



# Viewing and Downloading Applications and their Documents

## **Contents:**

1.	Logging in to your DataSpace Live account	p.1
2.	Viewing an application	р.1
3.	Application tabs	p.2
4.	Viewing and downloading	p.3
		P

## 1. Logging in and selecting an application

The first step is to log on to your **DSLive** account at <u>www.dataspacelive.co.uk</u>.

Go to your **'Applications'** tab on the left hand side menu and when you have found the relevant application simply double-click to open it. Alternatively you can select it by clicking on it in the list and press the **'View'** icon on the toolbar

My Dataspace	Applications	Applications > Received Applications						
Applications	Received Application	Received Applications Archived Applications						
My To-Do List (1)	View Downle	ad Create	QCCSearchRefreshCopy					
My Calendar	Applicant Name	Agent Name	Work Location Submission ID Back Office ID	Application ID	Submitted Date 🗍	Status	In Consult	Downloaded
My Address Book Paul Farnham		Plot 17: 28, T {405-367785	09 Feb 2016	Submitte				
· ·		Paul Farnham	28, Tesla Cou {405-367785		09 Feb 2016	Submitte		
My Mail (1)		Paul Farnham	28, Tesla Cou {405-367785		09 Feb 2016	Submitte		
		Paul Farnham	28, Tesla Cou {405-367785		09 Feb 2016	Submitte		

## 2. Viewing an application

An open application should look like the below image.

My Dataspace	Application	Application > FUL6789 > 2, 3, royal crescent, cheltenham chel glos gl50 3da														
Applications	Received Application	Received Applications Archived Applications FUL5789														
My To-Do List (1)	Download		Docu	ments			C	ptions								
My Calendar	Download	View E	dit Download	Upload -	Create	C	Email	Event								
My Address Book	Details Docume	nts Status	Payments Activity	Correspond	dence											
My Mail (1)	- 🖨 Application	Documents	Name		Description		Drav	ving	Sht.	Rev.	Size	Origin	Created Date	Last Updated	0	-
	🕒 Original	. 1	AF(405-54550-061	15020154).pdf	Application P	Form	AF1		1	A	54.67 KB	Original	06 Dec 2015	06 Dec 2015	0	) <b>PU</b>
	S Revised	1	a2a33cb366be425	ce063c05fcb00	a2a33cb366	be425ce063c05fcbl	1936	653607_927	1		59.01 KB	Additional	27 Jan 2016	27 Jan 2016	0	) <b>PM</b>
	Superso	nded														
		Folders														
	PlanSha	ire														
	Add Rem	ove												Displaying 2 Dr	ocume	nt(s)
	© 2016 Parolution Dat	a Management Ltd														

### 3. Application Tabs

Application Documents

Whenever an application is open, it will open to the **'Application Documents'** tab (see above image). It is under this tab that the application form will be listed and you will be able to view it.

#### Application Details

Under the **'Application Details'** tab will be listed all the application, applicant and agent details and information entered into the application form by the applicant.

Application Overview	Submission ID: {405-354639-37488728}	Application Submitted By: Sarah Cutler				
Work Location		Application Submitted Date: 17 Apr 2015				
Applicant Details	Overview of application details					
Agent Details	Description: zz Resolution Data Mana	gement Ltd zz :Full Plans Submission				
Full Details	Application submission Date: 17 Apr	2015				
	Application submitted by: Sarah Cutle	er				
	Submit-a-Plan submission ID: {405-33	Submit-a-Plan submission ID: {405-354639-37488728}				
	DataSpace Application ID:	DataSpace Application ID:				
	Back Office System ID: 15/1234/EFP					
	Brief Description of the application: Single storey extension					
	Location of the Work: 2nd Floor, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA					

#### Application Status

Under this tab you can update the status of an application from 'submitted' to 'registered' to 'processing' to 'approved' or 'rejected' and so forth.

The updated status will appear in the applicant's or agent'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 the progress of their application.

How do I do this?...

## Download a guidesheet or video tutorial the DSLive Help Hub http://www.resolutiondm.com/dslivehelphub



Application Correspondence

Listed under the **'Application Correspondence'** tab will be 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.

## 4. Viewing and downloading

## Downloading an entire application

You can download an entire application by clicking on the **'Download whole application'** button. This will download a zip of all the documents to your computer.

My Dataspace	Application > 5UL6789 > 2, 3, royal crescent, cheltenham chel glos gl50 3da											
Applications	Received Applications Archived	Received Applications Archived Applications FUL6789										
My To-Do List ( <b>1</b> ) My Calendar	Download Download View	Documents	Create Refresh	Options Email Event								
My Address Book	Details <b>Documents</b> Status	Payments Activity Correspond	dence									
My Mail (1)	Application Documents	Name	Description	Drawing	Sht.	Rev.	Size	Origin	Created Date	Last Updated	۲	
	Criginal	AF{405-54550-061115020154}.pdf	Application Form	AF1	1	Α 5	54.67 KB	Original	06 Dec 2015	06 Dec 2015	0	<b> N</b>
	Revised	a2a33cb366be425ce063c05fcb00	a2a33cb366be425ce063c05fcb00	1936_653607_927	1	- 5	59.01 KB	Additional	27 Jan 2016	27 Jan 2016	0	

## Viewing an application form or document

There are two ways of viewing an application form or document, using the DataSpace Live Document Viewer which contains tools for measuring and marking up documents, or as an Adobe PDF document.

#### DataSpace Live Document Viewer

To view the document using the DataSpace Live Viewer, in the '**Application Documents'** tab you can either double click on the document to open it, or, click on the form once to select it and then either press the '**View**' () icon on the toolbar or right click on the application and select '**View application**' ().

If your internet browser is blocking pop-ups you may be prevented from viewing a document in the viewer. You will need to unblock pop-ups for DataSpace Live:

#### How do I do this?...

Download a guide or watch a video tutorial at the DSLive Help Hub http://www.resolutiondm.com/dslivehelphub

Markup Measure	
Fraser Redact Text Note	Stamp - Highlight Line Arrow Select Markup Save Markup
Pages	

#### Adobe PDF Document Viewer

To view an application form or document as an Adobe PDF document, right click on the form and select **'Open with Adobe Acrobat'** from the drop down list. You will notice when you hover over the document a small blue tool bar appears offering you buttons to **'Save'** or **'Print'** the document if you wish.

Description	Drawing		Sht.	Rev.	Size	Origin
Application Form	۲	View	Docum	ent		iginal
••	۶	Open	robat	0		
		Open	with Mi	crosoft	Word	



## Downloading an application form or document

To download a PDF a form or document to your computer system, in the **'Application Documents'** tab you can either click on the document once to select it and click the 'Download' button on the tool bar, or right click on the application form and select **'Download Document'** from the drop down list.



To download multiple documents at one time, simply hold the '**Ctrl'** key on your keyboard and click the documents to highlight them all. Then simply right click on one of the documents and select download. This will download all the documents you have selected.

	Download File
8	Your file is ready to download. Please click on the "Download File" button to continue.
	Download File Close

We hope you found this guide helpful.

For support please email <u>helpdesk@resolutiondm.com</u> or call 01242 260505.



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