NEIGHBOURHOOD
WATCH

Guide to administration for Coordinators

Neighbourhood Watch Network

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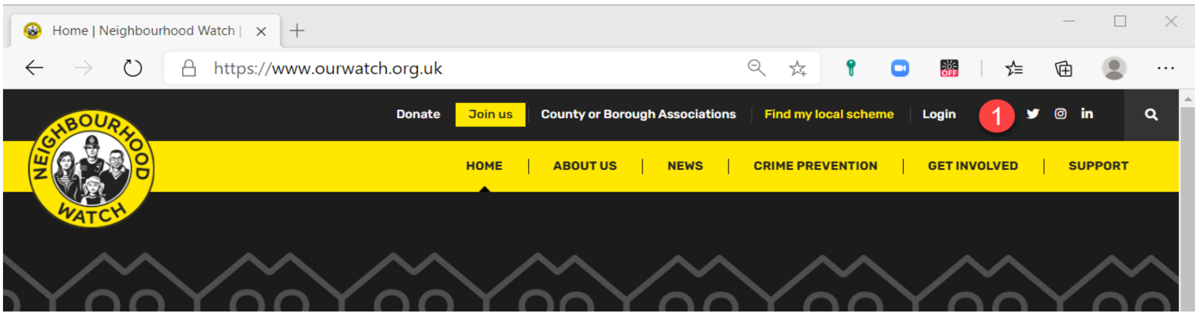
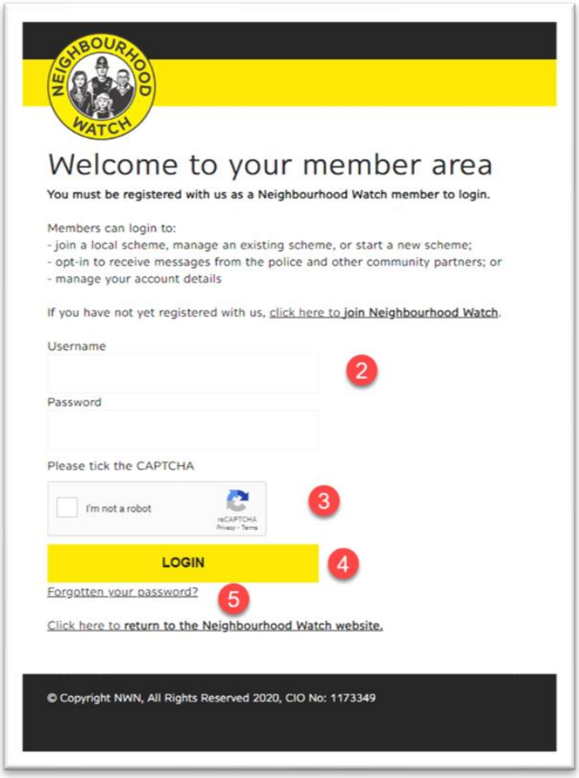
The Membership Area

As a coordinator you can perform administrative tasks for your scheme using the Member Area of Our Watch. As well as being able to update your personal details you can also keep your scheme up to date by allowing you to change details of the scheme for example, the boundaries or changing its description. You will also be able to keep your scheme membership current by admitting new members, removing those who have left and editing their roles. It is also possible to send email invites to potential members from this area.


Home | Neighbourhood Watch |
https://www.ourwatch.org.uk
Donate
Join us
County or Borough Associations
Find my local scheme
Login
1
NEIGHBOURHOOD WATCH
HOME
ABOUT US
NEWS
CRIME PREVENTION
GET INVOLVED
SUPPORT

These tasks are completed using the Ourwatch website but first you need to login to gain access to the scheme administration area. You will need your username and password.


NEIGHBOURHOOD WATCH

Welcome to your member area

You must be registered with us as a Neighbourhood Watch member to login.

Members can login to:
- join a local scheme, manage an existing scheme, or start a new scheme;
- opt-in to receive messages from the police and other community partners; or
- manage your account details

If you have not yet registered with us, click here to **join Neighbourhood Watch**.

Username
2
Password
Please tick the CAPTCHA
☐ I'm not a robot
reCAPTCHA
Privacy - Terms
3
LOGIN
4
Forgotten your password?
5

Click here to **return to the Neighbourhood Watch website.**

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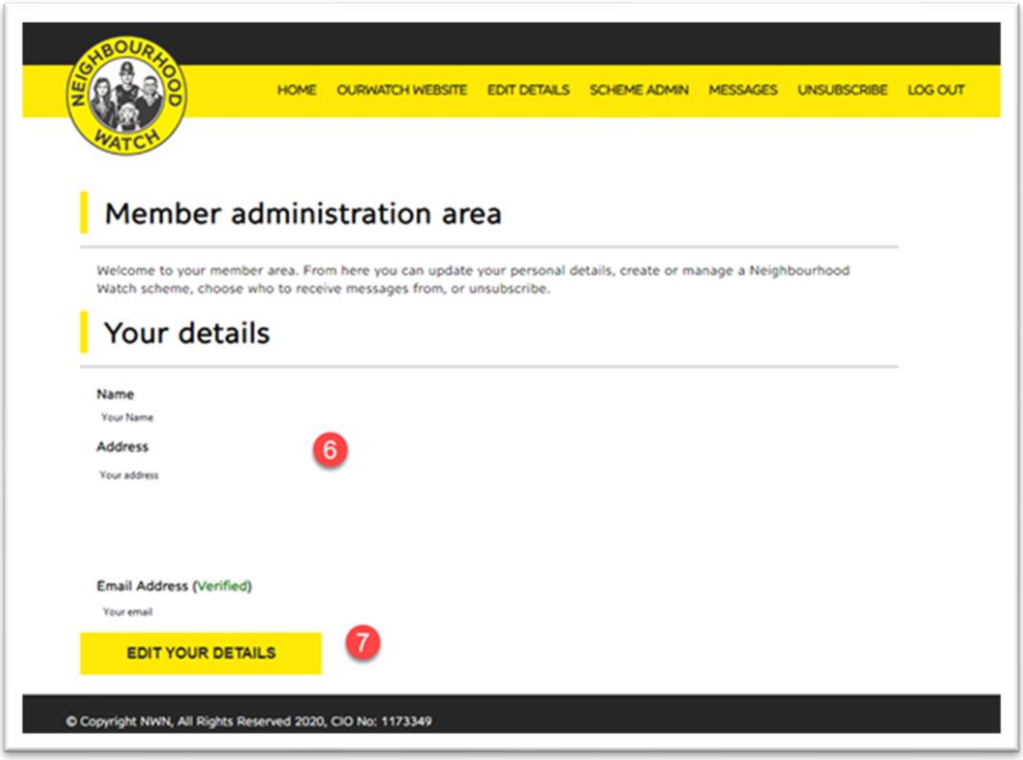
1. Go to the Our Watch site at https://www.ourwatch.org.uk and click login.

2. Enter your username and password.

3. Tick to show you are not a robot.

4. Click Login

5. If you have forgotten your password, you can recover it from the forgotten password link.


HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
6
7
EDIT YOUR DETAILS

Member administration area

Welcome to your member area. From here you can update your personal details, create or manage a Neighbourhood Watch scheme, choose who to receive messages from, or unsubscribe.

Your details

Name
Your Name

Address
Your address

Email Address (Verified)
Your email

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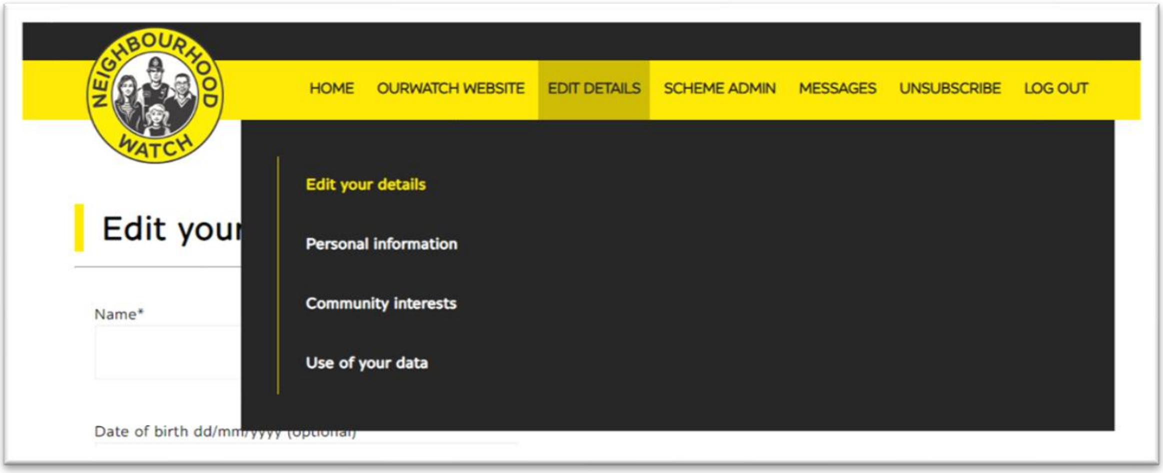
6. Your details will be displayed in the Member Administration Page.
7. If any of your details need changing, click on Edit Your Details which is described in more detail in the next section.

Edit Your Details

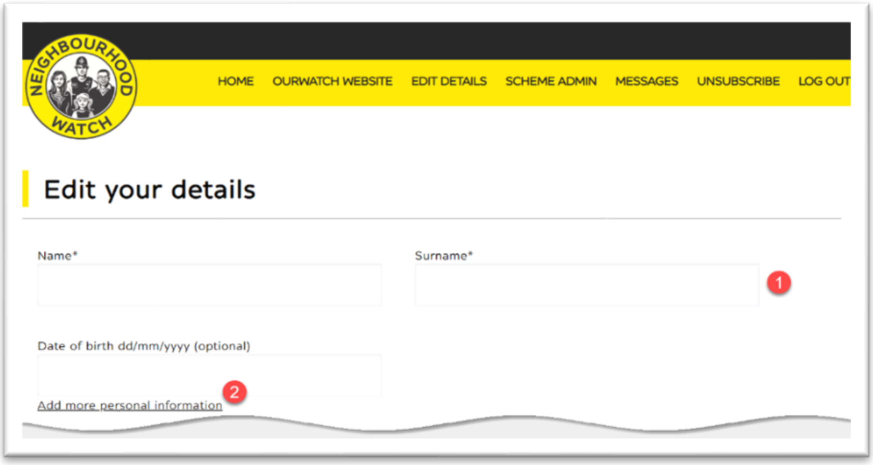

HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
Edit your details
Personal information
Community interests
Use of your data

Edit your

Name*

Date of birth dd/mm/yyyy (optional)

The edit details page can also be entered via the menu bar which provides additional links to the other sections of your personal details and preferences.



Edit your details

Name*

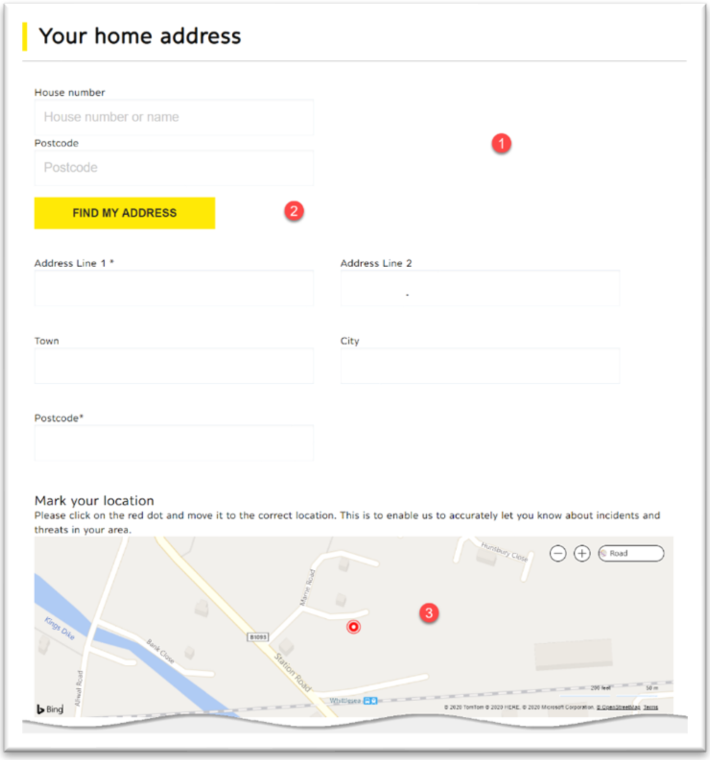
Surname*

Date of birth dd/mm/yyyy (optional)

Add more personal information

1. The example shows no details, but you should your details in the boxes. To make any changes, click on the box to change and add, delete or update the entry.
2. Click the add more personal information link for the next page.

Your Home Address


Your home address

House number

House number or name

Postcode

Postcode

Address Line 1 *

Address Line 2

Town

City

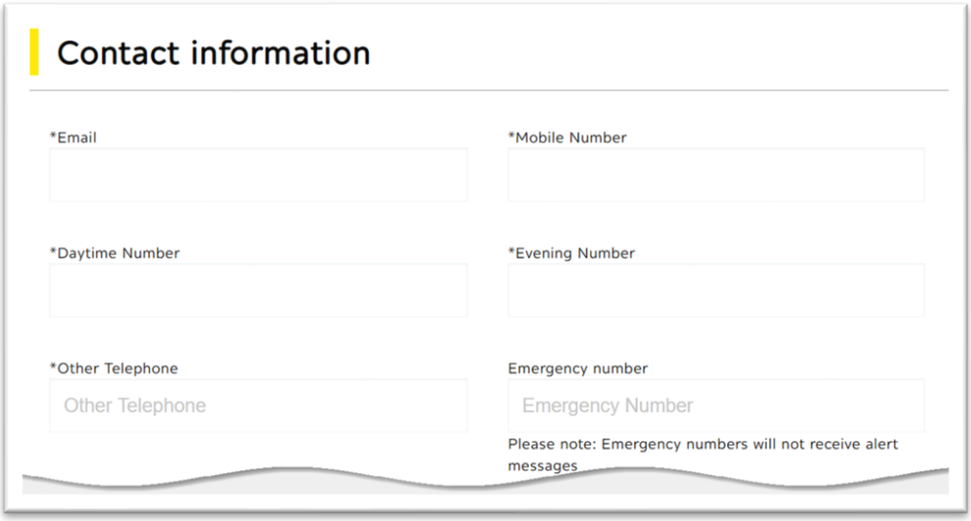
Postcode*

Mark your location

Please click on the red dot and move it to the correct location. This is to enable us to accurately let you know about incidents and threats in your area.

1. If the address details need to be updated, you can enter the number or name and the postcode of your home.
2. Click the Find My Address button. The address should be entered into the text boxes appropriately. If you need to adjust the details, select the box that needs changing and add, delete or update text as required.
3. If the red circle is not located where you would like, it can be moved by holding click and dragging it to the desired location.

Contact Information

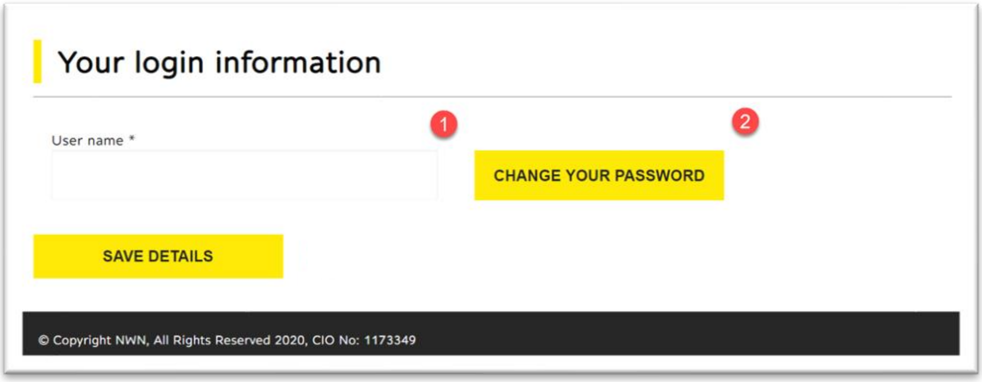

Contact information
*Email
*Mobile Number
*Daytime Number
*Evening Number
*Other Telephone
Other Telephone
Emergency number
Emergency Number

Please note: Emergency numbers will not receive alert messages

The contact information section can be updated in the same manner as all the other sections. Click on any of the text boxes and enter or edit text as required. Those boxes with an * are obligatory.

Login Information

This section will allow you to update the information that you use to login to the member area on Our Watch.


Your login information
User name *
1
2
CHANGE YOUR PASSWORD
SAVE DETAILS

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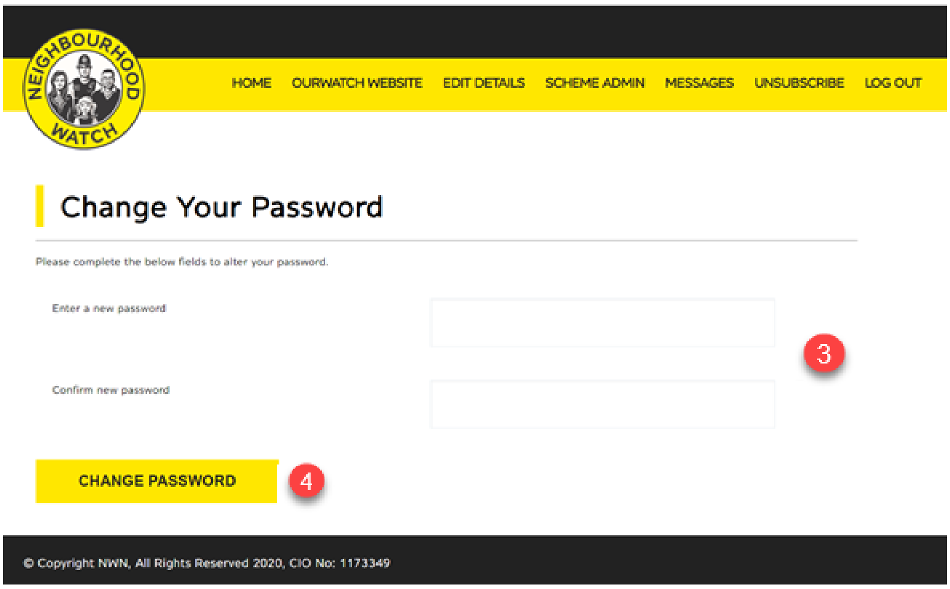
1. It is possible to alter your username in the User Name text box. The system will check to ensure that the new username is not already in use before accepting the change. This will take effect next time you login. Be careful to make a note of what you choose to enter or you will not be able to login next time.
2. Changing your password regularly is a sensible security precaution. Click change your password and the Change your Password page will appear.


NEIGHBOURHOOD WATCH
HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
3
CHANGE PASSWORD
4

Change Your Password

Please complete the below fields to alter your password.

Enter a new password

Confirm new password

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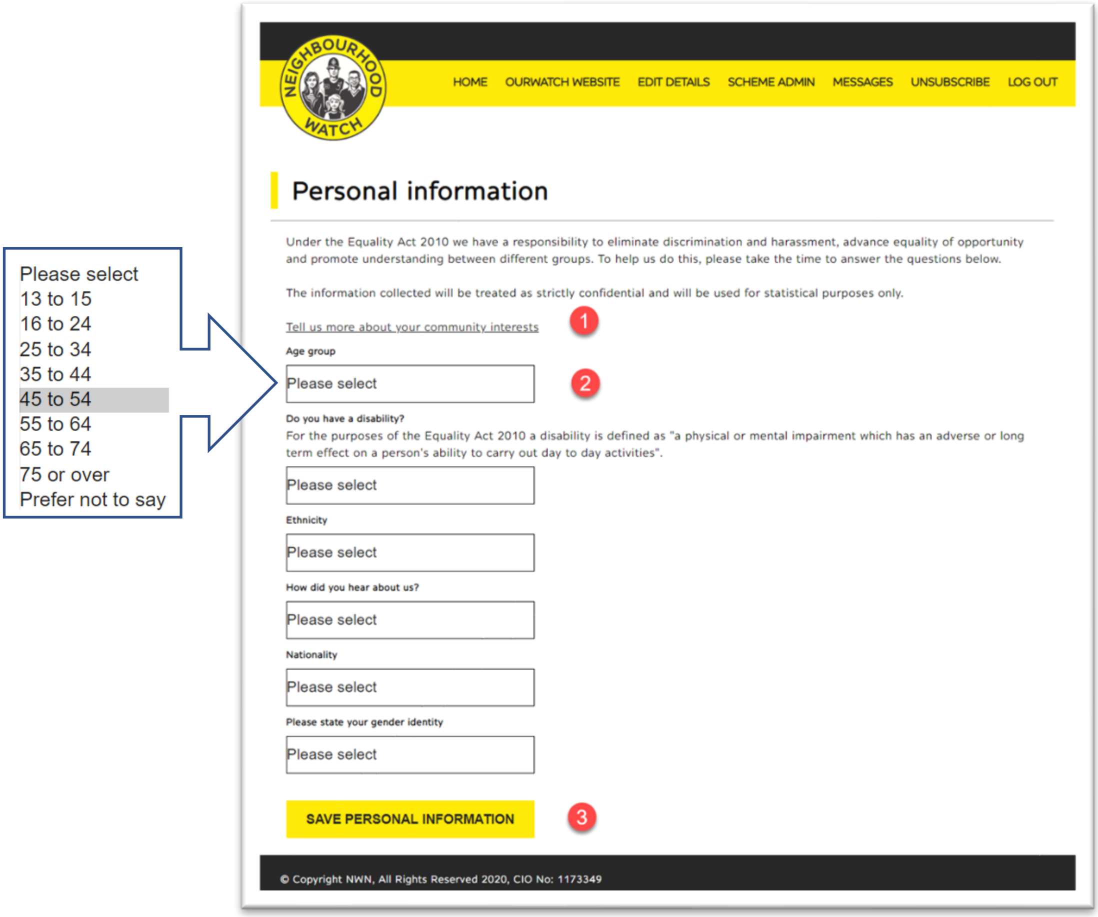
3. Enter your new password in both text boxes.
4. Click change password to store your new password which you will use next time you login. If you do forget the password, unlike the username, there is a forgotten password link on the login page which will help you to change your password for a new one.

Personal Information

Under the Equality Act 2010 we have a responsibility to eliminate discrimination and harassment, advance equality of opportunity and promote understanding between different groups. This area helps us to collect the information we need to meet this responsibility.



Please select
13 to 15
16 to 24
25 to 34
35 to 44
45 to 54
55 to 64
65 to 74
75 or over
Prefer not to say

Personal information

Under the Equality Act 2010 we have a responsibility to eliminate discrimination and harassment, advance equality of opportunity and promote understanding between different groups. To help us do this, please take the time to answer the questions below.

The information collected will be treated as strictly confidential and will be used for statistical purposes only.

Tell us more about your community interests

Age group
Please select

Do you have a disability?
For the purposes of the Equality Act 2010 a disability is defined as "a physical or mental impairment which has an adverse or long term effect on a person's ability to carry out day to day activities".
Please select

Ethnicity
Please select

How did you hear about us?
Please select

Nationality
Please select

Please state your gender identity
Please select

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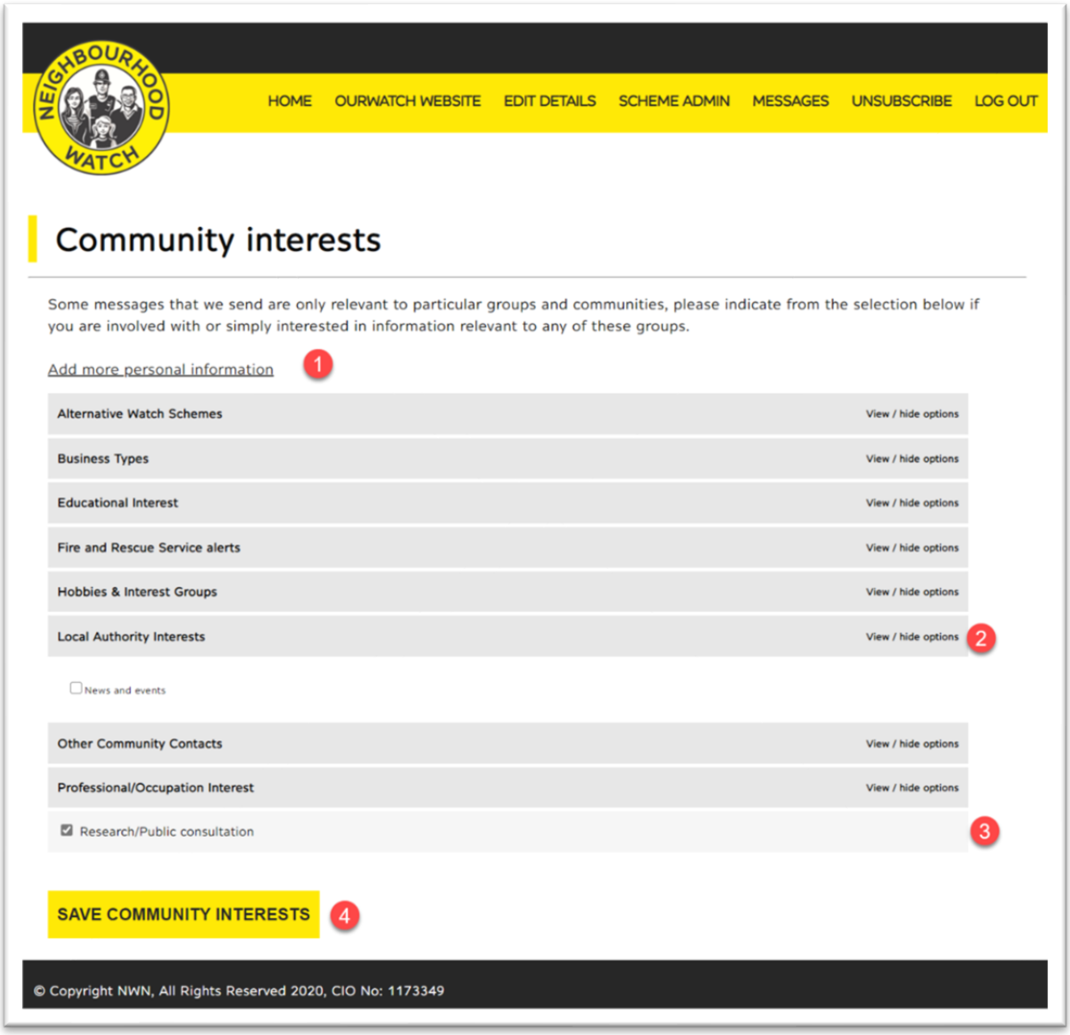
1. This link will take you to the personal interest page which can also be accessed by clicking on the Edit Details Menu. This will be explained in the next section.
2. Clicking on any text box will display a list of items relevant to the heading of the box. The list from the first box is shown above. Hovering the mouse pointer over an item which will turn its background grey. Click to select this item.
3. Click on the Save Personal Information button to save the changes.

Community Interests

The Community Interests pages allow you to select which additional Alert messages you will receive from a range of community groups.



Community interests

Some messages that we send are only relevant to particular groups and communities, please indicate from the selection below if you are involved with or simply interested in information relevant to any of these groups.

Add more personal information

Alternative Watch Schemes — View / hide options

Business Types — View / hide options

Educational Interest — View / hide options

Fire and Rescue Service alerts — View / hide options

Hobbies & Interest Groups — View / hide options

Local Authority Interests — View / hide options

☐ News and events

Other Community Contacts — View / hide options

Professional/Occupation Interest — View / hide options

☑ Research/Public consultation

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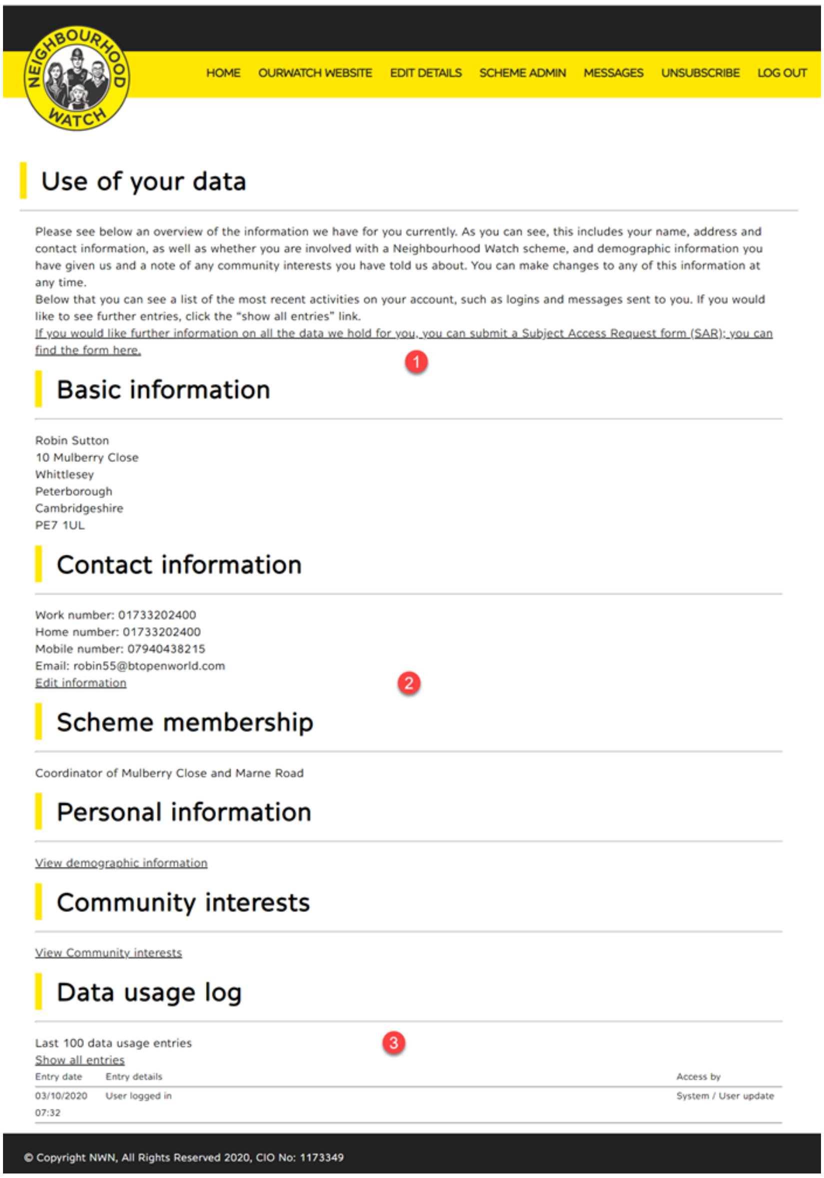
1. The Add more personal information link opens the page described in the previous section.
2. Click on the View/Hide row to see the groups under each section.
3. Click on the box next to any groups you would like to receive Alerts from. If you decide to cancel this later, you can return to this area and untick the box.
4. Save any changes by clicking on the Save Community Interests button.

Use of Your Data

This section provides a summary of your personal data held on the system.

1. The introduction explains the page content and provides a link to a Subject Assess Request Form for further information.
2. Some of the detailed information contains links to take you to an appropriate editing page so that you can easily change the information held on the system.
3. The data usage log provides detailed information about every time you logged onto the system. By default, it displays the first 100 entries but the clicking the link will display every login.

To leave this page select another option from the menu.



Use of your data

Please see below an overview of the information we have for you currently. As you can see, this includes your name, address and contact information, as well as whether you are involved with a Neighbourhood Watch scheme, and demographic information you have given us and a note of any community interests you have told us about. You can make changes to any of this information at any time.
Below that you can see a list of the most recent activities on your account, such as logins and messages sent to you. If you would like to see further entries, click the "show all entries" link.
If you would like further information on all the data we hold for you, you can submit a Subject Access Request form (SAR); you can find the form here.

Basic information

Robin Sutton
10 Mulberry Close
Whittlesey
Peterborough
Cambridgeshire
PE7 1UL

Contact information

Work number: 01733202400
Home number: 01733202400
Mobile number: 07940438215
Email: robin55@btopenworld.com
Edit information

Scheme membership

Coordinator of Mulberry Close and Marne Road

Personal information

View demographic information

Community interests

View Community interests

Data usage log

Last 100 data usage entries
Show all entries

Entry date	Entry details	Access by
03/10/2020 07:32	User logged in	System / User update

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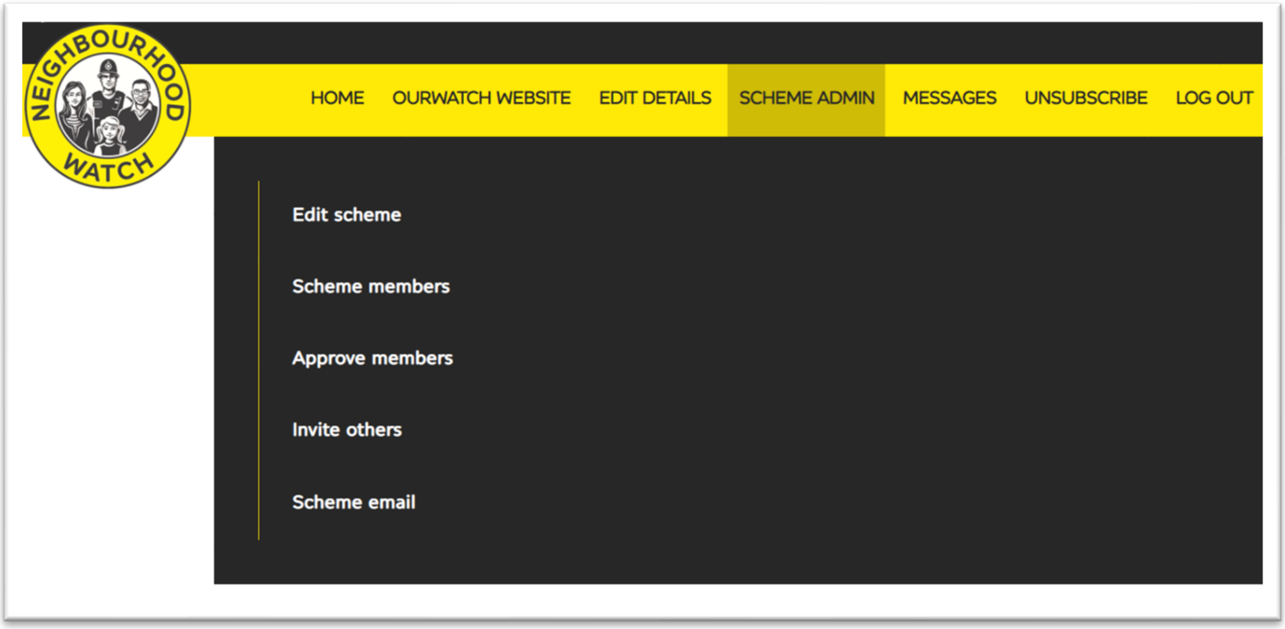
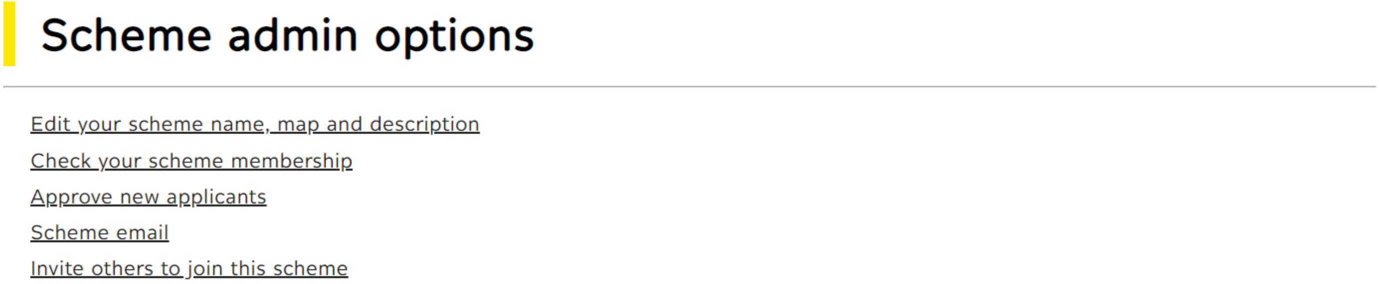
Scheme Administration Menu


HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
Edit scheme
Scheme members
Approve members
Invite others
Scheme email

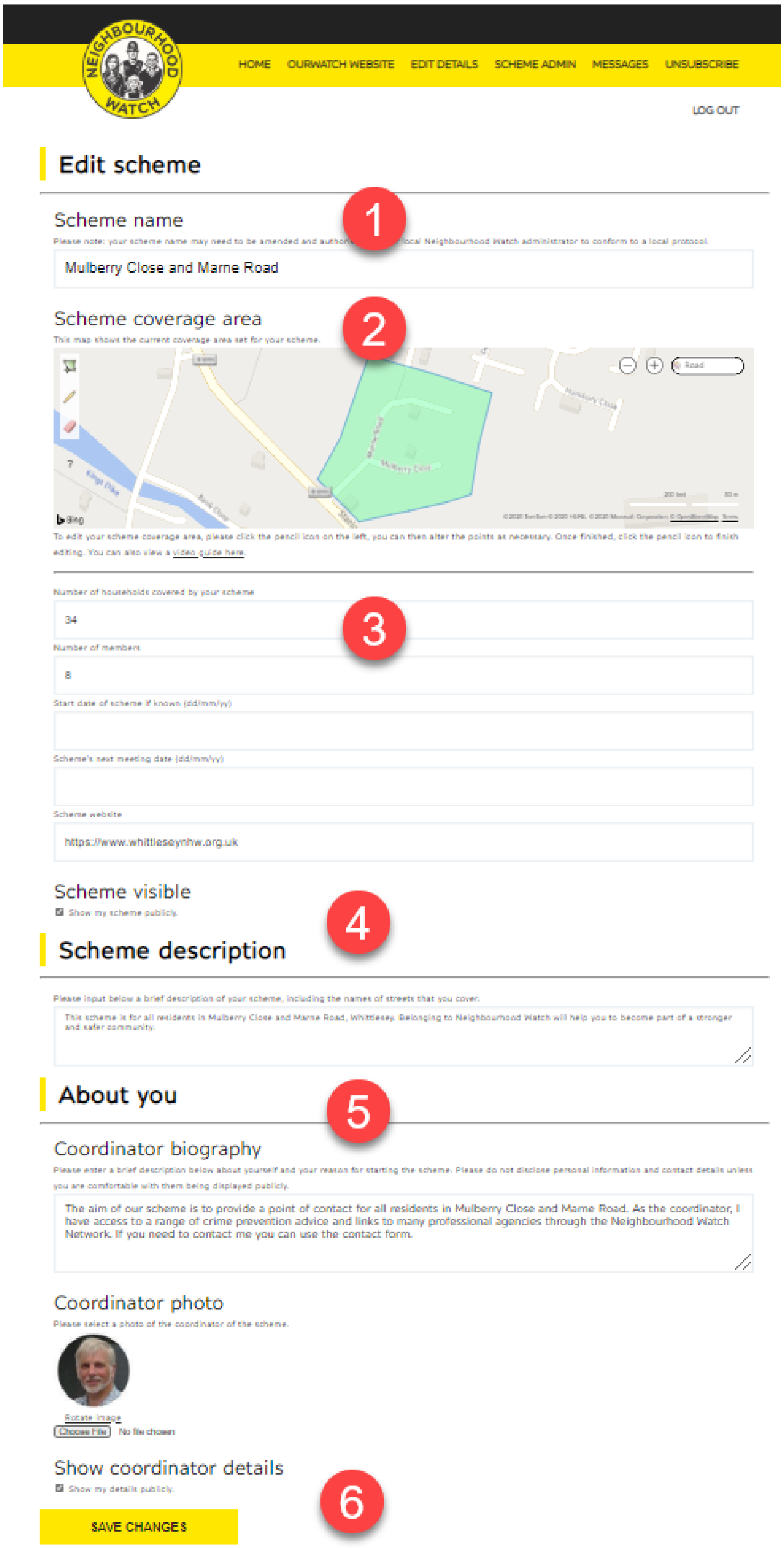
To administer your scheme, hover over or click the Scheme Admin link. The Scheme Administration menu will open giving access to the five tasks for administering your scheme.


Scheme admin options
Edit your scheme name, map and description
Check your scheme membership
Approve new applicants
Scheme email
Invite others to join this scheme

The links to the five tasks are repeated at the bottom of the page. The following sections explain each of these in detail.

Edit Scheme

The Edit Scheme page contains information for your scheme. It consists of several sections which can be viewed as the page is scrolled. Changes are made by deleting or replacing the existing entries. To save changes, click on Save Changes at the bottom of the page. As changes are not made until the Save Changes button is pressed, refreshing the page will return to the original information.



Edit scheme

Scheme name

Please note: your scheme name may need to be amended and authori local Neighbourhood Watch administrator to conform to a local protocol.

Mulberry Close and Marne Road

Scheme coverage area

This map shows the current coverage area set for your scheme.

To edit your scheme coverage area, please click the pencil icon on the left, you can then alter the points as necessary. Once finished, click the pencil icon to finish editing. You can also view a video guide here.

Number of households covered by your scheme

34

Number of members

8

Start date of scheme if known (dd/mm/yy)

Scheme's next meeting date (dd/mm/yy)

Scheme website

https://www.whittleseynhw.org.uk

Scheme visible

☑ Show my scheme publicly.

Scheme description

Please input below a brief description of your scheme, including the names of streets that you cover.

This scheme is for all residents in Mulberry Close and Marne Road, Whittlesey. Belonging to Neighbourhood Watch will help you to become part of a stronger and safer community.

About you

Coordinator biography

Please enter a brief description below about yourself and your reason for starting the scheme. Please do not disclose personal information and contact details unless you are comfortable with them being displayed publicly.

The aim of our scheme is to provide a point of contact for all residents in Mulberry Close and Marne Road. As the coordinator, I have access to a range of crime prevention advice and links to many professional agencies through the Neighbourhood Watch Network. If you need to contact me you can use the contact form.

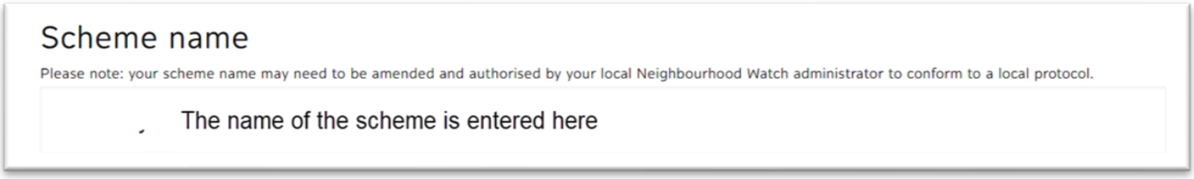
Coordinator photo

Please select a photo of the coordinator of the scheme.

Show coordinator details

☑ Show my details publicly.

Scheme Name



Scheme name

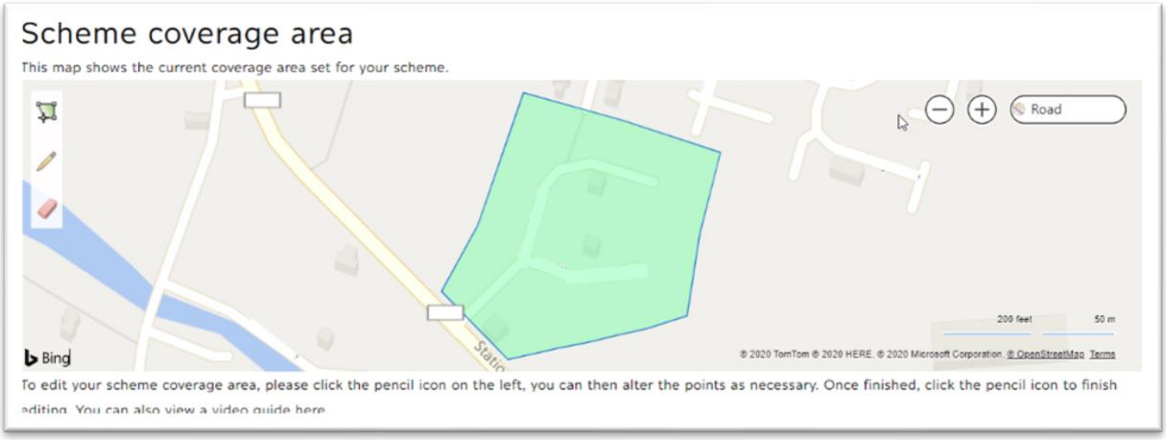
Please note: your scheme name may need to be amended and authorised by your local Neighbourhood Watch administrator to conform to a local protocol.

The name of the scheme is entered here

The scheme name is entered in this box. It should be unique and give an indication of the area it covers. There may be an agreed format for scheme names in your area so you may need to check with an administrator to see if the name you have chosen follows the local format. To enter the name just type in the box or amend what is already there.

Scheme Coverage Area

The boundaries of the scheme define the area covered by this scheme. They also define which members will be highlighted to join a scheme using their post code.



Scheme coverage area

This map shows the current coverage area set for your scheme.

Road
Bing
200 feet
50 m
© 2020 TomTom © 2020 HERE © 2020 Microsoft Corporation © OpenStreetMap Terms

To edit your scheme coverage area, please click the pencil icon on the left, you can then alter the points as necessary. Once finished, click the pencil icon to finish editing. You can also view a video guide here.

Three tools can be used to change or create the boundaries of the scheme. These are located near the top of the map area. Try to avoid overlapping the boundaries of the new or changed scheme with an existing scheme.

The Draw an Area tool will remove any existing area and allow you to draw a new area. Click on the icon to select the tool then click on the map where you want to start drawing the boundary. As the mouse is moved a line will be drawn. When the first straight boundary is correct click the mouse to set the point for the end of the first line and then move to the next point. Continue until you have drawn all the boundaries then double click to finish drawing.

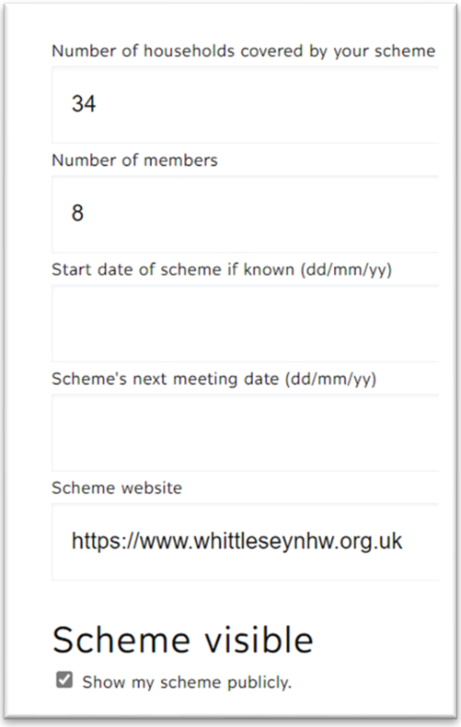
The edit an existing shape tool allows you to move the points which make up a scheme boundary so that you can make alterations. Click on the icon and the points which make the boundaries will be shown. Move the mouse over the point you would like to move and click. You can then drag the point to a new location. You will see that two new points will be added either side of the one you are moving. This provides a simple method of making more accurate boundaries, each move will create two more points which can be moved. Finish by clicking on the tool icon.

The eraser removes an existing shape. Click on the icon to remove the shape from the map.

Remember the alterations you have made will only be saved when the Save Changes button at the bottom of the page has been clicked.

Additional Information

These entries are not obligatory but will be part of the public details for the scheme seen in Our Watch



Number of households covered by your scheme
34
Number of members
8
Start date of scheme if known (dd/mm/yy)
Scheme's next meeting date (dd/mm/yy)
Scheme website
https://www.whittleseynhw.org.uk

Scheme visible
☑ Show my scheme publicly.

The number of households in the scheme is entered here. This number can be an estimate.

This number is not connected to the number of members shown in Alert, update manually.

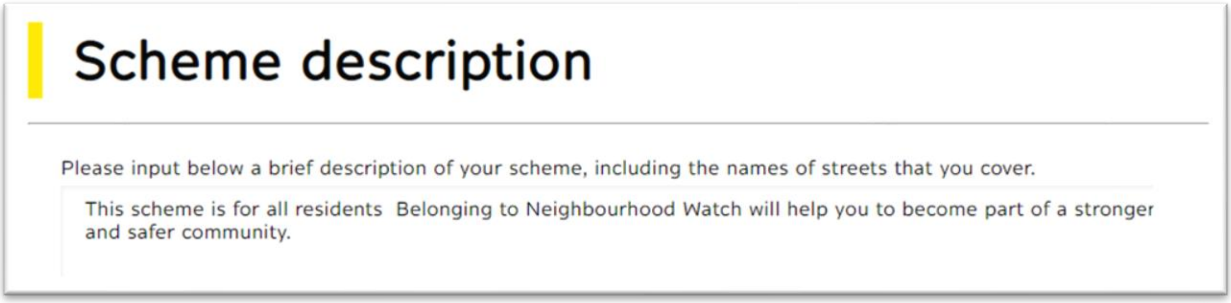
If you know the start date of the scheme enter the date in the format shown.

Enter the date If you hold meetings for your members.

Direct members to a relevant website.

Normally the Scheme Visible box will be ticked to allow people to view the scheme on the Our Watch website.

Scheme Description



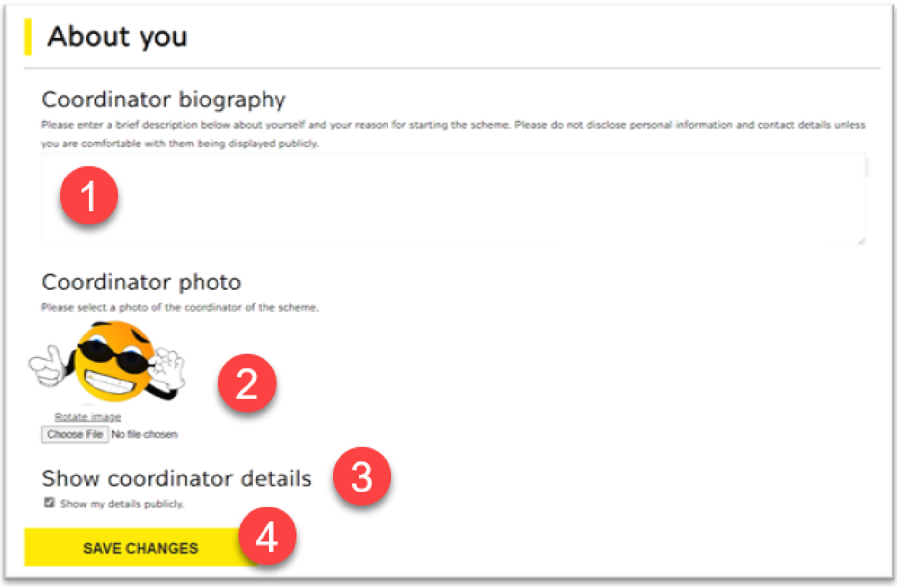
Scheme description

Please input below a brief description of your scheme, including the names of streets that you cover.

This scheme is for all residents Belonging to Neighbourhood Watch will help you to become part of a stronger and safer community.

Enter text that will help the public understand the purpose of the scheme and clarify the area covered.

About You



About you

Coordinator biography

Please enter a brief description below about yourself and your reason for starting the scheme. Please do not disclose personal information and contact details unless you are comfortable with them being displayed publicly.

Coordinator photo

Please select a photo of the coordinator of the scheme.

Show coordinator details

☑ Show my details publicly.

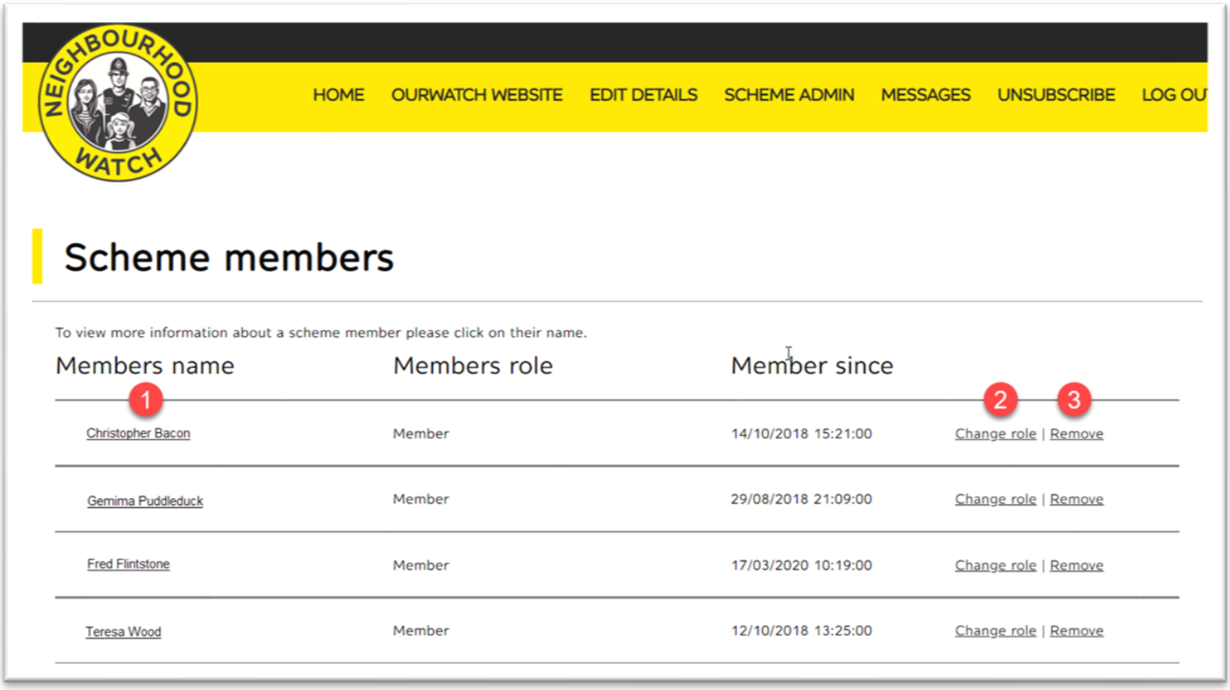
This is where you can tell the potential members about yourself and to provide a picture so that they recognise you. Take note that this information is shared with the public.

1. The size of the text box can be changed by clicking and dragging the lower right hatched corner to make the size match your entered text more closely.
2. To upload a picture, click the Choose File button. A file selection box will open so that you can select a picture from your computer to upload. If the image needs rotating to display properly click on the Rotate image link.

3. If you do not want your details displayed to the public untick the tick box.
4. Remember none of the changes you have made to any of the information about the scheme will be saved until you click on the Save Changes button. SAVE CHANGES

Scheme Members

Selecting Scheme Members from the Scheme Administration Menu will open a new page showing a list of the current members in the scheme.



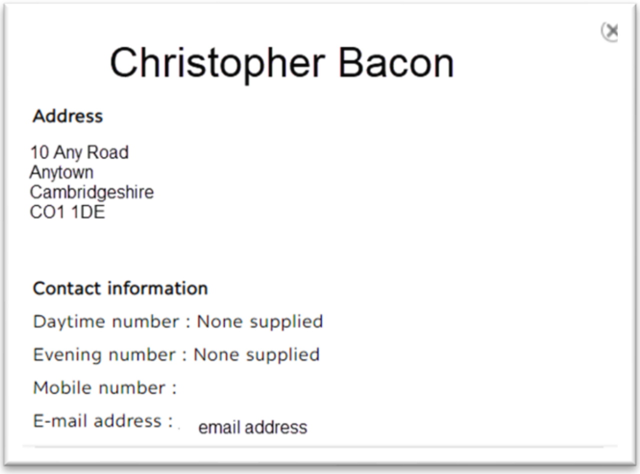
Scheme members

To view more information about a scheme member please click on their name.

Members name	Members role	Member since	
Christopher Bacon	Member	14/10/2018 15:21:00	Change role | Remove
Gemima Puddleduck	Member	29/08/2018 21:09:00	Change role | Remove
Fred Flintstone	Member	17/03/2020 10:19:00	Change role | Remove
Teresa Wood	Member	12/10/2018 13:25:00	Change role | Remove

The list has three links the Member’s Name, Change Role and Remove.

1. Member Details – to view more details click on the member’s name.



Christopher Bacon

Address

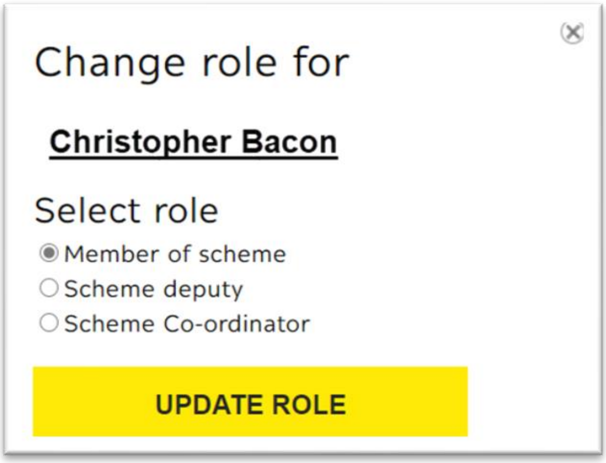
10 Any Road
Anytown
Cambridgeshire
CO1 1DE

Contact information

Daytime number : None supplied
Evening number : None supplied
Mobile number :
E-mail address : email address

A popup is shown with a summary of the members details. It cannot be edited. To close the popup, click the close button ⊗ top right.

2. Change Role – click on change role on the same row as the member's name. This pop up is displayed which allows the role of the member to be changed. Once the required selection is made clicking on Update Role will save the change.

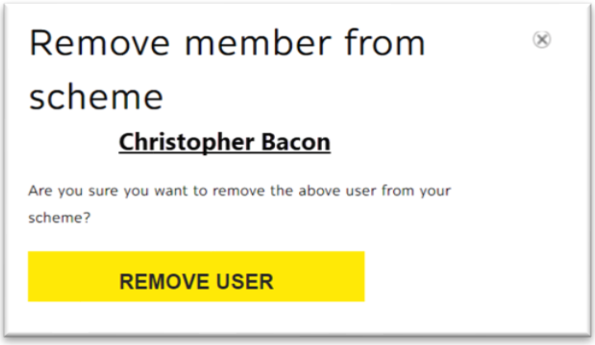


Change role for

Christopher Bacon

Select role
● Member of scheme
○ Scheme deputy
○ Scheme Co-ordinator

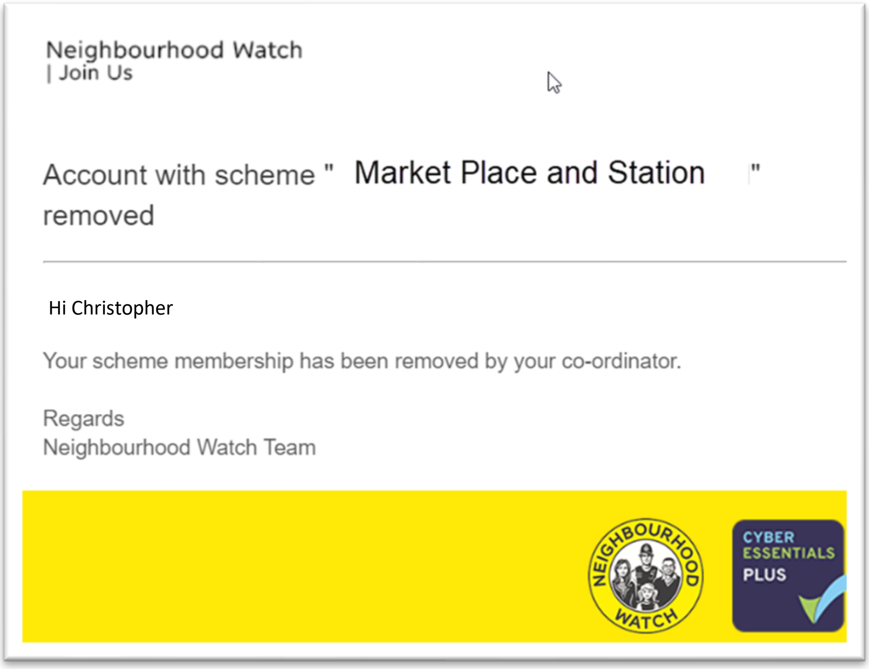
3. Remove – click on Remove on the same row as the member's name you intend to remove from the scheme. This does not remove the member from the Alert database, only from the selected scheme. To remove the member from the scheme, click on the Remove User button.



Remove member from scheme

Christopher Bacon

Are you sure you want to remove the above user from your scheme?


Neighbourhood Watch
| Join Us

Account with scheme " Market Place and Station " removed

Hi Christopher

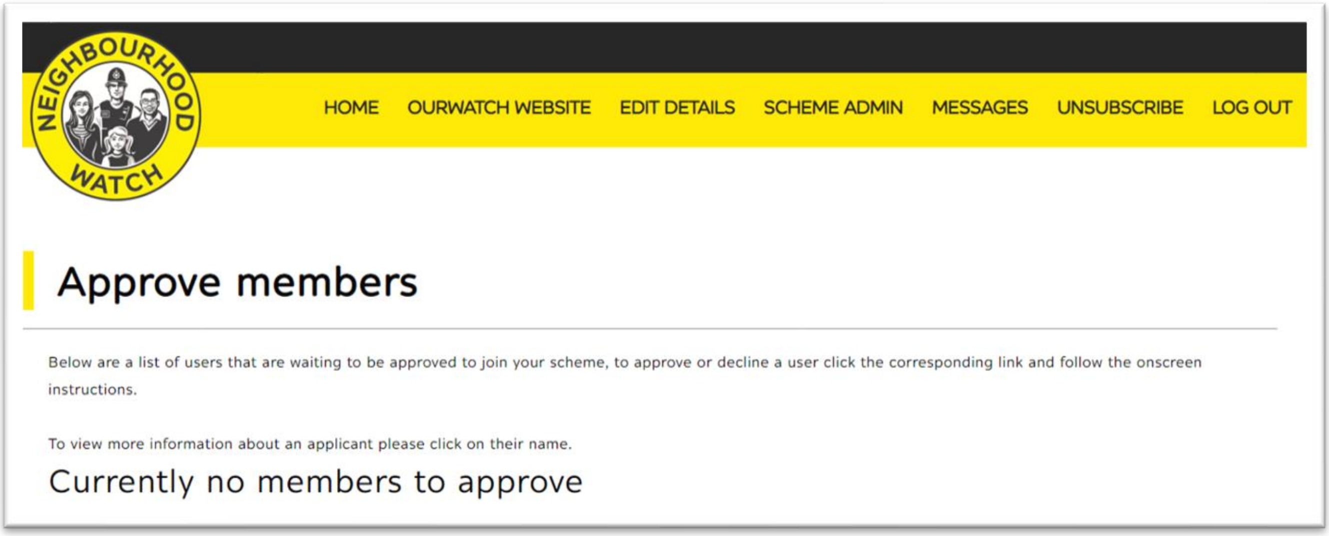
Your scheme membership has been removed by your co-ordinator.

Regards
Neighbourhood Watch Team

Alert will send an email to the member automatically telling them their account has been removed.

Approve Members

The coordinator of a scheme can approve, or decline, any member's request to join their scheme.



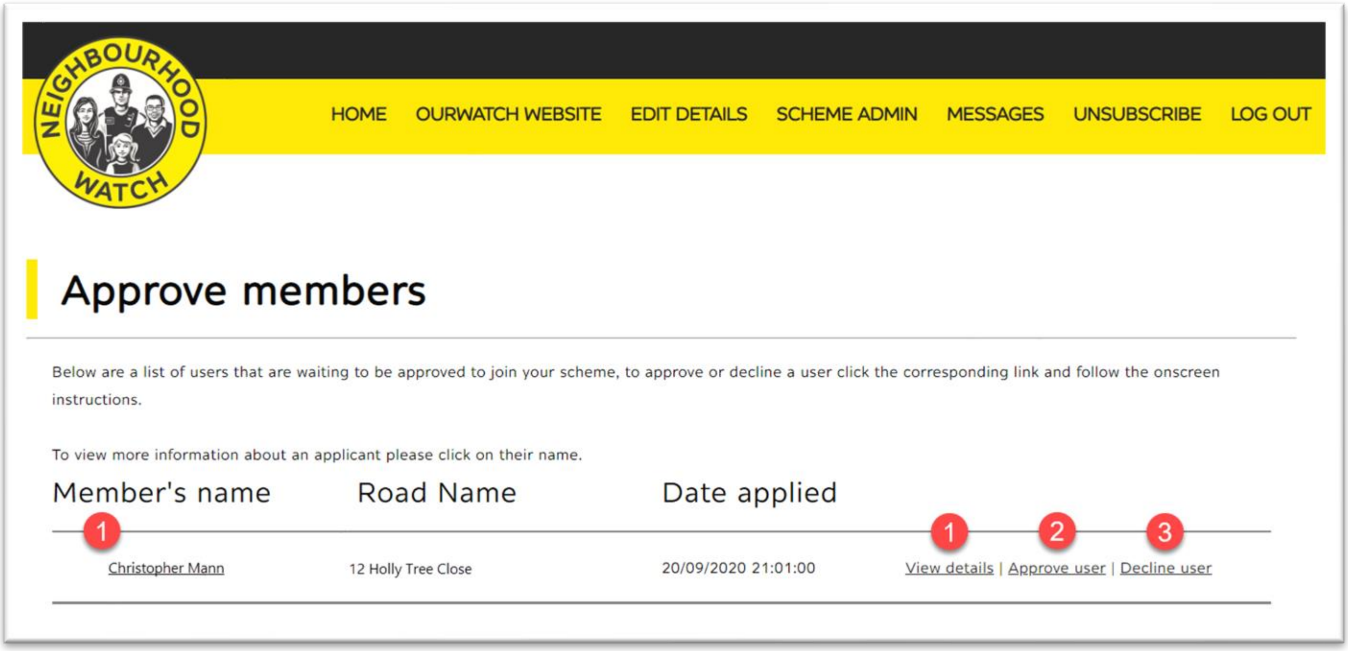
Approve members

Below are a list of users that are waiting to be approved to join your scheme, to approve or decline a user click the corresponding link and follow the onscreen instructions.

To view more information about an applicant please click on their name.

Currently no members to approve

Selecting Approve Members from the Scheme Administration Menu will display a list of members who have requested to join the scheme or, if there are no members waiting to be approved, will confirm that there are currently no members to approve as above.



Approve members

Below are a list of users that are waiting to be approved to join your scheme, to approve or decline a user click the corresponding link and follow the onscreen instructions.

To view more information about an applicant please click on their name.

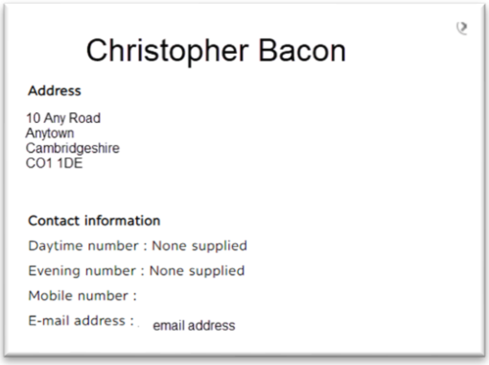
Member's name	Road Name	Date applied	
Christopher Mann	12 Holly Tree Close	20/09/2020 21:01:00	View details | Approve user | Decline user

Any members waiting for their request to join to be approved will be displayed in a list.

The list has four links, however the Member’s name and View details both link to the same Member’s details view.

1. Member Details – to view more details click on the member’s name or on View details.

A popup is displayed with a summary of the members details. It cannot be edited. To close the popup, click the close button ⊗ top right.



Christopher Bacon

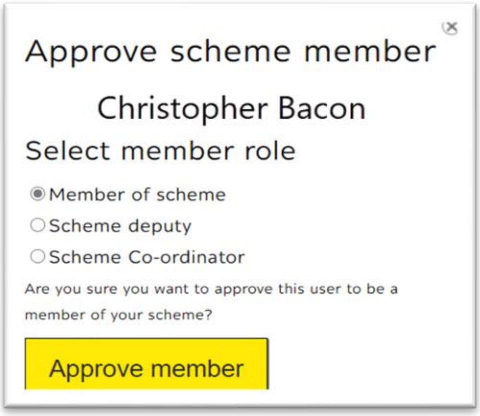
Address

10 Any Road
Anytown
Cambridgeshire
CO1 1DE

Contact information

Daytime number : None supplied
Evening number : None supplied
Mobile number :
E-mail address : email address

2. Approve member – click on the Approve User link to display the Approve Member popup. Select the role option for the member shown on the popup. Next click on the approve member button to accept the member's request to join the scheme.



Approve scheme member

Christopher Bacon

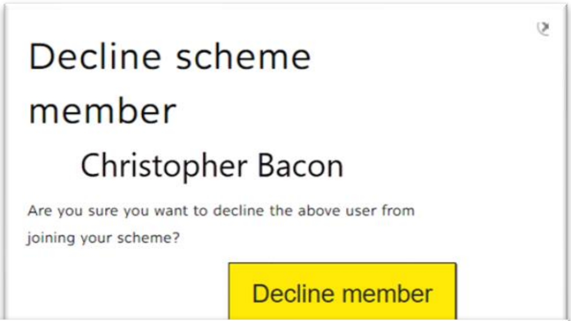
Select member role

● Member of scheme
○ Scheme deputy
○ Scheme Co-ordinator

Are you sure you want to approve this user to be a member of your scheme?

The system will automatically send an email to the member similar to the example shown.

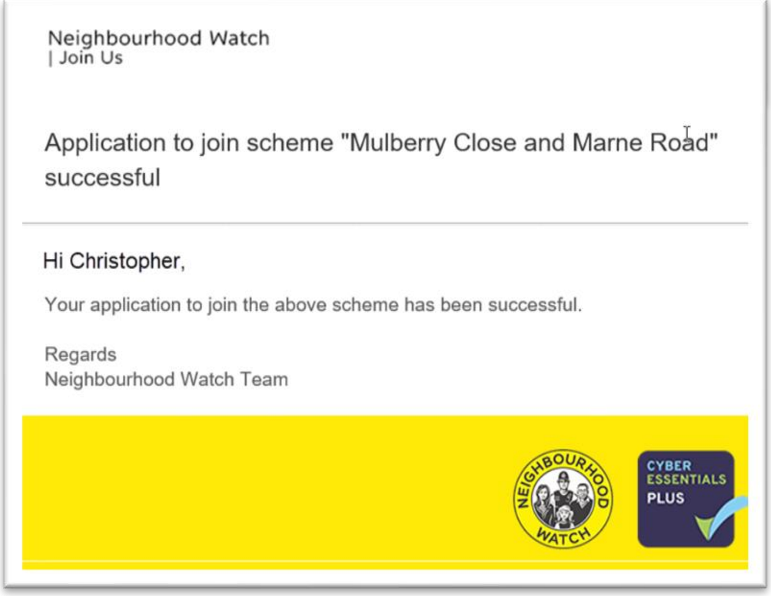
3. Decline a Scheme Member – click the Decline User link to decline a request from a member to join the scheme. The Decline Scheme Member popup will be displayed. Check you have selected the correct member then click on the Decline Member button to decline their request to join your scheme.



Decline scheme member

Christopher Bacon

Are you sure you want to decline the above user from joining your scheme?



Neighbourhood Watch
| Join Us

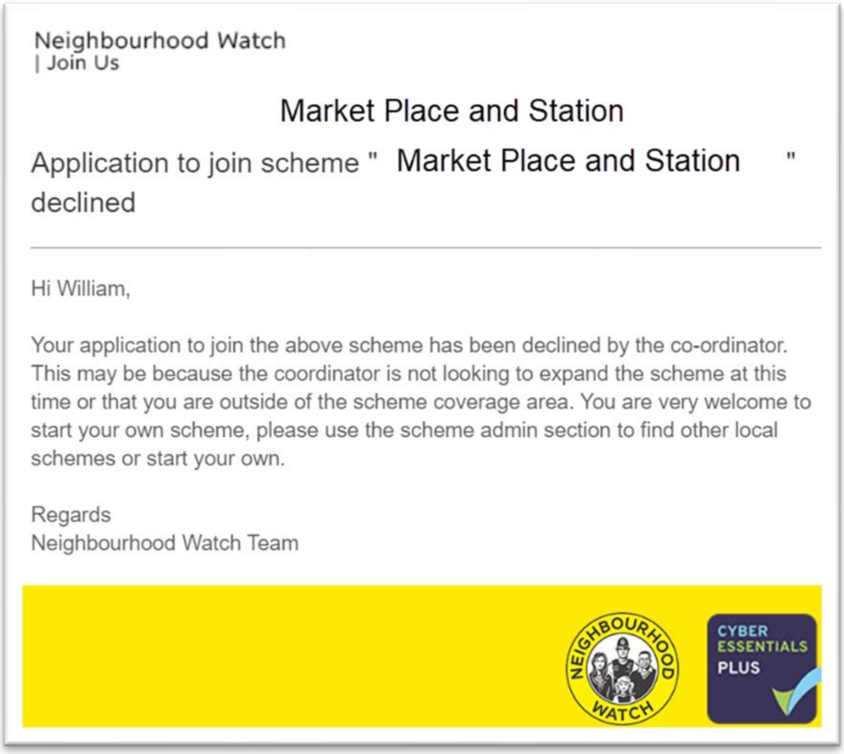
Application to join scheme "Mulberry Close and Marne Road" successful

Hi Christopher,

Your application to join the above scheme has been successful.

Regards
Neighbourhood Watch Team

An email will be sent automatically to tell the member that their application to join the scheme has been declined.



Neighbourhood Watch
| Join Us

Market Place and Station

Application to join scheme " Market Place and Station " declined

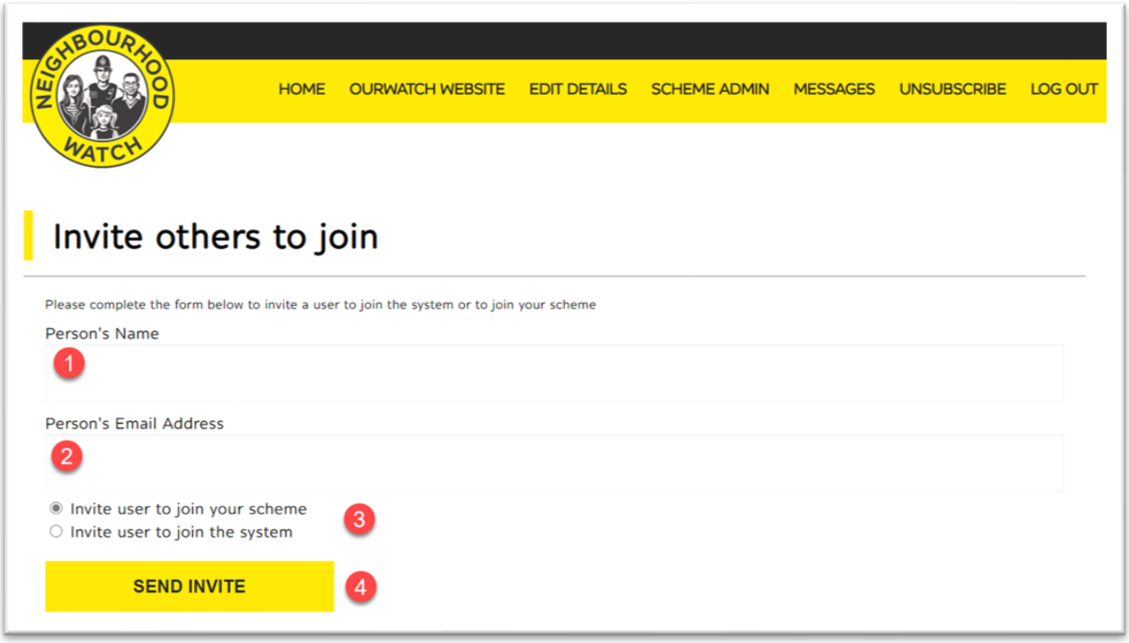
Hi William,

Your application to join the above scheme has been declined by the co-ordinator. This may be because the coordinator is not looking to expand the scheme at this time or that you are outside of the scheme coverage area. You are very welcome to start your own scheme, please use the scheme admin section to find other local schemes or start your own.

Regards
Neighbourhood Watch Team

Invite Others

A coordinator of a scheme can invite people to join their scheme by selecting Invite Others from the Scheme Administration menu. Clicking on this option will display the Invite Others to Join window.


HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
1
2
3
SEND INVITE
4

Invite others to join

Please complete the form below to invite a user to join the system or to join your scheme

Person's Name

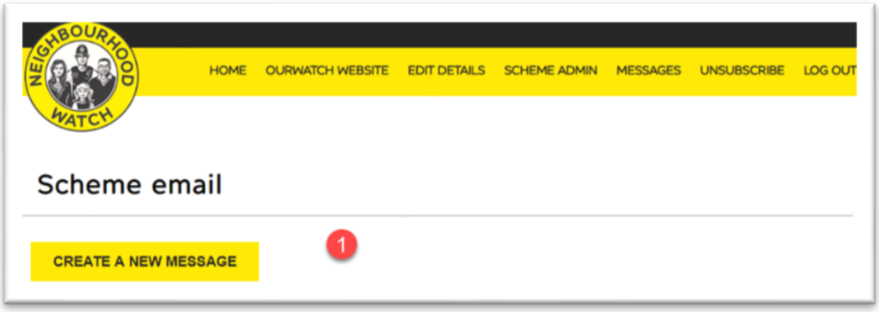
Person's Email Address

● Invite user to join your scheme
○ Invite user to join the system

1. Enter the person's name.
2. Enter their email address.
3. Choose either to invite the person to join the scheme if they are already a member of Neighbourhood Watch or invite them to join the system which will allow the person to become a member of Neighbourhood Watch first, then they can request to join your scheme as a member.
4. Click on the send invite button to send the appropriate invitation to their email address.

Scheme Email

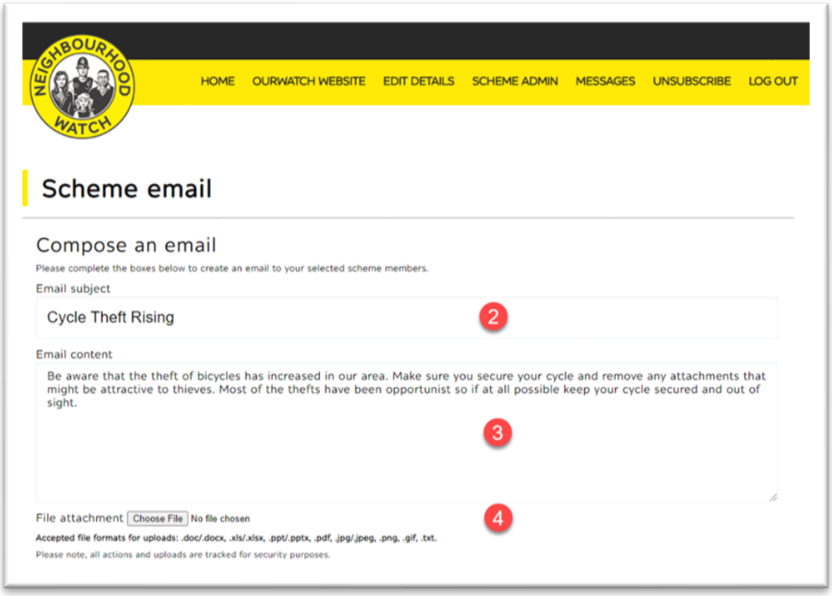
The Scheme Email option allows email and SMS messages to be sent to other members of the scheme. It also allows the logged in user to see a summary of their recent emails received.


HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
CREATE A NEW MESSAGE
1

Scheme email

1. Create New Message – to send members of the scheme a message, click on Create New Message which will open the create message page. The page is split into two sections, Compose an Email and Selecting the Scheme Recipients.

Composing an Email



Scheme email

Compose an email

Please complete the boxes below to create an email to your selected scheme members.

Email subject: Cycle Theft Rising

Email content: Be aware that the theft of bicycles has increased in our area. Make sure you secure your cycle and remove any attachments that might be attractive to thieves. Most of the thefts have been opportunist so if at all possible keep your cycle secured and out of sight.

File attachment: No file chosen

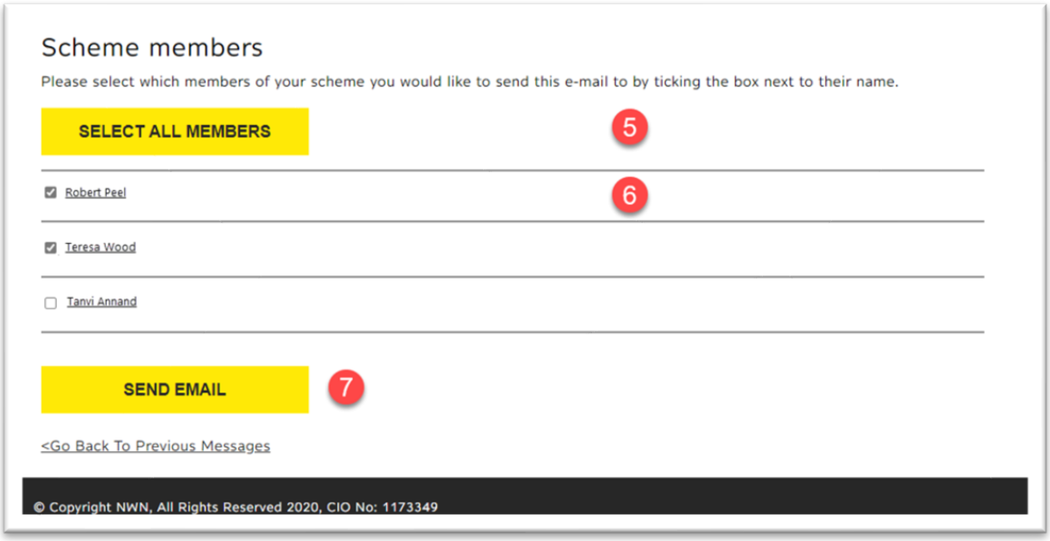
Accepted file formats for uploads: .doc/.docx, .xls/.xlsx, .ppt/.pptx, .pdf, .jpg/.jpeg, .png, .gif, .txt.

Please note, all actions and uploads are tracked for security purposes.

2. Enter the subject title for the email
3. Type in the content for the email.
4. Choose any attachments by clicking on Choose File which will open a file selection pop up from which you can chose the file you wish to attach. Note the list that shows the permitted file types.

Select Members

Once the email has been composed, the next section of the page is used to select the scheme members that are to receive the email.



Scheme members

Please select which members of your scheme you would like to send this e-mail to by ticking the box next to their name.

☑ Robert Peel

☑ Teresa Wood

☐ Tanvi Annand

SELECT ALL MEMBERS
5
6
SEND EMAIL
7
<Go Back To Previous Messages

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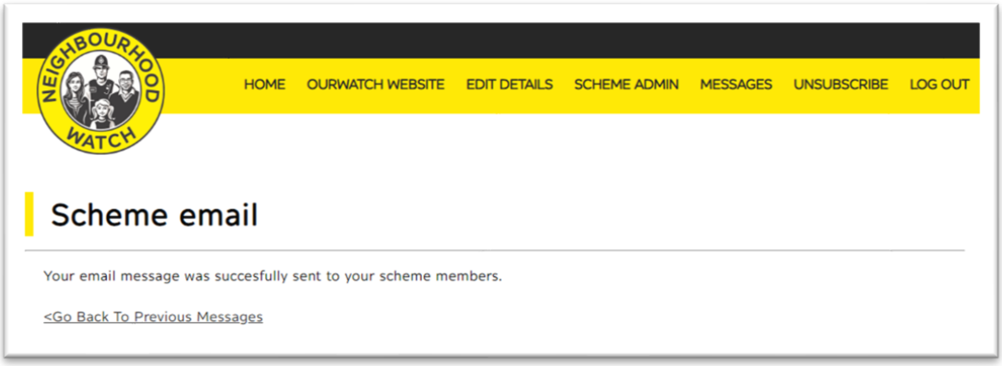
5. The Select All Members button will tick the boxes so that all members of the scheme receive the email.
6. To select or remove individual members tick or untick the box next to their name. If it is helpful more details about the member can be displayed by clicking on their name.
7. Once the correct recipients have been selected click Send Mail to send the email.



NEIGHBOURHOOD WATCH
HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
<Go Back To Previous Messages

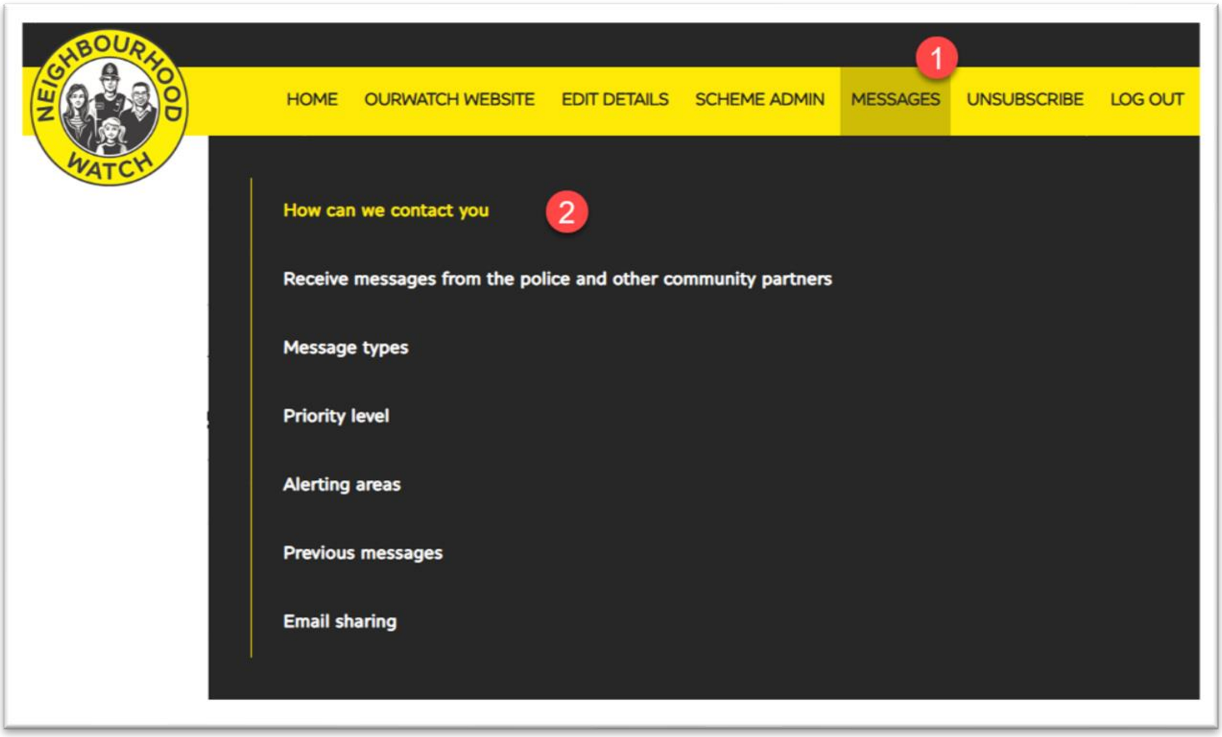
Scheme email

Your email message was succesfully sent to your scheme members.

You will receive a confirmation message to say that the email has been successfully sent.

Messages

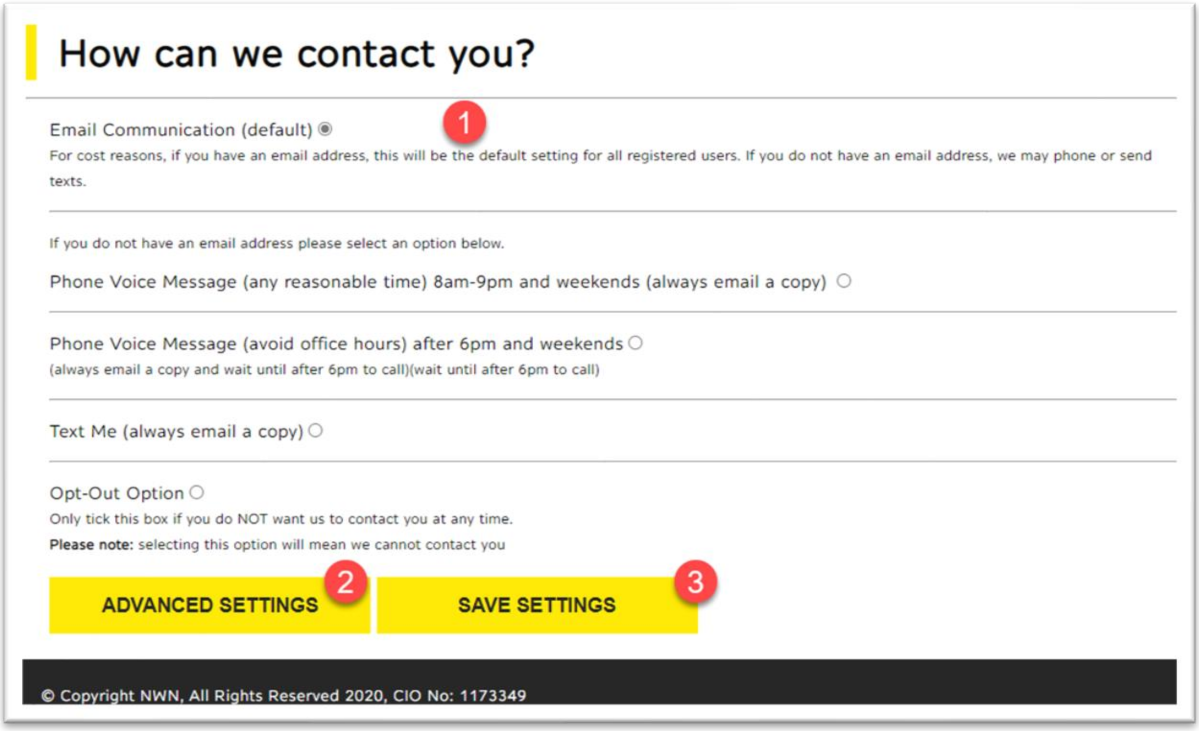
The messages option on the menu provides a detailed set of controls for what your Alert messages will contain and how they will be delivered.


HOME
OURWATCH WEBSITE
EDIT DETAILS
SCHEME ADMIN
MESSAGES
UNSUBSCRIBE
LOG OUT
1
How can we contact you
2
Receive messages from the police and other community partners
Message types
Priority level
Alerting areas
Previous messages
Email sharing

1. Select Messages from the main menu
2. Hover over the option you require and click to select. Each option is explained in the following sections.

How Can We Contact You?

This option controls how and when you will receive your messages.



How can we contact you?

Email Communication (default) ●
For cost reasons, if you have an email address, this will be the default setting for all registered users. If you do not have an email address, we may phone or send texts.

If you do not have an email address please select an option below.

Phone Voice Message (any reasonable time) 8am-9pm and weekends (always email a copy) ○

Phone Voice Message (avoid office hours) after 6pm and weekends ○
(always email a copy and wait until after 6pm to call)(wait until after 6pm to call)

Text Me (always email a copy) ○

Opt-Out Option ○
Only tick this box if you do NOT want us to contact you at any time.
Please note: selecting this option will mean we cannot contact you

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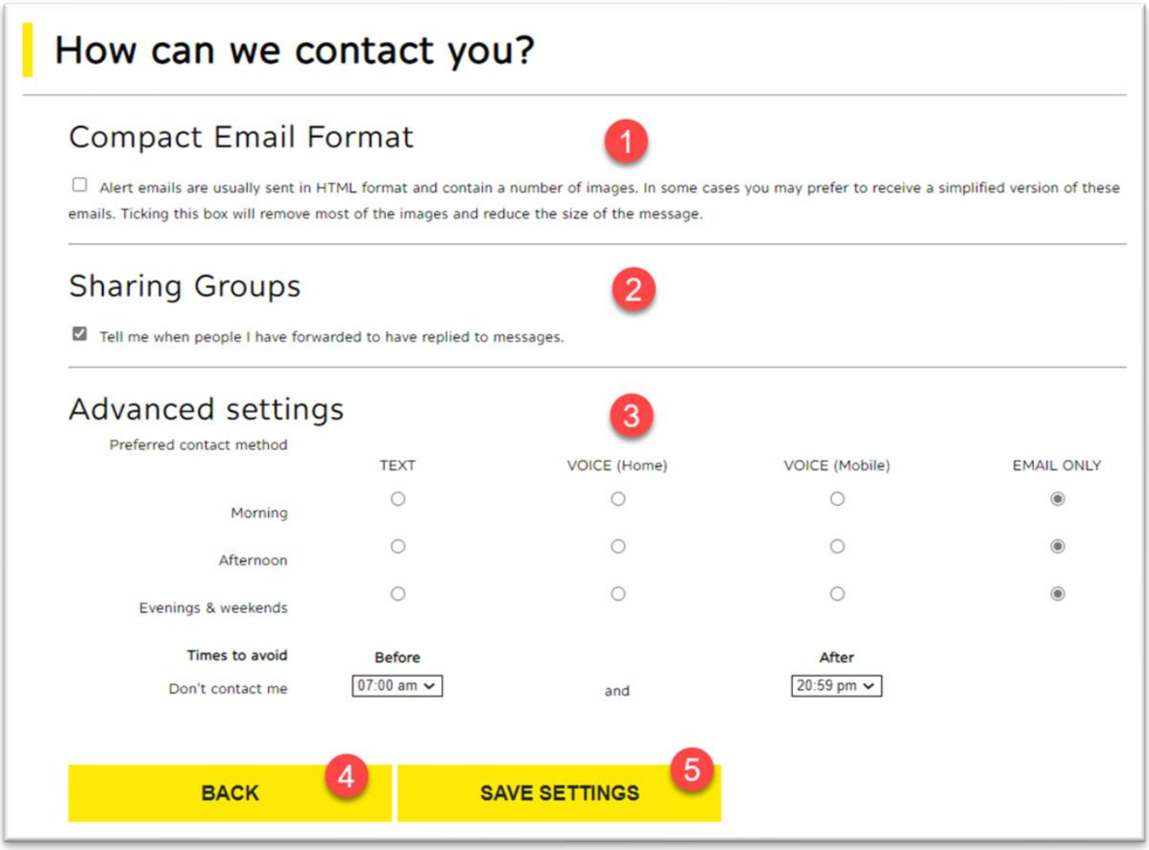
1. By default, the method used to deliver messages is set to email. If this option is not suitable, you can change this by clicking on the small circle at the end of the option you prefer. Only one option can be selected at a time.
2. Clicking on Advanced Settings will open additional settings described next.
3. Remember to save any changes by clicking on the Save Setting button.

Advanced Settings



How can we contact you?

Compact Email Format

☐ Alert emails are usually sent in HTML format and contain a number of images. In some cases you may prefer to receive a simplified version of these emails. Ticking this box will remove most of the images and reduce the size of the message.

Sharing Groups

☑ Tell me when people I have forwarded to have replied to messages.

Advanced settings

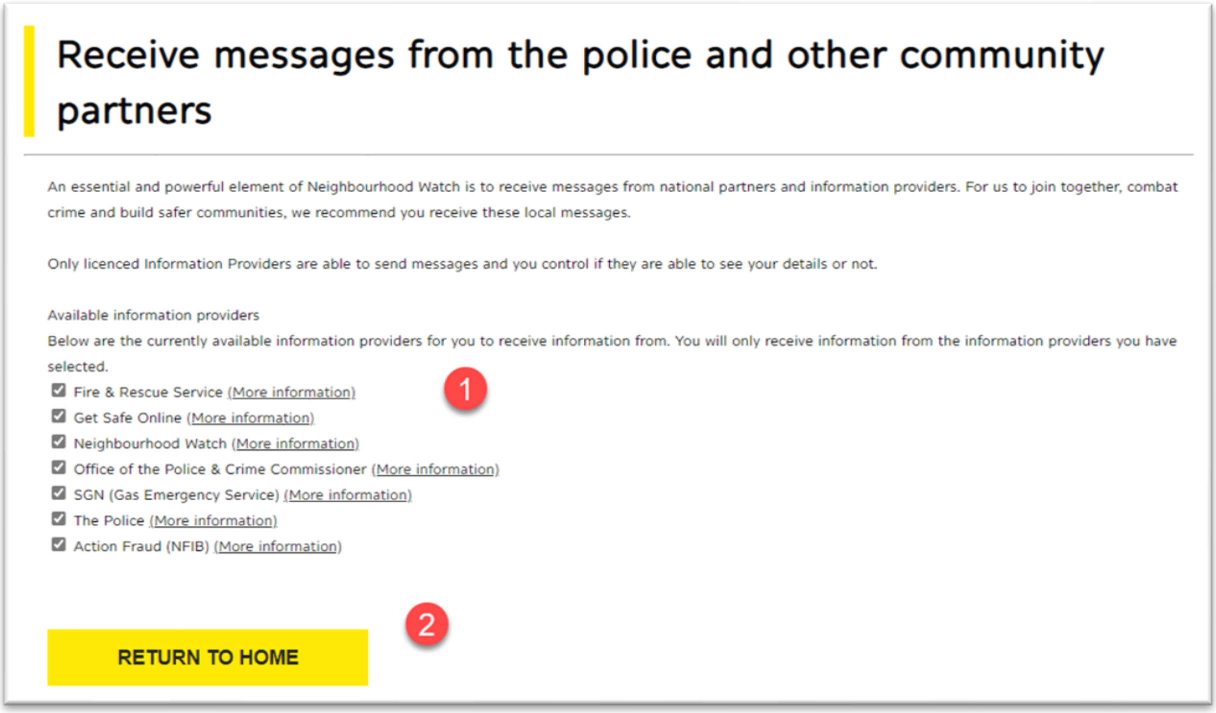
Preferred contact method

	TEXT	VOICE (Home)	VOICE (Mobile)	EMAIL ONLY
Morning	○	○	○	●
Afternoon	○	○	○	●
Evenings & weekends	○	○	○	●
Times to avoid	**Before**		**After**	
Don't contact me	07:00 am	and	20:59 pm	

1. Click the box to select this option which will alter the messages so that they are smaller to download. This may change the content of the email for example by removing images.
2. This option is on by default and ensures you are informed when people have replied to your messages.
3. There are a set of options which control what time a message is received. You can only select one option in each row which should be selected from the Text, Voice or Email column matching your choice from the previous settings. The times to avoid drop downs further refine the timing of messages so that, especially with voice you are not disturbed at an inconvenient time.
4. If you wish to return to the previous page, click the Back button but any new settings will not be saved.
5. Click the Save Settings button before leaving this page to store your new settings.

Receive Messages from the Police and Other Community Partners

1. This list shows the community partners that you can receive Alert messages from. If you do not wish to receive messages from any of the partners click on the box to deselect that option. To reinstate an option, click on the relevant unticked box.



Receive messages from the police and other community partners

An essential and powerful element of Neighbourhood Watch is to receive messages from national partners and information providers. For us to join together, combat crime and build safer communities, we recommend you receive these local messages.

Only licenced Information Providers are able to send messages and you control if they are able to see your details or not.

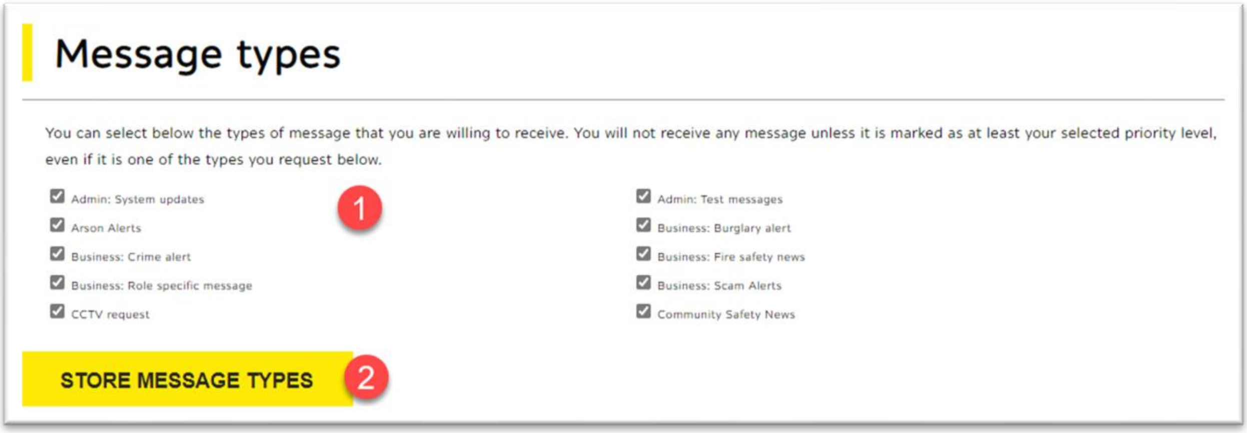
Available information providers
Below are the currently available information providers for you to receive information from. You will only receive information from the information providers you have selected.

- ☑ Fire & Rescue Service (More information)
- ☑ Get Safe Online (More information)
- ☑ Neighbourhood Watch (More information)
- ☑ Office of the Police & Crime Commissioner (More information)
- ☑ SGN (Gas Emergency Service) (More information)
- ☑ The Police (More information)
- ☑ Action Fraud (NFIB) (More information)

2. Clicking Return to Home will return you to the opening page of the members details area.

Message Types

The settings in message types allows selection of subject specific content. Selecting only those message types of interest can reduce the number of messages received. Note that these settings can be overridden



Message types

You can select below the types of message that you are willing to receive. You will not receive any message unless it is marked as at least your selected priority level, even if it is one of the types you request below.

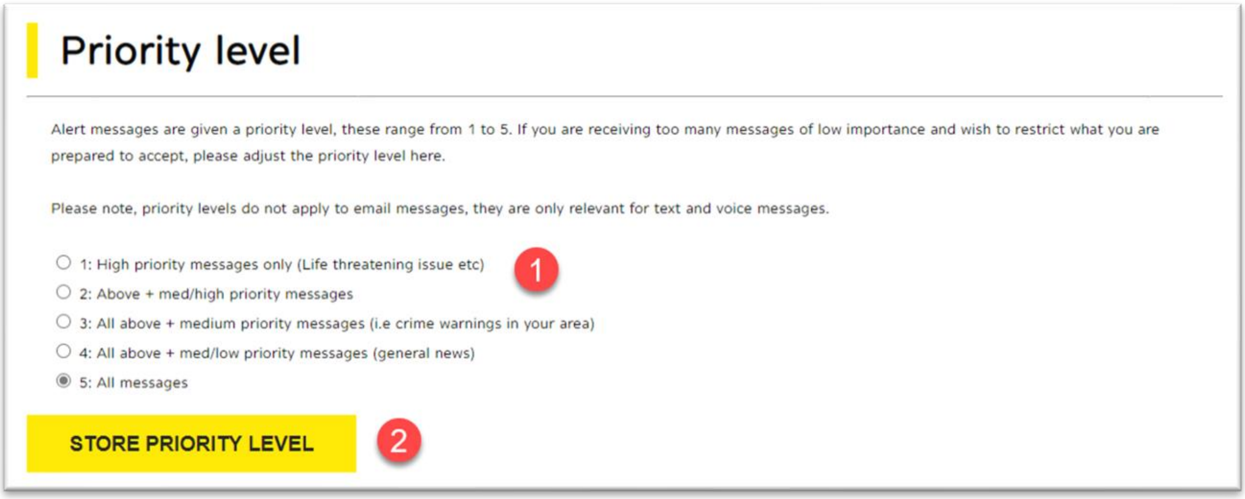
- ☑ Admin: System updates
- ☑ Arson Alerts
- ☑ Business: Crime alert
- ☑ Business: Role specific message
- ☑ CCTV request
- ☑ Admin: Test messages
- ☑ Business: Burglary alert
- ☑ Business: Fire safety news
- ☑ Business: Scam Alerts
- ☑ Community Safety News

by the priority level described in the next section. The list that is displayed may be different to the one shown in the example as the available options can vary between different force areas.

1. Click over a box to change its current setting. Only those types selected by a tick will be received.
2. To store your changes, click on the Store Message Types button. After storing you will remain here. Click on any menu option at the top of the page to leave this page.

Priority Level

The priority level settings limits received messages to those classed as increasingly urgent. Although this will reduce the number of messages received, the sender may have a different understanding of how important the content of the message is to the recipient. By default, this level is set to receive all messages for that reason.



Priority level

Alert messages are given a priority level, these range from 1 to 5. If you are receiving too many messages of low importance and wish to restrict what you are prepared to accept, please adjust the priority level here.

Please note, priority levels do not apply to email messages, they are only relevant for text and voice messages.

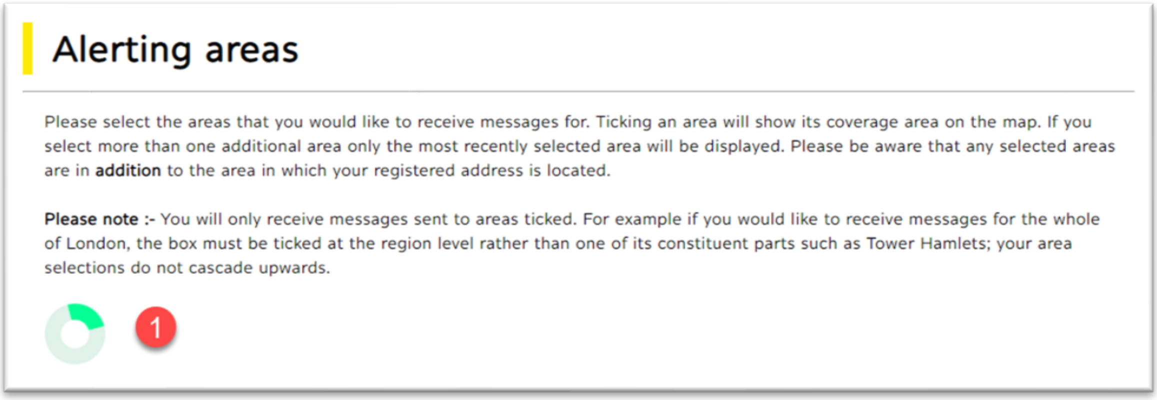
○ 1: High priority messages only (Life threatening issue etc)
○ 2: Above + med/high priority messages
○ 3: All above + medium priority messages (i.e crime warnings in your area)
○ 4: All above + med/low priority messages (general news)
● 5: All messages

1. Select the priority level by clicking the button near the choice you wish to make.
3. Click Store Priority Level to save the new setting. As with the previous section after storing you will remain here. Click on any option in the menu bar at the top of the screen to leave this page.

Alerting Areas

Alerting Areas allows the selection of the geographical area that Alerts come from. Note that you will always receive the messages for the area where your home address is located, alerting areas are additional to those received from the home area.

The text at the top of the Alerting Areas page describes how appropriate selections can be made. Note that due to the amount of information required it is advisable to select the fewest number of areas that meet your requirements.

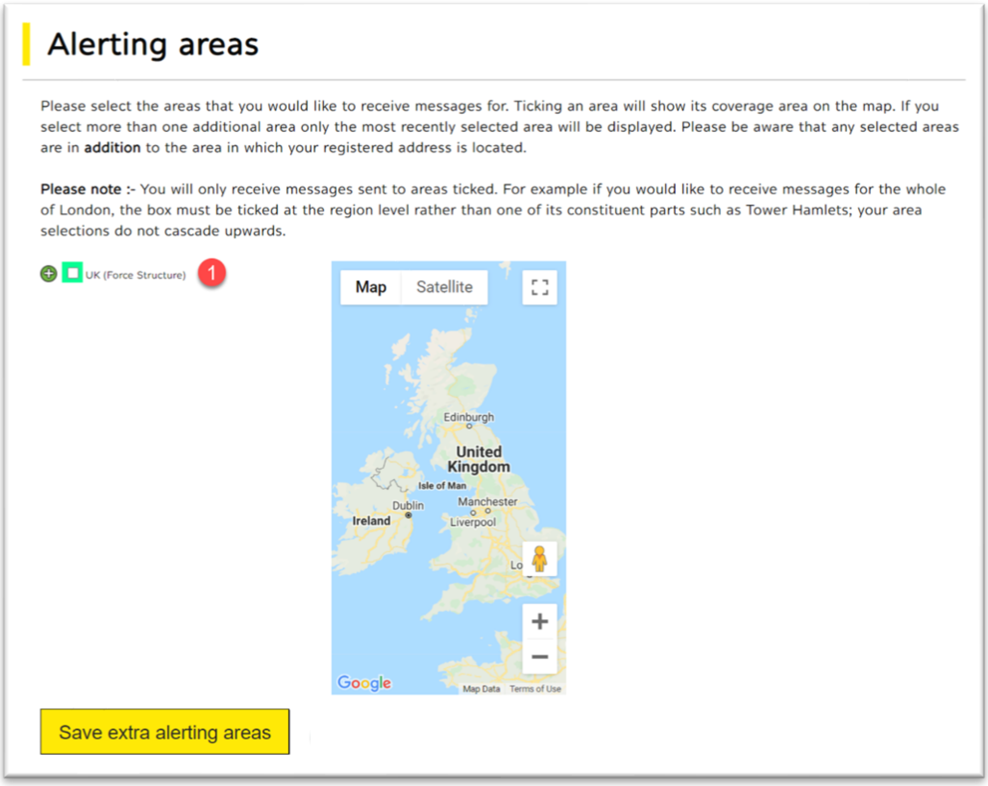


Alerting areas

Please select the areas that you would like to receive messages for. Ticking an area will show its coverage area on the map. If you select more than one additional area only the most recently selected area will be displayed. Please be aware that any selected areas are in **addition** to the area in which your registered address is located.

Please note :- You will only receive messages sent to areas ticked. For example if you would like to receive messages for the whole of London, the box must be ticked at the region level rather than one of its constituent parts such as Tower Hamlets; your area selections do not cascade upwards.

1. As there can be significant amounts of information to download this option may take a time to display. To indicate that the information is being processed a circle with rotating green sector will be displayed.



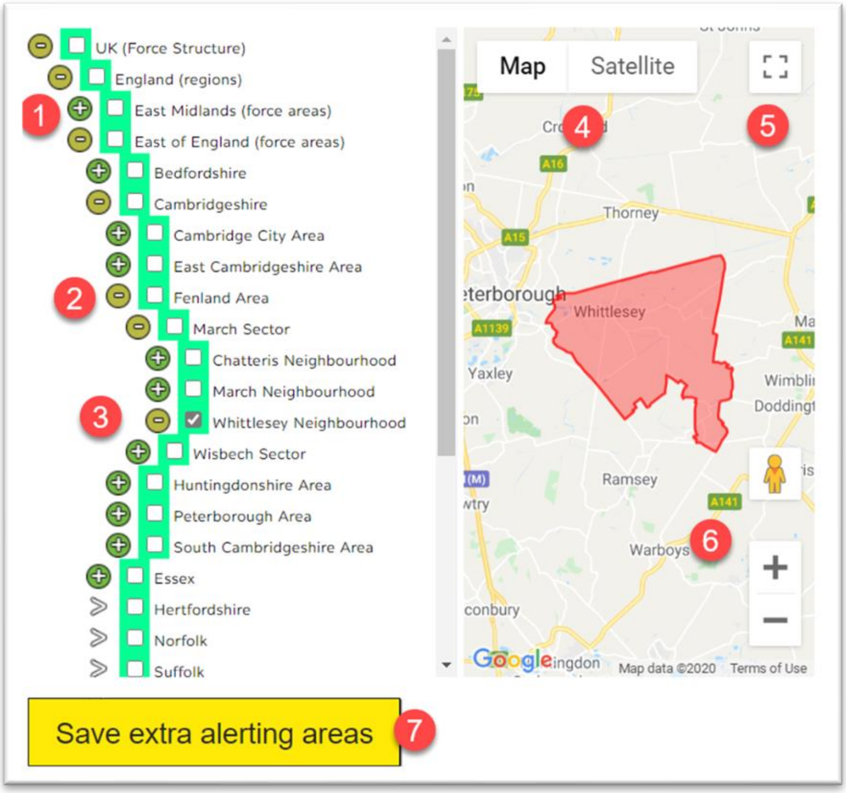
Alerting areas

Please select the areas that you would like to receive messages for. Ticking an area will show its coverage area on the map. If you select more than one additional area only the most recently selected area will be displayed. Please be aware that any selected areas are in **addition** to the area in which your registered address is located.

Please note :- You will only receive messages sent to areas ticked. For example if you would like to receive messages for the whole of London, the box must be ticked at the region level rather than one of its constituent parts such as Tower Hamlets; your area selections do not cascade upwards.

Once the data is processed the Alerting Areas page is displayed.

1. The selected areas are shown on the left, in this example no areas have been selected yet.


☐ UK (Force Structure)
☐ England (regions)
1
☐ East Midlands (force areas)
☐ East of England (force areas)
☐ Bedfordshire
☐ Cambridgeshire
☐ Cambridge City Area
☐ East Cambridgeshire Area
2
☐ Fenland Area
☐ March Sector
☐ Chatteris Neighbourhood
☐ March Neighbourhood
3
☑ Whittlesey Neighbourhood
☐ Wisbech Sector
☐ Huntingdonshire Area
☐ Peterborough Area
☐ South Cambridgeshire Area
☐ Essex
☐ Hertfordshire
☐ Norfolk
☐ Suffolk
Map
Satellite
4
5
Thorney
Whittlesey
Yaxley
Ramsey
Warboys
6
Google
Map data ©2020
Terms of Use
Save extra alerting areas
7

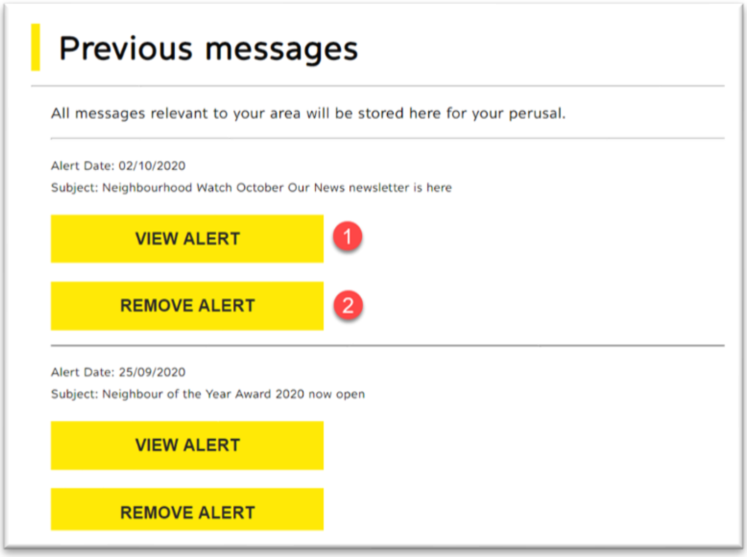
1. Clicking on will ⊕ open the hierarchical structure of areas for each row until the desired area is seen. Clicking on the tick box will select the area which is then displayed in red on the map.
2. The map will display each new area as it is opened. The minus symbol allows the ⊖ branches to be closed. The ticks remain in their displayed state. However, they will be hidden until opened again.
3. In the example the Whittlesey Neighbourhood has been displayed and selected. It is displayed on the map.
4. The map view can be changed from Map to Satellite view by clicking on the appropriate button.
5. Clicking on the box top right will display the map as a full screen view.
6. These buttons allow the map to be reduced or enlarged. The small person icon can be dragged onto the map for a street view of the area.
7. Changes are saved by clicking on the Save Extra Alerting Areas button. Your changes will be stored, and the page will rebuild. This make take several minutes. When the page is displayed again it will display the most recent area ticked on the map.

Note that if you take too long making changes the system will time out. When you click Save Extra Alerting Areas the page may display an error. If this happens log in again and return to this area via the menu. The information is normally stored at the time the button was pressed so any changes will not have been lost.

Also note that the page may take much longer to display as there could be a larger amount of information to process. When it rebuilds it will show any selected areas as ticked when they are opened in the hierarchy, but they will not be displayed unless they are re-selected.

Previous Messages

Selecting the Previous Messages options will display a list of your received Alert messages. The list can be scrolled to view any of the messages stored in the archive.



Previous messages

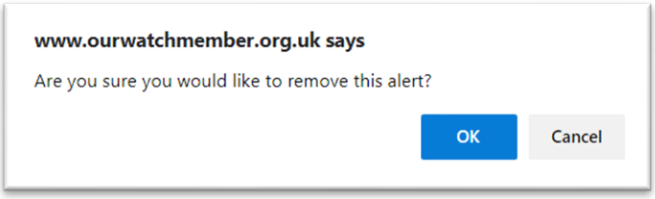
All messages relevant to your area will be stored here for your perusal.

Alert Date: 02/10/2020
Subject: Neighbourhood Watch October Our News newsletter is here

Alert Date: 25/09/2020
Subject: Neighbour of the Year Award 2020 now open

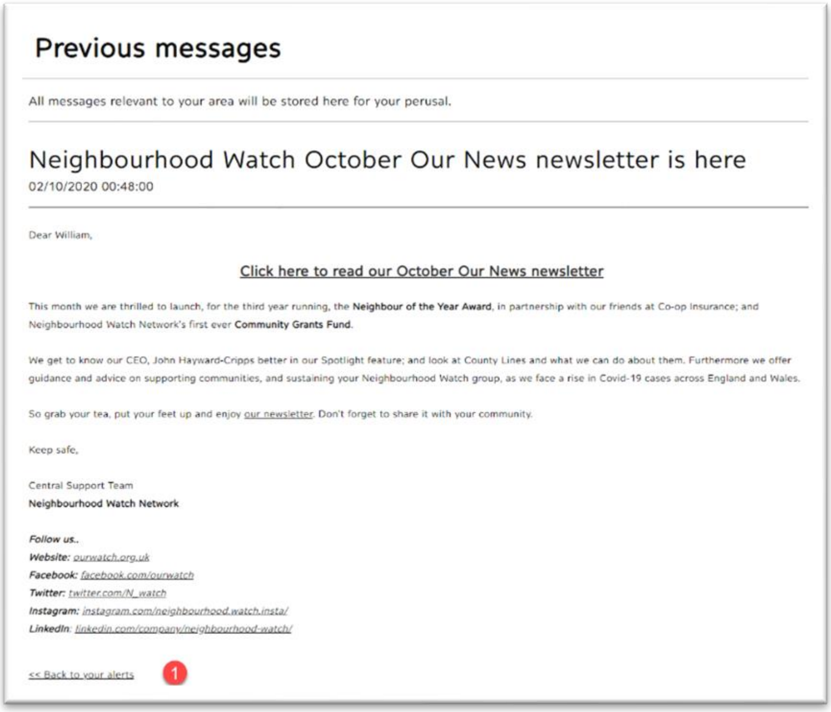
1. To view an Alert message, click on the View Alert button. This will display a view of the complete message for review as shown on the example on the next page.
2. If you do not wish to see an Alert on the list in future find the message you wish to remove and click on the Remove Alert button in the message space.

A warning will be displayed to make sure this is the action you would like to take. Click OK and the Alert message will be removed from the list.



www.ourwatchmember.org.uk says

Are you sure you would like to remove this alert?



Previous messages

All messages relevant to your area will be stored here for your perusal.

Neighbourhood Watch October Our News newsletter is here

02/10/2020 00:48:00

Dear William,

Click here to read our October Our News newsletter

This month we are thrilled to launch, for the third year running, the **Neighbour of the Year Award**, in partnership with our friends at Co-op Insurance; and Neighbourhood Watch Network's first ever **Community Grants Fund**.

We get to know our CEO, John Hayward-Cripps better in our Spotlight feature; and look at County Lines and what we can do about them. Furthermore we offer guidance and advice on supporting communities, and sustaining your Neighbourhood Watch group, as we face a rise in Covid-19 cases across England and Wales.

So grab your tea, put your feet up and enjoy our newsletter. Don't forget to share it with your community.

Keep safe,

Central Support Team
Neighbourhood Watch Network

Follow us..
Website: *ourwatch.org.uk*
Facebook: *facebook.com/ourwatch*
Twitter: *twitter.com/N_watch*
Instagram: *instagram.com/neighbourhood.watch.insta/*
LinkedIn: *linkedin.com/company/neighbourhood-watch/*

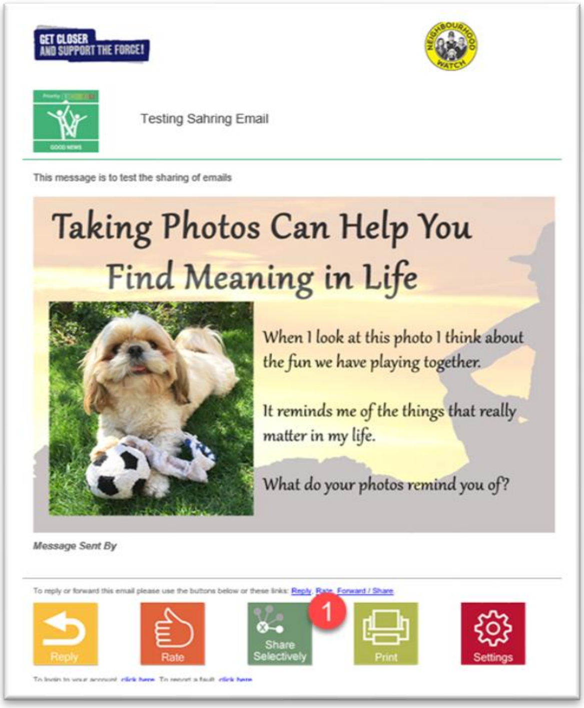
<< Back to your alerts

The view of an Alert message will allow the entire message to be reviewed.

1. Clicking on the Back to your alerts link will return you to the previous messages list.

Sharing Emails

When an Alert message is received it will have several icons above and below the main body of the email.



GET CLOSER
AND SUPPORT THE FORCE!
NEIGHBOURHOOD WATCH
GOOD NEWS

Testing Sahring Email

This message is to test the sharing of emails

Taking Photos Can Help You
Find Meaning in Life
When I look at this photo I think about the fun we have playing together.
It reminds me of the things that really matter in my life.
What do your photos remind you of?

Message Sent By

To reply or forward this email please use the buttons below or these links: Reply, Rate, Forward / Share

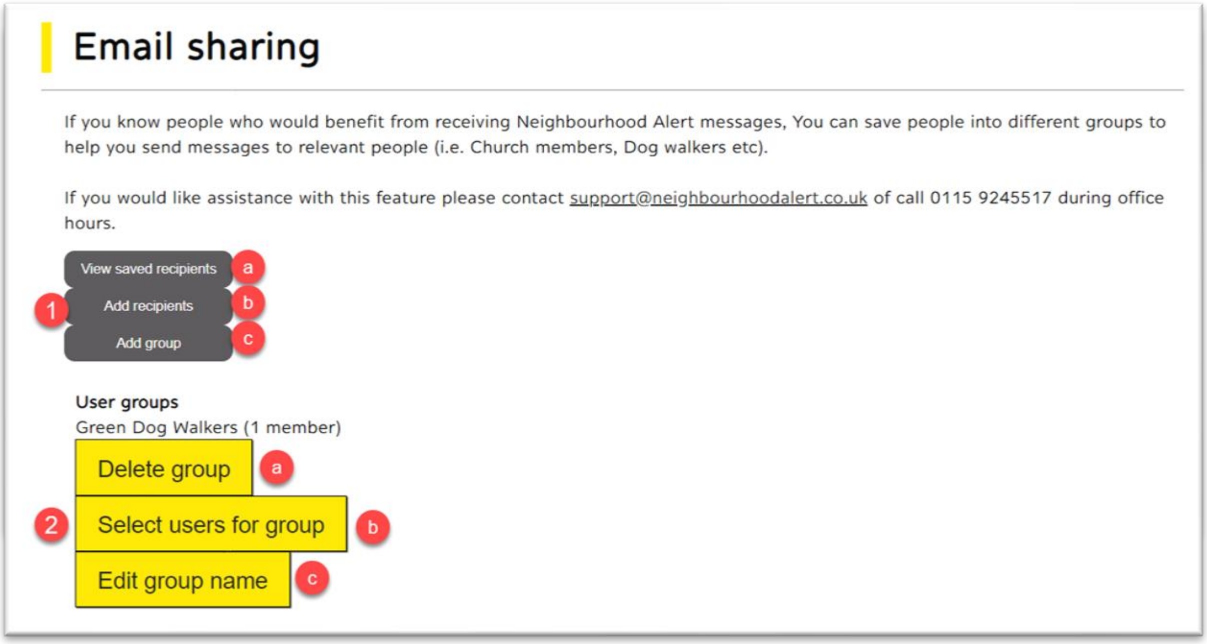
Reply
Rate
Share Selectively
1
Print
Settings

To login to your account click here To report a fault click here

1. The Share Selectively icon will allow an email to be forwarded to email addresses not belonging to an account holder on the Alert system in a more secure manner than the normal forwarding offered by an Email Client. The options available for group and individual forwarding are set in this section. Note that this does not generate or share the original message, this is carried out on Alert by the sender. The message recipient uses the links contained on the received message.

There are two parts to the Email Sharing view, administration and User Groups

1. These three options in administration allow the user to view saved recipients, add recipients and add a group. Recipients are those that might have an interest or benefit from seeing Alert messages even though they are not recorded on the Alert system in the members area.



Email sharing

If you know people who would benefit from receiving Neighbourhood Alert messages, You can save people into different groups to help you send messages to relevant people (i.e. Church members, Dog walkers etc).

If you would like assistance with this feature please contact support@neighbourhoodalert.co.uk of call 0115 9245517 during office hours.

User groups
Green Dog Walkers (1 member)

a. View saved recipients

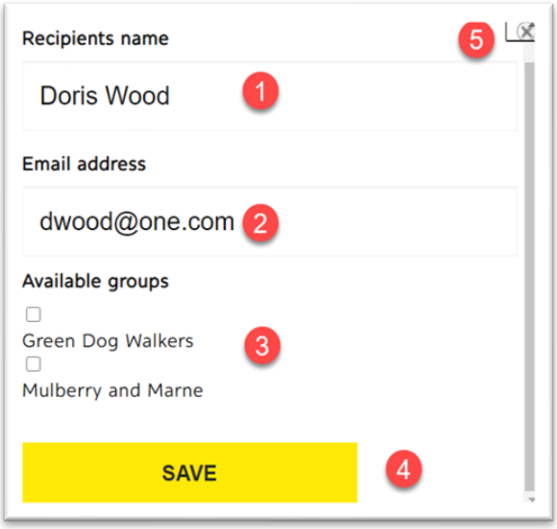
Clicking on the will remove the recipient from the list.

Clicking on the will ✎ display the recipient edit screen.

The Recipient Details can be changed by:

⊗

1. Typing new text in the name box.
2. An email address can be updated but note that there is no checking or verification for this detail.
3. The available groups list will reflect the groups already created. Ticking the box will add the recipient to the group.
4. Any changes made can be saved by clicking save.
5. If it is decided to cancel without saving, the box can be closed by clicking on the cross.



Recipients name: Doris Wood

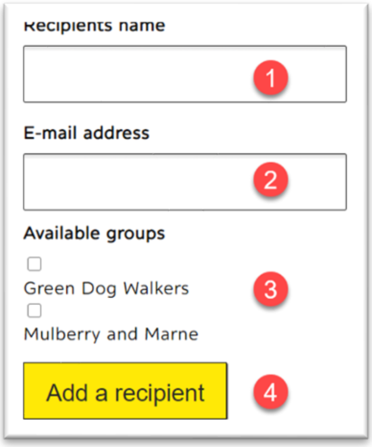
Email address: dwood@one.com

Available groups
☐ Green Dog Walkers
☐ Mulberry and Marne
SAVE
1
2
3
4
5

b. Adding Recipients

Add recipients by selecting the option.

1. Enter the recipient’s name.
2. Enter their email address.
3. Select any of the existing groups you would like them to join.
4. Click on Add a Recipient to save the details.



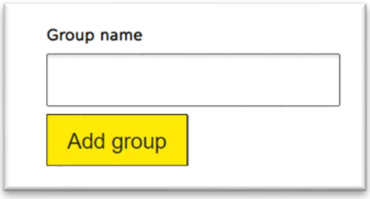
Recipients name
E-mail address
Available groups
☐ Green Dog Walkers
☐ Mulberry and Marne
Add a recipient
1
2
3
4

Remember there is no verification process for the email entered.

c. Add Group

The groups are private and only for the logged in user to use for storing a list of recipients that the user feels will gain benefit and interest in emails they receive where the emails are permitted to share. The user decides to share selected emails with the group by clicking on the selected share icon on the bottom of the message received and forwarding to the selected group(s) if permission to share has been granted by the originator.

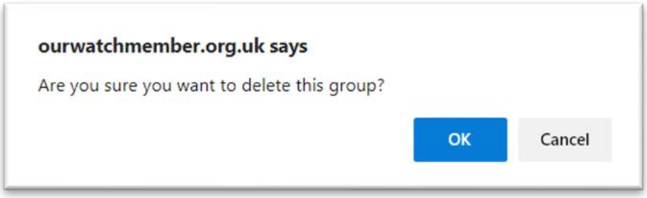
Clicking on add group will open the Add Group text under the Add a recipient button. The user can enter a name of their choosing for the group and add this to the list by clicking the Add Group button. This will then be available to assign recipients.



Group name
Add group

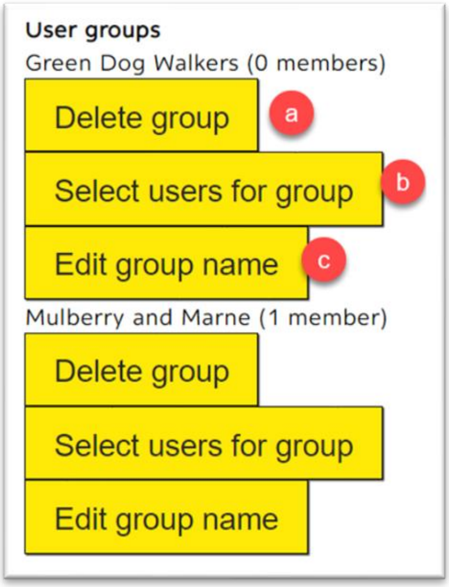
User Groups

a. Click on the Delete Group button to delete the group. A warning will be displayed. Clicking ok will delete the group



ourwatchmember.org.uk says

Are you sure you want to delete this group?



User groups

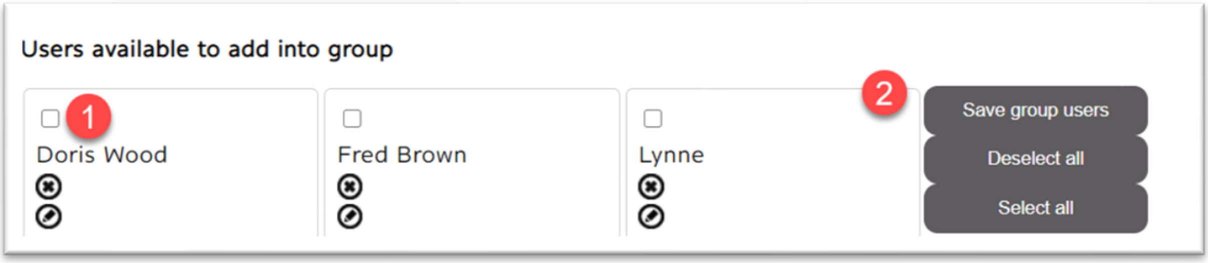
Green Dog Walkers (0 members)

Delete group
a
Select users for group
b
Edit group name
c

Mulberry and Marne (1 member)

Delete group
Select users for group
Edit group name

b. Select users for group allows a different method for placing the recipients in a group. Clicking the select users for group button will display a selection window which displays any recipients not already in the selected group.

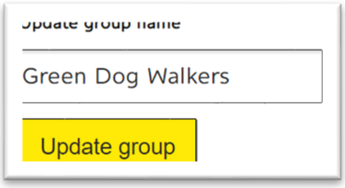


Users available to add into group

☐
1
Doris Wood
☐
Fred Brown
☐
Lynne
2
Save group users
Deselect all
Select all

1. The tick box will select the user. If unticked the user will not be selected.
2. The buttons to Select all (ticks all boxes) and Deselect all (unticks all boxes) make the selection more efficient but most importantly the Save Group Users button must be clicked to place the new selected recipients in the group.

The Edit group name box is exactly as described previously. Clicking the button displays the text box needed to amend the group name.

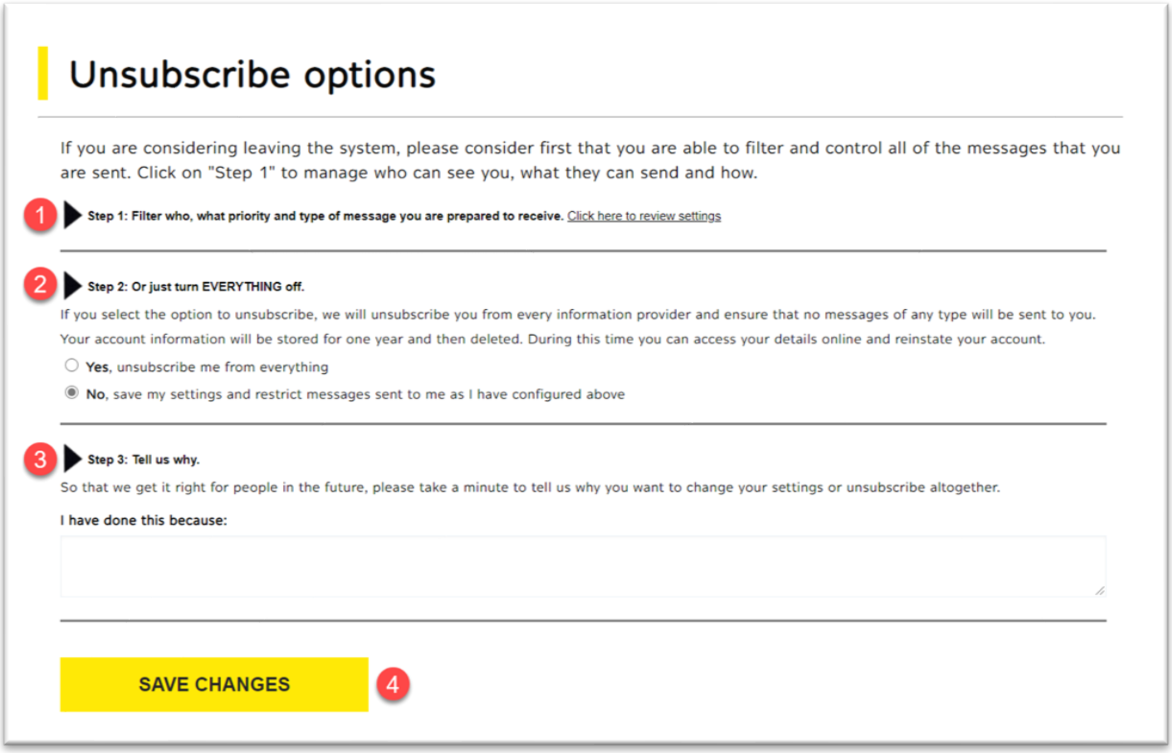


Green Dog Walkers

Update group

Unsubscribe

Selecting Unsubscribe from the main menu will display the settings for unsubscribing from Alert messages. If the option to turn everything off is chosen, the user will be removed from the system automatically after a year



Unsubscribe options

If you are considering leaving the system, please consider first that you are able to filter and control all of the messages that you are sent. Click on "Step 1" to manage who can see you, what they can send and how.

Step 1: Filter who, what priority and type of message you are prepared to receive. Click here to review settings

Step 2: Or just turn EVERYTHING off.

If you select the option to unsubscribe, we will unsubscribe you from every information provider and ensure that no messages of any type will be sent to you. Your account information will be stored for one year and then deleted. During this time you can access your details online and reinstate your account.

○ **Yes**, unsubscribe me from everything

● **No**, save my settings and restrict messages sent to me as I have configured above

Step 3: Tell us why.

So that we get it right for people in the future, please take a minute to tell us why you want to change your settings or unsubscribe altogether.

I have done this because:

1. Step 1 displays the settings for receiving messages on one page to permit an easy review and alteration. The options for who sends messages, the priority levels, types of message and the format have all been described in detail in the sections above please refer to the individual sections if further guidance is needed.
2. Step 2 provides an option to turn off all messaging. The notes describe the implications fully.
3. Step 3 invites the user to explain why they have decided to leave the system. This provides helpful feedback so that we can improve the system for other users.
4. Once the changes have been made, clicking the Save Changes button will start any actions required.

Support for Coordinators

It is important to keep your scheme updated when members join, change their details, or leave. If you need help or advice you can go to the Our Watch website where there are ideas and information on how to setup and run a Neighbourhood Watch scheme. You can ask other coordinators or contact your Association who will be happy to help you.

Our plan is to provide more training and support resources for coordinators in the future.

We hope this guide will prove useful to you. If you find any mistakes or would like us to provide additional topics.

Acknowledgement

This guide was produced by Cambridgeshire Neighbourhood Watch Association and they have kindly given us permission to provide it to our coordinators across England and Wales. We thank them for the time and effort that has gone into providing this guide.