

## Updating an Application Status

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### 1. Introduction

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This guide is aimed at a brief introduction and demonstration of the application '**Status**' function in DataSpace Live. Updating an application status is quick and easy and not only allows everyone in your department to see the stage an application has reached, but also the applicant.

When you update the status of an application in DSLive, it is also updated in an applicant's account, allowing them to keep track of their application. This not only keeps the applicant updated and in peace of mind providing **great customer service** for your clients, but also will reduce the time you spend answering calls from applicants worrying about whether their application has progressed because they haven't heard anything. This makes for a **more efficient process** for all parties involved.

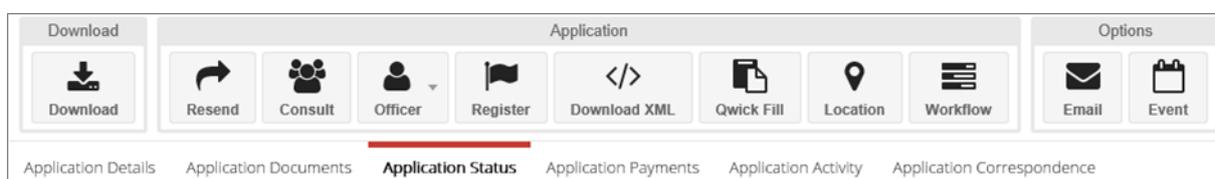
### 2. Logging in and selecting an application

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The first step is to log on to your **DSLive** account at [www.dataspacelive.co.uk](http://www.dataspacelive.co.uk).

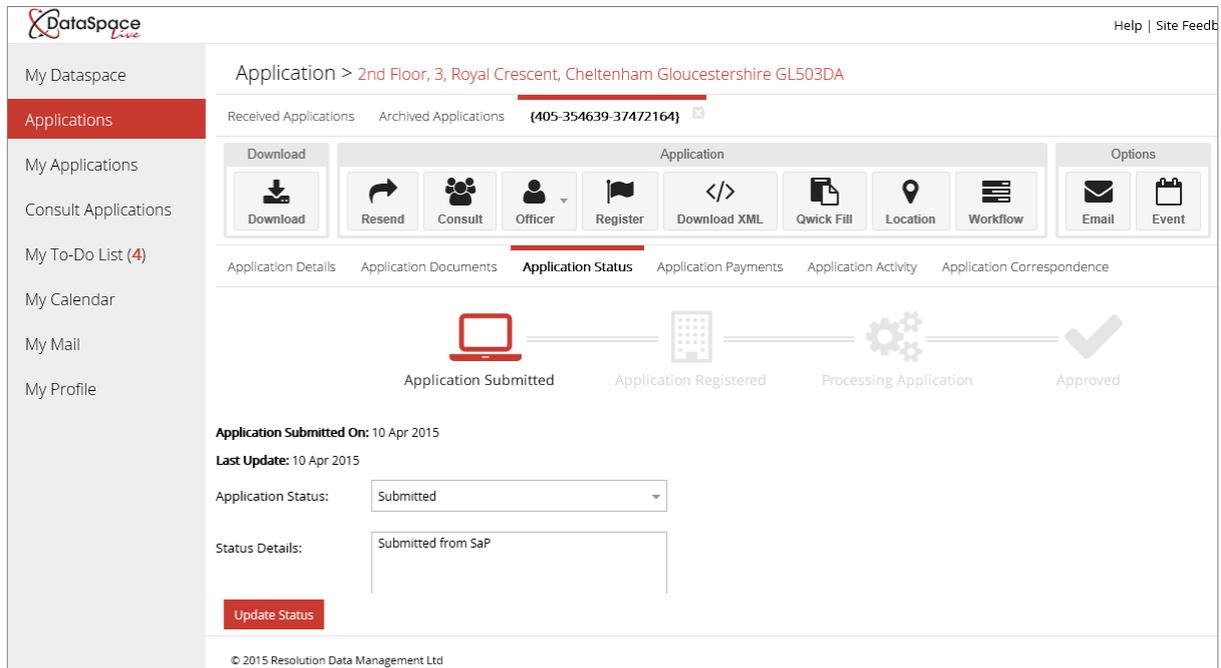
Go to your '**Applications**' tab and when you have found the relevant application, open the application as usual by selecting it and clicking the '**View**'  icon on the toolbar or right clicking on the application.

You now need to open the '**Application Status**' tab below your tool bar.



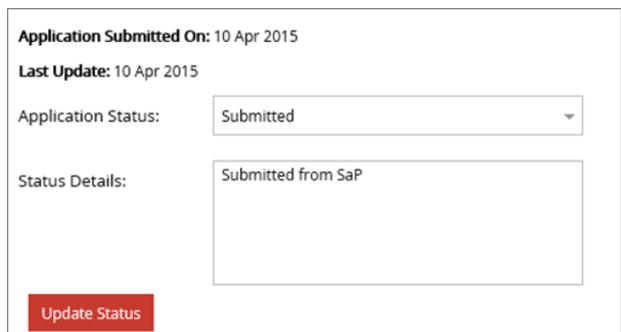
### 3.The 'Application Status' Tab

The below image shows the 'Application Status' tab open.



The 'Update Status' box appears at the bottom of the page.

When an application is submitted the status is automatically set by default to 'Submitted'.



You will also notice a 'Status Bar' with different icons for the four status stages. As you update the status in the 'Update Status' box, the relevant icon will be highlighted.

 Application Submitted

 Application Registered

 Processing Application

 Application Approved    Approved with Conditions    Rejected    Withdrawn

The last icon will change to one of the above depending on the outcome selected.

## 4.Updating a Status

To update the application status, click on the drop down menu on the **'Update Status'** box.

The current status set will be highlighted in dark pink. The new status you select will be highlighted in lighter pink.

Once you have selected your status you can add a message in the **'Status Details'** box below. The applicant **does not** see this message, it is for the authority's use only. The message will appear in the status column of the application in your list of applications (see below).

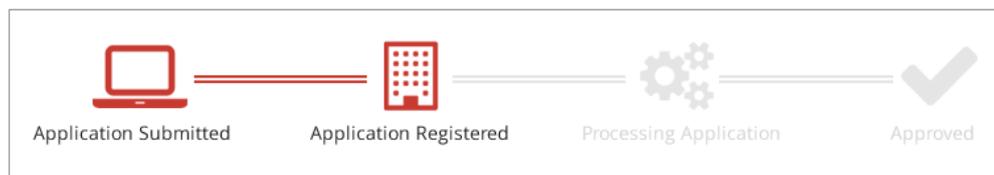
Clicking the red **'Update Status'** button will update the application status and save the message. The date a status was last updated will always be saved.

Update Status

The left screenshot shows the 'Update Status' dropdown menu with the following options: Submitted, Registered, Processing, Approved, Approved With Conditions, Rejected, and Withdrawn. The 'Registered' option is highlighted in a lighter pink color. The 'Update Status' button is visible at the bottom left.

The right screenshot shows the 'Update Status' button at the bottom left and the 'Status Details' text area with the placeholder text 'Type Message here...'. The 'Registered' status is selected in the dropdown menu.

Once you have changed the status, the relevant icon on the **'Status Bar'** should also be highlighted.



Back in your **'Applications'** tab, you will see the updated status and message in the **'Status'** column.

Applications > Received Applications

Received Applications Archived Applications

View Download Create Search Refresh

Applicant Name	Agent Name	Work Location	Submission ID	Back	Application ID	Submitted Date ↓	Status	In Co
Sarah Cutler		2nd Floor, 3, Roy...	{405-354639-3...			10 Apr 2015	Registered: Type Message here...	
Sarah Cutler		2nd Floor, 3, Roy...	{405-354639-3...			02 Apr 2015	Submitted from SaP	
Sarah Cutler		2nd Floor, 3, Roy...	{405-354639-3...		14-4321-FULL	02 Apr 2015	Submitted and registered in DataSpace	

## 5. What does the Applicant see?

Applicants have their own 'Application Status' and 'Application Activity' tabs in their DataSpace Live account where they can view the status of their application and keep track of the progress it is making.

In their 'Application Status' tab, they can view the 'Status Bar' with the status that has been applied and the date this was updated. The same information appears in their 'Application Activity' tab.

Applicants do not have the same functions in these tabs as authorities, they are much simpler tabs where they can simply view any updates to their application status. The below images demonstrate what the applicant can see in their tabs. You'll notice that any message which may have been added to the status by the authority is not made available to them.

Application Submitted On: 10 Apr 2015  
Last Update: 17 Apr 2015

Date/Time	User	Activity
17 April 2015 11:42:17	Mr. Paul Farnham	Application status updated to, Registered

We hope you found this guide helpful.

**For help or support** please email [helpdesk@resolutiondm.com](mailto:helpdesk@resolutiondm.com) or call 01242 260505.