

Sending a message to your local authority

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1.Introduction

One of the purposes and benefits of Submit-a-Plan is to create better communication between an applicant/agent and their local authority. Using the Submit-a-Plan **'Email'** function an applicant can contact their local authority about their application and vice versa.

Any messages you send go directly from your account into the authority's account and they are sent a notification of a new message received. Any reply emails from the authority will be logged in the **'application correspondence'** tab in your application, within your account.

2.Logging in and selecting an application

The first step is to log in to your **Submit-a-Plan** account at www.submitaplan.com



Once you have logged in, click on the **'applications'** tab on the Submit-a-Plan **'Home'** page.

Select the option to **'Amend/Enquire about an existing application'** and wait for a list of your applications to load (see image below).

Existing Applications

[Make An Application](#) | [Incomplete Applications](#)

Below you will find a list of existing applications, to enquire about an existing application please click on the make enquiry link.

[First](#) [1](#) [2](#)

[Last](#)

London Borough of Lewisham Submit-a-Plan Test Application , 3, Royal Crescent, Cheltenham Gloucestershire GL503DA	Sarah Cutler	24 June 2015	view application
Oxford City Council Submit-a-Plan Test Application, 3, Royal Crescent, Cheltenham Gloucestershire GL503DA	Sarah Cutler	08 June 2015	view application

Click the red **'view application'** link on the right to go to open your application.

If this does not automatically load your application but takes you to your **'My DataSpace Profile'**, you can select your application from the **'applications'** tab on the left hand menu in your profile. Once you have clicked on the tab to open it a list of your applications will load (see image below). Double click on an application to open it.

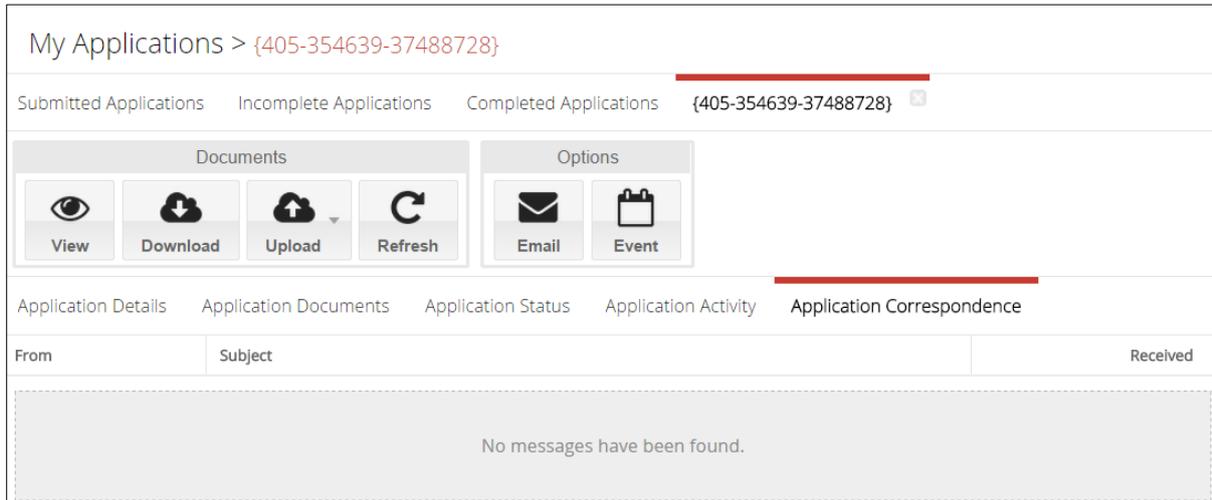
The screenshot shows the 'DataSpace Live' interface. On the left is a navigation menu with 'My Applications' selected. The main content area is titled 'My Applications > Submitted Applications' and has three tabs: 'Submitted Applications', 'Incomplete Applications', and 'Completed Applications'. Below the tabs are 'View', 'Create', and 'Refresh' buttons. A table lists applications with columns for Authority Name, Applicant Name, Agent Name, Work Location, Submission ID, and Submission Date. The table contains five rows of application data. At the bottom, there is a pagination control showing 'Page 1 of 1' and a refresh button, along with the text 'Displaying applications 1 - 16 of 16'.

Authority Name	Applicant Name	Agent Name	Work Location	Submission ID	Submission Date
London Borough of Lewi...	Sarah Cutler		Submit-a-Plan Test Application...	{188-354639-...	24 Jun 2015
Oxford City Council	Sarah Cutler		Submit-a-Plan Test Application...	{251-354639-...	08 Jun 2015
Oxford City Council	Sarah Cutler		Submit-a-Plan, 3, Royal Cresce...	{251-354639-...	08 Jun 2015
Oxford City Council	Sarah Cutler		Test Application - Submit-a-Pla...	{251-354639-...	08 Jun 2015
27 Resolution Data Mana...	Sarah Cutler		2nd Floor, 3, Roval Crescent, C...	{405-354639-...	17 Apr 2015

3. Sending a message

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 are logged.

Application Correspondence



My Applications > {405-354639-37488728}

Submitted Applications Incomplete Applications Completed Applications {405-354639-37488728} ✕

Documents **Options**

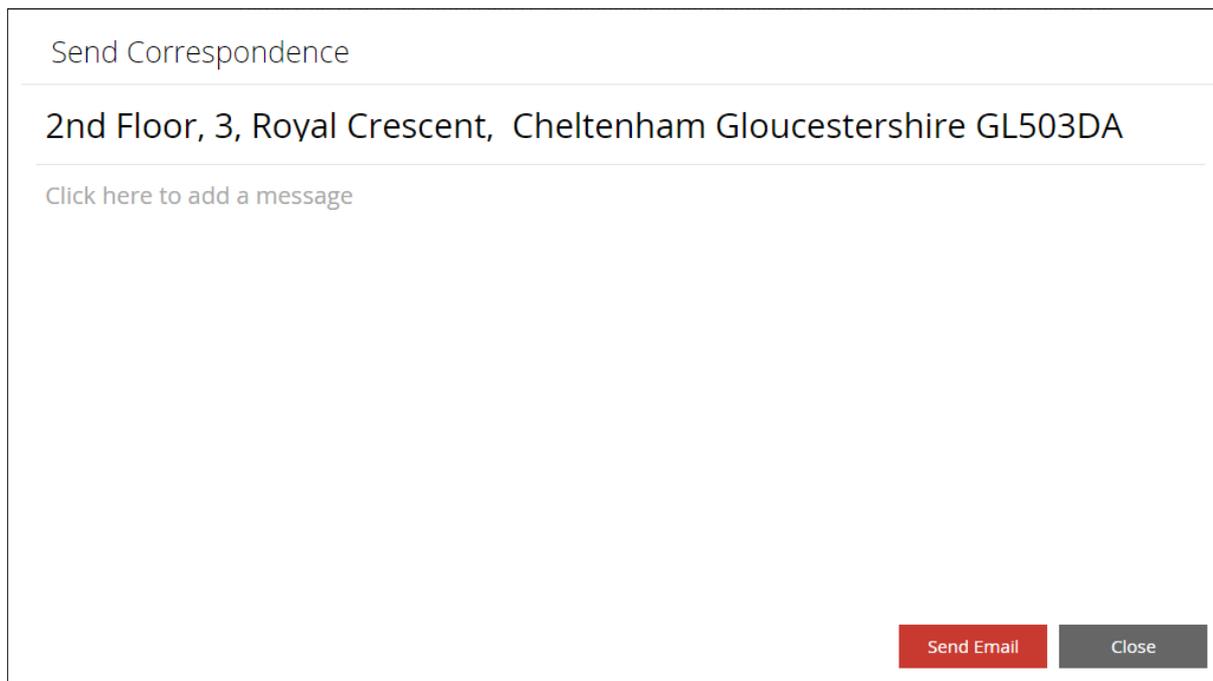
View Download Upload Refresh Email Event

Application Details Application Documents Application Status Application Activity **Application Correspondence**

From	Subject	Received
No messages have been found.		

To send a message to your local authority about your application, click on the **'Email'**  button on the tool bar.

A new email message box will open and by clicking in the main box, you can type any message or enquiry to the local authority that you wish.



Send Correspondence

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

[Click here to add a message](#)

Send Email Close

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.

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.

Once you have sent the email, it will be logged under the **'Application Correspondence'** tab, along with any replies from the local authority.

Double click on a message to open it.

The screenshot shows a web interface for 'My Applications' with the application ID {405-354639-37488728}. It features navigation tabs for Submitted, Incomplete, and Completed Applications. Below are 'Documents' (View, Download, Upload, Refresh) and 'Options' (Email, Event) sections. The 'Application Correspondence' tab is active, displaying a message table with columns for From, Subject, and Received. A message from Sarah Cutler is shown, dated 30 June 2015. The interface also includes a 'Date: 30 June 2015 (1 Message)' filter and a 'Displaying 1 Message(s)' status at the bottom right.

Watch this guide as a video tutorial:
<http://www.screencast.com/t/99H3kwDcX5>

We hope you found this guide helpful.
For support please email helpdesk@resolutiondm.com or call 01242 260505.

