



Viewing and Downloading Applications and their Documents

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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 > Rece	vived Applications						
Applications	Received Applications Arcl	hived Applications						
My To-Do List (1)	View Download	Create Search	C C Copy					
My Calendar	Applicant Name Agent	Name Work Location	Submission ID Back Office ID	Application ID	Submitted Date 4	Status	In Consult	Downloaded
My Address Book	Paul Farnham	Plot 17: 28, T	{405-367785		09 Feb 2016	Submitte		
	Paul Fa	arnham 28, Tesla Cou	{405-367785		09 Feb 2016	Submitte		
My Mail (1)	Paul Fa	arnham 28, Tesla Cou	{405-367785		09 Feb 2016	Submitte		
	Paul Fa	arnham 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 >	FUL6789 > 2,	3, royal crescent,	, cheltenharr	n chel glos	gi50 3da										
Applications	Received Applications Archived Applications FUL6789															
My To-Do List (1)	Download		Docu	iments			C	ptions								
My Calendar	Download	View Ed		Upload -	Create	C	Email	Event								
My Address Book	Details Documer	n ts Status P	ayments Activity	Correspond	dence											
My Mail (1)	- 🖨 Application		Name		Description		Drav	ving	Sht.	Rev.	Size	Origin	Created Date	Last Updated	0	~
	Original		AF(405-54550-061	115020154).pdf	Application	Form	AF1		1	A	54.67 KB	Original	06 Dec 2015	06 Dec 2015	0)#U
		0	a2a33cb366be425	ce063c05fcb00	a2a33cb366	be425ce063c05fcbl	1936	653607_927	1		59.01 KB	Additional	27 Jan 2016	27 Jan 2016	0) PM
	View Application	ded														
	Document	Folders														
	De PlanSha	re														
	Add Rem	ove												Displaying 2 D	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 Cutl	er					
	Submit-a-Plan submission ID: {405-3	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, Re	oyal 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.

1		Application > FUL6789 > 2, 3, royal crescent, cheltenham chel glos gl50 3da										
Applications	Received Applications Archive	d Applications FL	JL6789 🛛									
My To-Do List (1)	Download		Documents		Options							
,	± ©.		A .	₿ . С								
My Calendar	Download View	Edit Downlo			Email Event							
My Address Book	Details Documents Status	Payments Ac	tivity Correspond	dence								
My Mail (1)	- 🗲 Application Documents	Name		Description	Drawing	Sht.	Rev.	Size	Origin	Created Date	Last Updated	0
	Original	AF{405-5455	60-061115020154}.pdf	Application Form	AF1	1	A	54.67 KB	Original	06 Dec 2015	06 Dec 2015	0
	Additional	a2a33cb366	be425ce063c05fcb00	a2a33cb366be425ce063c05fcb00	1936_653607_927	1		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

Yes Y
Port Submits plan.com Submits plan.com Submits plan.com Submits plan.com
t the handling underson the fragmentsy definition (Mediated Schwart (2011) the Figure 1.2.1.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2.2

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	Dra	awing	Sht.	Rev.	Size	Origin
Application Form	۲	View	Docum	ent		iginal
	۶	Open	with Ac	lobe Ac	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.



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