

# Tracking an application progress on GetConnected



# How can I track my application progress in GetConnected

## How does the GetConnected dashboard work?

- You will have full visibility of each of your applications, its progress status and the site they relate to
- It will notify you if you have any outstanding actions to complete (e.g. provide further information, payment etc.)
- You will be able to post comments to us if you have any queries about your application (N.B. this is not a 24/7 monitored chat service)
- You will be able to upload any required documents to the portal and view any documents we have uploaded for you

### a) Your personalised application dashboard

**Number of applications**  
How many applications there are within the submission.

**Site Map**  
The site location for the application(s).

**Application ID**  
The reference given by the website to your application (known as the 'Portal reference' in Service Now)

**Application Type**  
The type of application submitted.

Application id	Application type	Application status	Application date
9	S45 - New or Replacement Water Supply	Awaiting Payment	22/02/2021 14:18:41
10	S45 - New or Replacement Water Supply	Awaiting Payment	22/02/2021 14:21:28
11	S45 - New or Replacement Water Supply	More Information Required	22/02/2021 14:39:18

**Action Required on**  
Notification if there are any required actions on the applications.

**Application Status**  
The current workflow status on the application.

**Details/Respond**  
Details of the application and comments box to communicate with Southern Water about the application.

### b) Application details

**Site Name**  
This is the name you have provided for your site. This can be used to help locate your application when speaking to a customer service advisor.

**Application Status**  
This is your application reference number. This can be used if you are speaking to a customer service advisor.

**Application Status**  
The status of your application (e.g. Awaiting Payment – would require you to pay via BACs to progress your application)

**Site**  
The site location where the application has been submitted for. (clicking into the map will open google maps to allow you to zoom in on the site)

**Application Type**  
The type of application you are applying for.

**Comments**  
In this box you will be able to speak directly to someone at Southern Water about your application. These comments will all be logged below so that you can see the history of your interactions with Southern Water.

**Select Documents**  
This allows you to upload any files or documents to support your application. All added documents will be visible below in 'All documents'.

**Application details**

Site name: Test Site

Application reference number: 40

Application status: Awaiting Payment (£229.85)

Application type: S45 New or Replacement Water Supply

Comment field with "Field is required" error and "Submit comment" button.

Comments section: "No comments to show"

All documents section: "Below are all the documents associated to this application." showing "southern.png"