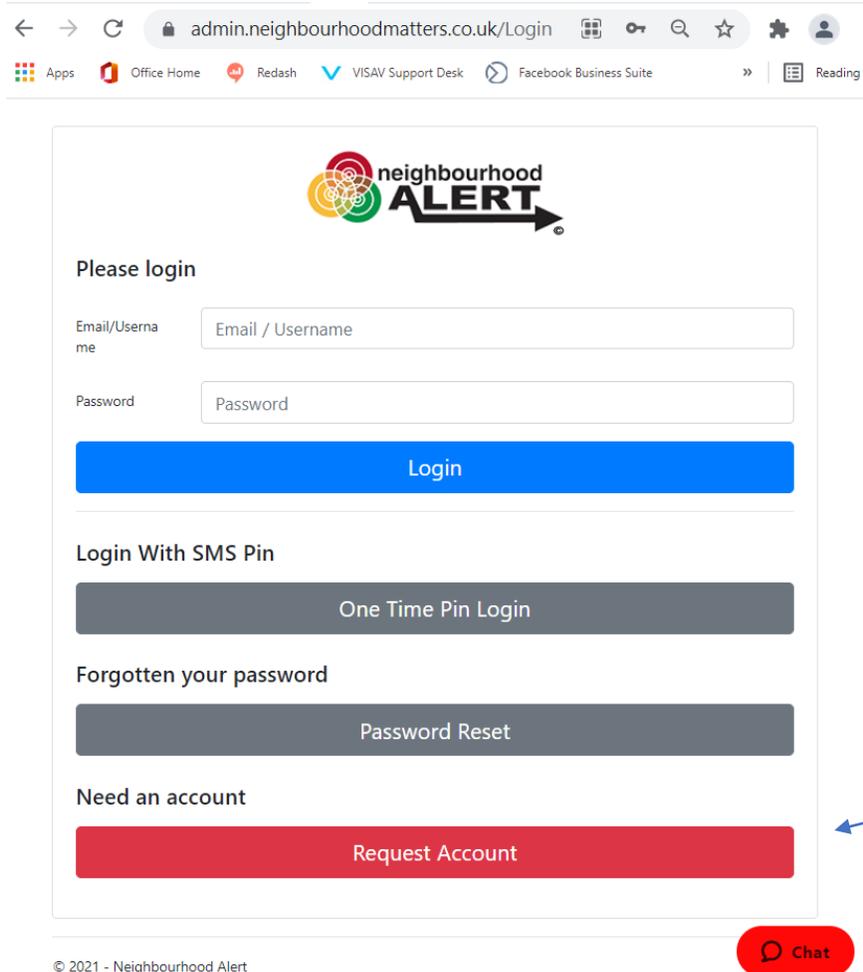


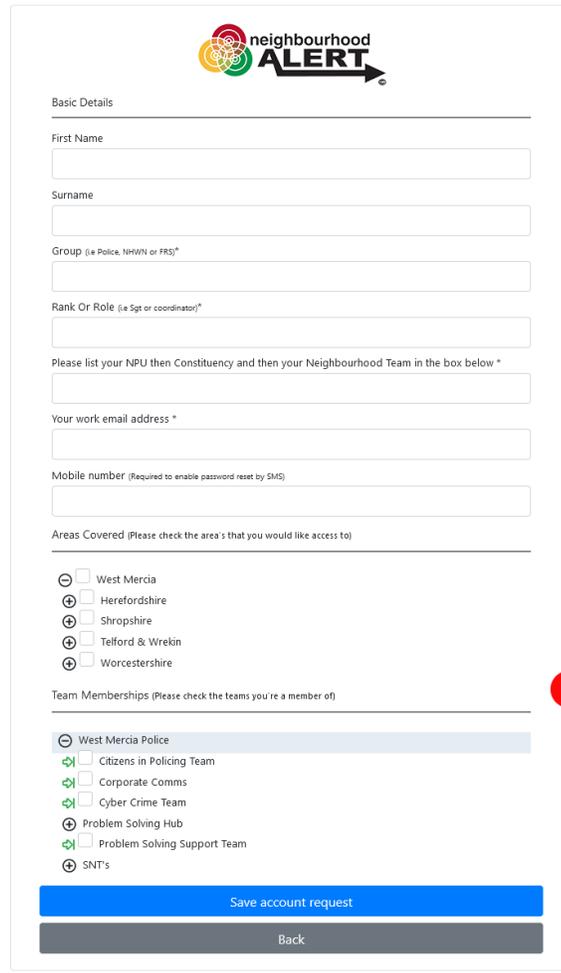
1) Ensure you have access to “Rappport”



The screenshot shows the admin login page for Neighbourhood Alert. The browser address bar displays 'admin.neighbourhoodmatters.co.uk/Login'. The page features the Neighbourhood Alert logo at the top. Below the logo, there is a 'Please login' section with two input fields: 'Email/Username' and 'Password'. A prominent blue 'Login' button is positioned below these fields. Underneath, there are three additional options, each with a corresponding button: 'Login With SMS Pin' (One Time Pin Login), 'Forgotten your password' (Password Reset), and 'Need an account' (Request Account). A blue arrow points to the 'Request Account' button. At the bottom left, there is a copyright notice '© 2021 - Neighbourhood Alert', and at the bottom right, there is a red 'Chat' button.

- Rappport is the secure admin area used to access the Neighbourhood Alert database from a mobile device
- You will need to request an admin account (if you don't already have one), by going to: <https://admin.<Your Website>.co.uk> and clicking the red “Request Account” button

Request an account



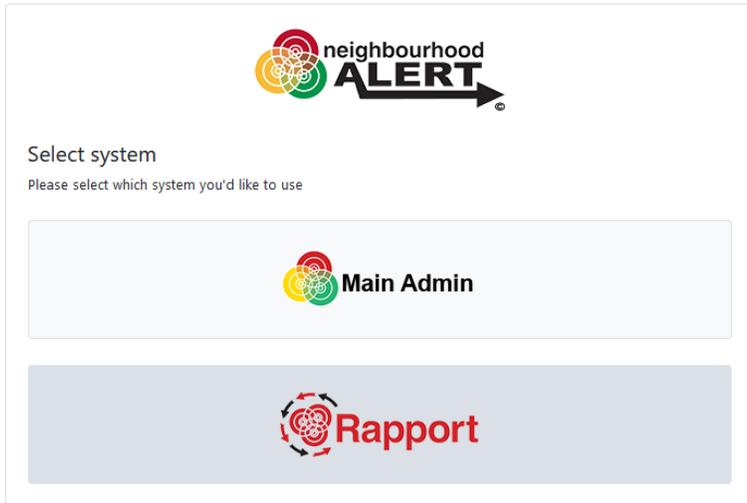
The screenshot shows the 'neighbourhood ALERT' logo at the top. Below it is a 'Basic Details' section with the following fields: First Name, Surname, Group (i.e. Police, NPHW or FRS), Rank Or Role (i.e. Sgt or coordinator), a text box for listing NPU, Constituency, and Neighbourhood Team, Your work email address, and Mobile number. The 'Areas Covered' section has radio buttons for West Mercia, Herefordshire, Shropshire, Telford & Wrekin, and Worcestershire. The 'Team Memberships' section has radio buttons for West Mercia Police, Citizens in Policing Team, Corporate Comms, Cyber Crime Team, Problem Solving Hub, Problem Solving Support Team, and SNT's. At the bottom 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.



This screenshot shows a dropdown menu for 'Areas Covered'. The menu is expanded to show 'Worcestershire' and 'North Worcestershire'. Under 'North Worcestershire', there are several sub-areas with checkboxes: Abbey, Alvechurch & Wythall (checked), Batchley & Central, Bewdley & Rural, and Broadwaters.

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 buttons: 'Main Admin' with a colorful circular logo, and 'Rapport' with a red circular logo. The 'Rapport' button is highlighted with a grey background.

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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

2) Message Sending Options

Message sending options can be found in the 'Send Message' option.

Welcome to Rapport

Add Member

Send Message

Your Messages 0 open tickets

My Groups & Members

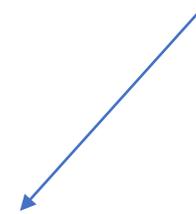
My Engagement

Set Location

Help & Settings

Switch To Main Admin

Log Out



Message Sending Options

Want to send by area and filter by group?



This process lets you pick an area, Rapport will give you some insights into the groups, growth and concerns of people in the area, to help you select who to send a targeted message to.

Area > Insights > Message

Have you already composed your message?



This AI process reads your message and helps you pick a suitable audience.

Message > Suggestions

Do you want to send to a direct message?



Use this process to send to a small number of members by their name, street name or postcode.

Search > Select Members > Message

Send to groups?



This process enables you to send messages to members based on corporate and your local team groups.

Send to Groups

The various options for selecting the recipients for your Alert messages can be seen here.

A brief description can be seen for each option.

Area > Insights > Message

Select Area

Pre-defined Areas

Or, select one or more pre-defined areas here

Select Area(s)

 UK (Force Structure)

 91163

Custom Areas

Either select a custom area or draw a new one

Draw a new shape or circle -->

 Draw

Next

Back

This option allows you to filter by area and by group and also offers insights into growth of groups in your area.

First, you can select a pre-defined area, or create a custom area to send a message to.

Area > Insights > Message – Pre-defined areas

Select Area

Pre-defined Areas
Or, select one or more pre-defined areas here

Select Area(s)

⊖ UK (Force Structure)	91186
⊖ England (regions)	84444
⊖ East Midlands (force areas)	24417
⊕ Derbyshire	29
⊕ Leicestershire	10
⊕ Lincolnshire	1
⊕ Northamptonshire	24299
⊖ Nottinghamshire	12
⊕ Ashfield	2
⊕ City North	4
⊖ Gedling	4
➡ Calverton	2
➡ Porchester	2
⊕ Mansfield	1
⊕ Rushcliffe	1
⊕ East of England (force areas)	8144
⊕ Metropolitan & London	16860
⊕ North East (force areas)	20
⊕ North West (force areas)	18436
⊕ South East (force areas)	986
⊕ South West (force areas)	3199
⊕ West Midlands (force areas)	13286

When selecting a pre-defined area, you can use the '+' icons next to area names to view the smaller areas beneath those, as seen here.

You can then use the button on the right that display the number of users in the area, to select the area(s) you wish to send to.

This could be multiple smaller areas, or one large area, or a combination.

The selected areas will then show as highlighted green.

Area > Insights > Message – Custom area

Custom Areas
Either select a custom area or draw a new one

Draw a new shape or circle -->

 Draw

Set Location ×

How would you like to set your location?

 GPS  Select location  Exit

After selecting to create a custom area, you can then set your location, which is the location that you want to send to, or you can find this manually later.

Send by Location

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

 Create a New Shape  Create a Circle

When creating a custom area, you can either draw out an area, or create a circle around a point

Area > Insights > Message – Custom area

Send by Location

6 People Inside Area



Enter a name for this custom area

First, you can either search for a location, or manually find this on the map (if you did not set your location previously)

You can then draw out the shape by clicking to create new points on the map. Once an enclosed shape is created you can then edit this by clicking and dragging the points.

The number of people in the area will also be shown once this is done.

You can also name the custom area, which you may wish to do, if saving the area for future use.

Area > Insights > Message – Custom circle

Send by Location

Create a New Shape Create a Circle

6 People Inside Area



Radius 4889 metres

Enter a name for this custom area
Custom Area - 15/09/21

Next

Back

First, you can either search for a location, or manually find this on the map (if you did not set your location previously)

Using the circle on the map you can drag the centre point to move the whole circle, or adjust the points on the edges to change the radius.

The number of people in the area will also be shown once this is done.

You can also name the custom area, which you may wish to do, if saving the area for future use.

Area > Insights > Message

Area Insights

The area you have selected contains **24299** members. You can filter this number down by selecting one or more groups below or send to all of them if you do not use any filters.

Filter by Group

Top Growth Groups (Last 30 Days)

 CCTV  1788	 1788
 Farm and Rural  1651	 1651
 Countryside Watch  1372	 1372

Priority Issues

All Available Groups In Selection

  Fire and Rescue Service alerts
  Hobbies & Interest Groups
  Neighbourhood Watch Interest

After you have selected the area to send to, you can then see the groups that any users are part of in that area.

Groups that have grown in number will be displayed here.

If you then wish to filter your recipients to a specific one of these groups, these can be selected using the button displaying the number of people in that group.

The categories containing other groups can be expanded to see further groups to select using the '+' icon here.

You can also skip this step, if you wish to send to all users in the area.

Area > Insights > Message

Summary

Potential recipients

People in areas / groups who will receive your message

Northamptonshire

Potential Recipients

24766 people by email.

Potential recipients who can only receive a message via an alternative channel:

1474 people by SMS

519 people by recorded voice message

View as list

View on map

Save this as a sending list

Create message

Back



You will then see the summary of the people that you have selected and how many can be reached by the various communication methods.

You can view these people as a list, view them on a map, or save the selection of users to send to in the future from the options here.

Or you can send the message to the selected users directly, see details on composing and sending here, page: ?.

Message > Suggestions

Compose Your Message

Please enter the subject of your message

 **B** U *I*   

Attachments

Select Attachments

Continue

Clear auto-saved message



If you have pre-prepared some content for a message that you wish to send, this option can be used to suggest groups & areas that you may wish to send this to, using AI to read your message and find any keywords.

You can compose your message as normal or paste in any content you may have prepared here.



Any suggested areas/groups will then be displayed for you to choose. You can also make any other selections as normal too.

You can then go on to send the message as normal.

For details on composing & sending a message, please see here, page: ?.

Search > Select Members > Message

Guide

Search

Details View Selection Mode

List View Map View

Displaying 12 Users

 Guide Admin
Sherwood Business Centre... NG5 2GA 

From the 'Direct Message' option, you can search for users that match specific criteria, then view or send messages to them.

You can use any data that may be stored on a user's account to search for them.

Search > Select Members > Message

Guide

Search

Details View Selection Mode

List View Map View

Displaying 12 Users

 Guide Admin
Sherwood Business Centre... NG5 2GA 

Guide

Search

Details View Selection Mode

List View Map View

+ Select All

Displaying 12 Users

 Guide Admin
Sherwood Business Centre... NG5 2GA

Once you have found the users for your search, you can view their account details, or you can choose 'Selection Mode' to select users to send a message to.



Search > Select Members > Message

Guide

Search

Details View Selection Mode

List View Map View

+ Select All

Displaying 12 Users

Guide Admin
Sherwood Business Centre... NG5 2GA

Guide

Search

Details View Selection Mode

Create Message + Add to List

+ Select All

Displaying 12 Users

Guide Admin
Sherwood Business Centre... NG5 2GA

From the list of users that match your search you can then select some or all to send a message to.

Search > Select Members > Message

Guide

Search

Details View Selection Mode

List View Map View

Displaying 12 Users

Guide Admin
Sherwood Business Centre... NG5 2GA

Set Location

How would you like to set your location?

GPS Select location Exit

Lookup a Location

Please enter a street/town/city name or postcode to set location

Nottingham

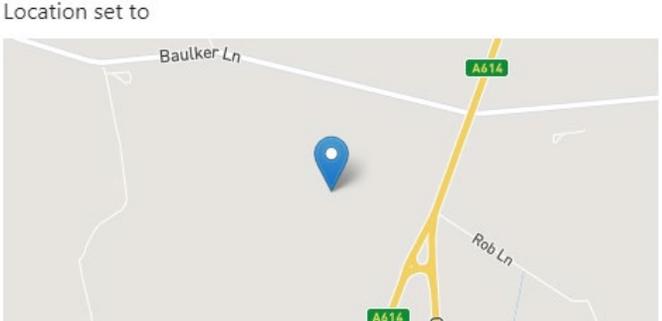
Cancel OK

Select Location

Please select the location to use below.

East Midlands (force areas) > Nottinghamshire

Cancel OK



You are also able to sort the list of users that you have found by distance from a set location.

This may be if you are out at an event for a day and wish to send to the users in the vicinity of this event.

First you can select 'Map View', then use GPS or manually select your location to set.

You can then confirm your set location and view this on a map.

Search > Select Members > Message

Guide

Search

Details View Selection Mode

List View Map View



+ Select All

- Displaying 12 Users
- Guide User1 (8.11 miles from location)
Sherwood Business Centre... NG5 2GA
 - Guide Admin (8.11 miles from location)
Sherwood Business Centre... NG5 2GA

Once you have then set your location, the list of users that you have found will be sorted in order of distance from your set location.

You could then use this list and the 'Selection Mode' option to send to only the nearest registered users to your location.

Send to Groups

All Groups



Team Groups

Groups for Neighbourhood Alert



Global Groups



From the 'Send to Groups' option, you can view some different types of to send a message to.

This option allows access to the same groups as from the Area > Insights > Message option, without any additional information displayed here.

You can also send to more precise versions of these groups, specific to your administrator team, 'Team Groups'. The users for team groups are manually added by members of that Team, to create these more specific selections.

You may also see some options on this page to access certain 'Global Groups' directly, these might be the most commonly used groups for your area, or those that are set as suggested for use on your site.

Send to Groups > Team Groups > Edit

Team Group

Editing group for "**Neighbourhood Alert**"
Team sub group of "**4x4 Vehicle Owner**"

Group Name

Group Description

Group Tags

Group Icon



Change group Icon

Group Join QR Code



Save group

Back

When editing the options for the Team Group you can change the name, description and group tags.

You can also see which Team this group belongs to and which Global Group this Team group extends.

Send to Groups > Team Groups > Add/Remove Members

Test Team Group Group Membership

Search

Show 100 entries

Name	
Guide Admin (NG5 2GA)	

Showing 1 to 1 of 1 entries

Previous 1 Next

Back

From the add/remove members options you can search for users using any user details, then add them to the Team Group.

You can also view the current members from this screen and remove any as needed.

Send to Groups > Team Groups > Send to this Group

Search by: Name, postcode, email address etc

Search

Potential recipients

People in areas / groups who will receive your message

Test Team Group in your area

Potential Recipients

1 person by email.

Potential recipients who can only receive a message via an alternative channel:

0 people by SMS

0 people by recorded voice message

View as list

View on map

Save this as a sending list

Create message

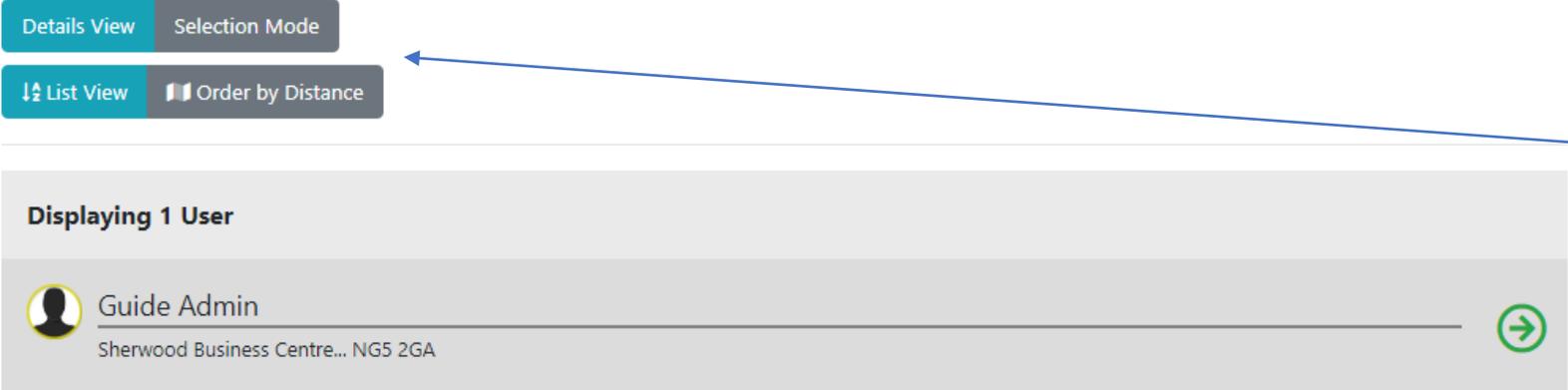
Clear List

You will then see the summary of the people that you have selected and how many can be reached by the various communication methods.

You can view these people as a list, view them on a map, or save the selection of users to send to in the future from the options here.

Or you can send the message to the selected users directly, see details on composing and sending here, page: ?.

Send to Groups > Team Group



The screenshot shows a user interface with two rows of buttons at the top. The first row contains 'Details View' (highlighted in teal) and 'Selection Mode' (grey). The second row contains 'List View' (highlighted in teal) and 'Order by Distance' (grey). Below the buttons is a grey header bar that says 'Displaying 1 User'. Underneath, there is a user card for 'Guide Admin' with a profile picture icon, the name 'Guide Admin', and the address 'Sherwood Business Centre... NG5 2GA'. A green circular arrow icon is on the right side of the user card. A blue arrow points from the right side of the image towards the 'List View' button.

When accessing a Team Group, you will also see all Group members displayed as a list and you can use the normal list options here, as previously noted in this presentation.

Composing and Sending a message

Compose Your Message

Please enter the subject of your message

 **B** U *I*    

Attachments

Select Attachments

Continue

Clear auto-saved message

Throughout this presentation you may have seen a number of different methods for selecting the recipients for an Alert message.

Through whichever method you may choose, the options for composing and sending out the Alert will always be the same.

In this example of the sending process, I will use the area of Nottinghamshire for the recipients of the message.

The first page you will see is the message editor, to enter the content for your message.

Composing and Sending a message

Compose Your Message

Please enter the subject of your message

B U *I* | 🖼️ 🔗 {} 📄

Message subject

Message body; This can also include links, images and merged in details from the recipients' accounts. If surveys are available in your area, you can also insert a survey link here.

You can also add attachments to your message; files the recipients can download from the Alert they receive (pdf, Word doc, etc)

Attachments

Select Attachments

Continue

Clear auto-saved message

Composing and Sending a message > Message Templates



From the templates option you can preview and load message templates that you have saved, or those that have been shared by other administrators on your site.

These templates can include any content that a normal Alert message can: text, images, links, attachments and merged in details.

Message templates may be useful for messages that are often formatted with similar content, to reduce the amount of time writing out content for each message.

This may also help to create more uniform messages across an area, as admins may use the same shared templates.

Your Saved Template

test template testing

Global Templates

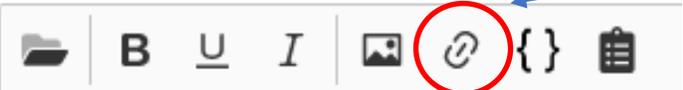
No shared saved messages



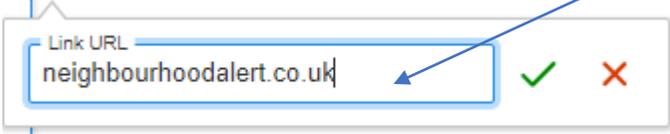
Composing and Sending a message > Text Formatting & Links



Text within an Alert message can be formatted using the standard text formatting options.



You can a link to any URL by highlighting any text within your message to be clicked on, then using the link button, then inputting your URL to direct the user to.



Composing and Sending a message > Images & Attachments



You can insert an image into the body of the Alert using the 'Insert Image' option. From here you can select from images that you have already uploaded to your account to insert those.



You can also upload new images from your computer/device using 'upload'.

Attachments



Using the 'Select Attachments' option in the editor you can add attachments to your message; files the recipients can download from the Alert they receive (pdf, Word doc, etc).



This may be useful for additional information that is already formatted such as in an article.

You can upload new files to attach, using the same upload option

Composing and Sending a message > Merged in details



Using the 'Personalise Message' option you can automatically insert details from all your recipients' accounts to create a more personal message.

Mail merge options

- {FIRST_NAME}
- {SURNAME}
- {FULL_NAME}
- {EMAIL}
- {LOGIN}
- {SITE_NAME}
- {LOGIN_LINK}

This can include a number of options.

Once you have selected to insert one of the merge fields, they will display like this. You can then continue composing your message around this option as normal.

```
Hi {FIRST_NAME},  
Example greeting
```

Composing and Sending a message > Message Options

Select a Message Type

Please select a message type ▾

Message type: The type most relevant to your message's content. These are used by users to specify the topics that they receive Alerts for

Urgency Level

Low Urgency

Medium Urgency

High Urgency

Urgency Level: Whether the message is required to be read / replied to in a more timely manner, such as for time-specific events.

Recipient Type

- Send to all available
- Only send to people of influence and known members ⓘ
- Only send to known members ⓘ
- Only send to people of influence ⓘ

Recipient Type: Allows further filtering of recipients, to only include users marked as those options.

Message Options

- Does your message direct recipients somewhere (report and incident, visit a site etc)
- Mark Alert as suitable for sharing

Message Options: Can include a reminder to check any provided links within your alert (e.g. for reporting issues).

Send this message from a team rather than yourself

If you want to send a message as a team please select the team to send from from the available teams below

Send as myself ▾

Choose whether to allow sharing to social media options, this also allows viewing from the Latest Alerts option from your area's Alert website.

Send as Team: If enabled for your administrator Team, you can use a Team sign-off for your message, instead of your individual details.

Continue

Composing and Sending a message > Further Message Content

Preview Email Content

Show email preview

SMS Content



"This would make a great SMS message, shall I create one?"
You can optimise your message so it won't send any SMS to people who have email addresses on the previous step

Help me write an SMS

Add an SMS message

Recorded Voice Content

Add a Recorded Voice Message

Who Is Your Message Being Sent To?

People in areas / groups who will receive your message

Nottinghamshire

Calculated Recipients

31591 people by email.

Who Should Replies to This Message Be Assigned To?

Me Somewhere else

Continue

View a preview of your Alert email, exactly as it will be displayed to the user, including your sign-off and the standard interaction options for the Alert.

You can add SMS / Voice Message content to your Alert message directly from this page from these options. There may be a cost associated with sending message including these options.

A summary of the users that you have selected to send this message to, removing any selected users that have not selected your chosen message type.

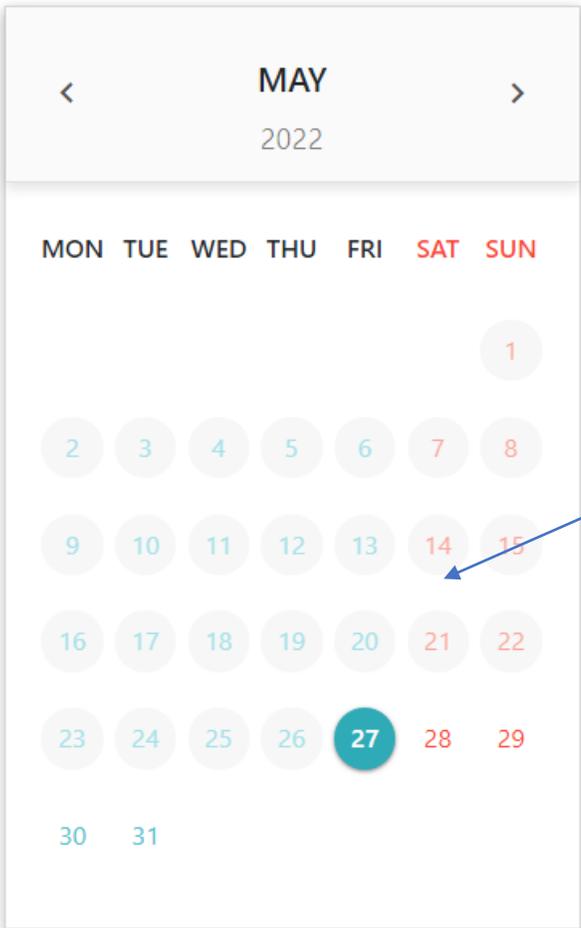
Assign any replies sent from recipients of this message to: yourself, another Administrator Team, or another specific administrator within a Team.

Composing and Sending a message > Confirm Sending

When to Send Your Message

- Send your message now
- Schedule message for later

From this final page you can send the message out right away. Or you can schedule this to send automatically at a specified Date & Time.



Send message