

Your Say Adelaide

Easy Registration Guide

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Adelaide

How do I sign up?

Step 1: Click the “Register to get involved” link on the top right hand side of the screen.

Step 2: Fill out the form, ensuring all fields marked with an *asterisk are completed as these are mandatory fields.

Step 3: Please read through the [Terms of Use](#) and [Council's Privacy Policy](#) for using our engagement site.

Step 4: Hit the button marked “Submit”.

Step 5: Check your email account to see if you have received the verification email and then click the link to verify your account. If you haven't received the email after a while, check your spam folder or send us an email to [Your Say@Adelaidecitycouncil.com](mailto:YourSay@Adelaidecitycouncil.com)

Congratulations, you are now ready to login and provide us with your feedback.

Frequently Asked Questions

How does being a registered user benefit me?

Knowing a little more about who you are and how you use the City will ensure we get a higher quality of data to go along with your feedback. The data will help us determine for example, if shoppers have different feedback to residents or students in the City. It will also help us to target feedback from specific groups (e.g. age, gender) and in-turn will provide a richer and more valuable response to help Council make decisions.

Some of the benefits of being a registered user include:

- Improvement in the analysis of data collection and how it relates to other/similar projects;
- Easier separation of the differences/similarities of opinions between residents, business owners, students and workers etc. and age groups;
- Understanding the different data allows us to recognise issues specific to certain groups in the community (e.g. age categories) which will in turn allow us to tailor a recommendation to Council that is more strategic and effective for what you're asking for;
- Provides a valuable source of quantifiable data that can improve the information and recommendations to Council about what you want;
- Foster co-ownership of the communication process;
- Communication will now be less frequent and you will receive targeted information on areas of interest to you, rather than general communication.

As a registered user you can:

- Use Discussion Forums - an email is required not only for verification as part of the registration process, but also so you can participate in the discussions by leaving your own comments and be notified when someone else involved in the discussion leaves their comments;
- We can send you details of engagement activities that specifically related to your nominated 'areas of interest' rather than general communication;
- Share your stories via the Guest Book;
- Stay up to date with current consultations via the monthly email;
- Fill out the quick poll; and

You'll no longer have to fill out demographics information for every survey you fill out...you tell us once and that's it

Tell me more about the registration fields.

- **Email** - Your email address is used to verify that you are a genuine user. We also email you to keep you updated on engagement activities that interest you and tell you about the final outcomes of projects you contribute too;
- **Demographics** - such as suburb and age can be used to identify people for targeted engagement projects, e.g. feedback specific to residents of North Adelaide; Basic demographics will it also helps us to understand different views/opinions from different age groups.
- Your **Login/Screen Name** will appear online with any feedback you provide to us. If you feel more comfortable retaining your anonymity, choose a unique screen that will not personally identify you;
- Be sure to select a secure **password** that you will only know. We recommend that you use a mixture of upper case, lower case and/or a numbers to minimise the risk of your account being compromised;
- There are a few fields that are optional for you to answer, filling out those questions will further help us to gain a better understanding about who you are. For example the question “Please indicate your main areas of interest” will allow us to communicate with your more effectively which means the e-mails we send will be less frequent and will be about topics that are of importance to you specifically, and not a standard e-mail we send to everyone.

I've forgotten my password and/or my username. What should I do?

Irritating isn't it! We've tried to make this process as simple as possible.

Step 1: Click the "login" link on the top right of the screen.

Step 2: Click the "forgotten password" link under the "sign in" button.

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Step 3: Type in your email address and hit enter. You will then receive an email from us with your Username and a link back to the site. Click on that link to reset your password.

Step 4: Sign in with your old username and new password.

I signed up but didn't receive the activation email. What should I do?

There are a few reasons this might have happened:

- The email may have gone into your "spam email" folder. Check there first.
- Your email service provider may have a really strong firewall that is blocking the activation email. This happens occasionally. Contact your service provider.
- You may have typed your email address incorrectly - it's very easy to inadvertently use a coma instead of a full-stop if you're in a rush. An accidental full stop or underscore can make all the difference in the world.

If all else fails email our Community Engagement Team at yoursay@adelaidecitycouncil.com who can find your login details and activate your account for you.

I have tried to register, but my email address has already been taken? How is this possible?

There are a couple of possibilities:

- Someone else in your family has used your email address to establish an account in the past;
- You have used this site before and forgotten; in which case see question: *I've forgotten my password and/or my username. What should I do?*

Is there another way that I can provide feedback on consultations?

Yes, our libraries, customer and community centres have hardcopy consultation packs available for you to provide feedback. These packs contain the same information and similar feedback tools as available on the Your Say Adelaide site.

It is important to note open consultations often use different tools and methods to gather feedback such as workshops, 1 on 1 interviews and meetings. Be sure to check the individual consultation pages for other ways you can be involved in the project.

How do I obtain further assistance?

If you need any further assistance regarding the Your Say Adelaide site or our registration process, please feel free to email us at yoursay@adelaidecitycouncil.com or request to be transferred to the Community Engagement Team on (08) 8203 7203 between the hours of 9am - 5pm Monday to Friday.

Background

"Small government, big community" is a vision we share for the City of Adelaide and involving the community in Council's decision-making processes is crucial to achieving this goal. Seeking your feedback helps us to understand varied points of view, gather comprehensive information and consider a range of opinions. Your valued feedback has an impact on Council's decision-making process and helps build a strong, collaborative working relationship.

In order to build this relationship we have a variety of methods and tools for you to provide your feedback and have your views reflected in the decision making process – Your Say Adelaide is Council's main platform for this to occur.

To participate in Your Say Adelaide (and provide feedback online using the website) you must first register your details. By telling us who you are, how you use the City and what kind of things you are interested in we will have higher quality data to support your feedback. This in-turn provides a richer and more valuable response to help Council make more informed decisions.

Your privacy is very important to us. Even though you're providing us with personal information, data that identifies you personally will not be made public. In the event we have a legislative responsibility to provide your personal details, we will notify you prior to you providing your feedback, so you are made aware of this change.

For information on Council's legislative responsibility please see:

- [Public Communication and Consultation Policy](#).
- [Council's Privacy Policy](#).