



# NEIGHBOURHOOD WATCH

## GUIDE FOR MEMBERS

### Neighbourhood Alert v.4



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## 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.



**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](mailto: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:

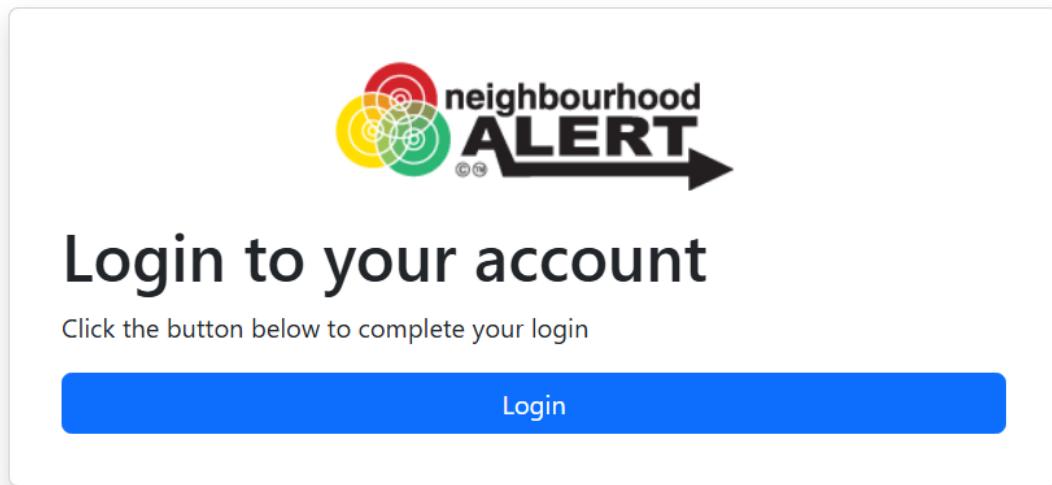
**[Click here to login to your account](https://v4testmembers.neighbourhoodalert.co.uk/Login/MagicLoginLink/1234567890)**

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

<https://v4testmembers.neighbourhoodalert.co.uk/Login/MagicLoginLink/1234567890>

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.



### 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**  Edit

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](mailto: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.

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## Join a Neighbourhood Watch Scheme (England & Wales)

Once you have registered on the Neighbourhood Alert system, for receiving the Alert messages for your area, you may also wish to join a Neighbourhood Watch scheme that is registered on the system for your area.

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 > Join or Create Scheme at the top of the screen, or scroll down to below your details, as below, to view the scheme options.

## Neighbourhood Watch

### Join Or Apply To Create A Neighbourhood Watch Scheme

You can use the button below to search for nearby schemes and join one.

**JOIN OR APPLY TO CREATE A NEW SCHEME**

When you then click the 'Join' option as above you will see the list of schemes local to your area that your account, under suggested schemes. If you are located within the boundary of an existing scheme, on the system, this should also be noted:

## Join or Create a Neighbourhood Watch Scheme

Welcome to where you can join a local scheme or, if there is not one in your street, consider starting a scheme and applying below.

### Great news! You live within an existing Neighbourhood Watch scheme area

Please click on the JOIN button below to join your local scheme.

SCAMP

**VIEW SCHEME DETAILS**

**JOIN >**

## Other schemes near you

Your registered address is near these schemes.

Compton Road

**VIEW SCHEME DETAILS**

**JOIN >**

You can then immediately join any (or multiple) of those schemes using the 'Join' option for those schemes.

When you choose to join a scheme you can then also choose to become a 'full member' of Neighbourhood Watch, as detailed in the message on that page, though this is not required for you to join this scheme.

## Become a Full Neighbourhood Watch Member

You are about to join a Neighbourhood Watch scheme. As a full member we can offer additional benefits, but to receive these you will need to agree to the below T&C's. You do not need to become a full member to join the scheme.

Welcome to Neighbourhood Watch, the largest volunteer led crime prevention organisation in England and Wales, by joining a scheme or applying to start a scheme you are agreeing to uphold our [Values](#), adhere to our [Code of Ethics and Standards of Behaviour](#), and our [Data Protection policy](#). You agree to receive and national and local communications from Neighbourhood Watch, which may include messages from our sponsors and partners. We will only use your details to administer your account and you can change your mind at any time. For more information, see our [Privacy Policy](#). I've read, and agree to, the [terms and conditions](#).

Sign Me Up  
 Maybe Later

**JOIN TEST SCHEME**

You will then see this new scheme listed under 'your schemes' and under your details on your member home page:

## Your Schemes

These are the current Neighbourhood Watch schemes you have connected to your account.

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## Creating a Neighbourhood Watch scheme

Once you have created an account on the Neighbourhood Alert system for receiving the Alert messages, you are also able to register a Neighbourhood Watch scheme in your area, if you wish.

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 > join or create schemes:



Mem

or scroll down to below your details, as below, to view the scheme options.

### Neighbourhood Watch

You are a member of the below schemes

#### Join Or Apply Create A Neighbourhood Watch Scheme

Find your local Neighbourhood Watch scheme or apply to setup a new / existing scheme.

[JOIN OR APPLY TO CREATE A NEW SCHEME](#)

### Suggested Schemes

These are the current Neighbourhood Watch schemes that could potentially cover your home address.

Nick Test Scheme	<a href="#">JOIN &gt;</a>
Burlington Avenue NG5 2GT	<a href="#">JOIN &gt;</a>
Burlington Avenue NG5 2GT	<a href="#">JOIN &gt;</a>
Fairbank Crescent (Sherwood)	<a href="#">JOIN &gt;</a>
Fairbank Crescent (Sherwood)	<a href="#">JOIN &gt;</a>

### Apply to Create a new Scheme

To apply to create a new or add an existing scheme, please click the button below.

[CREATE A NEW SCHEME](#)

From here you can either join an existing scheme that you are within the area of, or create a new scheme for your area.

By opting to create a new scheme, you must then opt to become a full member of Neighbourhood Watch as below, though this is not required for joining an existing scheme.

## Become a Full Neighbourhood Watch Member

You are about to join a Neighbourhood Watch scheme. As a full member we can offer additional benefits, but to receive these you will need to agree to the below T&C's. You do not need to become a full member to join the scheme.

Welcome to Neighbourhood Watch, the largest volunteer led crime prevention organisation in England and Wales, by joining a scheme or applying to start a scheme you are agreeing to uphold our [Values](#), adhere to our [Code of Ethics and Standards of Behaviour](#), and our [Data Protection policy](#). You agree to receive and national and local communications from Neighbourhood Watch, which may include messages from our sponsors and partners. We will only use your details to administer your account and you can change your mind at any time. For more information, see our [Privacy Policy](#). I've read, and agree to, the [terms and conditions](#).

I Agree

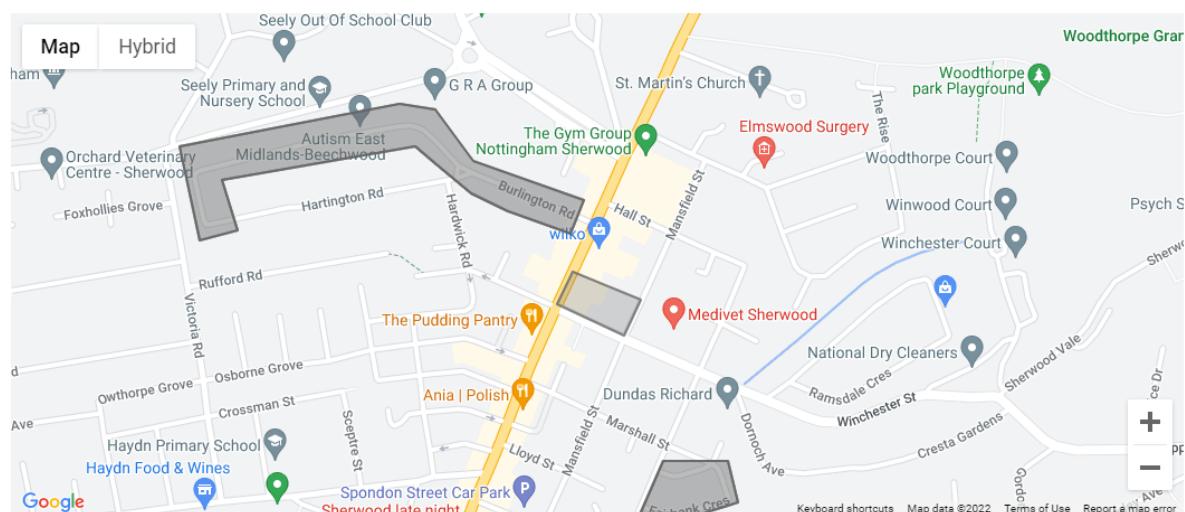
**APPLY TO CREATE A NEW SCHEME**

You can then input the details for your scheme, as below:

### Apply to Create a new NW Scheme

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

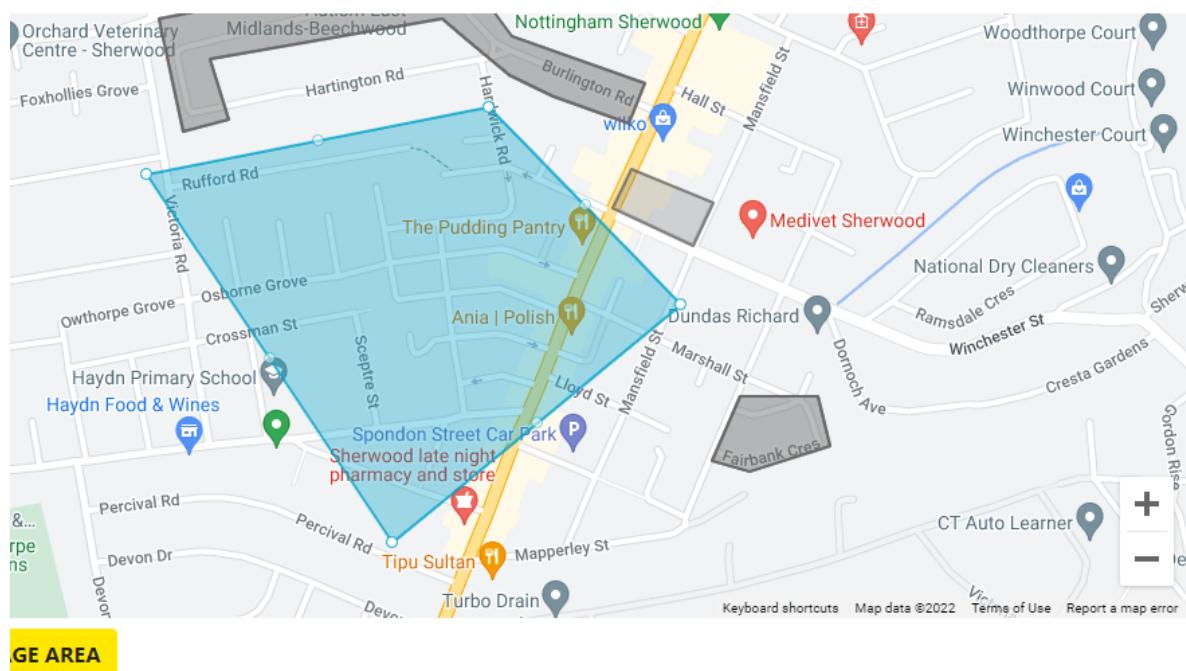
Search for a street or postcode to move the map to that location



Back

SAVE DATA

For mapping the scheme's area you can click on the map to create points until you have an enclosed shape that encompasses your scheme area. On this map you will also see grey outlines of any existing schemes in your area. You can then use 'Save Data' to save your scheme's details.



MAP AREA

SAVE DATA

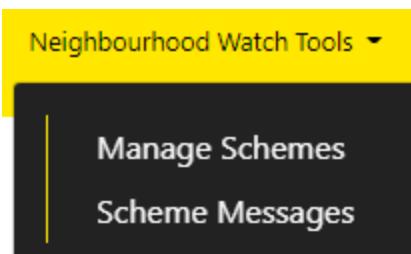
Once you have then created your scheme, you will automatically be added as the 'Main Coordinator' for the scheme. You can then see the scheme's details from your 'Details' page in your account, or from: Neighbourhood Watch Tools > Manage schemes.

# Neighbourhood Watch

You are a member of the below schemes

 Test Scheme (000154049)

Awaiting Approval



When you have initially added your scheme, you will see that this is marked as 'Awaiting Approval'

## Approving your Neighbourhood Watch scheme

Once you have added a new scheme for your area, this will need to be approved by the local Neighbourhood Watch representative for your area, before you are able to access the full options for your scheme.

You can find the details for any local Neighbourhood Watch association in your area 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) from: [ourwatch.org.uk/general-enquiries](mailto:ourwatch.org.uk/general-enquiries) or [enquiries@ourwatch.org.uk](mailto:enquiries@ourwatch.org.uk) or at: 0116 402 6111

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

Once your scheme is then verified you can then access your scheme options as detailed [in the guides here](#).

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## How to sign up / register for the Alert messages

(Example steps below from: <https://neighbourhoodalert.co.uk/>)

On any of the Neighbourhood Alert websites, you should see a 'sign up' option, as below:

**SIGN UP**      **LOGIN**

From the signup option, you will be taken to the form, as below, to fill in your basic details:

I agree to the [terms & conditions](#).

**Join**

Once you have submitted these details, you will then see the screen to enter your email verification code:



**Thank you, Demo**  
Please complete your registration

In order to complete your registration we have emailed you a verification code. Please check your inbox (or spam) and enter the code below.

Please enter the code you received:

[Resend code](#)  
[I do not have access to my email at present](#)

**Verify Code**

You should receive an email similar to the below which includes this verification code:



## Your passcode for "Neighbourhood Alert" registration

Hi Demo,

Thank you for choosing to join Neighbourhood Alert. To complete your registration process please enter the following passcode on the registration page:

**621 989**

*Or, click [this link](#) if you don't have the registration page open.*

*Please note: If you do not complete your registration within the next 5 days your details will be deleted.*

Once you have then entered the verification code, you can then confirm the full details for your account, including your address, any optional contact details and the organisations that you wish to receive the Alert messages from:

The logo for Neighbourhood ALERT, identical to the one at the top of the page.

**Thank you, Demo**

Please complete your registration

---

**Your Address**

Please select your correct full address from this list:

Select your address

**Your Details**

Mobile Number (optional)

Your Mobile Number

Landline Number (optional)

Your Landline Number

Date of Birth (optional)

## Who Can See Your Information

Only licenced *Information Providers* are able to send messages and you control if they are able to see your details or not. This is a list of all the available *Information Providers* in your area. You will only receive messages from and be visible to the ones you select here:

- Fire & Rescue Service [More info](#)
- Get Safe Online [More info](#)
- Local Authority [More info](#)
- Neighbourhood Watch (Recommended) [More info](#)
- Office of the Police & Crime Commissioner [More info](#)
- Report Fraud (Recommended) [More info](#)
- The Police (Recommended) [More info](#)
- Trading Standards [More info](#)

[Complete Registration](#)

## Thank you, Demo

Please complete your registration

### Your Address

Please select your correct full address from this list:

Sherwood Business Centre 616A-620A Ma▼

[My address is not listed](#)

### Your Details

Mobile Number (optional)

Your Mobile Number

Landline Number (optional)

Your Landline Number

Date of Birth (optional)

dd/mm/yyyy

## Who Can See Your Information

Only licenced *Information Providers* are able to send messages and you control if they are able to see your details or not. This is a list of all the available *Information Providers* in your area. You will only receive messages from and be visible to the ones you select here:

- Fire & Rescue Service [More info](#)
- Get Safe Online [More info](#)
- Local Authority [More info](#)
- Neighbourhood Watch (Recommended) [More info](#)
- Office of the Police & Crime Commissioner [More info](#)
- Report Fraud (Recommended) [More info](#)
- The Police (Recommended) [More info](#)
- Trading Standards [More info](#)

[Complete Registration](#)

Once you have entered these details, you will then be automatically logged in to your account, and you can view your details and message settings, as below:

### Member Area

You are now logged in. Please review the "What to Do Next" suggestions below or browse using the navigation above.



[Change Profile Picture](#)

#### Your Details [Edit](#)

Demo Registration  
Sherwood Business Centre 616A -620A Mansfield Road  
Nottingham  
NG5 2GA

Email : harley@visav.co.uk ( Verified)

#### Member ID

NW003549078  
Date Registered : 05/11/2025

### Your Neighbourhood Alert Account

#### Interests & About You

[Interest Groups](#) Select which groups you belong to, or would like to receive messages about.

[Demographics](#) Let us know your demographic information in order to receive messages best suited to you.

#### Information Providers

[Information Providers](#) Review and configure which Information Providers can see your details and communicate with you.

#### Message Settings

[Alerting Locations](#) Choose which areas you'd like to receive messages for.

[Communication Methods](#) Select which methods (email, sms, voice, WhatsApp) you would like to receive messages through.

[Message Types](#) Choose the types of messages you would like to receive.

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## Neighbourhood Alert email layout and features

Whichever Alert website you have registered on (or been registered on by a Police officer), the emails you receive will have certain common features.

This is an explanation of the main features of all Alert emails and will assist you in understanding what facilities are available to you and more importantly whether or not the email is from us and genuine.

The banner at the top of the email shows the Website Logo, for the website that you registered for Alert messages on.

The right-hand logo at the top of the email shows the Information Provider Logo, which shows the organisation that sent you this Alert message.

The 'message icon' to the left of the Information Provider Logo, will indicate the 'message type' and 'urgency' as have been set by the message sender.



### Test Message To Display Neighbourhood Alert Email Layout

Hi Test User,

This is a test message.

Reply

Share

Rate



#### Message Sent By

Connor Byron  
(VISAV, Administrator, UK)

#### Your Neighbourhood Alert account...

[Area Insights](#)

[Update Preferences](#)

[System Support](#)

[Unsubscribe](#)

Below the content of the Alert email you will see the details of the administrator who sent the Alert message (Name, Role, The organisation which they represent).

You will also see a number of buttons which you can use to perform various actions, as explained below:

 **Reply**

The 'Reply' option allows you to login to your account and send a reply regarding the Alert message directly to the specific sender of the Alert.

 **Rate**

The 'Rate' option allows you to rate a few aspects of the message, your feedback is always helpful for composing the most useful messages.

 **Share**

The 'Share' option allows you to share the Alert message via a number of options, including to other email addresses (who are not signed up for Alerts themselves), as well as various social media options such as: Facebook, Twitter and a number of others. The message sender may disable the option to share a message by social media, however, the option to share by email should always be available.

## Update Preferences

The 'Update Preferences' option allows you to easily access your account message settings, including the option to unsubscribe, these actions are described in detail in the guide [here](#).

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## How to check an Alert is a genuine email

Whatever type of message you receive, from whichever Information Provider (message sender), all Alert emails you receive will have common factors, as detailed below using example screenshots.

All Neighbourhood Alert messages are sent from [alert@neighbourhoodalert.co.uk](mailto:alert@neighbourhoodalert.co.uk)

### First logo showing on the email – the site you joined:

The first banner showing at the top of the message, whoever it comes from and whatever the subject, will ALWAYS be the banner of the website through which you joined; in the example below this is “In The Know Surrey and Sussex”, but could be the national Our Watch, Neighbourhood Watch Scotland or Neighbourhood Alert sites, or one of the regional sites such as Cumbria Community messaging or Thames Valley Alert.

Genuine alert messages will also include a sign off detailing the individual or team that have sent the message; a profile picture for the sender may also be included, if one has been uploaded by the sender.

Furthermore three buttons should appear above this allowing you to interact with the message in different ways such as rating the message or replying to the message sender.

 **Reply**

 **Share**

 **Rate**



**Message Sent By**

Hull North Neighbourhood Policing Team

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## Receive Alert messages for multiple locations

When signing up to Neighbourhood Alert, you are required to set an address for your account. This is so that you can receive Alert messages relevant to your local area.

The Neighbourhood Alert system also allows members to add multiple areas to their account, if they would like to receive Alert messages for different locations. This can be done by logging into your account, then accessing the option 'Configure areas you'd like to receive messages related to'.

 Alerting Locations

Choose which areas you'd like to receive messages for.

From there, you may be required to enter a verification code. This will be sent to you via email, text message, or WhatsApp message depending on your account settings.

## Check Your Email

Please enter the code below

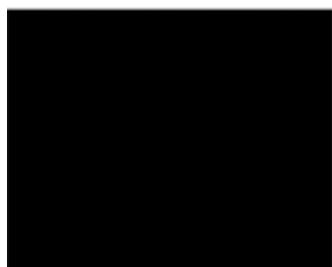
In order to continue we have emailed you a verification code. Please check your email inbox (or junk/spam folders) and enter the code below.  
[Resend Code](#)

Please enter the code you received:

**Verify Code**

Once this has been entered, you can edit the existing address on your account.

## Registered address



 Edit

Or you can add an additional location to your account so you can receive Alert messages for another location.

## + Create new alerting location

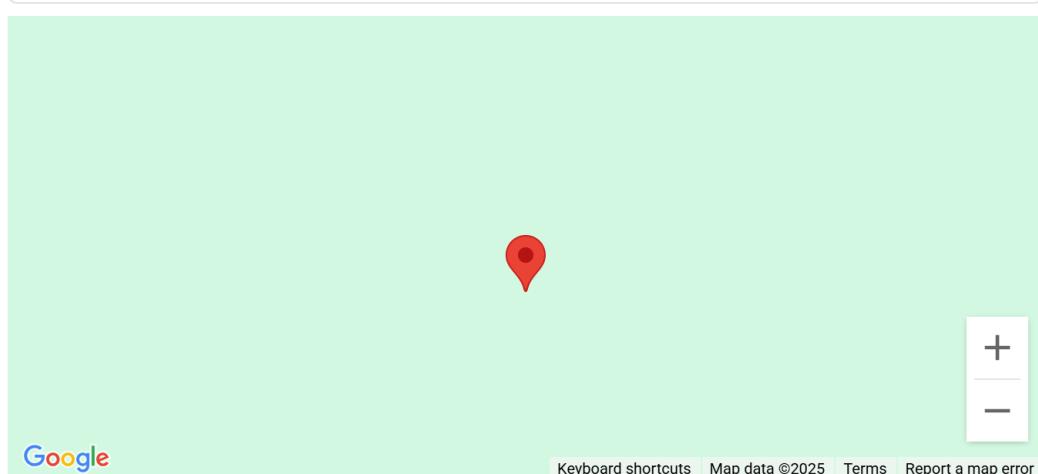
When adding a 'new alerting location', you can firstly set a name for the location.

Name for location

Then you can use the location search to look up a location. When you have selected a location, the map will update to reflect this. You can also drag the red pin on the map to further adjust the selected location.

Search for location

Search for location



From there, you can save this added location and you will now receive Alert messages for this 'Alerting Location'. You will not receive duplicate messages by having multiple alerting locations on your account.

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## How to rate a message

To rate the message you have received simply click on the "Rate" button on the footer of the message:

 Rate

You will first be asked to indicate whether you found the message to be useful by clicking on the "thumbs up" or "thumbs down" icon:



Next you can give the message an overall star rating out of five:



And also use the tick boxes to give feedback on what you felt was "good" and "not so good" about the message:

### What was good?

- It was accurate
- It contained new information I can use
- I will act on this information
- The point was well described
- It was timely
- I found it relevant to me

### What was not so good?

- It was badly written
- I found it condescending
- I think it was inaccurate
- I disagree with the content
- It was late, not timely
- It was not relevant to me

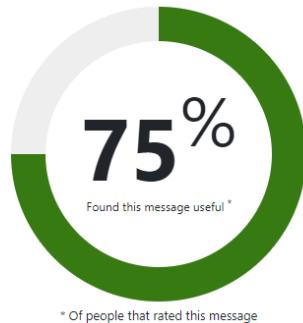
You then have the option to provide some general feedback on the Alert system itself:

The following options are about your experience with the messaging system, not any particular message.

<input type="checkbox"/> I am receiving duplicate messages	<input type="checkbox"/> I am receiving too many messages
<input type="checkbox"/> I am not receiving enough messages	<input type="checkbox"/> The emails take a long time to download
<input type="checkbox"/> The system is fantastic	<input type="checkbox"/> The messages in general are excellent
<input type="checkbox"/> The images do not display correctly	<input type="checkbox"/> I would rather have plain text e-mails

Saving the results will then take you to a second screen that shows the percentage of people who rates the message as "Useful" and an average star rating out of five, taking into account the feedback given by everyone who has rated the message:

#### Overall Usefulness



#### Average Star Rating

 4.25/5

The final [Click Here to View More Alerts](#) button will display the live Alert feed for the site you are a member of.

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## How to reply to a Neighbourhood Alert email

From the bottom of any Neighbourhood Alert email that you have received you can reply directly to the sender of that message, which allows your message to be quickly directed specifically to the sender, which they are then notified of.

If you are logged into your account on your device, you can use the following steps:

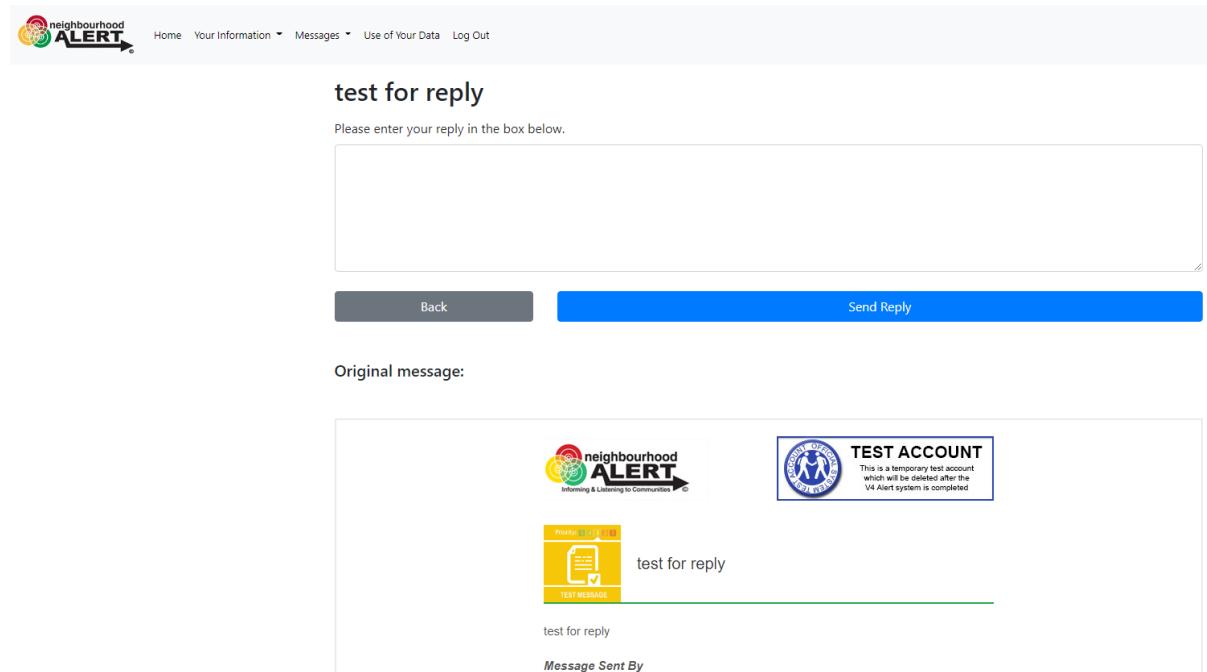
First, select the 'reply' option from the button at the foot of the email:

Reply

Share

Rate

You can then compose your reply, complete the captcha and click 'send':



test for reply

Please enter your reply in the box below.

Back Send Reply

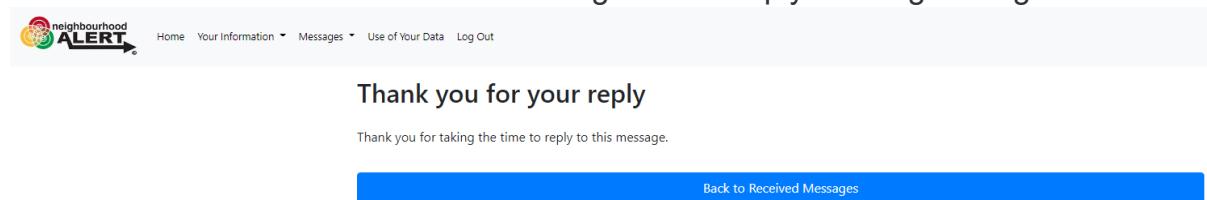
Original message:

test for reply

TEST ACCOUNT

Message Sent By

You will then see the confirmation message for the reply message being sent:



Thank you for your reply

Thank you for taking the time to reply to this message.

Back to Received Messages

If you are not currently logged into your account, you can reply using the following steps:

First, select the 'reply' option from the buttons or links at the foot of the email:

Reply

Share

Rate

You can then login to your account and compose the reply message.

The screenshot shows a web application interface for 'neighbourhood ALERT'. At the top, there is a navigation bar with links: Home, Your Information, Messages, Use of Your Data, and Log Out. Below the navigation bar, the title 'test for reply' is displayed. A sub-instruction 'Please enter your reply in the box below.' is followed by a large, empty text input box. At the bottom of this section are two buttons: 'Back' (grey) and 'Send Reply' (blue). Below this, the text 'Original message:' is followed by a message card. The message card contains the 'neighbourhood ALERT' logo and a 'TEST ACCOUNT' badge with the note 'This is a temporary test account which will be deleted after the V4 Alert system is completed'. The message itself is titled 'test for reply' and includes a 'TEST MESSAGE' icon. Below the message, the text 'test for reply' is repeated, followed by the heading 'Message Sent By'.

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## How to share an Alert message by email

### Why have a separate Share system?

The 'Share' option within the Alert system allows you to pass on Alert messages to other who are not registered for messages themselves, without giving them your own copy of the Alert message, which would include things like unsubscribe links, so that others do not have access to this and cannot affect your account.

Using this method they are sent their own copy directly from the system without any of your details (or any details of others you may have forwarded to) being included in that email.

This also enables the recipient of the 'Shared' message to remove themselves from your 'sharing list' if they do not wish to be forwarded any further Alert messages.

### How to forward messages using the Alert system:

From the options at the foot of any Alert email, you can use 'Share' to access the email sharing options:

Reply

Share

Rate

You can then select the 'Share via Email' option.

#### Share via Email



Share via Email

After clicking the share option, you will then be presented with the login screen to confirm your identity in order to share this message.

# Login

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

Please enter your registered email

Login

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

After inputting your email address, you will be sent a link by email, where you can login and share the message.

## How to add new recipients / groups to forward Alerts to

If you have not added any recipients to forward to yet, you will then see the following options for adding recipients to share to, as well as adding groups to sort any saved recipients into.

### Available Groups

[To create groups, click here](#)

Currently no groups

[To create groups, click here](#)

### Available People

[To add people, click here](#)

Currently no forwarding users

[To add people to forward to, click here](#)

Add Note & Share With Selected

You can add new recipients to share Alerts to, as below:

### Sharing Users

Show 10 entries

Search:

Name	↓↑	Email	↓↑		↓↑
No data available in table					

**Add User** X

---

**Name**

**Email**

**Group Memberships**

Currently no groups

---

Cancel OK

You can also then create groups to sort any added recipients into, as below:

**Sharing Groups**

Show 10 entries Search:

Group Name	# In Group	+
No data available in table		

**Add Group** X

---

Please enter a name for your group.



---

Cancel OK

You can add recipients to groups either when adding the new recipient (if the group already exists), or from the edit option for the recipient, as below:

## Sharing Users

Show 10 entries		Search:
Name	Email	
Test Recipient	test@visav.co.uk	 

### Edit Test Recipient

**Name**  
Test Recipient

**Email**  
test@visav.co.uk

**Group Memberships**  
 Test Group

**Cancel** **OK**

## Sharing to saved recipients / groups

Once you have added recipients and/or groups to share to you will then see the below options from the share screen:

[Back to share options](#)

**Available Groups**  
To create groups, click here

Search groups...  
 Test Group (1 person)

**Available People**  
To add people, click here

Search people...  
 Test Recipient (test@visav.co.uk)

**Add Note & Share With Selected**

Here you can tick the people or groups that you would like to share to, then click the 'Add note & Share' button.

## Are you want to share this message X

Please confirm sharing this message if you would like to include a note when you share the message please enter it below.

Enter a note to be included with the shared message

**Cancel**

**Share Message**

Here you have the option to add a note above the forwarded Alert email to send to the share recipient, or you can just choose 'Share Message' with no extra note to then share this to the selected recipients / groups.

**RETURN TO CONTENTS**

## How to share an Alert message to social media (Facebook, Twitter, WhatsApp etc)

### How to share messages using the Alert system:

From the options at the foot of any Alert email, you can use the 'Share' option to access the email sharing options:

Reply

Share

Rate

You can then select the option to share to your chosen Social Media platform:

Share via Email



Share via Email

Share via Social Media



Share via Facebook



Share via X



Share via LinkedIn



Share via WhatsApp



Share via Messenger



Share via Nextdoor



Copy Link

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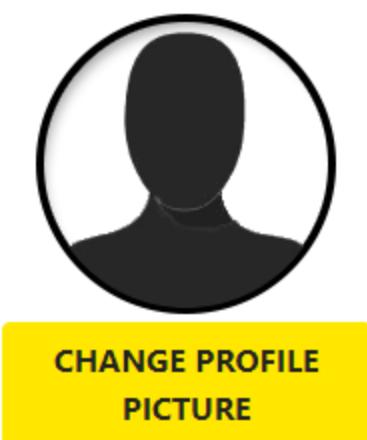
## How to change my personal details (email & postal address)

### Logging In

While logging in to your account is not necessary to receive Alerts by email, you may sometimes want to update your information. To login to your account, follow the steps in the guide here: [How to log in to your account \(One-time login link\)](#)

### Updating Your Details

Once you're logged in, you should see an overview of your profile picture, your details and "What to do next" tips. Here you can set or change your profile picture by clicking the button beneath it.



You can also update your details by clicking the pencil icon next to the "Your details" header.

### Your Details

To edit these details, you will be required to firstly enter a verification code, which will be sent to you either by email, from [alert@neighbourhoodalert.co.uk](mailto:alert@neighbourhoodalert.co.uk), or by text message / WhatsApp, depending on how your account has been configured to receive messages. If you input the code received, this should then allow you to view and edit your account's details.

# 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**

This will take you to a page which you can edit your contact information and address, once this is done, please ensure that you click the 'Save' button on this page.

## Edit Your Details

Basic Details (NW001396612)		
 <b>CHANGE PROFILE PICTURE</b>	First Name	
	Surname	
	Date of Birth	dd/mm/yyyy <input type="button" value=""/>
Email		
<input type="text"/>		
Login Information		
<input type="text"/>		
<b>Change Password</b>		
Telephone Numbers		
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"/>

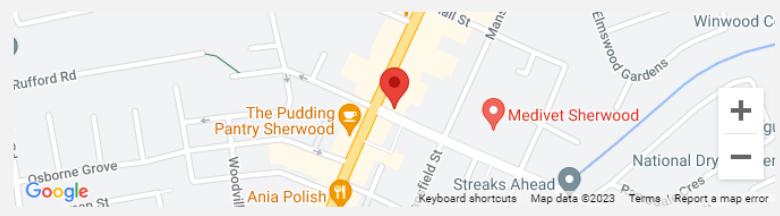
When updating the address on your account, you can use the 'Find address' option to automatically find your location on the map and set your pin. This will ensure that you will then receive any Alert messages for your new area.

For altering your area, without changing your listed address, you can also click and drag the red pin on the map as below, which will allow you to receive the Alerts for another area, while having your original address listed on your account.

Address

0-0 Shell For 1 And 1A Winchester Street /

Nottingham



Back

**SAVE**

**RETURN TO CONTENTS**

## How to change the amount and types of messages you receive

If you feel you are receiving too many messages or that some are not relevant to you, the Alert system provides a quick and easy way to filter the messages that you can receive.

At the bottom of all Alert emails you will find a link to 'Update Preferences'. **You can also access these same settings from directly within your account, from the 'What To Do Next' section.**

Click the "Update Preferences" button at the bottom of any Alert email sent to you:

[Area Insights](#)    [Update Preferences](#)    [System Support](#)    [Unsubscribe](#)

This should take you to a screen as pictured below

## Configure your account

- Action Fraud (NFIB) [More Info](#)
- The Police (Recommended) [More Info](#)
- Get Safe Online [More Info](#)
- Local Authority [More Info](#)
- Neighbourhood Watch [More Info](#)
- Office of the Police & Crime Commissioner [More Info](#)

### I want these messages

- Business: Burglary alert
- Business: Crime alert
- Business: Fire safety news
- Business: Role specific message
- Business: Scam Alerts
- CCTV request
- Commissioner Update
- Community Safety News
- Counter Terrorism
- Counterfeit currency alert
- Covid Related
- Crime Updates

### I don't want these messages

- 



Once you have made any changes, please click the request code button to be sent a confirmation email. This email will contain a pin to input on this page.

These settings changes will only be saved for your account once this code has been entered and submitted successfully, otherwise no changes will be saved. :

[Request Code](#)

## Information Providers

From there, if you wish to stop receiving all messages sent by a specific organisation, that is licenced to send Alert messages through the system (Information Provider), you can change these from the option, pictured below.

- Action Fraud (NFIB) [More Info](#)
- The Police (Recommended) [More Info](#)
- Get Safe Online [More Info](#)
- Local Authority [More Info](#)
- Neighbourhood Watch [More Info](#)
- Office of the Police & Crime Commissioner [More Info](#)

## Message Types

As any Alert is created to be sent, it has to be linked to a "Message Type", by editing your 'message types' you can decide which message types you want to receive (or not). Simply click any message types that do not apply or interest you to move them to the 'I don't want to receive these messages' section. These types can also be moved back at any time from this same section.



Once you have made changes to your settings here, to apply these settings, you can click on the 'Request Code' button at the bottom of the page.

[Request Code](#)

This should send an email to you containing a 6 digit code. This email will be sent from [alert@neighbourhoodalert.co.uk](mailto:alert@neighbourhoodalert.co.uk) to the email address your account is registered under.

Thank you for taking the time to review your settings for Devon and Cornwall Alert messages.

Please enter the following PIN on the settings screen. This will confirm your account and allow us to apply your new settings:

**276 255**

Entering the code received by email, on this page, then clicking 'Save Settings' should then apply the changes to your account.

Input the code you were sent by email:

[Save Settings](#)

## Unsubscribe

If you do wish to unsubscribe completely, simply navigate to the Unsubscribe option, from the bottom of an Alert message.

[Area Insights](#)

[Update Preferences](#)

[System Support](#)

[Unsubscribe](#)

This will then require you to login to your account. This involves inputting your email address, which should then send you a link by email, where you can access your account and unsubscribe.

## Unsubscribe

Please login in to configure your account or unsubscribe. Use the one time code process below if you do not know your login details.

Note: This process will only work if you are the original recipient of the Alert email. If the messages are forwarded to you by someone else, contact them directly.

## Login

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

Please enter your registered email

Login

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

Once logged in, you can then unsubscribe from the system, using the red 'I just want to leave the entire system' option at the bottom of the list.

I have moved house

My contact details have changed

I'm receiving too many messages

I'm receiving duplicate messages

The messages are not relevant to me

I don't want messages from a particular organisation  
(e.g., Neighbourhood Watch)

Due to death

I just want to leave the entire system

## Changing message settings from the member admin

You can also update the amount and types of messages you receive when logged into your account.

When logged in, this will open your member admin area, where you can edit your current message settings or unsubscribe:

### Your Neighbourhood Watch Account

#### Interests & About You

##### INTEREST GROUPS

Select which groups you belong to, or would like to receive messages about.

##### DEMOGRAPHICS

Let us know your demographic information in order to receive messages best suited to you.

#### Information Providers

##### INFORMATION PROVIDERS

Review and configure which Information Providers can see your details and communicate with you.

#### Message Settings

##### ALERTING LOCATIONS

Choose which areas you'd like to receive messages for.

##### COMMUNICATION METHODS

Select which methods (email, sms, voice, WhatsApp) you would like to receive messages through.

##### MESSAGE TYPES

Choose the types of messages you would like to receive.

## Information Providers

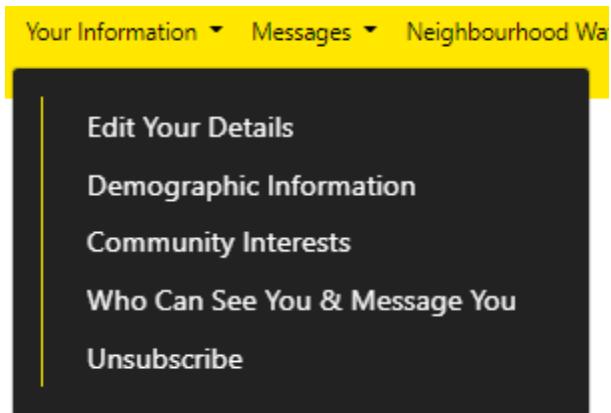
The information providers you are opted into can be updated from the 'Information Providers' option, when logged into your account.

## Message Types

To update your message type setting when logged into your account, access the option 'Configure the types of messages you would like to receive.'

## Unsubscribe

If you do wish to unsubscribe completely, simply navigate to: 'your information' > 'unsubscribe'. This option should be at the top of the screen, when logged into your account.



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## How to edit my Community Interests

Why update your Community Interests?

The selections you make when you register, when answering some survey questions and when you log into the Member Admin area have a direct impact on several things. Messages are often sent to members of specific groups, if the police know that you are for example a farmer, own a dog or regularly ride a bike this can influence the messages that are sent to you.

It is important to send relevant messages to members and not overload them with everything, therefore the more information we can securely store about you, the more targeted and relevant the Information Providers can be with their messages to you.

Some of the interest groups will affect other information that you may be asked for and influence operational policing in your area.

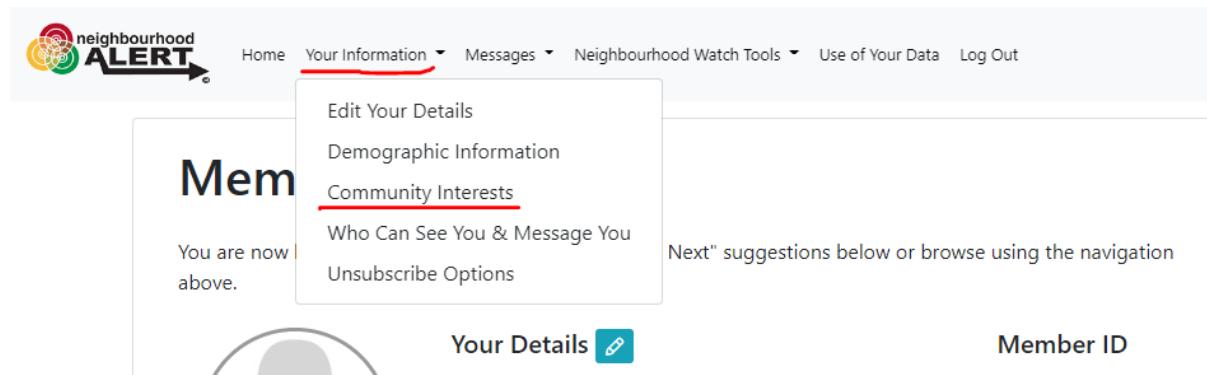
If you mark that you operate CCTV cameras then we feed this information in many areas directly to front line police so they can ask you if you have any footage that may assist in an enquiry. This saves a lot of time and money when trying to locate evidence.

Dog walkers are a great resource for noticing and finding things. many forces are building up databases within Alert of dog walkers so they can quickly ask you if you have seen anything when out and about.

We are also building up a register of people that may be able to help during environmental disasters, severer weather and other community problems. People that drive 4x4 vehicles, manage community centres and village halls or have first aid training are very useful contacts to have registered on Alert.

How to update your interests

1. Ensure you are logged into your account.



2. From the menu on the top, select the "community interests" option.

## Community Interest Groups

- +  Antisocial Behaviour Watch**
- +  Business Watch**
- +  Carers, Home Help**
- +  Charity**
- +  Community Safety**
- +  Councillors**
- +  Dog Watch**
- +  Education, Schools, Colleges ETC**
- +  Emergency Services**
- +  Equality & Diversity**
- +  Faith Group Contacts**
- +  Gardening, Allotments**
- +  Health and Social Care**
- +  Landlords**
- +  Neighbourhood Watch**
- +  Parent**
- +  Partner Agency Contacts**
- +  Police**
- +  Pub Watch**
- +  Rural, inc Farm Countryside watch**
- +  Shop Watch**

3. You will now see a list of categories each of which contain a number of groups that you can select. Once you have chosen the interests, click the "save button".

If you are registered to a National Alert site such as the Neighbourhood Watch's Alert site: <https://members.ourwatchmember.org.uk/> you may also see the option to 'Review Local Police Force Groups'. This will allow you to switch between the groups for your local Police force, and the groups for the site you registered to.

[Review Local Police Force Groups](#)

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## **SMS received for a comms issue on your account**

### **What is a comms issue?**

A communication issue (comms issue) is where a member on the Neighbourhood Alert system is unable to receive messages by one or more of your contact methods (email / sms / voice).

### **How do comms issues arise?**

The Alert system is able to track and record Alert messages sent to members, which means that if an email message is not sent successfully and “bounced back” to us, this is marked on your account in the audit trail. Depending on the issue that has caused this, the system may then suspend your email address from being sent further messages and would place you in the “comms issues” list until the comms issue has been resolved.

### **Automatic response for Comms Issues**

If an email message fails to be delivered to you, and if you also have an active mobile number on your account, the system will then send an **automated sms text message** to you from: **07860022901**, requesting **an updated email address**, and if this is provided your account will be updated automatically and the comms issue resolved.

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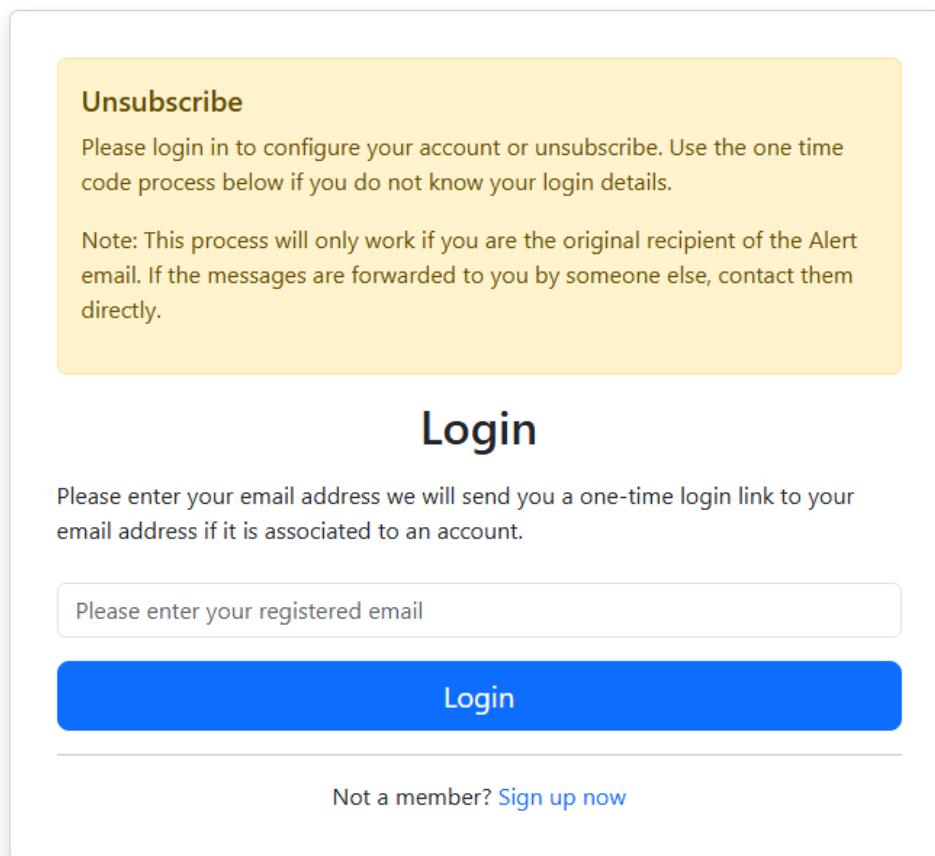
## Duplicate Alert Messages / Duplicate Accounts

If you are receiving duplicate Alert messages, a possible cause for this is that more than one account with your details has been registered on the Neighbourhood Alert system.

The simplest way to resolve this would be to use the 'unsubscribe' link at the bottom of one of the duplicate messages, and from there you can then unsubscribe the account that this Alert was sent to.

[Area Insights](#)    [Update Preferences](#)    [System Support](#)    [Unsubscribe](#)

This will then require you to login to your account. This involves inputting your email address, which should then send you a link by email, where you can access your account and unsubscribe.



The image shows a web-based interface for managing account preferences. At the top, there are four navigation links: 'Area Insights', 'Update Preferences', 'System Support', and 'Unsubscribe'. Below this, a yellow box contains the 'Unsubscribe' section, which includes instructions for logging in and a note about the process only working for the original recipient. Below the yellow box is the 'Login' section, which asks for an email address and features a blue 'Login' button. At the bottom of the login form, there is a link for non-members to 'Sign up now'.

**Unsubscribe**

Please login in to configure your account or unsubscribe. Use the one time code process below if you do not know your login details.

Note: This process will only work if you are the original recipient of the Alert email. If the messages are forwarded to you by someone else, contact them directly.

**Login**

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

Please enter your registered email

Login

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

Once logged in, you can unsubscribe from the system, using the red 'I just want to leave the entire system' option at the bottom of the list.

## Unsubscribe

We're sorry to hear that you want to leave the system. Before you go could you please let us know the reason you are planning to leave:

- [I'm receiving too many messages](#)
- [I'm receiving duplicate messages](#)
- [The messages are not relevant to me](#)
- [I have moved house](#)
- [I don't want messages from a particular organisation  
\(e.g., Neighbourhood Watch\)](#)
- [Due to death](#)
- [I just want to leave the entire system](#)

This means you should only receive Alerts through your one remaining account on the system from that point onward.

If you do have any trouble with removing a duplicate account, or if you want to retain a specific account, please contact your local association or our support team at: [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and we would be happy to assist you with this.

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## How to Unsubscribe

### Do you really want to unsubscribe?

This may seem like a silly question if you are trying to unsubscribe but sometimes we have found that the reasons people give for needing to unsubscribe can be solved by changing a few settings, for example:

- **You are moving house**
- **You don't want messages from a particular Information Provider**
- **You are receiving irrelevant messages**

These issues can be quickly resolved by directly updating your account settings. For further details on these settings and how they can be adjusted, please see the bottom of this page.

### Access your settings:

To reach the unsubscribe page, you can use the 'Unsubscribe link', which should appear at the bottom of any Alert message received.

[Area Insights](#)

[Update Preferences](#)

[System Support](#)

[Unsubscribe](#)

This will then require you to login to your account. This involves inputting your email address, which should then send you a link by email, where you can access your account and unsubscribe.

## Unsubscribe

Please login in to configure your account or unsubscribe. Use the one time code process below if you do not know your login details.

Note: This process will only work if you are the original recipient of the Alert email. If the messages are forwarded to you by someone else, contact them directly.

## Login

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

Please enter your registered email

Login

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

On the unsubscribe page you will see a number of options to allow you to adjust your settings, if you are wanting to adjust the messages you are receiving, or unsubscribe:

I have moved house

My contact details have changed

I'm receiving too many messages

I'm receiving duplicate messages

The messages are not relevant to me

I don't want messages from a particular organisation  
(e.g., Neighbourhood Watch)

Due to death

I just want to leave the entire system

You can also unsubscribe completely using the bottom option in this list, which you can then confirm from the screen pictured below:

## Unsubscribe

If you choose to unsubscribe, you will not receive any further messages from any Information Provider.

- Yes, unsubscribe me from everything.
- No, keep my current message settings.

Please enter the reason you are unsubscribing below.

Back

Save

## You are moving house

The Alert system is a national system and can provide messages for every area in the UK. Over twenty Police forces use the system and national services like Action Fraud and Neighbourhood Watch provide messages to all areas on England, Wales, Scotland and Northern Ireland.

If you are moving out of one Police Force area but remaining in the UK, simply update your address in the 'Member Admin' area and you will start to receive messages relevant to your new location.

You can also email [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and ask us to update your address. We can also change the website that your account is associated with to a new one relevant to your new location. To change your website, include this request in your email.

## You don't want messages from a particular Information Provider

You can instantly change which Information providers can send you information and remove any of them. This means you do not need to unsubscribe from the entire system if you simply want to stop messages and no longer share your details with the Police, Neighbourhood Watch or any other Information Provider.

To review and change who can see you, click the "Update Preferences" link which appears at the bottom of all Alert emails, or log in directly to the Member Admin area and visit the 'Information Providers' section.

## You are receiving irrelevant messages

If there are certain types of message you don't wish to receive (e.g. business burglary alert / meeting notifications / surveys), you can simply untick these in the "Types of message" section, from the 'Update Preferences' option in any Alert email, or directly from within the Member Admin area when you login.

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## Do You Know Who Owns Your Data?

Our subscribers join Neighbourhood Alert (or a localised version) through various means, including their local police authority, Action Fraud or Neighbourhood Watch, so you may not be aware the system is owned and powered by VISAV Ltd.

As a subscriber to Neighbourhood Alert, VISAV Ltd own your data - which is a good thing because unlike, for example, Facebook, Instagram and WhatsApp communication apps, which are owned by USA conglomerates, VISAV Ltd is a small British company based in the heart of Sherwood, Nottingham and trusted by the 80 plus police and other government bodies that send out regular Alert messages to our 1.5+ million subscribers.

Furthermore, as a member of the system, please note that whilst we own your data, we can't actually do anything with it under the General Data Protection Regulations (GDPR). In addition, our Police data processing agreements ensure we offer the safest system for storing data. We have accreditations backed by the government and your data does not bounce through foreign soil! Every bit of your data is encrypted when it is stored and again when it is backed up. So even if a hacker were to steal one of our servers (where your data is stored) it would be useless to them.

You can also see an overview of the data that we hold for you from within your Neighbourhood Alert account from the 'Use of your data' option when you are logged in.



[Home](#) [Your Information](#) [Messages](#) [Neighbourhood Watch Tools](#) [Use of Your Data](#) [Log Out](#)

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## Who are VISA Limited

### Who We Are and How Your Data Is Protected

**VISA Limited (VISA)** develops and operates the **Neighbourhood Alert** network across the UK. We are the **national Data Controller** for the entire platform and own each of the websites that make up the network.

#### Neighbourhood Alert Sites

Each police force, Neighbourhood Watch group, or other approved organisation that uses the system is known as an **Information Provider (IP)**. When an organisation becomes licensed to use the platform, they take on the responsibilities of a **Joint Data Controller** alongside VISA. This means both VISA and each Information Provider share responsibility for ensuring your information is handled lawfully, securely, and only for its intended purpose.

As the national Data Controller, **VISA's role** is to make sure every Information Provider understands and complies with the **UK GDPR** and the **Data Protection Act 2018**. We manage the system's data-security framework, handle any data-protection queries or subject-access requests, and ensure all processing is transparent and compliant.

When you register on any Neighbourhood Alert site, you agree that **VISA can securely hold your details** within our UK-based, police-accredited data centres. You then choose which Information Providers you wish to receive messages from — and you can **opt in or out** of each provider at any time.

Before completing registration, you will see the full list of approved Information Providers for your area. Every three months, we will remind you who you are opted in to. You can review or change your settings at any time using the links in every Alert email or by logging in to your secure member area.

To ensure full transparency, the system provides a **complete audit trail** showing exactly who has accessed your data and for what purpose. This gives every member full visibility and accountability at every stage.

VISA will never share, sell, or use your personal data for any commercial purpose. We will only share it with the Information Providers you have chosen, or where required by law to detect or prevent crime or to protect public safety.

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### About VISA Ltd

**VISA Limited** is a UK-based technology company specialising in secure, GDPR-compliant communication platforms for policing and public-sector partners. We are a small, independent business based in Nottingham, operating since 2007.

#### **Registered Office:**

VISA Ltd  
Sherwood Business Centre  
616A Mansfield Road  
Nottingham  
NG5 2GA

**What3Words:** //police.broad.tigers

**Company Registration Number:** 04511143  
**Data Protection Registration (ICO):** Z8862537

**Email:** support@visav.co.uk

**Website:** [www.visav.co.uk](http://www.visav.co.uk)

For full details, please read our

- [Terms and Conditions](#) and
- [Privacy Policy](#).

Related to

- [VISAV](#)
- [ISO](#)
- [Data Protection](#)

[RETURN TO CONTENTS](#)