Viewing and Downloading Applications and their Documents
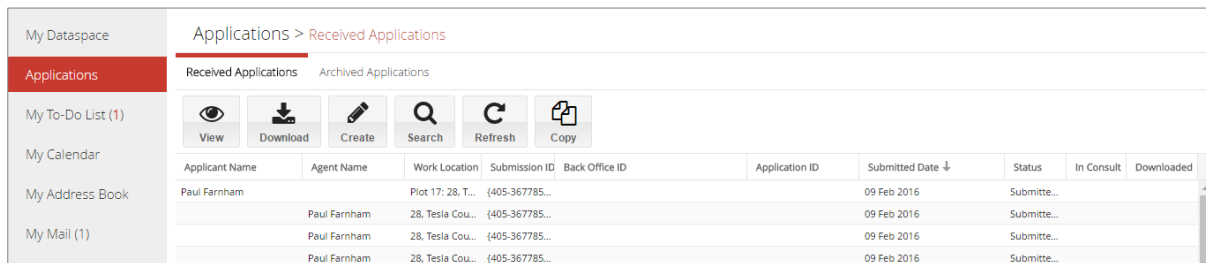
Contents:

1. 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 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

2. Viewing an application

An open application should look like the below image.
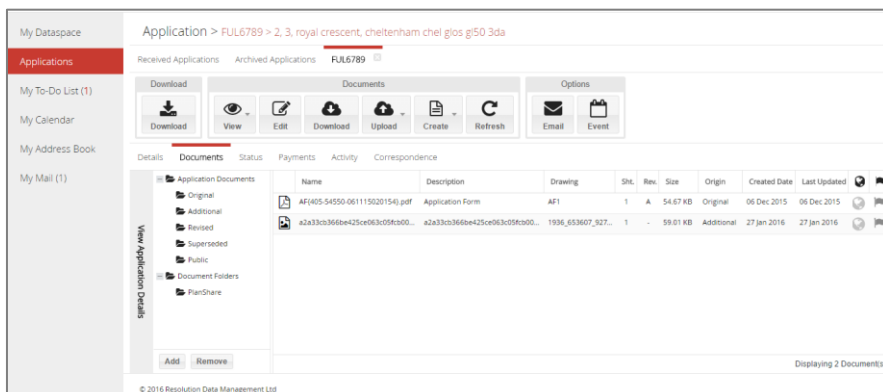
3. Application Tabs

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		
Agent Details	**Overview of application details**	
Full Details	**Description:** zz Resolution Data Management Ltd zz :Full Plans Submission	
	Application submission Date: 17 Apr 2015	
	Application submitted by: Sarah Cutler	
	Submit-a-Plan submission ID: {405-354639-37488728}	
	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 Submitted — Application Registered — Processing Application — Approved
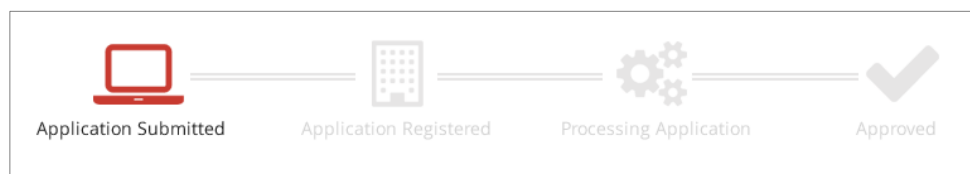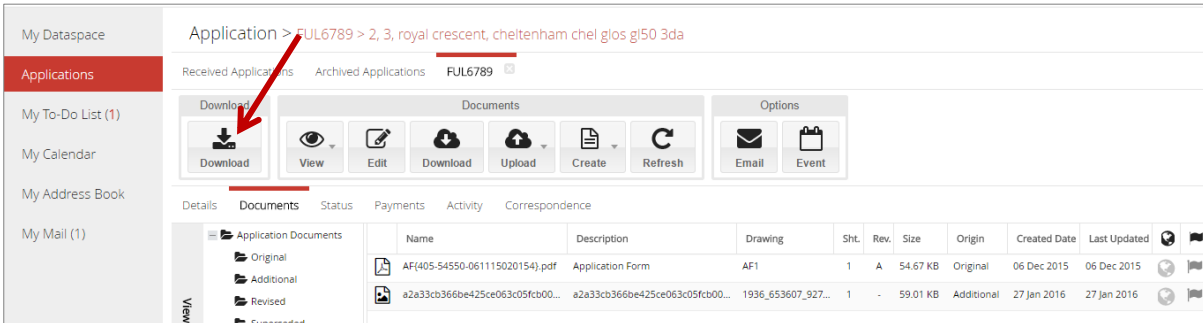
Application Correspondence	Listed under the **'Application Correspondence'** tab will be any messages sent between you and the applicant.

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.

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
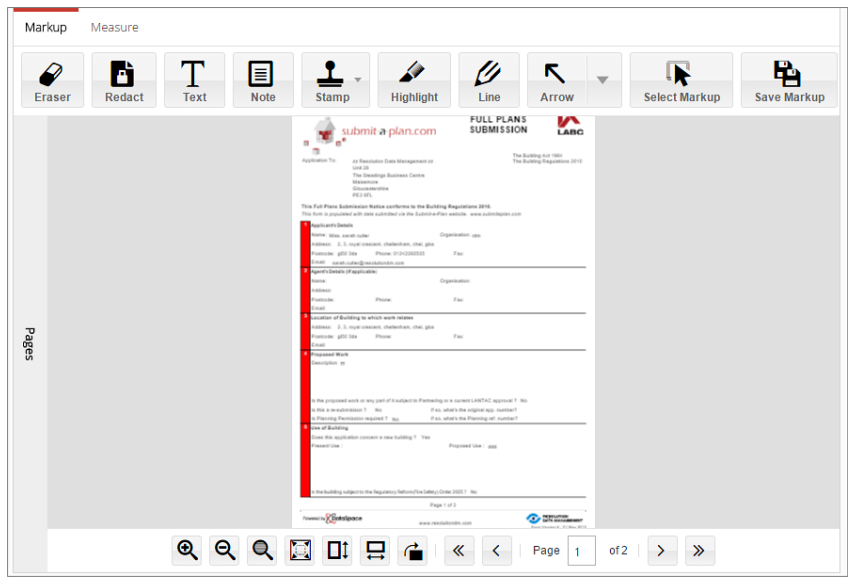
Adobe PDF Document Viewer

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.

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.
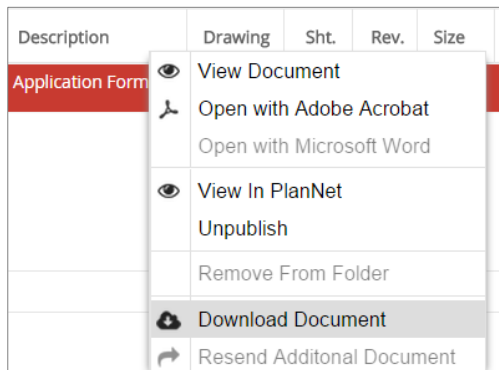
To download multiple documents at one time, simply hold the '**Ctrl'** key on your keyboard and click the documents to highlight them all. Then simply right click on one of the documents and select download. This will download all the documents you have selected.
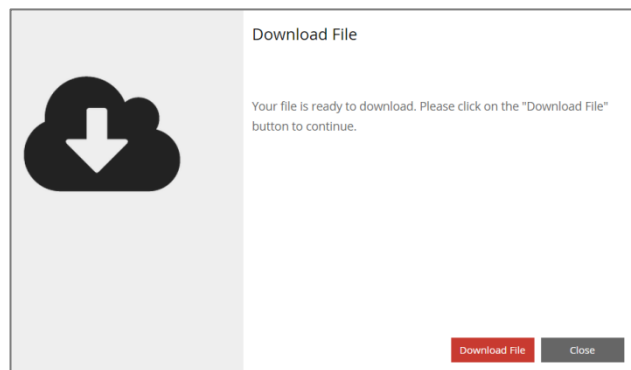
We hope you found this guide helpful.
For support please email helpdesk@resolutiondm.com or call 01242 260505.