Our Watch Guide for Coordinators

Alert V4

AUGUST 1, 2021

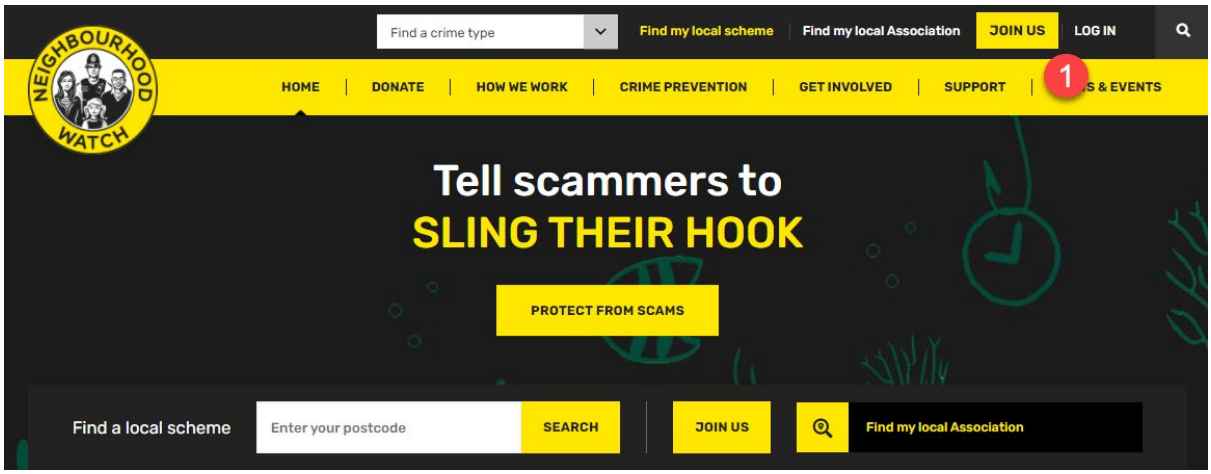
VERSION 1.1

Contents

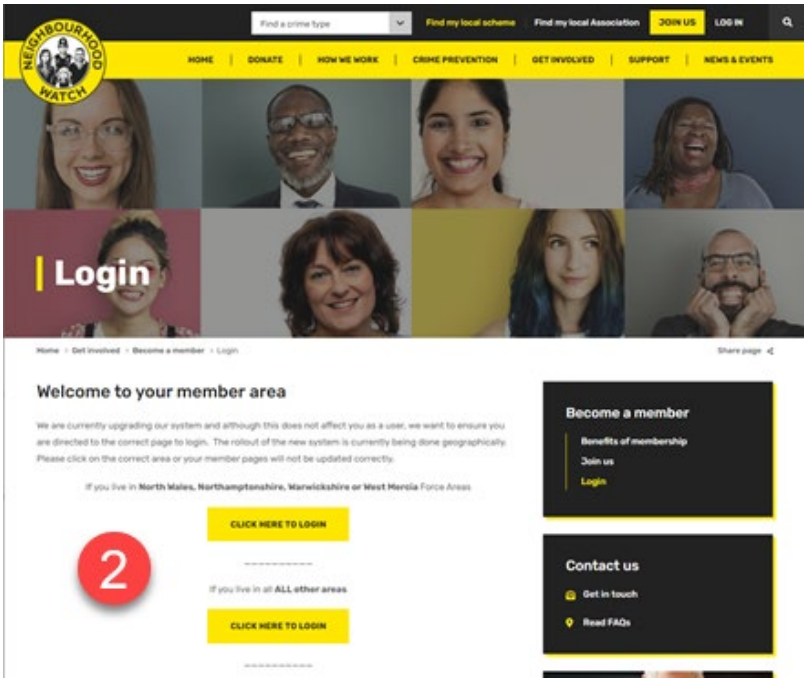
1. Logging Into V4 Via Our Watch 1
2. Home Page 3
3. Your Information 5
   1. Edit Your Details 5
   2. Demographic Information 6
   3. Community Interests 7
   4. Who Can See You & Message You 7
   5. Unsubscribe Options 8
3. Messages 9
   1. Message Inbox 10
   2. How Would You Like to Receive Messages? 14
   3. Which Types of Messages 14
   4. Message Sharing Address Book 15
4. Neighbourhood Watch Tools 17
   1. Manage Schemes 17
   2. Scheme Messages 21
   3. Sending a Message 23
   4. Toolkits 29
5. Use of Your Data 29
6. Log Out 30

1. Logging Into V4 Via Our Watch

There are currently two versions of Alert used by Neighbourhood Watch, Version 3, the original version and V4 which is the new version of the software. As the Force Areas change from the old version to the new there is a transition period when both versions will be in use. To access the correct version for your area it is easiest to start by visiting the Neighbourhood Watch Home page on the national website at https://www.ourwatch.org.uk

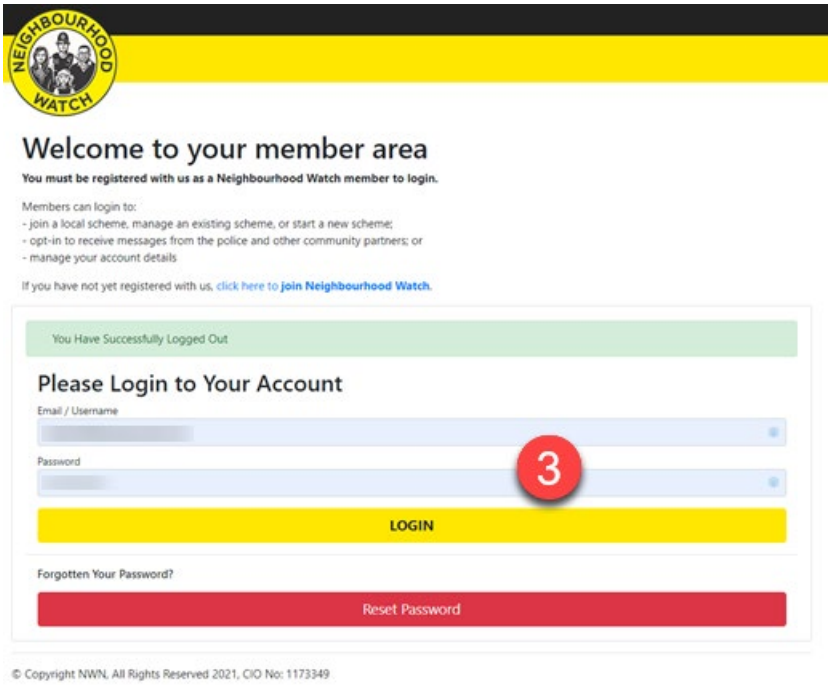


1. Click on the Log In button to open the Welcome to Your Member Area page.

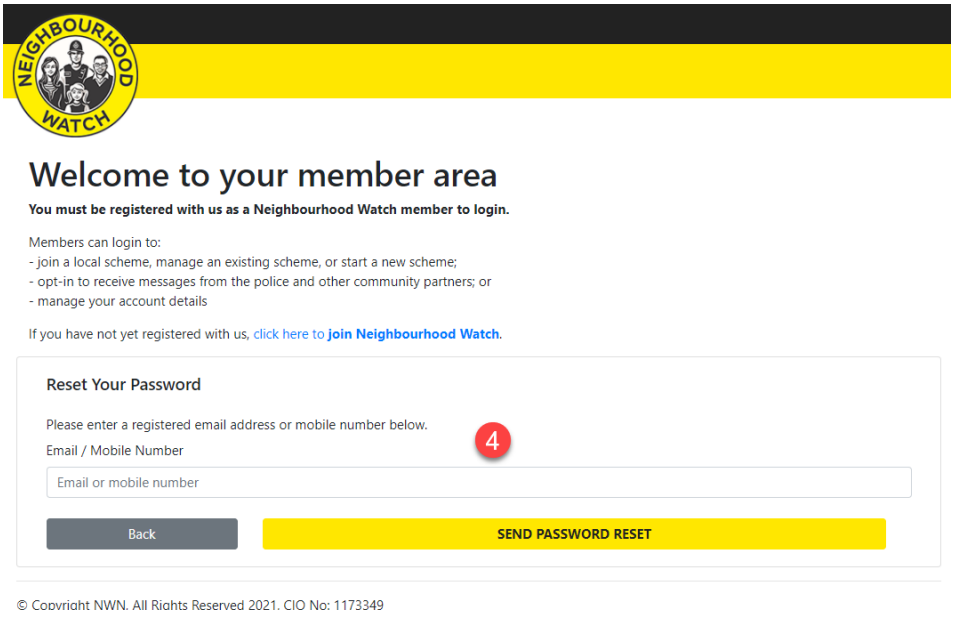


2. The Welcome page has two CLICK HERE TO LOGIN buttons which allow selection of a version of Alert for the user's area. Click the appropriate button.

The log in page for the selected area is displayed.



3. Enter the login details and click Login. If the password has been forgotten, click on the Reset Password button to open the view below.

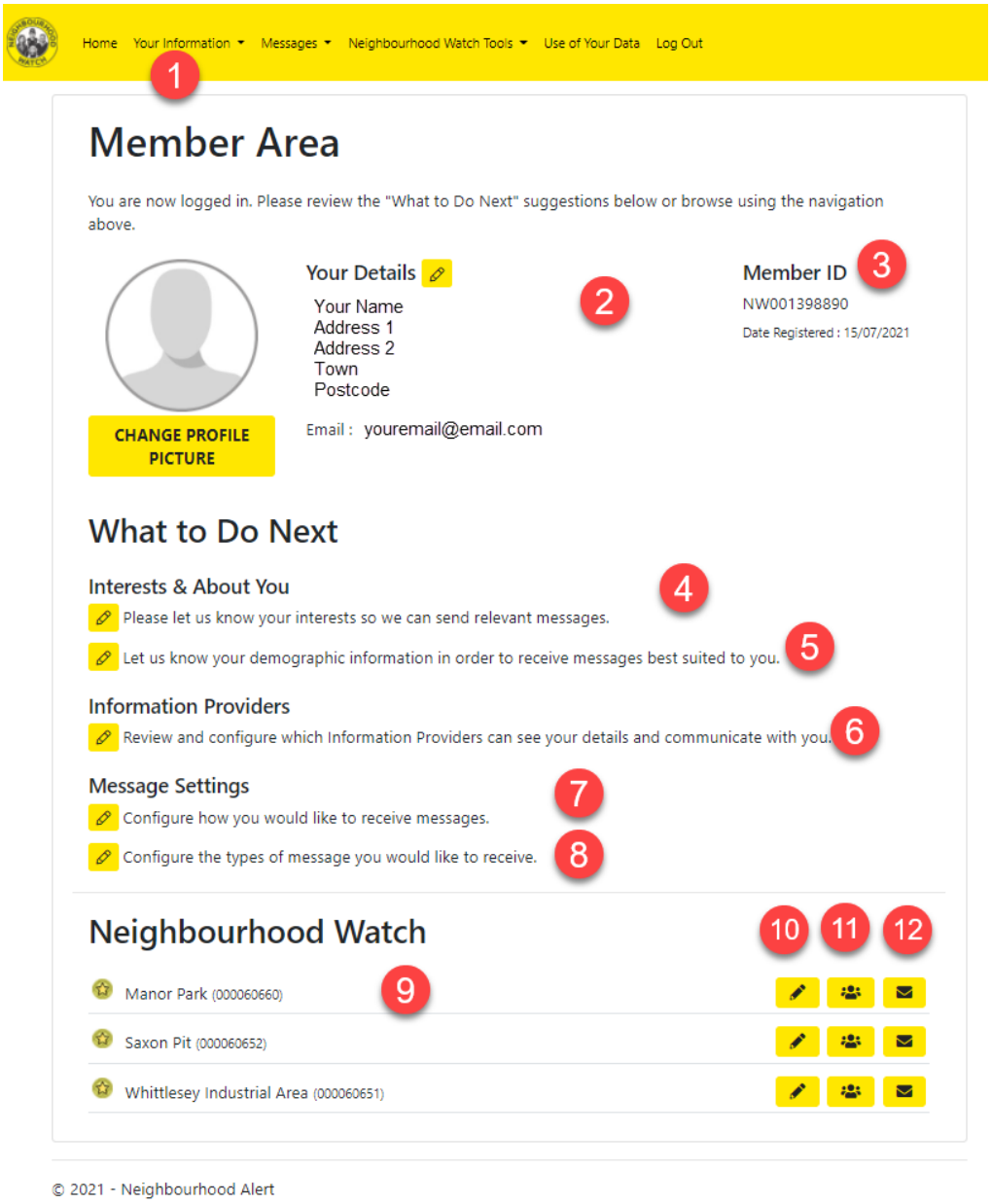


4. This version of Alert is only for registered users. To reset the password enter the email or mobile number that were used on registration with Neighbourhood Watch then click Send Password Reset.

Once successfully logged in the Home page will be displayed which is explained in the next section.

2. Home Page

The home page of the Your Admin area provides quick access to many functions in one place. These are explained below. Note that the top menu will not provide the Neighbourhood Watch Tools option unless you are a coordinator of a scheme or the Main Coordinator of a scheme or cluster of schemes.



2.1. The main menu at the top of the page allows navigation to the main areas in the system. Each area is explained in detail in the following chapters.

2.2. Your address details and email are shown here. Click on the edit icon to display the Edit Your Details view. This is explained in the next section of this guide 'Your Information'

2.3. The Member ID is your unique record number. If the number is prefixed by NW this is your membership number showing you are a registered member of Neighbourhood Watch. Below this is the date you were first registered on the Alert system.

2.4. When the interests edit icon is clicked this will show the Community Interest Groups View so that you can indicate which interest groups you want to receive information from.

2.5. Clicking the edit demographic information icon will show the Your Demographic Information view where you can indicate a range of demographic information about yourself which helps us to better understand the communities we serve. Completing this information is optional.

2.6. The edit information providers icon displays a view which allows users to choose who can see your data and send messages to you.

2.7. In Messages settings clicking the first icon will allow the user to select choices on how to receive messages, as an email, as an SMS or WhatsApp message or by voice. This view will prompt for extra information to be added to the user profile. If for instance voice messages are required it will ask for a valid telephone number to be added.

2.8. Clicking on the second edit icon displays the types of message settings. Setting the type of message received allows the user to block unwanted message types. The default setting is to receive all message types but unwanted types can be moved to the 'I don't want these messages box'. Note that messages can often contain a mix of content so care should be taken with these settings.

2.9. The Neighbourhood Watch section shows all the schemes relevant to the logged in user. This allows a coordinator to manage all their schemes using the icons and to view their status, which is shown by the initial icon on the row which in this case is showing that this user is a main coordinator in all the schemes.

2.10. Clicking the edit icon will open the Edit Scheme view for the scheme.

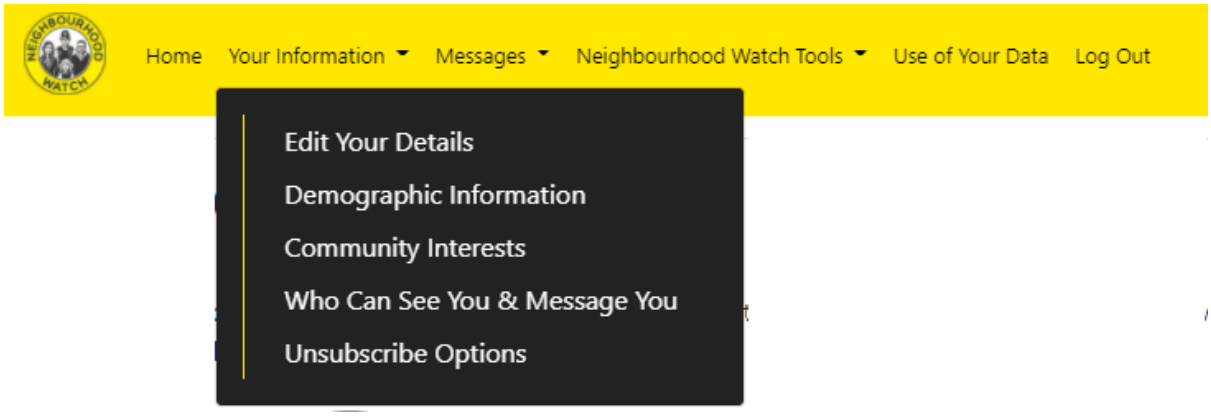
2.11. The icon will open the scheme members view which will allow the user to invite new members to the scheme, remove a scheme member from the scheme and also change their status setting which will allow the member to be set as a member, coordinator or main coordinator.

2.12. The icon opens the Message Overview view which displays a list of messages sent to the scheme and also allows a new message to be sent to the scheme members. This content in the view will change according to the status of the member in the scheme.

The following sections explain all the features described in more detail.

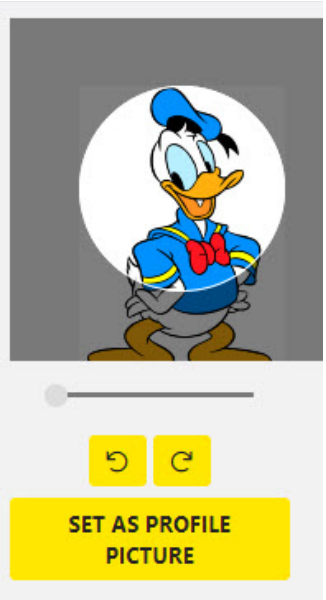
3. Your Information

Clicking on the Your Information option in the main menu bar will open the Your Information submenu.



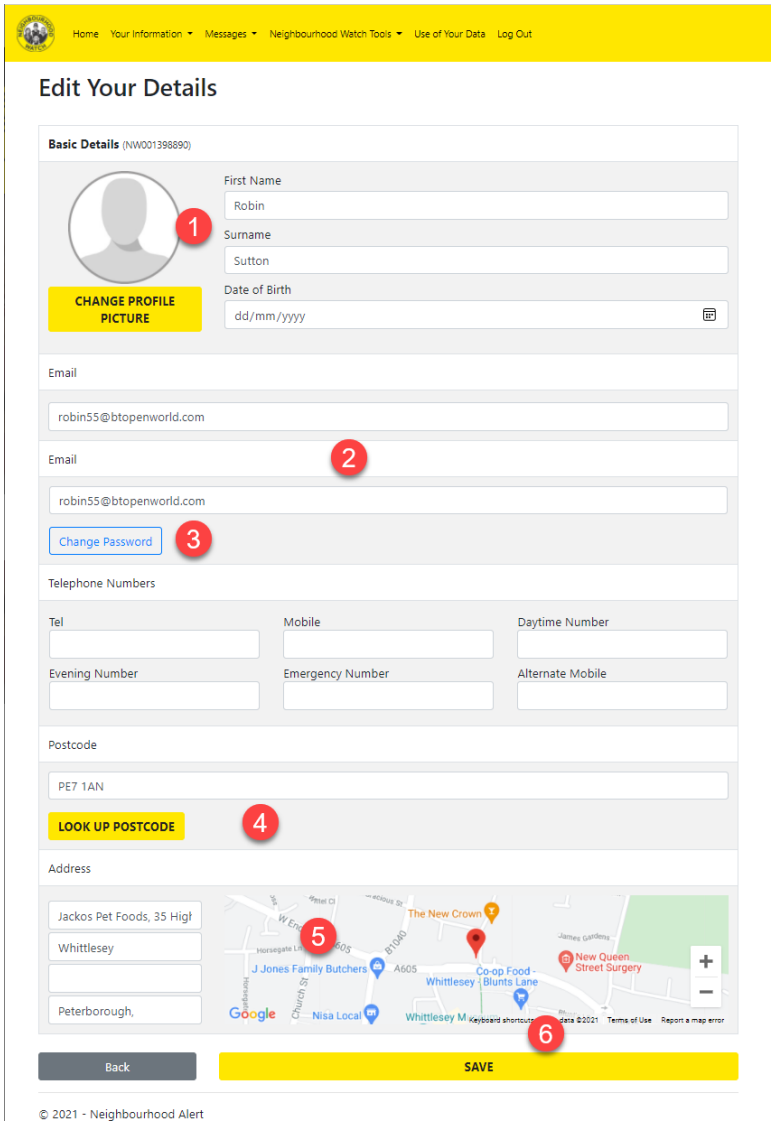
1. Edit Your Details

1. To change the profile picture click on the Change Profile Picture button.



The picture can be scaled using the slider and rotated using the arrows. The circle shows the picture as it will appear on the details page.

2. If the details include an email address this can be inserted or

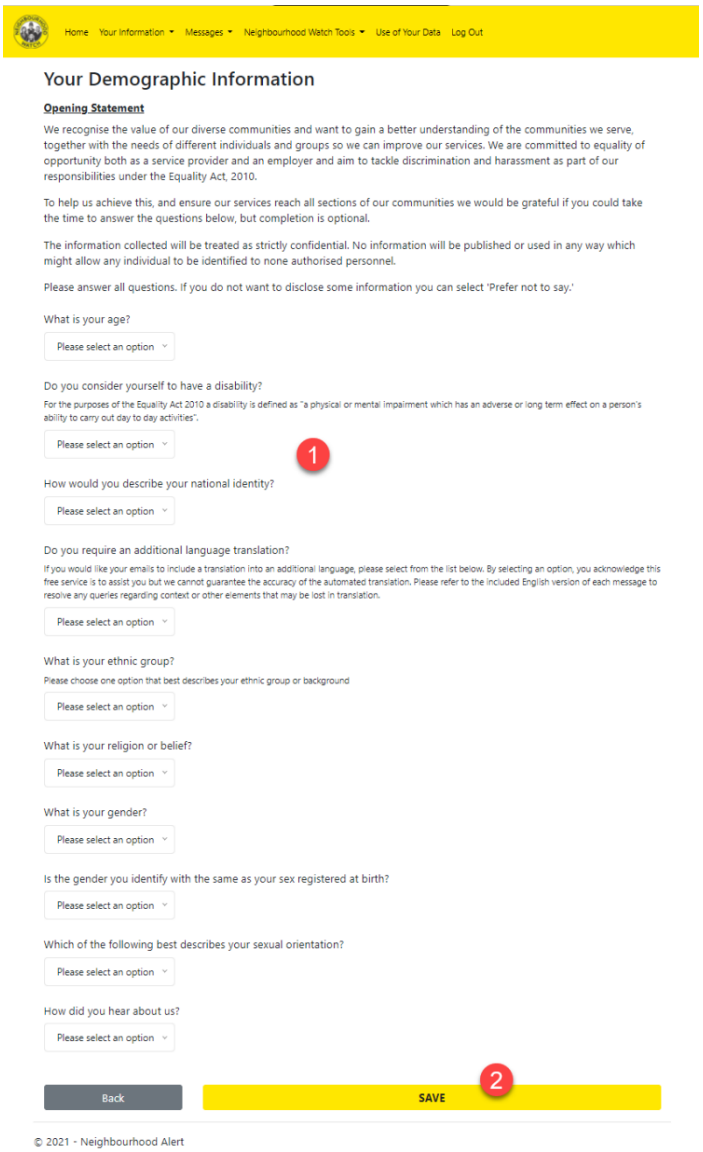


changed in the Email field. However if there is no email available, the system will insert a username in the second field based on the first name and surname eg. firstname.surname.

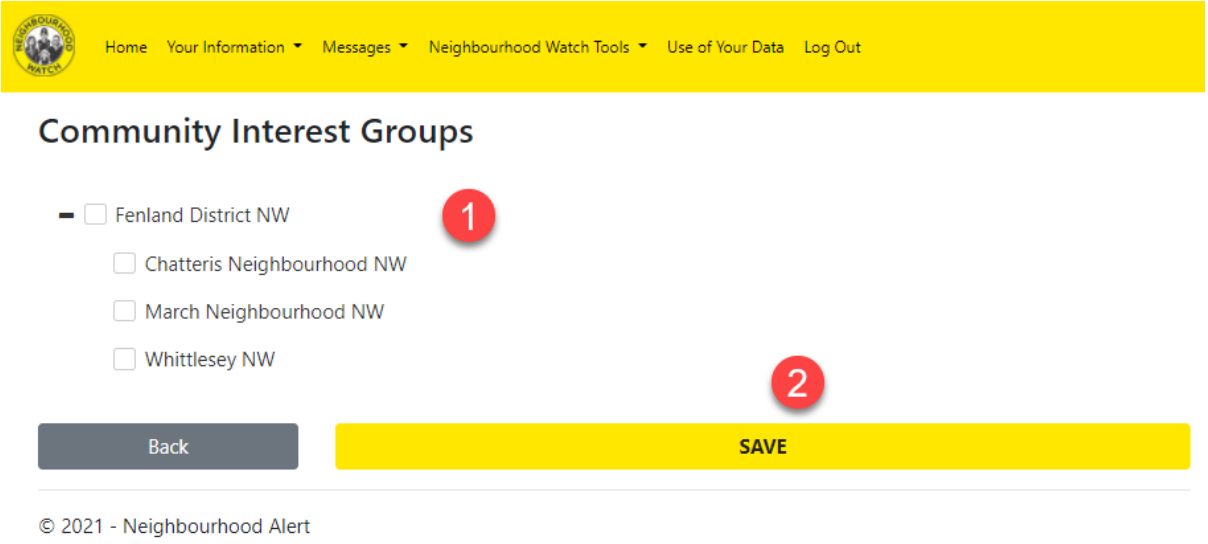
3. Clicking on change password displays a window in which a new password can be entered. A slider shows the strength of the new password and once the Set Password button is pressed the new password will replace the one used to log in.
4. Once a postcode is entered clicking on Lookup postcode will display a list of valid addresses to populate the address fields.
5. The address will be entered in this area along with the location on the map.
6. Clicking Save will save any changes made or click Back to return to the previous page without saving the changes.

2. Demographic Information

1. The 'Your Demographic Information' page has a number of optional fields which help to assess how effectively our services reach the diverse communities that we serve. If you do not wish to enter information in a field there is a 'Prefer not to say' option.
2. Click Save to update your profile or click Back to return to the previous page.



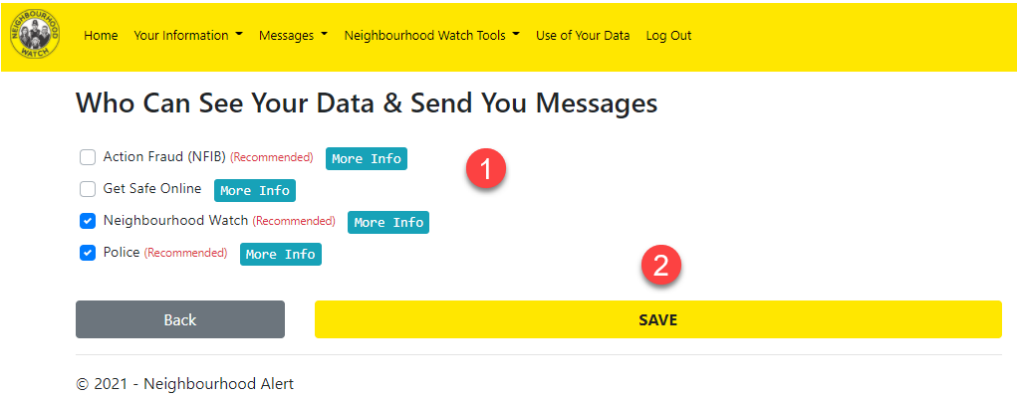
3. Community Interests



1. Ticking a box by an entry in the list of Community Interests will allow the user to join the selected group. This will ensure that messages sent to the group are received. If a ✚ appears by a group, clicking the cross will open the display to reveal related sub-groups as shown in the inset above. Only groups that users can join by themselves will be shown. There may also be other private groups that users can be enrolled in by an administrator.
2. Click on Save to update the selections or Back to return to the previous page.

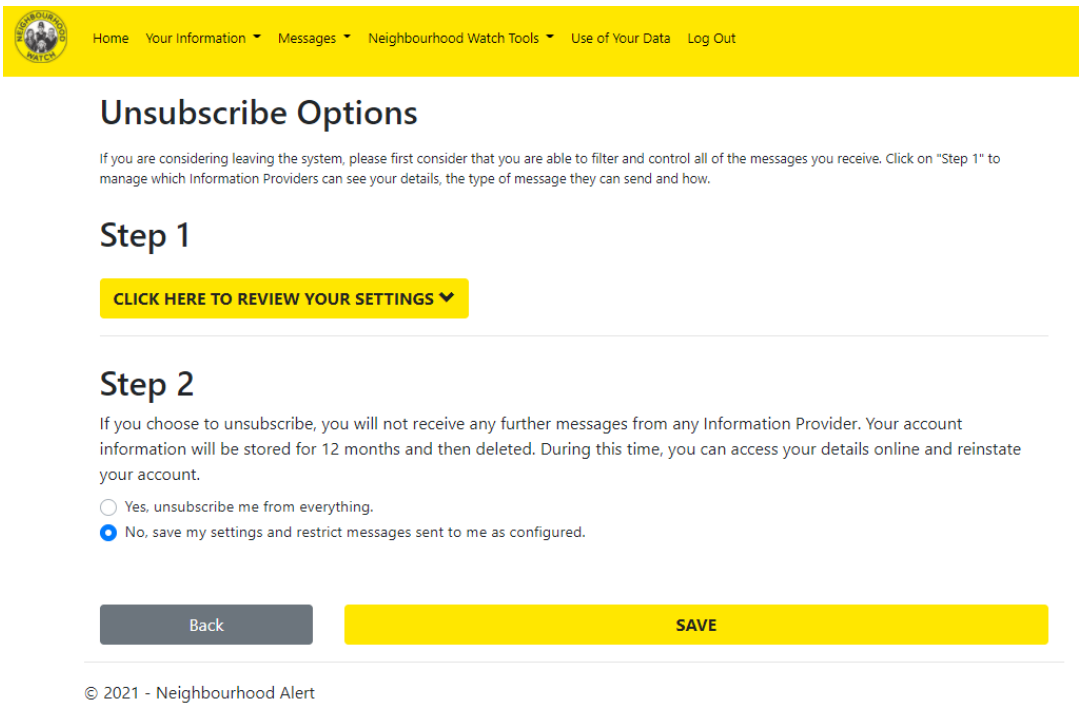
4. Who Can See You & Message You

Selecting the Who Can See You & Message You option from the menu opens the display below.

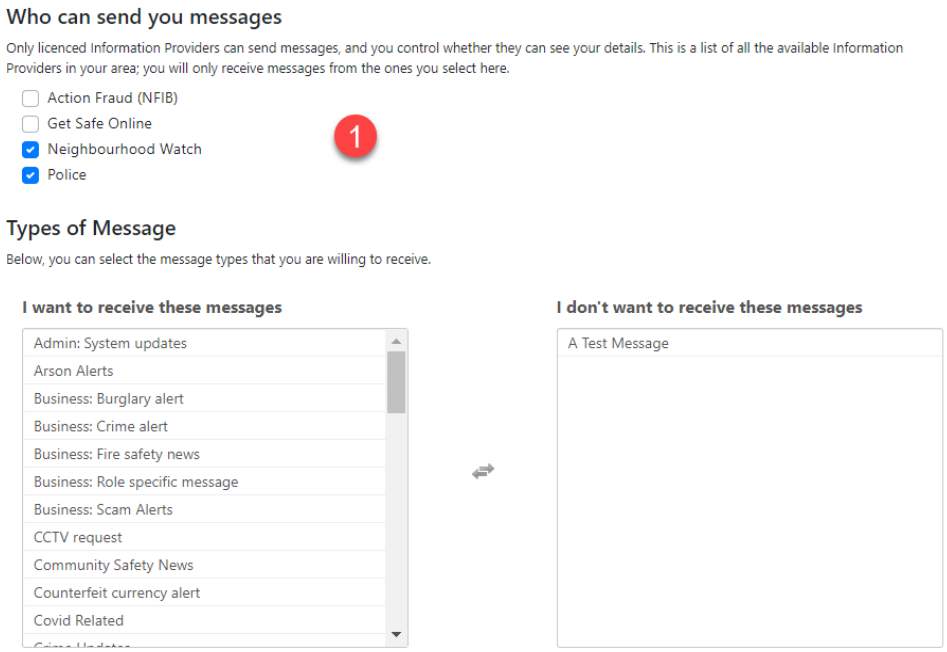


1. The information providers you can give permission to access your personal profile and send messages to you are listed. Tick those that you require.
2. Remember to click on Save to save your selection or click back to leave without making changes.

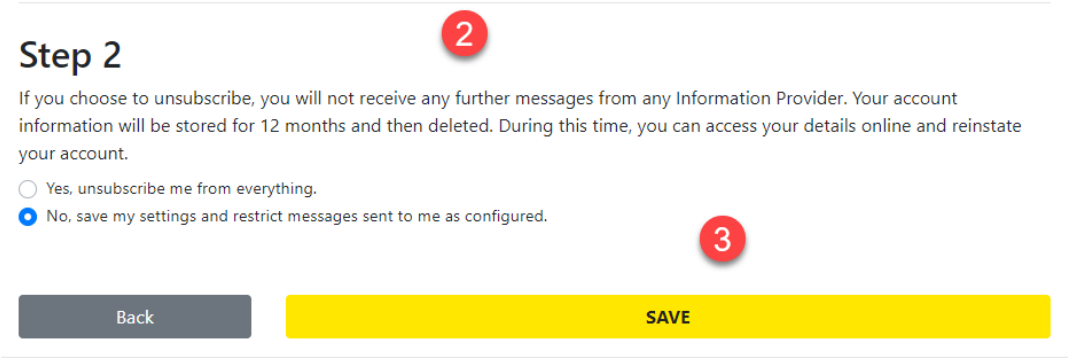
5. Unsubscribe Options



1. In Step 1 clicking on 'Click here to review your settings' will open the following view.



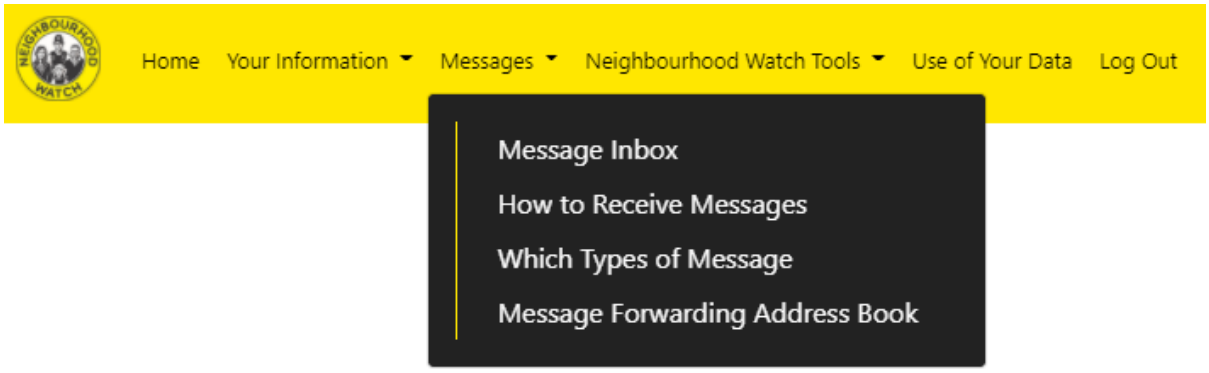
Use this view to select who can see the logged in user details and send messages to them. Click on the boxes to select/deselect an information provider. To select/deselect a message type select the type that needs to be moved in either the I want to receive, or I don't want to receive boxes then click on the ⇄ move icon. The selected type will move from the box it is in currently, to the other box.



2. Step 2 allows the logged in user to start a process of unsubscribing which is deleting their account completely from Alert. No further messages will be received after choosing the option to Unsubscribe from everything. It will be possible to access the details for another 12 months after this time and reverse this decision if required.

3. Click on Save to store changes or Back to leave this page and return without saving.

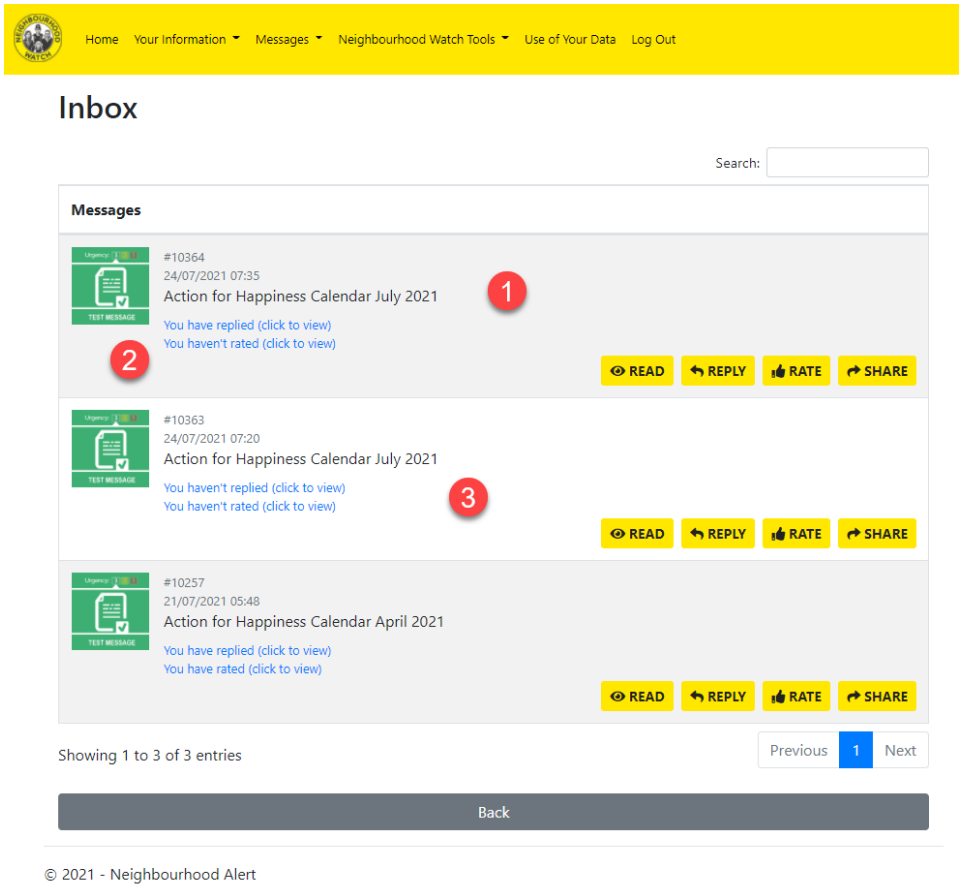
3. Messages



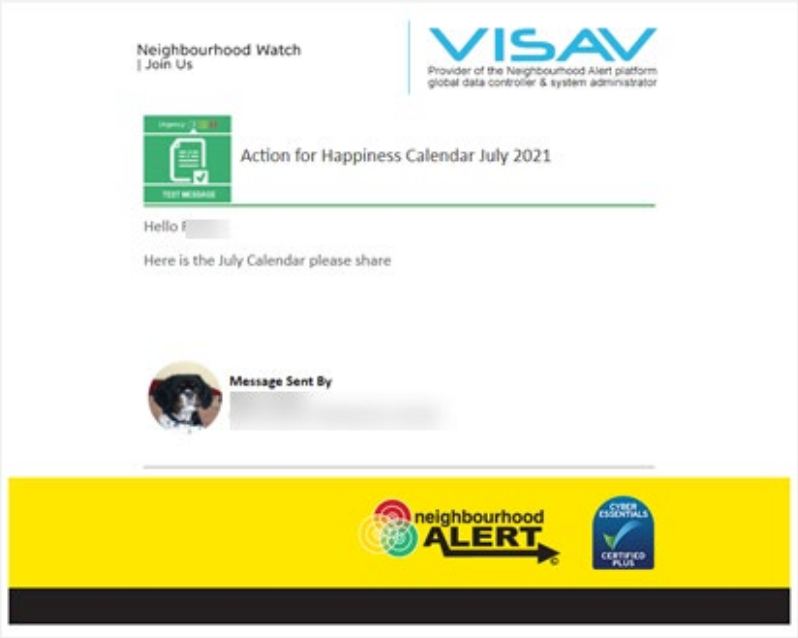
Selecting the Messages option from the top menu opens the submenu of options for controlling messages. Note that the Neighbourhood Watch Tools option will not be shown unless the logged in user is a coordinator or main coordinator.

1. Message Inbox

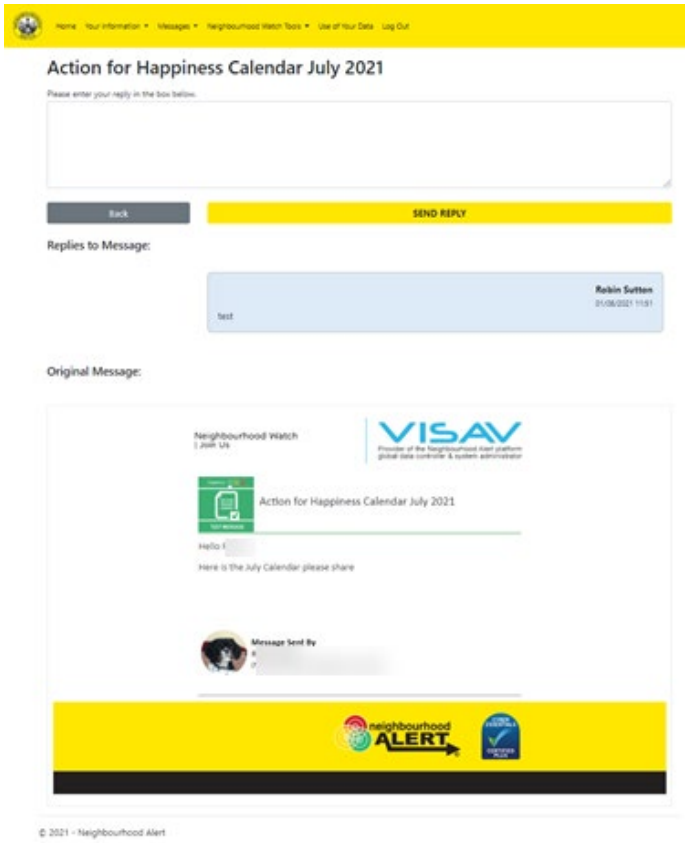
The Inbox will contain messages received and provide tools for reading messages, managing replies, rating and sharing.



1. Clicking on the READ icon will display the message so that it can be read. The message type and its urgency are shown by the icon at the top.
2. Once the message has been read this will be shown under the title.

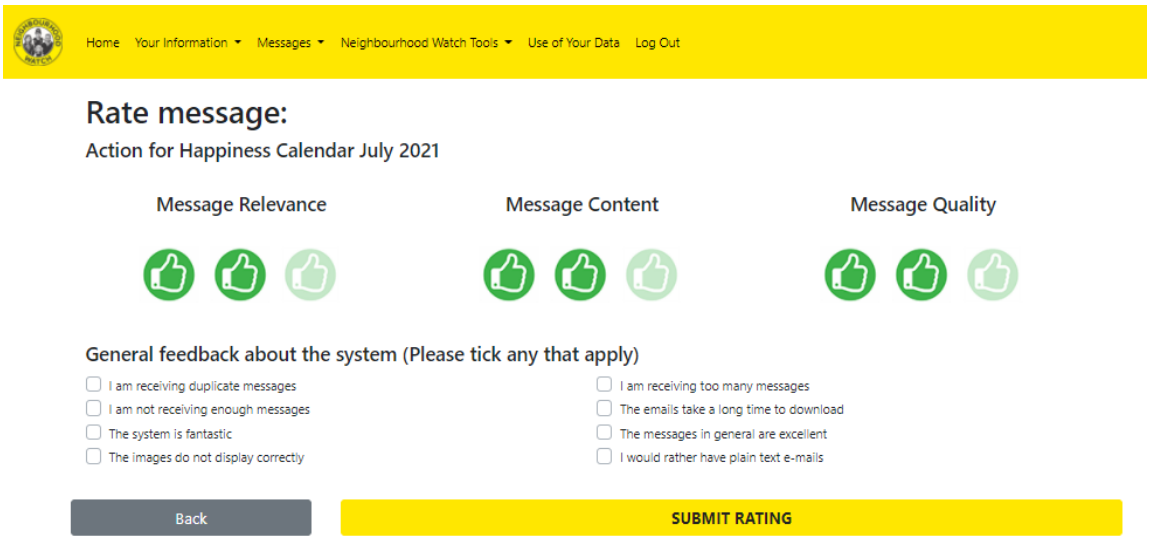


3. Clicking on the REPLY reply icon opens the view shown right which allows a reply to be typed in the text box beneath the title.



Clicking on Send Reply will send the reply and at the same time will record the reply. If a sequence of replies are associated with the email these will be displayed. The original message is displayed in full lower down on the page.

If the user wants to rate the message, then clicking the RATE rate icon will open the Rate Message display.

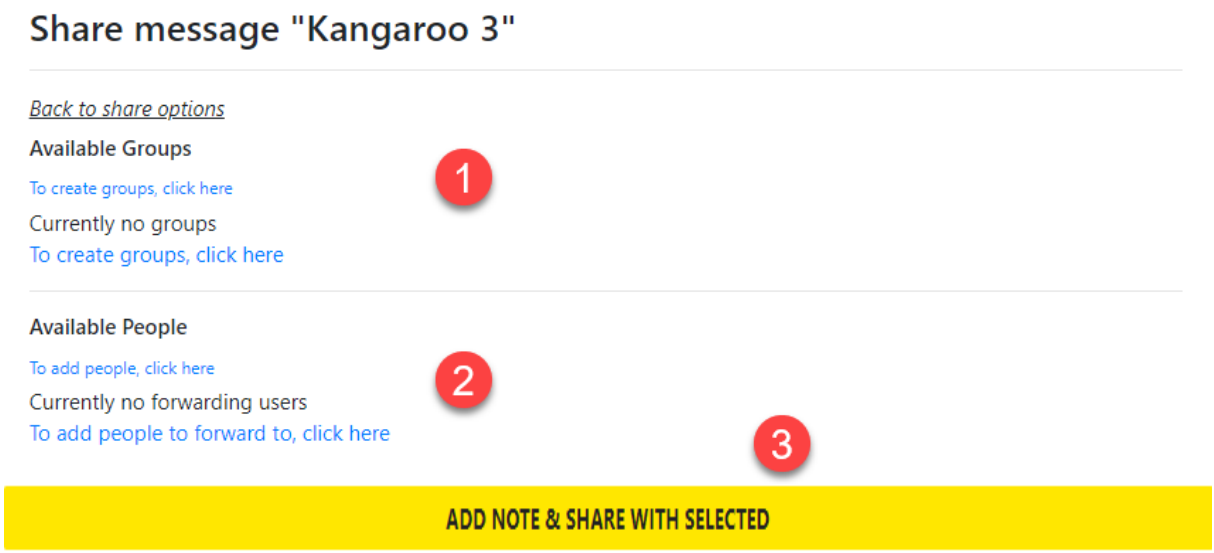


This screen allows rating the message by clicking on the rating icon. Clicking on an item will change its colour to show it has been chosen up to a maximum of three for each section. General feedback is given by clicking on the tick boxes. Clicking on Submit Rating stores the rating or Back returns to the previous screen without saving.

Clicking on the

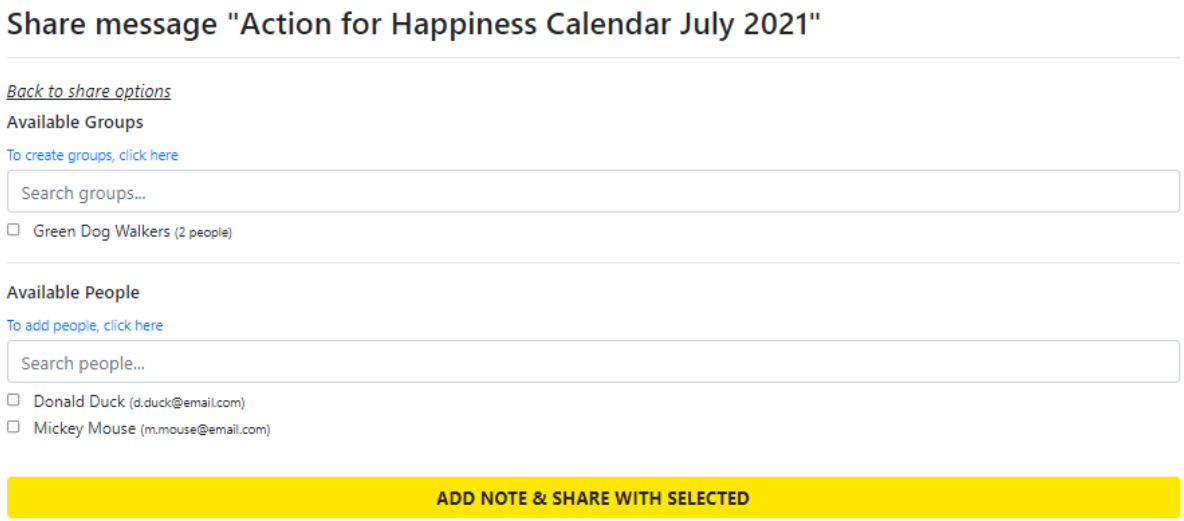
icon will allow the message to be shared as an email or to social media. The choice of how to share is made by clicking the required service.

If the email option is chosen for sharing then the email sharing view is displayed. Emails can be shared with a group or with individuals.

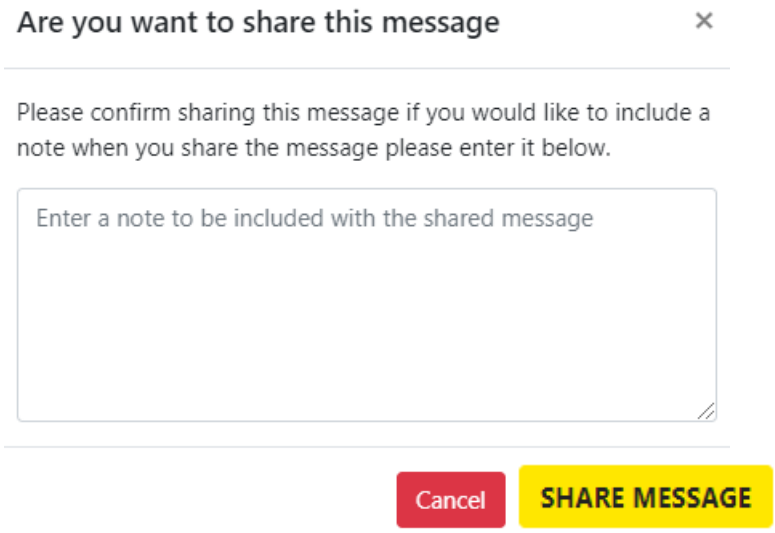


1. If a group does not already exist, then the first step is to create one. Clicking on the Create Groups link opens the Message Sharing Address Book which explained in detail in part 4 of this section. The top of the view is for adding and editing the groups.
2. The lower half of the screen adds and amends members of the groups.
3. Add Note and Share with Selected People.

The available groups and people are shown for selection



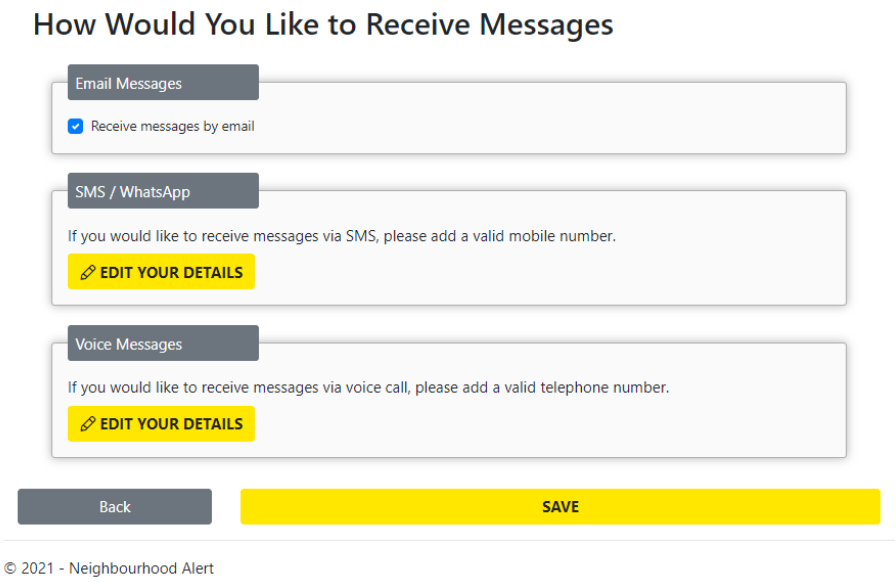
Click on the button to Add a Note and Share with Selected and the note window appears.



A note can be entered in the box to accompany the shared message. Clicking on Share Message will send the message to the selected recipients.

2. How Would You Like to Receive Messages?

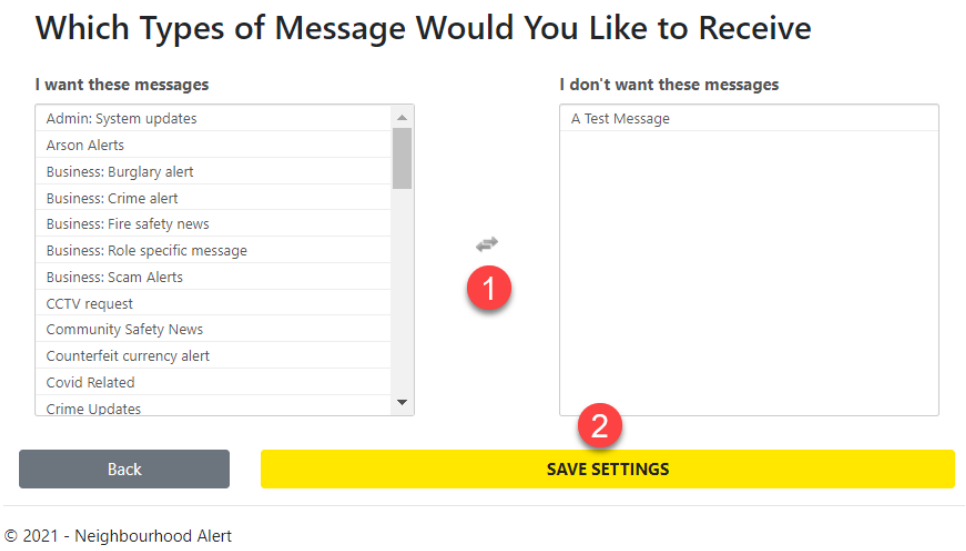
Selecting this option opens the selection window for how to receive messages.



Selecting receiving email is a tick box click on the box to turn on or off. The other options require the relevant Edit button to be clicked which will display the basic details for the logged in user. If setting SMS/WhatsApp add a mobile number into the details and for Voice add a telephone number. Remember to click save when changes are made.

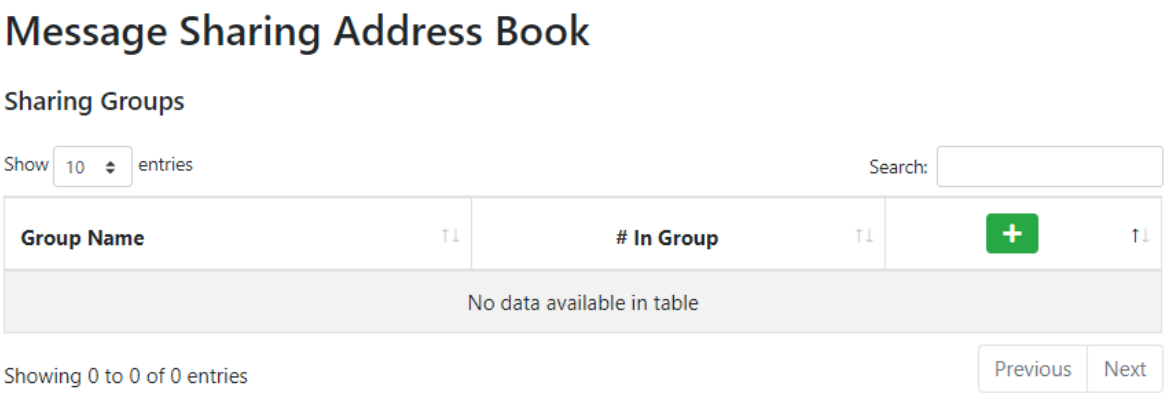
3. Which Types of Messages

This option will allow the user to choose what type of message content they will receive. When a message is sent it can be given a Message Type which indicates what content the message contains. By excluding or permitting different types of messages it is possible to reduce the number of messages which are of limited interest to the user. This must be used with care as the majority of messages will contain mixed content and it is possible that excluding a particular message type may also prevent content which may be of interest from being received if it is part of the excluded message.



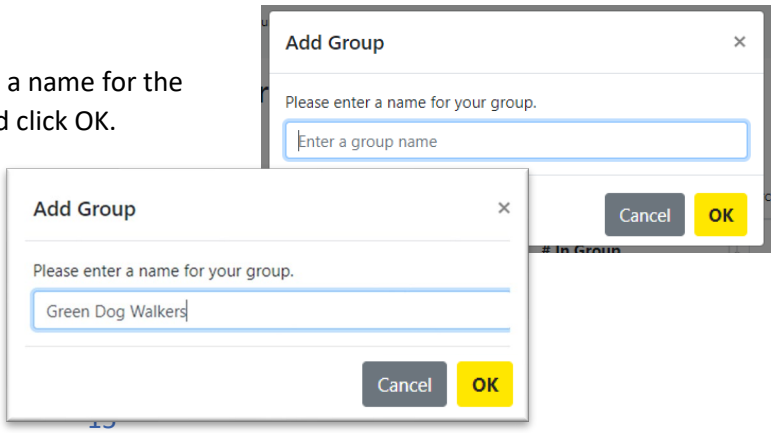
1. By default, all message types are included. Select the type that is not required to highlight it. Use the move icon to move the type into the 'I don't want these messages box'. To reverse the process, highlight a type in the right hand box and click the move icon.
2. Click Save Settings to store any changes made.

4. Message Sharing Address Book

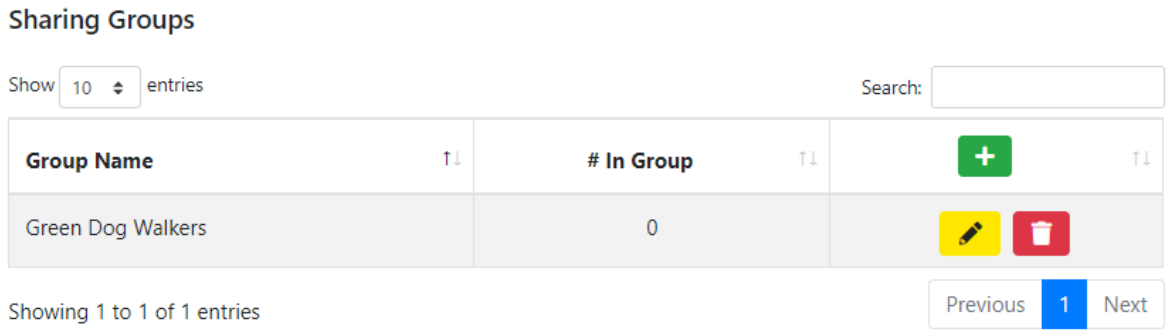


There are no groups available in this view. Search could be used to look for an existing group but as there are none click on the add group icon .

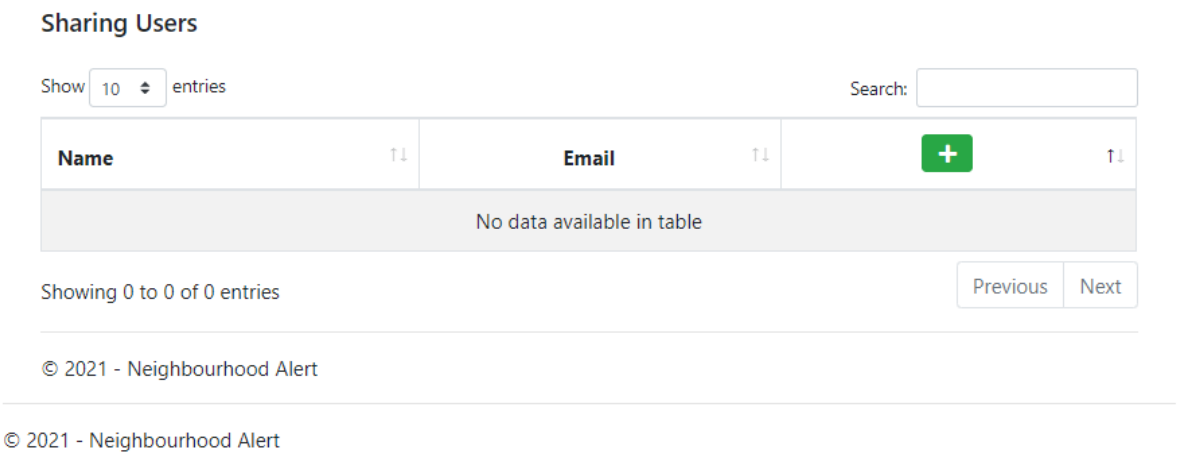
The Add Group box appears. Type a name for the group in the Enter a name box and click OK.



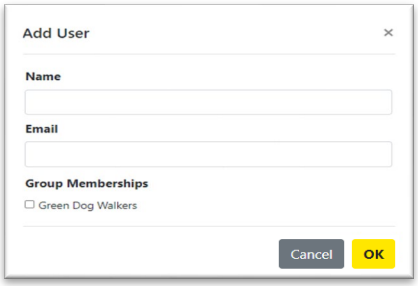
The name chosen for the group in the example was Green Dog Walkers. Once OK was clicked the following screen displayed.



This now shows the Green Dog Walkers group. Click on the edit icon to edit or change the group name or click on the delete icon to remove the group.



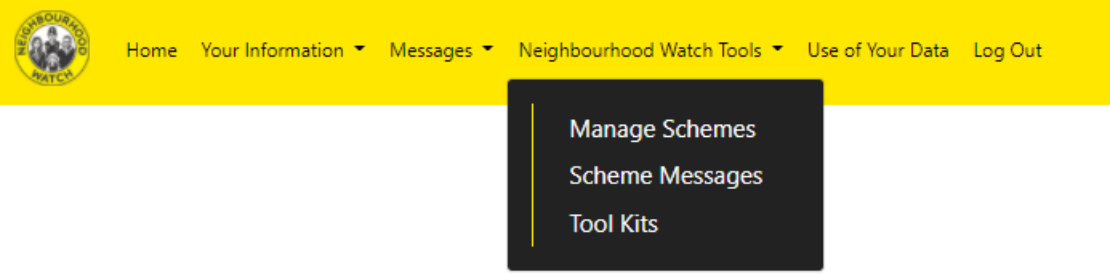
1. The Sharing Users section allows members to be added to the available groups.
2. Click on the add icon and the Add User box appears.



The name and email address of a member joining the group can be entered in the two text boxes. In the example there is just one group to join by ticking the box in practice there may be a wider choice. Clicking on OK will add the person to the group.

Once the add member box clears, the screen will update to show that the Green Dog Walkers group now has one member. Under the Sharing Users section there is also one entry. Adding extra users and groups can be accomplished by repeating the same steps.

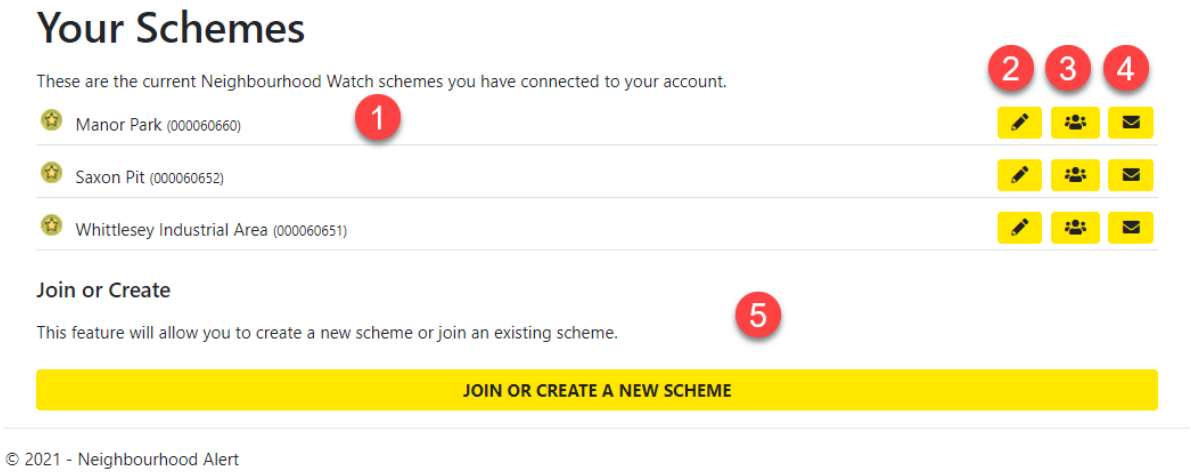
4. Neighbourhood Watch Tools



If you are the Coordinator or Main Coordinator of a scheme there will be an option in the top menu to select Neighbourhood Watch Tools. The submenu contains three sections which provide for the effective administration of Neighbourhood Watch Schemes.

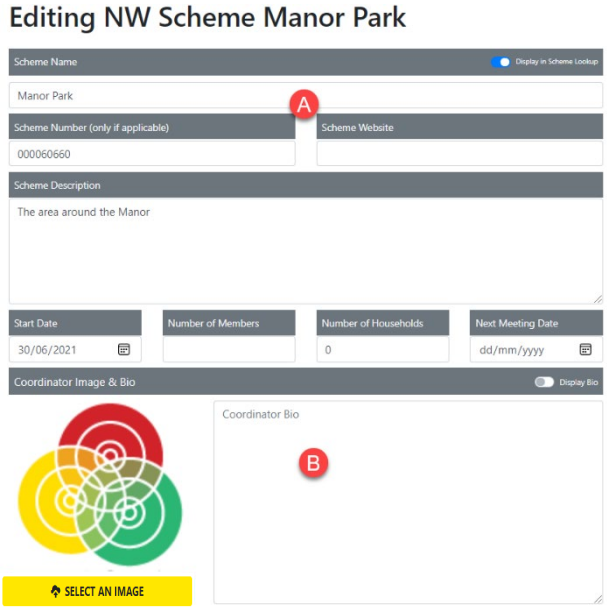
1. Manage Schemes

Selecting Manage Schemes will open the Your Schemes view. A coordinator will normally have one scheme listed in the example showing a Main Coordinator there are three schemes listed in this cluster. Each scheme may have a Coordinator and the Main Coordinator will be able to have an oversight of the schemes in the cluster and carry out administration tasks using the icons on the right. This is especially useful if a scheme coordinator is not available as the scheme can continue with the Main Coordinator continuing to carry out the administration until a replacement of the coordinator is found.



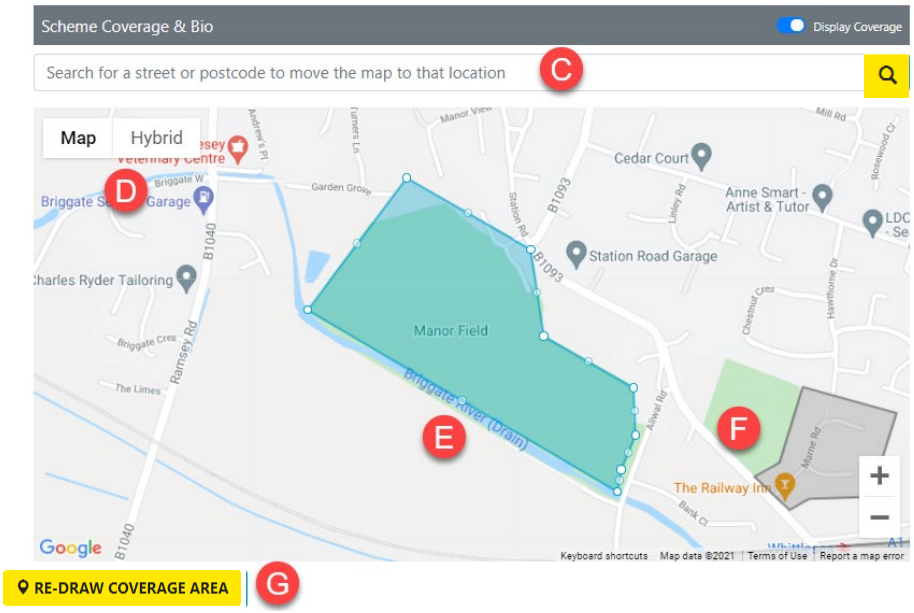
1. The name and unique number of the scheme is shown for identification purposes. The list will contain all the schemes that the user is involved with. Their status in each scheme is shown by the icon on the left.

2. Clicking on the edit icon will show the scheme editor window.



A. This area of the editor window is for the details. When choosing a name for the scheme aim to make this as identifiable and short as possible to make searching for a scheme easier.

B. Is where the brief details about the scheme coordinator are recorded. Click on Select and Image to upload a suitable picture if desired.



C. Search area will centre the map on the entered criteria. If a Postcode or Town name is entered the map will place the centre point on the middle of the town or postcode. If a street name is entered the system will centre on a street with that name however if the name is a common one then the system finds the first occurrence which could be in the wrong town, in instances like these use the street name and town eg. High Street Northampton.

D. Choosing Map will shown a Google street map view for more accuracy selecting Hybrid will show an aerial view and streets.

E. The boundaries of the selected scheme can be changed by clicking and dragging the white dots. If a dot is no longer needed click the icon which is shown after a dot is moved and it will be removed.

F. Other schemes already existing in the area will be shown in grey. This will help to avoid overlapping boundaries which should be avoided. Remember that Google maps is not precise and it may set coordinates a few metres away from the drawn position which can result in members and schemes being on the wrong side of a boundary. Just tweak the scheme boundary a little to rectify this.

G. If a scheme needs considerable re-drawing it may be easier to start again by clicking on Re-draw Coverage Area. You may want to click Save Data at the bottom of the screen when finished with drawing to save any changed before carrying out membership adjustments.

Remember that any changes are not saved until Save Data is clicked so if changes are not required leave the page without clicking save data.

The Other Scheme Members area of the Scheme Editor provides tools for managing scheme members. The list contains all the current members and shows their status at the being of their row.

At the start of each row is an icon representing the status of the member in the scheme.

These represent:

A Main Coordinator who may also be administering other schemes

The Scheme Coordinator

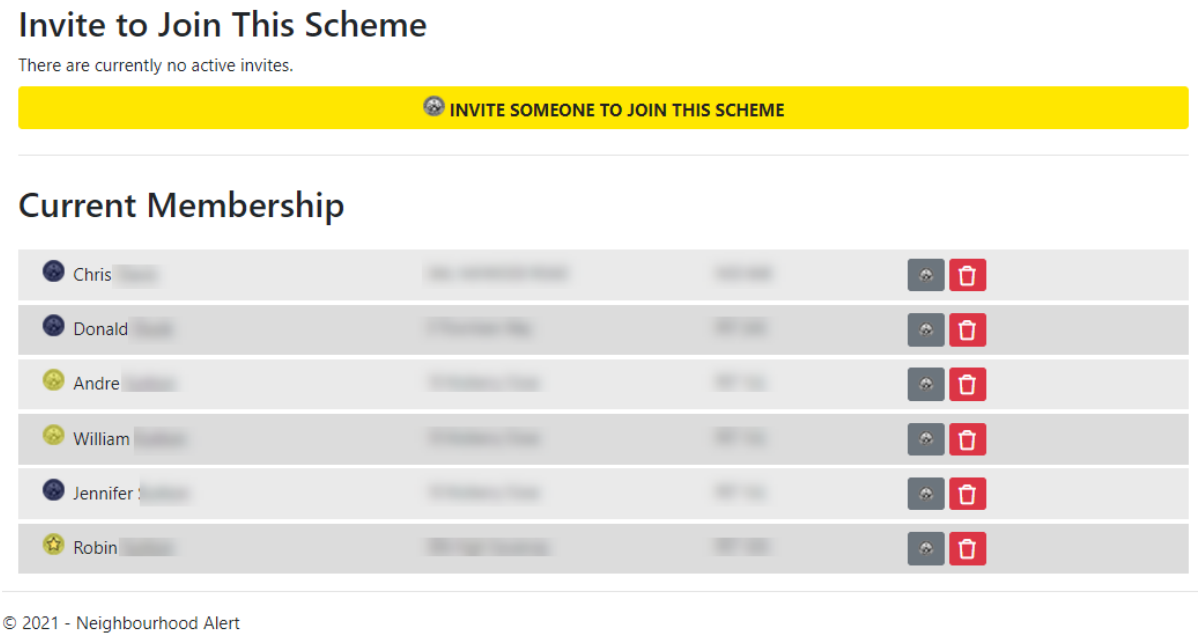
A Member of the scheme

The icons at the end of each row are used to change the membership of the scheme.

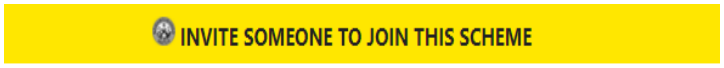
Change the status of the member in this scheme Clicking this icon opens the status view so that a different status can be selected from the choices shown by the icons above.

Remove this member from the scheme (does not delete them from Alert)

Clicking on the Add People to Scheme button opens an editor from which any member stored on Alert can be invited to join the scheme.

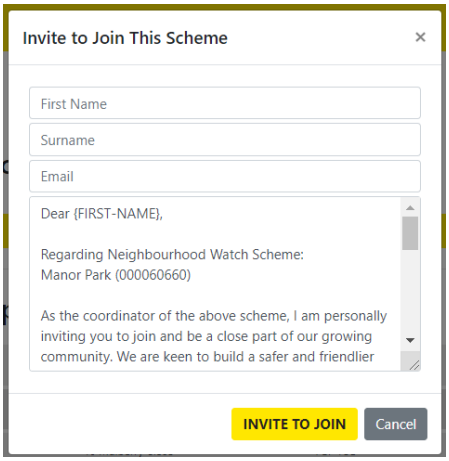


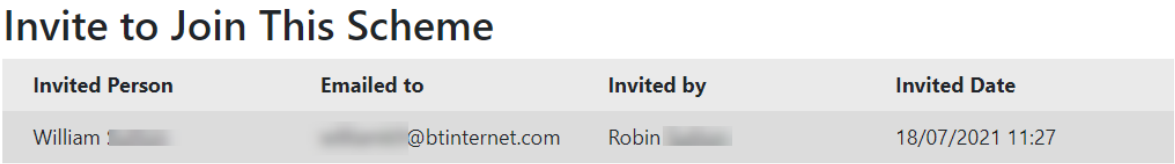
The existing members can have their status changed or be removed from the scheme using the icons at the end of the row as before.



Clicking the Invite someone to join this scheme opens the next view.

Enter the First Name, Surname and email address of the person being invited. Care needs to be taken to ensure that the details are correct. When the Invite to Join button is clicked, Alert will send a message to the invitee which includes a link to join.





Any invites sent will be recorded at the top of the screen as a record. The email automatically sent to the invitees address is shown below.

Invitation to join [redacted]

Dear William,

Regarding Neighbourhood Watch Scheme:
[redacted]

As the coordinator of the above scheme, I am personally inviting you to join and be a close part of our growing community. We are keen to build a safer and friendlier neighbourhood.

Neighbourhood Watch has over 2.3 million members and thousands of schemes across England and Wales. Our charitable work brings many benefits, not least keeping you updated on local crime and incident issues, closer links with our neighbourhood police, and advice and guidance on crime prevention for yourself, your family and your possessions.

To accept this invite please click this link.

Or copy and paste the below URL into your web browser:
https://v4-member-admin.neighbourhoodalert.co.uk/Join/SchemeInvite/[redacted]

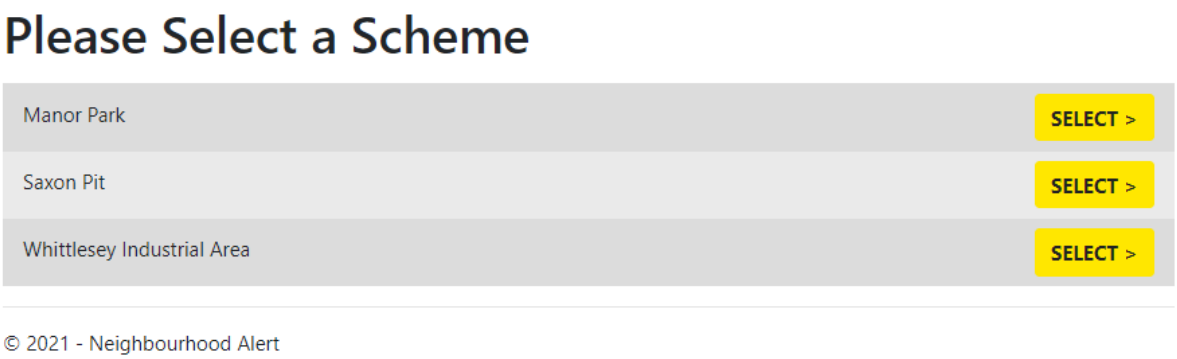
Kind Regards,

Robin [redacted]
Neighbourhood Watch Coordinator

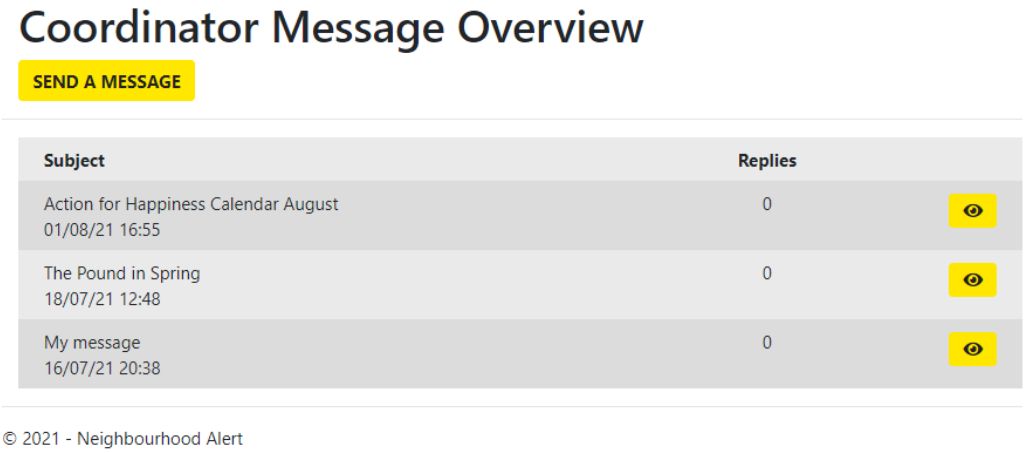
The invite email sent to an invitee is shown above. The necessary information for the invitation to be successful is automatically added by Alert.

2. Scheme Messages

Scheme messages provides a straightforward method for communicating with the members of a scheme. If a coordinator selects Scheme Messages from the top menu they will see a summary of the schemes they can send a message to. If the user is a Main Coordinator they may have a number of schemes in their cluster and can select which scheme they want to send a message too.

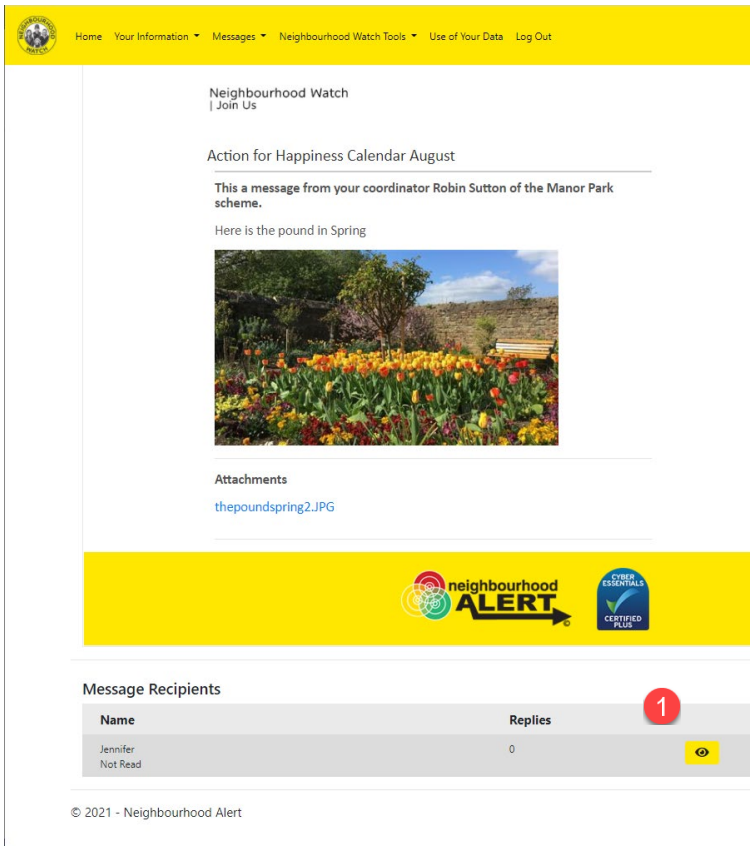


Click the Select button to choose which scheme to send the message too.

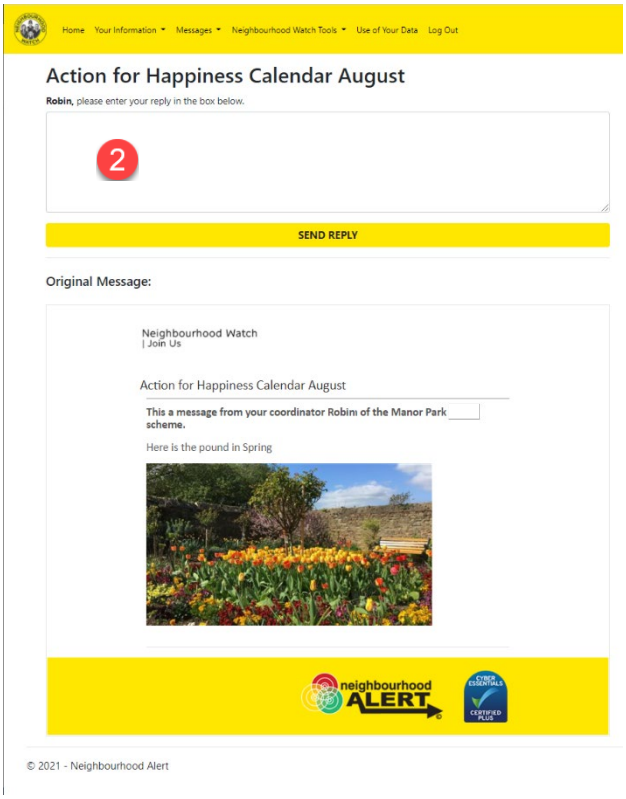


The coordinator Message Overview will allow previous messages to be viewed by clicking on the view icon . The view also shows when previous messages were sent and how many replies were received.

1. Clicking on the view icon on a row opens a reply view which helps the coordinator to respond to any replies or to send follow-up messages to individuals.

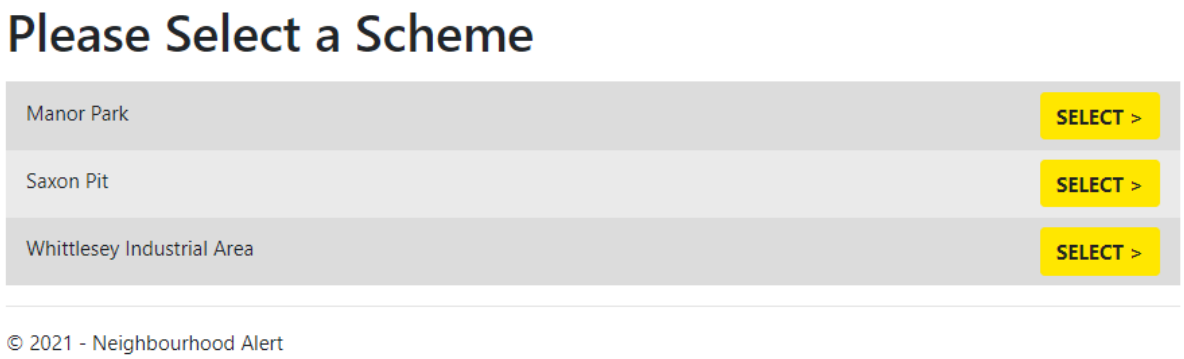


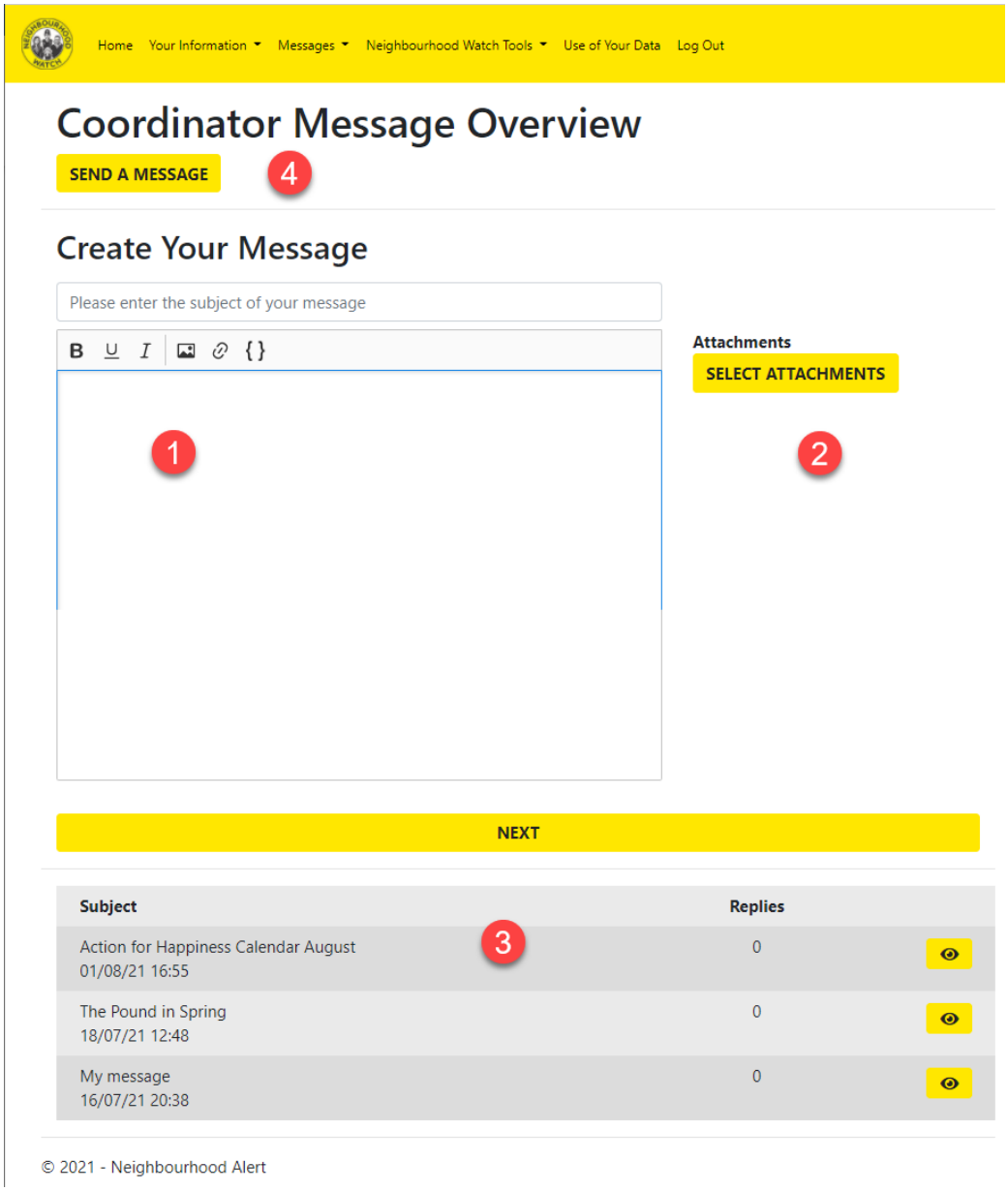
2. The reply can be entered in the text box and sent by pressing Send Reply. The email will only be sent to the selected recipient and the original message is displayed for reference.



3. Sending a Message

To send a message go to Neighbourhood Watch Tools -> Scheme Messages -> If managing more than one scheme select a scheme in the Select a Scheme view.



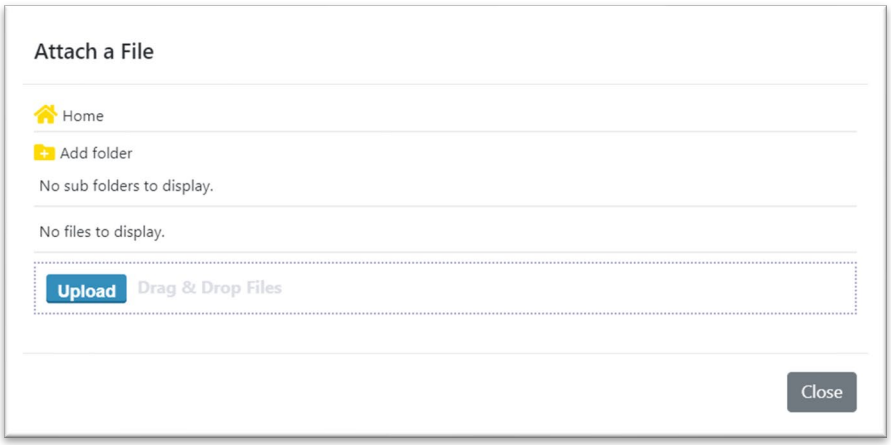


The Create Your Message view is displayed. The editor is simple but sufficient for most purposes.

1. Enter the title of the message then type the message in the space provided. The toolbar provides the following:

B	Click to enter bold text click again to resume normal.
U	Click to underline text
I	Click to have italic text
	Insert an image – click this to open the image uploader explained below
	Add a hyperlink. This is useful to refer to a website or file stored in the cloud
{ }	Mail merge field. Click this to select and insert the field eg. {First_Name} which will be replaced by the appropriate text for each individual recipient of the message.

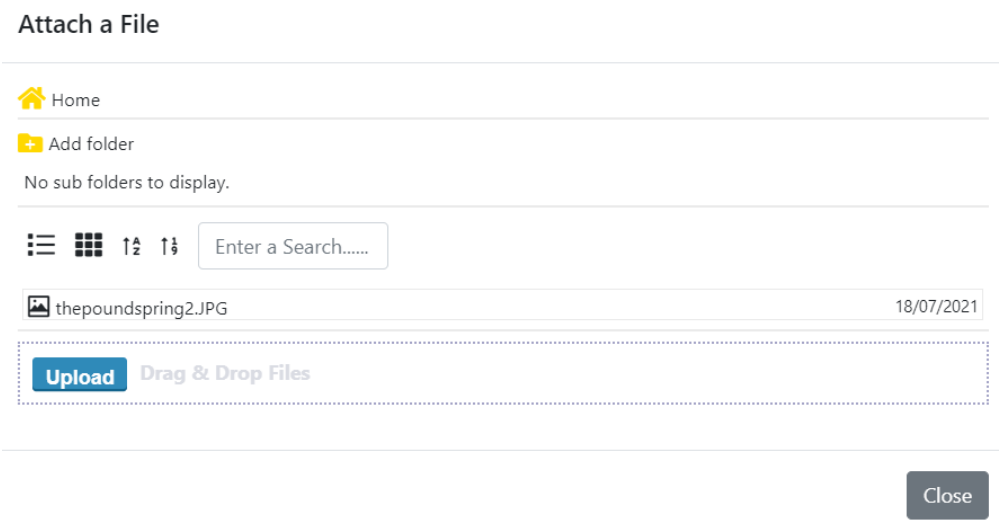
2. Add an attachment by using the Attach a File dialogue box which opens when the SELECT ATTACHMENTS is clicked.



The Image Uploader will help to upload a graphic in the commonly used formats from the local computer to the file store in Alert. It is possible to add folder to manage the users' personal space on Alert more effectively.

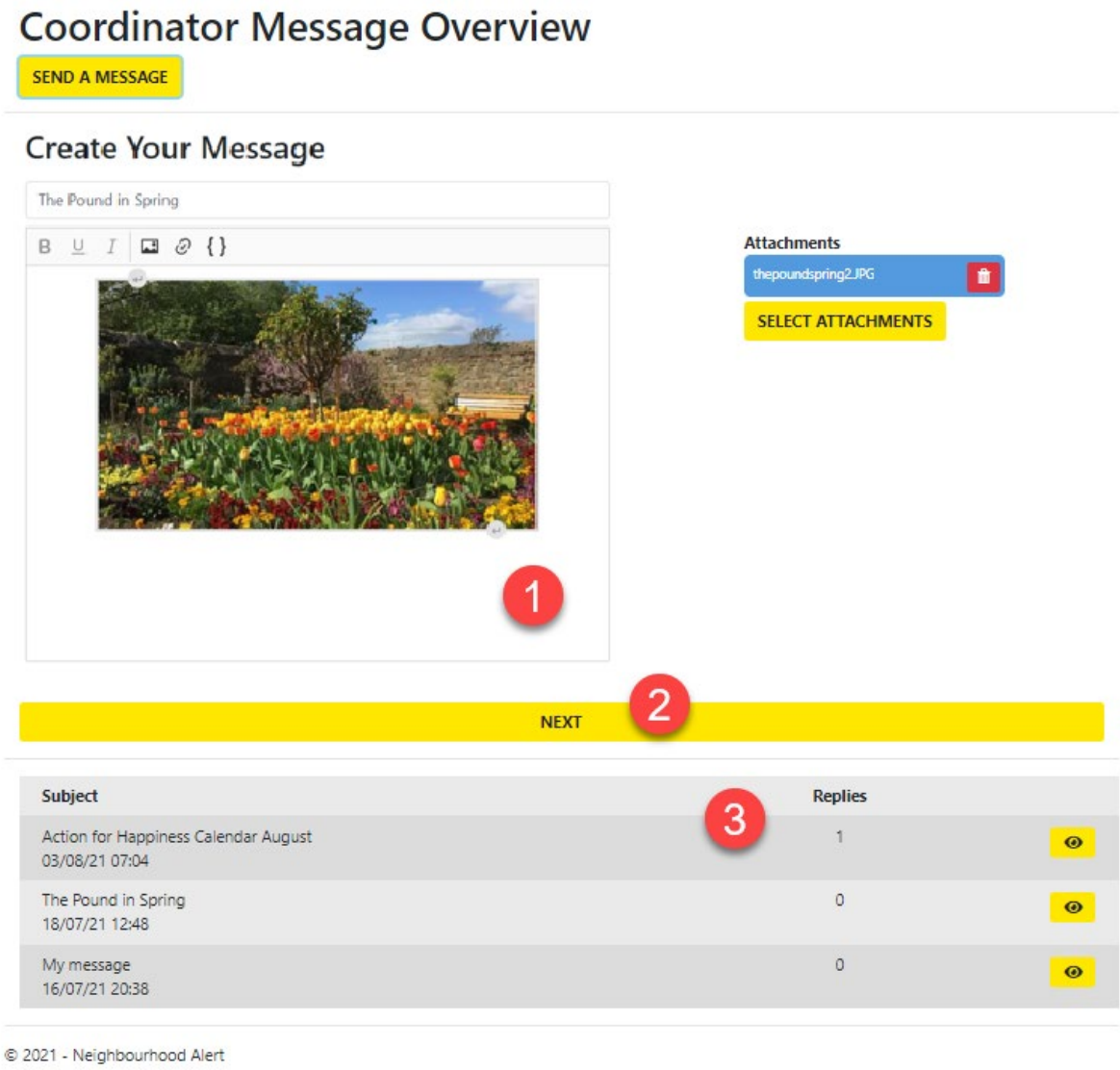
To upload the picture select a folder where the picture is to be stored (or create a folder by clicking on the Add Folder icon. Then click upload which will open a standard directory view so that the file can be found.

Once the file is located it can be dragged or using the directory window opened so that it is uploaded to Alert



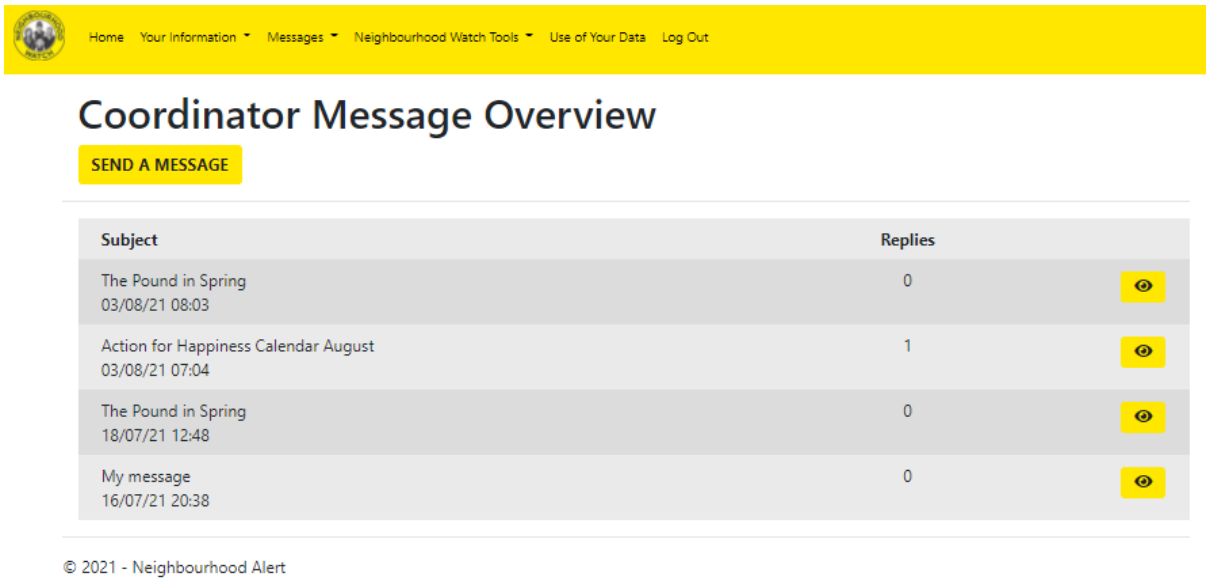
Here thepoundspring2.JPG file has been uploaded. Select the file and it will be attached to the message or uploaded as a picture into the text area.

NOTE: Highlighting a file by hovering over its name and right clicking will show a menu that allows removal of the file or renaming it, right clicking on a folder allows a folder to be renamed or removed. These tolls are useful for maintaining the file storage in a manageable manner.

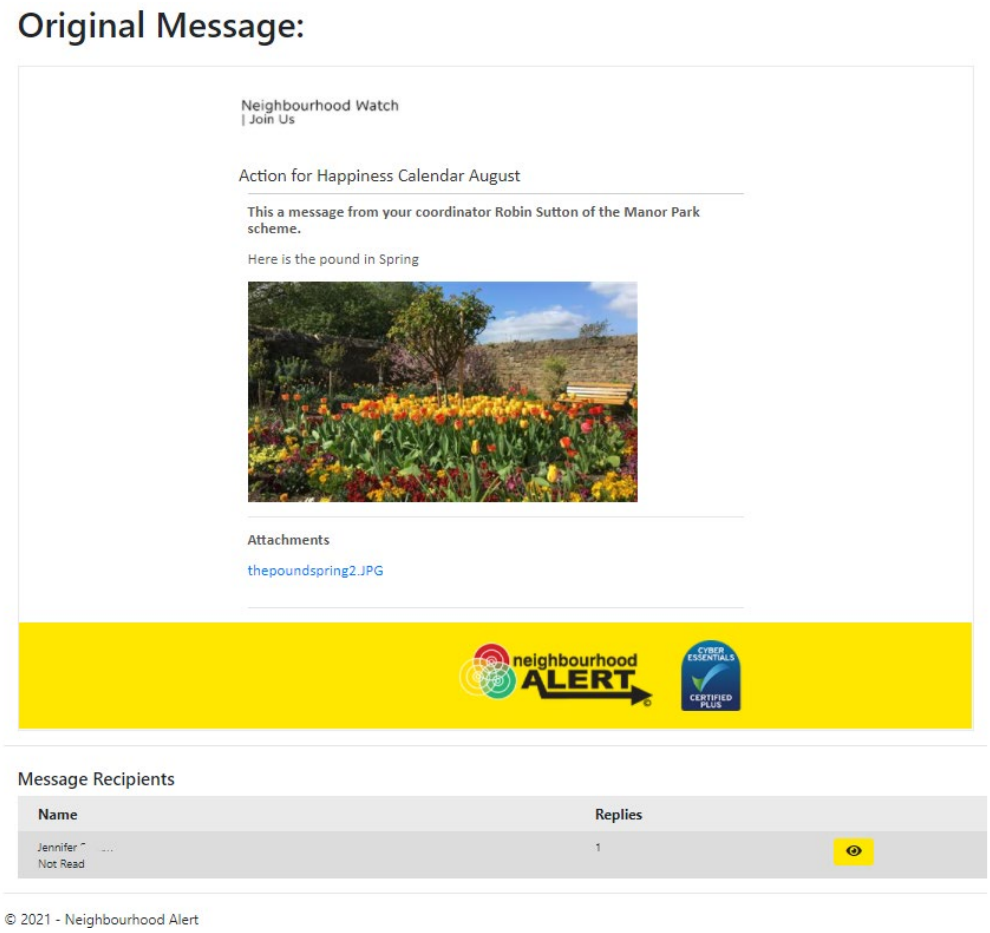


1. A picture has been inserted into the text and an attached file included to demonstrate the attachment function. The attachment can be removed by clicking on the bin icon.
2. Click NEXT Next to continue to select who can receive the message from the list of scheme members.
3. A list of previous messages is available which can be viewed by clicking on the icon on the relevant row.

1. The names of members in the scheme selected will appear in the left box. Click on the Send to All button to move all the available people to the Will Receive Message box.
2. To choose a selection of available people click the required name and click the Move icon to move the selected person to the right-hand box.
3. The Remove all button will move all people from the Will Receive Message box and as before selecting individuals then clicking on Move will move the selected person from the Will Receive Message box.
4. Click next when ready but take care to make sure all the details are correct as the message will send straight away after pressing next and display Coordinator Message Overview.



The new message sent will be shown at the top of the messages list. The recipients and number of replies can be viewed by clicking on .



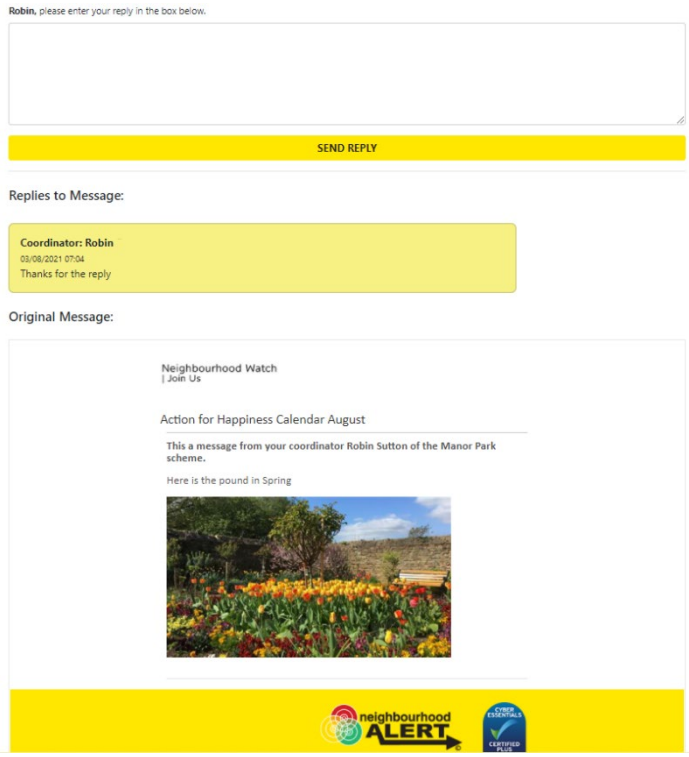
The message is displayed with a list of recipients beneath. This allows the coordinator to see how many have read the message and whether they have replied.

Clicking the eye icon next to a recipient will open the reply view.

This allows the coordinator to enter a reply text in the box and click Send Reply to send the message.

A record of any replies relevant to this message sent by this recipient is shown in Replies to Message.

The original message is shown at the bottom of the view for reference.

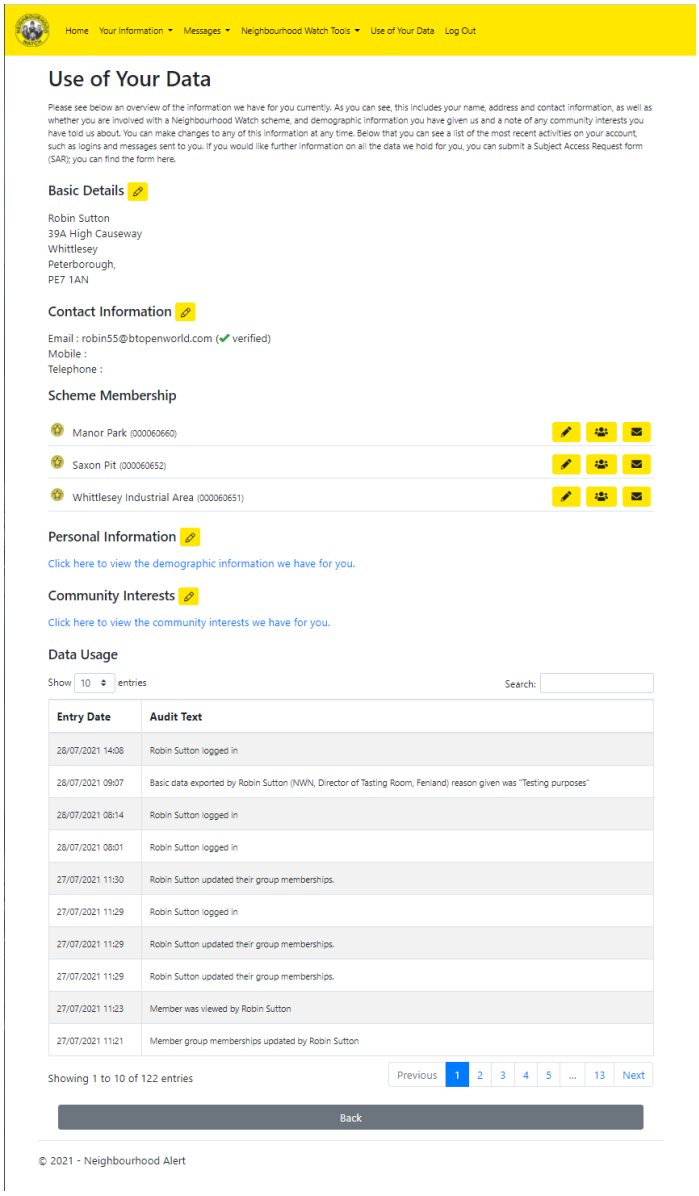


4. Toolkits

Toolkits in the submenu is not currently implemented and will return the user to the home page.

5. Use of Your Data

This section gives an overview of the information held currently. 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 entered in your profile. You can make changes to any of this information using the Your Information option in the top menu. 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 further information on all the data we hold for you, you can submit a Subject Access Request.



6. Log Out

The last option in the top menu is Log Out. Alert has an extended inactive logged in time of several hours. If your computer is to be left unattended make sure you log out to protect the information held on the system. Alert can still be logged in if the computer is sent to sleep or the browser is closed so ensure that you always log out at the end of a session.