



# **Self-Start Network Access Permit Procedure**



**Urban Access 2026**

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## What is a self-start Network Access Permit?

A self-start Network Access Permit (NAP) is a type of authorisation that grants users greater control over their network access privileges. Specifically, it enables the applicant or user to start and stop their own live periods in Urban Access, our permit to work system.

Without a self-start NAP, users typically need to contact the Urban Utilities Control Room to request access to the network, and to request that their access be terminated when they are finished using it. With a self-start NAP, however, users are empowered to manage their own access to the network. This means that they can start and stop their own live periods in Urban Access whenever they need to, without needing to go through the Control Room. Currently self-start is only available for permits that Urban Utilities deem to have low operational risk.

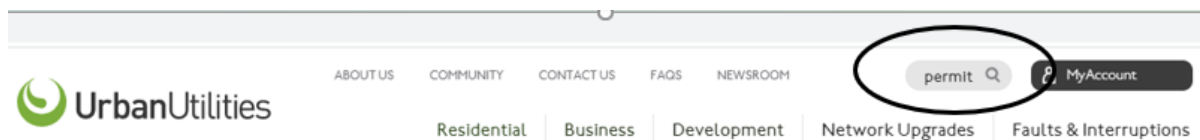
## How can you tell if your permit is self-start or not?

You can distinguish if a permit is self-start by checking if the 'Self-start' box is ticked on the permit page:

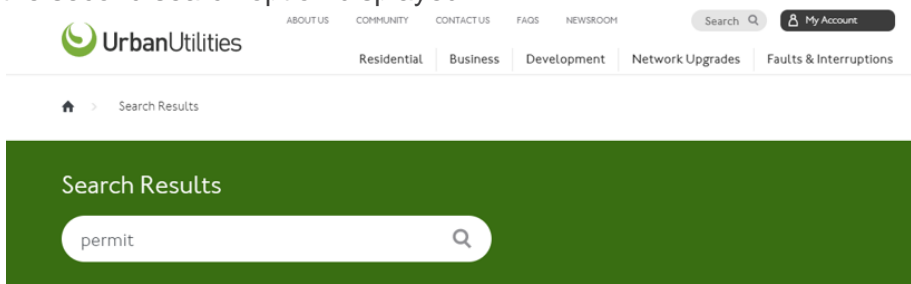
PERMIT INFORMATION		STATUS AND APPLICANT	
Permit ID	67610	Permit Status	Open
Permit Name	Application - Type 2	Self-Start	<input checked="" type="checkbox"/>

## How to log into Urban Access:

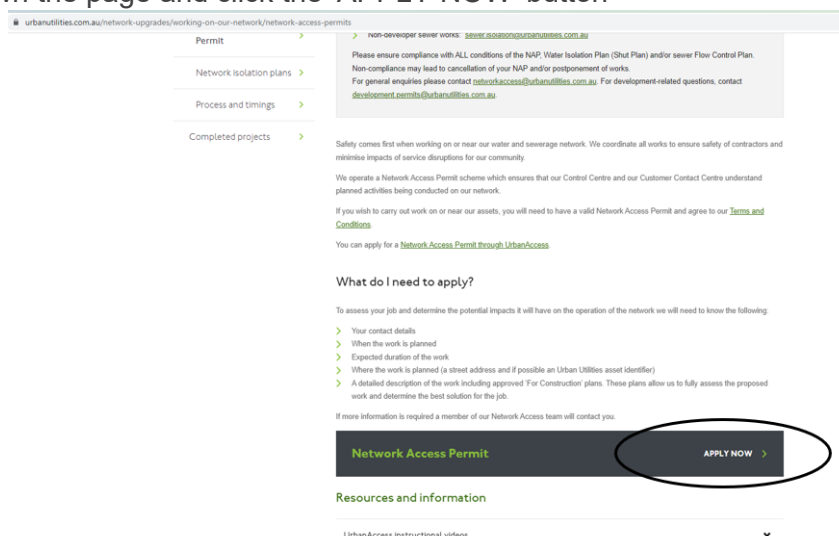
1. Go to <https://urbanutilities.com.au>
2. In the search bar type 'permit'



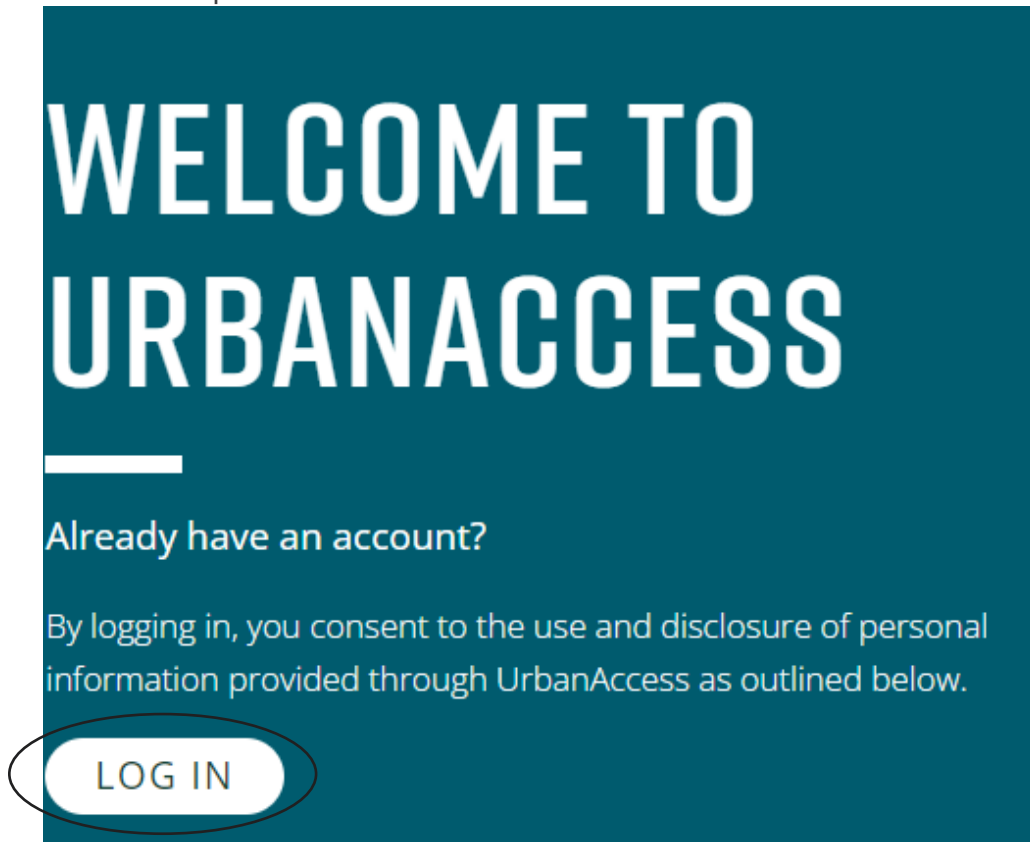
3. Select the second search option displayed



4. Scroll down the page and click the 'APPLY NOW' button

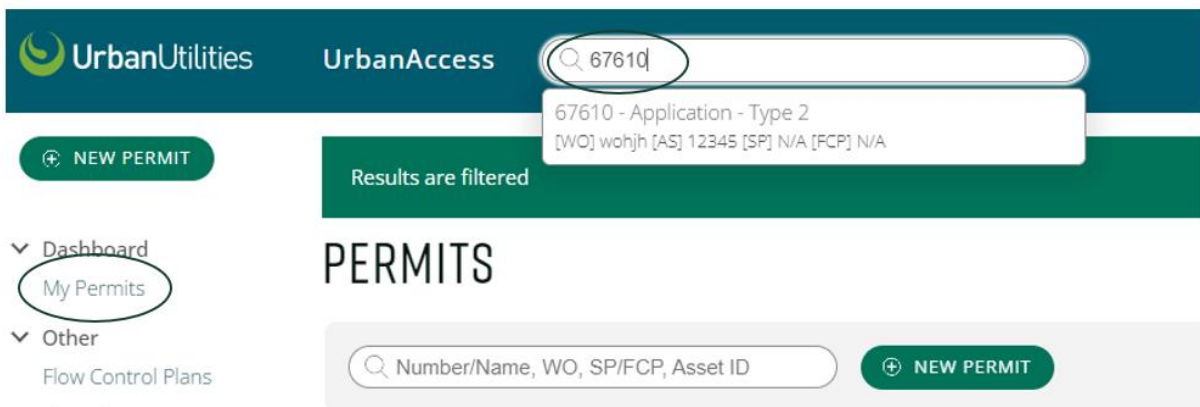


- 5. It will take you to the login page. Please log into your account with your email address and password

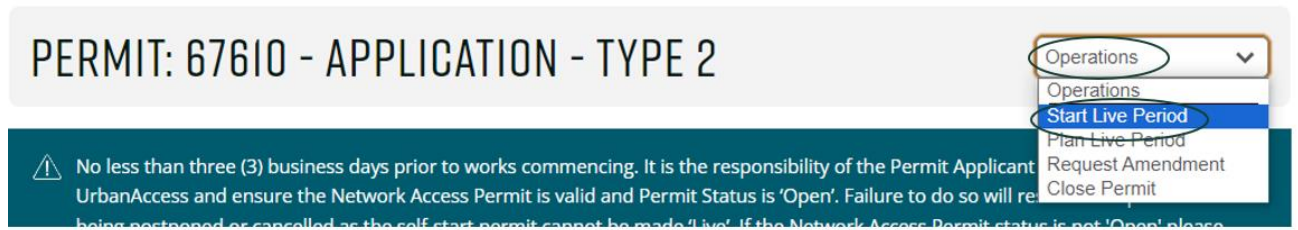


### Instructions

Step 1. Log into Urban Access and find the relevant permit number in either the 'search bar' or 'permits' section. Click on the permit to bring up the permit page.



Step 2. Click on the 'Operations' function and choose 'Start live period' from the drop-down menu.



Step 3. Once you have clicked on the action a pop-up box will appear as shown below for you to enter the required information.

### CREATE LIVE PERIOD

**Start Live Period**

Permit [67610 — Application - Type 2](#)

Start Time 19 Feb 2024 10:52

Planned End Date \*  📅  
The Date should be no more than 14 hours after the Start Time.

End Time \*  🕒

Contact Name \*

Contact Number \*

Control Room Actions 

Example: R020 HOLLAND PARK 1 requires to be filled to top water level prior to the commencement of work at 7:00am.

If no action is required, leave blank.

**IMPORTANT:** Please ensure you provide clear instructions for our Control Room and include any relevant asset IDs. Please do not only quote the Shut Plan or Flow Control Plan number.

Attachment  No file chosen  
Please attach your water off notification, if needed (PDF only, max 50MB)

Step 4a. Enter the date you are doing the works (the system should automatically select today's date) and manually enter the proposed/expected finish time (24-hour time).

**Start Live Period**

Permit [67610 — Application - Type 2](#)

Start Time 19 Feb 2024 10:53

Planned End Date \*  📅  
The Date should be no more than 14 hours after the Start Time.

End Time \*  🕒

Step 4b. Enter your full name and contact phone number

**Start Live Period**

Permit [67610 — Application - Type 2](#)

Start Time 19 Feb 2024 10:53

Planned End Date \*

The Date should be no more than 14 hours after the Start Time.

End Time \*

Contact Name \*

Contact Number \*

Once all the information is entered, please click 'Create'.



Once submitted, the permit status will change from 'Open' to 'Live'.

**PERMIT INFORMATION**

Permit ID 67610

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Permit Name Application - Type 2

**STATUS AND APPLICANT**

Permit Status Live

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Self-Start

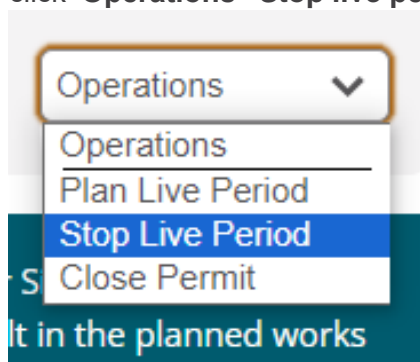
It will also show a live period in the 'Live Period' section at the bottom of the permit page.

## LIVE PERIODS

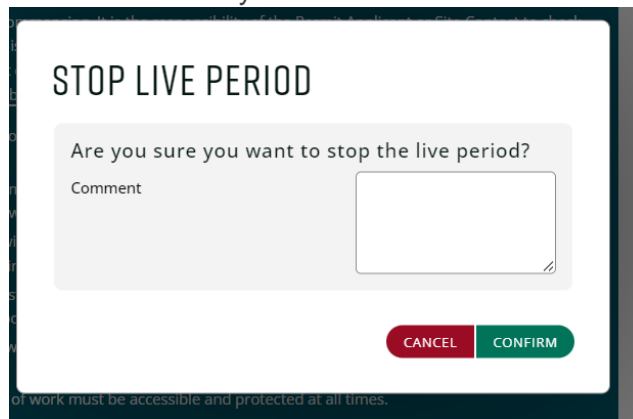
FILTERS

Start Time	Planned Start Time	End Time	Isolation Plan	Actioned By	Status	Active	Actions
19 Feb 2024 10:53	—	19 Feb 2024 17:00	—	<a href="#">Beta Test</a>			

Step 5. When your works have concluded and you're ready to close off the live period, go back to the permit page and click 'Operations' 'Stop live period'.



A pop-up box will appear asking 'Are you sure you want to stop the live period? Click 'Confirm'. There is no need to enter any comments.



The permit status will change from 'Live' to 'Open'.

PERMIT INFORMATION		STATUS AND APPLICANT	
Permit ID	67610	Permit Status	Open
Permit Name	Application - Type 2	Self-Start	✓

The live period recorded will update and change the 'end time' to the actual end time the live period was stopped and no longer show as active.

### LIVE PERIODS

Search: Permit FILTERS

Start Time	Planned Start Time	End Time	Isolation Plan	Actioned By	Status	Active	Actions
19 Feb 2024 10:53	—	19 Feb 2024 11:04	—	Beta Test		✗	👁

**Reminder for Type 2 self start holders to still call into the Control Room before leaving site on 07 3856 7179 to confirm there are no outstanding site alarms.**