

Sending a message to an applicant or agent

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1.Introduction

One of the purposes and benefits of Submit-a-Plan is better communication between the local authority and applicant/agent. As well as updating the applicant about the progress of their application using the **'application status'** tool, the applicant can be contacted about their application by the local authority, and vice versa, using the **'Email'** function. A message sent goes directly into the authority or applicant/agent account and they're sent a notification of a new message received.

The benefit to this? Being able to communicate via the **'Email'** message function in conjunction with the **'status'** tool, means applicants will be less nervous and worried about the progress of their application, meaning you as an authority spends less time answering inquiry phone calls. In addition, keeping the applicant in peace of mind improves their experience of submitting applications to your authority and their opinion of your customer service. Happy customers mean returning customers.

2.Logging in and selecting an application

The first step is to log on to your **DSLIVE** account at www.dataspacelive.co.uk.

Go to your **'Applications'** tab and when you have found the relevant application, open the application as usual by selecting it and clicking the **'View'**  icon on the toolbar or right clicking on the application.

3. Sending a message

Application Correspondence

Once you have opened an application you will need to go to the the **'Application Correspondence'** tab which is where any messages sent between you and the applicant.

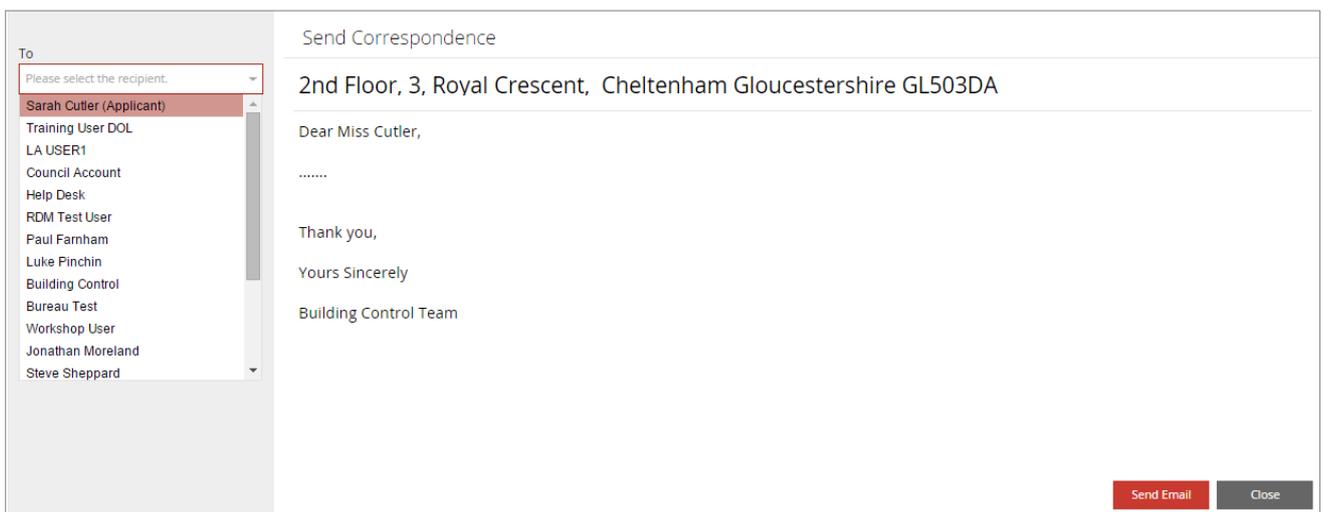
To send a message to the applicant's account click on the **'Email'**  button on the tool bar.

A new email message will open and by clicking in the main box, you can type any message to the applicant/agent you wish.

The address of the work location will be inserted automatically as the email subject. You can edit this subject by double clicking on its text.

Select the applicant as your recipient from the drop down menu on the left hand side.

When you are ready to send your message click **'Send'** at the bottom right of the screen. If you wish to cancel click the **'Cancel'** button at the bottom right of the screen.



To

Please select the recipient.

- Sarah Cutler (Applicant)
- Training User DOL
- LA USER1
- Council Account
- Help Desk
- RDM Test User
- Paul Farnham
- Luke Pinchin
- Building Control
- Bureau Test
- Workshop User
- Jonathan Moreland
- Steve Sheppard

Send Correspondence

2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA

Dear Miss Cutler,

.....

Thank you,

Yours Sincerely

Building Control Team

Send Email Close

Once you have sent the email, you will it logged under the 'Application Correspondence' tab, along with any replies from the applicant/agent.

Application > 15/4321/EFP > 2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA

Received Applications Archived Applications {405-354639-37472164}

Download Options

Download Email Event

on Details Application Documents Application Status Application Payments Application Activity **Application Correspondence**

From	Subject	Received
Date: 29 June 2015 (1 Message)		
LA USER1	Message: 2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA {-7472164-4261-}	Mon 29 June 2015 15:47:46

Displaying 1 Message(s)

We hope you found this guide helpful.

For support please email helpdesk@resolutiondm.com or call 01242 260505.



www.resolutiondm.com 01242 260505 helpdesk@resolutiondm.com