

FilmApp Applicant FAQs

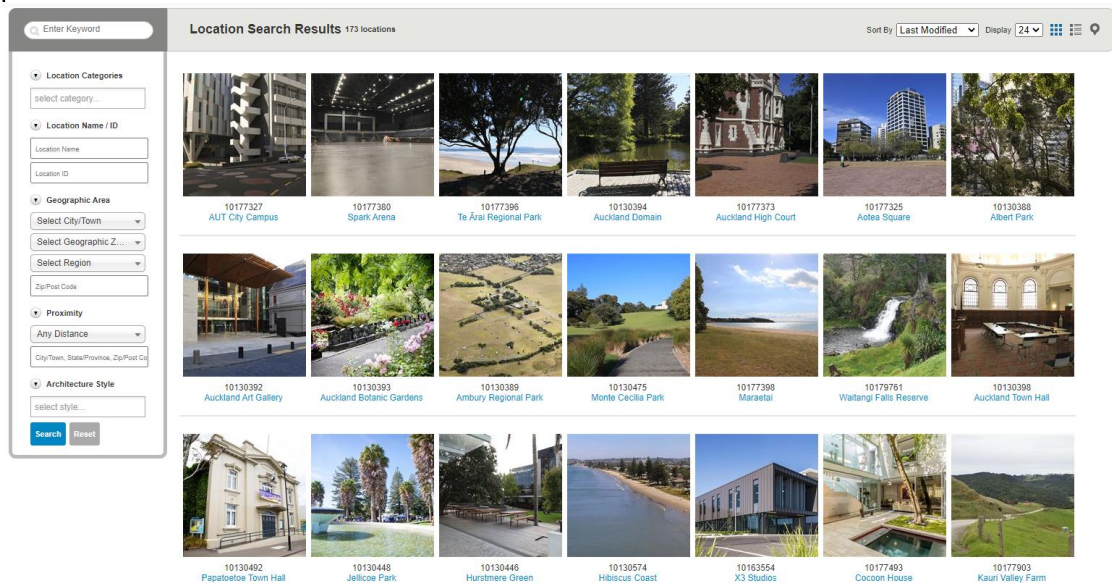
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| Q | What is FilmApp? |
| A | FilmApp is an online system specifically designed to manage film permit applications and approvals . Screen Auckland and Screen Wellington are now both using FilmApp for permitting. |

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| Q | Do I need to register to use FilmApp? |
| A | FilmApp requires a login which you can create here . This login allows you to save all applications including draft applications to your dashboard for you to refer to at any time. |

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| Q | How is FilmApp accessed? |
| A | FilmApp can be accessed on computers and laptops with internet connectivity. All you need is a network connection and a login . Despite the name, FilmApp is not a mobile app and does not need to be installed on your devices. |

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| Q | Is the data stored within FilmApp secure? |
| A | FilmApp went through security clearance with Datacom before Screen Auckland chose to go ahead with it. Data is kept confidential and in a secure holding site in the UK. |

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| Q | Can I look up locations in FilmApp? |
| A | Screen Auckland has launched the Screen Auckland location gallery where productions can search and research locations online. |



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| Q | How has the application process changed? |
| A | The Screen Auckland website landing page will remain the same and have a link to the FilmApp page, where you can apply for film permits. Alternatively, you can navigate straight to FilmApp using this link https://app.apply4.com/filmapp/nz/auckland . The Screen Auckland film facilitation and fee structure remains the same. |

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| Q | Why has my application been changed to 'info required'? |
| A | 'Info required' is the status a facilitator will set your application to if details need to be changed or added. The detail provided in the Application Summary goes out to internal Auckland Council stakeholders to aid decision making for landowner approval. The more information you can provide about your production and the intended use of the space, the more likely it is that your permit will be approved. |

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| Q | What happens if I don't have all my documents at the time of applying? |
| A | While it is recommended that you have all your documents before applying, additional documents can be uploaded to FilmApp at any stage of the application process. Please refer to our checklist here for more information about which documents are compulsory at the time of submission. |

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| Q | Why are there questions about production budget, spend and audience? |
| A | Regional film offices across New Zealand recognise the use of FilmApp as an opportunity to capture data valuable to the development of the screen sector. These questions are optional and leaving them empty will not stop you from submitting an application. |

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| Q | Why am I not able to submit my application? |
| A | All five sections within the permit application must be completed and have a green tick before the 'Submit Application' button will go live. Please refer to our FilmApp Applicant Guide for more information. |




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| Q | What if I need to contact my film facilitator about my application? |
| A | You can contact your film facilitator directly using the messaging function within FilmApp. You can send a message once a facilitator has been assigned to your application, which will change the application status to 'current' . If you click on the application line in your dashboard, you will be able to type a message which will notify your facilitator. |

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| Q | Can I hand over an application to another team member while it is in progress? |
| A | FilmApp does not currently have this functionality, however a production could set up a login with a generic email address that can be accessed by anyone with the email and password. |

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| Q | How do I apply for a parking permit? |
| A | This process remains the same, you must apply directly with Auckland Transport by emailing filming@at.govt.nz and copying in screen@aucklandnz.com |

Have another question or need technical support?

|  Application specific question or comment |  Technical or system support or advice |  General enquiry or support |
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| Click on the application line in your FilmApp dashboard and submit a message. | Please contact the software provider support@apply4.com . The FilmApp customer support team will be happy to help. | Contact Screen Auckland T: 09 354 0070 E: screen@aucklandnz.com |