



NATIONAL  
DIGITAL TWIN  
PROGRAMME



HM Government

# Isle of Wight – Retrofit in Housing

IRIS User Guide



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- User Guide
- User Troubleshooting





# | User Guide

This guidance document is designed to support users participating in the Isle of Wight “Retrofit in Housing” pilot. It provides an overview of the key features and functionality of the IRIS platform.



# | Loading Data

When logging into IRIS, please allow 15–30 seconds for the data to load and the map to appear.

Avoid refreshing the page, as this will result in the loading process restarting and a longer wait time.

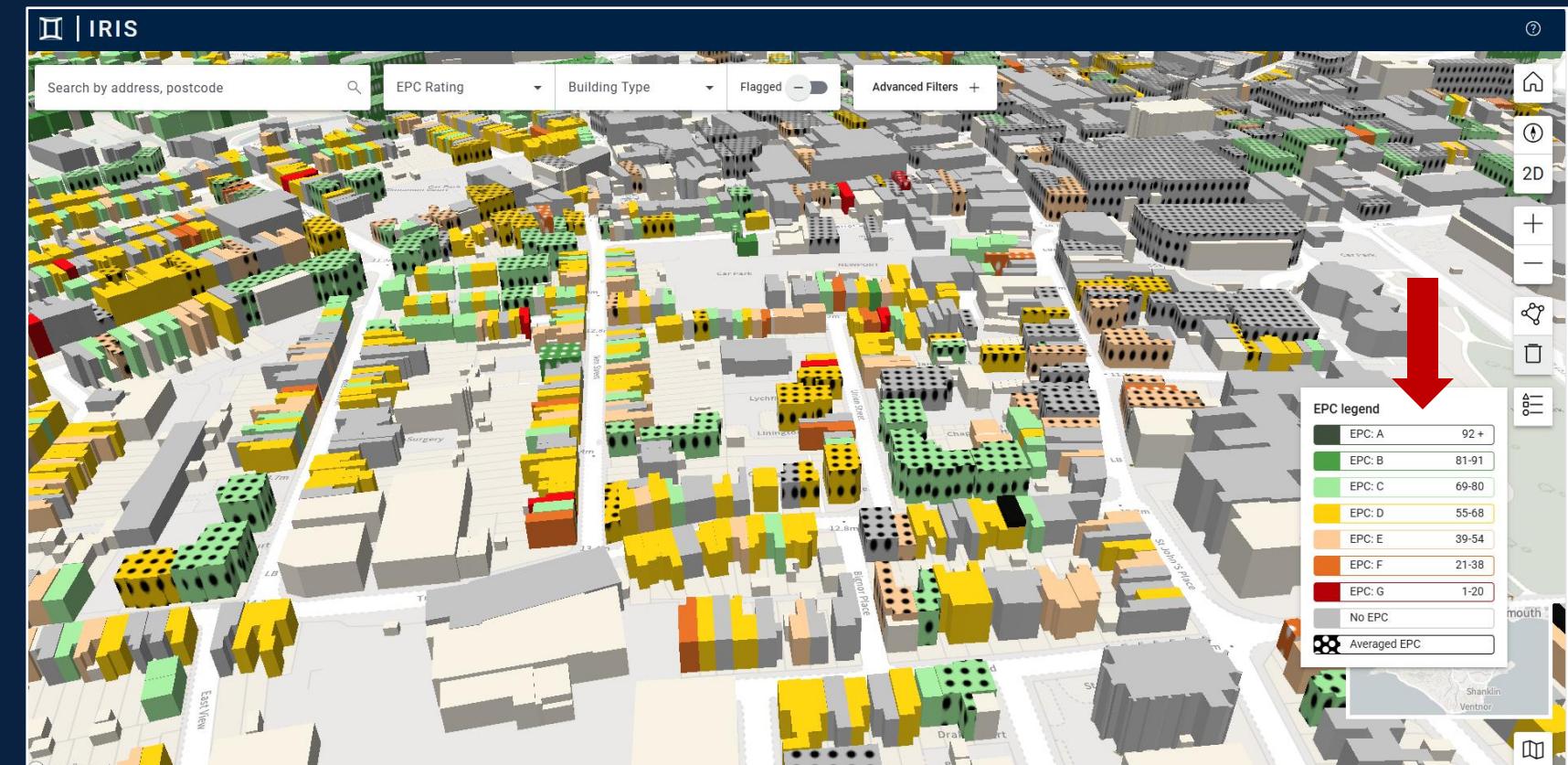


# Identify Buildings with EPC Certificates

The EPC Legend (on the right-hand side) shows the colour-coded EPC ratings for buildings and dwellings displayed on the map.

A polka dot pattern on a building indicates that it contains multiple dwellings.

The colour and shading of the polka dots represent the average EPC rating of those dwellings.



# Identify Buildings with EPC Certificates

Clicking on a building or dwelling reveals its EPC rating and the corresponding colour.

If the rating has expired, this will be clearly shown when the building or dwelling is selected.

**Wight Vets 15** ×

*Wight Vets, 15, Chapel Street, Newport, PO30 1PY*

EPC: D 56.0 Flat

[Overview](#) [Flag](#)

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**About**

Built form: No data  
Inspection date: Mar 27, 2017  
UPRN: 100060753772

**Specification**

Floor construction:  
Other Premises Below Floor  
Floor insulation:  
No Data  
Roof construction:  
Pitched Roof  
Roof insulation location:  
Loft Insulation  
Roof insulation thickness:  
100mm  
Wall construction:  
Cavity Wall  
Wall insulation:  
As Built Wall Insulation  
Window glazing:  
Double Glazed After 2002 Window

**82 New Street** ×

*82, New Street, Newport, PO30 1PX*

⚠ Expired EPC: G 9.0 House

[Overview](#) [Flag](#)

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**About**

Built form: No data  
Inspection date: ⚠ Feb 26, 2013  
UPRN: 100060757516

**Specification**

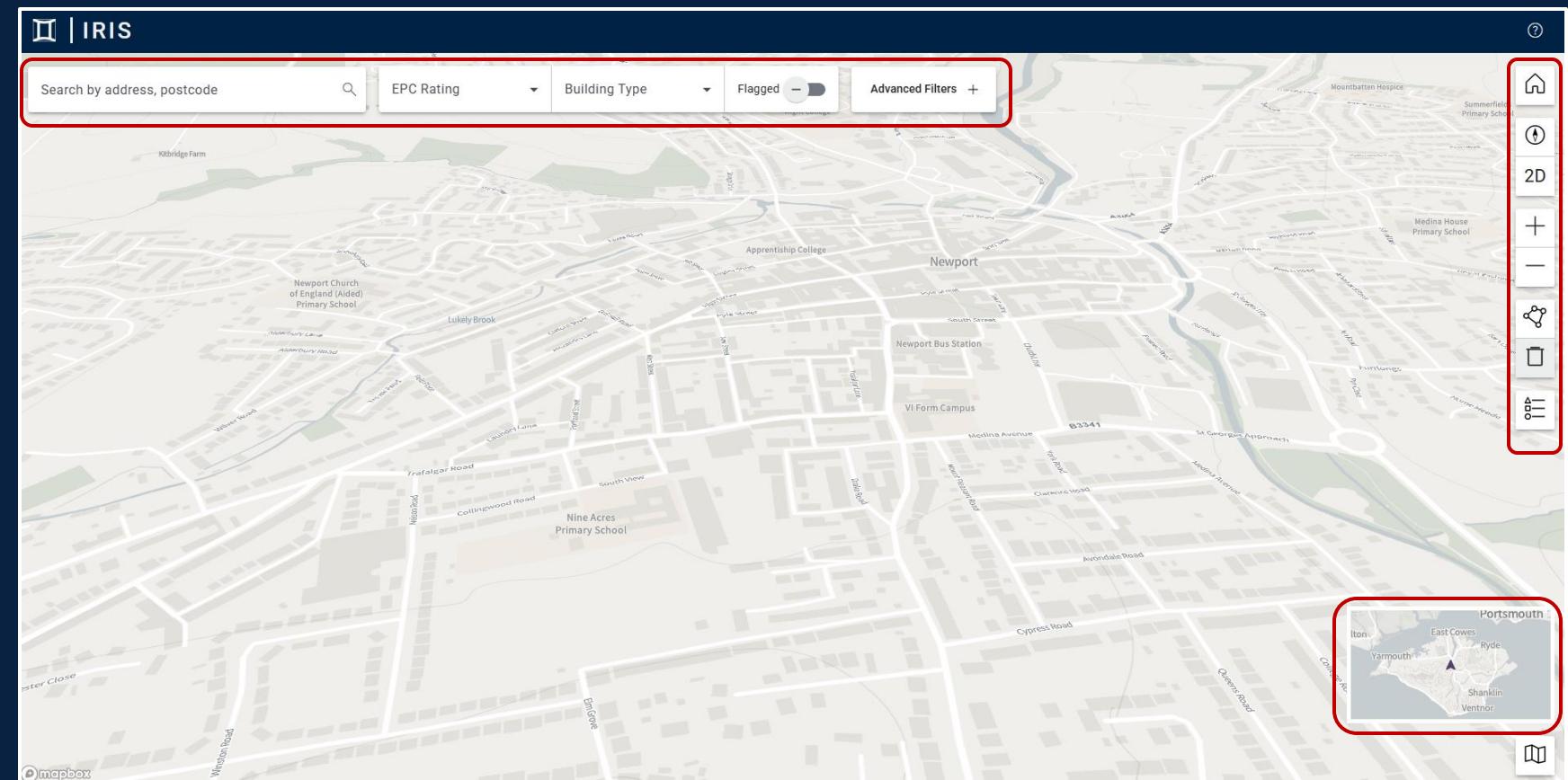
Floor construction:  
Solid Floor  
Floor insulation:  
No Data  
Roof construction:  
Flat Roof  
Roof insulation location:  
Assumed Limited Insulation  
Roof insulation thickness:  
No Data  
Wall construction:  
Solid Brick Wall  
Wall insulation:  
As Built Wall Insulation  
Window glazing:  
Double Glazed Before 2002 Window

# Map Functionality Overview

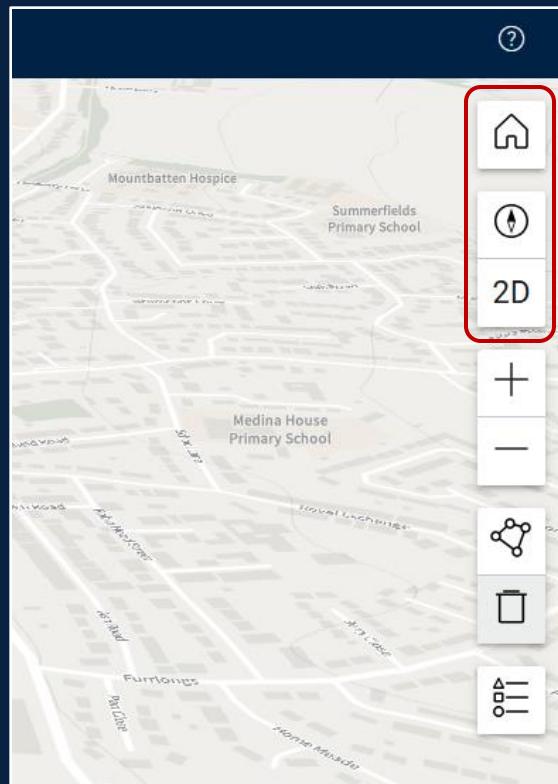
The search and filter functionalities are located at the top of the screen.

Additional map interaction tools are available on the right-hand side of the screen.

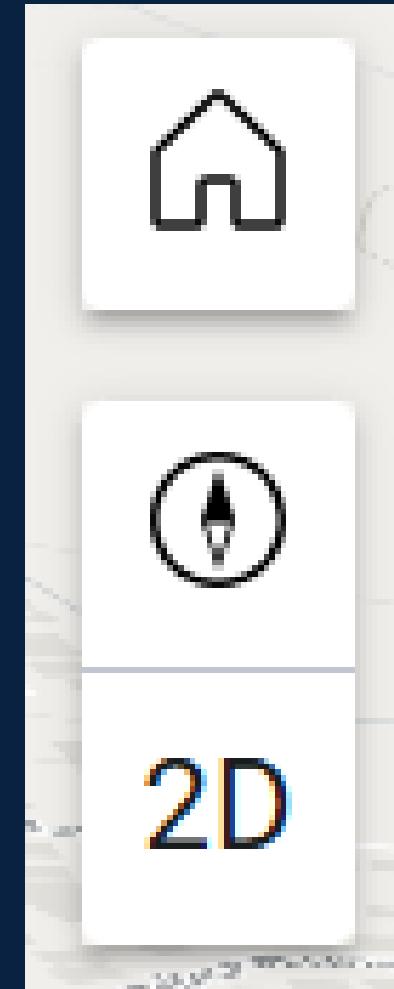
A mini-map is located at the bottom right corner.



# | Map Interaction Tools: Top



The map interaction tools are located in the top right-hand corner of the screen.

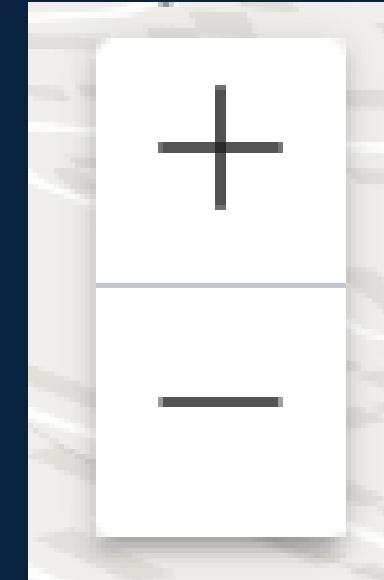
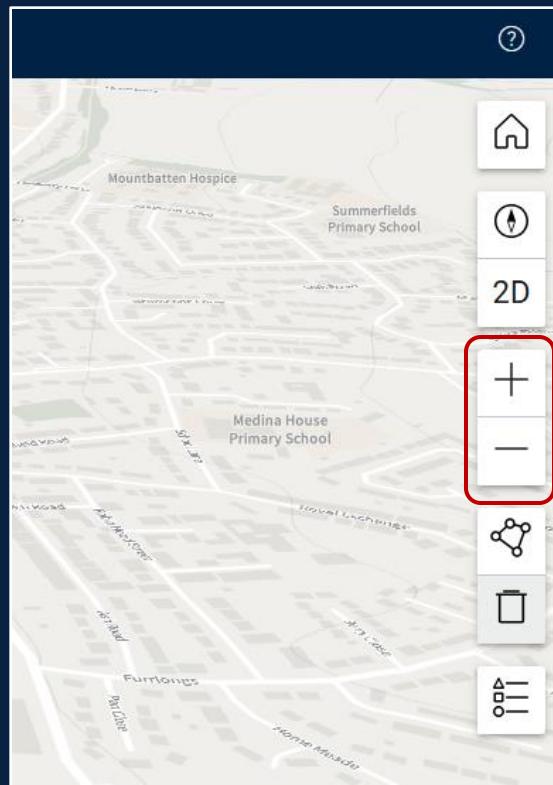


**Reset View:** Returns the user to the central viewpoint. Click this button from any location on the map to return to the default, central location.

**North Button:** Click to rotate your view to face North.

**2D/3D Button:** Click to switch between 2D and 3D views.

# | Map Interaction Tools: Middle



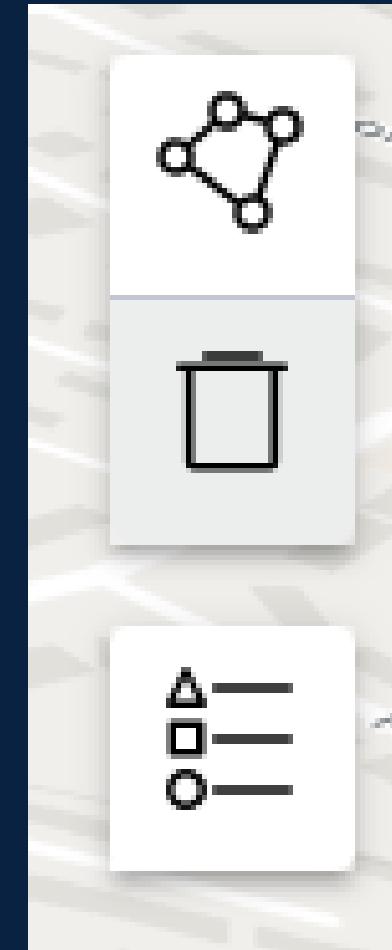
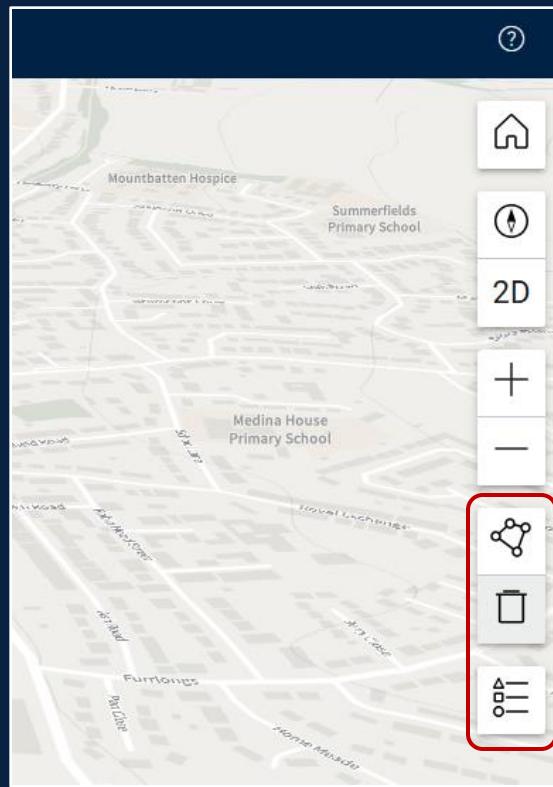
**Zoom In:** Click to zoom in on the map to get a closer view.



**Zoom Out:** Click to zoom out of the map to get broader view of the area.

The map interaction tools are located in the top right-hand corner of the screen.

# | Map Interaction Tools: Lower



**Draw Filter Data:** Enables a drawing tool to define a custom area on the map for filtering data related to buildings and dwellings.



**Delete Filter:** Click to delete the current filter shape.



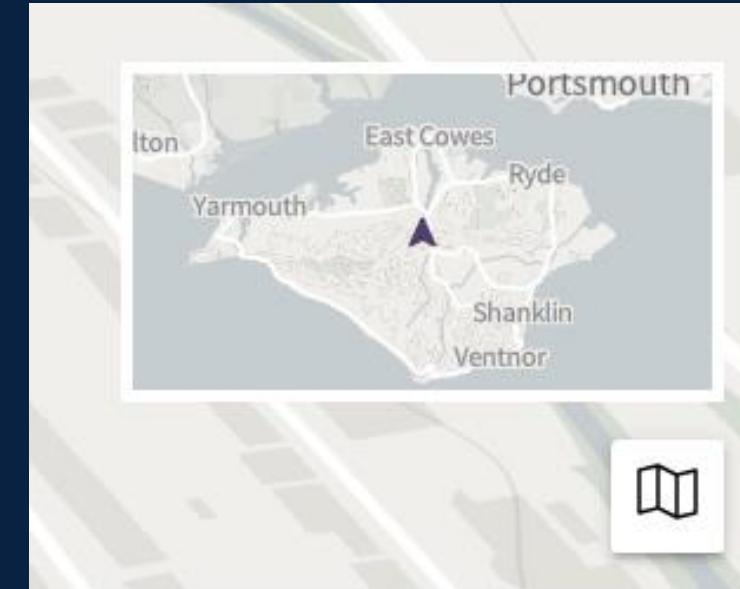
**Legend:** Click to view the EPC colour, rating, and SAP range legend.

The map interaction tools are located in the top right-hand corner of the screen.

# | Map Functionality: Mini-Map

The mini-map reflects the orientation of the main map view.

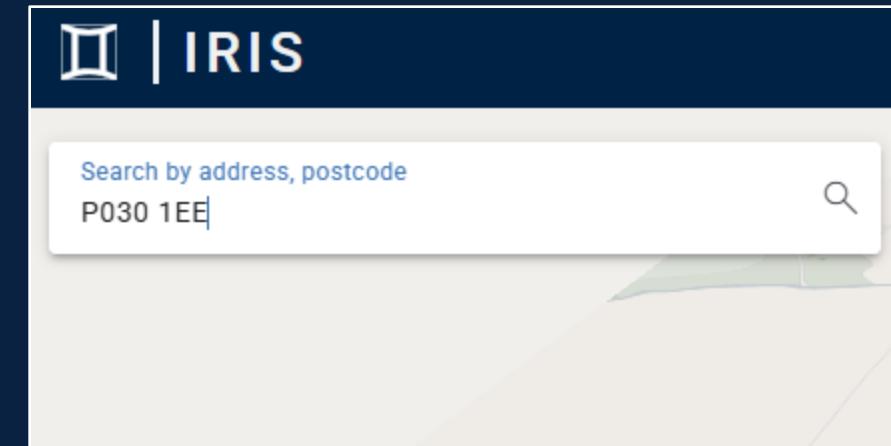
The purple arrow moves and rotates to indicate the current position and direction of the displayed view.



# |Search By: Address and Postcode

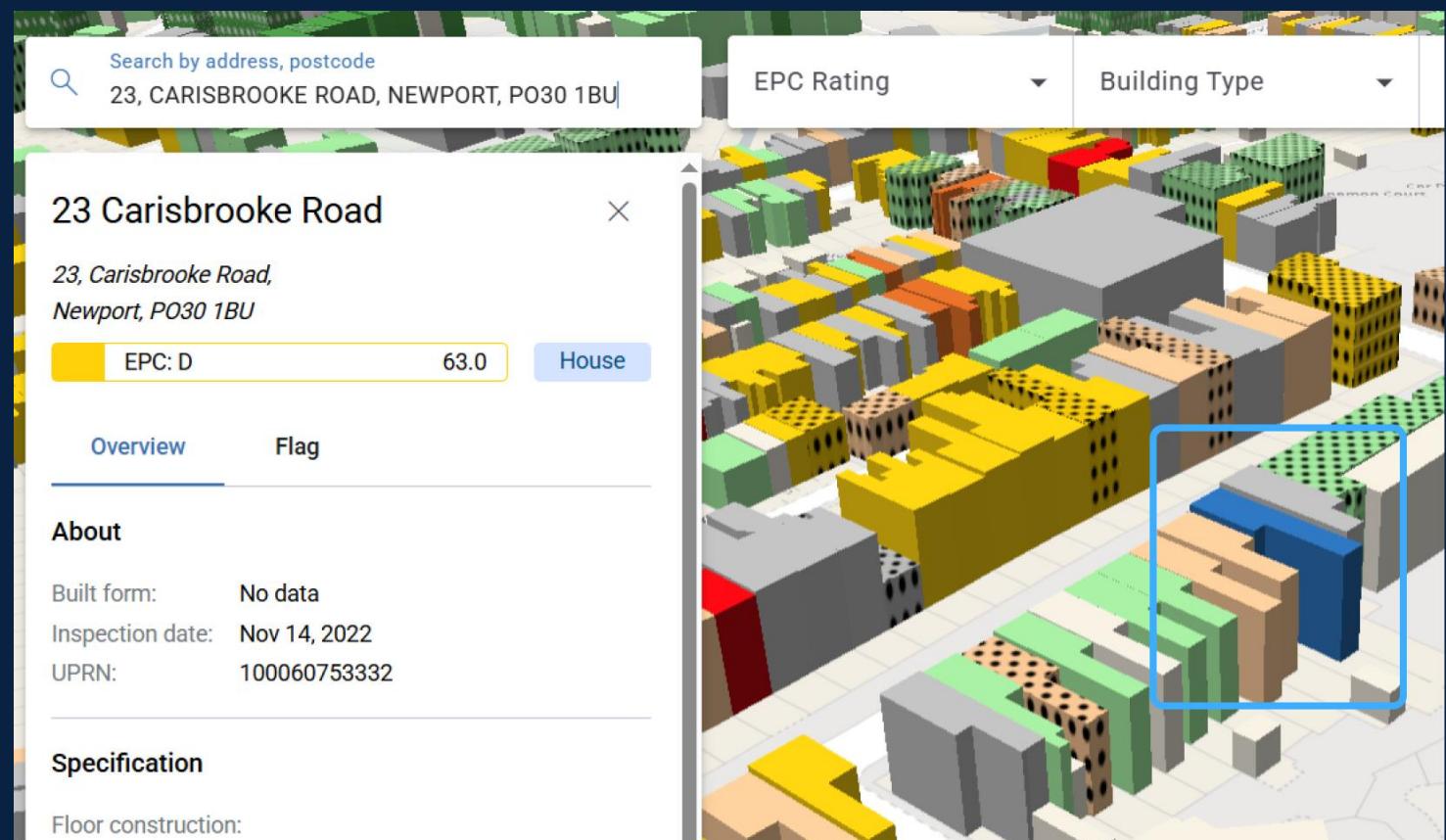
The address and postcode search are located in the top left corner of the tool.

To search for a specific location, simply enter the house number and postcode, then press Enter.



# |Search By: Address and Postcode

When a building or dwelling is searched by address, IRIS highlights it on the map in purple for easy identification.

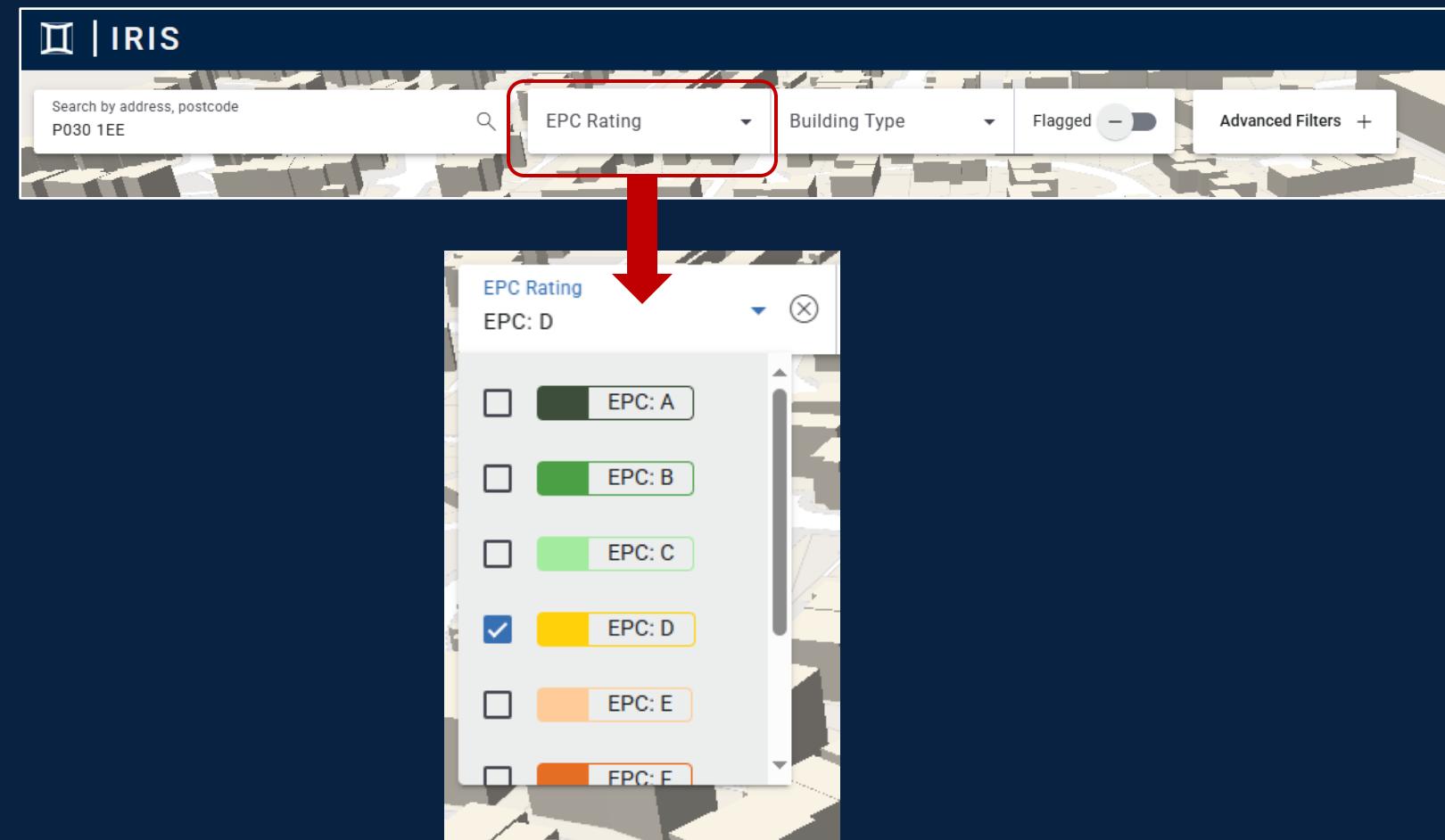


# | Filter By: EPC Rating

The EPC Rating Filter is located in the top left-hand corner of the IRIS platform.

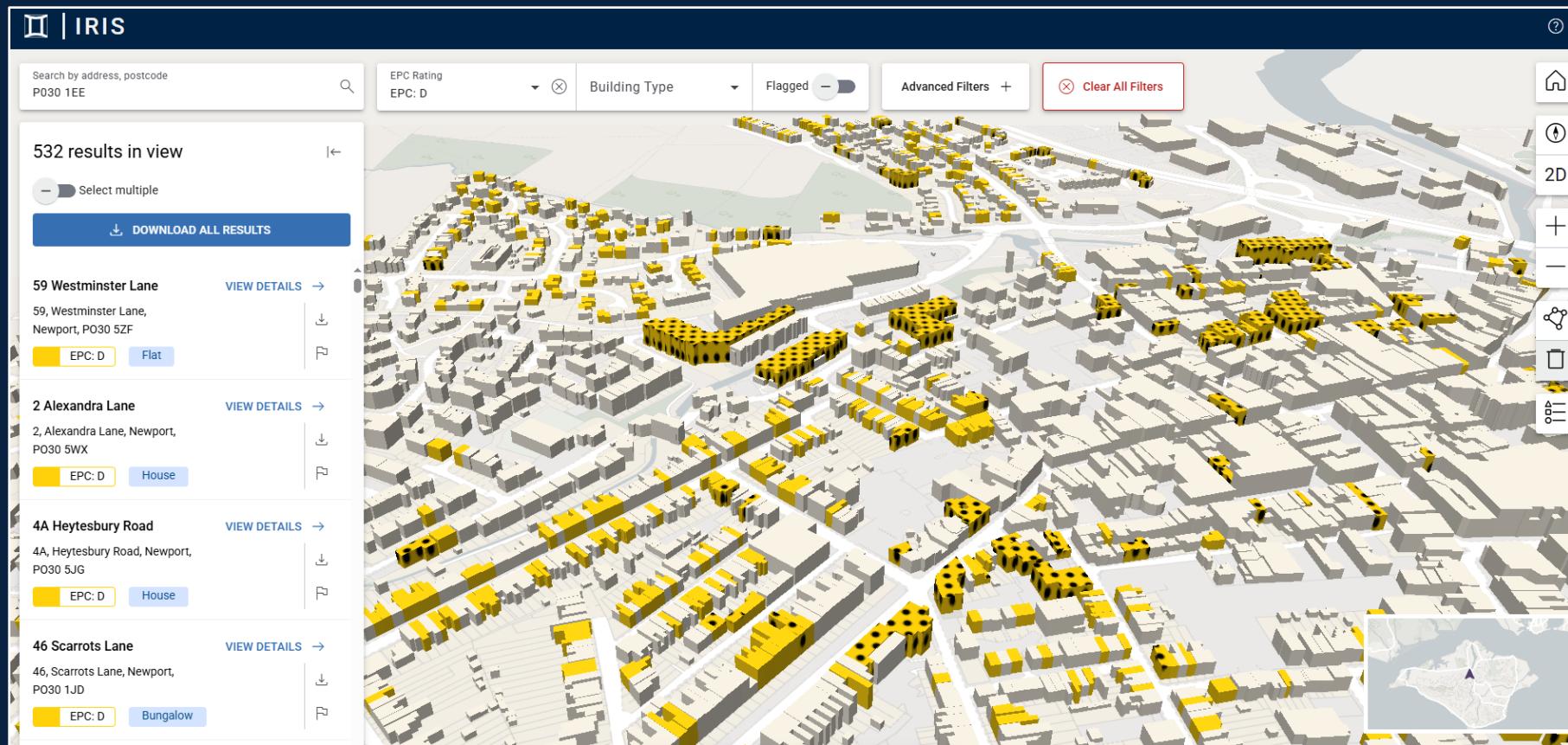
To filter the map by EPC rating, click the dropdown menu to view the available options.

Select one or more EPC ratings of interest, multiple filters can be applied at once.



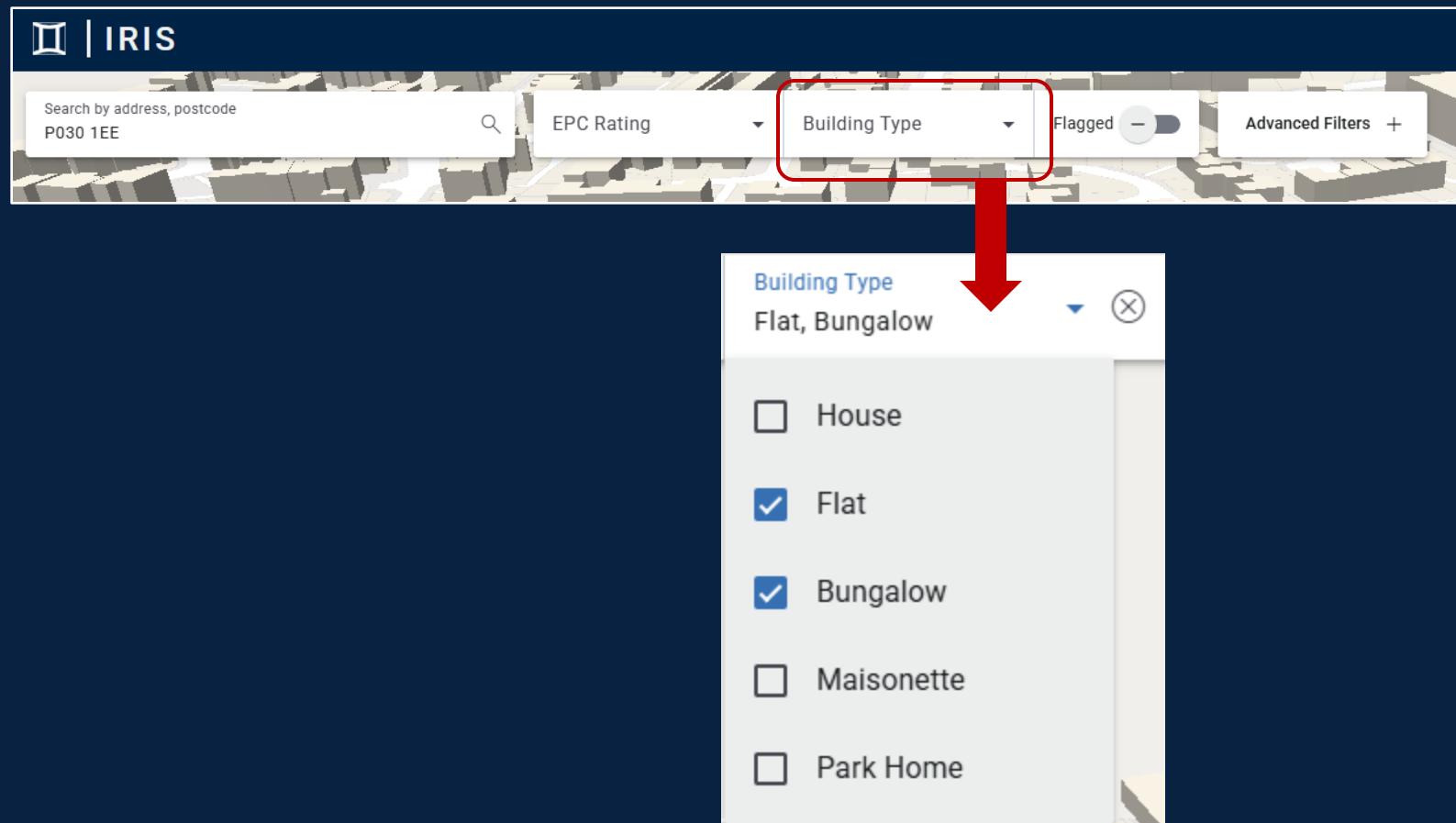
# | Filter By: EPC Rating

Filtering by EPC rating displays only the buildings and dwellings on the map that match the selected rating(s).



# | Filter By: Building Type

The Building Type Filter is located in the top left-hand corner of the IRIS platform. To filter by building type, click the dropdown menu to view the available options. Select the building type(s) of interest, you can apply multiple filters at once.



# | Filter By: Clear All Filters

The Clear All Filters button appears whenever a filter is applied.

Clicking it will remove all active filters, including EPC rating, building type, and any advanced filters.



A screenshot of the IRIS search interface. At the top left is the IRIS logo. Below it is a search bar with the placeholder 'Search by address, postcode' and a 'P030 1EE' input field. To the right of the search bar are three filter sections: 'EPC Rating' (dropdown menu), 'Building Type' (dropdown menu showing 'Flat, Bungalow'), and 'Flagged' (a toggle switch). Further to the right are 'Advanced Filters' and a 'Clear All Filters' button. The 'Clear All Filters' button is highlighted with a red rectangular border and contains a red 'X' icon and the text 'Clear All Filters'.

# Find Building/ Dwelling Details

To explore a building, click directly on it. Buildings containing multiple dwellings are shown with a polka dot colour scheme. To view the dwellings within a building, click the downward arrow. This will expand a dropdown list showing each individual dwelling, along with the option to ‘View details’ for more information.

IRIS

Search by address, postcode  
P030 1EE

39 results in view

Select multiple

DOWNLOAD ALL RESULTS

Somers Brook Court Foxes Road  
Somers Brook Court, Foxes  
Road, Newport, PO30 5UN

EPC: B

EPC Rating

Building Type

Flagged

Advanced Filters

IRIS

Search by address, postcode  
P030 1EE

39 results in view

Select multiple

DOWNLOAD ALL RESULTS

Somers Brook Court Foxes Road  
Somers Brook Court, Foxes  
Road, Newport, PO30 5UN

EPC: B

Flat 1 Somers Brook Court  
Flat 1, Somers Brook Court,  
Foxes Road, Newport, PO30  
5UN

EPC: C Flat

Flat 2 Somers Brook Court  
Flat 2, Somers Brook Court,  
Foxes Road, Newport, PO30  
5UN

⚠ Expired EPC: B Flat

Flat 3 Somers Brook Court  
Flat 3, Somers Brook Court,  
Foxes Road, Newport, PO30  
5UN

VIEW DETAILS

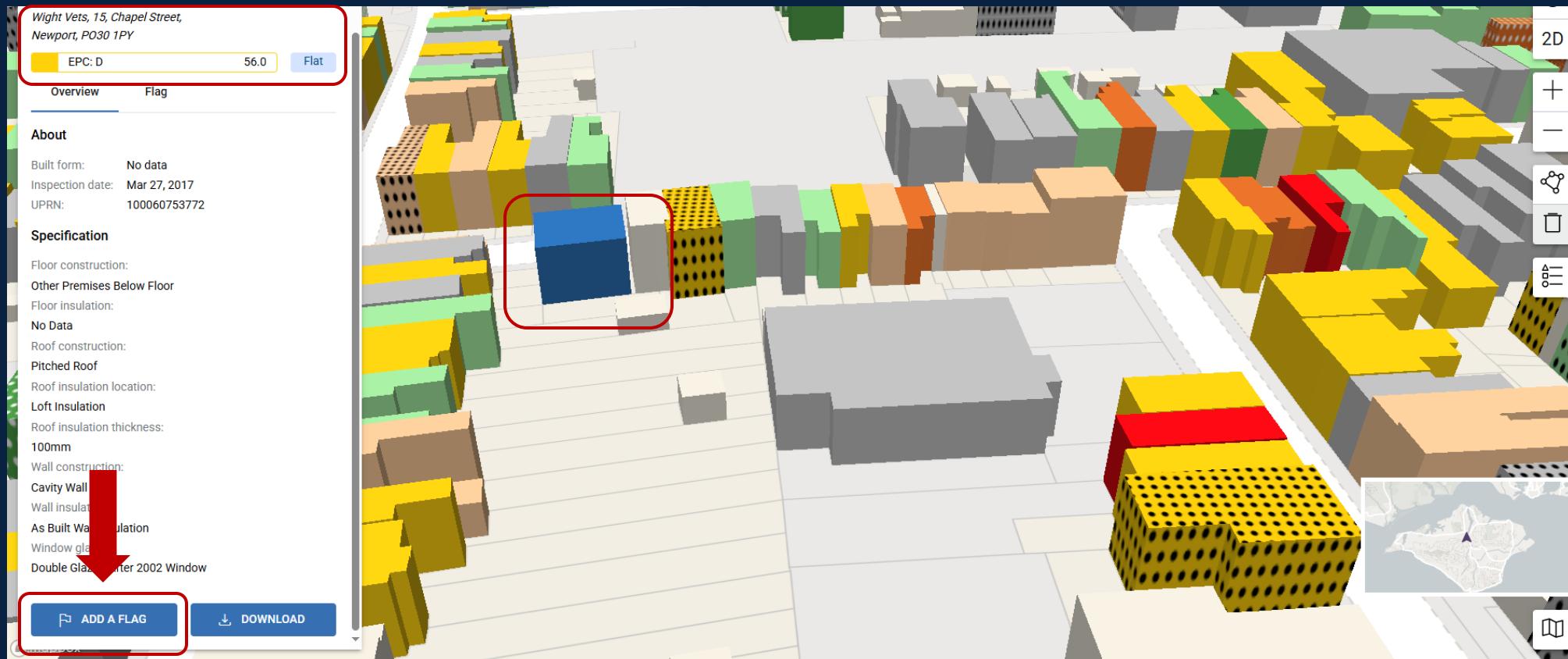
VIEW DETAILS

VIEW DETAILS

A building  
with multiple  
dwellings

# Add a Flag: A Single Dwelling

To flag a single dwelling, click on it directly on the map. A panel will appear on the left-hand side, then click the 'Add a flag' button.



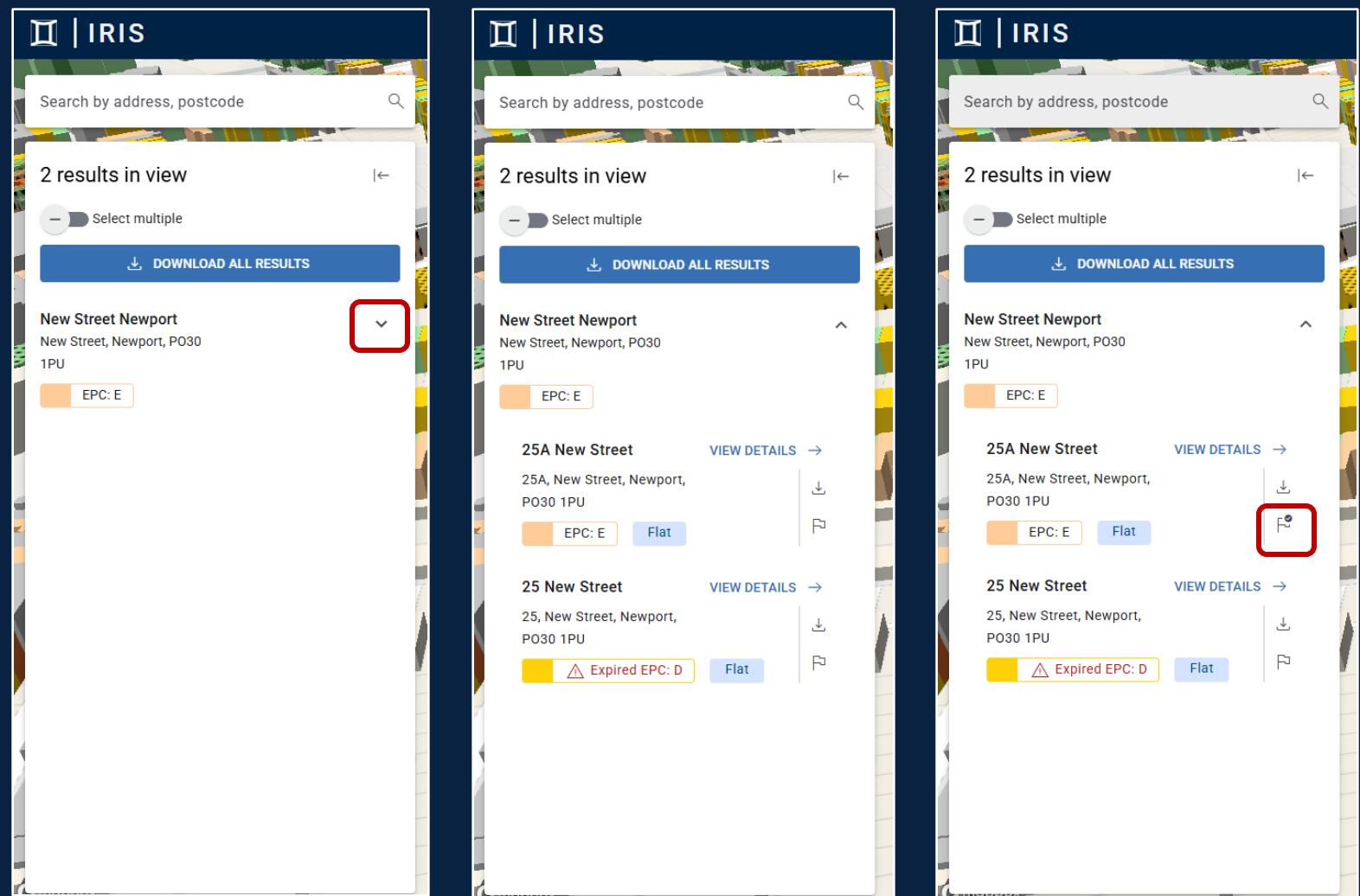
# Add a Flag: A Dwelling in a Building

To flag a dwelling within a building, click on a polka dot-shaded building.

This will open a panel on the left-hand side.

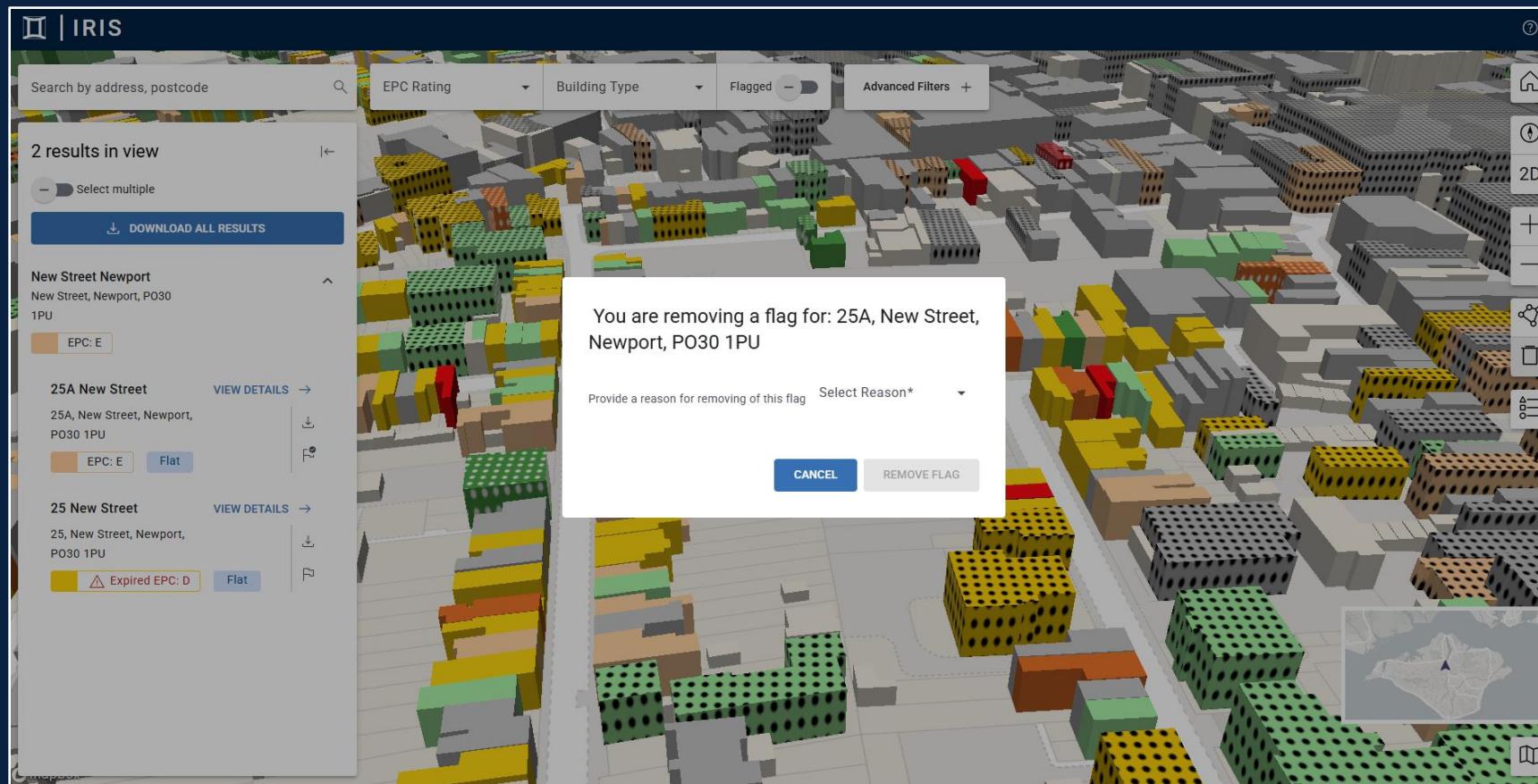
Click the downward arrow to expand the list of dwellings within that building.

Select the desired dwelling, then click the flag icon to add a flag.



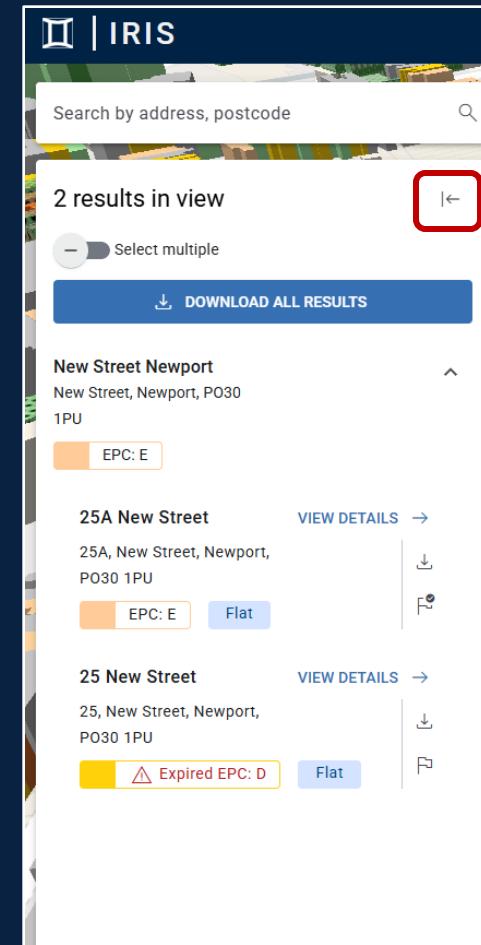
# Remove a Flag

To remove a flag from a single dwelling, re-click the ‘flag icon’. You’ll then be prompted to confirm whether you want to remove the flag.



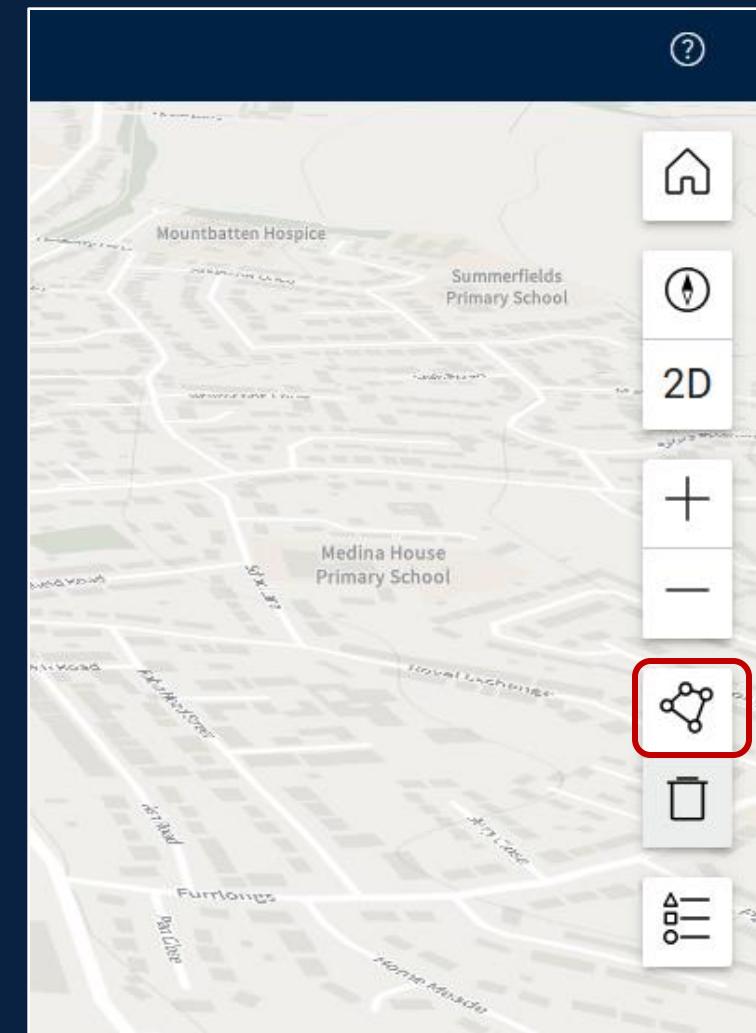
# Collapsible Side Panel

Click the arrow icon to open or close the side panel.



# | Draw a Shape on the Map

To draw a shape, click the 'Draw Filter Area' icon located in the top-right corner of the platform.



# | Draw a Shape on the Map

Click on the map to add a point at each corner of your desired shape. Continue clicking to add additional points as needed.



# | Draw a Shape on the Map

Click outside the drawn shape to finalise it, this will turn the shape blue, indicating it is complete.

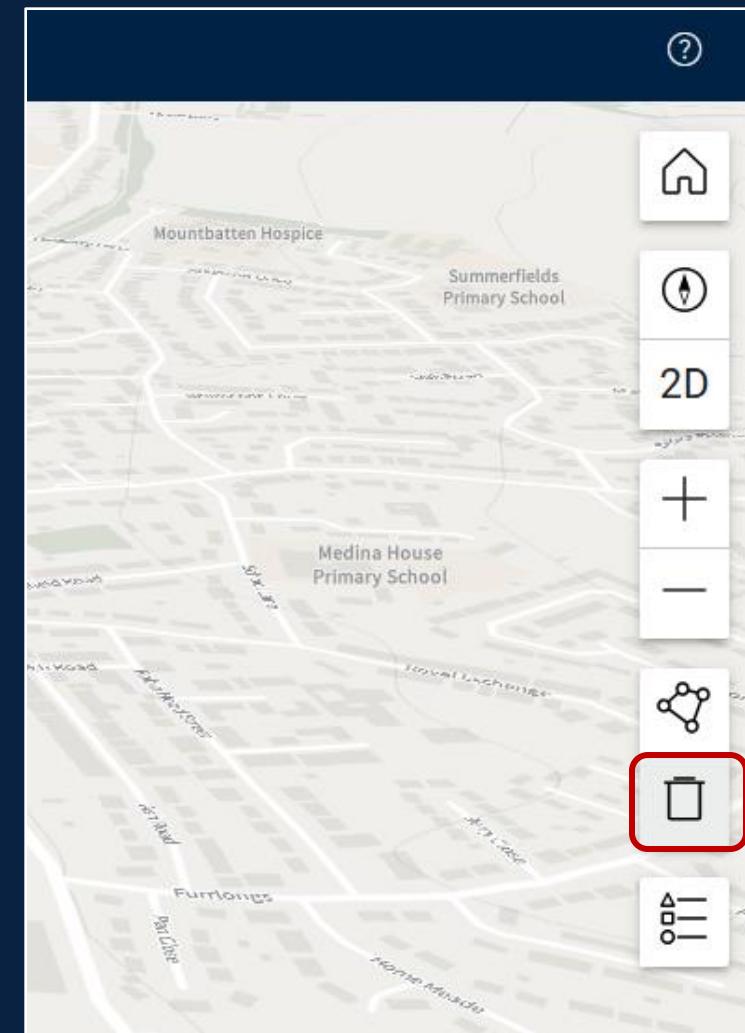
Note: Only one shape can be drawn at a time. To create a new shape, you must first delete the existing one.



# Delete a Shape on the Map

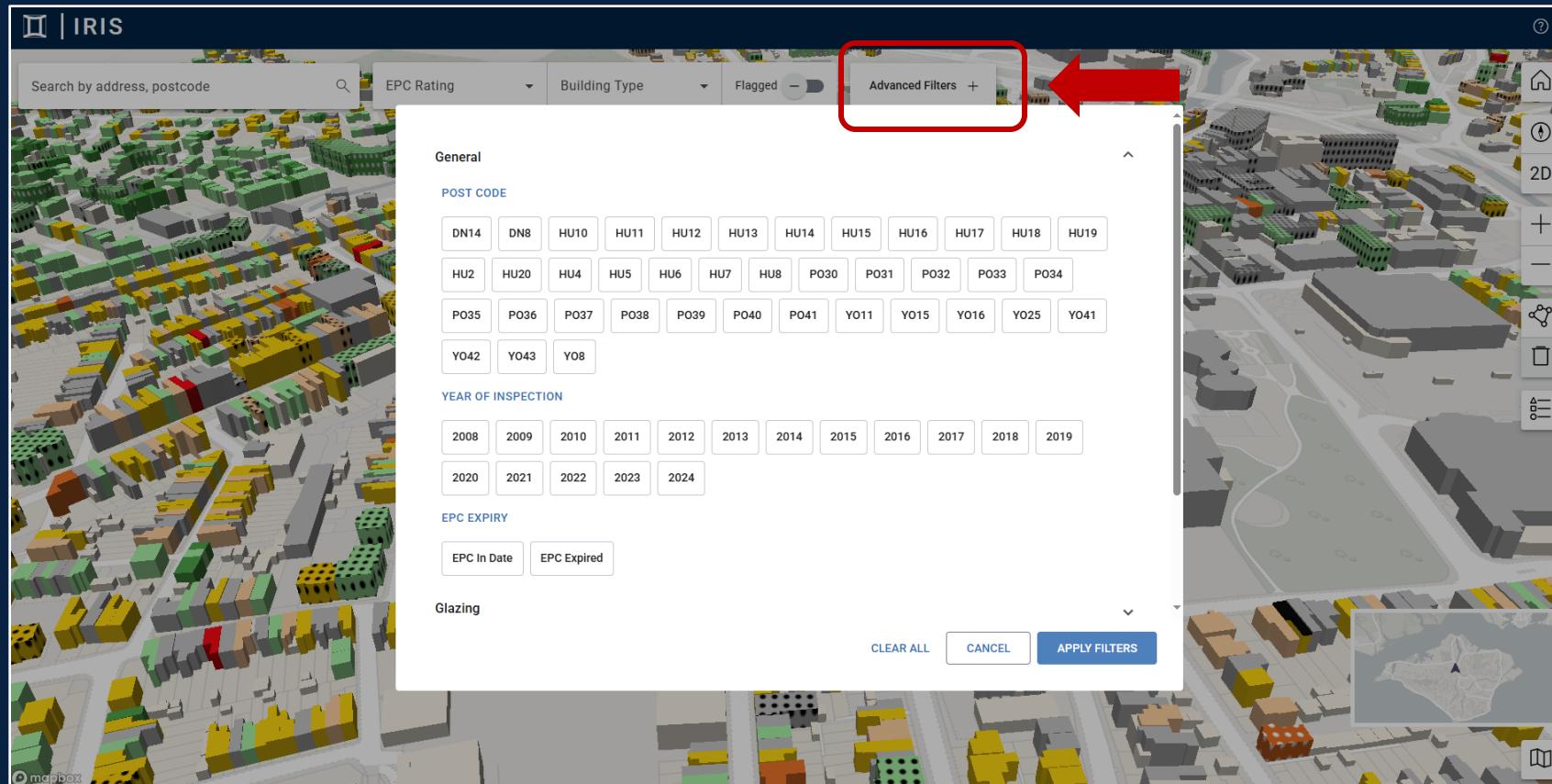
To delete a shape, click the 'Delete Filter Area' icon in the top-right corner of the platform.

Note: This button is only active when a shape has been drawn.



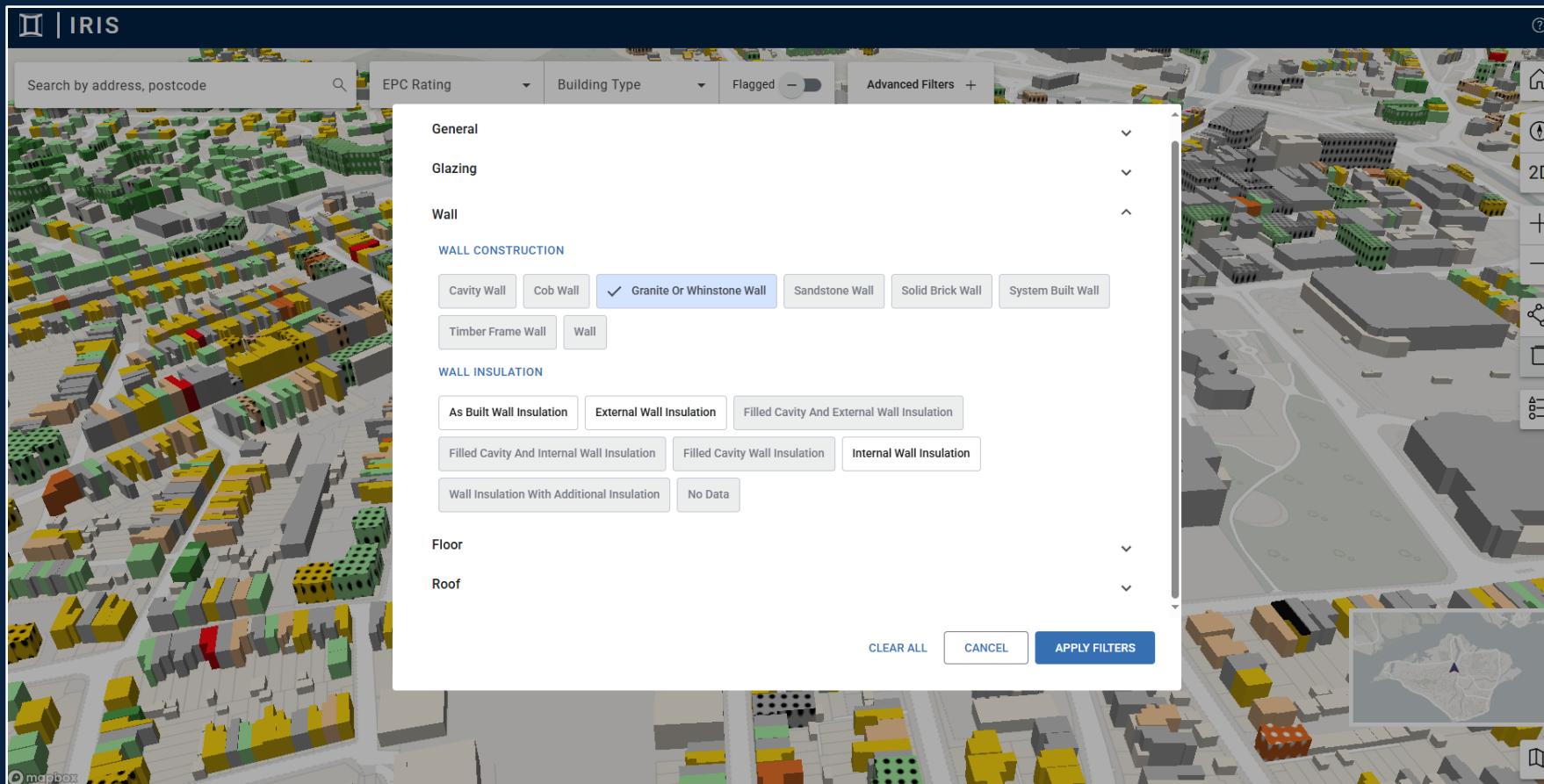
# Advanced Filtering

To access advanced filters, click the 'Advanced Filters' button at the top of the page.  
A pop-up window will appear, providing additional filter options.



# Advanced Filtering

Selected filters are highlighted in purple. When a filter is selected, any incompatible filters that would generate no results are automatically greyed out.



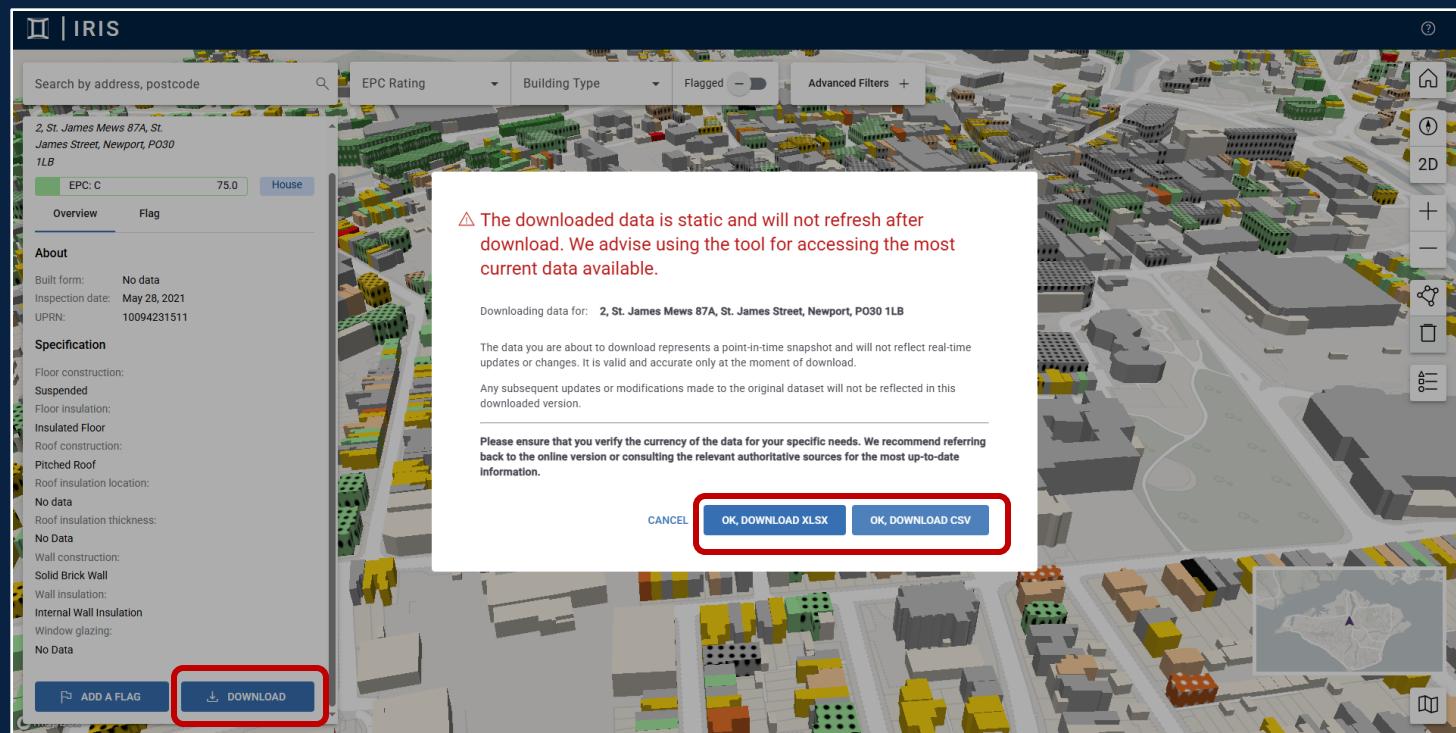
# Download Data

To download data, click the 'Download' button on a dwelling's detail card.

A pop-up will appear, allowing you to choose between XLSX or CSV file formats.

Select your preferred format and click 'OK, Download'.

You can also quickly download data directly from the results panel by clicking the download icon.

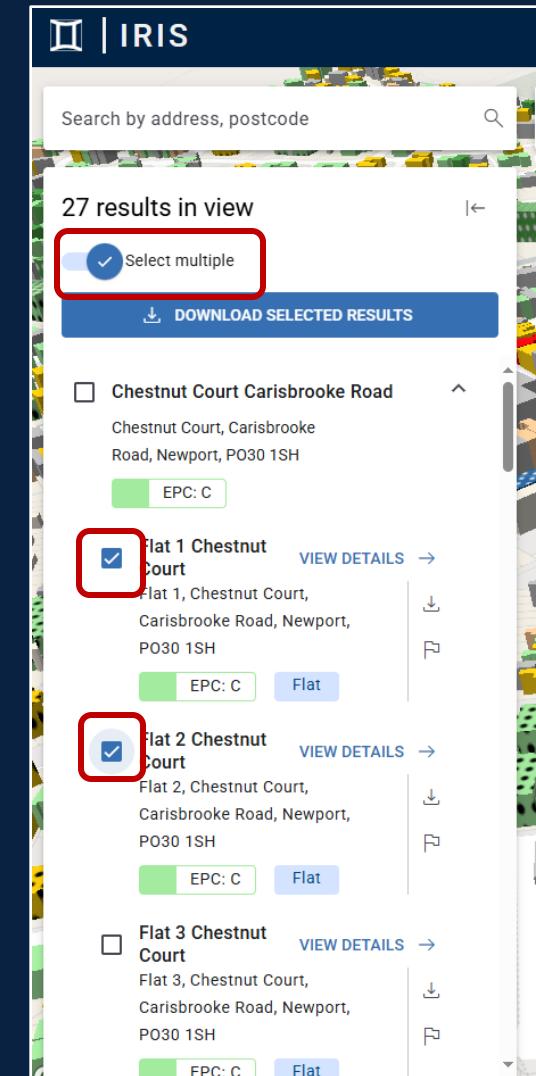
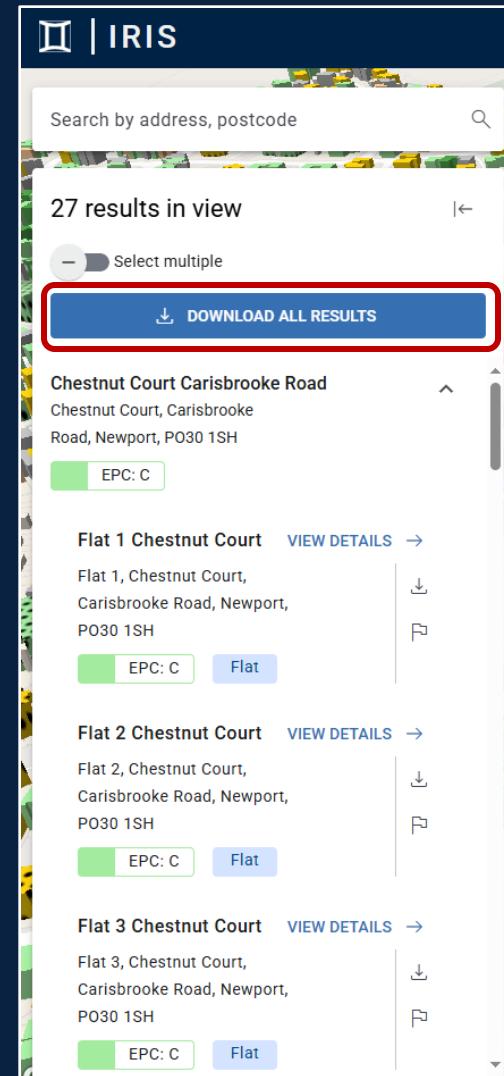


# Download Multiple Data

To download all results, click 'Download All Results' from the side panel.

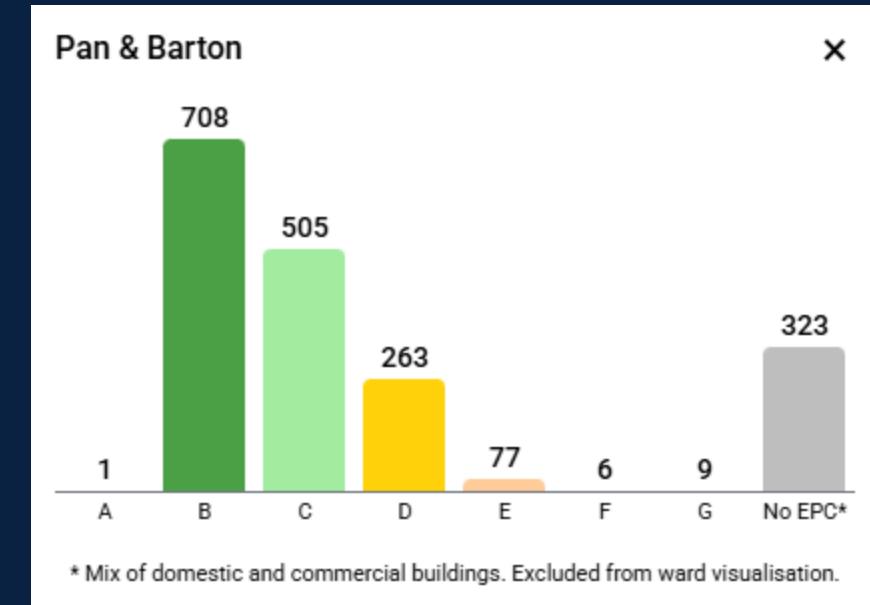
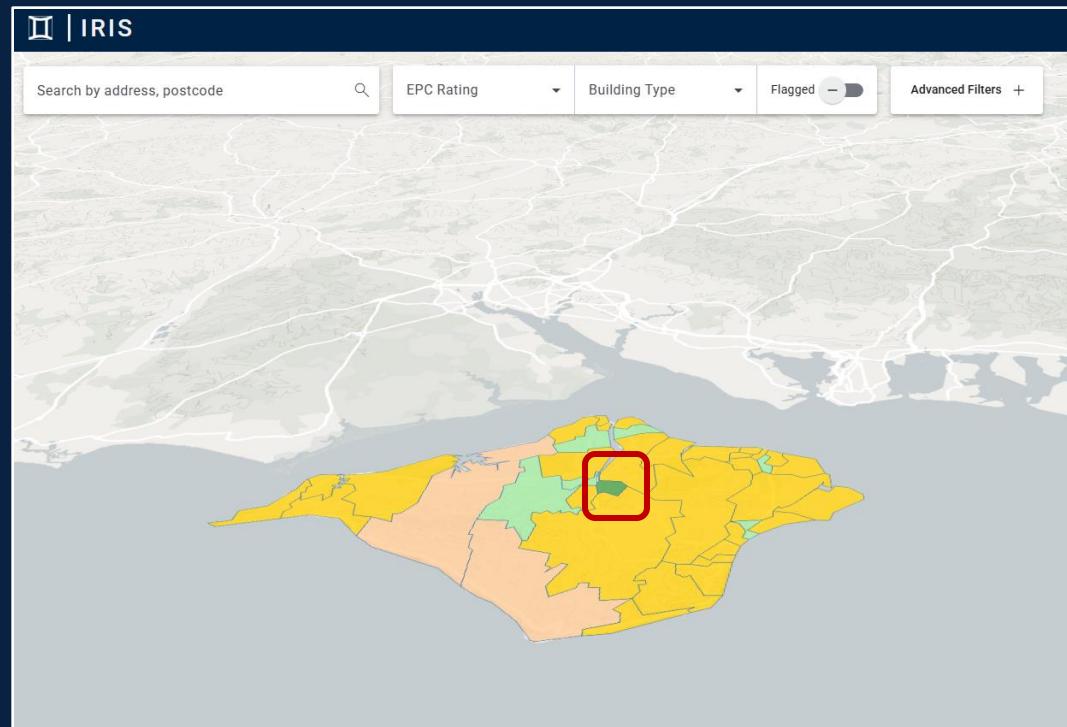
To download specific results, click 'Select Multiple' from the side panel.

Select the dwellings you want to download, then click 'Download Selected Results'.



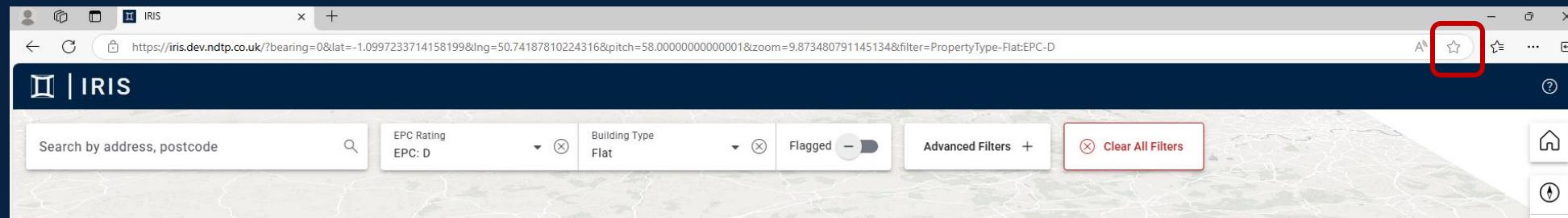
# | Search Results by Wards

To compare wards, zoom out until individual buildings are no longer visible.  
Click on a ward to view a breakdown of EPC ratings within that specific area.



# | Bookmark a Selection

To save a filter set for future use, bookmark your scenario using your browser's 'Favourites' feature.



# |Accessibility

To access accessibility features, click the icon located in the top-right corner.

This will open the accessibility control panel on the right-hand side.

# |Accessibility: Colour Vision Deficiency Mode

To enable the colour-blind mode, toggle the switch to the right.

This will apply an alternative, more accessible colour scheme for all EPC rating visuals.



# Troubleshooting Guide

The ‘Troubleshooting Guide’ is designed to help users resolve technical difficulties experienced while using the platform. It provides practical solutions for common problems and includes contact information for additional support when needed.



# | Issue: Logging In

If you're having trouble logging in:

- Try resetting your browser and attempt to log in again.
- If the issue persists, restart your computer and try logging in once more.

# | Issue: 401 Error Message

Accessing the platform through an incognito or private browsing window may interfere with authentication and prevent successful login.

To resolve this issue, open a standard (non-incognito) browser window and try logging in again.

# | Issue: Unable to Log-in with Email Address

Login attempts may fail if the email address entered does not exactly match the one used during registration, as email addresses are case-sensitive on the platform.

Ensure that you enter your email address using the exact combination of uppercase and lowercase letters as originally registered.

# | Issue: Forgotten Password

If you have forgotten your password, follow these steps to reset it:

- Navigate to the login screen.
- Click on the "Forgot your password?" link.
- Enter the email address associated with your account.
- Click "Reset my password" and follow the instructions sent to your email to create a new password.

# | Issue: Reporting a Technical Problem

If you encounter a significant issue that is not addressed in this guide, please report it by emailing the National Digital Twin Programme support team at [NDTPilot@vivace.tech](mailto:NDTPilot@vivace.tech)

To help us investigate and resolve the issue efficiently, please include the following details in your email:

- The date and time the issue occurred
- A brief description of the action you were attempting and the expected outcome
- A description of what actually happened, including any error messages
- The web browser you were using (e.g., Chrome, Edge, Firefox)
- The device you were using (e.g., Windows laptop, MacBook, tablet)
- Relevant screenshots of the issue

Your report will be reviewed and escalated to the appropriate team for resolution.