Guide to Using Software

Registering for an Account:

In order to answer questions within the consultation software, you will be required to register for an account. When in a consultation document, you will be prompted to either sign up or login directly from the question, or by using the login button in the top right-hand side of the screen.

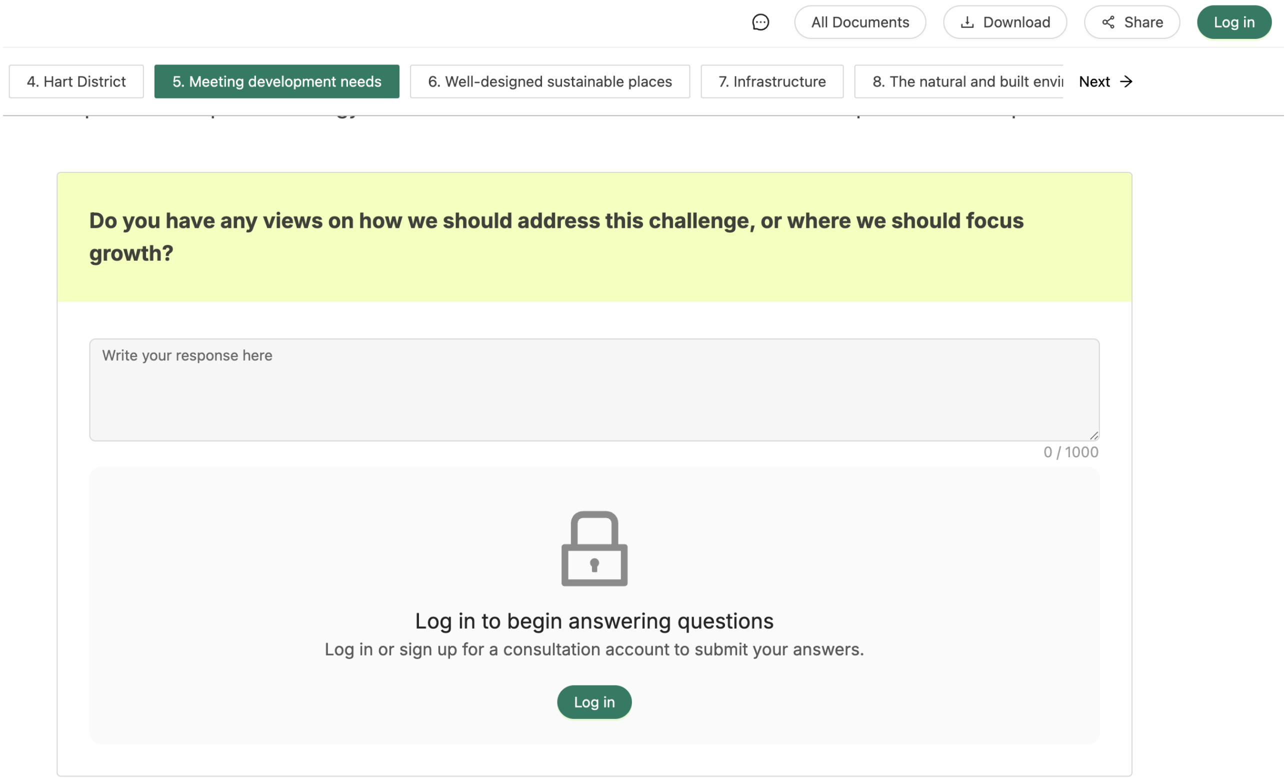

Figure 1: Image showing the location of the 'Log in' button when a user is within a consultation document (Credit - © Urban Intelligence, 2026.)

1. Create an account

When signing up for an account, you will be required to provide certain information and answer additional optional questions.

To sign up, please select one of the following 5 options:

- Resident
- Visitor
- Landowner
- Agent
- Organisation

Each option will require you to provide your first name, last name and email address.

If you are submitting a representation as a Landowner, Agent or Organisation, you will be prompted to answer additional questions, including:

Landowner

- How many properties do you own in the area?
- Property address and postcode

Agent

- How many clients you are responding on behalf of
- Client name and type
- Note: additional clients can be added once an account is made

Organisation

- Organisation name
- Organisation type
- Organisation address and postcode

2. Create a password

At this stage, you will be prompted to create a password and agree to the terms and conditions. If you forget your password, you will be able to reset it by requesting a password reset link.

1. You will be asked a number of demographic questions relating to the following characteristics:

- Age
- Sex
- Gender
- Health
- Religion
- Employment

These questions are optional, but will help us to understand the views of, and potential impacts on, different areas and groups of people within Derby.

3. Email verification

Once an account has been created, you will need to verify your email address before you can submit consultation responses. You will receive an email with a link to verify the account. Once verified you will be redirected back to the consultation login page, and will now be able to login to the consultation portal.

Please note that there may be a delay in receiving the email verification link, or it may be redirected to your spam folder.

Adding a Representation:

To add a representation, please locate the particular policy, paragraph, or image that you would like to comment on. When you have located the relevant section, please press the green add button, as shown in the image below (for web users):

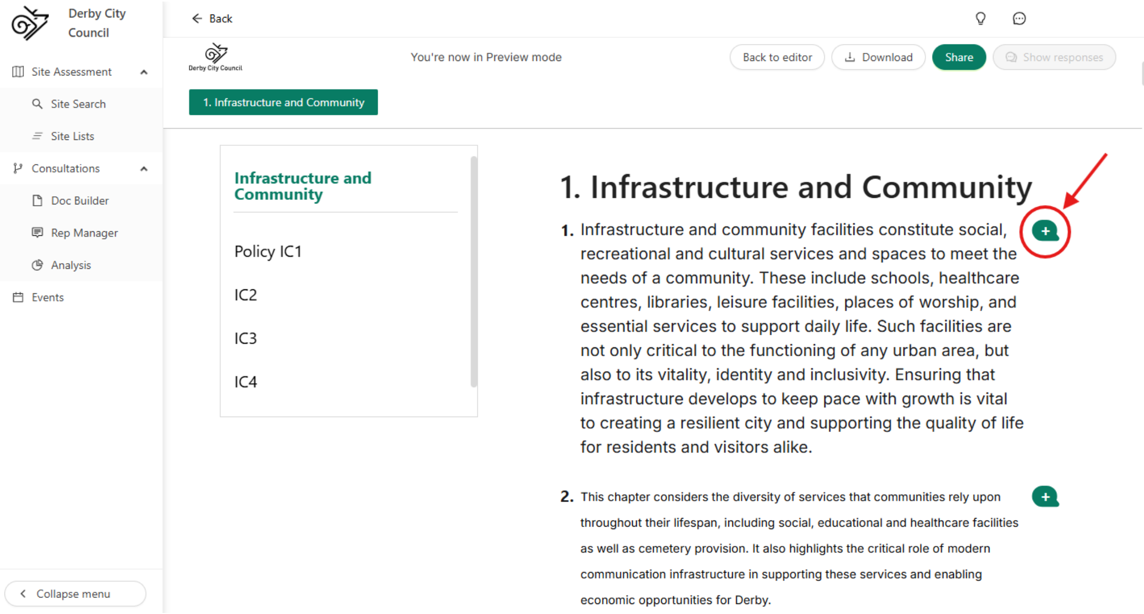

Figure 2: Image showing the add comment button for web users.

On mobile devices, the comment button will appear below each paragraph/policy as shown below:

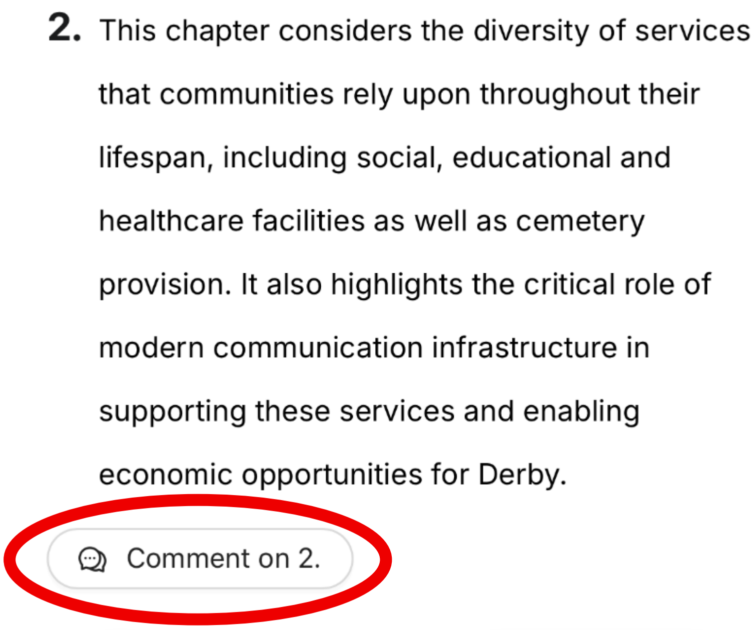

Figure 3: Image showing the 'Comment on …' button for mobile/tablet users.

A panel will appear on the right of the screen which will direct you through several questions regarding the test of soundness and compliance of the Local Plan.

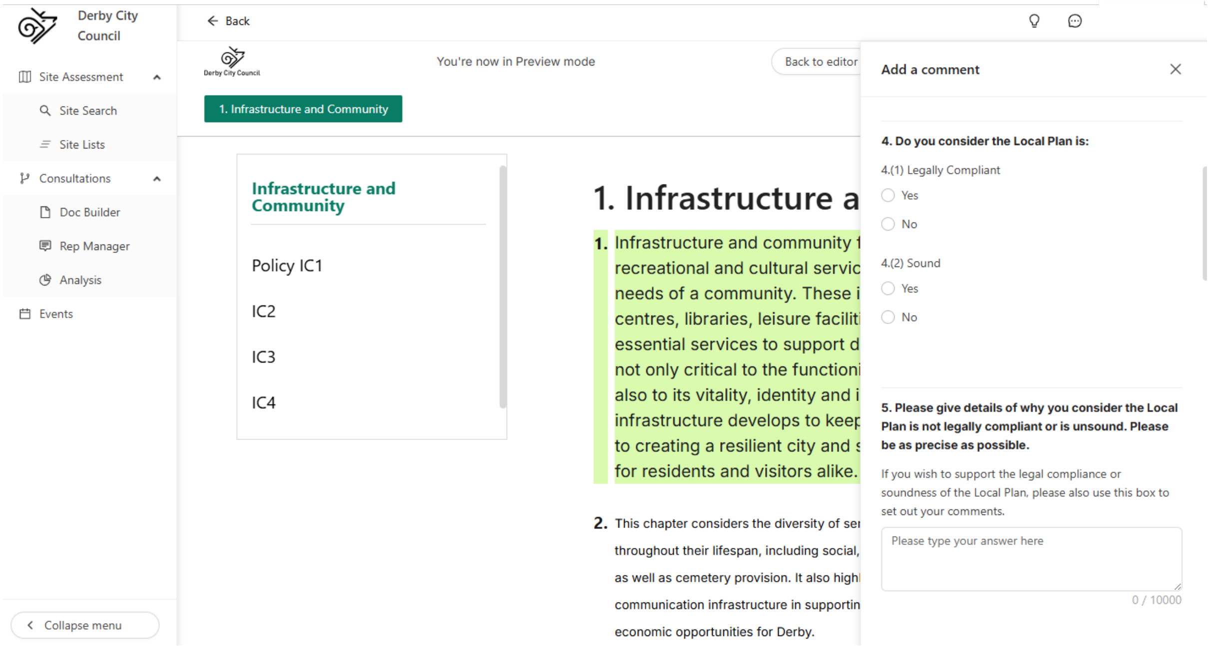

Figure 4: Image showing the question panel which you must fill out to provide your representation.

Please ensure that you press ‘submit representation’ once you have responded to the relevant question(s) to submit your comments.

Viewing your responses

Once you have successfully submitted a response, you will get a confirmation pop up in the bottom right of the screen.

View or edit responses

To view or edit your responses, click on your name icon in the top right hand corner. Select ‘My responses’ from the options in the menu to navigate to your responses.

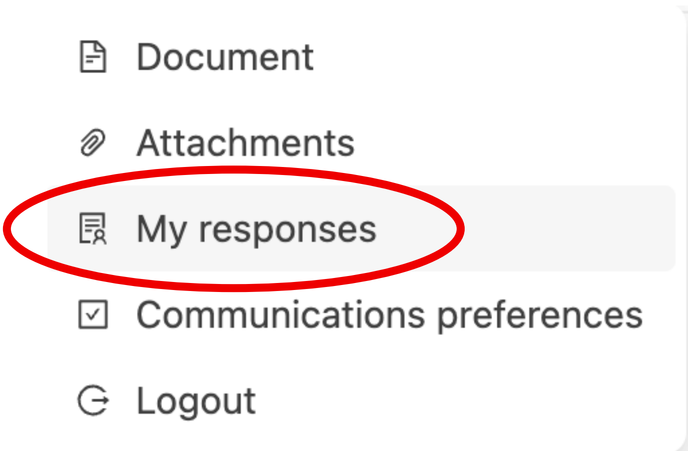

Figure 5: Image showing the ‘My responses’ section of the menu which can be accessed by clicking on the name icon in the top right hand corner (Credit - © Urban Intelligence, 2026.)

Once you are in the ‘My responses’ section, you will be able to view all questions, including those you have answered, and those left unanswered.

From here you can edit and re-submit responses, and answer any questions which you have not yet answered.

Download response summary

To download a copy of your responses, navigate to the 'My responses' section by clicking on your name icon in the top right hand corner.

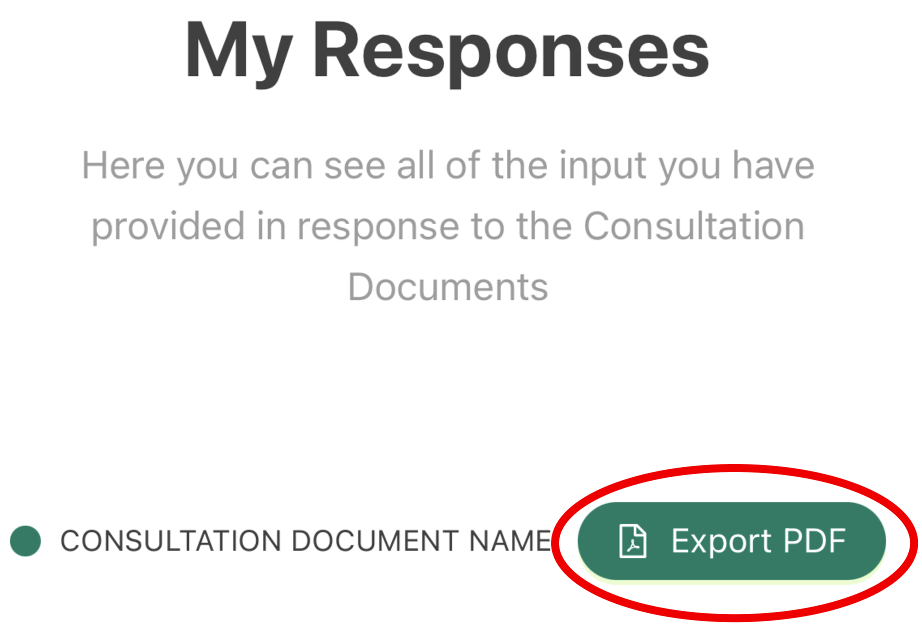

Figure 6: Image showing the 'Export PDF' button located within the 'My Responses' section.

There will be an option to download a pdf file of the responses you have made in relation to the consultation.