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 NICE.SUPPORT@LANCASHIRE.POLICE.UK

How To Register Your Organisation

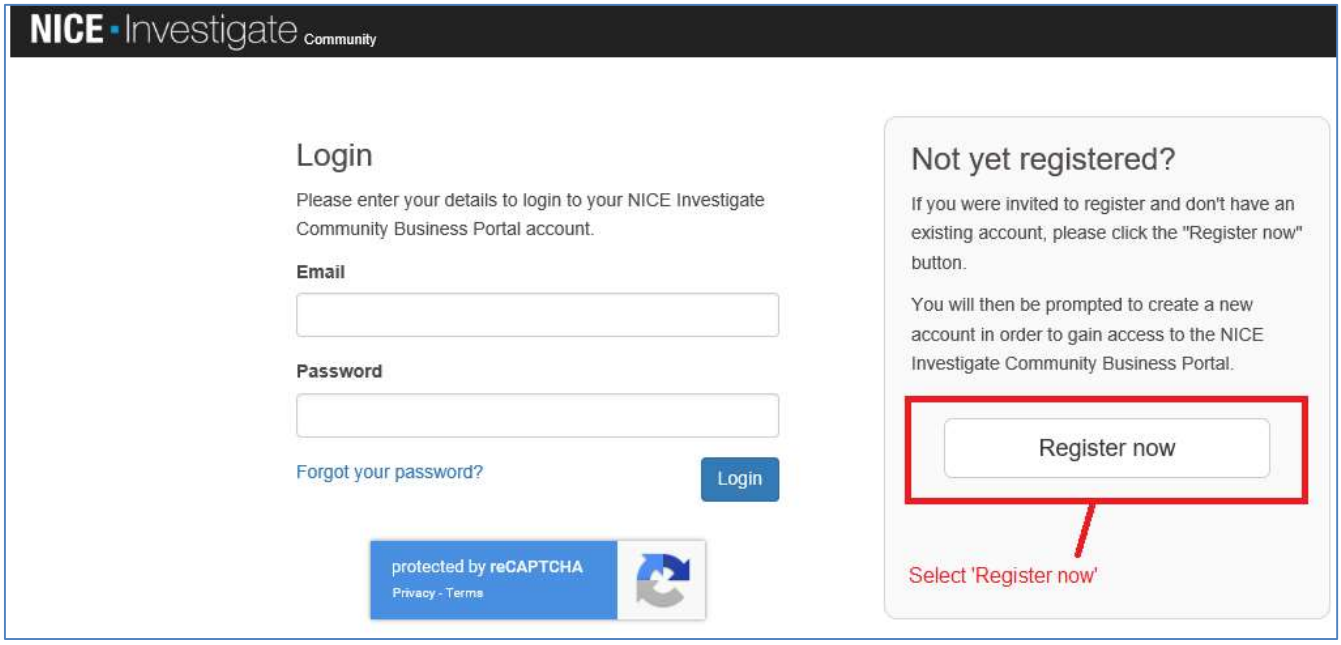
1. RECEIVE A REGISTRATION REQUEST FROM LANCASHIRE CONSTABULARY

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.

2. CLICK REGISTER FOR COMMUNITY PORTAL

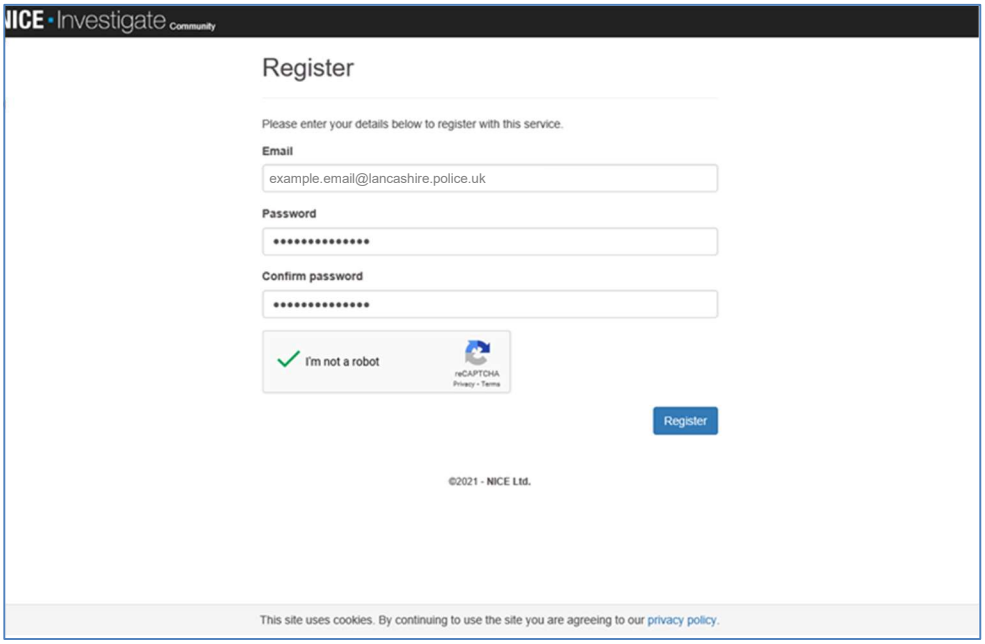
Once you have clicked on the blue link, the NICE Investigate Community Portal Login page will appear in a new tab in your browser as shown on the next page.

3. SELECT REGISTER NOW



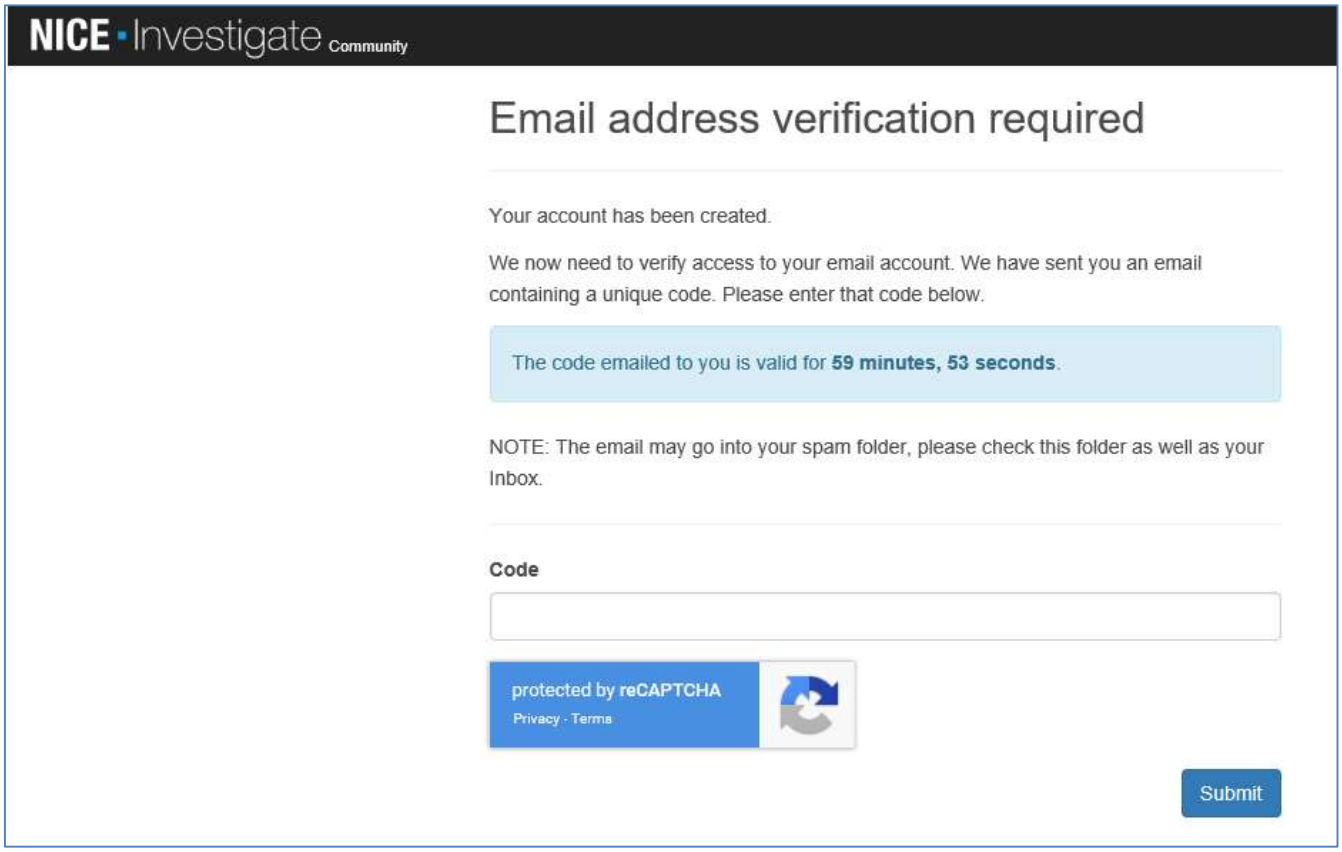
4. ENTER YOUR EMAIL AND A PASSWORD

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

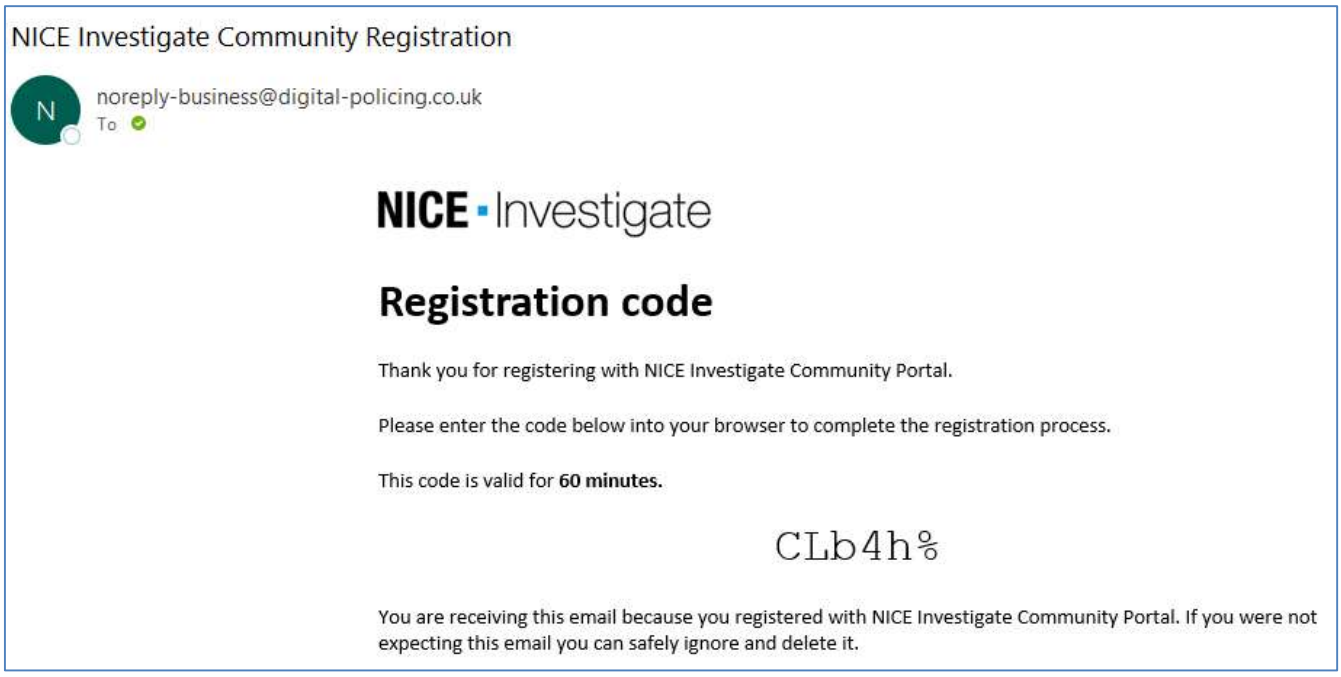


5. VERIFY YOUR ACCOUNT

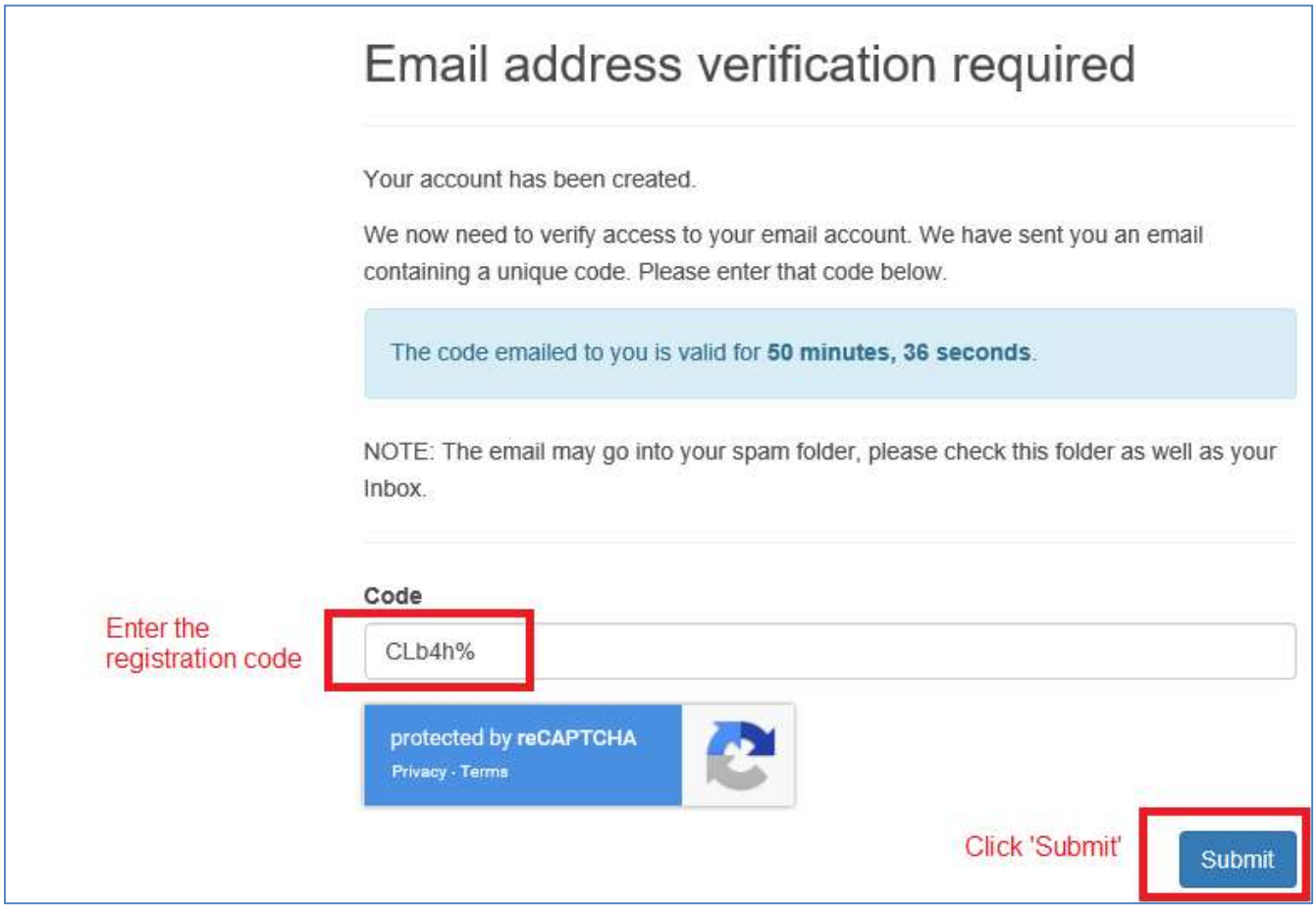
Once you have clicked 'Register' you will be presented with the following screen informing you that you need to verify your account by entering a code from an email.



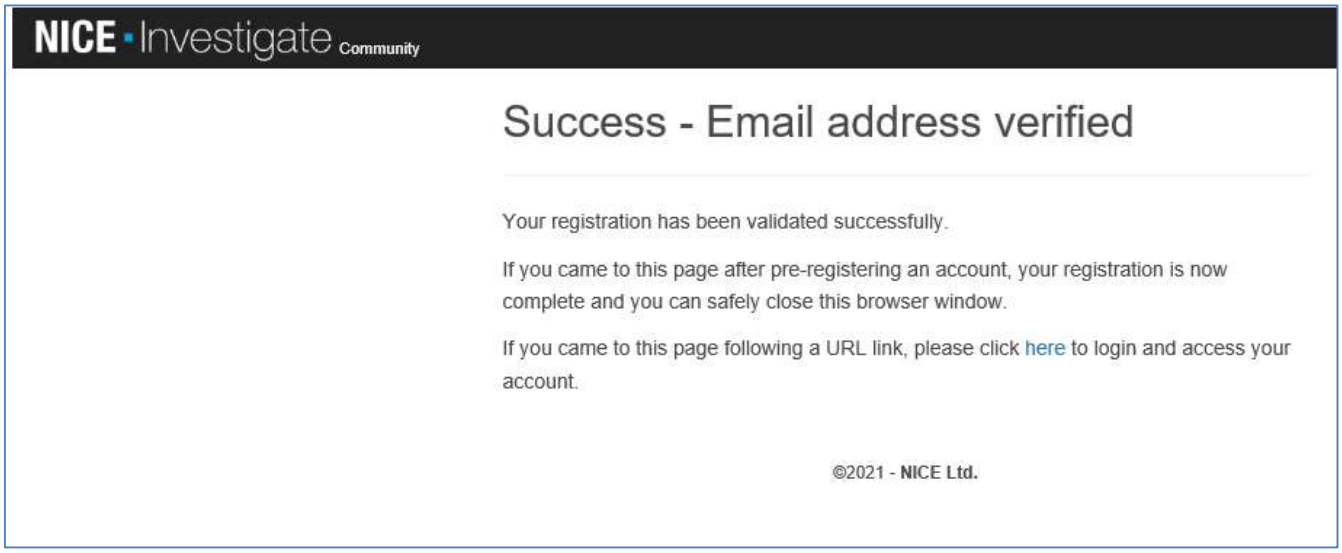
Check your email inbox for the email with the registration code (you may need to check your spam folder if you can't find it in your inbox).



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

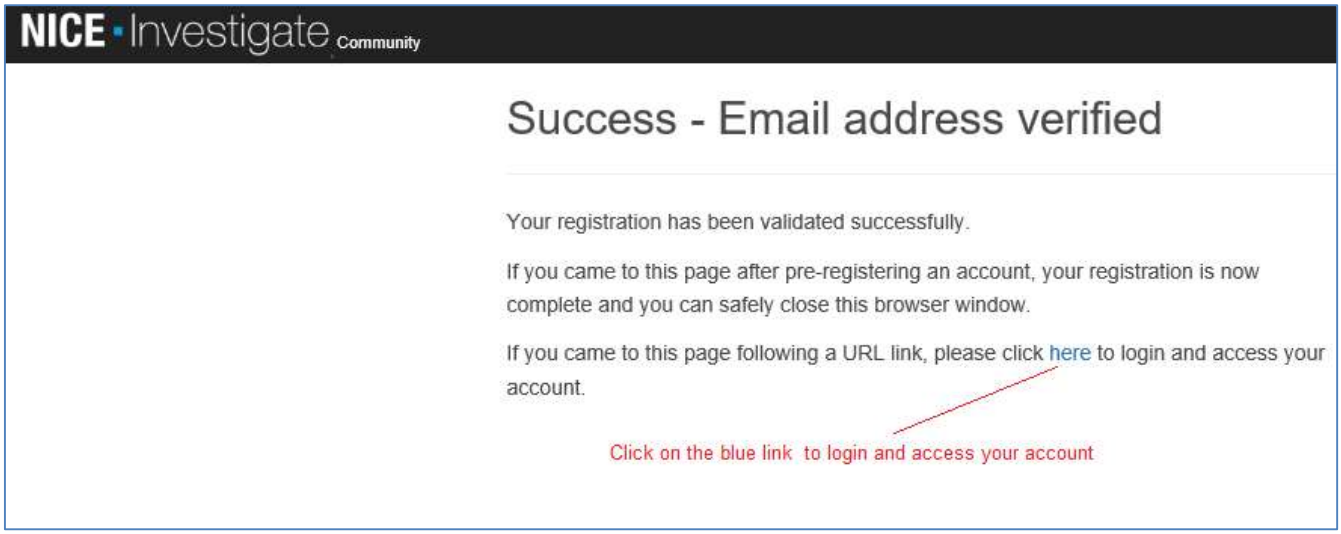


If you have entered the correct code then you will get the following message. If you entered it incorrectly you will be asked to enter it again.

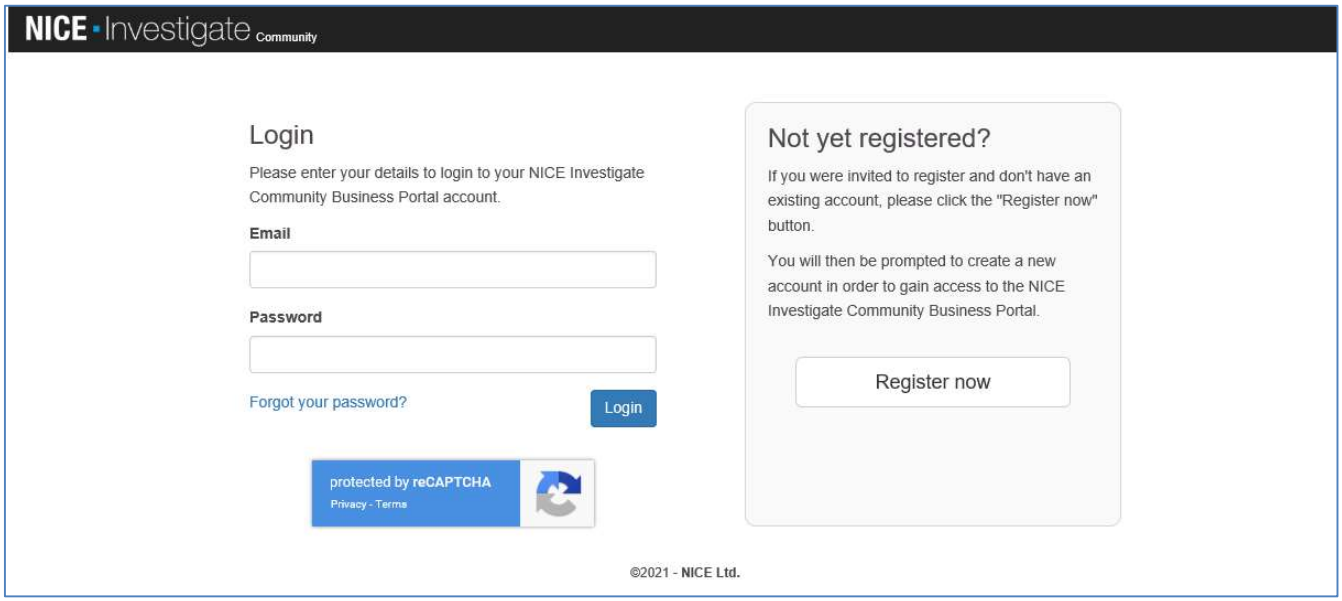


6. LOGIN TO YOUR ACCONT

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

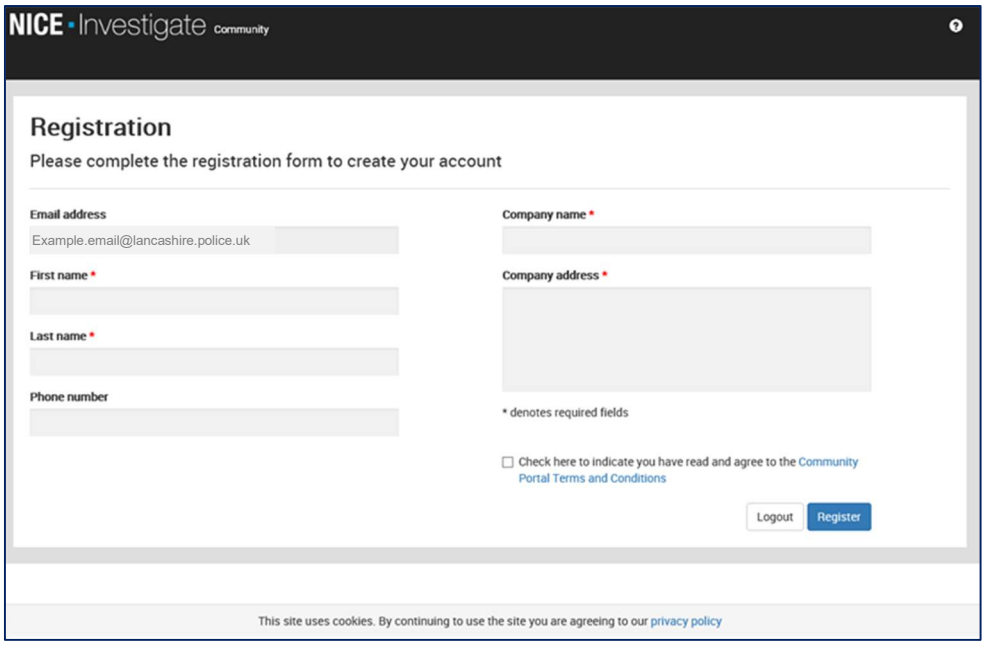


When you click on the link you will be taken to the ‘Login’ page where you should now Login using your email address and password



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**



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

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

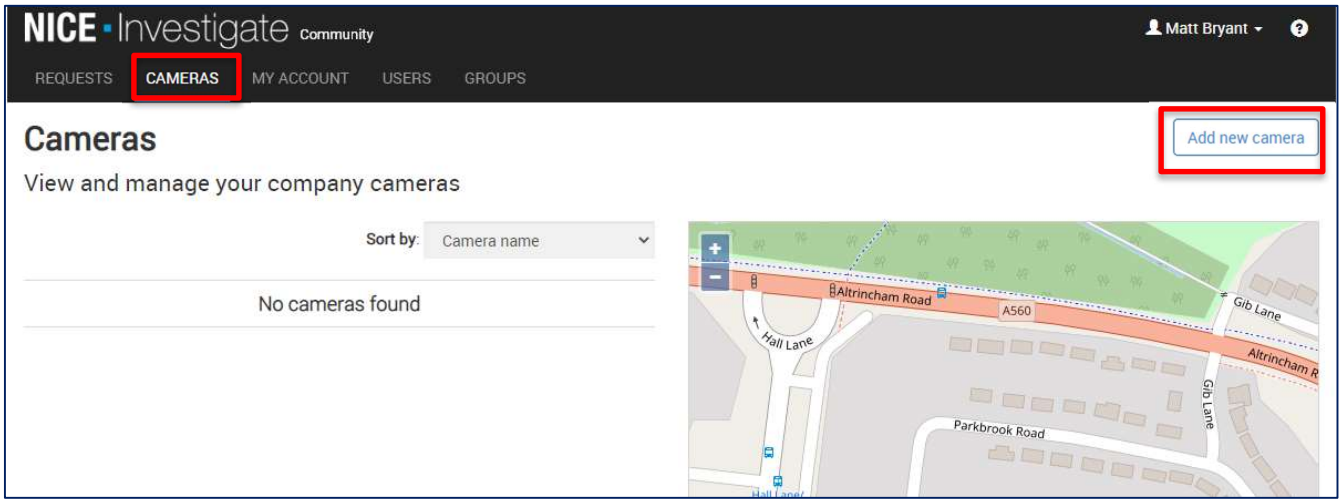
For my information and help please go to www.lancashire.police.uk/contact-us/register-your-camera

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.

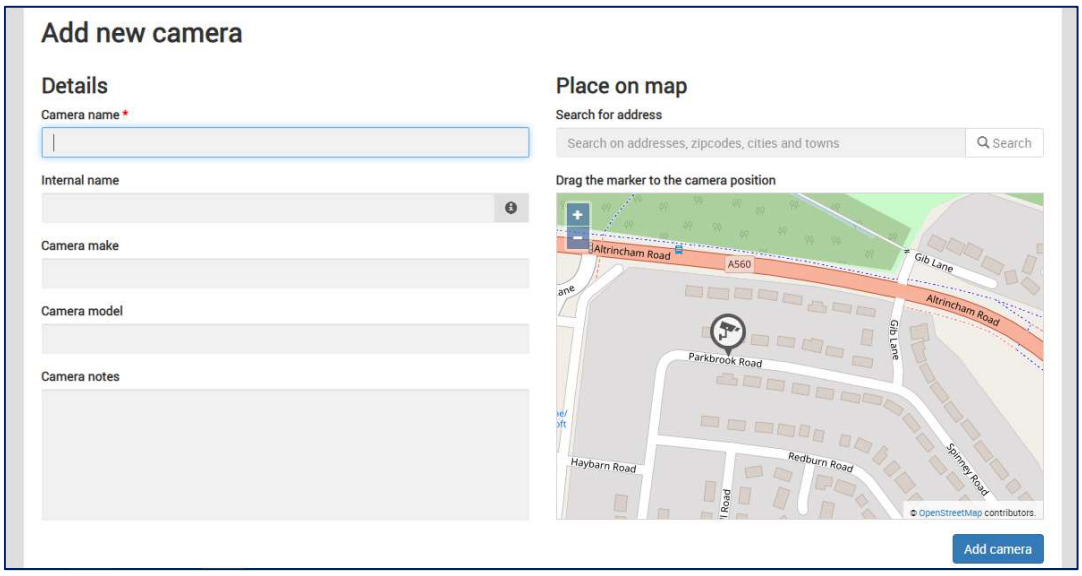


9. ADD NEW CAMERA DETAILS

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.

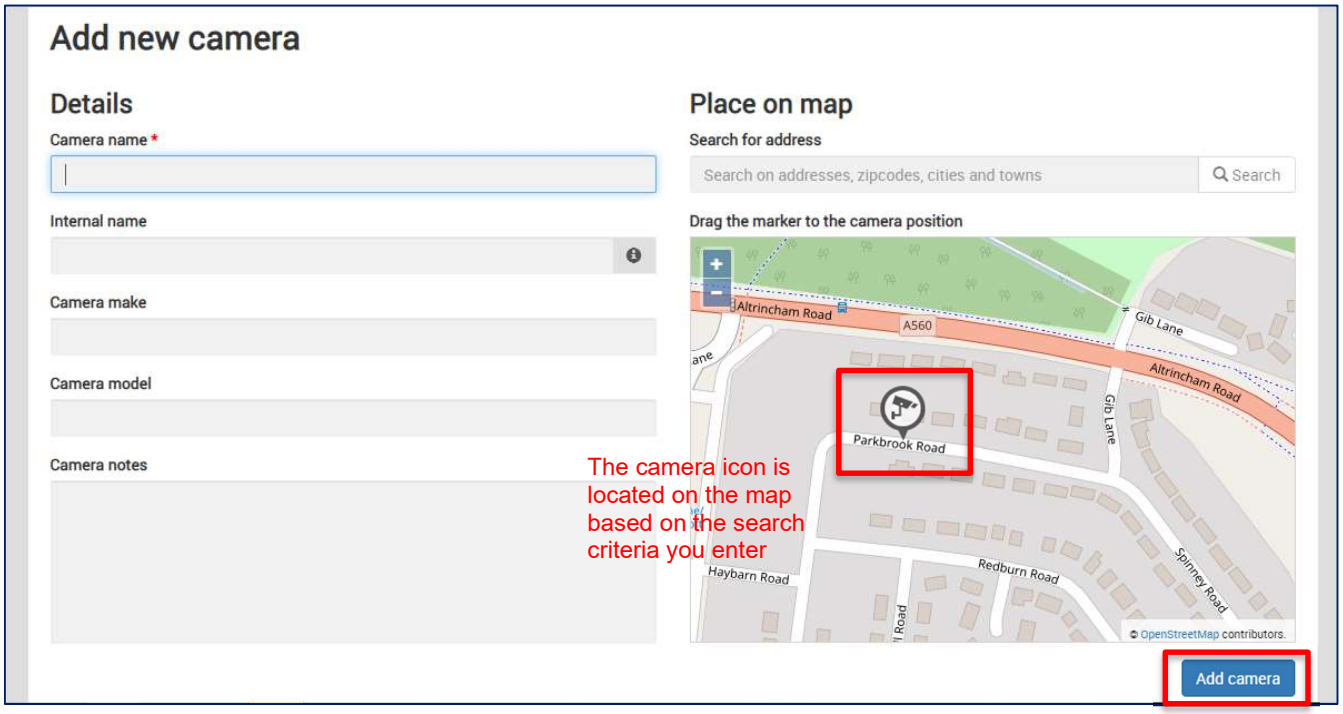
Where provided, click the **Information button** to display a tooltip for guidance when populating the field.



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.



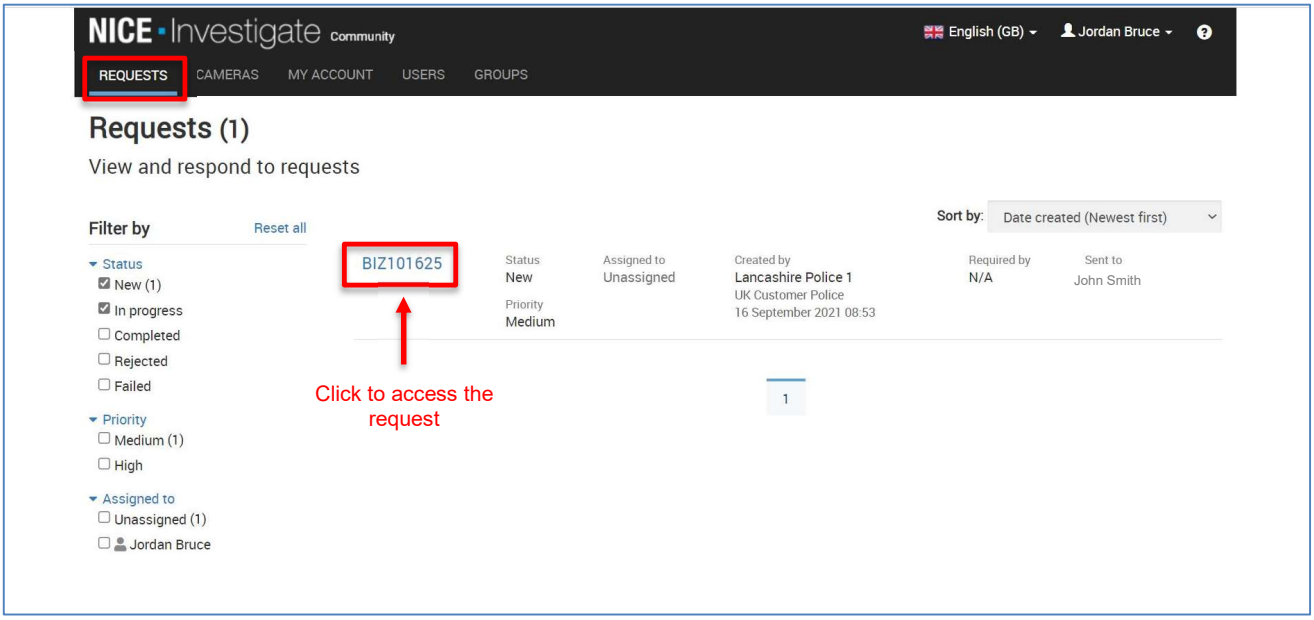
Once the camera is located in the correct position on the map and all details added, click the **ADD CAMERA** button. The camera is now added to the map and the cameras registered are listed.You can repeat the process for all of the cameras associated with your organisation.

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

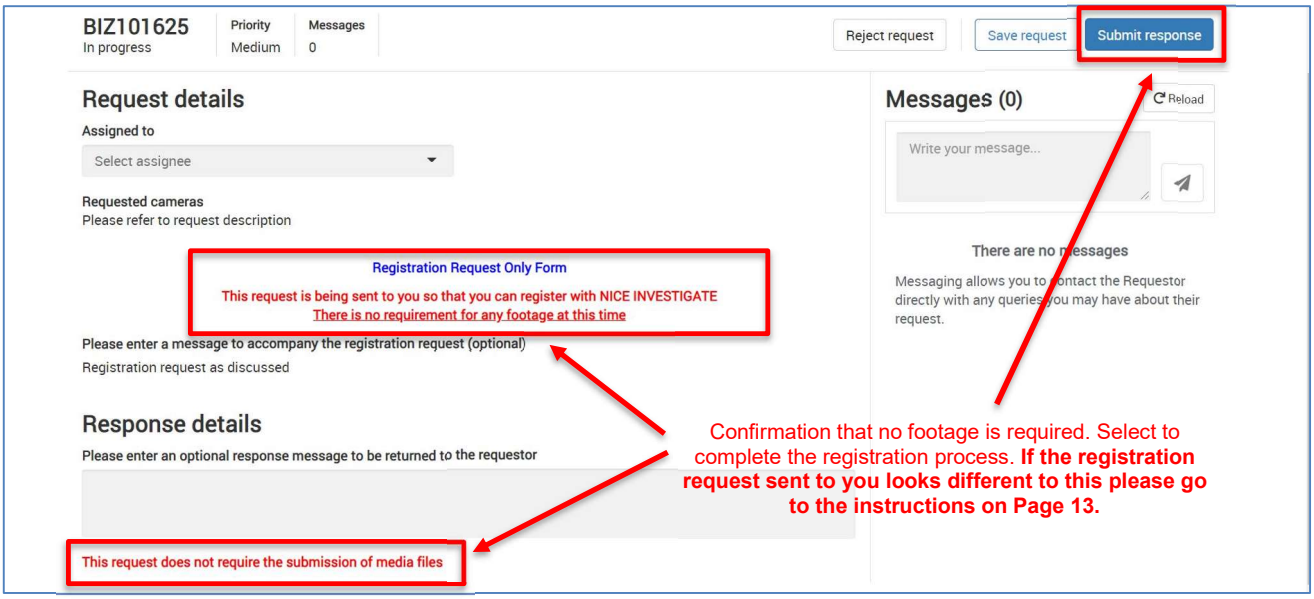
To complete the registration process, you will need to access the request that was sent to you and set it to complete.

Select the **REQUESTS** tab and select the request by clicking the blue 'BIZ' reference number



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.



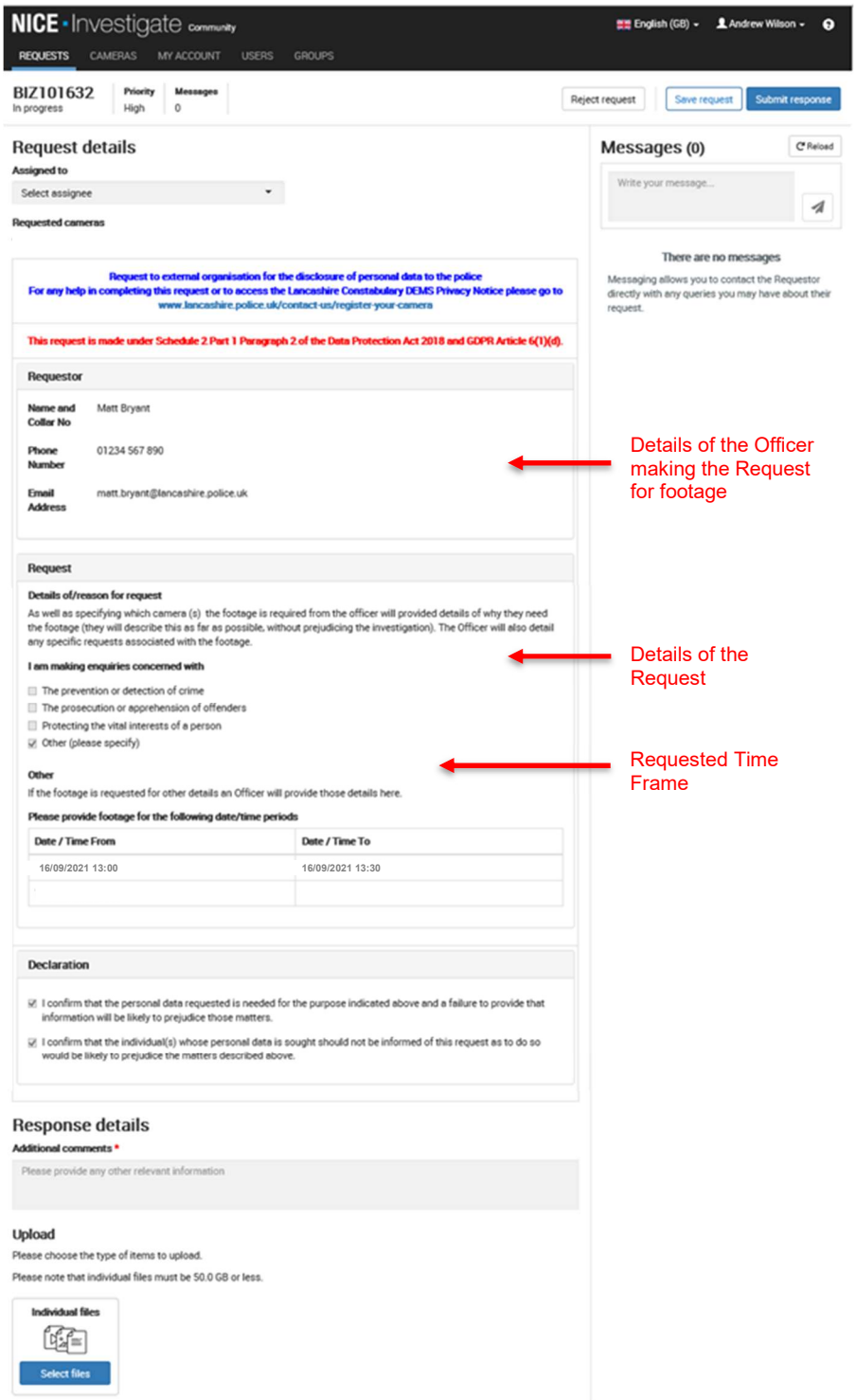
You will be asked to confirm a final response – which conforms that you are uploading 0 files as part of your response. Select Continue.

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

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

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.



Details of the Officer making the Request for footage

Details of the Request

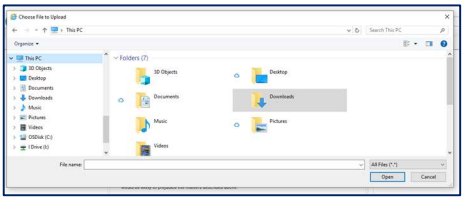
Requested Time Frame

Details of the footage request will be provided along with the reason for requesting the footage.

The request will define a time period for when the CCTV footage is required. Access your CCTV system and download the relevant footage ready for upload to the request.

When you are ready to respond to the request you can upload files by **SELECTING FILES** in the Upload section

When you select Upload Files windows explorer will be displayed.

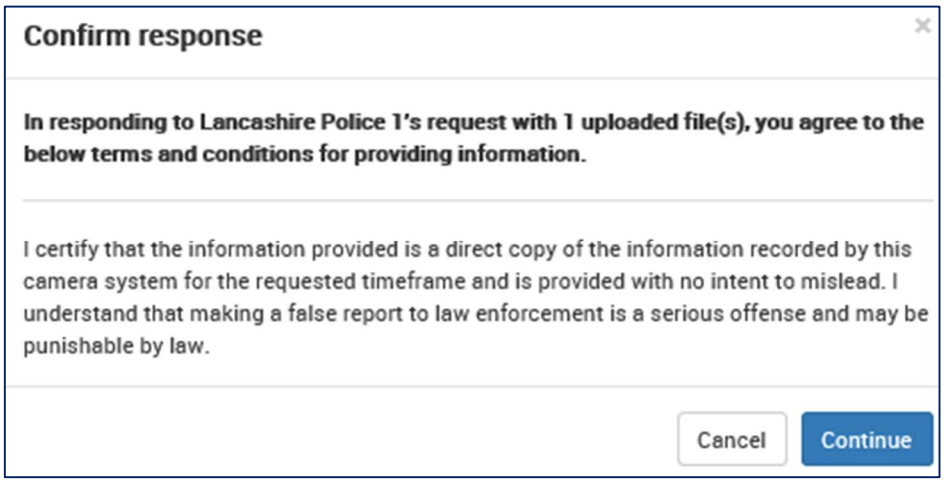


Simply identify the required file that you need to upload for the request and select open.

When the upload is complete the upload status goes green and a green tick is displayed. You can upload multiple files if required

When you are ready to send the footage to Lancashire Constabulary select **SUBMIT RESPONSE**

You will be asked to confirm the following Response.



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.