



# Applying For an Account

How Administrators apply for an account to access the Neighbourhood Alert database

# 1) Ensure you have access to “Rapport”

admin.neighbourhoodmatters.co.uk/Login

Apps Office Home Redash VISAV Support Desk Facebook Business Suite

neighbourhood  
**ALERT**

Please login

Email/Username

Password

Login

Login With SMS Pin

One Time Pin Login

Forgotten your password

Password Reset

Need an account

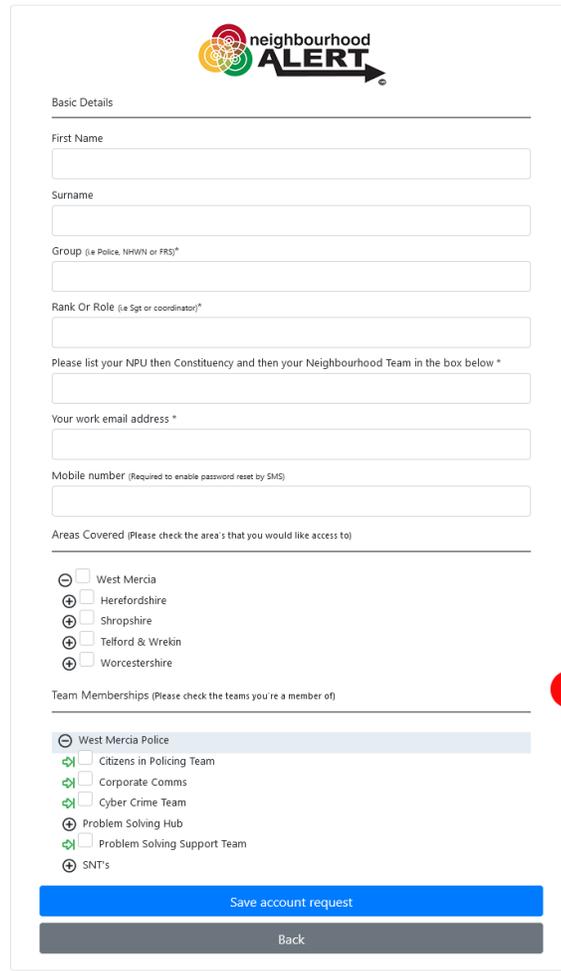
Request Account

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Chat

- Rapport is the secure admin area used to access the Neighbourhood Alert database from a mobile device
- To request an admin account (if you don't already have one), go to: <https://admin.<Your Website>.co.uk> (eg admin.neighbourhoodmatters.co.uk, admin.northwalescommunityalert.co.uk, admin.warwickshireconnected.co.uk etc)
- Click the red “Request Account” button

# Request an account



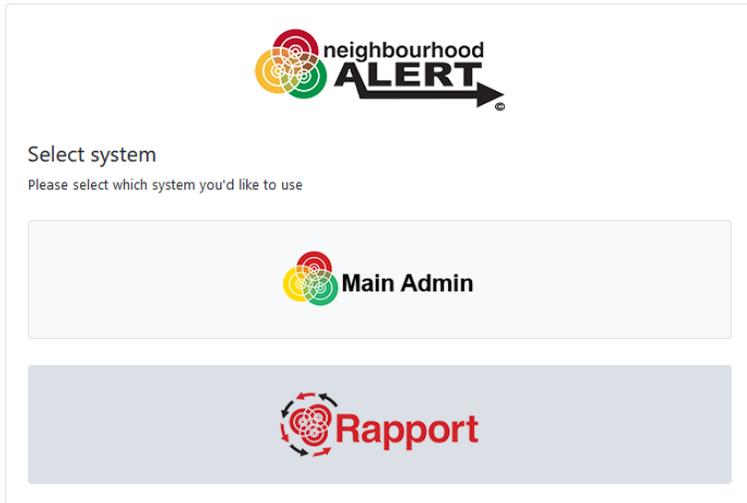
The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it is a 'Basic Details' section with the following fields: 'First Name', 'Surname', 'Group (i.e. Police, NHWN or FRS)\*', 'Rank Or Role (i.e. Sgt or coordinator)\*', and a text box for 'Please list your NPU then Constituency and then your Neighbourhood Team in the box below \*'. There is also a field for 'Your work email address \*' and a field for 'Mobile number (Required to enable password reset by SMS)'. The 'Areas Covered' section has radio buttons for 'West Mercia', 'Herefordshire', 'Shropshire', 'Telford & Wrekin', and 'Worcestershire'. The 'Team Memberships' section has a dropdown for 'West Mercia Police' and checkboxes for 'Citizens in Policing Team', 'Corporate Comms', 'Cyber Crime Team', 'Problem Solving Hub', and 'Problem Solving Support Team'. At the bottom, there are 'Save account request' and 'Back' buttons. A red 'Chat' button is visible on the right side of the form.

- Complete the form with your details (no shared email addresses etc)
- In “Areas Covered” drill the options down using the + symbols and tick the areas you cover.
- Under “Team memberships” tick the Team/Department you work in or drill down the SNTs and select each bottom level area you usually cover. (image shows example areas, yours will vary)



The screenshot shows a dropdown menu for 'Worcestershire'. The 'North Worcestershire' option is selected and expanded, showing a list of sub-areas: 'Abbey', 'Alvechurch & Wythall' (checked), 'Batchley & Central', 'Bewdley & Rural', and 'Broadwaters'. There is a red 'Chat' button visible on the right side of the form.

# Select Rapport



The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it, the text 'Select system' is followed by the instruction 'Please select which system you'd like to use'. There are two selection buttons: 'Main Admin' (light grey) and 'Rapport' (dark grey). The 'Rapport' button is highlighted with a darker background, indicating it is the selected option.

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- Once your application is approved, follow the link in the email confirmation and set up your own memorable words and password.
- Find the Admin site by going to: `admin.<Your Website>.co.uk`
- Click on the “Rapport” button

# Further Guidance

Please visit the VISAV Help Centre [manuals section](#) for further guidance and manuals.

Help & Settings

 Chat



# Support

- [email: Support@neighbourhoodalert.co.uk](mailto:Support@neighbourhoodalert.co.uk)
- Tel: 0115 9245517 (option 1) Mon-Fri 9am-5pm
- Training Link: <https://www.neighbourhoodalert.co.uk/v4training>
- Live Chat: Use the live chat button in Rapport
- Rapport: Visit the help & Settings" section for videos, internal contacts and more