

# Local Government Online Planning Portal

## User Guide

### Introduction

The Local Government Online Planning portal was designed to streamline the application for planning permission and the submission of observations on planning applications across all Local Authorities in Ireland. The online portal is easy-to-use and moves the process into an environmentally friendly one that is also user friendly. You can register your own account, submit documents online with your application, and submit further documentation at a later stage if necessary. You can view previously submitted applications and submissions on your dashboard, as well as the status of applications and submissions quickly and easily. Planning permission in Ireland is moving towards a paperless and environmentally friendly domain where applicants have 24/7 access to their planning applications.

This guide serves to help in using the e-planning system.

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## **User Help**

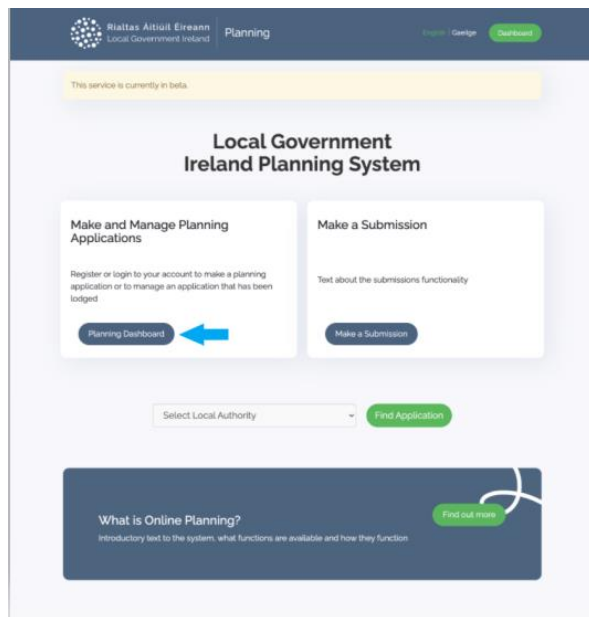
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# Getting set up as a User

## Register an account

Before you can start submitting applications for planning permission on the Local Government Online Planning portal, you must register an account on the portal homepage at [planning.localgov.ie](https://planning.localgov.ie).

1. To register an account, click on the planning dashboard button on the homepage.



2. Type in your email address. Tick the box to agree to terms and conditions and click on the create new account button.

3. An email confirming your account registration will be sent to you that will also include further instructions.

Hello,

Thank you for registering at Online Planning Services on [localgov.ie](https://planning.localgov.ie). You may now log in by clicking this link or copying and pasting it to your browser:

[https://planninguat.localgov.ie/en/user/reset/69625/1635329053/X43TqP26lWfQ1jl\\_dp9s3jw\\_BI\\_lJiaTOplXeuw29PY](https://planninguat.localgov.ie/en/user/reset/69625/1635329053/X43TqP26lWfQ1jl_dp9s3jw_BI_lJiaTOplXeuw29PY)

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://planninguat.localgov.ie/en/en/user> in the future using username: [REDACTED]

Yours Sincerely,

-- Planning team

4. Login to your email address and use the one-time link to setup a password for your account.
5. You're now registered to use the Local Government Online Planning portal.

## Account Details

After setting up your password, you will be prompted to fill-in the account details section on the Local Government Online Local Government Online Planning portal. Any required fields will have an asterisk next to it.

Details

1. Enter your personal details (Name, Surname, Contact Phone Number). Please note, no changes can be made to your email address.

### Personal Details

First Name \*

Surname \*

Contact Phone Number \*

Alternative Contact Number

Fax

Email

2. Enter your Address Details.

### Address Details

Address Line 1 \*

Address Line 2 \*

Address Line 3 \*

Eircode

3. Enter your Company Details (if applicable).

### Company Details

CRO number

Company name

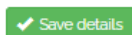
Practice registration number

4. Select User Role as Agent (if applicable).

User role

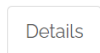
☐ Are you an Agent?

- Once you've filled in your account details, click on the save details button at the bottom of the page.



## Register as an Agent

- To register as an Agent, go to the Details tab in your planning dashboard.

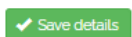


- Under user role, tick on the box next to 'Are you an Agent?'.

User role

☒ Are you an Agent?

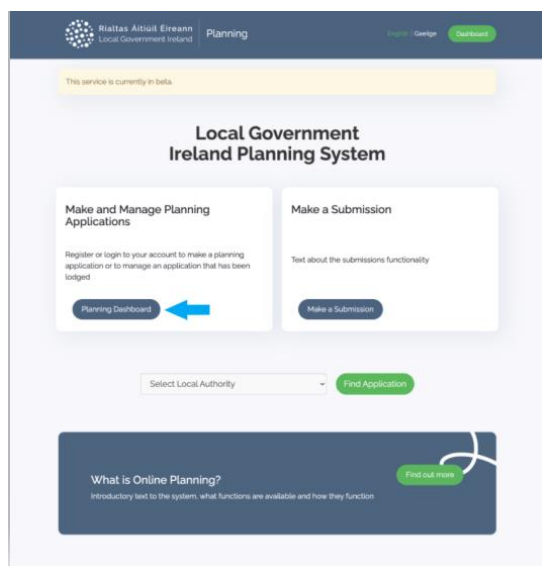
- Click on the save details button.



## Login

To use the Local Government Online Planning portal, you must be logged in.

- Click on the planning dashboard button.



- Enter your email address and password, then click the login button.

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Local Government Ireland

Planning

English | Gaeilge | My planning

### User account

[Create new account](#) [Log in](#) [Request new password](#)

This service is currently in beta.

E-mail or username \*

Password \*

[Log in](#)

## Log out

To log out of the Local Government Online Planning portal, click on the logout button next to the dashboard button on the top right-hand side.

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Planning

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### Planning

[Cloning application User Guide](#)

[Planning](#) [Details](#) [Prescribed Bodies](#)

This service is currently in beta.

### Applications

[New application.](#)

Please click on the link to view or edit an application

Project Name	Local Authority	Temporary Reference	Type	Applicant Name	Date	Status	
User Guide	Galway County Council	120000000959	Permission	Cowboy Wrangler	08th December 2021	Draft	<a href="#">Edit</a> <a href="#">Clone</a> <a href="#">Delete</a>

## Timeout

If you've logged into the Local Government Online Planning portal, but have been inactive for a while, your application may timeout. If this is the case, you will be redirected to sign in again. It is important to save your application draft as you fill it in so that your application is saved, and none of your work is lost after a period of inactivity. Once you've logged back in, you can go back to the dashboard page of the portal.

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### User account

You have been logged out due to inactivity

[Create new account](#) [Log in](#) [Request new password](#)

This service is currently in beta.

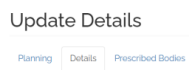
E-mail or username \*

Password \*

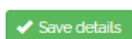
[Log in](#)

## Update Account Details

1. To make changes to your Account, login and click on the Details tab in the Planning Dashboard.



2. Make any changes to Personal Details, Address Details, Company Details, or User role.
3. Click on the save details button at the bottom of the page.

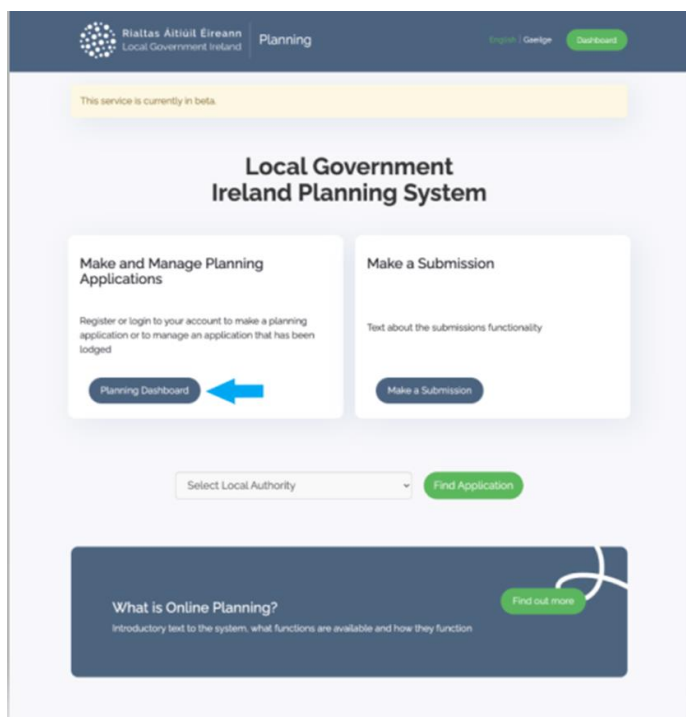


## Reset your password

You can request a new password on the Local Government Online Planning portal by selecting the option to reset your password and by entering the email address for your account. A link will be sent to the email address.

If you are having any issues resetting your password, please submit a ticket for additional support.

1. To reset your password, click on the planning dashboard button on the homepage.



2. Click on the request new password tab. Type your email address and click on the e-mail new password button.

3. An email will be sent to you with a link to reset your password. Use the link to create a new password.

## De-register an account

You can only de-register your account if you have received a decision on your submitted applications. If not, you will be unable to de-register.

1. To de-register your account, login and click on the Details tab in the Planning Dashboard.

2. Scroll to the bottom of the update details page and click on the de-register button.

3. A warning message will appear confirming that you would like to de-register your account, as well as a warning that this action cannot be undone.

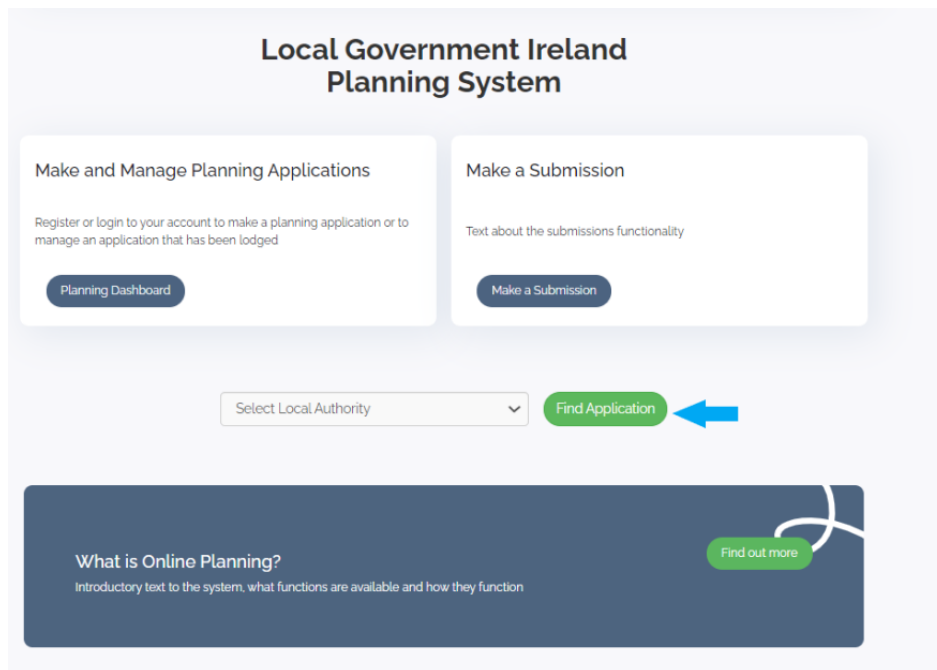
Are you sure you want to de-register your account?

4. Click on the De-register button. If you have selected the de-register in error, click on the cancel button.



## Find an application

1. If you want to find an existing application, select the Local Authority from the dropdown menu and click on the find application button.



The screenshot displays the 'Local Government Ireland Planning System' homepage. At the top, the title 'Local Government Ireland Planning System' is centered. Below the title, there are two main sections: 'Make and Manage Planning Applications' and 'Make a Submission'. The 'Make and Manage Planning Applications' section includes a 'Planning Dashboard' button. The 'Make a Submission' section includes a 'Make a Submission' button. Below these sections, there is a dropdown menu labeled 'Select Local Authority' and a green 'Find Application' button. A blue arrow points to the 'Find Application' button. At the bottom, there is a dark blue banner with the text 'What is Online Planning?' and a 'Find out more' button.

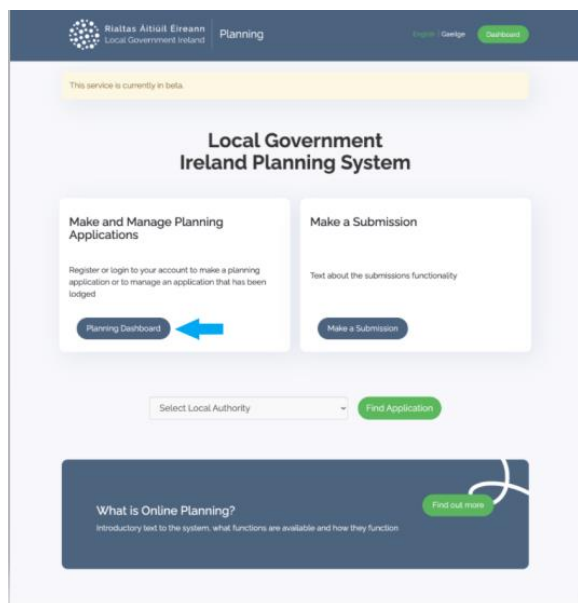
2. You will be redirected the Local Authority website and be able to find your application there.

# Planning Application Process

## Creating a planning application

If you want to create a new planning application, you must first register an account. After you've registered your email and added your contact details, you can start creating new planning applications.

1. To create a planning application, click on the planning dashboard button on the homepage.



2. In the Planning Dashboard, click on the new application button.

## Applications

New application.

Please click on the link to view or edit an application

3. Give your application a title. Select the relevant Local Authority from the dropdown list and select the type of planning permission. You will have to tick to agree to the terms and conditions before you can proceed. Click on the create application button.

## Add new application

This service is currently in beta.

### Application Details

Application title \*

Local Authority \*

Type of planning permission \*

☐ I have read and understood the terms and conditions of using this site \*

Create application

4. Fill in the Application details. There are five separate tabs on the webpage that must be completed before you can submit your planning application.

This includes:

- Place Tab

### Application Details

Save as draft

Discard changes

If you have any questions, please see our [FAQs](#) page

Place

Proposal

People

Supporting documents

Payment

### Location of Development

The Postal Address OR Townland OR Location (as may best identify the land or structure in question)

Development Address

Development Address Line 2

Development Address Line 3

Eircode

Grid Eastings

Grid Northings

Ordnance Survey Map

- Proposal Tab

Application Details

Save as draft

Discard changes

If you have any questions, please see our [FAQs](#) page

Place

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Description of Proposed Development

A brief description of the nature and extent of the development, including reference to the number and height of buildings, protected structures, etc

Content limited to 2500 characters, remaining: 2500

Site area

Area of site to which the application relates in hectares

0.000

Where the application relates to a building or buildings

Gross floor space means the area ascertained by the internal measurement of the floor space on each floor of a building, that is, floor areas must be measured from inside the external wall.

Gross floor space of any existing building(s) in m<sup>2</sup>

0.000

Gross floor space of any proposed work in m<sup>2</sup>

- People Tab

Application Details

Save as draft

Discard changes

If you have any questions, please see our [FAQs](#) page

Place

Proposal

People

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Payment

Applicant Name and Contact Address

"The applicant" means the person seeking the planning permission, not an agent acting on his or her behalf.

Applicant Forename

Applicant Surname

Applicant Address

Applicant Address Line 2

Applicant Address Line 3

Eircode

**Important note for Agents:** When you have two different name Applicants for a Planning Application, you can put in the full name of the first applicant in the Applicant Forename field and then & full second name applicant in the Applicant Surname field.

1. For example: Ann Barry & Ian Dempsey  
Applicant Forename Field: Ann Barry  
Applicant Surname Field: & Ian Dempsey
2. If it was Ann & Ian Dempsey  
Applicant Forename Field: Ann & Ian  
Applicant Surname Field: Dempsey

- Supporting Documents Tab

Application Details

Upload

Discard changes

If you have any questions, please see our [FAQs](#) page

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Documents

It should be noted that each planning authority has its own development plan, which sets out local development policies and objectives for its own area. The authority may therefore need supplementary information (i.e. other than that required in this online application) in order to determine whether the application conforms with the development plan and may request this on a part B application form (supplementary application form).

Failure to supply the supplementary information will not invalidate your planning application but may delay the decision-making process or lead to a refusal of permission. Therefore applicants should contact the relevant planning authority to determine what local policies and objectives would apply to the development proposed and whether additional information is required. Instructions for uploading supporting documentation can be found [here](#). The location of the site notice(s) should be shown on site location map.

All plans, drawings and maps submitted to the planning authority should be in accordance with the requirements of the Planning and Development Regulations 2001-2018.

As you upload documents, for each document you will select a document-type e.g. Newspaper Notice. Each document-type has either (Public) or (Confidential) alongside it. It is very important to pick the right category as Documents categorised with a Public type will be published online for the public to view whereas those categorised with a Confidential type can only be viewed by Galway County Council staff.

Document type	Uploaded
Applicant Consent to Agent	No
Newspaper Notice	No
Site Notice	No
Site layout plan	No
Site location map	No

Type

Please Select

PDF to upload

Choose Files

No file chosen

- Payment Tab

Application Details

Save as draft

Discard changes

If you have any questions, please see our [FAQs](#) page

Place

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Payment

☐ This application is being paid by electronic fund transfer

Fee Payable

Enter the fee payable

Basis of calculation

Content limited to 500 characters, remaining: 500

Submit application and pay now

Save as draft

Discard changes

If you have any questions, please see our [FAQs](#) page

If any required fields are left blank, a red banner will appear at the top of the page with an error message. You must update your application to submit your application.

- Please check you have uploaded all required docs.
- Please upload *Site Notice*


This service is currently in beta.

1 Application Details

Application Details

## Editing an application

1. To edit an existing application that you created, login to the Local Government Online Planning portal.
2. Click on the dashboard button.
3. Click on the edit button next to the application you would like to edit.



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My planning

Log out

## Planning

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## Applications

New application.

Please click on the link to view or edit an application

Project Name	Local Authority	Temporary Reference	Type	Applicant Name	Date	Status	
User Guide	Galway County Council	120000000959	Permission	Cowboy Wrangler	08th December 2021	Draft	Edit Delete

- Press the save as a draft button to save all changes.

## Uploading documents

- To upload a document, click on the supporting documents tab of the application.

Application Details

Upload
Discard changes

If you have any questions, please see our [FAQs](#) page

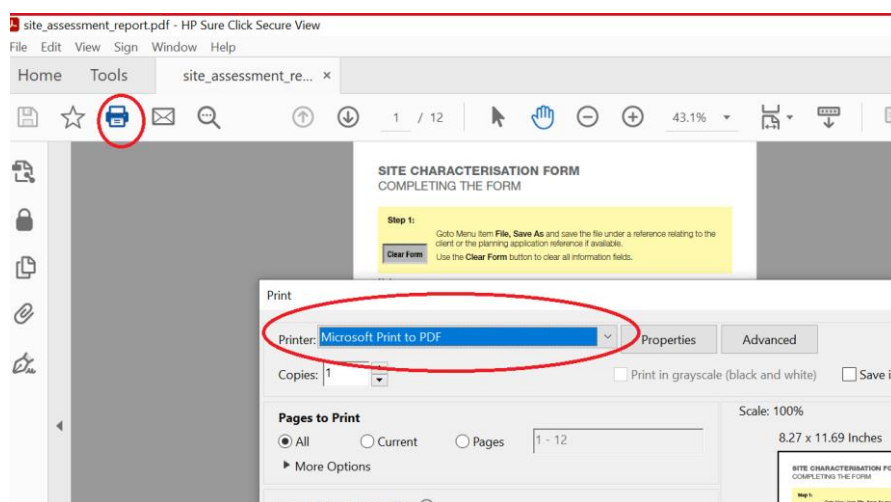
Place
Proposal
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Supporting documents
Payment

- Select the Document-type e.g., Newspaper Notice from the dropdown menu. Then select the document you would like to upload. Individual documents must be no larger than 20MB and **must be in PDF format**. You can optionally include a comment about the document in the Description field. Users are encouraged to avail of compression processes in order to get file sizes down before uploading them to the Planning portal.

### NOTE:

Interactive Forms or Annotated PDFs must not be uploaded. Planning applications may be invalidated if such documents are uploaded. If you are working with an Interactive

Forms or Annotated PDFs, you can print the file to PDF format by clicking Print icon and selecting Microsoft Print to PDF as the printer. This will allow you to create a version of the document which is not interactive and will be suitable for upload to the back-office system.



Please note that you may also need to remove metadata from PDF files if there is personally identifiable information on it. You can do so as follows:

- a. Run Adobe Acrobat as an Administrator. ...
  - b. When the program loads, go to “File” and select “Properties.”
  - c. A window will appear. ...
  - d. This will display the PDF's metadata. ...
  - e. Choose to remove it, and then click “OK.”
3. As you upload documents, for each document you will select a document-type e.g., Newspaper Notice. Each document-type has either (Public) or (Confidential/Internal) alongside it. It is very important to pick the correct category as Documents categorised with a public type will be published online for the public to inspect whereas those categorised with a Confidential/Internal type can only be inspected by Council staff.

<b>Type</b>	<b>PDF to upload</b>
<div>Please Select ▼</div>	<div>Choose Files No file chosen</div>

4. Click on the upload button.

Upload

5. A maximum of **five** documents can be uploaded at a time. If you have additional documents to upload, repeats steps 2-4 as necessary.



## Uploading documents Further information

Uploading documents at the further information stage (if applicable) will require the same steps. You will receive an email from the LA requesting additional documents. Follow the steps above to upload any documents at the further information stage.

## Deleting documents

To delete a document, your application must be in draft status.

1. Go into the supporting documents tab
2. Scroll to the bottom of the page. Tick the box in the delete column next to the document you would like to delete.

File Name	Document Type	Visibility	Description	Created	Download	Delete
test_1.pdf	Newspaper Notice (Public)	Published online		07/12/2021	<a href="#">Download</a>	<input checked="" type="checkbox"/>

3. Click on the upload button.

Upload


4. Once the page is refreshed, the document will be deleted from the list of uploaded documents.

File Name	Document Type	Visibility	Description	Created	Download	Delete
You have yet to upload documents						

## Deleting a planning application

To delete a planning application, your application must be in draft status.

1. Start at the homepage, click on the Dashboard button.
2. Find the application you would like to delete. Click on the delete button next to the application title.



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My planning

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Cloning application *User Guide*

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This service is currently in beta.

Applications

New application

Please click on the link to view or edit an application

Project Name	Local Authority	Temporary Reference	Type	Applicant Name	Date	Status	
User Guide	Galway County Council	120000000959	Permission	Cowboy Wrangler	08th December 2021	Draft	Edit Delete

3. A green banner will appear with the message ‘Application ‘title’ deleted.



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Log out

Planning

Application *User Guide* deleted.

4. Your application is now deleted and will no longer appear on your planning dashboard.

## Withdrawing a planning application

To withdraw a planning permission application, contact your planning authority to withdraw your application.

## Cloning a planning application

You can clone an application at any stage (draft, submitted, etc.,).

1. To clone a planning application, click on the Planning dashboard button on the homepage.
2. Next to the status column, click on the word clone to create a copy of an existing application.

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My planning Log out

## Planning

Cloning application *User Guide*

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### Applications

New application

Please click on the link to view or edit an application

Project Name	Local Authority	Temporary Reference	Type	Applicant Name	Date	Status	
User Guide	Galway County Council	120000000959	Permission	Cowboy Wrangler	08th December 2021	Draft	<a href="#">Edit</a> <a href="#">Clone</a>

- Fill in the Application title, Local Authority, and Type of planning permission. Tick the box to agree to the terms and conditions. Click on the clone application button.

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My planning Log out

## Cloning Application: Exempt Payments

This service is currently in beta.

### Applications Details

Application title \*

User Guide

Local Authority \*

Galway County Council

Type of planning permission \*

PERMISSION

☐ I have read and understood the [terms and conditions](#) of using this site \*

I have read and understood the [terms and conditions](#) of using this site

Clone application

- A green banner will appear with the message 'Cloning application 'application title''.



## Planning

Cloning application *User Guide*



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Planning

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This service is currently in beta.

## Applications

New application.

Please click on the link to view or edit an application

Project Name	Local Authority	Temporary Reference	Type	Applicant Name	Date	Status	
User Guide	Galway County Council	120000000959	Permission	Cowboy Wrangler	08th December 2021	Draft	<a href="#">Edit</a> <a href="#">Clone</a> <a href="#">Delete</a>

## Payment method

You have the option of paying by **credit card/debit card**, or **electronic fund transfer (EFT)**.

- If paying by **credit card/debit card**, enter the fee amount, and basis of fee calculation.  
Click on the submit application and pay now button.  
You will be redirected to the LA payment website where you will enter your card details. You will receive a receipt by email after a successful payment.

**Payment**

☐ This application is being paid by electronic fund transfer

**Fee Payable**

34

Enter the fee payable

**Basis of calculation**

Based on number of houses

Content limited to 500 characters, remaining: 475

[Submit application and pay now](#)

[Save as draft](#) [Discard changes](#)

If you have any questions, please see our [FAQs](#) page

- If paying by **EFT**, tick the box next to 'This application is being paid by electronic fund transfer'.

Enter the EFT reference number, the fee amount, and basis for fee calculation.  
Please note: to pay using EFT you will need to contact you planning authority to get bank account details to enable the electronic transfer to happen.

Click on the submit application button.

**Payment**

☒ This application is being paid by electronic fund transfer

**Please provide the EFT reference**

123456789

**Fee Payable**

34

Enter the fee payable

**Basis of calculation**

Based on number of houses

Content limited to 500 characters, remaining: 475

[Submit application](#)

[Save as draft](#) [Discard changes](#)

If you have any questions, please see our [FAQs](#) page

- In the instance that the application is **exempt** from planning fees, in the Proposal tab, tick the box next to 'This application is exempt from a payment fee'.

You will need to provide additional documentation as evidence of eligibility.

#### Details of Payment Exemption

☒ This application is exempt from a payment fee

If exemption from payment of fees is being claimed under article 157 of the 2001 Regulations, evidence to prove eligibility for exemption should upload a Certificate of Incorporation as Supporting Documentation.

In the payment tab, click on the submit application button

Place	Proposal	People	Supporting documents	Payment
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Payment

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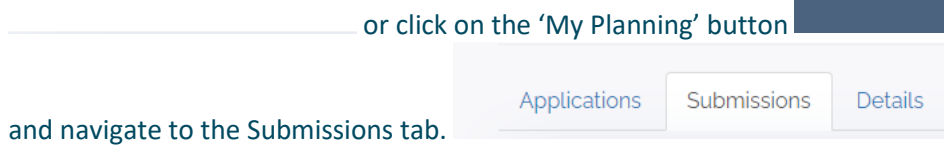
Submit application

# Making a Submission on a Planning Application

## Making a Submission on the Portal

You can now make an Observation or Submission on a valid Planning Application through the Online Planning Portal. To do so, follow the steps below:

1. Log on to <https://planning.localgov.ie> using your username and password. If you are not registered, just follow the details above.
2. You can then either click on the 'Make a Submission' button on the home screen



From here, click on the 'New Submission' button.

3. On the next screen, you must first select the Local Authority for the Planning Application.
4. Next enter the file number of the Planning Application. If you're unsure of the file number, you can search for the Planning Application using the 'Find a Planning Application' function on the homepage of the Portal (see page 9 of this document for more details).
5. Once you've entered these details, you will be taken to the 'Add new submission' screen. This screen will be automatically populated with details about the Planning Application, and also with details about yourself as a Submitter that would have been provided when you registered with the Portal.
6. You can then either fill out details about your Submission using the 'Text of Submission' box on screen, upload a .pdf file containing details about your Submission or both.
7. Some notes on uploading documents to the Portal: Individual documents must be no larger than 20MB and **must be in PDF format**. Users are encouraged to avail of compression processes in order to get file sizes down before uploading them to the Planning portal.
8. Next, you will be asked 'Is payment required for this submission?' In most instances it is and the cost is €20. In the following instances, payment is not required:
  - a. If you are an elected member of a Local Authority
  - b. If this is your second submission on a Planning Application due to Significant Further Information having been submitted by the Planning Applicant.

9. If you are paying for the Submission, click 'Pay and Submit', followed by 'Continue to Payment'.
10. You will then fill out your Debit or Credit Card details and press on 'Pay Now'.
11. Once your payment has gone through, you will be brought back to the Submissions dashboard. This dashboard has a list of all the Submissions you've made with your most recent one at the top. Your Submission will have a State of Submission Pending.
12. You should receive 2 emails from the system after you've made your Submission.
  - a. An email with details about the payment you've made
  - b. A notification stating that your Submission has been sent to the Local Authority for examination.
13. The Planning Authority that you've sent the Submission to will then examine it and decide whether the Submission should be Acknowledged or Returned. Once they have done this, you will receive an email notification. The State field on the Submissions dashboard will also change to reflect the decision that has been made by the Planning Authority.



## User Help

## Service request

Use the contact form for any issues you have on the Local Government Online Planning portal. For any planning specific questions, reach out to the Local Authority to which your planning permission applies.

Fill out a Contact form for assistance for any issues in submitting a planning application. Take note of the error message (if applicable). You will receive an email confirmation of the service request.

This Contact form is only for issues relating to the [planning.localgovie](#) website. For issues relating to Planning Legislation, please go to [\(Link to area with information on Planning Legislation\)](#).

Name \*

Email \*

Local Authority Area \*

- Select -

Category of Issue \*

Other

Subject \*

Message \*

Submit