



NEIGHBOURHOOD WATCH GUIDE FOR COORDINATORS Neighbourhood Alert v.4



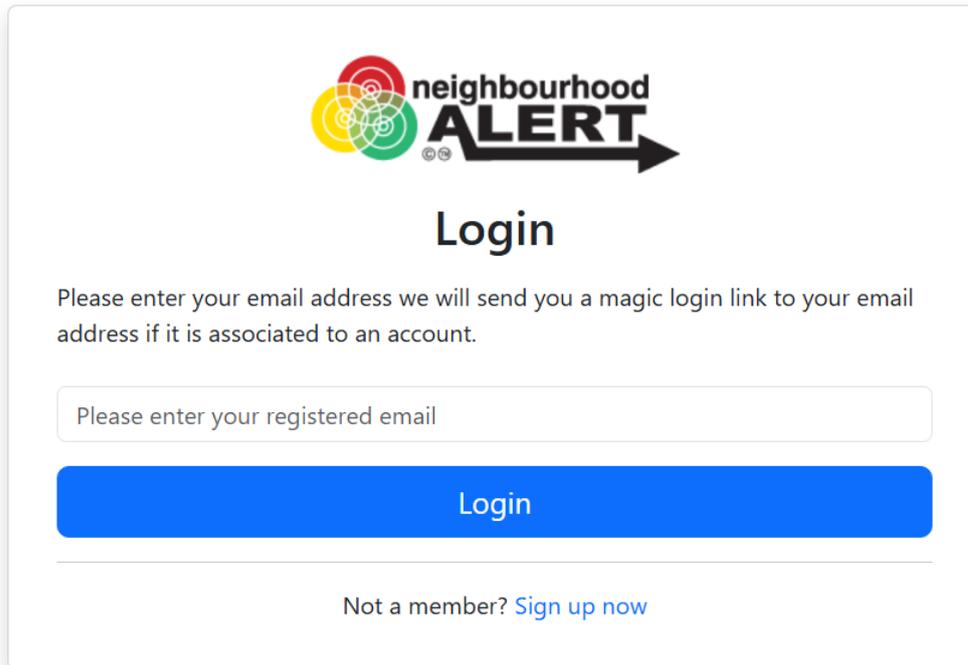
CONTENTS

	Page
<u>How to log in to your account (One-time login link)</u>	2
- <u>Second Authentication Step</u>	3
<u>Show scheme on the Ourwatch.org.uk search</u>	5
<u>Edit your scheme details</u>	6
<u>View or edit your scheme membership</u>	8
- <u>View scheme members</u>	8
- <u>Remove scheme members</u>	9
- <u>Alter scheme roles</u>	9
<u>Invite a person to join your scheme</u>	10
<u>Adding a new member to your scheme</u>	12
<u>Send a scheme email</u>	15
<u>How to view and respond to replies from your scheme emails</u>	17
<u>Changing the coordinator of your scheme</u>	19

How to log in to your account (One-time login link)

Logging in to your account will allow you to edit your settings and details, should you ever need to. You can login to your account from the Alert website, where you signed up. Clicking on the logo at the top of any Alert email, should take you to this website. Clicking on some of the options below an Alert message, such as the reply button, will also require you to login.

The login screen should appear as below.



 **neighbourhood
ALERT**

Login

Please enter your email address we will send you a magic login link to your email address if it is associated to an account.

Login

Not a member? [Sign up now](#)

To login to your account, input your email address into the box as above. The system will then send you a One-time login link by email, from the email address alert@neighbourhoodalert.co.uk.



Login to Neighbourhood Alert - V4

Hi Connor,

Thank you for logging in to Neighbourhood Alert - V4. To complete your login please click the link below to login:

[Click here to login to your account](#)

Or, copy and paste this URL into your web browser if you cannot click the link above.

<https://v4testmembers.neighbourhoodalert.co.uk/Login/MagicLoginLink/> [REDACTED]

Please note: The link is valid till 10/12/2025 13:30.

Accessing the link in this email should take you to the screen below, where you can click on the 'Login' button to log in to your account.



Login to your account

Click the button below to complete your login

Login

Second Authentication Step

At this point you should be logged into your account. However, a second authentication step is required to access certain options, such as when editing your account details.

Your Details 

When you first go to access any protected options, the system should display the screen pictured below:

Check Your Email

Please enter the code below

In order to continue we have emailed you a verification code. Please check your email inbox (or junk/spam folders) and enter the code below.

[Resend Code](#)

Please enter the code you received:

Verify Code

You will then be sent a verification code, either by email, from alert@neighbourhoodalert.co.uk, or by text message / WhatsApp, depending on how your account has been configured to receive messages. Once you have input the code as received, this will then allow you to access all of your account's options.

[RETURN TO CONTENTS](#)

Show scheme on the Ourwatch.org.uk search

Once you have created your Neighbourhood Watch scheme, as per the steps here - <https://visav ltd.zendesk.com/hc/en-gb/articles/5635850360733-Creating-a-Neighbourhood-Watch-scheme>

If your scheme is then also approved by Neighbourhood Watch, as per the details here: <https://visav ltd.zendesk.com/hc/en-gb/articles/5645070245021-Approving-your-Neighbourhood-Watch-scheme>

You can then select for your scheme to show on the postcode search on the Neighbourhood Watch website: ourwatch.org.uk

You can do this by accessing your account either from: <https://members.ourwatchmember.org.uk/> or from members.YOURSITENAMEHERE, inserting your local site name where required. You can then navigate to Neighbourhood Watch Tools > manage schemes, or scroll down to below your details, as below, to view the scheme options.

Then using the edit option to view your scheme's details:

Neighbourhood Watch

You are a member of the below schemes

 Test Scheme (000154049)



You can then turn on the option, as below to make your scheme show on the ourwatch.org.uk postcode search:

Editing NW Scheme Test Scheme

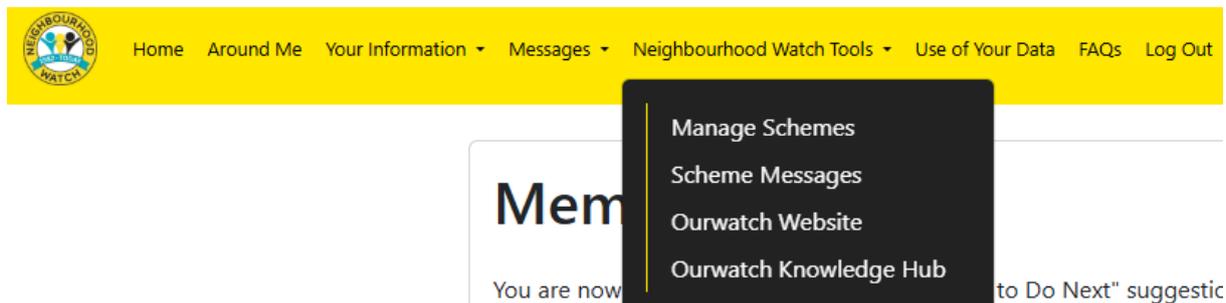
Scheme Name	<input type="checkbox"/> Display in Scheme Lookup
<input type="text" value="Test Scheme"/>	

After altering this setting you should then use 'Save Data' to save any changes you have made to your scheme.

[RETURN TO CONTENTS](#)

Edit your scheme details

You can access the option to edit your scheme from within your account, from 'Neighbourhood Watch Tools' > 'manage schemes':



or you can find these options under your details when you login. You can then select the edit option, as below:

Neighbourhood Watch

You are a member of the below schemes

★ Test Scheme (000154049)



You can then access the details for your scheme, and edit those, as below:

Editing NW Scheme Test Scheme

Scheme Name		<input type="checkbox"/> Display in Scheme Lookup	
<input type="text" value="Test Scheme"/>			
Scheme Number (only if applicable)		Scheme Website	
<input type="text" value="000154049"/>		<input type="text"/>	
Scheme Description			
<input type="text"/>			
Start Date	Number of Members	Number of Households	Next Meeting Date
<input type="text" value="dd/mm/yyyy"/> <input type="checkbox"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="dd/mm/yyyy"/> <input type="checkbox"/>

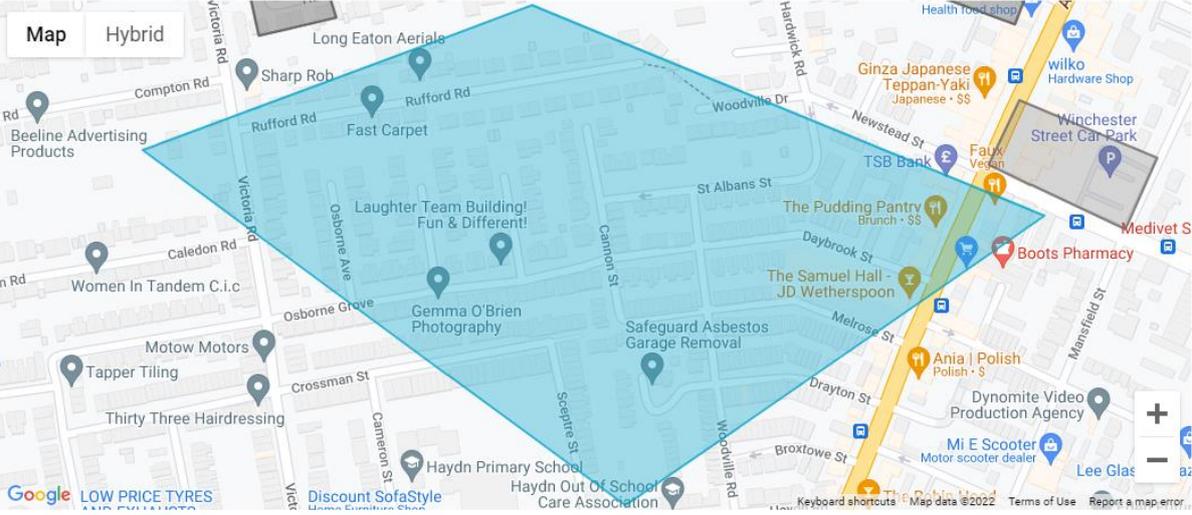
Coordinator Image & Bio Display Bio



Coordinator Bio

SELECT AN IMAGE

Scheme Coverage & Bio Display Coverage



Other Scheme Members

ADD PEOPLE TO SCHEME

Back

SAVE DATA

You should then use 'Save Data' to save any changes you have made to your scheme.

For editing your scheme's area you will need to contact the Neighbourhood Watch administrator for your area, who will be able to assist you with adjusting this. You can find the details for any local Neighbourhood Watch contacts in your area who can assist you from the page here, by selecting your area: <https://ourwatch.org.uk/support/support-schemes/find-my-local-association>

If no specific association exists you can also contact National Neighbourhood Watch (England & Wales) who can assist you with this directly, from: ourwatch.org.uk/general-enquiries or enquiries@ourwatch.org.uk or at: 0116 402 6111

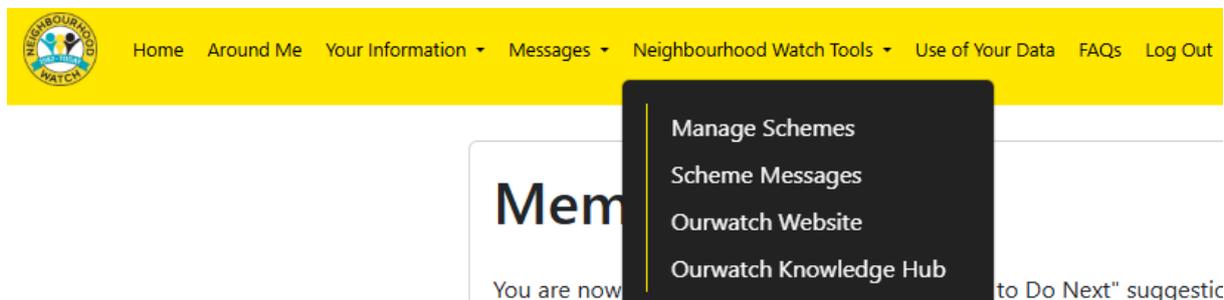
For schemes in Scotland, you can contact Neighbourhood Watch Scotland at: info@neighbourhoodwatchscotland.co.uk or at: 01786 463732

[RETURN TO CONTENTS](#)

View or edit your scheme membership

View scheme members

You can access the option to view or edit your scheme membership from within your account, from 'Neighbourhood Watch Tools':



or you can find these options under your details when you login. You can then select the scheme members option, as below:

Neighbourhood Watch

You are a member of the below schemes

☆ Test Scheme (000154049)



From this option you will then see the details of any members who have added themselves to your scheme, and members that have been added by administrators on the system, and any members that you have added yourself.

Test Scheme

Scheme Number : 000154049

Current Membership

	First Name	Surname	Address	Email	Tel	Mobile	
	☆ VISAV	Support	616-618a Mansfield Road	joe@visav.co.uk			

Showing 1 to 1 of 1 entries

Previous 1 Next

SUGGESTED MEMBERS

When a user joins the system, if they wish to join a scheme, they can see the list of schemes in their area, then select any of these and they will be added to that scheme automatically. As the coordinator, you would then be notified of any members who have joined your scheme, and you can then check these new members to ensure they are appropriate for your scheme.

Remove scheme members

You can remove members of your scheme, from the membership list as shown above, using the 'remove from scheme' button next to their details.



Alter scheme roles

You can alter the role of any members of your scheme, between member, deputy and main coordinator, from the option against each member of your scheme as below:



[RETURN TO CONTENTS](#)

Invite a person to join your scheme

If you wish to invite someone to join your Neighbourhood Watch scheme regardless of if they are registered on the Neighbourhood Alert system for receiving the Alert messages, you can do this with the below steps:

Once you are logged into your account, from 'Neighbourhood Watch Tools', or from the options under your details when you login, you can then select the scheme members option, as below:

Neighbourhood Watch

You are a member of the below schemes

☆ Test Scheme (000154049)



From the current membership list, you can then go to: 'suggested members':

Current Membership

	First Name	Surname	Address	Email	Tel	Mobile	
	☆ VISAV	Support	616-618a Mansfield Road	joec@visav.co.uk			

Showing 1 to 1 of 1 entries

Previous 1 Next

SUGGESTED MEMBERS

At the top of this page you will then see the option to invite a person to join your scheme:

Invite to Join This Scheme

There are currently no active invites.

INVITE SOMEONE TO JOIN THIS SCHEME

Using this option you can then view the options to send the invitee an email;

Invite to Join This Scheme



Dear {FIRST-NAME},

Regarding Neighbourhood Watch Scheme:
Test Scheme (000154049)

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

INVITE TO JOIN

Cancel

Here you can enter the name and email for the person, and you will see that the content of the email to them has already been created for you. This will include fields that will automatically add their details for you once that is sent. You can also add in your own content to this email, such as a personal sign-off if you wish.

When you then click 'Invite to join' this email will automatically be sent from the system to that person on your behalf. Using the link in this email the invitee can then register their details on the system, for receiving the Alerts. Once they have completed the registration steps they will then automatically be in your Neighbourhood Watch scheme.

[RETURN TO CONTENTS](#)

Adding a new member to your scheme

When you are logged into your account as a scheme coordinator, you also have the option to register a new member onto the Alert system to receive the messages for their area, and to join your scheme.

You can access this option from within your account > scheme membership, as below:

 Test Scheme new (000170831)



Test Scheme new

Scheme Number : 000170831

[ADD SOMEONE TO YOUR SCHEME](#)

Suggested Members

Here you can enter the details for this new member, including any of the contact details they may wish to register with, to receive the Alert messages.

Add a New Scheme Member

You are about to register a member to your scheme. Please remember to get their permission first. Remind them to confirm they are happy to be added by clicking on the link in the email they will receive from Neighbourhood Alert.

* Required data

** At least one of these contact methods is required

First Name
<input type="text" value="Please enter a first name *"/>
Surname
<input type="text" value="Please enter a surname *"/>
Email
<input type="text" value="Please enter an email address **"/>
Postcode
<input type="text" value="Enter postcode *"/>
LOOK UP ADDRESS

For the address option, you will need to enter the postcode, then use the 'look up address' option to list the addresses, then choose one of those from that list.

Please select an address. ✕

If the address you are looking for does not appear inside the list please click

[please click here](#)

Please select address from the list ▼

Cancel

OK

The details for the address will then be shown below automatically once this address has been selected from that list. You can also add any additional information here optionally for this user, as well.

Address



Contact Information

Tel **	Mobile **	Daytime Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Evening Number	Emergency Number	Alternate Mobile
<input type="text"/>	<input type="text"/>	<input type="text"/>

Confirm Permission

I confirm that I have permission from the person entered to use their data and add them as a member of my scheme. In addition to this I have advised them they need to confirm this by clicking on the link in an email they will receive from Neighbourhood Alert. I am aware that failure for them to confirm the above, they will be deleted from the database after 30 days.

ADD TO SCHEME

When this member is submitted, you will then see the below confirmation message:

Successfully added Test Coordinator Added

You will then be able to view any members that you have added (before they have confirmed their registration), in the pending members list for your scheme.

Once this person has than verified their registration, from the email they will have received, this member's details will then be shown as normal under your scheme members list.

Pending Members

Pending scheme members will be removed 30 days after their accounts are created, if they do not click the completed registration link inside activation email they are sent when added.

	First Name	Surname	Address	Email	Tel	Mobile	
	 Test	Coordinator Added	Sherwood Business Centre 616A-620A Mansfield Road				Date Added : 22/03/2023 Last sent activation email : 22/03/2023

[RETURN TO CONTENTS](#)

Send a scheme email

You can access the option to send an email message to members of your scheme from within your account, from 'Neighbourhood Watch Tools', or you can find these options under your details when you login. You can then select the scheme email option, as below:

Neighbourhood Watch

You are a member of the below schemes

 Test Scheme (000154049)



From this screen you can see any previously sent messages and you have the option to send a new scheme email message:

Coordinator Message Overview

[SEND A MESSAGE](#)

Subject	Replies	
test 23/06/22 12:55	0	

If you then go to 'send a message' you will see the below screen to compose your scheme email message:

Coordinator Message Overview

[SEND A MESSAGE](#)

Create Your Message

Please enter the subject of your message

B U *I*   

Attachments

[SELECT ATTACHMENTS](#)

[NEXT](#)

On the next page you can then select the scheme members that you wish to send this message to, this can be some or all of those members on your scheme. You can

do this by clicking to move the 'Available people' to the 'Will receive' box. Clicking 'Next' here will then send this message to those selected members:

Coordinator Message Overview

SEND A MESSAGE

Who Should Receive This Message

Click on the names of the people you would like to send to, or use the **Send to All** button to send to everyone.

Available People

Joe Test (Member)
VISAV Support

Will Receive Message

--



SEND TO ALL

REMOVE ALL

NEXT

Back

Who Should Receive This Message

Click on the names of the people you would like to send to, or use the **Send to All** button to send to everyone.

Available People

VISAV Support

Will Receive Message

Joe Test (Member)

Once that is sent you will then be able to see this message on the Scheme Message overview screen, as below:

Coordinator Message Overview

SEND A MESSAGE

Subject	Replies	
test 23/06/22 12:57	0	

You can also view any replies from those members regarding your message from this screen using the 'eye' icon for that message.

[RETURN TO CONTENTS](#)

How to view and respond to replies from your scheme emails

When a scheme message is sent out, all scheme members that receive the message will have the ability to reply to that message. When a scheme member does reply to your message, you should receive an email notifying you about this.

Neighbourhood Watch
| Join Us

New reply to scheme message Upcoming meeting

Dear Connortest,

There has been a new reply to scheme message "Upcoming meeting"

Please click the below link to view or reply to this message.



Reply

Clicking on the reply button, will take you to the login page; once you have logged in, you will then be prompted to reply, as shown below. You can write your reply in the text box, then click on 'Send reply'.

Upcoming meeting

Connor, please enter your reply in the box below.

SEND REPLY

You can also view the replies to a message at any time by logging into your account, then navigating to 'Neighbourhood Watch Tools' then 'Scheme Messages'.

Home Your Information ▾ Messages ▾ Neighbourhood Watch Tools ▾ Use of Your Data FAQs Log Out

Manage Schemes

Scheme Messages

Member Area

On the following screen, you can view all of the scheme messages you have sent out. The number of replies are also displayed here.

Coordinator Message Overview

[SEND A MESSAGE](#)

Subject	Replies	
Upcoming meeting 17/05/24 12:57	1	
Welcome to all new scheme members 17/05/24 12:34	1	

If you click on the view message button (represented by the eye icon) you can view the message you sent and also a list of recipients. This should display the screen shown below.

Original Message:

Neighbourhood Watch
| Join Us

Upcoming meeting

This is a message from your coordinator Connor Byron of the connor test scheme.

Please could you reply with your preferred date. Thanks.



Message Recipients

Name	Replies	
Connor Byron Read: 17/05/24 12:53	1	
Connortest Byron Read: 17/05/24 12:53	1	

From here, if you click on the view button for a user, you can view their reply and send a reply message back to them. You can even send a message directly to a user, even if they haven't left a reply themselves.

Upcoming meeting

Connor, please enter your reply in the box below.

[SEND REPLY](#)

[RETURN TO CONTENTS](#)

Changing the coordinator of your scheme

If you are the coordinator for a scheme, for transferring the scheme coordinator role for your scheme to another person, you can use the below steps:

Login to your coordinator account at: <https://members.ourwatchmember.org.uk/> or the Alert site for your area.

You can then access your current scheme membership from: Neighbourhood Watch Tools > manage schemes > click the middle members option for your scheme:



If the new coordinator is already a member of your scheme in the list there, you can then alter their role as below, to be 'main coordinator':



When you update the scheme role for a member you will see the below options:

Update NW membership type



Update NW membership role for VISAV Support.

-  Area Coordinator
-  Main Coordinator
-  Deputy
-  Member

Set membership role

Cancel

After updating their role to coordinator, you can then either alter your role to be just a member of the scheme, in the same way, or you can remove yourself from the scheme entirely as below:



If the new coordinator isn't yet a member of the scheme you can invite them to first join your scheme as in our guide here: [Invite a person to join your scheme](#)

After you have updated your account on the Neighbourhood Alert system, you may then also wish to contact your area's Neighbourhood Watch Association so that they can ensure any additional records are updated as well.

You can find the details for your local association here: <https://www.ourwatch.org.uk/support/support-schemes/find-my-local-association> or you can contact National Neighbourhood Watch at: their website <https://www.ourwatch.org.uk/general-enquiries> or call them on 0116 402 6111.

[RETURN TO CONTENTS](#)