



## Frequently asked questions

Using Thames-Coromandel District Council's new consultation system

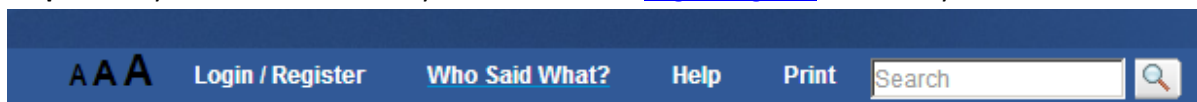
<http://haveyoursay-tcdc.objective.com>

1. How do I use this system to write my submission? .....	1
2. I've forgotten my password or my username.....	2
3. How do I update my password? .....	2
4. How to I sign up to be notified for new consultation events? .....	2
5. How do I change my email preferences?.....	2
6. How do I find out more information about a consultation event? .....	2
7. How do I view my submission?.....	3
8. What are the different ways I can submit?.....	3
9. I've already written my submission up in a document. How do I attach it in the consultation portal?.....	3
10. Who is Objective and why am I getting emails from them?.....	3
11. How do I change my submission after I hit submit?.....	3
12. What happens to information I submit to you? .....	4

### 1. How do I use this system to write my submission?

You can use our consultation system to read the document you're submitting on and to answer key questions we may have on the document. To do so, follow these steps:

**Step one:** If you haven't used the system before click [Login/Register](#) and fill in your details.



The system will send you an automatic email with a unique link so you can prove you are the owner of the email account. Open this email, follow the link and fill in the rest of your details. If you have not received a registration email, please check your junk mail or contact us 07 868 0200 or email [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz).

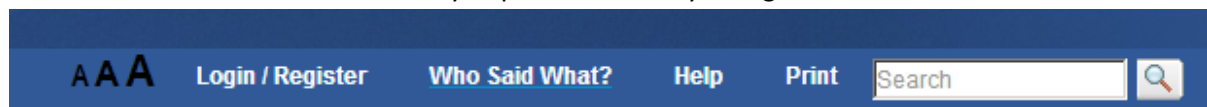
**Step two:** Once you have registered, go to the front page of the consultation system at <http://haveyoursay-tcdc.objective.com> and click on the consultation you are interested in.

**Step three:** Read the document you are interested in commenting on - you can download the document and read it later too.

**Step four:** Making sure you are [logged in](#), fill in the form provided and hit submit.

## 2. I've forgotten my password or my username

If you've forgotten your password or your username, click on the Login/Register button and select either the [forgotten password link](#) or the [forgotten username link](#). A new password will be sent to the email address you provided when you registered.



## 3. How do I update my password?

Make sure you are [logged in](#).

Once you are logged in, click on my account and then [my details](#).

Fill in your current password and then your new password twice. Click OK at the bottom of the page to save.

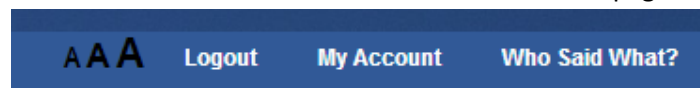
Current Password	<input type="password" value="....."/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

## 4. How to I sign up to be notified for new consultation events?

Make sure you are [logged in](#).

Once you are logged in, click on my account and then [my details](#).

Under contact preferences select "Yes" to receive email notifications about new consultation events. Click OK at the bottom of the page to save.

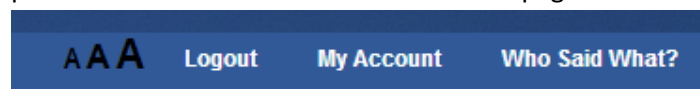


## 5. How do I change my email preferences?

Make sure you are [logged in](#).

Once you are logged in, click on my account and then [my details](#).

You can change how often we email you and what you are emailed about under contact preferences. Click OK at the bottom of the page to save.



## 6. How do I find out more information about a consultation event?

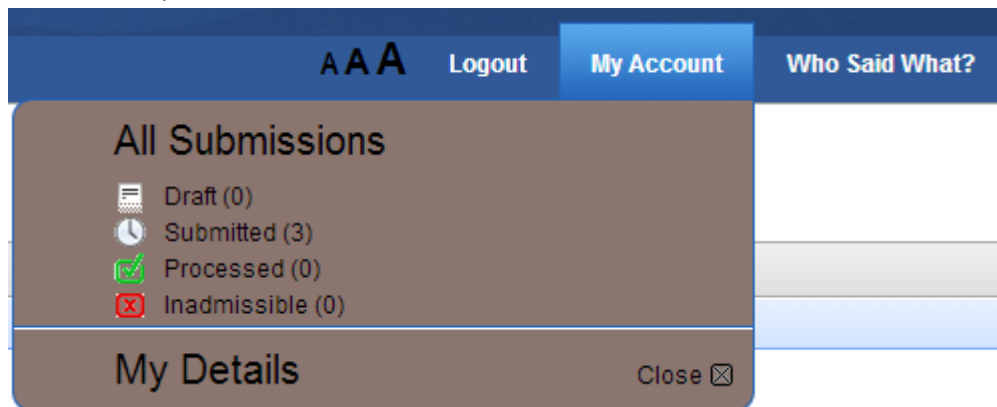
On the submission system homepage, scroll to the bottom and select the consultation event you are interested in. A summary of what is being consulted on, the full document and any supplementary documentation will be on this page along with the submission form. Make sure you are [logged in](#) to submit your comments.

If you require any further details on what we're consulting on please contact us on 07 868 0200 or email [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz).

## 7. How do I view my submission?

Make sure you are [logged in](#).

Once you are logged in, click on my account. You will be able to review any previous submissions made - the number in brackets by a type of submission indicate how many submissions you have made.



## 8. What are the different ways I can submit?

There are a variety of ways you can tell us what you think. Try out our new consultation portal at [www.haveyoursay-tcdc.objective.com](http://www.haveyoursay-tcdc.objective.com), or...

- email [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz),
- post to Thames-Coromandel District Council, Private Bag, Thames,
- fax to (07) 868 0234, or
- drop off your submission at one of the Council offices in Thames, Coromandel, Whitianga or Whangamata.

## 9. I've already written my submission up in a document. How do I attach it in the consultation portal?

You can attach a document, picture or even a video to your submission. Follow the prompts from the consultation portal at [www.haveyoursay-tcdc.objective.com](http://www.haveyoursay-tcdc.objective.com) to find the consultation event, fill in as much or as little of the submission form as you want

## 10. Who is Objective and why am I getting emails from them?

Objective is the company who owns the software we are using. The emails you receive from them are automatically generated. Go to your email preferences to change the way we communicate with you through the consultation software. (Once you are logged in, click on my account and then [my details](#).)

## 11. How do I change my submission after I hit submit?

Contact us by calling 07 868 0200 or emailing us at [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz) and we can ensure any changes to your submission are captured.

## **12. What happens to information I submit to you?**

If you choose to submit information to us, the information will be transmitted through secure lines to our database.

Make sure you check the online submission form for any privacy disclaimers, as most of the time submission information is public information, as it informs Council decision making.

If you are concerned about the privacy of your information, or if you'd like to include sensitive information in your submission, please contact us to find out how we can help. We are able to keep some information private if there is a legal reason.

If you wish to view any personal information held by Council, please phone us on 07 868 0200 or email [customer.services@tcdc.govt.nz](mailto:customer.services@tcdc.govt.nz)

Head to our website to view our complete privacy statement at <http://www.tcdc.govt.nz/Your-Council/About-this-Site/Privacy-Statement/>