



# **Idox Public Access for Licensing**

## **User Guide**

**Idox Public Access 3.5**

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Idox Public Access 3.5 for Licensing User Guide March 2023

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# Introduction

The Idox Public Access For Licensing website has been designed to provide an efficient and easy-to-use process for members of the public to search for and track licence applications and granted licences.

This document describes how to use the site.

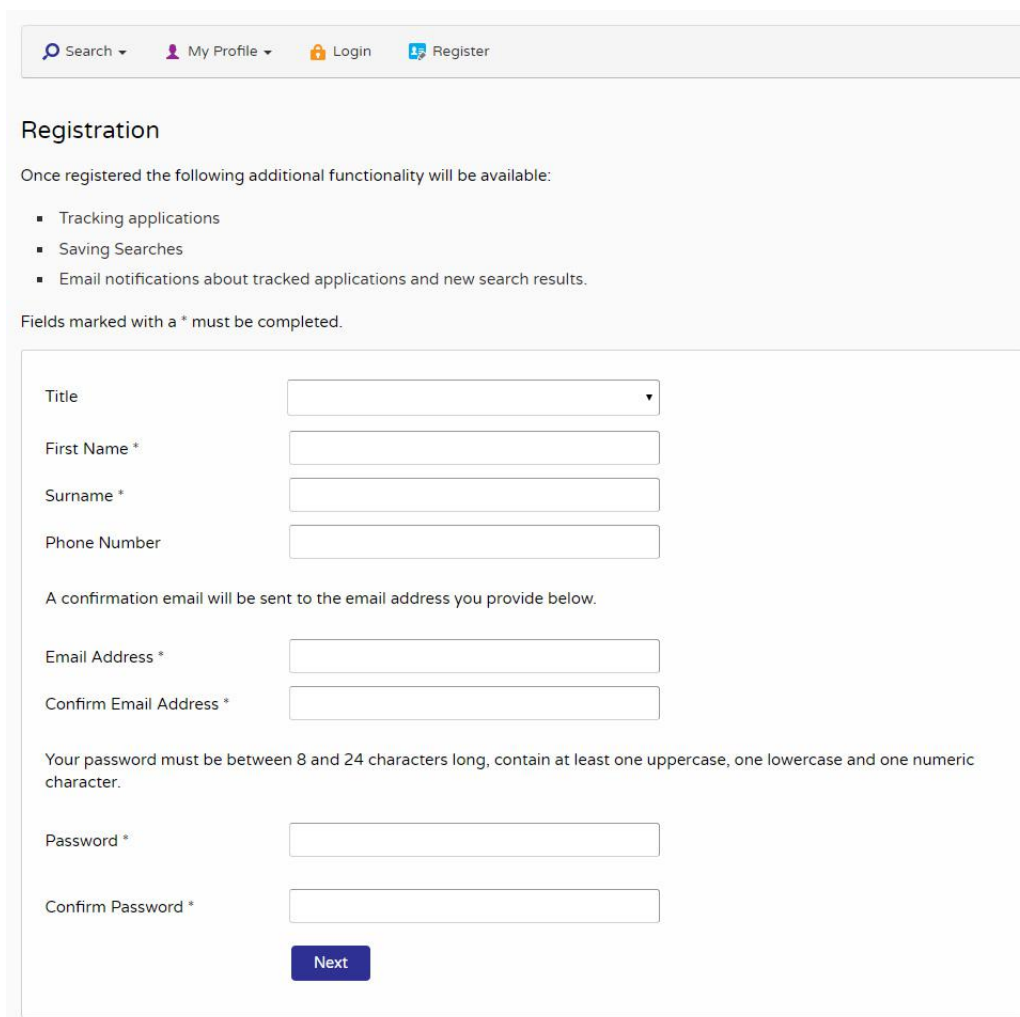
# User Details

Anyone can use the Idox Public Access site but to take advantage of the advanced profile features you must first register a user account.

## Registration

Registering for an Idox Public Access user account only requires you to provide your name and relevant contact details.

1. To create a new user account click on **Register** in the menu bar.



The screenshot shows the registration page with a navigation bar at the top containing 'Search', 'My Profile', 'Login', and 'Register'. The main heading is 'Registration'. Below it, a note states: 'Once registered the following additional functionality will be available:' followed by a list: 'Tracking applications', 'Saving Searches', and 'Email notifications about tracked applications and new search results.' A note below the list says 'Fields marked with a \* must be completed.' The form fields are: 'Title' (dropdown), 'First Name \*' (text), 'Surname \*' (text), 'Phone Number' (text), 'Email Address \*' (text), 'Confirm Email Address \*' (text), 'Password \*' (text), and 'Confirm Password \*' (text). A 'Next' button is at the bottom. A password requirement note is present: 'Your password must be between 8 and 24 characters long, contain at least one uppercase, one lowercase and one numeric character.'

2. Register your personal details by filling in the following fields:
  - **Title** - select the title you wish to be addressed by.
  - **First Name** - enter your first name.
  - **Surname** - enter your surname.

- **Email Address** - enter your email address. Enter it again to confirm that it is correct.
- **Password** - enter a password that will allow only you to access your account.

**Note** Passwords must be between eight and 24 characters, must contain an upper case letter, lower case letter and number and must not contain spaces. Enter the password again below to confirm that it is correct.

3. Click on Next.
4. Enter your postcode, then press Next.

Registration

Postcode \* SA12 2RR

Back Next

5. Select your address from the drop down list, then click on Next.

Registration

**✘ Please check your registration details**

- No addresses were found at this postcode. Please enter your full address below or click back to correct your postcode.

Address Line 1 \* 42 Thomas Street

Address Line 2

Town/City \* Glamorgan

Postcode \* SA12 2RY

Back Next

6. If your address is not listed, select **My address is not in the list** and click on Next.
7. Enter your address details in the appropriate fields, then click on Next.

Registration

Address Line 1 \* 42 Thomas Street

Address Line 2

Town/City \* Glamorgan

Postcode \* SA12 2RY

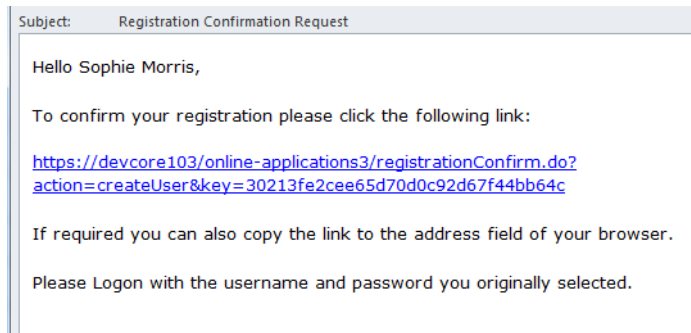
Back Next

8. Click to read the Terms and Conditions that apply to the use of the site. When you have done so, tick the check box to indicate that you agree to them.
9. Read the Your Data section to understand what personal data Public Access uses and why. When you have done so, tick the check box to indicate that you agree to them.
10. Check that your personal and login details are correct. To register them, click on the Next button.

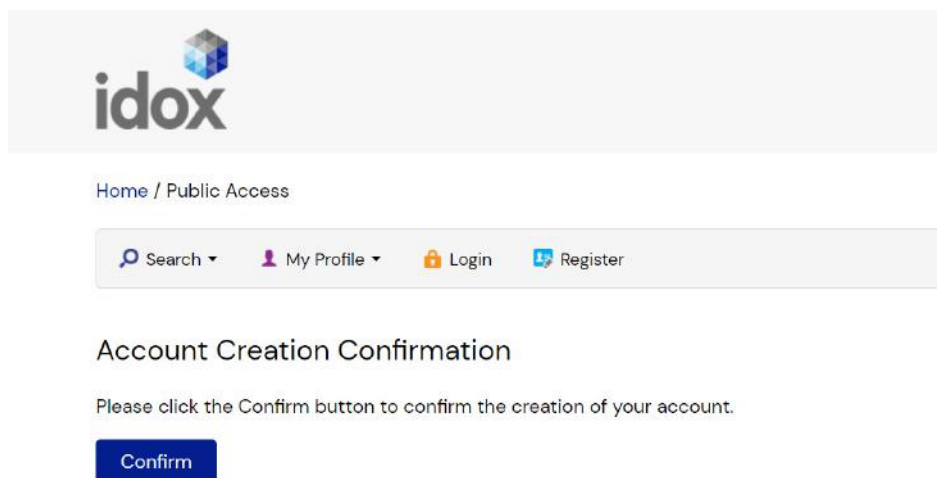
## User Details

Log In

11. An email will be sent to the address you entered. This provides confirmation that you want to create an Idox Public Access account.



12. Click on the link in the email to open the confirmation page in the Idox Public Access site.



13. Click on the Confirm button to confirm the creation of your account. You can now use your login details to log into Idox Public Access.

## Log In

In order to use the full range of features offered by Idox Public Access you need to log in to the site using the username and password you provided when you registered your account.

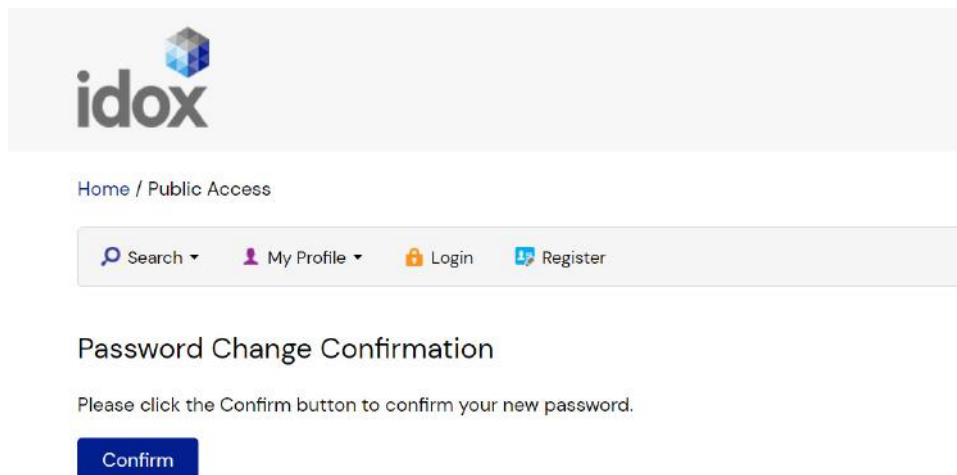
1. Click on Login in the menu bar.
2. Enter your email address and password, then click on the Login button.

## Forgotten password

1. If you forget your password, click on the **Forgotten password?** link.
2. Enter your email address and then enter a new password twice. Press the **Change Password** button.



3. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link to open the confirmation page in Idox Public Access.



4. Click on the Confirm button to confirm your password change. You can now log in with your new password.

## Log out

When you are finished using Idox Public Access, remember to log out by clicking on the Logout button in the menu bar.

## My Profile

Once your account has been created, you can access your My Profile area. This area allows you to configure your personal details as well as manage your searches and applications.

- **Profile Details** - your full personal details
- **Saved Searches** - a list of searches which you have saved
- **Notified Applications** - notifications for applications that you are tracking, or are the subject of saved searches, have been modified
- **Tracked Applications** - a list of applications that you have elected to track.

## Profile details

The Profile Details pages allow you to view and update your account details as well as view how your data is used by Public Access.

1. Select **Profile Details** from the My Profile drop down list in the menu bar.

My Profile – Profile Details	
Profile Details   Saved Searches   Notified Applications   Tracked Applications	
Change password   Update personal details   Delete profile	
Name	Ms Sophie Wells
Email	sophie.wells@idoxgroup.com
Phone Number	01417654444
Address	95 Bothwell Street Glasgow G2 7JZ
GDPR Consent Given *	29/09/2017 at 11:25

The Personal Details page allows you to view the details you registered with. You can change any of those details or update your password.

2. To update your password click on **Change Password**.
3. Enter your email address and then enter a new password twice.
4. Press the **Change Password button**. A confirmation email will be sent to your email address. When it arrives, click on the confirmation link to open the confirmation page in Idox Public Access.
5. Click on the **Confirm** button to confirm your password change. You can now log in with your new password.
6. To change your details click on **Update Personal Details**. Alter your details as required, clicking on the Next button to page through the sections.  
**Note** If you update the email address linked to the account, you'll receive a confirmation email, and will need to click on the link in this to open a confirmation page, similar to when you change your password.
7. When you no longer wish to use Idox Public Access, click on **Delete Profile**.

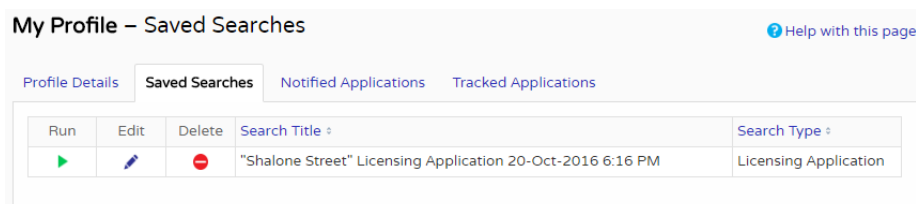
## Saved searches

The primary activity on the Idox Public Access site is to perform searches for information. Searches that will be performed frequently can be saved so that they may be repeated easily as often as you like (see "Searching" on page 14).

Any changes to the status of applications previously found by your search criteria or any new applications which match the criteria of a saved search will trigger a notification. Notifications are listed in the Notified Applications page.

To view your saved searches:

1. Select **Saved Searches** from the My Profile drop down list.

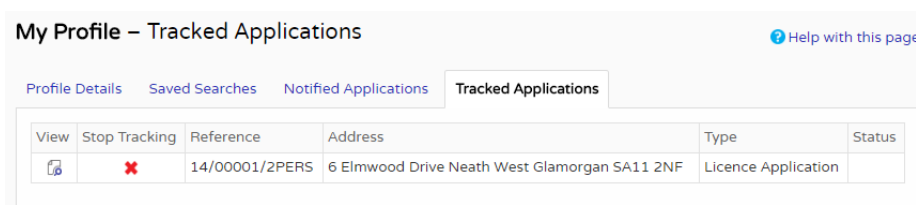


2. You can sort the list by clicking on the appropriate column headings:
  - **Search Title** - sort the list alphabetically by search title
  - **Search Type** - sort the list alphabetically by search type.
3. To perform a saved search now, click on the **Run** button for that search.  
**Note** Circular map searches cannot be run from the Saved Searches page.
4. To modify the search criteria, click on the **Edit** button for that search. This returns you to the appropriate search form and allows you to change the details of the search.
5. To remove a search from the list, click on the **Delete** button for that search.

## Tracked applications

After locating an application of interest by searching, you can choose to keep a watch on what happens to it by tracking it. Applications are displayed on the Tracked Applications page. When applications that you are tracking are modified, for example, its status changes or a comment has been made, a notification will appear on the Notified Applications page and you will be sent a notification email.

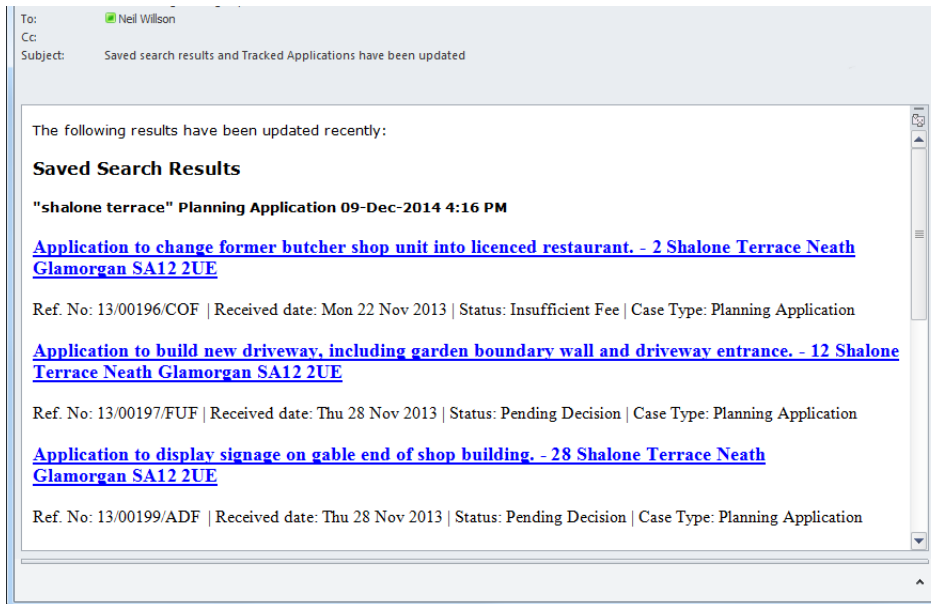
1. To view these applications, select **Tracked Applications** from the My Profile drop down list.



2. You can sort the list by clicking on the appropriate column headings:
  - **Reference** - sort the list alphanumerically by reference
  - **Address** - sort the list alphanumerically by the address that is the subject of the application
  - **Type** - sort the list alphabetically by the application type
  - **Status** - sort the list alphabetically by the status of the application.
3. To view a tracked application, click on the View button for that application.
4. To remove an application from the tracked applications list, click on the **Stop Tracking** button for that application.

## Notified applications

When applications that are the subject of a saved search or are in your Tracked Applications list are modified, a list of those applications will appear in the Notified Applications page. You will also be sent a notification email.



To view your notifications:

1. Select **Notified Applications** from the My Profile drop down list.

**My Profile – Notified Applications** [Help with this page](#)

Profile Details Saved Searches **Notified Applications** Tracked Applications

**Updated Tracked Applications**

View	Discard	Notification Date	Description
		05 Sep 2016	Full Application to test PA-3180

**Updated Results For Saved Search: Licensing Application 05-Sep-2016 1:00 PM**

[Discard all results from this search](#)

View	Track	Discard	Notification Date	Description
			05 Sep 2016	Premises Licence
			05 Sep 2016	Personal Licence
			05 Sep 2016	Hackney Carriage - Driver
			05 Sep 2016	Hackney Carriage - Vehicle
			28 Sep 2016	Accreditation

**Updated Results For Saved Search: "16/00002/FUL" Planning Application 05-Sep-2016 12:31 PM**

[Discard all results from this search](#)

View	Track	Discard	Notification Date	Description
			05 Sep 2016	Full Application to test PA-3180

2. The tracked applications that have been modified are listed at the top of the screen. These are followed by the modified applications that are subject to your saved searches.

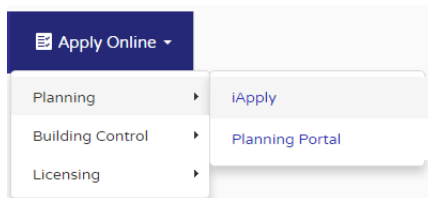
3. To view an application, click on the **View** button for that application.
4. To remove an application from the notifications list, click on the **Discard** button for that application. To delete all of the notified results for a particular search, click on **Discard All Results From This Search**.
5. Additionally, you can select saved search applications from the notifications list and track these. Click on the **Track** icon for the applications of interest. These will now be added to your Tracked Applications page.

## Apply Online

As a member of the public, you may wish to submit your own applications to your council. As a Public Access user, you can access the application form web pages directly from the navigation bar.

To create an application from the Public Access site:

1. Click Apply Online on the right-hand side of the navigation bar.



2. Select the module area you wish to apply for from the menu.
3. Select the website you prefer to submit your application to from the sub-menu.
4. Log in with your existing user credentials or create a new log in.
5. Follow the instructions for the site to submit an application.

# Searching

Your primary activity when you are logged in to the Idox Public Access site will be to search for records according to a variety of criteria. There are a variety of search methods to allow you to find the information you are looking for:

- **Simple** - search quickly for applications or licences according to some entered text
- **Advanced** - search according to a wide combination of relevant factors
- **Property** - search for a particular property to which applications may apply
- **Map** - search using an interactive map tool

## Simple Search

A simple search allows you to search quickly for an application or licence by entering some text that will help identify it.

1. From the Search drop down list choose the Licensing module, then select **Simple Search**.

Licensing – Simple Search

Search for licences and licensing applications by keyword, application reference or by single line of an address. Please Note, the word 'licence' references a variety of authorisations including notices, permits, registrations, certificates and consents issued by the Authority.

Simple Advanced Property Map

Applications Licences

Local Authority: All

Enter a keyword, reference number or single line of an address.

Search

an idox solution

2. In the Licensing module you can search for:
  - Applications
  - Licences.Click to select the type of record that you want to locate.
3. If your Local Authority belongs to a Shared Service group, you have the option to filter search results by Local Authority.
4. Enter some text in the **Search** box that will correspond to one of:
  - reference number (for example, "2008/0125/DET")
  - post code (for example, "G1 3PL")
  - part of an address (for example, "Drymen", "Scott Street").

If Wildcard Searching is enabled in your system your search will produce a wider range of results. Wildcard Searching assumes a wildcard symbol at the beginning and end of the search string and in between each term. For example, entering "10 High Street" (equiva-

lent to "%10%High%Street%") may find results of "10-12 High Street" or "The Swan, 10 High Street".

5. Click on the **Search** button to display the results of your search (see "Search Results" on page 31).

## Advanced Search

An advanced search allows you to build a complex combination of specific criteria on which to search for information.

1. From the Search drop down list choose the Licensing module, then select **Advanced Search**.

### Licensing – Applications Advanced Search [Help with this page](#)

Search for licence applications - where the licence is deemed in progress (e.g. checks/work is underway and is not yet complete)

Simple **Advanced** Property Map

Applications Licences

**Reference Numbers**

Application Reference:

Alternative Reference:

**Licence Details**

Applicant Name:

Application Type:

Category:

Local Authority:

Ward:

Agent:

Status:

Trading Name:

Decision:

Address of Premises:

**Vehicle Details**

Badge/Plate Number:

Registration Number:

Vehicle Make:

Vehicle Model:

**Activities**

Activity:

Time Period:

Time From:

Time To:

**Dates**

Enter a date range (a start date and an end date) for the criteria that you are interested in. The date fields may be entered manually using the date format dd/mm/yyyy (e.g. 21/06/2008). Alternatively, click on the calendar button and pick a date.

Received Date:   to:



2. In the Licensing module you can search for:
  - Applications
  - Licences.
 Click to select the type of record that you want to locate.
3. A variety of reference numbers are associated with Licensing records. Enter one or more to help identify a specific record.
4. The details you can fill in depend on the record type selected.

Record Type	Details Required
Licence details	Allows you to specify the applicant's name and the application type, category status and decision, as well as location details, which include ward and address information. The name of an agent or a trading name can also be supplied.
Vehicle details	Allows you to identify a vehicle licence by specifying a badge or plate number or a registration number, as well as the vehicle make or model.
Activities	Allows you to specify an activity for which a licence is required, as well as a specific time period to which it will apply.

Enter the details you want to search on.

5. Every Licensing case has a number of important dates associated with it (for example, the date the application was validated or the date that a court decision was issued). Use the date pickers to define an appropriate period to search within for any dates of interest.
6. Click on the Search button to display the results of your search (see "Search Results" on page 31).

## Property Search

The property search feature allows you to search for a specific property in the gazeteer. There are two property search options:

- **Address** - search for applications at a specified address
- **A to Z Street** - search for applications on a specified street chosen from an alphabetical list.

### Address search

1. From the Search drop down list choose the Licensing module, then select **Property Search**.

2. To search for a specific property by its address, select the **Address Search** tab.

The screenshot shows the 'Address Search' form within the 'Property' search module. The form is titled 'Address Search' and includes a sub-tab 'Address Search' (selected) and 'A to Z Street Search'. Below the tabs, there are six input fields: 'UPRN:', 'Property Name / Number:', 'Street Name:' (containing 'Regent Street'), 'Locality:', 'Town:' (containing 'Neath'), and 'Postcode:'. At the bottom of the form are two buttons: 'Search' and 'Reset'.

3. Enter as many details as you know in the appropriate fields, then press the Search button to display the results of your search (see "Search Results" on page 31).
4. If you need to clear the fields and start again, press the **Reset** button.

## A to Z Street search

1. From the Search drop down list choose the Licensing module, then select **Property Search**.
2. To search for a street alphabetically, select **A to Z Street Search**.

- Click on the initial letter of the street you are interested in to display all the streets that begin with that letter.

A to Z Street Search

Click on a letter below to get a list of streets beginning with that letter. Clicking on a street will display a list of properties on that particular street.

Simple   Advanced   Weekly / Monthly Lists   **Property**   Map

Address Search   **A to Z Street Search**

A B C D E F G H I J K L M N O P Q **R** S T U V W X Y Z

Results per page 5

Streets beginning with R

- [Regent Street East , Neath , West Glamorgan](#)
- [Regent Street West , Neath , West Glamorgan](#)
- [Ritson Street , Neath , West Glamorgan](#)
- [Rockingham Terrace , Neath , West Glamorgan](#)
- [Ruskin Street , Neath , West Glamorgan](#)

- Select a street from the list to display the addresses on that street, then choose an address to discover whether any licensing records exist for that address.
- To go back and chose a different street, click on the **Refine Search** button.

## Map Search

Map search allows you to identify properties that are the subjects of applications or licences using an interactive map. The map allows you to zoom in and examine each property to locate the records of interest to you. You can filter the display by adding or removing record types and by changing the time period.

### Notes

- This mapping functionality is not available for Acolaid, however, an external web link may be enabled.
- The mapping functionality may not be available on mobile devices.
- The instructions in this section are based on the most up-to-date version of the map. However, some authorities are still using an older version of the map, so its appearance will be different, although much of the same functionality is available.

Alternatively, if you are interested in applications relevant to a specific geographical area, such as close to your home, you can search for records limited either to the currently displayed map extent or to a specified radius from the map's centre. These searches can be saved to your Saved Searches.

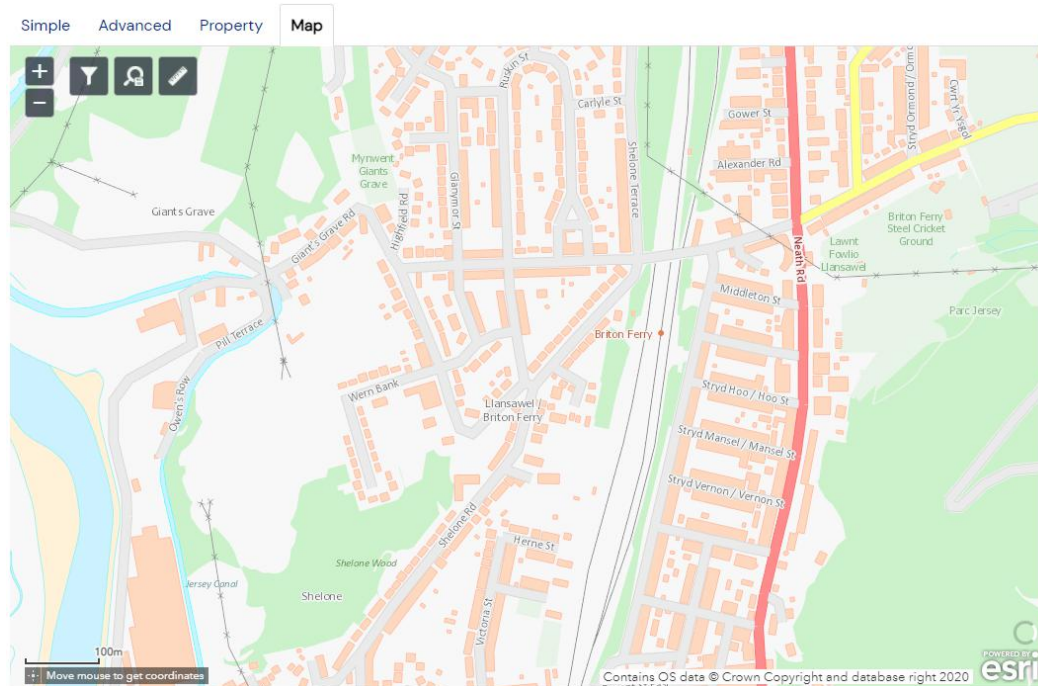
**Note** Idox Public Access does not support watermarking on maps and continues to be compliant with Ordnance Survey standards.

1. From the Search menu, choose the Licensing module, then select **Map Search**.

### Licensing – Map Search

[Help with this page](#)

[Click here for help with using the map.](#)



2. To zoom in on a specific location, drag the map to centre on the location and click on the + button. To zoom out, click on the - button.

Alternatively, you can zoom in and out by scrolling the mouse wheel.

**Note** The scale at the bottom left of the map changes as you zoom.

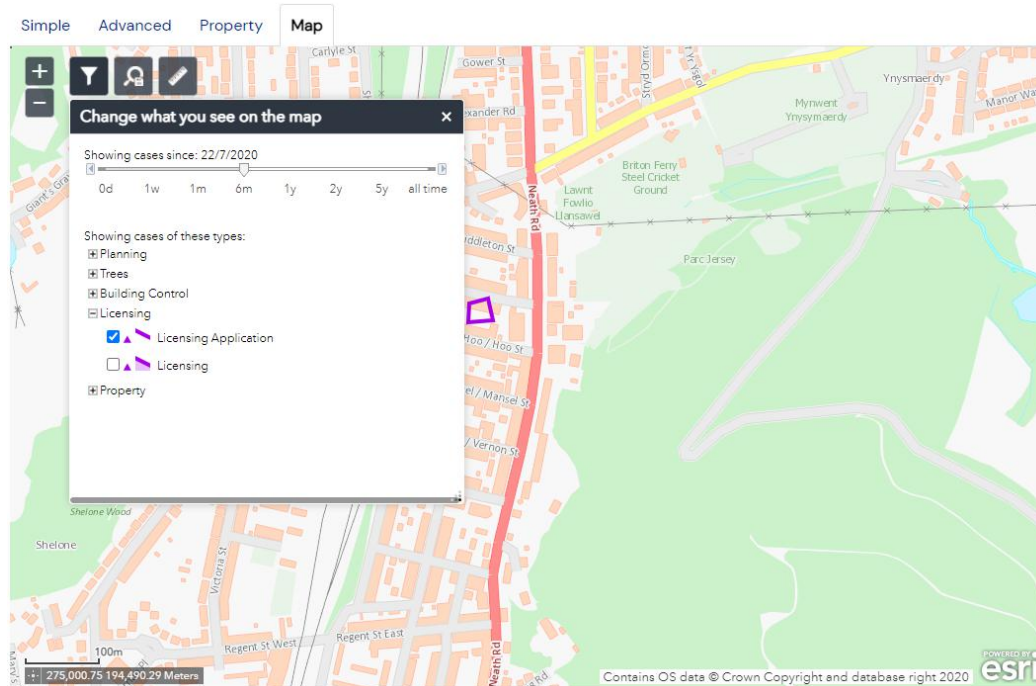
3. To pan the image around, click on the map and, keeping the mouse button depressed, drag in the direction you want to pan.

4. To refine the display, click on the **Layer List Filter**.

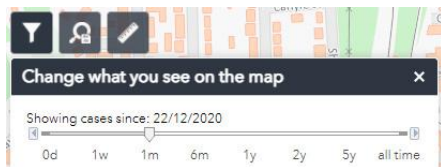
Licensing – Map Search

[Help with this page](#)

[Click here for help with using the map.](#)



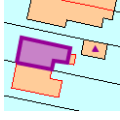
5. To change the time period drag the slider to the desired time frame.

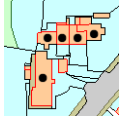


6. To display more record types on the map, check the relevant boxes in the **Legend and Filter** list. To remove record types from the map, uncheck them.

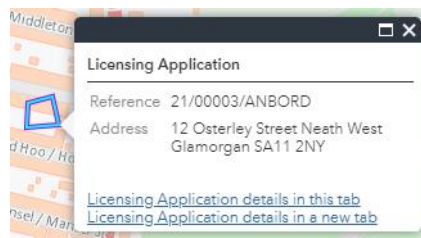
Most records can be displayed in two ways:

- Records which only affect the property which is the subject of the application are shown as triangular points.
- Records which affect others (for example, neighbours or the public) are displayed as a polygon which illustrates the boundary of the property affected by the application.

Module	Record type	Displayed As
<b>Planning</b>	<b>Applications</b> - properties for which planning applications have been submitted.	
	<b>Appeals</b> - properties which are the subject of planning appeals.	
	<b>Enforcements</b> - properties which are the subject of planning enforcements.	
<b>Trees</b>	<b>Tree Preservation Order</b> - properties for which tree preservation orders have been submitted.	
<b>Building Control</b>	<b>Applications</b> - properties for which building control applications have been submitted.	
	<b>Contraventions</b> - properties which are the subject of building control contraventions.	
<b>Building Standards</b>	<b>Warrants</b> - properties for which applications for building warrants have been submitted.	
	<b>Notices</b> - properties which are the subject of building notices.	
<b>Licensing</b>	<b>Applications</b> - properties for which licence applications have been submitted.	
	<b>Licences</b> - properties which hold one or more licences.	

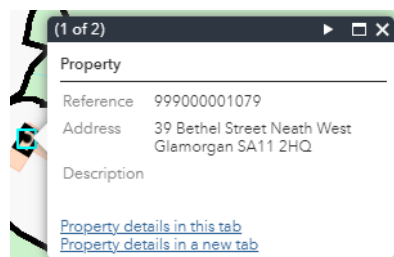
Module	Record type	Displayed As
All	<b>Properties</b> - all valid properties in your local area. You can click on any of these to see if any current record (for example, application, or licence) exists at that address.	

- Once you have identified a record of interest, click on the triangle point or polygon to display a summary of the information about the record.



If there is more than one record associated with the property, you can click on the navigation arrows to page through the record summaries.

- When the black Properties markers are displayed, you can click on any of these to view the property summary.



- To view full details of a property or record of interest, with the summary information displayed, click one of the links at the bottom of the summary window to either view the details in the current tab or a new tab in the browser.

## Map measurement

You can take rough measurements of distances and areas on the map as well as mark down the latitude and longitude of a point on the map.

**Note** The measurement tool is for indicative purposes only. It is to be used only to give an idea to users of the distance between objects or area of an object. It does not define legal boundaries nor can it be used for dispute purposes.

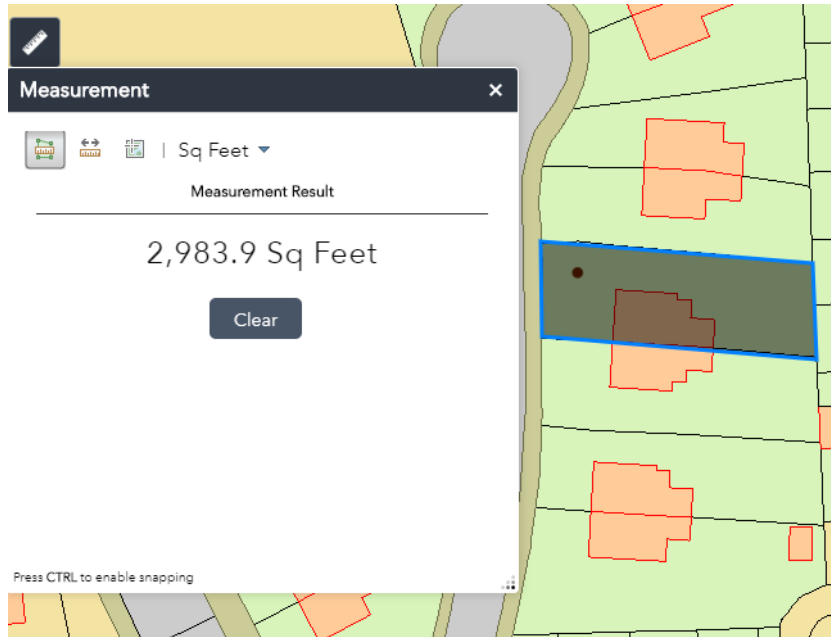
- Zoom and pan the map to display the geographical area of interest.
- Click on the Measurement icon.



- To measure an area, click on the Area icon.



- Select your units from the drop down menu.
- Click on the map where you wish to start your measurement.
- Continue to click on each corner of the area of measurement.
- Double click on a point to complete the area.



- You can refresh this measurement by pressing Clear, to start a new measurement.
- To measure a distance on the map, click the Distance icon.



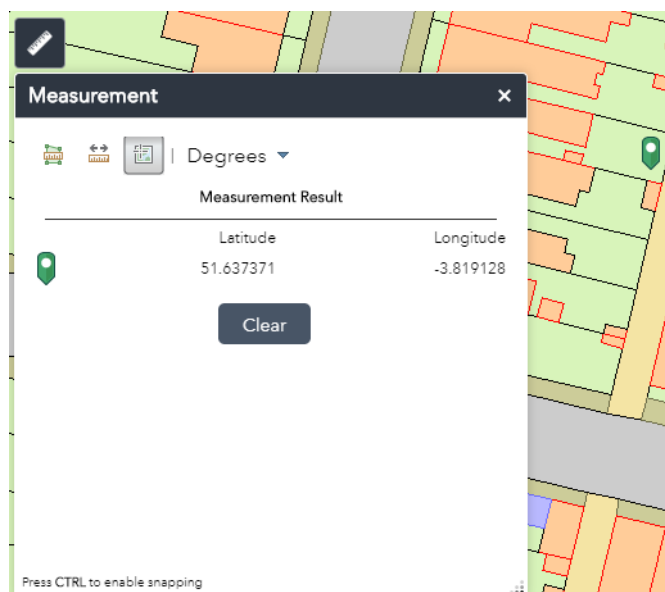
- Select the unit of measurement from the drop down menu.
- Click on the map where you wish to start your measurement.



12. Continue to click on each corner of the distance of measurement.



13. Double click to complete the measurement.
14. To see the position of a point on the map in latitude and longitude, click on the Location icon.
15. Select the coordinate unit from the drop down menu.  
**Note** DMS stands for Degrees Minutes Seconds.
16. Click on a point on the map to find its location.



## Saving map searches

You can add a map search to your Saved Searches list in one of two formats:

- **Rectangular search** - saves all of the records of the selected record type that apply to the area currently shown on the map
- **Circular search** - saves all of the records of the selected record type that apply to the area within a specified radius of the map centre.

**Note** Map searches can only be saved for one record type (for example, applications) at a time. If you want to save a search for another record type in the same geographical area, you must save it as a different search.

### Rectangular search

The rectangular search allows you to display occurrences of a record type over the geographical area currently displayed on the map. By re-running the search, you can monitor new occurrences. For example, if you have zoomed the map to display your town centre and filtered the legend to display tree preservation orders in the last month you can save an extents search that allows you to monitor new applications arising in the town centre on a monthly basis.

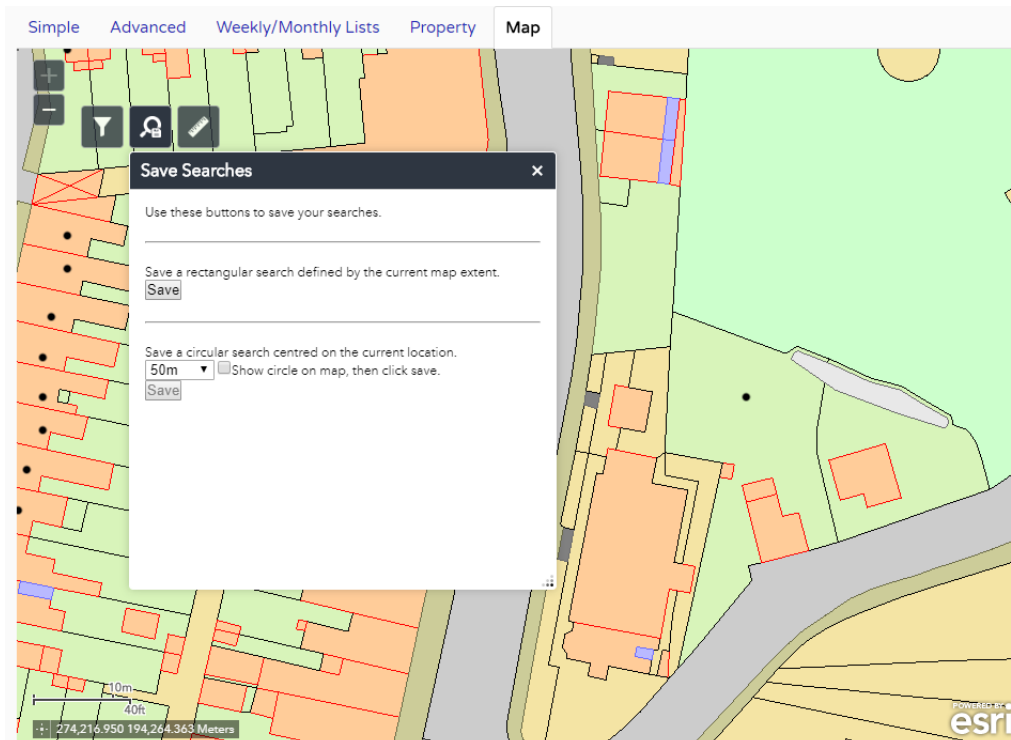
1. Zoom and pan the map to display the geographical area of interest.
2. Click on the **Layer list filter** icon.



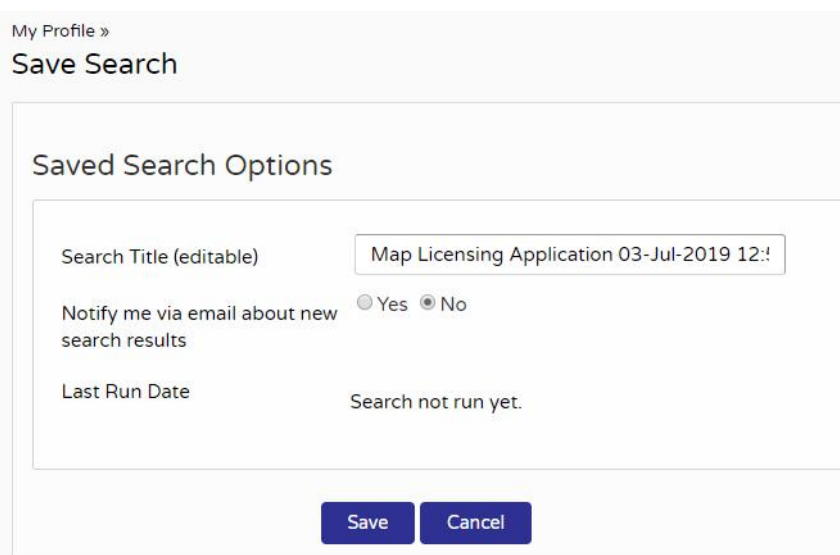
3. Select the required time period.
4. Filter the legend to display one record type.
5. Click on the **Save Searches** icon.



- Click on **Save** associated with the **Save a rectangle search defined by the current map extent**.



- On the **Saved Search Options** page you may change the default search title if you wish.



- If you want to be notified by email of any new records matching your search criteria, select Yes. These notifications are displayed in your Notified Applications tab (see "Notified applications" on page 12).
- Click Save to save the search to your list of Saved Searches (see "Saved searches" on page 10).

## Circular search

The circular map search allows you to display occurrences of a record type over the geographical area currently displayed within a specified proximity of the centre of the map. By re-running the search, you can monitor new occurrences. For example, if you have zoomed the map to display your home and filtered the legend to display tree preservation orders submitted in the last year you can save a proximity search that allows you to monitor new orders arising within a specified distance of your home on a yearly basis.

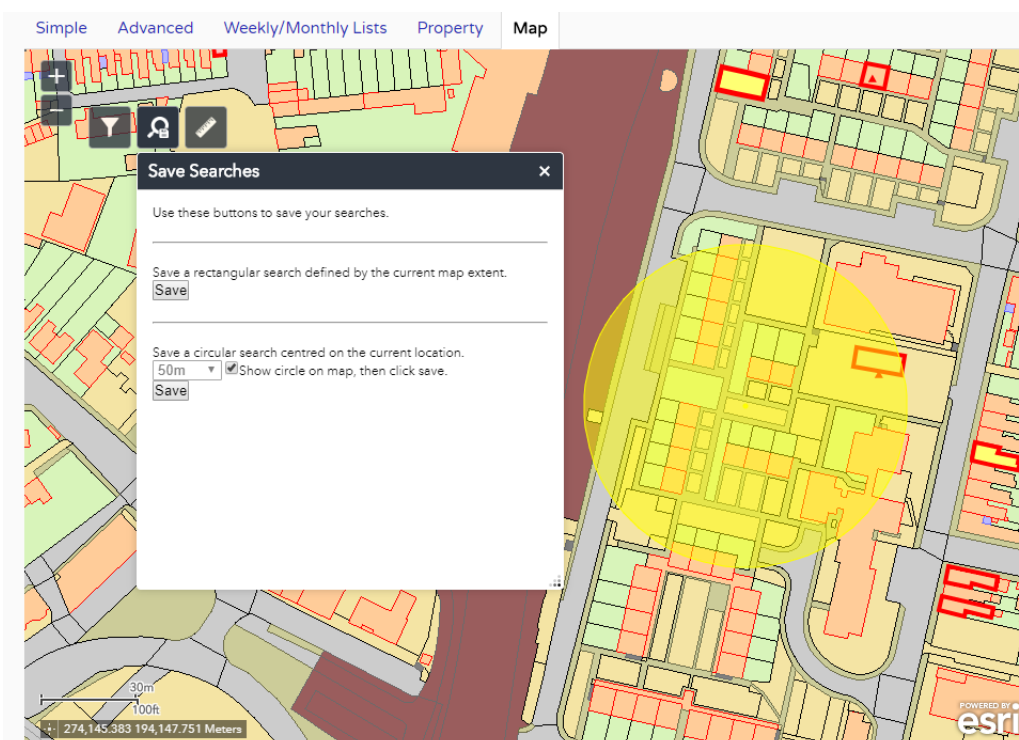
1. Zoom and pan the map to display the geographical area of interest.
2. Click on the **Layer list filter** icon.



3. Select the required time period.
4. Filter the legend to display one record type.
5. Click on the **Save Searches** icon.



6. Select the radial distance from the centre in which to search for records.



Check the **Show circle on map box** to display the proximity as a circle around the centre. You can pan the map to make adjustments if required.

7. Click on **Save** under drop down menu.
8. In the Saved Search Options box you may change the default search title if you wish.

9. If you want to be notified by email of any new records matching your search criteria, select Yes. These notifications are displayed in your Notified Applications tab (see “Notified applications” on page 12).
10. Click Save to save the search to your list of Saved Searches (see “Saved searches” on page 10).

My Profile »

### Save Search

---

#### Saved Search Options

Search Title (editable) Map Licence 03-Jul-2019 1:02 PM

Notify me via email about new search results  Yes  No

Last Run Date Search not run yet.

Save
Cancel

## Accessing Cases Directly

Idox Public Access allows users to access specific cases directly by manually entering or copying and pasting its URL into the browser’s address bar. The URL is composed of three parts:

- the website
- the case type
- the case number

For example, [www.rbkc.gov.uk/PLAN/14/00111/CON](http://www.rbkc.gov.uk/PLAN/14/00111/CON), where **/PLAN/** indicates the Planning case type and **14/00111/CON** is the case number.

The case type codes are available for a range of modules.

Case Type Code	Description
APPEAL	Planning Appeal
BC	Building Control Applications
BCC	Building Control Contraventions
BS	Building Standards Applications
BSN	Building Standards Notices
ENF	Planning Enforcements

<b>Case Type Code</b>	<b>Description</b>
LIC	Licences Granted
LICAPP	Licensing Applications
PLAN	Planning Applications
TPO	Tree Preservation Order

You can integrate this URL into an email or a report to be used as a link.

# Search Results






Once you have run a search, a list of records matching the search criteria is displayed.

**Licensing – Search Results**

Refine search Save search Print

Sort by Date Received Direction Descending Results per page 10 Go

Showing 1-10 of 226

<p><b>Premises Licence</b> </p> <p>Big Bob's Greasy Spoon 18 Regent Street West Neath West Glamorgan SA11 2PN Ref. No: 19/00001/3PREM   Status: Pending Decision   Applicant Name: No Licensing data to display</p>	<p><b>Map Information</b></p> <p>The results on this page are shown on the map below. You can see more details by clicking on the search result on the left. Select 'Show results on large map' to see a more detailed map view of your search results.</p>  <p>Sources: Esri esri</p> <p><a href="#">Show results on large map</a></p>
<p><b>Personal Licence</b> </p> <p>24 Regent Street West Neath West Glamorgan SA11 2PN Ref. No: 18/00012/2PERS   Status: Open for Consultation   Applicant Name: No Licensing data to display</p>	
<p><b>Personal Licence</b> </p> <p>16 Regent Street West Neath West Glamorgan SA11 2PN Ref. No: 18/00011/2PERS   Status: New   Applicant Name: No Licensing data to display</p>	
<p><b>Private Hire Vehicle</b> </p> <p>No Licensing data to display Ref. No: 18/00009/TXPHVH   Status: New   Trading Name: No Licensing data to display</p>	

**Note** A speech bubble icon attached to a record indicates that comments may be made about that record at this time

- You can manipulate how the search results are displayed to help you find applications of particular interest:
  - Sort By** - re-order the results according to a selected criterion
  - Direction** - choose whether the results are displayed in ascending or descending order
  - Results per page** - choose how many results should be displayed on the page at once.

When you have made your display selections, click on the Go button.

- The number of results displayed (out of the total number of results) is shown. If there are more results than fit on to one page you can navigate between the results pages either by clicking on Next to view the next page or Previous to view the previous one, or by clicking directly on the page number
- If configured, a map of the relevant area is displayed. Click on **Show results on Large map** to see the locations of the search results in greater detail (see "Map Search" on page 19).

## Search Results

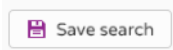
### Saving a Search

4. If there are too many results, or if the results do not contain the applications you are looking for, you can go back and amend your search criteria. Press the **Refine Search** button.
5. To display the current page of search results in a printable format, click on the **Print** button.  
Click on Print again in the new window to send the page to your local printer. Press Close when you are finished with this window.
6. To view an individual record in detail, click on its title.

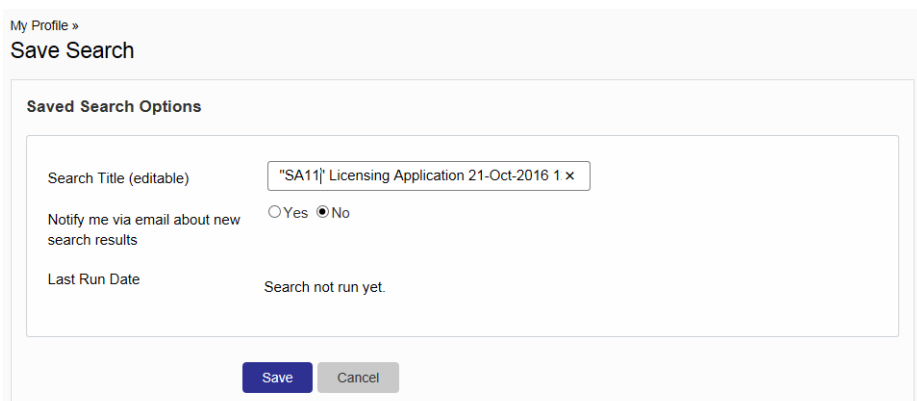
## Saving a Search

You may find that you use a particular search regularly. For example, a simple search based on your post code or an advanced search charting the progress of a specific licensing application. As a registered user you can save these searches to be run again from your Saved Searches page (see "Saved searches" on page 10). Additionally, when new records corresponding to a saved search arrive, news of these will automatically appear on your Notified Applications page (see "Notified applications" on page 12).

1. To save a search, click on the **Save Search** button.



2. Change the default search title if you wish.

A screenshot of a web form titled "Save Search" under "My Profile »". The form is titled "Saved Search Options" and contains the following fields:

- "Search Title (editable)" with a text input field containing the text '"SA11|' Licensing Application 21-Oct-2016 1 x'.
- "Notify me via email about new search results" with two radio buttons: "Yes" (unselected) and "No" (selected).
- "Last Run Date" with the text "Search not run yet."

At the bottom of the form are two buttons: "Save" (blue) and "Cancel" (grey).

3. If you want to be notified by email of any new records matching your search criteria, select **Yes**.
4. Click on **Save** to save the search.

## Record Details

When you select to view a record, the application details are displayed at the top of the page, with further tabs below containing all of the relevant information about the application.

Licensing records contain the following tabs:

- **Details** - displays the key information about the record
- **Comments** - displays any existing comments made about the case and allows users to contribute their own



- **Documents** - displays a list of documents relevant to the case
- **Related Items** - displays a list of items which are related to the current record
- **Map** - displays the case property using the map view.

## Details

The Details tab displays key information about the record.

1. Click on the **Details** tab.

**Licensing – Summary** [Help with this page](#)

14/00001/2PERS | Personal Licence | New | 6 Elmwood Drive Neath West Glamorgan SA11 2NF

[← Back to search results](#) [★ Stop tracking](#) [💬 Make a comment](#) [🖨 Print](#) [🔗 Share](#)

**Details** [Comments \(0\)](#) [Documents \(2\)](#) [Related Items \(1\)](#) [Map](#)

**Summary** [Important Dates](#) [Conditions](#) [Contacts \(4\)](#)

Reference	14/00001/2PERS
Type	New
Category	Personal Licence
Status	New
Applicant	Mr Clive Anderson
Address	6 Elmwood Drive Neath West Glamorgan SA11 2NF
Issue Date	This field is blank
Expiry Date	This field is blank
Case Officer	Mr Allan Pettigrew

There are [2 documents](#) associated with this licence application.

There are [0 cases](#) associated with this licence application.

There is [1 property](#) associated with this licence application.

2. The record details are split up into tabbed sections. Click on the appropriate tab to display those details.
  - **Summary** - displays the basic information pertaining to the record. The summary also identifies the number of the documents, cases and properties that have been added to this record. Click on one of these to view them.
  - **Short Term Lets** - displays details specific to short term let licences. This tab is not displayed for any other type of licence.  
**Note** This tab is displayed for authorities in Scotland only.
  - **Important Dates** - displays the dates on which important events in the life span of the case occur from initial submission through to the decision. If the case is still in progress some of these may be blank.
  - **Opening Hours** - displays the proposed opening hours of a premises for which an application is made or the opening hours for which a licence was granted

- **Activities** - displays the proposed activities for which an application is made or the activities for which a licence was granted.
- **Conditions** - displays any conditions that have been attached to the award of the licence
- **Contacts** - displays a list of contacts relevant to this licence. The number of contacts is displayed on the tab.
- **Additional Information** - displays additional information about the application that was not included in the summary. This information is sourced from any user-defined fields that have been added to the integrated back-office system (for example, Uniform).

## Comments

The Comments tab displays any comments that have been made about this case by members of the public. The number of comments is displayed on the tab.

On the Comments tab, you can:

- View comments made by members of the public.
- Report a public comment which you feel is inappropriate, if this functionality has been enabled for the case.
- If the case is currently open for comments, add your own comment.

**Note** Depending on how the system has been set up, you may need to be logged in as a registered user to add a comment.

### Viewing comments made by others

To view the comments made on an application by others:

1. Click on the **Comments** tab.

- To view comments made by members of the public, click on the **Public Comments** tab.

The screenshot shows the 'Licensing – Application Comments' interface. At the top, there's a breadcrumb trail: '13/00013/LAPER | Personal Licence | Open for Consultation | 69 Shelone Road Neath West Glamorgan SA11 2PP'. Below this are navigation buttons: 'Back to search results', 'Track', 'Make a comment', 'Print', and 'Share'. A tabbed interface shows 'Comments (2)' as the active tab, with sub-tabs for 'Make a Comment' and 'Public Comments (2)'. Summary statistics are displayed: 'Total Consulted: 0', 'Comments Received: 1', 'Objections: 1', and 'Supporting: 0'. A sorting and filtering section includes 'Sort by' (set to 'Added'), 'Direction' (set to 'Descending'), and 'Results per page' (set to '10'), with a 'Go' button. At the bottom right of this section are 'Collapse All' and 'Expand All' buttons. The comment list shows two entries: 'Mr James Brown' with a 'Comment stance (Objects)' of 'THIS IS NOTHING BUT VANDALISM!' and 'Miss Sarah Carter' with a 'Comment stance (Supports)' of 'I have no objections to this being put forward.'

- You can re-order a comments list by the date the comment was added or by the commenter's name. Select one of these from the **Sort by** drop down list, then click on Go.
- To change the direction of the list, select Ascending or Descending from the **Direction** drop down list, followed by Go.
- To change the number of results displayed, select from the **Results per page drop** down list, followed by Go.
- If there are more results than fit on one page, navigate by clicking on **Next** or **Previous**, or by clicking on the **Page Number** directly.
- Comments are displayed showing the name of the commenter and their stance on the case (objects, supports or neutral). The total numbers of these are displayed at the top of the list.
- Click on **Expand All** to view all of the comments on the page. Click on **Collapse All** to hide them all again.
- To view all of the comments for a case as documents click on the **View All Comments** button.

## Reporting a comment

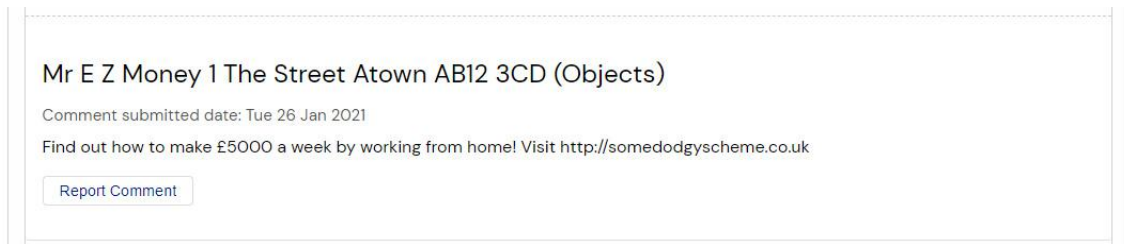
If comment reporting has been enabled for a case, you can report a public comment which you feel is inappropriate. The comment will then be reviewed by the local authority, and may then be permanently removed.

**Note** The comment reporting functionality is only available:

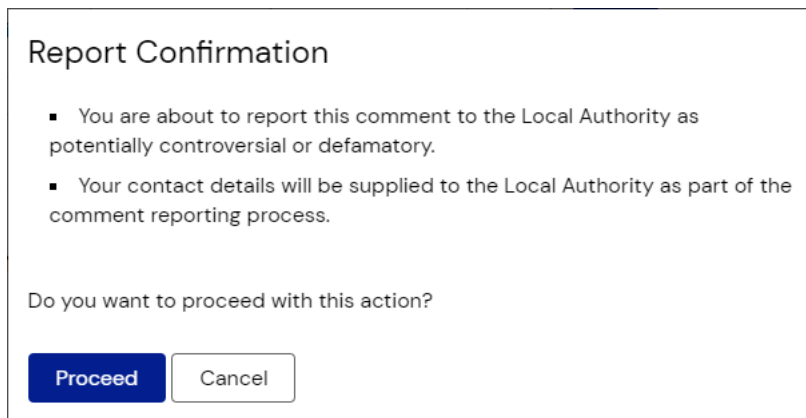
- To logged in users.
- On applications which have this functionality enabled.
- On comments which have not already been reported and reviewed.

To report a comment:

1. If necessary, scroll or filter the list so the comment is displayed.



2. Click the **Report Comment** button. A confirmation window is displayed.



3. Click **Proceed**. A message is displayed confirming that your reporting of the comment has been successful.

Depending on how the system is configured, the comment may now be hidden pending consideration by the local authority.



Once it's been reviewed, if the comment is deemed inappropriate, it will be replaced by a message stating that it won't be displayed.



If the comment is not deemed inappropriate, it will be displayed without a Report Comment button underneath.

## Adding a comment

**Note** Depending on how the system has been set up, you may need to be logged in as a registered user to add a comment.

To add your own comment:

1. Click on **Make a Comment**.

**Licensing – Application Comments**
[Help with this page](#)

14/00001/2PERS | Personal Licence | New | 6 Elmwood Drive Neath West Glamorgan SA11 2NF

[Back to search results](#)
[Track](#)
[Make a comment](#)
[Print](#)
[Share](#)

Details | **Comments (0)** | [Documents \(2\)](#) | [Related Items \(1\)](#) | [Map](#)

Make a Comment | [Public Comments \(0\)](#)

**Make a Comment**

Comments can be viewed under the Documents tab.

You may make a comment supporting or objecting to this application. Your comments will be submitted and in due course made available online. We will not display your personal data online. You may make a comment supporting or objecting to this application. Your comments will be submitted and in due course made available online. We will not display your personal data online.

Application Reference:	14/00001/2PERS
Address:	6 Elmwood Drive Neath West Glamorgan SA11 2NF
Licence Category:	Personal Licence
Application Type:	New

Are your personal details correct? [Click to update my personal details.](#)

Your Title: \*

Your First Name: \*

Your Surname: \*

Address Line 1 \*

Address Line 2

Town/City \*

Postcode \*

Your Tel. No.

Your Email Address: \*

Commenter Type: \*

Stance: \*  Object  Support  Representation

Reason for comment:

No Objection to LI  
 Objection based on Noise  
 Objection due to Vandalism

Your Comment:   
9943 characters left

Submit
Submit And Register
Reset

2. If you're logged in, your name and address are added automatically to the form.
  - If you're logged in and the details are incorrect, click on **update my personal details** and make the appropriate changes. Then add your remaining contact details in the appropriate boxes.
  - If you're not logged in, insert your personal details in the fields as appropriate. Mandatory fields are highlighted with an asterisk.
3. The **Commenter Type** drop down list describes the type of people who may need to make a comment about a case. These include councillors, neighbours to the application address and members of the public. Select the one that applies to you.
4. Under **Stance** select whether you object to or support the application, or want to make a representation about it.
5. In the **Reason for comment** box select one or more of the offered reasons.
6. Enter the details of your comment in the **Your Comment** box.

**Note** For registered users, draft comments are retained up to two days after being logged out due to a time-out. You must log in using the same browser and PC as the comment was started on. Successfully Submitted comments are not retained.

7. Spell check your comment before submitting, by correcting errors or by right clicking on red underlined words and selecting the appropriate correction.
8. When you have completed all the details, click on the **Submit** button. Your comment will appear in the Public Comments page for this case.

Alternatively, if the authority allows comments from unregistered users, you can register at the same time as submitting your comment, by clicking the **Submit and Register** button.

**Note** For certain sensitive applications, your comment may be automatically sent for review on submission, and so will not be displayed until it has been reviewed.

Mr Jon Ray 7 Caroline Street Neath SA11 2RT (Objects)

Comment submitted date: Thu 28 Jan 2021

This comment is awaiting moderation

## Documents

1. Click on the **Documents** tab to display any documents that have been added to this application.

**Licensing** – Licensing Application Documents ? Help with this page

16/00002/2PERS | Personal Licence | New | 59 Giants Grave Road Neath West Glamorgan SA11 2ND

[← Back to search results](#) ★ Track 💬 Make a comment 🖨️ Print

Details Comments (1) **Documents (1)** Related Items (1) Map

Filter By: Document Type ▾ Document Type: Show All ▾ Apply

You can select up to 25 documents to download in one archive file at a time.

	Date Published ▾	Document Type ▾	Description ▾	View
<input type="checkbox"/>	03 May 2019	Application Form		<a href="#">📄</a>

Download Selected Files

2. If there are a lot of documents you can filter the list. Select one of the following from the **Filter By** list:
  - **Document Type**, and then select the type from the Document Type list.
  - **Description**, and then enter some text that may appear in a document’s description. Press **Apply**.
3. You can re-order the list according to:
  - Date Published
  - Document Type
  - Description.
 Click on the appropriate heading to re-order the list.
4. To view any of the documents in a separate window, click on **View**.
5. To download up to 25 documents at a time (depending on your configuration) to view at a later date, check the appropriate check boxes next to the desired documents, and click **Download Selected Files**.
 

**Note** This may not be available to all users. Contact your administrator for any queries.

## Related items

The Related Items tab displays the other cases that have a relation to the current one. Affected properties are also listed in the Related Items tab.

The total number of items are displayed on the tab.

To view the related items:

1. Click on **Related Items** to view a summary of additional information related to the application.

**Licensing – Related Items** [Help with this page](#)

08/00104/AMUSEM | Amusements With Prize Machines | New | 17 Ynysmaerdy Road Neath West Glamorgan SA11 2TE

[Back to search results](#) [Track](#) [Make a comment](#) [Print](#)

Details Comments (0) Documents (0) **Related Items (2)** Map

**Properties (1)**

- 17 Ynysmaerdy Road Neath West Glamorgan SA11 2TE

**Licensing (0)**

**Licensing Application (1)**

- Amusements With Prize Machines  
Ref. No: 08/00105/AMUSEM | Status: New

2. To view any of the listed items, click on its title.  
If you click on the link for a property, its details are displayed in a Property Address page.

**Property Address** [Help with this page](#)

999000000008 | 7 Caroline Street Neath West Glamorgan SA11 2RT

[Licensing Application 08/00107/AMUSEM](#) [Print](#)

Address Property History (11) Constraints (2) Map

UPRN:	999000000008
Full Address:	7 Caroline Street Neath West Glamorgan SA11 2RT
Property Number:	7
Street:	Caroline Street
Town:	Neath
Postcode:	SA11 2RT
Ward:	North Neath
Parish:	



Similar to the application summary pages, this contains Constraints and Map tabs. It also contains a Property History tab, listing the cases in all modules which relate to the address. Clicking one of these opens the application summary page.

Address **Property History (4)** Constraints (0) Map

**Planning Applications (3)**

- [Full Application Test](#)  
Ref. No: 18/00004/FUL | Status: Pending Consideration
- [Application to test restriction - foxy test](#)  
Ref. No: 18/00019/CON | Status: Pending Consideration
- [Full Application for Extension](#)  
Ref. No: 19/00001/FUL | Status: Pending Consideration

**Planning Appeals (1)**

- [Full Application for Extension](#)  
Ref. No: 19/00004/8WEEK | Status: Appeal Lodged

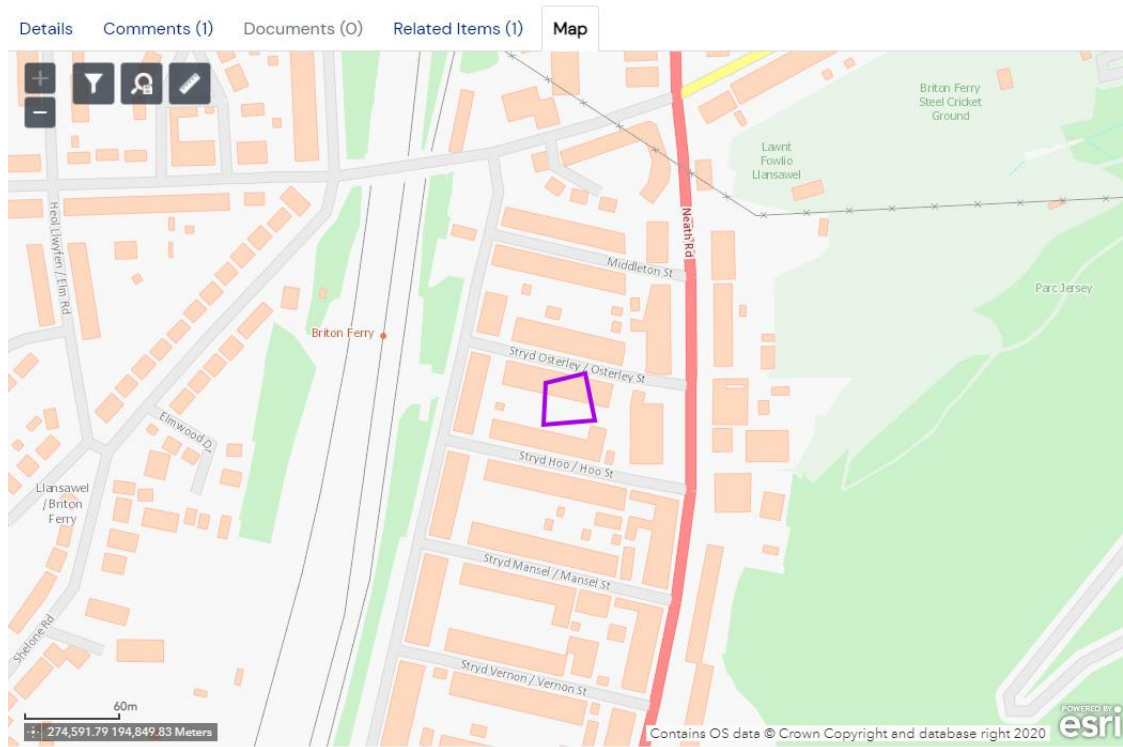
**Planning Enforcements (0)**

## Map

**Note** The map functionality may not be available on mobile devices.

The Map tab displays the location of the case property on the interactive map.

1. Click on the **Map** tab.



2. The interactive map contains a number of tools to help you view the application area (see "Map Search" on page 19 for details).

## External mapping

If your administrator has enabled remote maps, the Map tab will display a View Map button which will open the location of the case property on an external map.

1. Click on the **Map** tab.

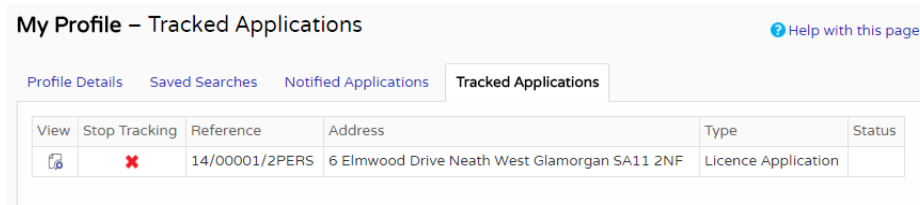


2. Press the **View Map** button.
3. The external map contains a number of tools to help you view the application area.

## Tracking Applications

Any application can be tracked so that you can keep up to date with its progress without having to search for it again. These cases are listed in your **Tracked Applications** page (see “Tracked applications” on page 11).

1. If you want to add a case to your Tracked Applications page click on the **Track** button.



2. To find this case again, select Tracked Applications under My Profile.
3. To stop tracking an application, return to the application details and click the **Stop Tracking** button at the top of the page. Alternatively, click the Stop Tracking button next to the application in the Tracked Applications page.

## Sharing On Social Media

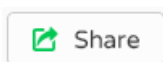
Public Access has included social media integration to allow users to share comments and activity via email or Twitter.

**Note** The ability to use this feature is configured by your administrator.

### Share via email

To share comments or activity through email:

1. Search for and open the Details tab of the desired record.
2. Press the Share button.



3. Press the Email icon that has now appeared alongside the Share button.



4. Your default email service will open and insert the link to the record into the email's body and use **Online application** as the subject. Enter the recipients and any further details to the email.



**Note** If you wish to use another email service, copy and paste the link into your desired email.

5. Press Send.

## Share via Twitter

To share comments or activity through Twitter ensure you have already created a Twitter account.

1. Search for and open the Details tab of the desired record.
2. Press the Share button.



3. Press the Twitter icon that has now appeared alongside the Share button.



4. A pop-up will appear with the link to the record inserted into the body of the Tweet. Enter any further details into the body.

**Note** Only 140 characters can be used for Twitter.

5. If you are not logged in, press Log in and Tweet, otherwise, press Tweet.

