IPART Independent Pricing and Regulatory Tribunal | NSW

User guide: Navigating the LG Portal and trouble-shooting

This guide steps through the basic functionality of the LG Portal, helping users to easily find what they need.

Main log-in page

The user's log in page should look similar to the picture below. If you need to get access to the LG Portal, please see our guide *Register the council, add and manage new users*. Each numbered box is described below.
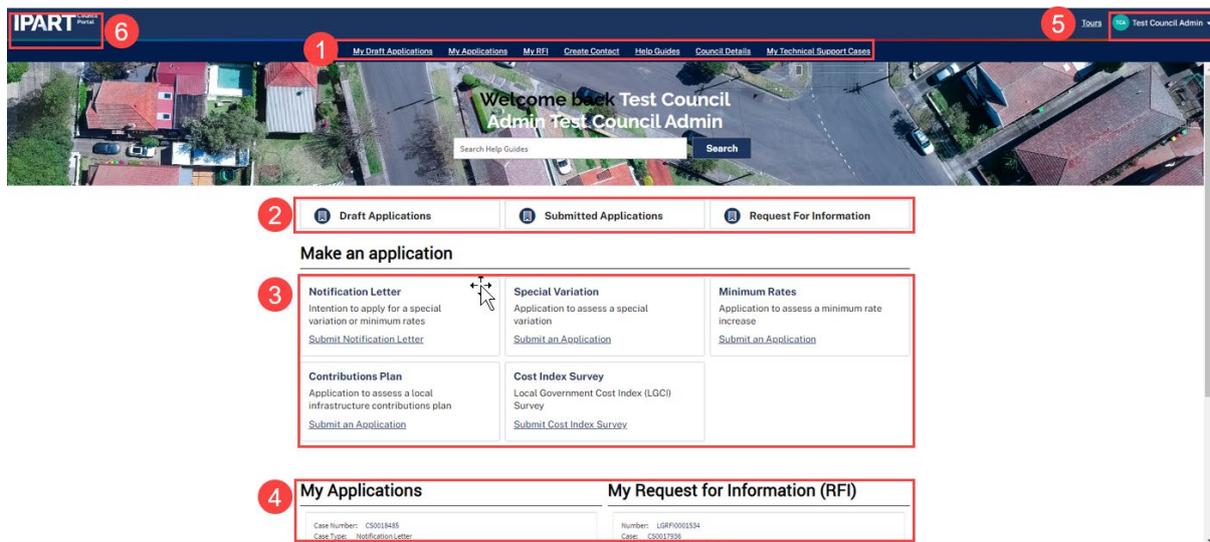
1.   User's taskbar

The links at this taskbar allow a user to access and manage **their** work tasks, including:

- drafts that they have started, including to edit or to view status, start dates and updates

- applications they have submitted

- RFIs (requests for information) specific to them

- technical support requests.

Those with Council Admin permissions can also:

- create new contacts

- See council details and manage users and their assigned access. A 'Contacts' link at the bottom left of the page provides access to all organisation contacts.

2. **General function taskbar**

These links allow a user to access all the drafts, applications and RFIs for the organisation, for the functions they have access to. For instance, if a user has 'special variations' access, they should be able to see the special variations documents for their Council.

3. **Portal to create and submit applications**

These links will take you to the applications pages. Each user will only see the tiles for the functions they have access to.

4. **Quick access**

See an overview of applications in progress and RFIs.

5. **Your profile**

Update your details and log out at the end of a session.

6. **IPART Icon - Home button**

Click the IPART icon to return to the home screen (i.e. what is shown in the screen shot above)

Trouble shooting and technical issues

Also see our user guides:

- *Submitting Special Variation and Minimum Rates applications*
- *Submitting Developer Contributions Plans for review*
- *Register the council, add and manage users*

For **urgent issues**, please contact IPART staff on (02) 9113 7730 or at localgovernment@ipart.nsw.gov.au

For **non-urgent issues** please raise a technical support case using the following steps (see screen shot below):

1. At the top of your screen, select 'My Technical Support Cases'

2. Select 'New' to start a new case

My Draft Applications   My Applications   My RFI   Create Contact   Help Guides   Council Details   My Technical Support Cases ①

Home > **My Technical Support Cases**

② **New**

☰ My Technical Support Cases

No records in My Technical Issue using that filter