

Tracking your Application's Status

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1. Introduction

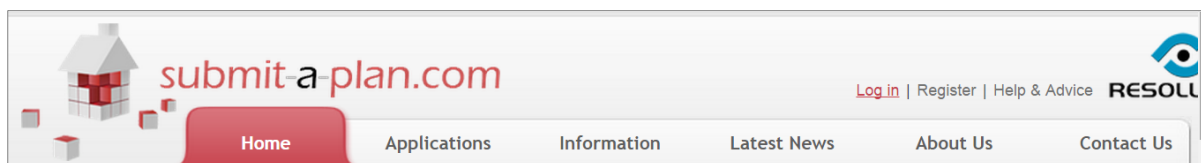
This guide is aimed at a brief demonstrating how you can track the **'status'** of your application in your Submit-a-Plan account.

Authorities have the ability to update the status of your application from their authority Submit-a-Plan account where they receive and process your applications. Although all authorities have the ability to update a status, it is likely that only authorities accepting full electronic applications will use this function. Please note that it is the authority's responsibility to update a status, not Submit-a-Plan's.

If your application was for an authority who accepts electronic application forms only (accompanying documents had to be posted) or postal only applications (both application form AND accompanying documents had to be posted) you may wish to use one of the alternative methods featured in this guide for tracking your application's status.

Please remember that Full Plans applications can take up to five weeks and in some an extension of time is agreed to. A Building Notices typical takes two working days before a decision is issued. If the period of time above has passed then you can't chase up your application using the methods suggested in this guide.

2. Logging in and opening your application



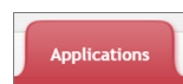
The first step is to log in to your **Submit-a-Plan** account at www.submitaplan.com

Click on the red **Log in** link at the top right hand of your screen on Submit-a-Plan **'Home'** page.

When the black log in box opens, enter your email and password and click login.



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



How do I do this?...

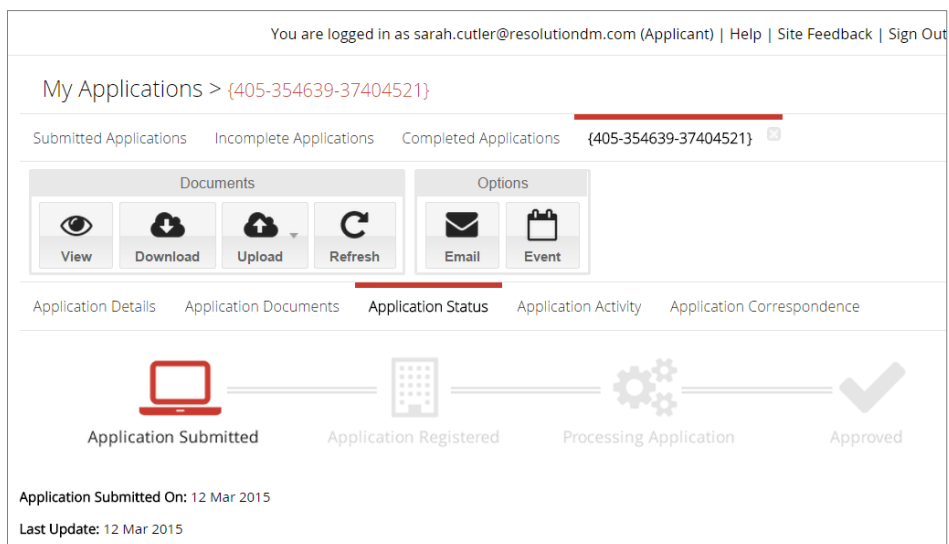
For a detailed demonstration of how to login, find and open your application, watch or download our guide **"Finding your application"**:

Watch a video: <https://youtu.be/fsjq10x5knE>

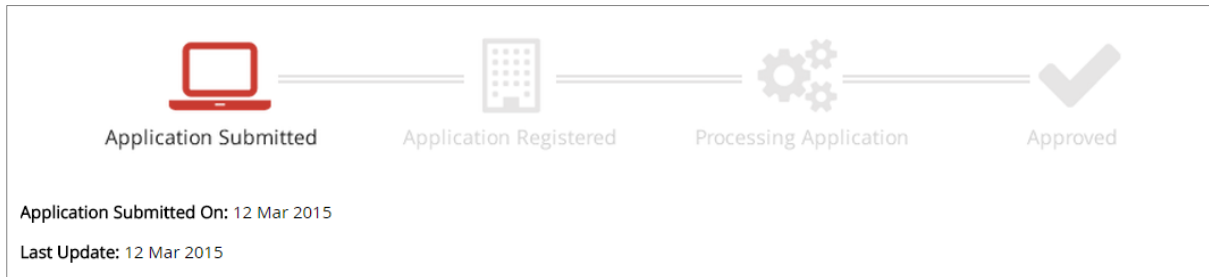
Download a guide: <http://www.screencast.com/t/NRknFYomkpw>

3. Checking your application's status

Once you have found and opened your application, you will need to select the **'application status'** tab (see image below).



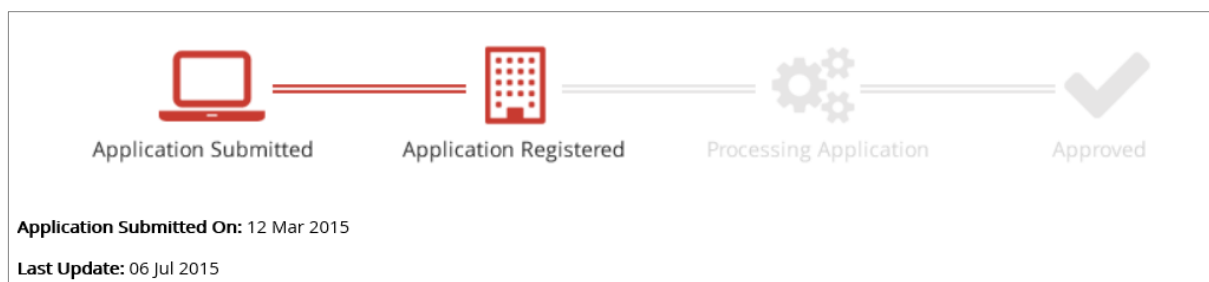
This is the application status bar:



When you first submit your application, the status bar will be set automatically by default to the status **'application submitted'**.

The 'application submitted' status icon will be highlighted in red.

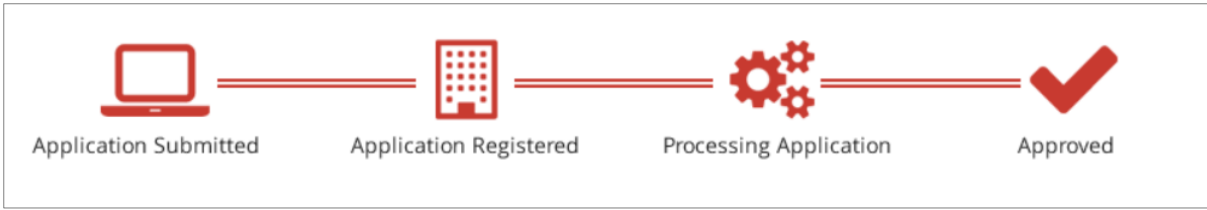
You will also notice the date your application was submitted included below the status bar.



As your local authority updates your application status, each icon will become highlighted in turn and the date it was updated recorded under **'Last Update'**.

(Please ignore dates used in this guide as test applications used for demonstrations may have been created months ago and therefore the gap between dates shown above are in no way reflective of the time it takes for an application to be processed).

Every time the status is update, you will also receive a notification email to your registered email address.



When your application reaches the last stage of being processed, the last icon highlighted will be one of the following:



4.The ‘application activity’ tab

In addition to the ‘application status’ tab, you can keep an eye on the progress of your application in the ‘application activity’ tab.

(Please note that this tab may only be available for electronically submitted applications as those authorities not accepting electronic applications may not be logging on to Submit-a-Plan).

The ‘application activity’ tab records a log any time the authority views or carries out any activity to your authority.

The type of activity will be recorded along with the date, time and the name of the authority team member who carried it out.

Application Details		Application Documents	Application Status	Application Activity	Application Correspondence
Date/Time	User	Activity			
06 July 2015 13:31:32	Mr. LA USER1	Application status updated to, Approved			
06 July 2015 13:31:11	Mr. LA USER1	Application status updated to, Processing			
06 July 2015 13:23:22	Mr. LA USER1	Application status updated to, Registered			
06 July 2015 13:23:08	Mr. LA USER1	Viewed Application			
01 July 2015 14:06:29	Mr. LA USER1	Viewed Application			


5. Alternative ways to track the status of your application

If you find after five weeks for a Full Plans Application and two working days for a Building Notice Application, that your **'application status'** or **'application activity'** tabs have not been updated and you are concerned about the progress of your application, there are a number of alternative ways you can track the status your application.

Send a Message from your account

We have provided a messaging function in your account whereby you can send a message to your local authority about your application. Not only will this message be sent directly to your local authority's own Submit-a-Plan account but it will also be attached permanently to your application.

To send a message, open your application and go to the **'application correspondence'** tab which is where any messages sent between you and the applicant are logged.

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

For a more detailed demonstration of sending a message, watch or download our guide ***'Sending a message to your local authority'***:

Watch a video: <https://youtu.be/2KTyK9poWRY>

Download a guide: <http://www.screencast.com/t/NvfTLXNoRxc>

Send a message from our Submit-a-Plan Home Page

On the Submit-a-Plan Home Page, click on 'Make an Application' and you will then be directed to a new page where you can search for your Local Authority and their contact details. There is an **'Application Advice'** option which allows you to send a message straight to the authority.

Contact your local authority directly

Alternatively each Local Authority has their own website with a Building Control page and contact details.

We hope you found this guide helpful.

For further guides and video tutorials please follow the links below.

For support please email helpdesk@resolutiondm.com or call 01242 260505



The Submit-a-Plan Guide

Guide-sheet playlist:

<http://www.screencast.com/t/vpwR42dRu>

You  Video playlist:

<https://www.youtube.com/playlist?list=PLBgc0Ngpt4NVoDK91bWiejyTuPNLJNPOd>



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