

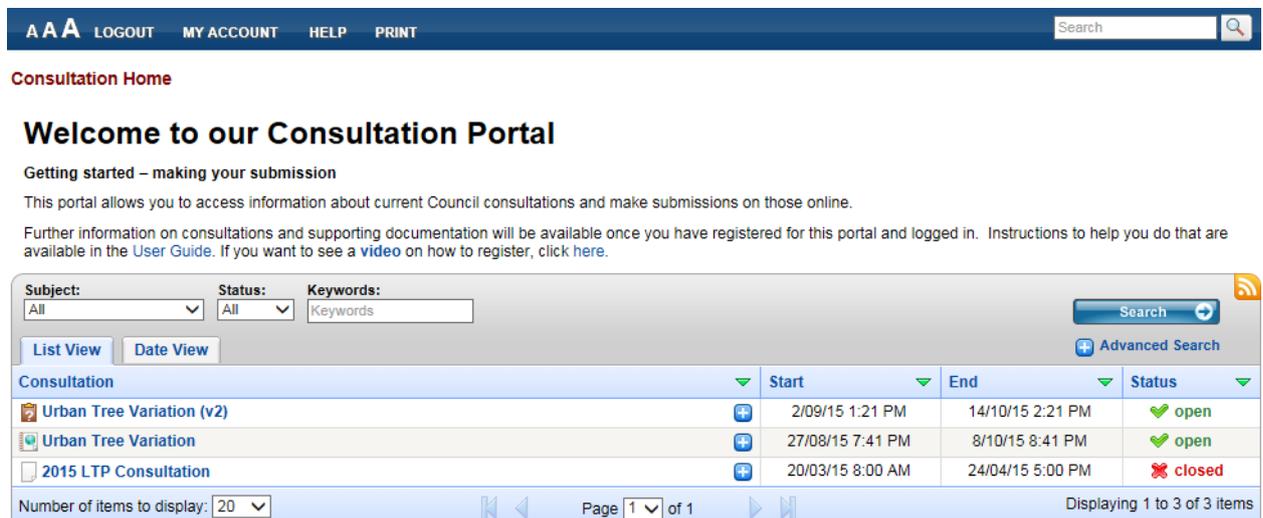
## Frequently Asked Questions

### How do I find a particular Consultation?

From the Have your say on current consultations page

( <http://www.kapiticoast.govt.nz/Your-Council/Planning/Consultation/Have-your-say/> ) Click on

**Make an online submission.** This will bring up a list of consultations you are able to give feedback on. Click on the consultation you wish to give feedback on.



The screenshot shows the top navigation bar with 'AA', 'LOGOUT', 'MY ACCOUNT', 'HELP', and 'PRINT' links, and a search box. Below is the 'Consultation Home' section with a 'Welcome to our Consultation Portal' heading and a 'Getting started - making your submission' sub-heading. A paragraph explains the portal's purpose. Below that, search filters for 'Subject' (All), 'Status' (All), and 'Keywords' are shown. A table lists consultations with columns for 'Consultation', 'Start', 'End', and 'Status'. The table contains three rows: 'Urban Tree Variation (v2)' (open), 'Urban Tree Variation' (open), and '2015 LTP Consultation' (closed). At the bottom, there are pagination controls showing 'Page 1 of 1' and 'Displaying 1 to 3 of 3 items'.

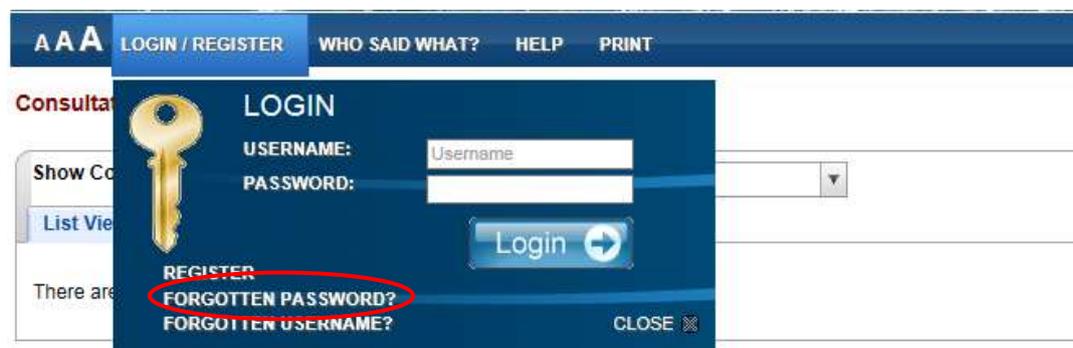
Consultation	Start	End	Status
Urban Tree Variation (v2)	2/09/15 1:21 PM	14/10/15 2:21 PM	open
Urban Tree Variation	27/08/15 7:41 PM	8/10/15 8:41 PM	open
2015 LTP Consultation	20/03/15 8:00 AM	24/04/15 5:00 PM	closed

### What if I get an already registered message?

This can indicate several things. Either you have registered already, OR someone else with the same name has already registered, OR you have previously made a submission by email or letter and your details have been entered into the system. If in doubt you should ring the Council 0800 486 486 and you will be given or directed to the appropriate help.

### What do I do if I forget my password?

There is a 'Forgotten Password?' option available when you click on the 'Login/Register tab below. Click on that and you will be asked to provide your username. Your password will be reset by the system and you will be sent the new password to your email address.



The screenshot shows a modal window titled 'LOGIN / REGISTER' with a key icon. It contains fields for 'USERNAME:' and 'PASSWORD:'. A 'Login' button is present. Below the fields, there are three options: 'REGISTER', 'FORGOTTEN PASSWORD?' (circled in red), and 'FORGOTTEN USERNAME?'. A 'CLOSE' button is at the bottom right.

## What do I do if I forget my username?

There is a 'Forgotten Username?' option on the Login/Register drop-down. Click on that and you will be prompted for your email address. Your username will be emailed to you.



## How do I Login?

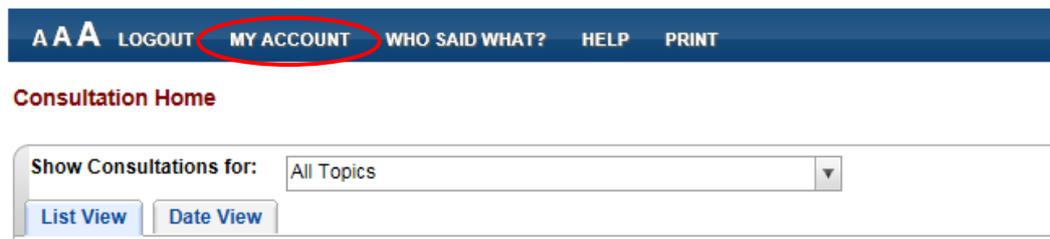
You need to ensure you are registered first. Follow the steps in the User Guide or watch the video (both are available on the main Consultation Portal page (<http://consult.kapiticoast.govt.nz/portal/>)).

## Why do I have a username and password?

It is a unique way of identifying you in the system and improves the security of the submissions process. We recommend using your email address as your username. This is because it is generally unique to you and will be easy to remember in the future.

## How do I change my username, password or contact details?

Login using your existing username and password. Go to the 'My Account' tab on the menu bar.



Click on that and again on 'My Details' in the drop down menu that will open (as below).



This will open up your 'My Details' page where you can update your username, password, address, email address etc.

## Can I retract a Submission?

Any comments you have made in your online submission can still be changed if it is still in draft form.

Once an online submission has been submitted it cannot be retracted unless you contact the Council, stating your details and your submission ID.

## How do I request 'No further contact' or not to be involved in future consultation events

If an individual: Login to the submission database and click on the 'My Account' tab (as per changing password/username etc above). Then click on the 'My Details' link in the drop down, go to the 'Other Contact details' section and under 'Method of Contact' select 'No further Contact' from the bottom of the drop down menu.

<b>Other Contact Details</b>	
Phone Number	<input type="text"/>
Mobile Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Method of Contact	<div style="border: 1px solid black; padding: 2px;"><p>Email</p><p>Phone</p><p>Fax</p><p>Post</p><p>SMS</p><p>No Preference</p><p>No Further Contact</p></div>
<b>Contact Preferences</b>	
Receive email notifications about new consultation events?	
Send Me Emails Using	<input checked="" type="radio"/> Plain text format <input type="radio"/> HTML format

Alternatively, you can 'unsubscribe' from Consultation portal emails. There is an unsubscribe option at the bottom of every email you receive from this web portal.