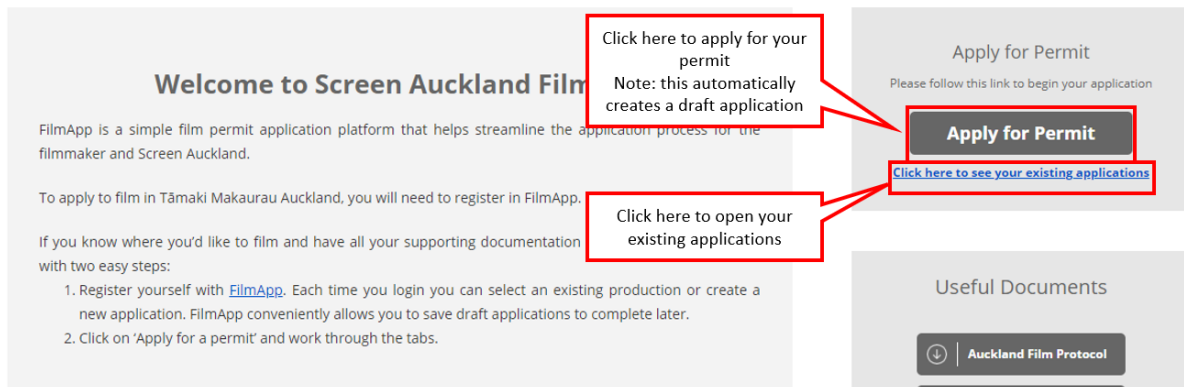


## FILMAPP: GUIDE TO GETTING STARTED

Use this guide to get started with FilmApp, the platform for film permit applications. If you require further assistance, please get in touch with a Screen Auckland Film Facilitator.

### Creating an account

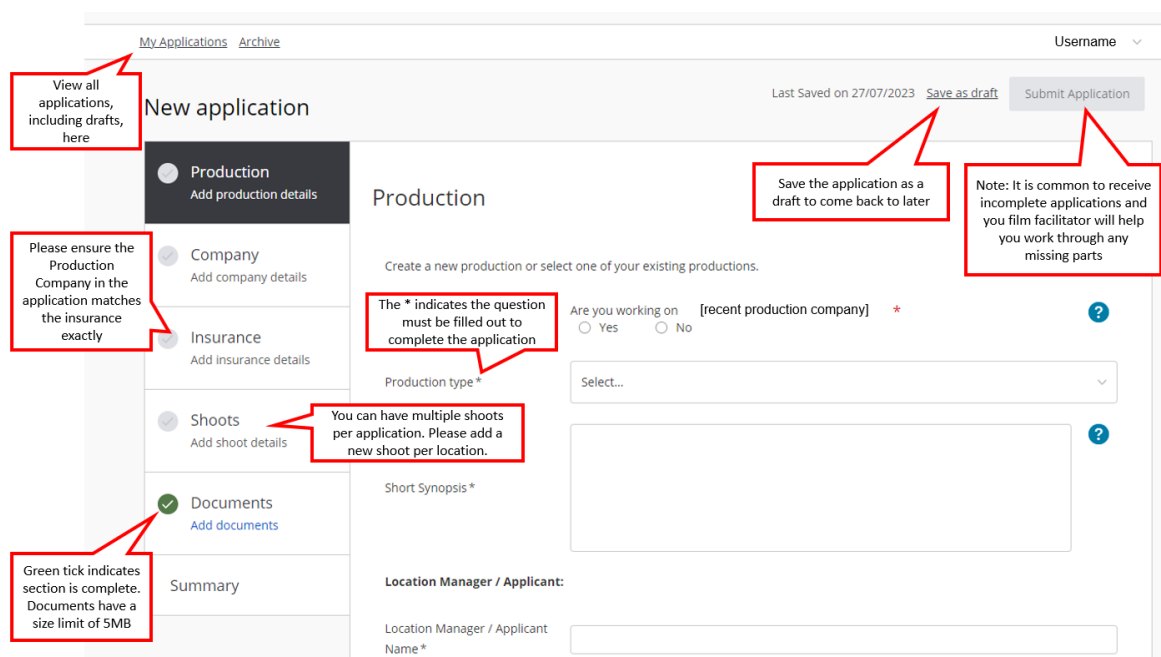
To get started, register an account and fill in the form for a FilmApp login.



Where possible, Screen Auckland recommends using company accounts for FilmApp. This makes it easier to keep track of applications made by multiple users or retain details when crew move roles.

### Filling in an application

There are five sections: Production, Company, Insurance, Shoots and Documents. Each section must be completed with a green tick before the application can be submitted.



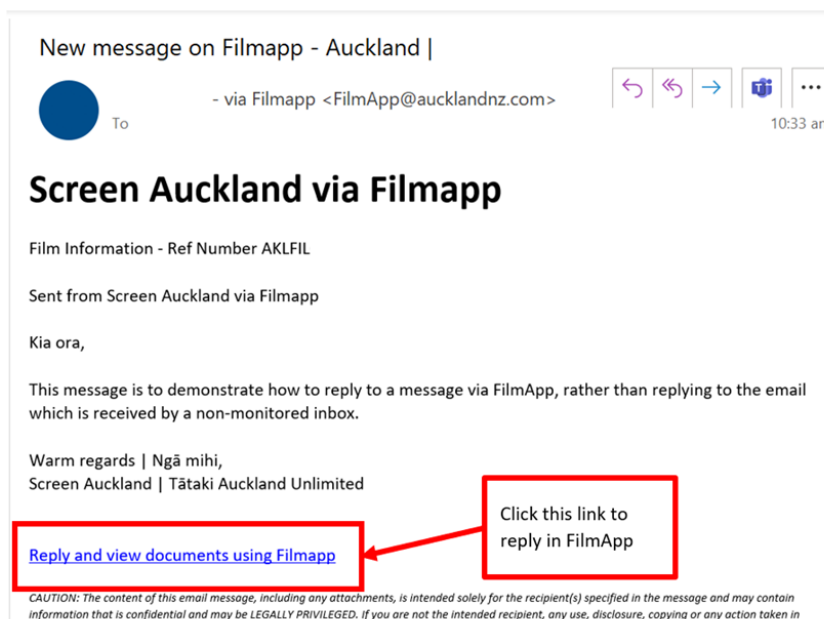
Once all the compulsory questions are filled out, the Submit Application button highlights blue, which means you can submit the application.

### Application status

- New – application has been submitted
- Current - application is being reviewed
- Info req – missing information, it means the application is open for editing
- Resubmitted – your changes have been submitted but not yet looked at. Your facilitator will change it to current when they review the updates
- Approved – the application is in its final stages of being reviewed. Note: Approved status does not equate to issued. **Please ensure you receive the actual permit document before your filming activity.** If you have not received it, contact your Screen Auckland Film Facilitator for an update
- Complete – the invoice has been receipted and the application is now complete

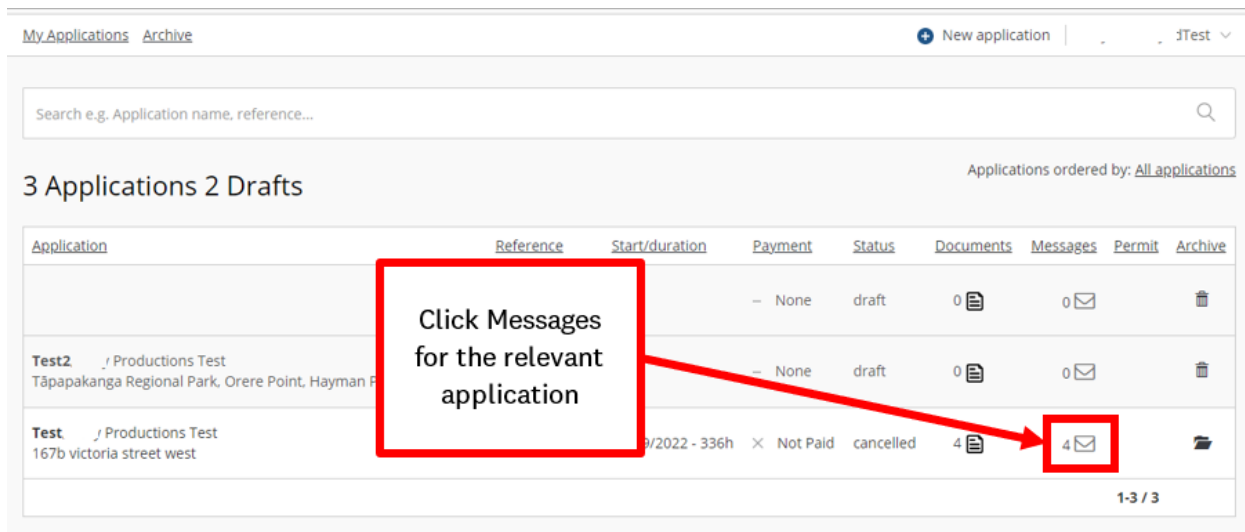
### FilmApp messaging

- Messages from FilmApp will be sent to your email address as a notification
- The subject line says “New message on FilmApp” and includes the production title, location, shoot start date and application number
- The sender is the facilitator - via FilmApp <[FilmApp@aucklandnz.com](mailto:FilmApp@aucklandnz.com)> (not a monitored email address, so do not reply to it)
- A copy of the message is in the body of the email
- You need to click ‘[Reply and view documents using FilmApp](#)’ to respond to the message

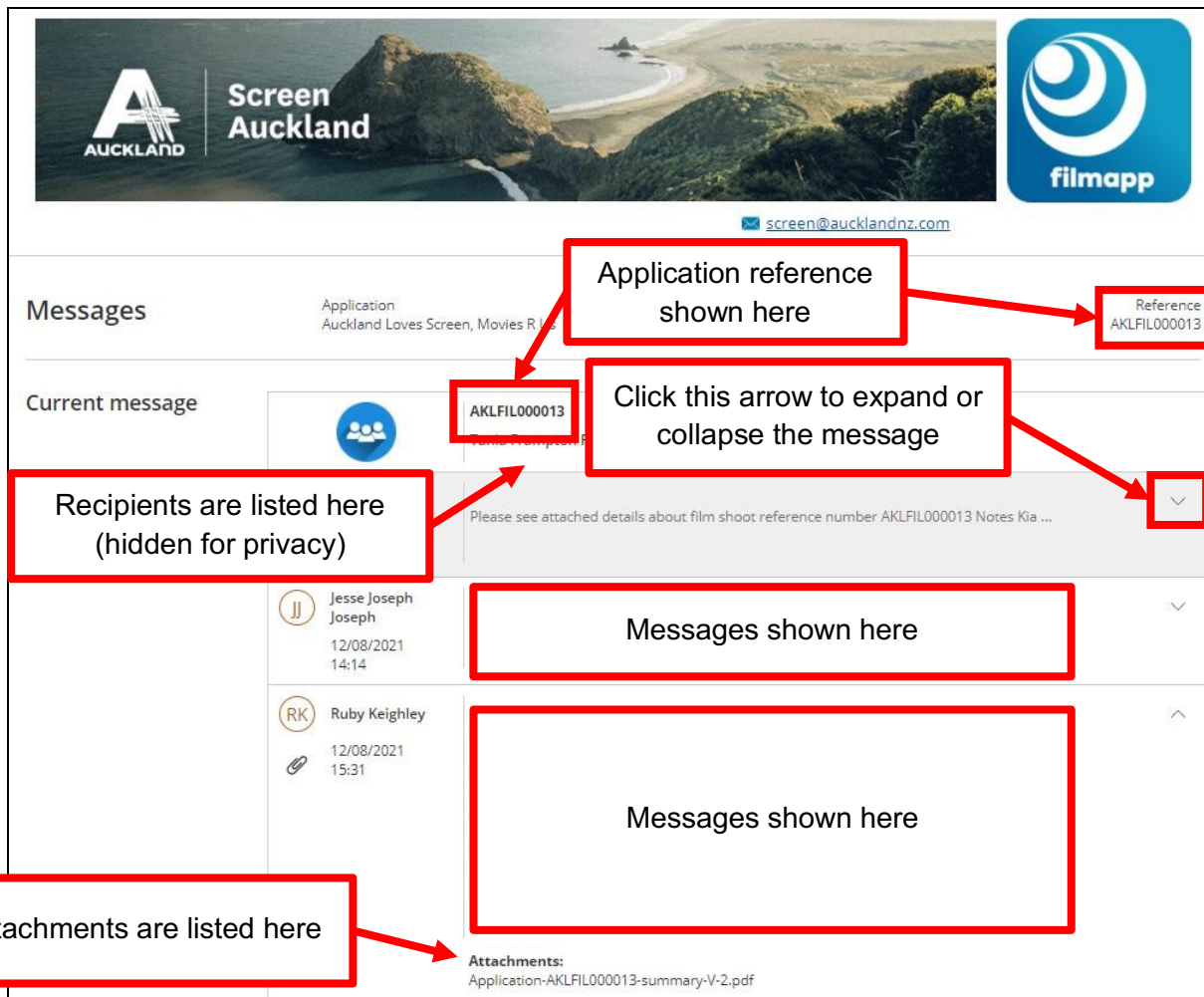


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- Alternatively, access the message portal by going into your applications and clicking or tapping the envelope icon



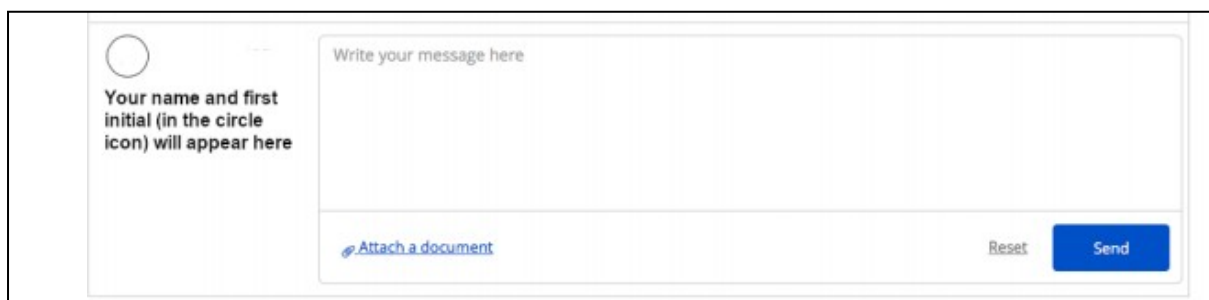
- Clicking the email link takes you into the FilmApp message thread (see below)
- The message thread contains messages and replies send by the recipients in the group
- Click on the up/down arrow on the right side of each message to expand or collapse the content
- The contents of the email you received will be displayed here
- You do not need a special login to reply via FilmApp, only the link contained in the email
- Note: the link is generated for the recipient by their email address, so if you forward it to someone else and they click the link, they will be replying as you



The screenshot shows the messaging interface for Screen Auckland. At the top, there are logos for Screen Auckland and filmapp, along with the email address [screen@aucklandnz.com](mailto:screen@aucklandnz.com). The main area is titled "Messages" and shows a list of messages. A "Current message" is highlighted, showing a recipient list (with names hidden for privacy), a message body, and an attachment. Red callout boxes provide the following information:

- Application reference shown here:** Points to the reference number AKLFIL000013 in the top right corner.
- Click this arrow to expand or collapse the message:** Points to a small downward arrow icon on the right side of the message header.
- Recipients are listed here (hidden for privacy):** Points to the recipient list area.
- Attachments are listed here:** Points to the attachment list at the bottom of the message.
- Messages shown here:** Two boxes point to the message list items for Jesse Joseph Joseph and Ruby Keighley.

At the bottom of the page, you can write your message/comment, attach documents and send your response. You can reply as many times as needed, and any responses send will appear above.



The screenshot shows the message composition form. It includes a circular icon placeholder for the user's profile picture, a text input field labeled "Write your message here", a link to "Attach a document", and "Reset" and "Send" buttons.

Your name and first initial (in the circle icon) will appear here

Write your message here

[Attach a document](#) Reset Send