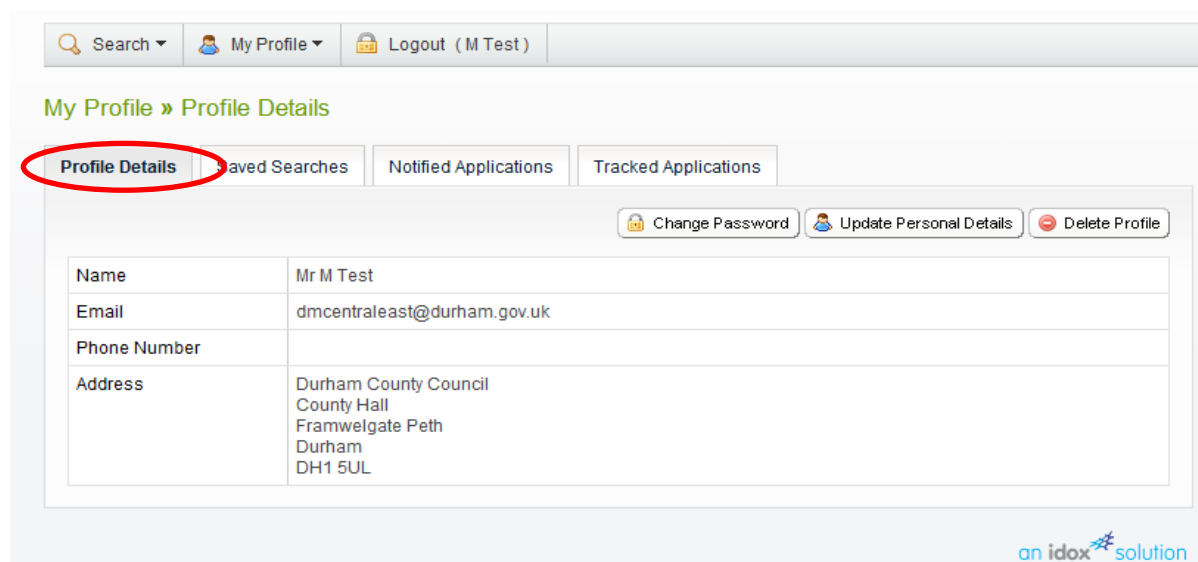
When you are finished using IDOX Public Access For Planning, remember to log out by clicking on the **Logout** button in the menu bar.

## My Profile

Once your account has been created you can access your **My Profile** area. This allows you to change 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.

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



The screenshot shows the 'My Profile' page with the 'Profile Details' tab selected. The page includes a navigation bar with 'Search', 'My Profile', and 'Logout (M Test)'. Below the navigation bar, the 'My Profile » Profile Details' breadcrumb is visible. The main content area features four tabs: 'Profile Details' (highlighted with a red circle), 'Saved Searches', 'Notified Applications', and 'Tracked Applications'. To the right of the tabs are three buttons: 'Change Password', 'Update Personal Details', and 'Delete Profile'. The profile details are displayed in a table format:

Name	Mr M Test
Email	dmcentraleast@durham.gov.uk
Phone Number	
Address	Durham County Council County Hall Framwelgate Peth Durham DH1 5UL

The 'an idox solution' logo is visible in the bottom right corner of the page.

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**.



## Searching

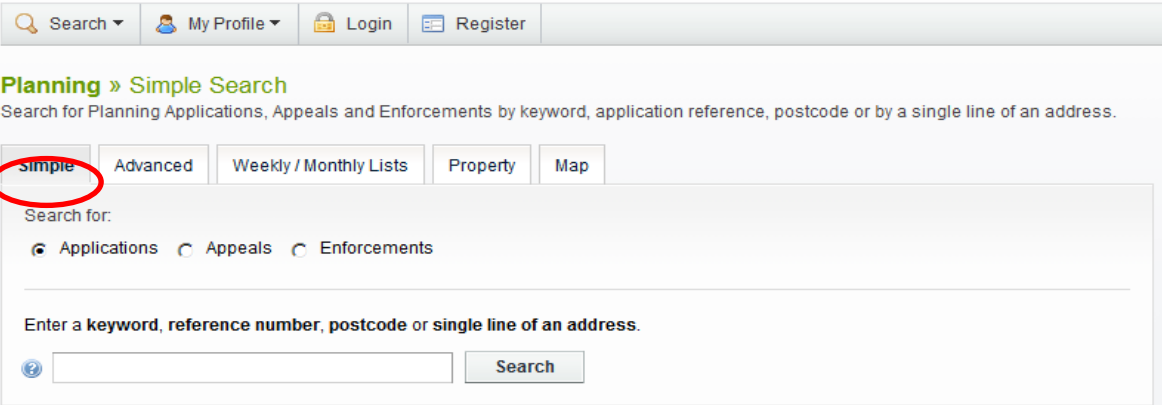
There are four different types of search which can be used to identify a planning application or appeal;

- **Simple search** – allows the user to search quickly using an application or appeal number, a single line of address (e.g. 1 High Street) or a postcode.
- **Advanced search** – allows the user to search using a wider combination of options (e.g. ward, decision, committee date).
- **Weekly/monthly list search** – allows the user to search for applications whose status has been validated or decided within a particular time period.
- **Map search** – allows the user to search for applications using an interactive map tool.

## Simple Search

A simple search allows the user to search quickly by entering some text that will help identify the relevant application(s) or appeal(s).

1. Select **Simple Search** from the Search drop down list.



The screenshot shows the top navigation bar with links for Search, My Profile, Login, and Register. Below this is the 'Planning » Simple Search' heading and a sub-heading: 'Search for Planning Applications, Appeals and Enforcements by keyword, application reference, postcode or by a single line of an address.' There are five tabs: 'Simple' (highlighted with a red circle), 'Advanced', 'Weekly / Monthly Lists', 'Property', and 'Map'. Under the 'Simple' tab, there are radio buttons for 'Applications' (selected), 'Appeals', and 'Enforcements'. Below this is a search box with the placeholder text 'Enter a keyword, reference number, postcode or single line of an address.' and a 'Search' button. The 'an idox solution' logo is in the bottom right corner.

2. Click to select whether you want to search for:

- **Applications**
- **Appeals**
- **Enforcements**

3. Enter some text in the Search box that will correspond to one of:

- **application reference number** (for example, “12/00317/FPA”)
- **post code** (for example, “DH1 5UL”)
- **part of an address** (for example, “1 High Street”, “Council Offices”).

4. Click on the **Search** button to display the results of your search.

Search My Profile Login Register

Planning » Results for Application Search

Refine Search Save Search Print

Sort by  Direction  Results per page

**Erection and display of double-sided internally illuminated advertisement box as integral part of new bus shelter**  
Public Highway Dryburn Road Adjacent County Hall Durham DH1 5UL  
Ref. No: 4/10/00510/AD | Received: Fri 09 Jul 2010 | Validated: Mon 12 Jul 2010 | Status: Application Approved

**Resurfacing of existing footpath, provision of lighting and trimming of trees**  
County Hall Grounds Aykley Heads Durham DH1 5UL  
Ref. No: 4/06/01048/CM | Received: Tue 17 Oct 2006 | Validated: Tue 17 Oct 2006 | Status: Raise No Objection

**Installation of 1m satellite dish**  
County Hall Aykley Heads Durham DH1 5UL  
Ref. No: 4/05/00829/FPA | Received: Mon 22 Aug 2005 | Validated: Mon 22 Aug 2005 | Status: Application Approved

**Map Information**  
The results on this page are shown on the map below. You can see more details by clicking on the search result on the left or clicking a point marked on the map.

Business Centre  
County Hall

Show results on large map

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5. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking directly on the page number.

6. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail.

7. To view a search in detail, click on its title.

8. If there are too many results, or if the results do not contain the applications you are looking for, you can go back and amend your search criteria. To do this, click on the **Refine Search** button.

9. If this search is one that you will reuse, click on the **Save Search** button. You can edit the search name here and select whether to receive an email if new applications arrive that match the search criteria. Click on **Save** to save the search.

10. To display the current page of search results in a printable format, click on the **Print** button.

Click on **Print** again in the new window to send the page to your local printer. Press **Close** when you are finished with this window.

# Advanced Search

An advanced search allows the user to build a complex combination of specific criteria on which to search for information.

1. Select **Advanced Search** from the Search drop down list.

The screenshot shows the 'Advanced Search' interface. At the top, there are navigation tabs: 'Simple', 'Advanced' (selected), 'Weekly / Monthly Lists', 'Property', and 'Map'. Below these are sub-tabs for 'Applications', 'Appeals', and 'Enforcements'. The main search area is divided into two sections: 'Reference Numbers' and 'Application Details'. The 'Reference Numbers' section contains three input fields: 'Application Reference:', 'Planning Portal Reference:', and 'Alternative Reference:'. The 'Application Details' section contains several fields: 'Description Keyword:', 'Applicant Name:', 'Application Type:' (dropdown menu), 'Ward:' (dropdown menu), 'Parish:' (dropdown menu), 'Agent:' (dropdown menu), 'Status:' (dropdown menu), 'Decision:' (dropdown menu), 'Appeal Status:' (dropdown menu), 'Appeal Decision:' (dropdown menu), 'Development Type:' (dropdown menu), and 'Address:' (input field with a help icon).

2. Click to display a search page specific to:

- **Applications**
- **Appeals**

3. If you know a reference number that identifies a specific application or appeal enter it in the appropriate box.

4. The Application/Appeals details allow you to specify an application type, status or decision as well as location details, which include ward, parish and address information. Enter any combination of these details as appropriate.

5. Enter a Date range to define the period during which the application or appeal was lodged, validated or decided by court or inspectorate.

6. Click on the **Search** button to display the results of your search.

7. The number of results being displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on **Next** to view the next page or by clicking

directly on the page number.

8. A map of the relevant area is displayed. Click on **Show results on large map** to see the locations of the search results in more detail.

9. To view a search in detail, click on its title.

10. If there are too many results, or if the results do not contain the applications you are looking for, you can go back and amend your search criteria. To do this, click on the **Refine Search** button.

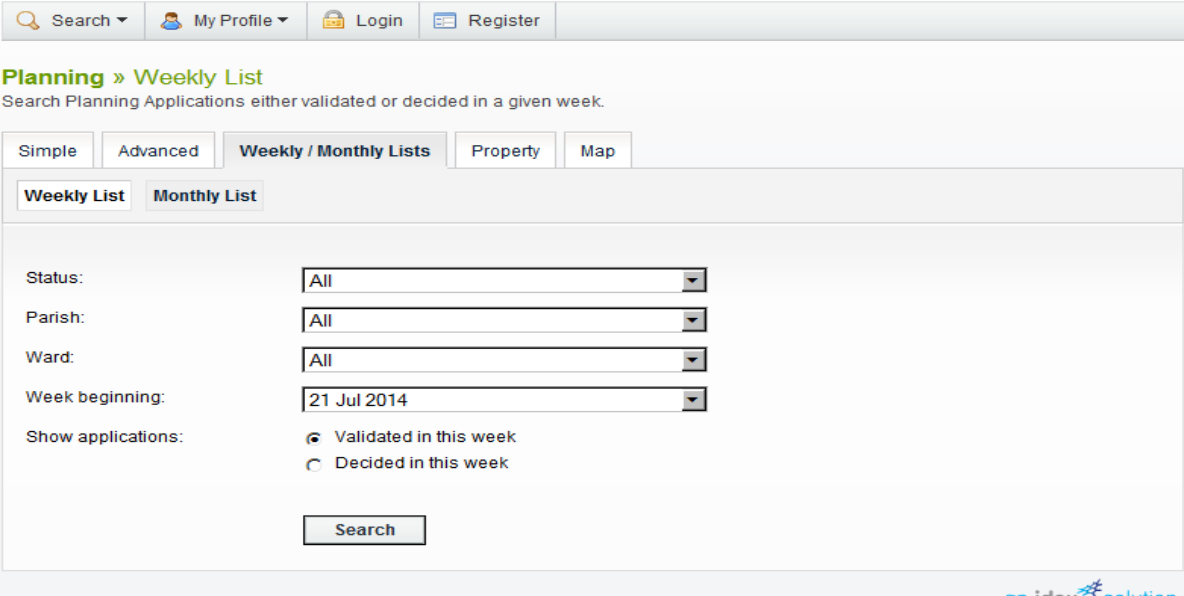
12. If this search is one that you will reuse, click on the **Save Search** button. This search will appear in your Saved Searches.

13. To display the current page of search results in a printable format, click on the **Print** button. Click **Print** again in the new window to send the page to your local printer.

## Weekly/Monthly Lists

The weekly/monthly lists search allows the user to search for applications according to the week or month in which they were either validated or decided.

1. Click on the **Weekly/Monthly Lists** tab.



The screenshot shows the top navigation bar with links for Search, My Profile, Login, and Register. Below this is the breadcrumb 'Planning » Weekly List' and the sub-header 'Search Planning Applications either validated or decided in a given week.' The main content area features several tabs: Simple, Advanced, Weekly / Monthly Lists (selected), Property, and Map. Under the 'Weekly / Monthly Lists' tab, there are two sub-tabs: Weekly List (selected) and Monthly List. The search criteria section includes dropdown menus for Status (All), Parish (All), Ward (All), and Week beginning (21 Jul 2014). There are also radio buttons for 'Validated in this week' (selected) and 'Decided in this week'. A Search button is located at the bottom of the form. The 'an idox solution' logo is visible in the bottom right corner of the interface.

2. Click on **Weekly List** or **Monthly List** to select which list you want to search.

3. Select the application status from the **Status** drop down list.

4. You can narrow your search to a particular area by selecting from the **Parish** drop down list.

5. Specify the **Week** or **Month** by selecting from the drop down list.
6. You can display applications which were validated or applications which were decided during the selected time period. Make the appropriate selection under **Show applications**.
7. When you have made your selections, click on the **Search** button.
  - You can re-order the list by reference number, date received, description or status. Select one of these from the **Sort by** drop down list, then click on **Go**.
  - To change the direction of the list select Ascending or Descending from the **Direction** drop down list, followed by **Go**.
  - To change the number of results displayed, select from the **Results per page** drop down list, followed by **Go**.
  - If there are more results than fit on one page, navigate to further pages by clicking on **Next** or by clicking on the **Page Number** directly.
8. To add this search to your Saved Searches page, click on the **Save Search** button.
9. You can print off this list by clicking on the **Print** button.
10. The application locations are displayed on a **Map** on the right. You can display a larger map by clicking on **Show results on large map**.
11. If there are too many results you may want to add more information to the Search. Click on the **Refine Search** button.

# Application Details

Once you have selected an application from your search results the application details will be displayed.

**Durham County Council**

Search My Profile Logout ( M Test )

**Planning » Application Summary** [Help with this page](#)

4/05/00829/FPA | Installation of 1m satellite dish | County Hall Aykley Heads Durham DH1 5UL

Save Search Refine Search Stop Tracking Print

The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.

Details Comments (0) Constraints (0) Documents (7) Related Cases (1) Map

Summary Further Information Contacts Important Dates

Reference	4/05/00829/FPA
Alternative Reference	MF 4/88/895
Application Received	Mon 22 Aug 2005
Address	County Hall Aykley Heads Durham DH1 5UL
Proposal	Installation of 1m satellite dish
Status	Application Approved
Appeal Status	Not Available
Appeal Decision	Not Available

There are [7 documents](#) associated with this application.

There are 0 cases associated with this application.

There is [1 property](#) associated with this application.

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The application details are displayed at the top of the page, with further tabs below containing all of the relevant information about the application.

## Details

1. Click on the **Details** tab to display the full details relating to the application.

2. The Application Details are split up into four tabbed sections. Click on the appropriate tab to display those details:

- **Summary** – displays the basic information pertaining to the application. The summary also identifies the number of the **cases** and **properties** that have been added to this application. Click on one of these to view them.

- **Further Information** – displays additional information about the application that was not included in the summary.

- **Important Dates** – displays the dates on which important events in the lifespan of the application occur from initial submission through to the decision.

## Comments

1. Click on the **Comments** tab to display comments that have been made about this application.

Search My Profile Logout ( M Test )

Planning » Application Comments [Help with this page](#)

4/05/00829/FPA | Installation of 1m satellite dish | County Hall Aykley Heads Durham DH1 5UL

Save Search Refine Search Stop Tracking Print

The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.

Details **Comments (0)** Constraints (0) Documents (7) Related Cases (1) Map

Make a Comment Public Comments (0) Consultee Comments (0)

Comments may not be submitted at this time.  
The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.

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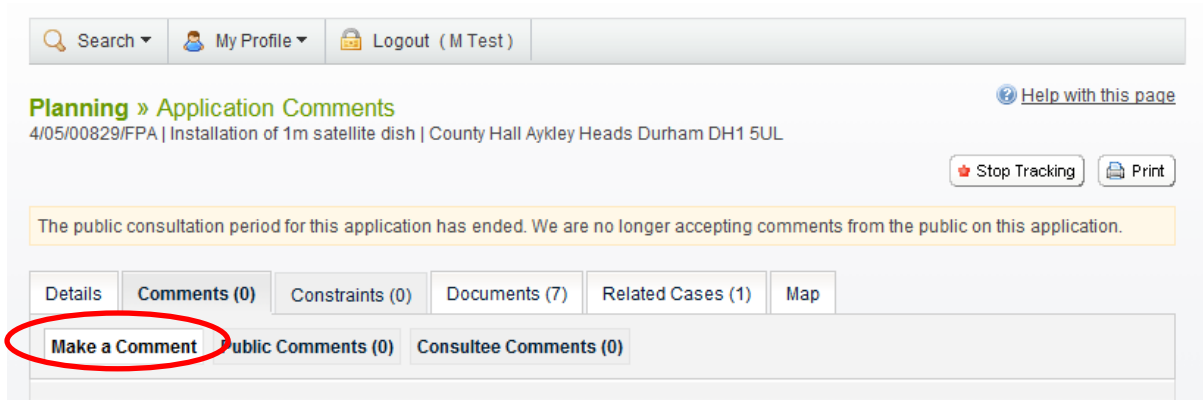
2. Comments can either be submitted by members of the public or by people who have been consulted about the application. Click on **Public Comments** or **Consultee Comments** as appropriate.

3. You can re-order the list by the date the comment was added or by the commentor's name. Select one of these from the **Sort by** drop down list, then click on **Go**.

4. Comments are displayed showing the name of the commentor and their stance on the application (objects, supports or neutral).

5. Click on **Expand All** to view all of the comments on the page. Click on **Collapse All** to hide them all again.

6. To add a comment to the list, click on **Make a Comment**. (Need to be registered)



The screenshot shows a web application interface for planning application comments. At the top, there is a navigation bar with a search icon, a 'My Profile' dropdown, and a 'Logout ( M Test )' button. Below this, the page title is 'Planning » Application Comments' with a 'Help with this page' link. The application details are '4/05/00829/FPA | Installation of 1m satellite dish | County Hall Aykley Heads Durham DH1 5UL'. There are 'Stop Tracking' and 'Print' buttons. A yellow warning box states: 'The public consultation period for this application has ended. We are no longer accepting comments from the public on this application.' Below this, there are tabs for 'Details', 'Comments (0)', 'Constraints (0)', 'Documents (7)', 'Related Cases (1)', and 'Map'. Under the 'Comments (0)' tab, there are three buttons: 'Make a Comment' (circled in red), 'Public Comments (0)', and 'Consultee Comments (0)'.

7. Your name and address are added automatically to the form. If these are not correct, click on **update my personal details** and make the appropriate changes.

8. Add your remaining contact details in the appropriate boxes.

9. The **Commentor Type** drop down list describes the type of people who may need to make a comment about an application. These include councillors, neighbours to the application address and members of the public. Select the one that applies to you.

10. In the **Reason for comment box** select one or more of the offered reasons for making your comment.

11. Enter the details of your comment in the **Your Comment** box.

12. If you want to receive an email confirming that your comment has been received, check the **Send me an email confirming my comments box**.

13. When you have completed all the details, click on the **Submit** button. Your comment will be sent to Planning and a record will appear on the Comments page for this application in due course.