



Administration for  
Coordinators

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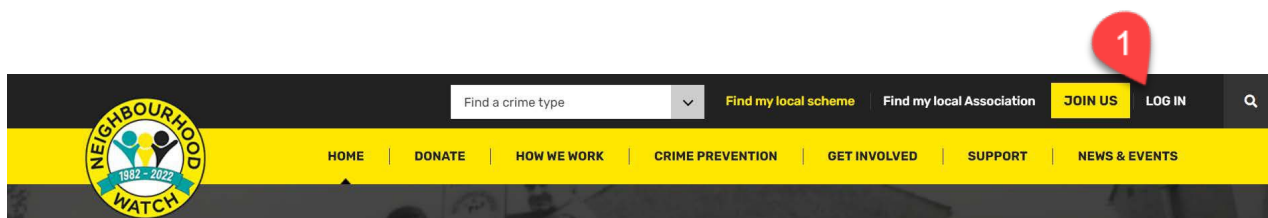


# Introduction

As a coordinator you can perform administrative tasks for your scheme and your details by using the Log In link on the menu bar of the Our Watch website. As well as being able to update your personal details and preferences you can also keep your scheme, or schemes if you are an area coordinator, up to date by allowing you to change the details of the scheme or schemes you coordinate. You can keep your scheme membership current by admitting new members, removing those who have left and editing their roles. The system also allows you to send messages securely to your scheme members and to receive replies from them. It is also possible to send email invites and messages to potential new members of schemes and will provide a list of any members of Neighbourhood Watch that live in or near a scheme area but have not yet joined a scheme.

Tasks are completed using the Alert website. To access this the secure area, you need to login to gain access to the scheme and membership administration areas.

Go to <https://ourwatch.org.uk>, you will need your username and password and click on **LOG IN**.



There are currently two versions of the software available. To be directed to the correct version for your area you will be taken to a Welcome page. Click on the required geographical area. This will open the correct login page for your version of the software that the selected area uses.


The screenshot shows the latest version of Alert V4.

Enter your email or username and your password then click **LOGIN**



If you have forgotten your password, you can create a new password by clicking the **Reset Password** button.

## 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**   
Jennifer Test  
23 Anytown Road  
Anytown  
County  
Postcode  
  
Email : my.postcode@email.com  Verified

**Member ID**  
NW001234567  
Date Registered : 29/09/2021

**What to Do Next****Interests & About You**  
 Please let us know your interests so we can send relevant messages.  
 Let us know your demographic information in order to receive messages best suited to you.**Information Providers**  
 Review and configure which Information Providers can see your details and communicate with you.**Message Settings**  
 Configure how you would like to receive messages.  
 Configure the types of message you would like to receive.**Neighbourhood Watch**  
You are a member of the below schemes  


 Blueberry Close (000012345)   

## Your Information

Once you are logged in your details will be displayed in the Member Area page. If any of your details need changing, click on the pencil icon  by the area you wish to change. You can return to the Member Area page at any time by clicking on Home in the top menu. This is described in more detail in the following sections.

### Edit Your Information

The Edit Your Details page can be opened via the top menu which provides links to each section of your personal details and preferences, or by the pencil icon next to the relevant section on the Member Area page displayed when you logged in or click on Home.




Home Your Information Messages Neighbourhood Watch

1

2

Edit Your Details  
Demographic Information  
Community Interests  
Who Can See You & Message You  
Unsubscribe Options




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

## Edit Your Details

**Edit Your Details**

**Basic Details** (NW001234567)

 **CHANGE PROFILE PICTURE**

First Name:

Surname:

Date of Birth:

Email:

Login Information

[Change Password](#)

Telephone Numbers

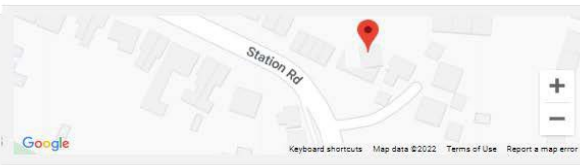
Tel:  Mobile:  Daytime Number:

Evening Number:  Emergency Number:  Alternate Mobile:

Postcode:

[LOOK UP POSTCODE](#)

Address



[Back](#) [SAVE](#)

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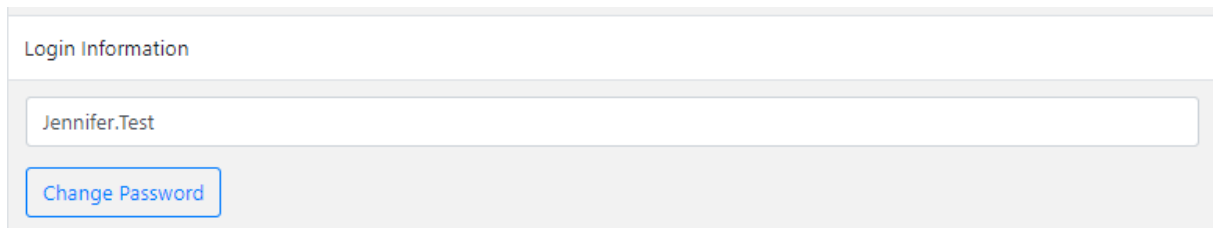
The Edit Your Details page is displayed where your details can be updated.

To make any changes to the information displayed, click in the box to change, and add, delete, or update the entry. If the address details need to be updated, you can enter the postcode of the address and click Look Up Postcode or enter the address details in the boxes. If the red address icon needs to be moved, you can click and drag it to the desired location.

If you would like to change your profile picture from the default silhouette, click the **Change Profile Picture** button. This will open a file browser where the required picture can be selected and opened. It is possible to scale the picture using a slider and move the picture by clicking and dragging (a circle shows the area that will be displayed). The picture can be rotated by clicking the appropriate arrows. Click on **Set as Profile Picture** to store the changed picture.

**Remember to click on **SAVE** to save any other changes made to the details.**

## Login Information



Login Information

Jennifer.Test

Change Password

It is possible to alter your username in the username text box under Login information. This may be helpful if you share your email address with someone else or you do not have an email address. By default, this is usually set to the email address entered when you initially registered. The system will check to ensure that the new username is not already in use before accepting the change. This will take effect next time you login. Be careful to make a note of what you choose to enter, or you will not be able to login next time.

## Changing Your Password

Changing your password regularly is a sensible security precaution. Click Change Password and the 'Please Create a New Password' page will appear.

### Please create a new password

**Please enter a password** (Minimum length 8 characters)

Enter a new password

**Please re-enter password**

Please confirm your new password

**SET PASSWORD**

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Enter the new password remembering that it is case sensitive. Repeat the same password in the second box.

Save the new password by clicking on **SET PASSWORD**. The new password will be required next time you log in. If you do forget the password, unlike the username, there is a forgotten password link on the login page which will help you to change your password for a new one. To recover your username contact your local MSA.

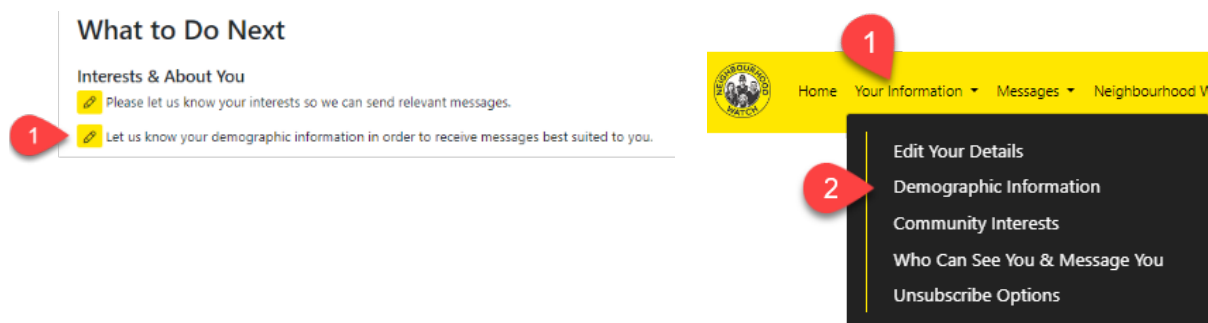


## Interests & About You

### Demographic Information

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

To enter or change your demographic information use either the top menu and select 'Your Information' then chose Demographic Information or click the pencil icon next to 'Let us know your demographic information in order to receive messages best suited to you' in the What to Do Next section of the Home page.



This will open the Demographic Information page.

**Your Demographic Information**

Opening Statement

We recognise the value of our diverse communities and want to gain a better understanding of the communities we serve together with the needs of different individuals and groups so we can improve our services. We are committed to opportunity both as a service provider and an employer and aim to tackle discrimination and harassment as part of our responsibilities under the Equality Act, 2010.

To help us achieve this, and ensure our services reach the time to answer the questions below, but complete the information collected will be treated as strictly confidential and might allow any individual to be identified to none of the other members of the community.

Please answer all questions. If you do not want to disclose your information, please select 'Prefer not to say'.

What is your age?

Please select an option

Please select an option

- 13 to 15
- 16 to 17
- 18 to 24
- 25 to 34

Do you consider yourself to have a disability?

For the purposes of the Equality Act 2010 a disability is defined as a long-term physical or mental impairment which has a substantial and long-term negative effect on your ability to carry out day to day activities.

Please select an option

How long have you lived in the area?

Please select an option


Back SAVE

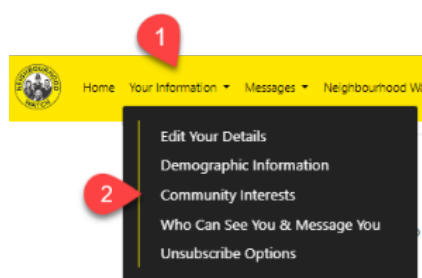
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When all the options are completed remember to press **SAVE** to store the information. The information can be changed by revisiting this page at any time and re-selecting the original choice. The **Back** button will return to the Member Details page without saving changes.

## Community Interests



Community Interests permits additional Alert messages from the community groups shown to be sent to the logged in user. The Community Interest Groups you opt into can be changed provided they are public groups. Some Community Groups are private and only the administrators of the group can invite members to join.

To join a new group, or leave one you already belong to, select Community Interests in the Your Information sub group from the top menu or click the pencil  icon next to 'Please let us know your interests so we can send relevant messages'.

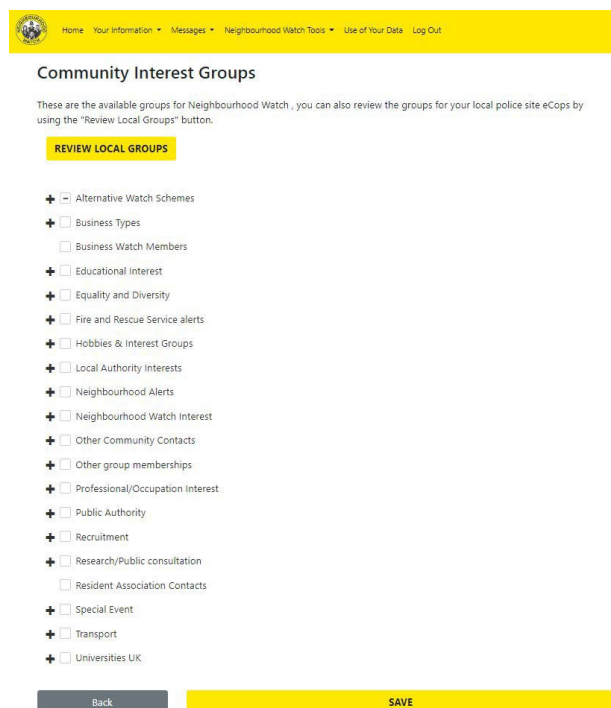



### What to Do Next

#### Interests & About You



-  Please let us know your interests so we can send relevant messages.
-  Let us know your demographic information in order to receive messages best suited to you.

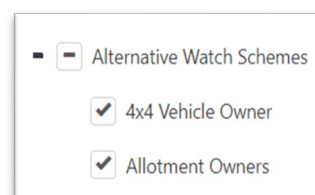
The initial view shows groups specific to Neighbourhood Watch. Clicking on **REVIEW LOCAL GROUPS** changes the view to show groups which are linked to another organisation in this case our local police version of Alert called eCops.



Click on the View/Hide row icon  to see the groups under each section.

Click on the box next to any groups you would like to receive Alerts from. If you decide to cancel this later, you can return to this area and untick the box.

The  icon will untick any previously selected choice in the current section. Here the Alternative Watch Schemes section has been opened. An empty box next to the section name can be ticked  to show a tick. This will select all the groups in that section.



Remember to save any changes by clicking on the **Save** button at the bottom of the page. Clicking on **Back** will return to the Member Area page.

## Information Providers

The organisations that you can agree to share your details and communicate with are listed here. Where organisations are not ticked their administrators cannot see your details or communicate with you. The recommended organisations are indicated and further information about them is made available by clicking on the [More Info](#) button.

### Who Can See Your Data & Send You Messages

☐ Action Fraud (NFIB) (Recommended) [More Info](#)

☐ Fire & Rescue Service [More Info](#)

☐ Get Safe Online [More Info](#)

☐ Local Authority [More Info](#)

1 ☒ Neighbourhood Watch (Recommended) [More Info](#)

☐ Office of the Police & Crime Commissioner [More Info](#)

☐ The Police (Recommended) [More Info](#)

☐ Trading Standards [More Info](#)

Back

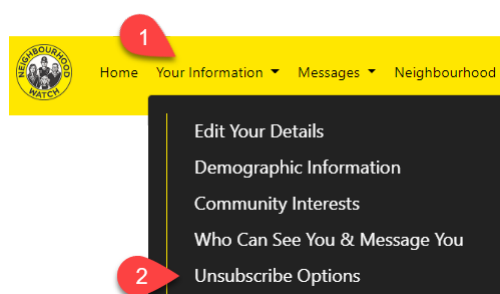
SAVE

Remember to save any changes by clicking on the [Save](#) button at the bottom of the page. Clicking on [Back](#) will return to the Member Area page.

## Message Settings

So far, the menu options have given different paths to arrive at the same options. This is not the case with message settings, so each route will be described separately beginning with the top menu route first.

### Unsubscribe Options



Select 'Your Information' and then 'Unsubscribe Options' from the sub menu. The Unsubscribe Options page is displayed.

## Unsubscribe Options

If you are considering leaving the system, please first consider that you are able to filter and control all of the messages you receive. Click on "Step 1" to manage which Information Providers can see your details, the type of message they can send and how.

### Step 1

[CLICK HERE TO REVIEW YOUR SETTINGS ▼](#)

### Step 2

If you choose to unsubscribe, you will not receive any further messages from any Information Provider. Your account information will be stored for 12 months and then deleted. During this time, you can access your details online and reinstate your account.

- ☐ Yes, unsubscribe me from everything.
- ☒ No, save my settings and restrict messages sent to me as configured.

Back

SAVE

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This page displays 2 steps. To open step 1 click on [CLICK HERE TO REVIEW YOUR SETTINGS](#).

The next screen appears with Step 1 as the first section.

This allows you to select who can send you messages and whether they can see your details. Unticking or ticking the boxes either grants or removes the Information Providers ability to send you messages and to see your details. If you untick all boxes this is the same as using Step 2 to unsubscribe from the system except that you will not be allowed to save this set of choices as the system will warn you that you have to have at least one box ticked.

#### Who can send you messages

Only licenced Information Providers can send messages, and you control whether they can see your details. This is a list of all the available Information Providers in your area; you will only receive messages from the ones you select here.

- ☐ Action Fraud (NFIB)
- ☐ Fire & Rescue Service
- ☐ Get Safe Online
- ☐ Local Authority
- ☒ Neighbourhood Watch
- ☐ Office of the Police & Crime Commissioner
- ☐ The Police
- ☐ Trading Standards

The second part of the page allows filtering of message types. Each message sent through the system has a specific message type which reflects the content of the message. If the type is listed in the 'I want to receive these messages box' then any message which has this type will be delivered to you. If you do not want to receive messages of a particular type of content, then click on it and it will transfer to the 'I don't want to receive these messages' in the box below. You can reverse this process by clicking on any that are shown in the lower box, and they transfer back and will then be received.

Note that many messages are mixed content so moving Covid to the lower box will stop all messages with Covid set as their type, but this will block the entire message which may include other content of a different type which you may have wanted to see.

### Types of Message

Below, you can select the message types that you are willing to receive.

#### I want to receive these messages

A Test Message
Admin: System updates
Anti-social behaviour
Business: Scam Alerts
CCTV request
Community Safety News
Covid Related
Feedback / opinion requests

#### I don't want to receive these messages

--

Step 2 is a way of unticking all provider boxes so that your account cannot be accessed or receive messages from any of the Information Providers. You will be asked to give a reason for unsubscribing.

### Step 2

If you choose to unsubscribe, you will not receive any further messages from any Information Provider. Your account information will be stored for 12 months and then deleted. During this time, you can access your details online and reinstate your account.

- ☐ Yes, unsubscribe me from everything.
- ☒ No, save my settings and restrict messages sent to me as configured.

Back

SAVE

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Remember to save any changes by clicking on the **Save** button at the bottom of the page. Clicking on **Back** will return to the Member Area page.

## Member Area – Message Settings

On the member area page, the message settings are shown under the 'What to Do Next' heading.

### Message Settings



Configure how you would like to receive messages.



Configure the types of message you would like to receive.

The first option allows you to choose the method used to send the messages to you. The choices allow email, SMS/WhatsApp and Voicemail. For SMS/WhatsApp and Voice Messages you can select a call number from the appropriate drop-down boxes. If the number required is not available in your details, you will be prompted to enter this before the options can be saved.

Normally Neighbourhood Watch uses email so this should be selected.

Click on **Save** to save any changes made.

How Would You Like to Receive Messages

Email Messages

☒ Receive messages by email

SMS / WhatsApp

☐ Receive messages by SMS

Please select a number▼

Voice Messages

☐ Receive messages by voice call

Please select a number▼

Back

SAVE

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The second option configures the types of messages you receive so that only content from the selected types of messages can be received. This is the same as the second part of Step 1 above. Click on any message types that are in the top box to move them into the lower box. Any messages of the content type in the lower box are not sent to you. Clicking a message in the lower box move the type back to the like to receive box.

Remember that most messages contain mixed content so although the type of the message may be unwanted the message may contain other content which is from other types. As only one message type can be set the whole of the message will be blocked.

Which Types of Message Would You Like to Receive

I want these messages

A Test Message  
Admin: System updates  
Anti-social behaviour  
Business: Scam Alerts  
CCTV request  
Community Safety News  
Covid Related  
Feedback / opinion requests

I don't want these messages

Back

SAVE SETTINGS

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**Remember to save any changes by clicking on the **Save** button at the bottom of the page. Clicking on **Back** will return to the Member Area page.**

## Neighbourhood Watch

The last section of the member area page lists all schemes that you are a member of. If you are a





### Neighbourhood Watch

You are a member of the below schemes

Blueberry Close (000012345)




coordinator, you can also find this information using the top menu bar under Neighbourhood Watch Tools and selecting Manage Schemes from the submenu. This is covered in more detail later in this guide.

Your status in each scheme is shown by the icon to the left of the row. The status of a scheme member can be changed by using the pencil icon which opens the scheme editor.

	Member of a scheme
	Deputy Coordinator in a scheme
	Main Coordinator of a scheme
	Area Coordinator of multiple schemes

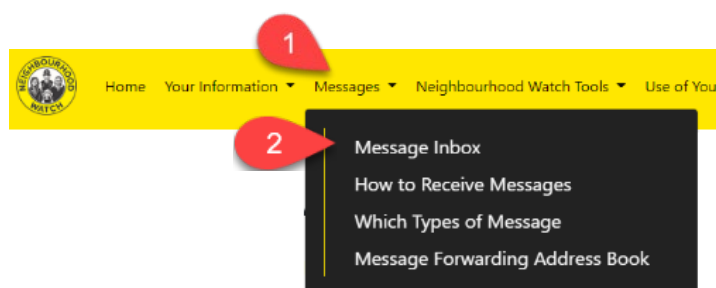
The icons at the end of the row allow you to administer the scheme and message it's members. These tools can also be accessed using Neighbourhood Watch Tools -> Manage Schemes Neighbourhood Watch Tools described later in this guide.

An area coordinator is assigned by an administrator and cannot be altered or deleted.

See Neighbourhood Watch Tools section for further details.	
	Edit the scheme
	View and edit membership of the scheme
	Send a message to scheme members

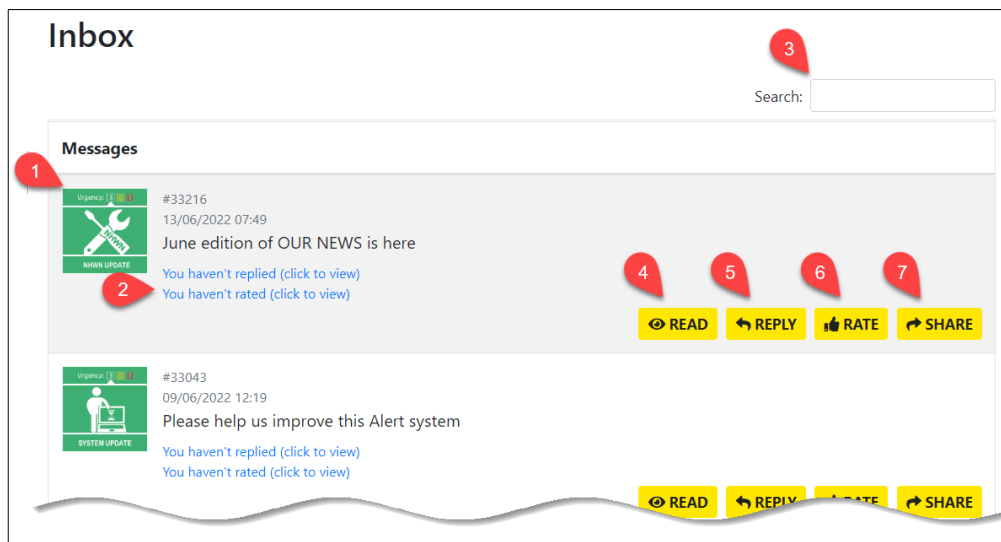
## Messages

The Messages option on the menu provides a set of controls for reading and controlling what messages will contain and how they will be delivered. Many of these functions are available via other menu routes but this menu brings them together for convenience.



## Message Inbox

The Message Inbox displays all the messages you have received in date order starting from the most recent. It is where you can read, reply, rate and share your received messages. These are described in more detail in the following sections. As the list of messages may become quite long over time there is a navigation menu at the bottom of the page.



1. The icon shows the urgency of the message on a scale of 1 -3 using traffic light colouring. The least urgent is coloured green through to most urgent in red. It also displays the message type, remember that the message may be mixed content so the type may not reflect accurately the full content of the message.
2. Reminders are shown here which will display the message replies and link to the ratings page when clicked (detailed explanation of ratings follows after the explanation of replies).

### June edition of OUR NEWS is here

Please enter your reply in the box below.

You are welcome.

Back

SEND REPLY

Replies to Message:

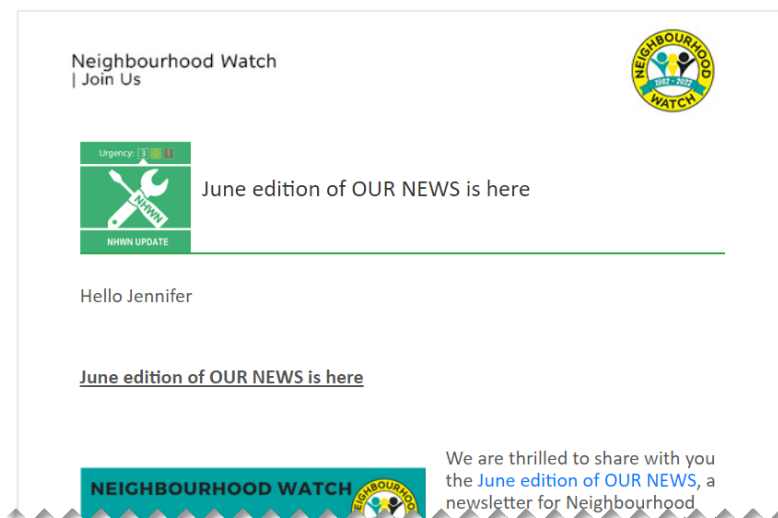
Thank you for sending this to me.

Jennifer Test  
14/06/2022 10:04

The replies page shows a trail of all the replies for the selected message in date order most recent first. You can add further responses in the box at the top which will be added to the trail underneath. This is like a webchat system allowing rapid and secure communications between recipients.

3. Search allows you to enter a key word or phrase that appears in a message title. Entering text and pressing return will filter the received messages list to show only messages meeting the criteria.
4. Clicking on **READ** opens the message so that it can be read. Messages are kept in an archive that can be searched and reviewed. There is also a complete audit mechanism built into Alert allowing messages and replies to be viewed.





- The **REPLY** button will open a view of the selected message and check that this is the message that the reply is related too. Click **No** to cancel replying and stay on this view. Use the back button on the browser to return to the list of messages. Click **YES** to confirm this is the message you want to reply too and continue to the reply view.

#### June edition of OUR NEWS is here

Please note, my message likely included details about what to do next. Please read the original message carefully again before replying here.

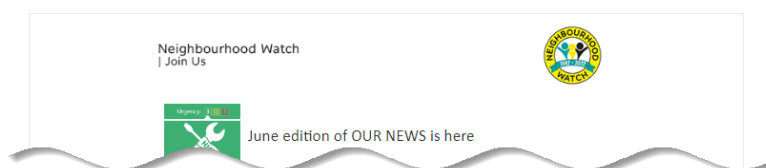
If you are here to say "Thanks", please be aware that I have to manage all responses and, although gratefully received, that would simply add to my workload. Please consider [rating my message](#) instead.

Please enter your reply in the box below.

Back

SEND REPLY

Original Message:



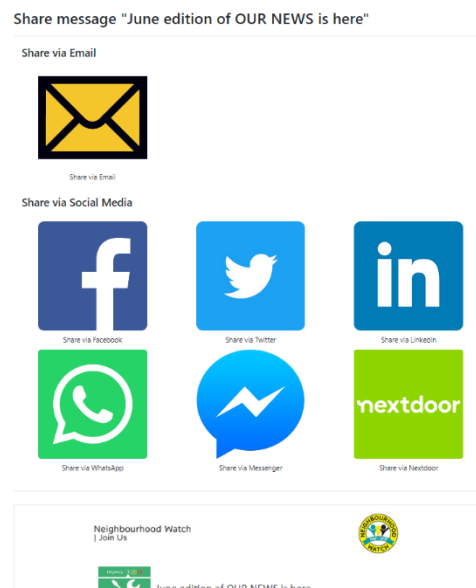
Type your reply in the text box, the original message is displayed below for reference and click the **SEND REPLY** button to send the message. Click **Back** to cancel replying and return to the messages list.

When the reply has been sent a confirmation message appears. Click **BACK TO RECEIVED MESSAGES** to exit this screen and return to the received messages list. The reminder will now show that you have replied and when.

- Clicking the **RATE** button allows messages to be rated according to their relevance, content, and quality on a three-point scale. By default, these are set to which can be changed by clicking

on the thumbs up icons. A short feedback survey is included along with an original of the message being evaluated. Clicking **SUBMIT RATING** acknowledges your rating has been sent and clicking **BACK TO RECEIVED MESSAGES** return to the received messages list.

- The **SHARE** option will allow the original message to be shared with more recipients than originally intended. For the purpose of this guide, we will use email in this guide although other options may be available in your area. The first view shows the alternative methods for sharing a message. Clicking on the Share Email icon will open a new view where the people that you are sharing the message with can be selected.



This screenshot shows the 'Share message "June edition of OUR NEWS is here"' interface with selection options. It includes a 'Back to share options' link, an 'Available Groups' section with a search bar and a list of groups (Whittlesey Coordinators), and an 'Available People' section with a search bar and a list of people (william). A yellow button labeled 'ADD NOTE & SHARE WITH SELECTED' is prominently displayed. Below this, there is a preview of the message being shared, which includes the 'Neighbourhood Watch' logo and the text 'June edition of OUR NEWS is here'. The preview also shows a 'Hello Jennifer' greeting.

The original message is shown below to check that you are sharing the correct message. The people you can share with will be shown in the Available Groups and Available People. It is possible to add extra groups and names by clicking on the links under each heading which both open the Message Sharing Address Book.

## Message Sharing Address Book

### Sharing Groups




Show 10 entries Search:

Group Name	# In Group	
Whittlesey Coordinators	1	  

Showing 1 to 1 of 1 entries Previous 1 Next


### Sharing Users

Show 10 entries Search:

Name	Email	
william	myemail@nhw.com	  

Showing 1 to 1 of 1 entries Previous 1 Next

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Clicking on the  in the Group Name row with Sharing Groups will allow a new group to be created enter a name for the group. Click **OK** and the group will be added to the group list. Create groups before adding the people so that new people can be added to the correct group as they are created.

Add Group

Please enter a name for your group.

Enter a group name

Cancel OK

To add new users, click on the  in the Name row within Sharing Users. Enter the name and email address of the user. The user can be any member of the public that is known to you. Finally, you can add the new user to a group by ticking the appropriate group box. Click on **OK** to save.

Add User


Name


Email

Group Memberships

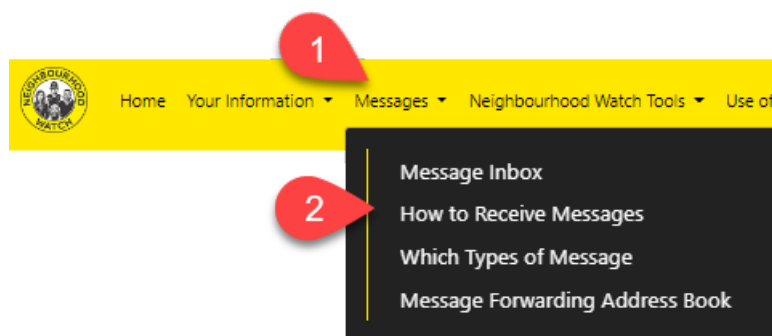
☐ Whittlesey Coordinators

Cancel OK

If you need to make changes to existing groups or members click on the pencil icon in the group or user  sharing areas. The appropriate box will be shown and information can be re-typed until correct. Unticking any group setting for a user will remove them from the group.

To remove a sharing group or user click on the bin  and the item will be removed.

## How to Receive Messages



This option allows you to choose the method used to send the messages to you. The choices allow email, SMS/WhatsApp, and Voicemail. For SMS/WhatsApp and Voice Messages you can select a call number from the appropriate drop-down boxes. If the number required is not available in your details, you will be prompted to enter this before the options can be saved.

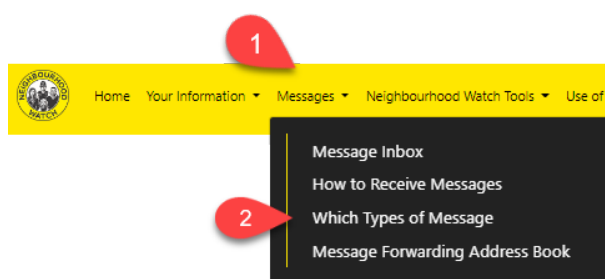
Normally Neighbourhood Watch uses email so this should be selected.

Click on **Save** to save any changes made.

#### How Would You Like to Receive Messages

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## Which Types of Message



This option allows you to decide which type of messages you will be sent by filtering message types. Each message sent through the system has a specific message type which reflects the content of the message. If the type is listed in the 'I want to receive these messages box' then any message which has this type will be delivered to you. If you do not want to receive messages of a particular type of content, then click on it and it will transfer to the 'I don't want to receive these messages' box. You can reverse this process by clicking on any that are shown in this box, and they transfer back and will then be received.

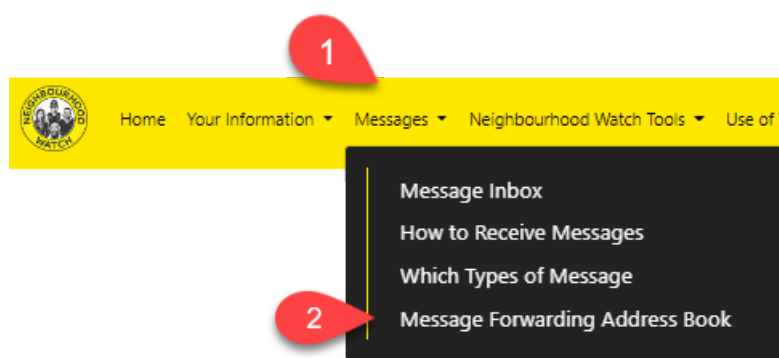
#### Which Types of Message Would You Like to Receive

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 Note that many messages are mixed content so moving Covid to the lower box will stop all messages with Covid set as their type, but this will block the entire message which may include other content of a different type which you may have wanted to see.

Click **SAVE SETTINGS** to save any changes or click **Back** to return to the Member Area.

## Message Sharing Address Book



The Message Sharing Address Book allows members of the public to receive messages through the Alert system when the messages can be shared. This makes it possible for messages to include non-members of Neighbourhood Watch such as Police Officers from the local Neighbourhood Policing team and Local Councillors to receive communications from Coordinators. Clicking on the Message Forwarding Address Book option in the Messages submenu opens the address book page.

### Message Sharing Address Book

#### Sharing Groups

Show  entries Search:

Group Name	# In Group	
Whittlesey Coordinators	1	<div>+</div> <div>✎</div> <div>🗑</div>

Showing 1 to 1 of 1 entries Previous **1** Next

#### Sharing Users

Show  entries Search:

Name	Email	
william	myemail@nhw.com	<div>+</div> <div>✎</div> <div>🗑</div>

Showing 1 to 1 of 1 entries Previous **1** Next


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Clicking on the **+** in the Group Name row with Sharing Groups will allow a new group to be created enter a name for the group. Click **OK** and the group will be added to the group list. Create groups before adding the people so that new people can be added to the correct group as they are created.

Add Group
×

Please enter a name for your group.

Cancel
OK

To add new users, click on the  in the Name row within Sharing Users. Enter the name and email address of the user. The user can be any member of the public that is known to you. Finally, you can add the new user to a group by ticking the appropriate group box. Click on **OK** to save.


Add User
×


Name

Email

Group Memberships  
☐ Whittlesey Coordinators

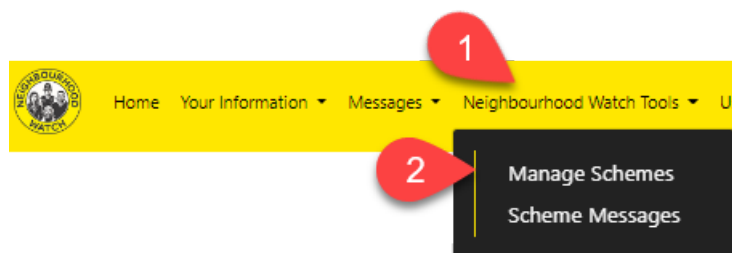
Cancel OK

If you need to make changes to existing groups or members click on the  pencil icon in the group or user sharing areas. The appropriate box will be shown and information can be re-typed until correct. Unticking any group setting for a user will remove them from the group.

To remove a sharing group or user click on the bin  and the item will be removed.

# Neighbourhood Watch Tools


## Manage Schemes



Managing scheme administration and sending messages to scheme members are two key tasks for a coordinator. Clicking on Manage Schemes will open the Your Schemes view which can also be opened from the Member Details page as described previously. If no schemes are listed, you will need to click the **JOIN OR CREATE A NEW SCHEME** go to the Join or Create a New Scheme section of this guide.

## Your Schemes

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

 Mulberry Close and Marne Road (000060642)



### Join or Create

This feature will allow you to create a new scheme or join an existing scheme.





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

The first part of the screen will list all the schemes you are a member of.




Your status in a scheme is shown by the icon to the left of the row. The status of a scheme member can

be changed by clicking the pencil icon which opens the scheme editor described in the next section.

The status icon meanings are listed in the table.

	Member of a scheme
	Deputy Coordinator in a scheme
	Main Coordinator of a scheme
	Area Coordinator of multiple schemes


The icons at the end of the row allow you to administer the scheme and message it's members.

	Edit the scheme
	View and edit membership of the scheme
	Send a message to scheme members

The purpose of a scheme is to show an area that coordinators administer. Most scheme boundaries are defined by using local cultural or geographical aspects which strengthens its cohesion and purpose to the community it supports. This prevents, to some extent, overlapping of coordinators responsibilities and is unique to Neighbourhood Watch. However, this does not preclude any member from outside the scheme area from applying to join any scheme or deciding not to join a scheme when joining Neighbourhood Watch. This might be important where a friend or relative wants to be informed of what is happening in the area where a vulnerable relative or person lives but they live outside the scheme. This principle of external membership of the scheme is also essential for an Area Coordinator who may be a member of multiple schemes.

As a coordinator your role includes designing the area that you feel comfortable in coordinating. This can be of any size, possibly starting with a small number of houses and expanding if you want as more people ask to join. There will be other administrators, coordinators and the Ourwatch website that can provide guidance on deciding what would be a good starting point for you.

### Edit an Existing Scheme

The following text assumes you want to make changes to your existing scheme description. You will not be able to re-map the scheme boundaries. To do this you must ask your local MSA. If you are only intending to change the membership, use the View and Edit Membership of the Scheme icon as this focuses on just that task. When you click on Edit  the scheme editor will be displayed.

This is divided into two parts. The first half deals with the written details of the scheme and the second half will allow you to map the boundaries of your scheme. As mentioned above you are only able to view this and plan any changes which will be made for you by an MSA.

## Editing NW Scheme Manor Park

The screenshot shows a web form for editing a scheme. It includes fields for Scheme Name, Scheme Number, Scheme Website, Scheme Description, Start Date, Number of Members, Number of Households, Next Meeting Date, and a section for Coordinator Image & Bio. A yellow button labeled 'SELECT AN IMAGE' is at the bottom left. Red callout bubbles with numbers 1 through 12 point to specific form elements.

1. The Scheme Name is how your scheme will be recognised in maps and searches, so it is important to make it as unique as possible and short as possible. You may wish to include your postcode or some other detail in the Name if your street uses a commonly used name or a range of house numbers if you cover part of a long road for example, High Street (Odd Nos. 1- 21).
2. The Display in Scheme Lookup slider can be turned off if you are planning your scheme but don't want it to show on the Ourwatch Scheme Finder just yet. You can come back and change this when you are ready.
3. You will not know the scheme number as it has not been created yet. Leave this blank and the system will fill the number in when you click Save Data. The scheme number is unique to your scheme and could be added to the scheme name if required. It could be a useful aid in identifying and verifying a Facebook site as genuine if incorporated into the Facebook banner.
4. If you have a website, you may wish to highlight it from the scheme. If so you can fill the URL in here if not leave blank.
5. The details are shown to prospective members when they are thinking of applying. You can type a fuller description of the scheme and include something that helps people understand its purpose.
6. The start date of your scheme (use the date picker or type the date)
7. You can enter several members here – it can be a target number rather than actual or left blank
8. The number of households is helpful it can be any number from 0 onwards – if you want to be accurate you can count the houses on the map using the hybrid view described below.
9. Next meeting date – leave blank if no meetings are planned.
10. You can add your photo if you wish by clicking **SELECT AN IMAGE** and uploading the picture you want to use. This will help your members to recognise you.



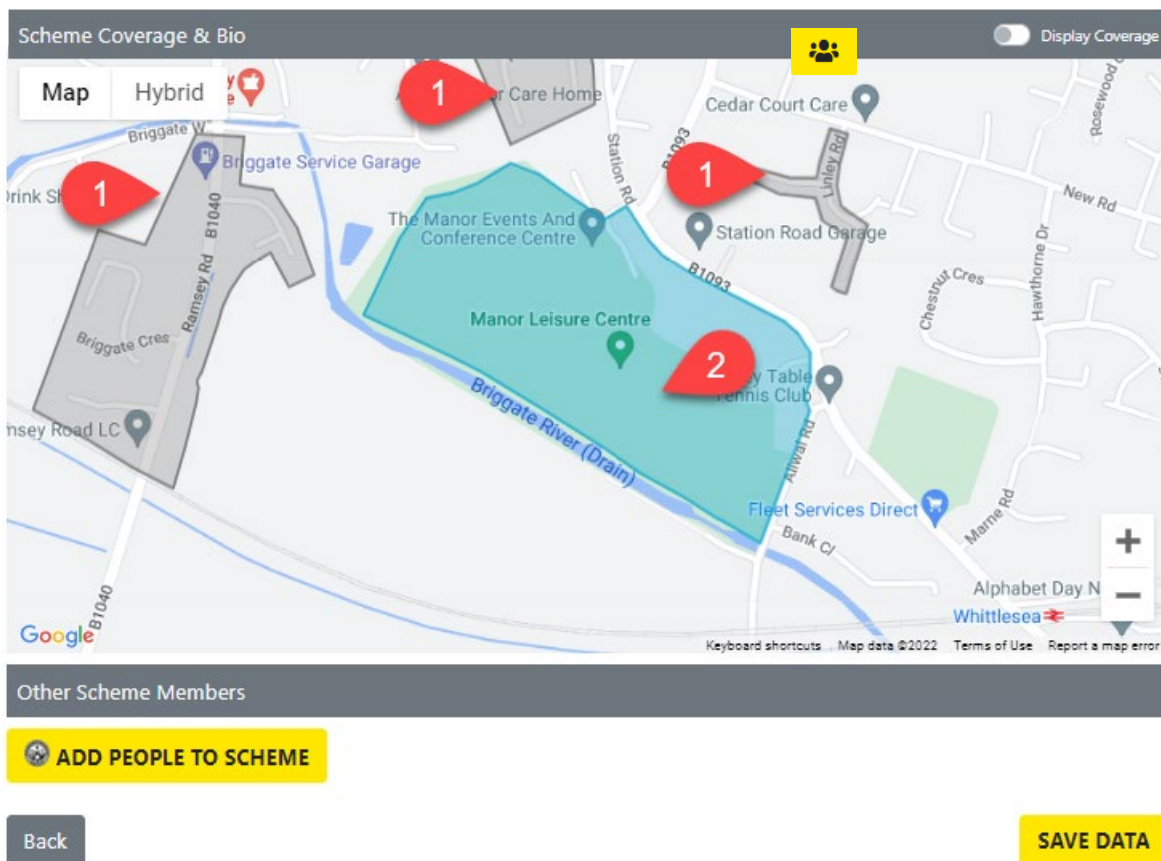
11. The coordinator bio can provide members with an online introduction to you.
12. If you do not want the coordinator photo or bio to display online then move the bio slider to off.

Remember to click on **SAVE DATA** at the bottom of the page to save any changes you have made.

The lower half of the page provides the tools to alter the coverage area of the scheme which you can set when creating a new scheme. This will allow you to define the area of the scheme when you create it. After that if changes are needed, for instance if the scheme needs to expand its coverage to cater for changes in the local requirements, you will need to ask the local MSA to do this for you.

Scrolling down the page will display the coverage area map.

This shows all other schemes in the area in dark grey on the map. Your own scheme is shown in blue colour



Click the **ADD PEOPLE TO SCHEME** button this will open a view of the current membership which can also be opened directly by clicking on the View and Edit Membership icon at the end of the row.



## View and Edit Membership

The current membership of the selected scheme is shown first.

### Manor Park

Scheme Number : 000153985

#### Current Membership

	First Name	Surname	Address	Email	Tel	Mobile	
		Jennifer	Test		01733123456		

Showing 1 to 1 of 1 entries

Previous 1 Next

#### SUGGESTED MEMBERS

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It is possible to delete a member by clicking on the bin icon at the end of the row. A warning dialogue is shown. Chose a reason for the deletion which is a best fit for your reason then confirm by clicking **Yes**. To cancel the deletion click on **No**

#### Remove From Scheme



Do you want to remove Jennifer Test from this scheme?

Please provide a reason

----- Please Select -----

----- Please Select -----  
☒ Does not live in area of the scheme  
☐ Is deemed not suitable for the scheme  
☐ Asked to be removed from the scheme

Yes

No

You can click on the status button to change the status of the member in this scheme. Their status will remain unchanged in any other scheme. The Update Membership Type window is shown from which a new status can be selected by clicking on the radio button of choice and then click **SET MEMBERSHIP ROLE**

You will not see Area Coordinator on the list as this role is set by an administrator.

#### Update NW Membership Type



Update NW membership role for Jennifer Test.

- ☒ Main Coordinator
- ☐ Deputy
- ☐ Member

SET MEMBERSHIP ROLE

Cancel

To add more members to the scheme, click on **Suggested Members** to open the next view.

## Manor Park




000153985

### Invite to Join This Scheme

There are currently no active invites.

 INVITE SOMEONE TO JOIN THIS SCHEME

### Suggested Members

		First Name	Surname	Address	Email	Tel	Mobile	
		Annie	Member	Any Road	an@email.com			

Showing 1 to 1 of 1 entries


Previous 1 Next

### CURRENT MEMBERSHIP

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This screen provides two methods for adding new members, from the suggested members and by invitation.

### Suggested Members




The suggested members are those members already recorded on the system who live within the boundaries of the scheme but are yet to join a scheme. To add any of the members listed onto the scheme named at the top of the view, click on the add member icon . 

The Update NW Membership Type view will be shown so that the status of the new member can be set by clicking the radio button next to the appropriate type.

Click on the **SET MEMBERSHIP ROLE** button and the member will be added to the current scheme member list.

Update NW Membership Type ×

Update NW membership role for Jennifer Test.

☒  Main Coordinator
 ☐  Deputy
 ☐  Member

**SET MEMBERSHIP ROLE**
Cancel

### Invited Members

Invited members can be any member of the public whose name and email address you know. They will receive an email from Alert explaining that have been invited to join the scheme which will provide them with links to web addresses needed to join Neighbourhood Watch and complete their registration.

To start the invitation process click on the **INVITE SOMEONE TO JOIN THIS SCHEME** button.

The Invite to Join this Scheme view will appear. Enter the First Name, Last Name and email address of the person you are inviting. The email they will receive is shown below the email. It will have some merge fields {FIRST-NAME} and {COPY-LINK} which will be replaced by personalised text in the email that will be sent to the recipient. Click on **INVITE TO JOIN** and the invitation will be sent by email. An example of the email is shown on the right below.

Invite to Join This Scheme

Mackie

Sutton

mackiesutton@btinternet.com

Dear {FIRST-NAME},

Regarding Neighbourhood Watch Scheme:  
Manor Park (000153985)

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 {JOIN-LINK}.

Or copy and paste the below URL into your web browser:  
{COPY-LINK}

Kind Regards,

Jennifer Test  
Neighbourhood Watch Coordinator

INVITE TO JOIN

Cancel

Neighbourhood Watch  
| Join Us

### Invitation to join Manor Park

Dear Mackie,

Regarding Neighbourhood Watch Scheme:  
Manor Park (000153985)

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://members.ourwatchmember.org.uk/join/SchemeInvite/1BB4EC2345B063FB4AC913716FA4F571>

Kind Regards,

Jennifer Test  
Neighbourhood Watch Coordinator

When the recipient opens the email invite link they will open this view and be able to click on the acceptance which will ask them to agree our terms and provide further details to complete their registration.

Once completed clicking NEXT will open further details for the user to complete.



First Name

Mackie

Surname

Sutton

Postcode

Please enter your postcode

Email

mackiesutton@btinternet.com

Website Usage Terms

☐ I agree to the terms and conditions

Neighbourhood Watch Agreement

As part of this registration you will be joining the "Manor Park" scheme as an official Neighbourhood Watch member please read and agree to the below.

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 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

NEXT

## Coordinators Handbook

The invited member of public will be able complete their registration to Neighbourhood Watch and once they click **COMPLETE REGISTRATION** will become a member of both Neighbourhood Watch and the scheme.

### Manor Park

000153985

#### Invite to Join This Scheme

Invited Person	Emailed To	Invited By	Invited Date
Mackie Sutton	mackiesutton@btinternet.com	Jennifer Test	17/06/2022 11:35

[INVITE SOMEONE TO JOIN THIS SCHEME](#)

The person will also appear in the Invite to Join this scheme list shown below as a reminder that an invite has been sent.

The recipient will receive a welcome email telling them what to do next.

### Thank you for registering with Neighbourhood Watch

Hello Mackie,

Welcome to Neighbourhood Watch, We look forward to bringing you the information that you want to hear about, that is local to your area.

Please note that Neighbourhood Watch is not for crime reporting. You can report crime to by calling 101. Always call 999 in an emergency.

**To log into Neighbourhood Watch:**

Visit: <https://members.ourwatchmember.org.uk> and enter your details.

Your username is: **mackiesutton@btinternet.com**

If you have not set up a password yet or have forgotten it, you can set up a new one quickly from this page.

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

**Your Address**  
Please select your correct full address from this list:  
Mulberry Close [MY ADDRESS IS NOT LISTED](#)

**Your Details**  
Mobile Number  
Your Mobile Number  
Landline Number  
jennifer.test  
Date of Birth  
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:

- ☐ Action Fraud (NFI) [More Info](#)
- ☐ Fire & Rescue Service [More Info](#)
- ☐ Get Safe Online [More Info](#)
- ☐ Local Authority [More Info](#)
- ☒ Neighbourhood Watch [More Info](#)
- ☐ Office of the Police & Crime Commissioner [More Info](#)
- ☐ The Police [More Info](#)
- ☐ Trading Standards [More Info](#)

**Create a Password**  
Please enter a password (Minimum length 8 characters)  
Password is required.  
Medium  
Confirm Password  
Confirmation Password is required.  
[COMPLETE REGISTRATION](#)

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### Send a message to scheme members

The third icon, send a message to scheme members is a link to the Scheme Messages option from the top menu Neighbourhood Watch Tools -> Scheme Messages detailed in the next section.

## Applying to Join or Start a New Scheme

This part of the guide applies if you clicked on **JOIN OR APPLY TO START A SCHEME**. If you did not click on this option, skip this section.

When you click on **JOIN OR APPLY TO START A SCHEME**, a list of suggested existing schemes will be displayed along with the option to **CREATE A NEW SCHEME**.

### Suggested Schemes

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

Manor View

**JOIN >**

### 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**

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### Suggested Schemes

Suggested schemes are selected from the existing schemes which may be close to where you live. This is the most appropriate choice for a member who wants to join a local scheme or if a coordinator wants to join another local scheme to help their coordinator, for instance as a deputy, or to cover the absence of the original coordinator.

Click **JOIN** to begin joining the 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 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 MANOR VIEW**

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The next view allows user to click a radio button to become Full Member. Click **JOIN [Scheme Name]**

The scheme will be added to the user's scheme list. As the new member of the scheme is given Member status they will only see the message and bin icons. The coordinator or an MSA will be able to change the status if necessary.

### Applying to Start a New Scheme

A new scheme can be set up ready for use by any member, but it will need approval from an administrator of the system before use.

This part of the guide applies if you clicked on **JOIN OR APPLY TO START A SCHEME**. If you did not click on this option, skip this section.

When you click on **JOIN OR APPLY TO START A SCHEME**, a list of suggested existing schemes will be displayed along with the option to **CREATE A NEW SCHEME**.

## Suggested Schemes

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

Manor View

**JOIN >**

## 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**

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To start a new scheme, click on **CREATE A NEW 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**

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Tick the box to agree to the terms and conditions then click **APPLY TO CREATE A NEW SCHEME**

The next screen is the scheme editor.

This is divided into two parts. The first half deals with the written details of the scheme and the second half will allow you to map the boundaries of your scheme.

### Apply to Create a new NW Scheme

The form is titled 'Apply to Create a new NW Scheme'. It contains the following fields and features, each indicated by a numbered red callout:

- 1**: Scheme Name (text input field containing 'Manor Park')
- 2**: Display in Scheme Lookup (toggle switch, currently turned on)
- 3**: Scheme Number (only if applicable) (text input field, currently blank)
- 4**: Scheme Website (text input field, currently blank)
- 5**: Scheme Description (text area containing 'Scheme for residents in the Manor Park Area')
- 6**: Start Date (date picker showing '15/01/2022')
- 7**: Number of Members (text input field, currently blank)
- 8**: Number of Households (text input field, currently blank)
- 9**: Next Meeting Date (date picker showing 'dd/mm/yyyy')
- 10**: Coordinator Image & Bio (section header)
- 11**: Coordinator Bio (text area, currently blank)
- 12**: Display Bio (toggle switch, currently turned on)

Below the form, there is a large circular logo with overlapping colored circles (red, yellow, green) and a yellow button labeled 'SELECT AN IMAGE'.

1. The Scheme Name is how your scheme will be recognised in maps and searches, so it is important to make it as unique as possible and short as possible. You may wish to include your postcode or some other detail in the Name if your street uses a commonly used name or a range of house numbers if you cover part of a long road for example, High Street (Odd Nos. 1- 21).
2. The Display in Scheme Lookup slider can be turned off if you are planning your scheme but don't want it to show on the Ourwatch Scheme Finder just yet. You can come back and change this when you are ready.
3. You will not know the scheme number as it has not been created yet. Leave this blank and the system will fill the number in when you click Save Data. The scheme number is unique to your scheme and could be added to the scheme name if required. It could be a useful aid in identifying and verifying a Facebook site as genuine if incorporated into the Facebook banner.
4. If you have a website, you may wish to highlight it from the scheme. If so you can fill the URL in here if not leave blank.
5. The details are shown to prospective members when they are thinking of applying. You can type a fuller description of the scheme and include something that helps people understand its purpose.
6. The start date of your scheme (use the date picker or type the date)
7. You can enter several members here – it can be a target number rather than actual or left blank

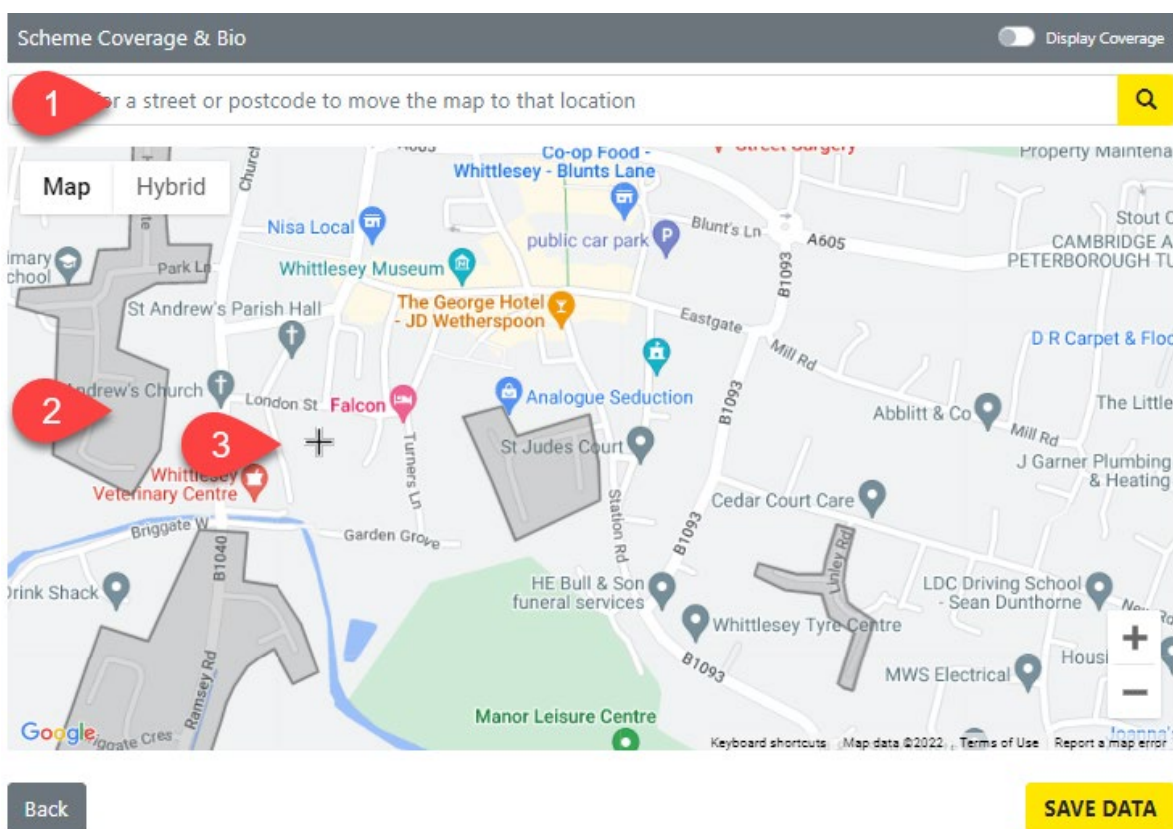


8. The number of households is helpful it can be any number from 0 onwards – if you want to be accurate you can count the houses on the map using the hybrid view described below.
9. Next meeting date – leave blank if no meetings are planned.
10. You can add your photo if you wish by clicking **SELECT AN IMAGE** and uploading the picture you want to use. This will help your members to recognise you.
11. The coordinator bio can provide members with an online introduction to you.
12. If you do not want the coordinator photo or bio to display online then move the bio slider to off.

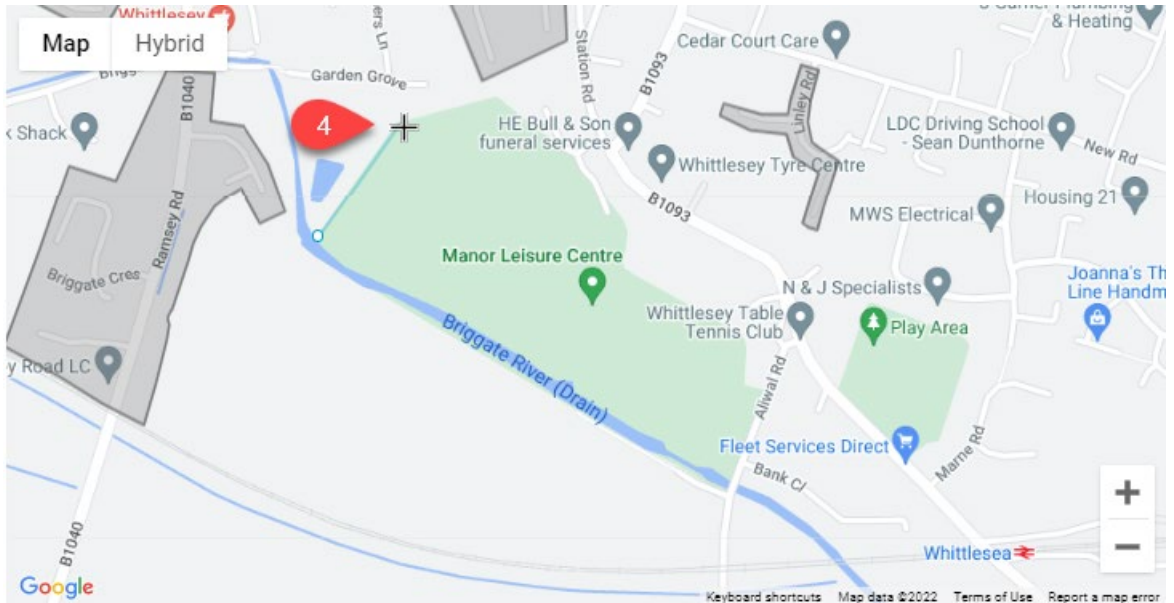
The lower half of the page provides the tools to alter the coverage area of the scheme which you can set when creating a new scheme. This will allow you to define the area of the scheme when you create it. After you click **SAVE DATA** if any further boundary changes are needed, for instance if the scheme needs to expand its coverage to cater for changes in the local requirements, you will need to ask the local administrator to do this for you.

Scrolling down the page will display the coverage area map.

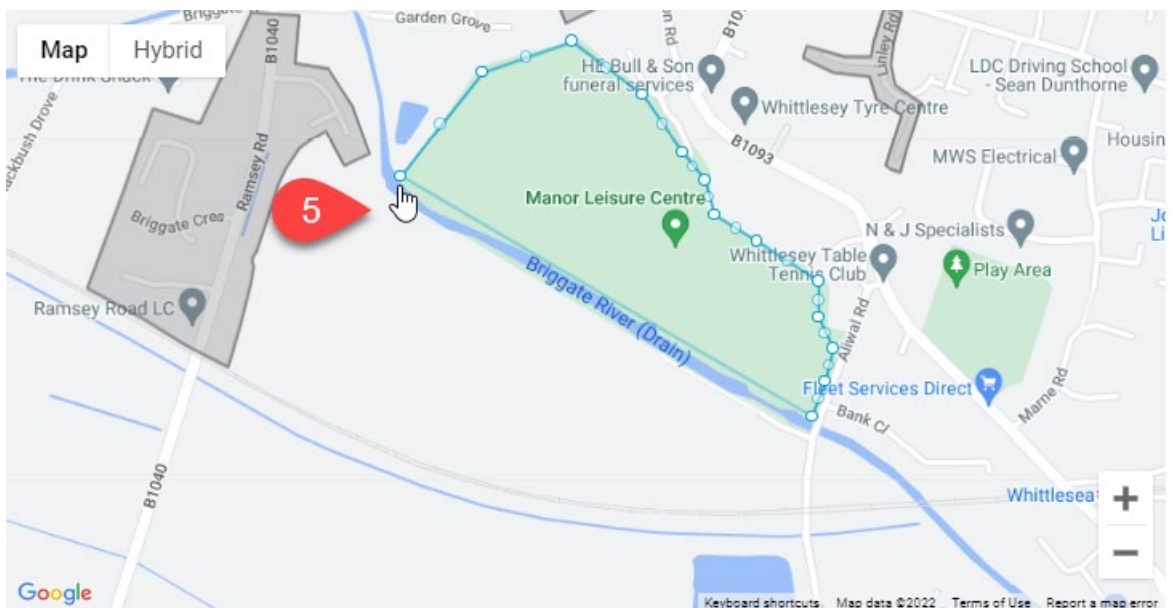
1. Entering a post code or address allows the map to be moved to an appropriate area. The map can also be moved by clicking and dragging.



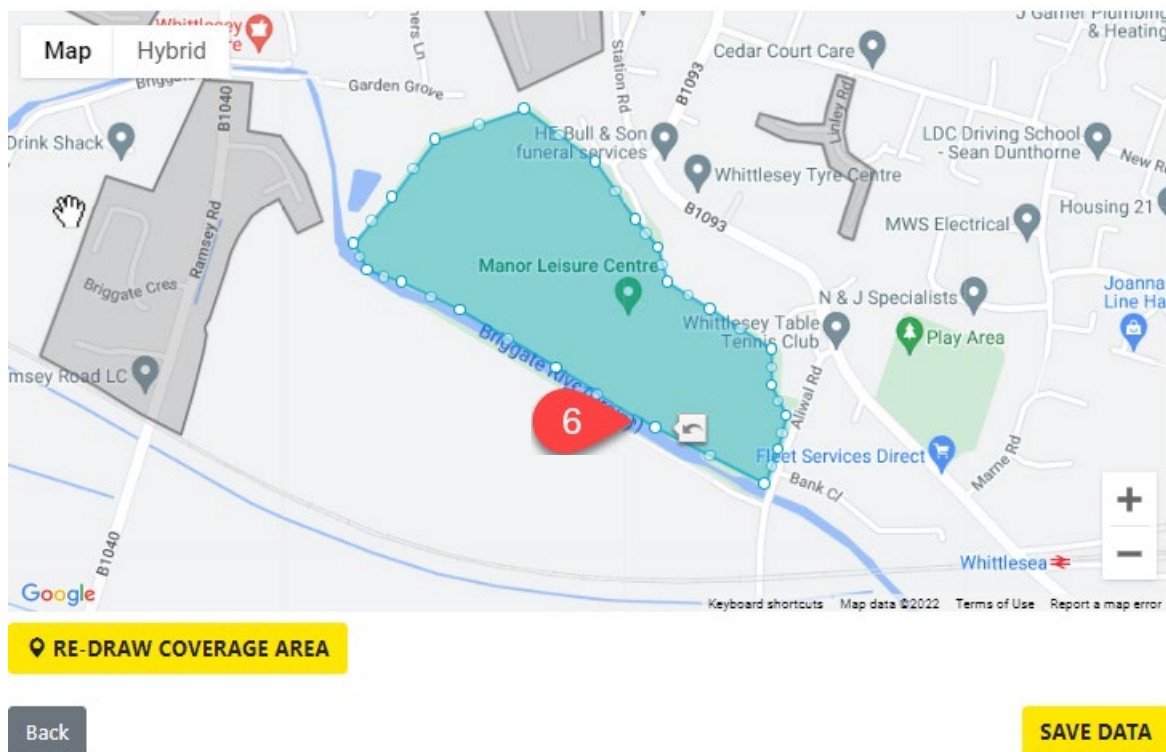
2. This map shows existing schemes in the area in dark grey on the map. You can switch to a hybrid view if it is helpful to see the aerial view of an area by clicking on hybrid in the top left box.
3. A small cross shows where the drawing point for the boundary of your scheme is currently located. This can be moved using the pointing device on your computer. Move the mouse to the start of your boundary and click to show the first location dot.



4. The map will now show a straight blue line from that dot to the current location of the cross. Click again and this will set a second fixed point. The scheme must have at least three points to be saved.



5. Keep moving and clicking until the boundary encloses the area required. To finish hover over the starting point and the cross will change to a hand. Clicking now will close the boundary.




6. The shape you have drawn now shows a solid colour. If you want to change the shape click and drag the dot nearest to the change. If you wish to remove a dot click the arrow icon and it will be removed. The line will be a straight line between the dots either side.

When the shape is completed a **RE-DRAW COVERAGE AREA** button appears. This deletes the shape so that it can be redrawn.

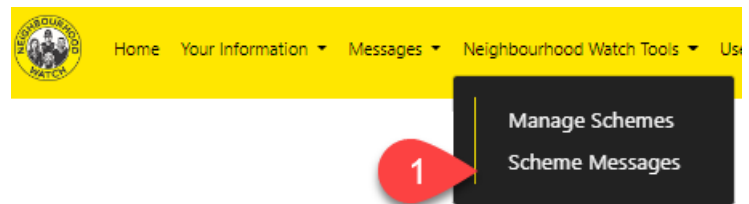
**SAVE DATA** saves all the data entered on the page. The scheme shape is now fixed and cannot be changed although it is still possible to change all the other data. The unique scheme number is filled in by the system once the data has been stored.

Once saved the creating user is automatically added to the scheme and the coverage area of the scheme cannot be changed by a coordinator. If you need to change the area boundaries you will need to contact an MSA to make the change.

After **SAVE DATA** is clicked the add people area is shown at the bottom of the page. If you wish to add more people to the scheme click the **ADD PEOPLE TO SCHEME** button this will open a view of the current membership which can also be opened directly by clicking on the View and Edit Membership icon  at the end of the row. This function has been explained in detail in the View and Edit Membership section.

# Scheme Messages

The use of messages was described in the Messaging section earlier. Scheme Messages is rather different as it is aimed at sending messages to your scheme members. This is potentially a more secure and easily identifiable method than using an email client on your machine. The messages are recorded by the system for easy recall. There is no need to know the emails for your members or to store them on your local machine as the system will look after all aspects of creating and sending the email using the information stored in the Neighbourhood Watch Database.



## Please Select a Scheme

Green Dogs IG	<a href="#">SELECT &gt;</a>
Manor Park	<a href="#">SELECT &gt;</a>
Mulberry Close and Marne Road	<a href="#">SELECT &gt;</a>

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The next view shows the schemes that you are a coordinator for. Click on [SELECT>](#) to send messages to the selected scheme members.

## Coordinator Message Overview

[SEND A MESSAGE](#)

Subject	Replies	
test 15/06/22 19:56	0	<a href="#">👁</a>

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The next view shows a list of previous messages sent each of which can be viewed by clicking on the view message [👁](#) icon. It also shows how many replies have been received.

Click on the [SEND A MESSAGE](#) button to start composing your message.

## Writing Your Message

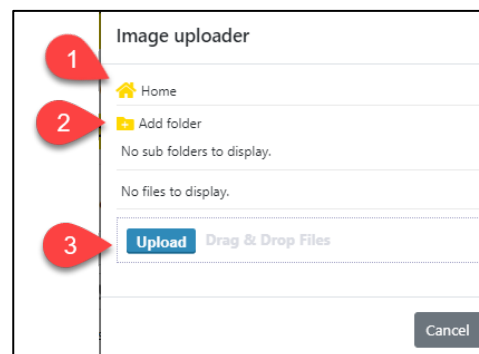
### Create Your Message

The window expands to include the editor. This is a simple editor designed to avoid problems caused by the wide range of recipient email clients. Start by adding a title suitable for the subject of the message content.

The main text box has a selection of icons for modifying the appearance of the text and also icons for inserting a picture, creating a link and adding a selection of mail merge fields for personalising the message.

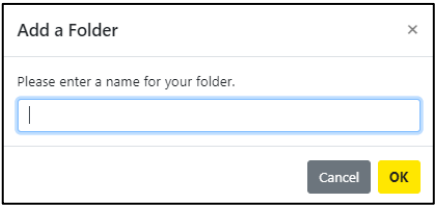
<b>B</b>	Bold Type
<u>U</u>	Underline
<i>I</i>	Italic
	Insert a picture
	Insert a link
	Insert a mail merge field.

The actions for changing text are straightforward and can either be applied by clicking the icon and then typing or typing the text first, and applying the effect by highlighting the text and clicking the icon. If there are many folders to choose from it is easy to get lost when picking the correct folder. Click Home (1) to return to the Home folder.

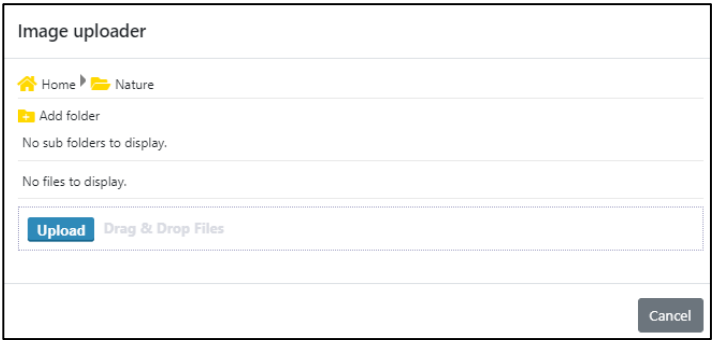


Insert an Image

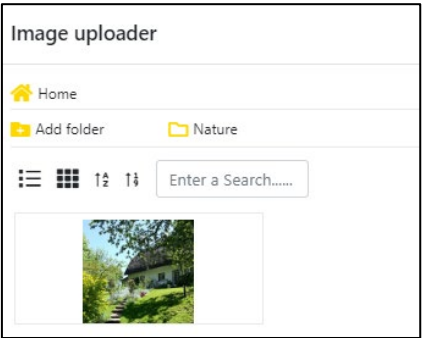
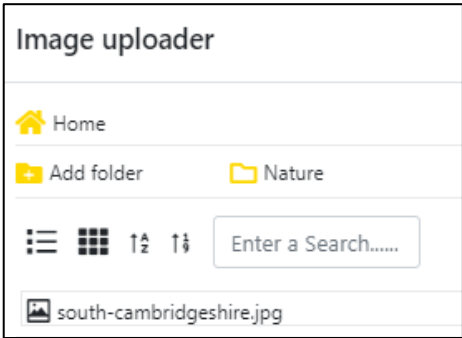
Clicking on insert a picture opens the image uploader. To manage the image store it is possible to create a folder tree by clicking add folder (2) and entering a name in the add a folder box. Here Nature has been added.



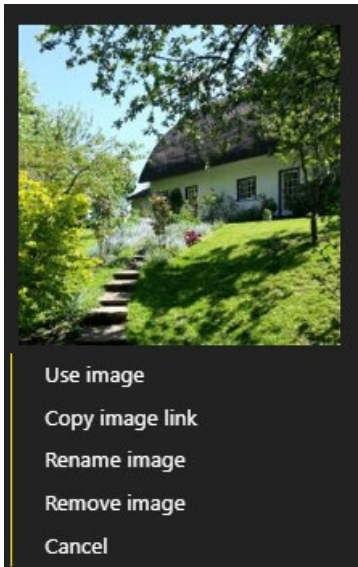
Picture files are uploaded by selecting the destination folder by clicking on the ► symbol and then clicking the upload button to open the file explorer and selecting the image or clicking and dragging the image into the Drag and Drop Files box. The picture will then be stored in the image store.



To insert the picture into the message select the picture by either clicking on the name or the thumbnail depending on the folder view you select from the image uploader viewer icons.

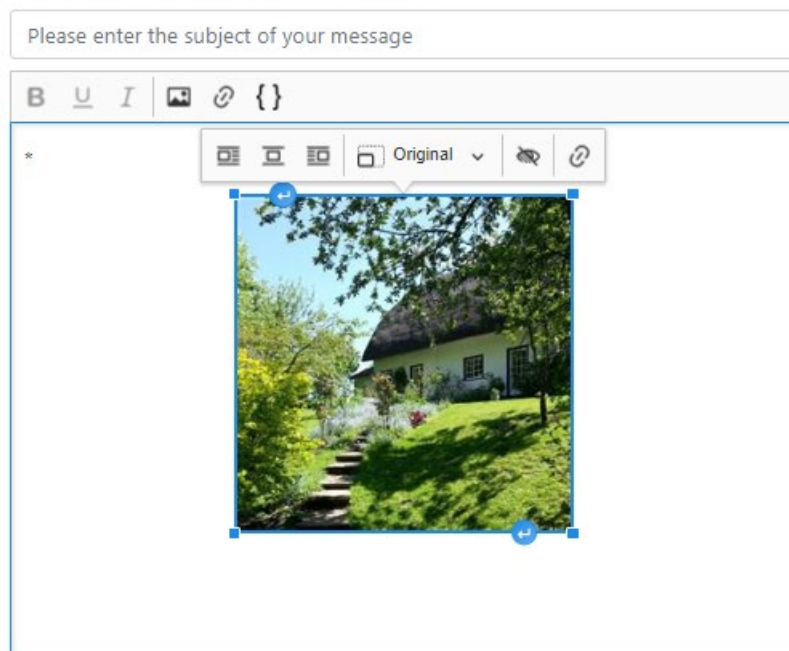


Right click over the name or thumbnail to open a hidden menu which provides some image management tools.





## Create Your Message




When the image has been inserted into the message it can be placed, resized, have different alternative text added and be linked to another address. These options become available when the inserted image is right clicked and a menu will appear above the picture.

Further image and text variations are to use the small rectangles in the picture corners to click and drag to adjust the size and the lower right bent arrow and upper left bent arrow to allow insertion of text below and above the picture.

### Select Attachments

Clicking on the **SELECT ATTACHMENTS** button opens the file uploader which works exactly like the image uploader but the file is attached to the message rather than inserted. This allows documents and pictures to be attached.

### Linking Selected Message Text to a URL

The use of hyperlinks  allows text typed into the message to link to any web address such as a document in cloud storage or a web page. To use this type suitable text into the message such as the document title then highlight it. Click on the link icon and enter the web address into the box and click the tick. The words will then call the web address.

## Inserting Mail Merge Fields

Mail merge fields allow the message to be personalised for all the intended recipients. To use mail merge fields click on the {} icon at the position in the text you want to add the field. At present there are two {FIRST-NAME} and {SURNAME}.

A typical use would be to add the recipients name to the message. As an example:

Dear {FIRST-NAME}, would insert the first name correctly for each message recipient.

## Sending the Completed Message

Once the message is written click on **NEXT** at the bottom of the page.

Select the recipients who will receive the message. The names offered will start with all the members in the scheme available.

You can then either click on the **SEND TO ALL** button and all the names will move into the 'Will Receive Message' box.

If you only want some people to receive the message then you can select individuals by clicking on their name they will be moved into the lower box.

The **REMOVE ALL** button will move recipient all back to the top box or you can click individuals to move them.

When all the required recipients are in the bottom box click **NEXT**

**NOTE: When you click NEXT the message is sent to the recipients immediately so check that the correct names are in the 'Will Receive Message' before clicking NEXT**

The message will be shown in the Coordinator Message Overview and both the message and replies can be reviewed from there or you can go to your Inbox described earlier.

### Coordinator Message Overview

**SEND A MESSAGE**

#### Create Your Message

Latest Message

**B** U *I*   {}

\*Dear {FIRST\_NAME},

Here is a picture of a house in Cambridgeshire and a copy of the latest newsletter for you.



#### Attachments

June 2022 OUR NEWS reduced.pdf



**SELECT ATTACHMENTS**

**NEXT**

### 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

Jennifer Test  
Mackie Sutton

**SEND TO ALL**

#### Will Receive Message

**REMOVE ALL**

**NEXT**

Back



## Use of Your Data

This page gives a summary of all the information the system holds in your record. It includes your basic details, contact information, scheme membership, personal information such as demographics, and your community interests. You can also view your use of data such as when you logged in and view an audit trail of messages sent and received by you.