

NICE -

Lancashire Constabulary Community Portal Manual 01 Registering with the Portal

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Introduction

Thank you for agreeing to register with the NICE Investigate Community Portal. Your CCTV cameras can help Lancashire Constabulary deter and solve crime.

Registering your cameras will streamline the information exchange, making it easier for Lancashire Constabulary to identify which of your cameras may have evidential footage and it will simplify the process of making it available to an Investigating Officer.

This guide covers how you register your organisation and CCTV cameras. When you register there maybe occasions where Lancashire Constabulary also require you to provide some footage so this guide also includes instructions on how to respond to a request for CCTV footage.

There is a further guide that provides more detail on all of the functionality associated with the Respond Function within the Community Portal plus there is a guide that provide information on the administration functions that exist within the Community Portal. These guides along with more information on the NICE INVESTIGATE Community Portal and how the use of it benefits both yourselves and Lancashire Constabulary can be found at www.lancashire.police.uk/contact-us/register-your-camera.

If you have any questions or have any issues with the registration process please email <u>NICE.SUPPORT@LANCASHIRE.POLICE.UK</u>

How To Register Your Organisation

1. RECEIVE A REGISTRATION REQUEST FROM LANCASHIRE CONSTABULARY

If Lancashire Constabulary send you a 'Register Request' and your organisation is not currently registered with the Community Portal, then you will receive an email requesting that you register as shown below.

Register request from Michael Pemb	perton of the Lancashire Constabulary Agency
noreply-business@digital-policing To © Banner, Matthew	j.co.uk
	Dear Sir / Madam,
	You have been requested by Matthew Bryant of the Lancashire Constabulary Agency to register for the Community Portal to assist with one of their cases.
	Register for CommunityPortal
	Confidentiality: This communication and any attachments are intended for the above-named persons only and may be confidential and/or legally privileged. If this communication has come to you in error you must take no action based on it, nor must you copy or show it to anyone; please delete/destroy and inform the sender by e-mail immediately.
	Powered by NICE Investigate

2. CLICK REGISTER FOR COMMUNITY PORTAL

Register request from Michael Pemberton of the Lancashire Constabulary Agency			
Noreply-business@digital-policing.co.uk To Sanner, Matthew			
Click on the blue link	Dear Sir / Madam, You have been requested by Matthew Bryant of the Lancashire Constabulary Agency to register for the Community Portal to assist with one of their cases. Register for CommunityPortal Confidentiality: This communication and any attachments are intended for the above-named persons only and may be confidential and/or legally privileged. If this communication has come to you in error you must take no action based on it, nor must you copy or show it to anyone; please delete/destroy and inform the sender by e-mail immediately.		
	Powered by NICE + Investigate		

Once you have clicked on the blue link, the NICE Investigate Community Portal Login page will appear in a new tab in your browser as shown on the next page.

3. SELECT REGISTER NOW

NICE Investiga	te _{community}	
	Login Please enter your details to login to your NICE Investigate Community Business Portal account. Email	Not yet registered? If you were invited to register and don't have an existing account, please click the "Register now" button.
	Password	You will then be prompted to create a new account in order to gain access to the NICE Investigate Community Business Portal.
	Forgot your password?	Register now
	protected by reCAPTCHA Privacy - Terms	Select 'Register now'

4. ENTER YOUR EMAIL AND A PASSWORD

Once you have selected 'Register Now' you will be presented with the registration page as shown below.

IICE • Investigate _{community}	
	Register
	Please enter your details below to register with this service.
	example.email@lancashire.police.uk
	Password
	Confirm password
	V I'm not a robot
	Register
	@2021 - NICE Ltd.
	This site uses cookies. By continuing to use the site you are agreeing to our privacy policy.

5. VERIFY YOUR ACCOUNT

Once you have clicked 'Register' you will be presented with the following screen informing you that you need to verify your account by entering a code from an email.

NICE • Investigate _{community}	
	Email address verification required
	Your account has been created. We now need to verify access to your email account. We have sent you an email containing a unique code. Please enter that code below.
	The code emailed to you is valid for 59 minutes, 53 seconds .
	NOTE: The email may go into your spam folder, please check this folder as well as your Inbox.
	Code
	protected by reCAPTCHA Privacy - Terms
	Submit

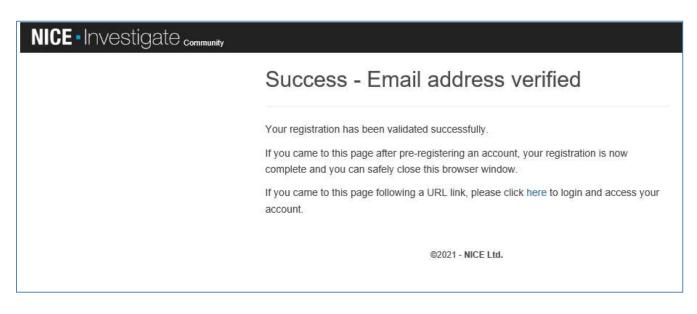
Check your email inbox for the email with the registration code (you may need to check your spam folder if you can't find it in your inbox).



Enter the registration code you receive as shown below and click SUBMIT

	Email address verification required	
Your account has been created. We now need to verify access to your email account. We have sent you containing a unique code. Please enter that code below.		
	The code emailed to you is valid for 50 minutes, 36 seconds .	
	NOTE: The email may go into your spam folder, please check this folder as well as your Inbox.	
Enter the registration code	Code CLb4h%	
	protected by reCAPTCHA Privacy - Terms	
	Click 'Submit' Submit	

If you have entered the correct code then you will get the following message. If you entered it incorrectly you will be asked to enter it again.



6. LOGIN TO YOUR ACCONT

Click on the blue link where it reads 'click here' to login and access your account

NICE Investigate community	
	Success - Email address verified
	Your registration has been validated successfully.
	If you came to this page after pre-registering an account, your registration is now complete and you can safely close this browser window.
	If you came to this page following a URL link, please click here to login and access your account.
	Click on the blue link to login and access your account

When you click on the link you will be taken to the 'Login' page where you should now Login using your email address and password

NICE Investigate community		
Login Please enter your details to login to your NICE Investigate Community Business Portal account. Email Password	Not yet registered? If you were invited to register and don't have an existing account, please click the "Register now" button. You will then be prompted to create a new account in order to gain access to the NICE Investigate Community Business Portal. Register now	
Forgot your password? Login protected by reCAPTCHA Privacy-Terma ©2021 - NICL	E Ltd.	

7. INPUT YOUR ORGANISATION DETAILS

Once you have completed the registration process you will need to input some basic details as shown below. You will need to confirm that you have read the Community Portal Terms and Conditions, then select **REGISTER**

IICE • Investigate community	o	
Registration Please complete the registration form to create your account		
Email address	Company name *	
Example.email@lancashire.police.uk		
First name *	Company address •	
Last name *		
Phone number	denotes required fields	
	Check here to indicate you have read and agree to the Community Portal Terms and Conditions	
	Logout Register	
This site uses cookies. By continuing to use the site you are agreeing to our privacy policy		

Your organisation is now registered! Your next step is to register your CCTV cameras.

NICE • Investigate community	0
Registration complete You have successfully registered Login	

If you have any issues in the registration process or have any questions – please email <u>NICE.SUPPORT@LANCASHIRE.POLICE.UK</u>

For my information and help please go to www.lancashire.police.uk/contact-us/register-your-camera

REGISTER YOUR CCTV CAMERAS

On completion of the registration of your organisation we ask that you now register your CCTV cameras.

8. LOGIN TO YOUR ACCOUNT AND SELECT THE CAMERA OPTION

Select the CAMERAS tab from the menu and select the ADD NEW CAMERA button.

NICE Investigate community	👤 Matt Bryant 👻 📀
REQUESTS CAMERAS MY ACCOUNT USERS GROUPS	
Cameras	Add new camera
View and manage your company cameras	
Sort by: Camera name 🗸	
No cameras found	BAtrincham Road A560 Gib Lane Altrincham o
	Parkbrook Road

9. ADD NEW CAMERA DETAILS

The Add new camera screen is presented. Within the Details section, enter the following details for the new camera using the text boxes provided: Mandatory fields are indicated with a red *. You cannot add the new camera until all mandatory fields are populated.

- **Camera name** the camera name that is displayed on the map and what Investigators see when using the Investigate system.
- Internal name an optional internal name to refer to the camera as.
- Camera make the make of the camera.
- Camera model the model of the camera.
- Camera notes any additional notes relating to the camera.

Where provided, click the Information button to display a tooltip for guidance when populating the field.

Details	Place on map	
Camera name *	Search for address	
	Search on addresses, zipcodes, cities and towns Q	Search
Internal name	Drag the marker to the camera position	
	0	
Camera make	Gip La	
	ASOU	
Camera model	Altrincham Ro	and the second
Camera notes		14
	Haybarn Road Redburn Road Strange Control Road	
	• OpenStreetMap co	

10. PLACE THE CAMERA ON THE MAP

Within the **Place on map** section, do the following:

- Using the **Search for address** text box, search for either a street address, a business or longitude/latitude coordinates which then get resolved to a street address. Long/Lat coordinates must be comma separated e.g. -1.404728, 50.905833.
- Once entered, click the **Search** button. Suggested street and business addresses are displayed in a list for you to select. The map now updates to show the location of your search. The more information you add in the search, the more accurate the results will be. For example searching for a business, it is advisable entering the area (e.g. town) as well as the business name e.g. *ACME Industries Preston*.
- A camera marker is provided on the map for you to drag and drop it on the map where the camera is located. Click and drag on the map to move to a different location. Click the **Zoom in** and **Zoom out** buttons to assist you when locating the position on the map where you require placing the camera.

Details	Place on map
Camera name *	Search for address
	Search on addresses, zipcodes, cities and towns Q Sea
Internal name	Drag the marker to the camera position
	0
Camera make	Gib Lane
Camera model	ane Altrincham Re-
Camera notes	The camera icon is located on the map based on the search criteria you enter Haybarn Road

Once the camera is located in the correct position on the map and all details added, click the **ADD CAMERA** button. The camera is now added to the map and the cameras registered are listed. You can repeat the process for all of the cameras associated with your organisation.

After loading details of your cameras the next step is to now complete the registration process – which is detailed on the next page

COMPLETE YOUR REGISTRATION

To complete the registration process, you will need to access the request that was sent to you and set it to complete. Select the **REQUESTS** tab and select the request by clicking the blue 'BIZ' reference number

stigate community				💥 English (GB) 🗸	👤 Jordan Bruce 👻	?
RAS MY ACCOUNT USERS	GROUPS					
1)						
nd to requests						
Reset all				Sort by: Date cr	eated (Newest first)	~
BIZ101625	Status New Priority Medium	Assigned to Unassigned	Created by Lancashire Police 1 UK Customer Police 16 September 2021 08:53	Required by N/A	Sent to John Smith	
Click to access	the		1			
request						
	RAS MY ACCOUNT USERS	RAS MY ACCOUNT USERS GROUPS and to requests Reset all BIZ101625 Status: New Priority Medium Click to access the	ARAS MY ACCOUNT USERS GROUPS	ARAS MY ACCOUNT USERS GROUPS The distance of the second s	RAS MY ACCOUNT USERS GROUPS Indiana Indiana Indiana Indiana Indiana Indiana Indiana <td>RAS MY ACCOUNT USERS GROUPS In the second se</td>	RAS MY ACCOUNT USERS GROUPS In the second se

Shown below is an example of a request that has been sent to trigger the registration process **and where there is no need for any footage**. It is clearly stated on the request form that there is no requirement for footage. To complete the registration process select **SUBMIT RESPONSE**.

However, in some instances the registration request that has been sent to you may include a request for CCTV footage. If this is the case, then the request sent to you will look completely different to that shown below. An example of a registration request that has a request for footage is shown on page 13 along with the instructions on how to respond.

Request details	Messages (0) C ^{Reload}
Assigned to	
Select assignee 👻	Write your message
Requested cameras	
Please refer to request description	
	There are no ressages
Registration Request Only Form	Messaging allows you to pontact the Requestor
This request is being sent to you so that you can register with NICE INVESTIGA There is no requirement for any footage at this time	directly with any ducted journal just about their
Please enter a message to accompany the registration request (optional)	request.
Registration request as discussed	
Response details	Confirmation that no factors is required. Calact to
	Confirmation that no footage is required. Select to complete the registration process. If the registration
	equest sent to you looks different to this please go
	to the instructions on Page 13.
	to the matuctions on rage to.

You will be asked to confirm a final response – which conforms that you are uploading 0 files as part of your response. Select Continue.

If you have any issues in the registration process or have any questions – please email <u>NICE.SUPPORT@LANCASHIRE.POLICE.UK</u>

For my information and help please go to <u>www.lancashire.police.uk/contact-us/register-your-camera</u>

RESPOND TO REQUEST FOR FOOTAGE

If an officer has requested CCTV footage from you as part of the registration process then the request will be as shown below.

press	2 Priority Messages High 0		Reject request Save request Sub	mit response
	details		Messages (0)	C Reload
ned to	e	*	Write your message	
sted cam				1
			There are no message	15
any help	in completing this request or to	ation for the disclosure of personal data to the police access the Lancashire Constabulary DEMS Privacy Notice please go t police.uk/contact-us/register-your-camera	Messaging allows you to contact the	Requestor
is request	is made under Schedule 2. Part 1	Paragraph 2 of the Data Protection Act 2018 and GDPR Article 6(1)(d	k	
equestor				
ame and allar No	Matt Bryant			
hone umber	01234 567 890	←	Details of the Of making the Req	
nail Idress	matt.bryant@lancashire.police.	uk	for footage	uest
equest				
e well as sp e footage (iy specific		tage is required from the officer will provided details of why they need sable, without prejudicing the investigation). The Officer will also detail ope.		
em making	enquiries concerned with		Details of the Request	
The preve The prose Protectine	enquiries concerned with ntion or detection of crime cution or apprehension of offende g the vital interests of a person ase specify)	rs	Request	
The prove The prose Protecting Other (ple ther the footage	ntion or detection of crime cution or apprehension of offende g the vital interests of a person ase specify)	Officer will provide those details here.		e
The prove The prose Protection Other (ple er e footage ase provi	ntion or detection of crime cution or apprehension of offende the vital interests of a person ase specify) e is requested for other details an de footage for the following date	Officer will provide those details here.	Request Requested Time	9
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The prove The prosent of the prosent of the pro- Protection Other pile the footsgoet Research of the footsgoet Date / Time I food/2022 I confirm information I confirm information I confirm information I confirm provided the provided the pro- sent of the provided the provided the pro- tect of the provided the provided the pro- tect of the provided the pro- tect of the provided the pro- tect of the provided the provided the pro- tect of the pro- tect o	ntion or detection of orime cution or apprehension of offende the vital interests of a person as especify) es requested for other details an de footage for the following date e From 113:00 that the personal data requested i no will be likely to prejudice those that the individual(s) whose perso likely to prejudice the matters des e details ments * any other relevant information we type of items to upload.	Officer will provide those details here. Attime periods Is readed for the purpose indicated above and a failure to provide that matters. Indidata is sought should not be informed of this request as to do so critered above. 	Request Requested Time	3
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etails of the footage request will e provided along with the reason r requesting the footage.

he request will define a time eriod for when the CCTV footage required. Access your CCTV stem and download the relevant otage ready for upload to the quest.

hen you are ready to respond to e request you can upload files SELECTING FILES in the pload section

/hen you select Upload Files indows explorer will be splayed.

Ohoese File to Upload			×
← → + ↑ ♥ > This PC		v & Search This PC	p
Organize •		5	0
✓ Image This PC			
> 10 Objects > Dobjects > Dobjects > 30 Objects > 30 Objects	o Desitop		
> & Develoads Octaments	Downleads		
>	o 📄 Pictures		
> ± 1Drive(2)			
File name		~ Ali Files (*.*)	v
		Open	Cancel

imply identify the required file at you need to upload for the quest and select open.

/hen the upload is complete the bload status goes green and a een tick is displayed. You can bload multiple files if required

Please choose the type of item	s to upload.	
Please note that individual files	must be 50.0 GB or less.	
Individual files		
(d.f.)		
Select files		
<u> </u>		
	Berrove	C Enter the camera name (optional)
FCR-1.jpg	Il nonve	Enter the camera name (optional)
Uploaded	748.4 KB / 748.4 KB	Add a comment for this file (optional)
		was woo a comment for this file (optional)

۷ **NSE**

NICE · Investigate community	📰 English (G8) - 💄 Andrew Wilson - 🕤
REQUESTS CAMERAS MY ACCOUNT USERS GROUPS	
BIZ101632 Priority Messages In progress High 0	Reject request Save request Submit response

You will be asked to confirm the following Response.

Confirm response	×
In responding to Lancashire Police 1's request with 1 uploade below terms and conditions for providing information.	d file(s), you agree to the
I certify that the information provided is a direct copy of the info camera system for the requested timeframe and is provided with understand that making a false report to law enforcement is a se punishable by law.	no intent to mislead. I
	Cancel Continue

When you click **CONTINUE** your response is complete and the footage will be made available to Lancashire Constabulary. If you have any issues in completing the request for footage please contact the officer whose details are on the request.

11. ADDITIONAL INFORMATION WHEN UPLOADING FILES

- File uploads must be 50 GB or less.
- The same file cannot be uploaded more than once.
- Folders and/or files with zero bytes cannot be uploaded.
- Navigating away or closing NICE Investigate Community altogether before one or more files have completed interrupts
 the upload. You are asked if you want to leave the site or not. Click Stay and the upload continues. If you choose to click
 Leave the upload will not complete. When you log back in, the files that were in the uploading status will need removing
 (by clicking the Remove button) so you can re-upload them.
- The request can also be saved by clicking on Save request and continue actioning the request later.
- The Request can also be rejected by clicking on Reject request and a comment added as to why the request has been rejected.