

# 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.

IPART 6	Mr. Dart Aceleators Mr. Aceleators Exercised	My RPI Create Contect Hele Guides	ConstDetails Mr.Technool Support Cases Incil nin Search	5 Dars Test Council Ader				
2	Draft Applications	Submitted Applications	Request For Information					
	Make an application							
3	Notification Letter Intention to apply for a special variation or minimum rates Submit Notification Letter	Special Variation Application to assess a special variation Submit an Application	Minimum Rates Application to assess a minimum rate increase Submit an Application					
	Contributions Plan Application to assess a local infrastructure contributions plan Submit an Application	Cost Index Survey Local Government Cost Index (LGCI) Survey Submit Cost Index Survey						
	My Applications	My Request	for Information (RFI)					
4	Case Number: CS0018485 Case Type: Notification Letter	Number: LGRP000153 Case: CS0017936	4					

#### 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 (O2) 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	<u>My RFI</u>	Create Contact	<u>Help Guides</u>	<u>Council Details</u>	My Technical Support Cases		
Home > My Technical Support Cases									
2	New			J.					
E My Technical Support Cases									
No rec	ords in My Technical Issue using	g that filter							