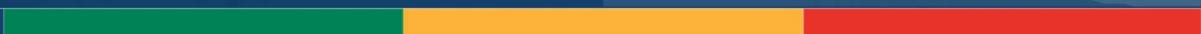




NICE ■

Community Portal Manual
03 Administration Functions



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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 will it simplify the process of making it available to an Investigating Officer.

This guide covers in more detail the administration functions that exist within the Community Portal.

You can find 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

VIEW AND MANAGE YOUR COMPANY CAMERAS

Within the Community Portal the **CAMERAS** tab provides functionality to enable you to manage the cameras associated with your organisation. After you have registered you are able to;

- **Edit** an existing Camera
- **Add** a new Camera
- **Delete** a Camera

1. HOW TO EDIT AN EXISTING CAMERA

By selecting the Cameras tab you will be shown a list of all of your current cameras. A map view is provided where you can view the current location of each camera. To edit a camera select the relevant camera name

NICE Investigate Community

English (GB) Andrew Wilson

REQUESTS **CAMERAS** MY ACCOUNT USERS GROUPS

Cameras

Add new camera

View and manage your company cameras

Sort by: Camera name

Camera name	Added
A59 Camera	Fri, 17 Sep 2021 08:19
Carr House Lane	Fri, 17 Sep 2021 08:20

1

Much Hoole Town Carr Valley GA Petfood

OpenStreetMap contributors

NICE Investigate Community

English (GB) Andrew Wilson

REQUESTS **CAMERAS** MY ACCOUNT USERS GROUPS

Camera details

Details

Camera name*
A59 Camera

Internal name
Camera Number-1

Camera make
Test Camera

Camera model
Test Model

Camera notes
This camera doesn't actually exist it has been placed on the NICE Investigate Map for the purposes of developing training guides for businesses and other organisations.

Place on map

Search for address
Search on addresses, zipcodes, cities and towns

Drag the marker to the camera position

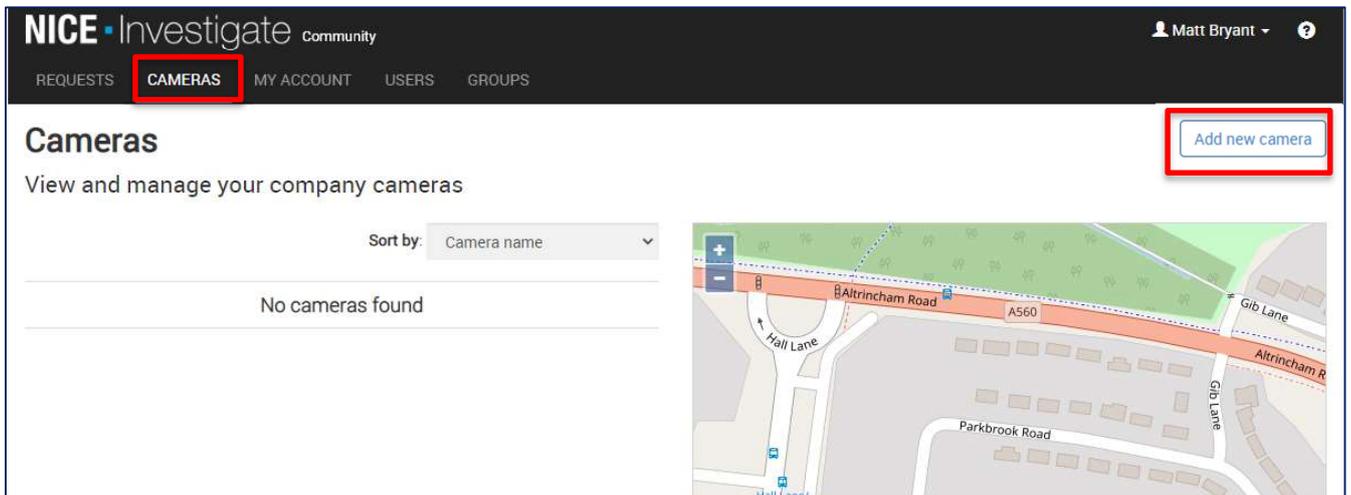
Delete camera **Save camera**

OpenStreetMap contributors

The camera details will be presented, edit as desired – including re-position the camera on the map and select **SAVE CHANGES**

2. HOW TO ADD A NEW CAMERA

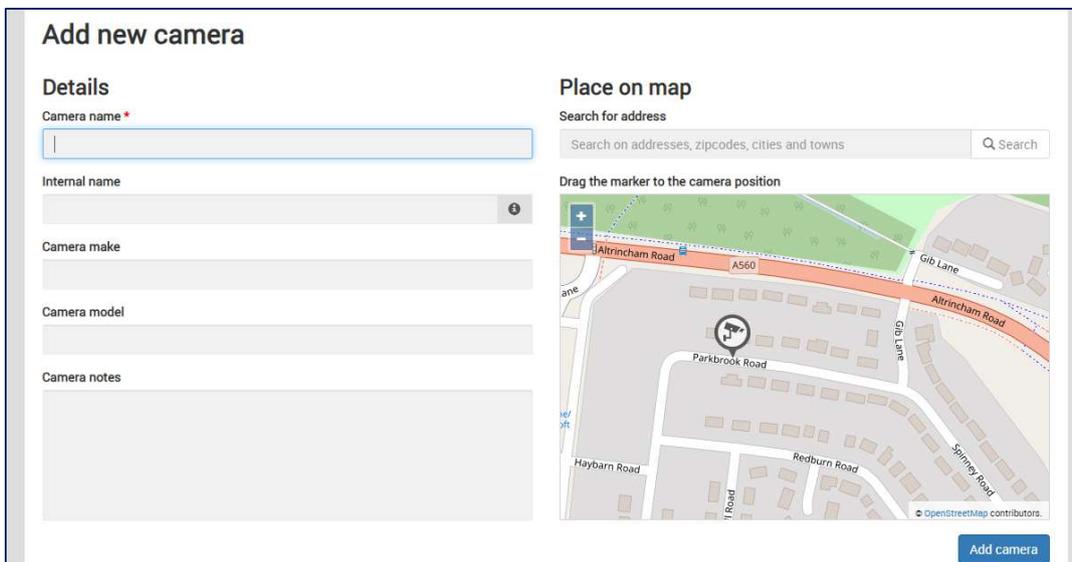
Select the **CAMERAS** tab from the menu and select the **ADD NEW CAMERA** button.



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.



Having input the camera details you now need to locate your 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.

Add new camera

Details

Camera name *

Internal name

Camera make

Camera model

Camera notes

Place on map

Search for address

Search on addresses, zipcodes, cities and towns

Drag the marker to the camera position

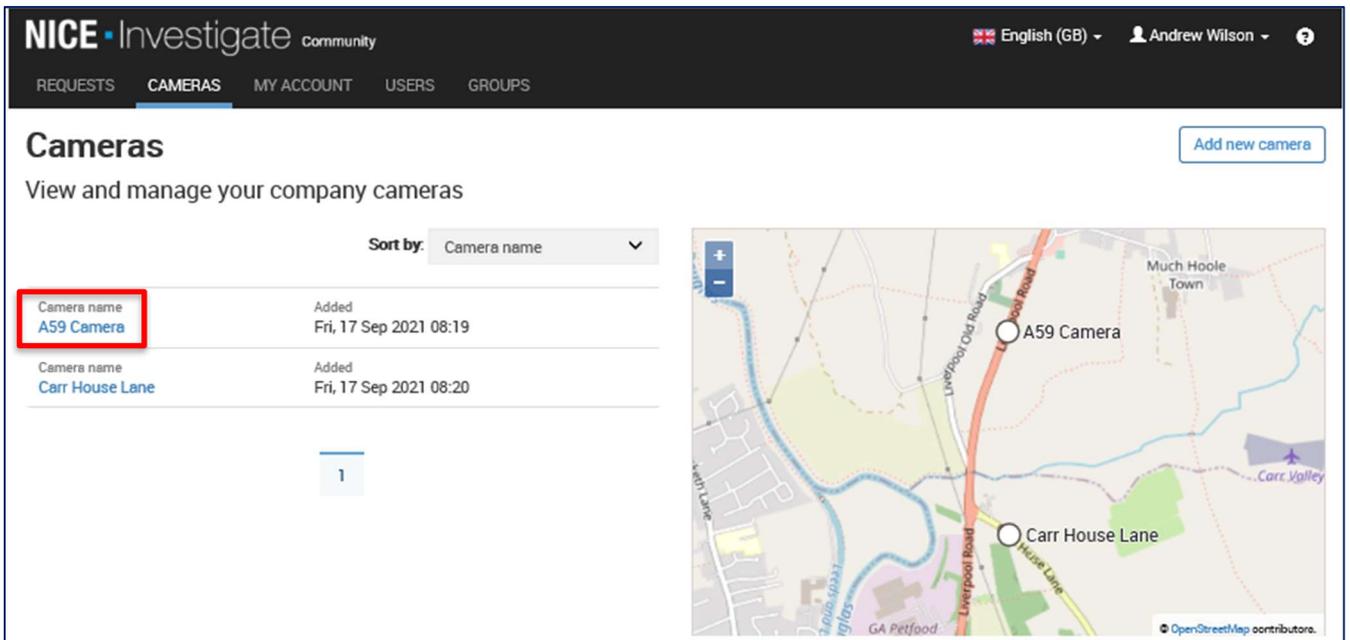
The camera icon is located on the map based on the search criteria you enter

Add camera

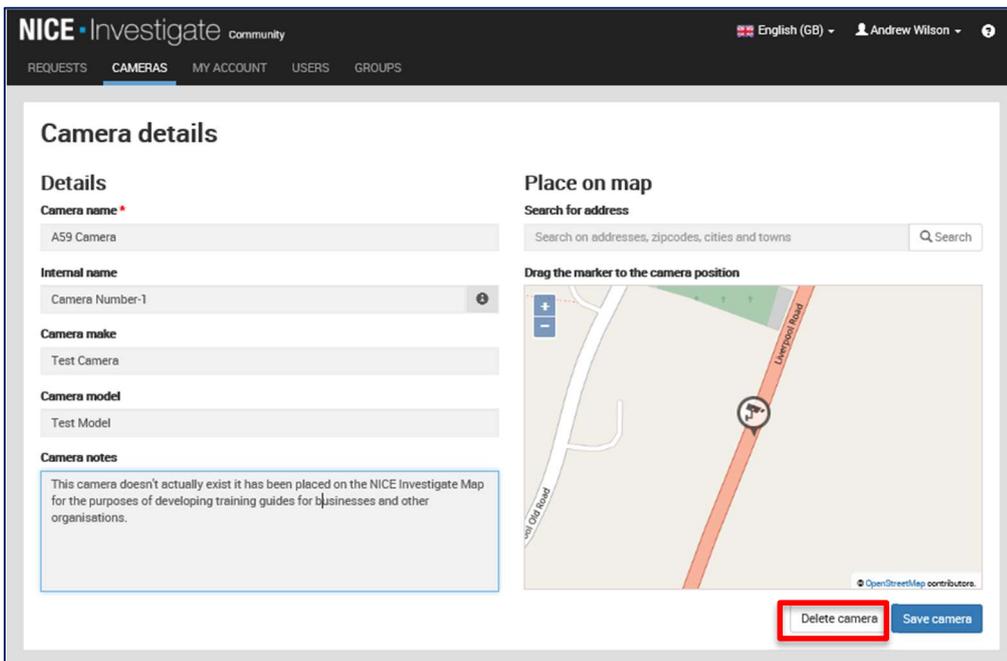
Once the camera is located in the correct position on the map and all details added, click the **ADD CAMERA** button. The camera is now added to the map and the camera registered.

3. HOW TO DELETE A CAMERA

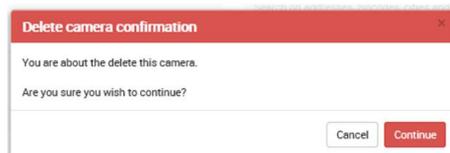
Select the camera you want to delete.



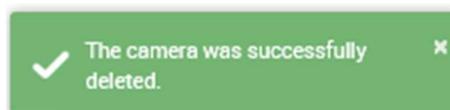
The camera details will be presented. Select **DELETE CAMERA**.



On selecting Delete Camera you will be presented with the following confirmation box. Select **CONTINUE**



You will receive the following notification. The camera will be deleted and no longer visible in the list of cameras on the camera Tab



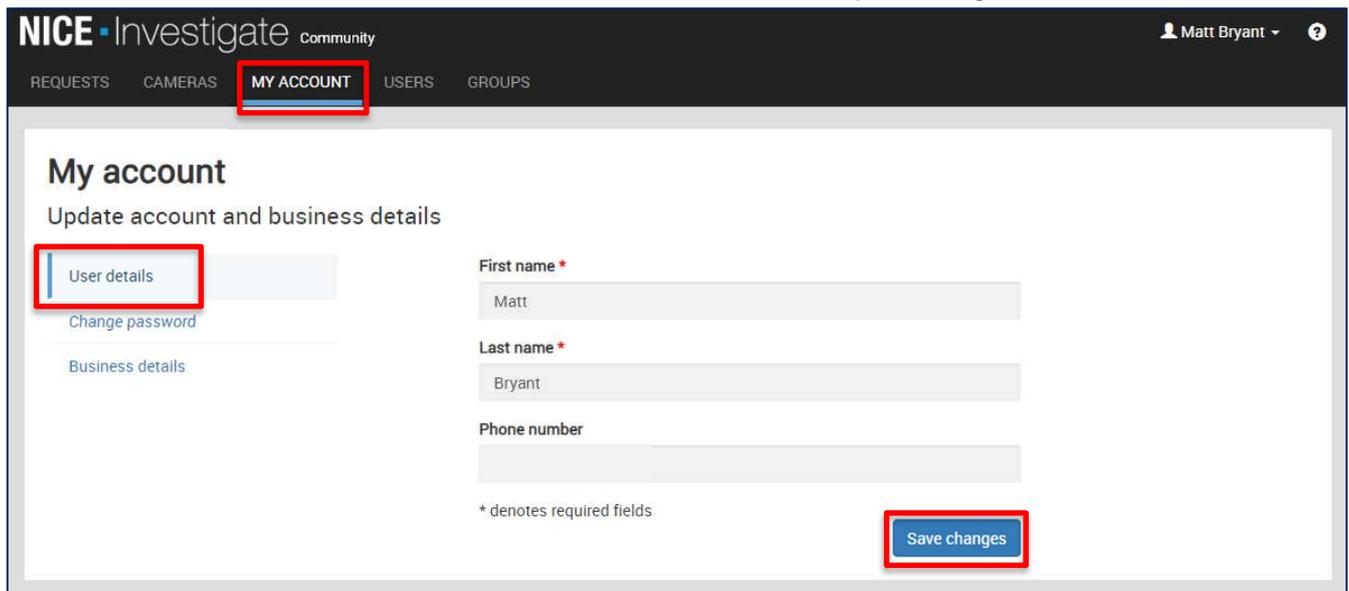
UPDATE ACCOUNT AND BUSINESS DETAILS

Within the Community Portal the **MY ACCOUNT** tab provides the functionality of managing your account. After you have registered you are able to update;

- The **Primary Contact** details
- **Change the Password** for your account
- **Update your Business Details**

4. UPDATE USER DETAILS

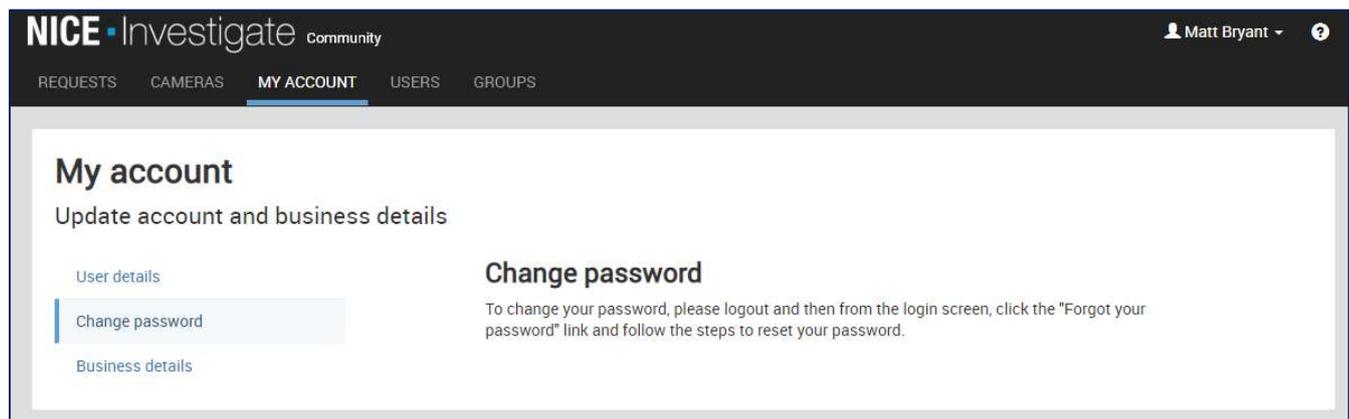
Select **MY ACCOUNT** from the menu and select **USER DETAILS**. Make the required changes and select **SAVE CHANGES**



The screenshot shows the NICE Investigate Community portal. The navigation menu includes REQUESTS, CAMERAS, MY ACCOUNT (highlighted with a red box), USERS, and GROUPS. The user is logged in as Matt Bryant. The main content area is titled 'My account' and 'Update account and business details'. On the left, there are three tabs: 'User details' (highlighted with a red box), 'Change password', and 'Business details'. The 'User details' section contains three input fields: 'First name *' (with 'Matt' entered), 'Last name *' (with 'Bryant' entered), and 'Phone number'. A note below the fields states '* denotes required fields'. A 'Save changes' button is highlighted with a red box at the bottom right of the form.

5. CHANGE PASSWORD

To change the password to your account select **CHANGE PASSWORD** and follow the on-screen instructions



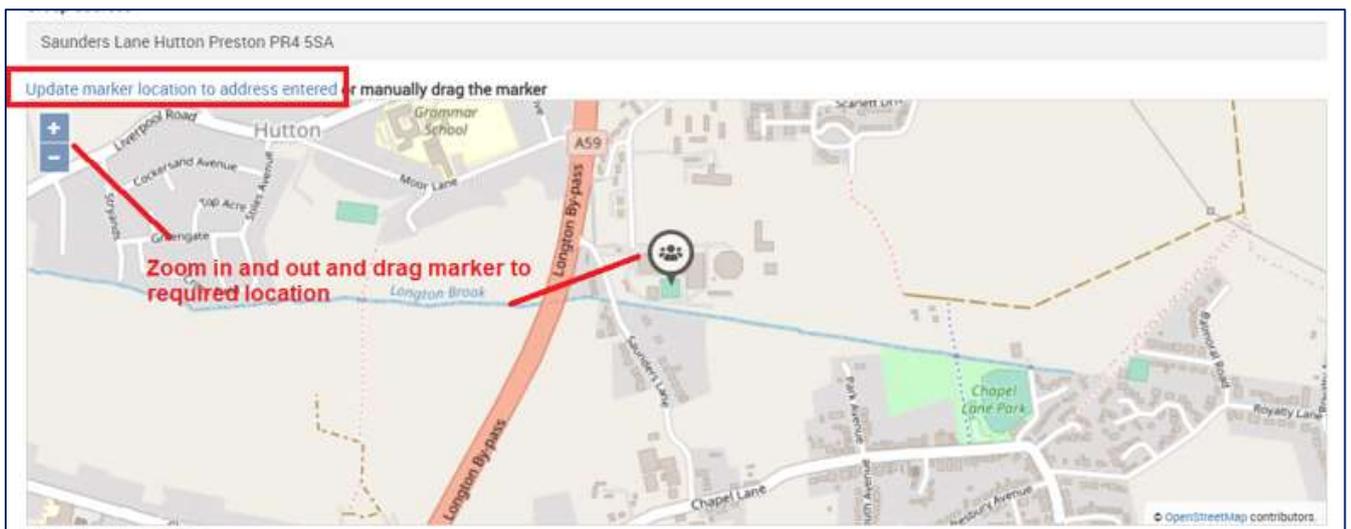
The screenshot shows the NICE Investigate Community portal. The navigation menu includes REQUESTS, CAMERAS, MY ACCOUNT (highlighted with a blue underline), USERS, and GROUPS. The user is logged in as Matt Bryant. The main content area is titled 'My account' and 'Update account and business details'. On the left, there are three tabs: 'User details', 'Change password' (highlighted with a blue bar), and 'Business details'. The 'Change password' section contains a heading 'Change password' and a paragraph of instructions: 'To change your password, please logout and then from the login screen, click the "Forgot your password" link and follow the steps to reset your password.'

6. UPDATE BUSINESS DETAILS

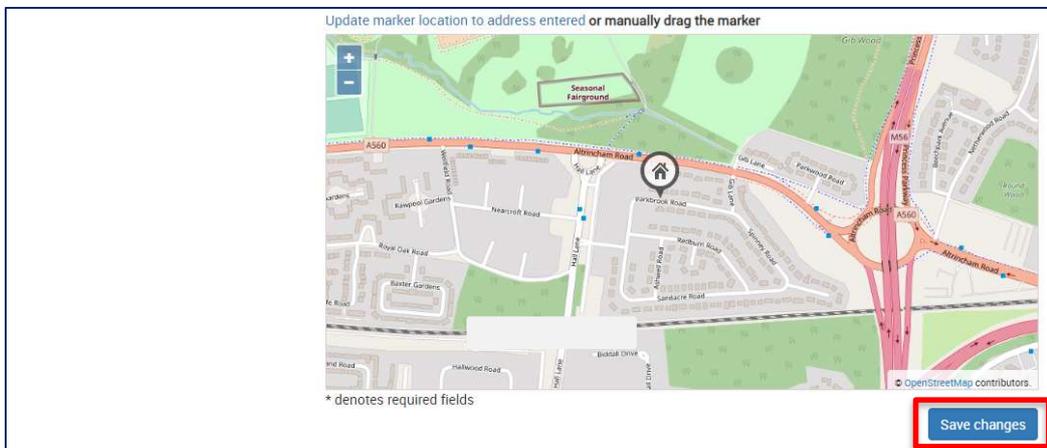
Select Business Details. You will then be able to amend the Company Name, Company Address as desired.

The screenshot shows the 'My account' page in the NICE Investigate system. The user is logged in as Andrew Wilson. The 'Business details' section is active, showing fields for 'Company name' and 'Company address'. The 'Company address' field is highlighted with a blue border and contains the text: 'Test Location', 'Test Town', and 'Test'.

If you make changes to the company address please update the location of your company on the map. This can be done either by selecting the option **“Update marker location to address entered”** or by manually placing the marker on the map.



When you have finished editing select **SAVE CHANGES**.



ADMINISTER USERS IN YOUR BUSINESS

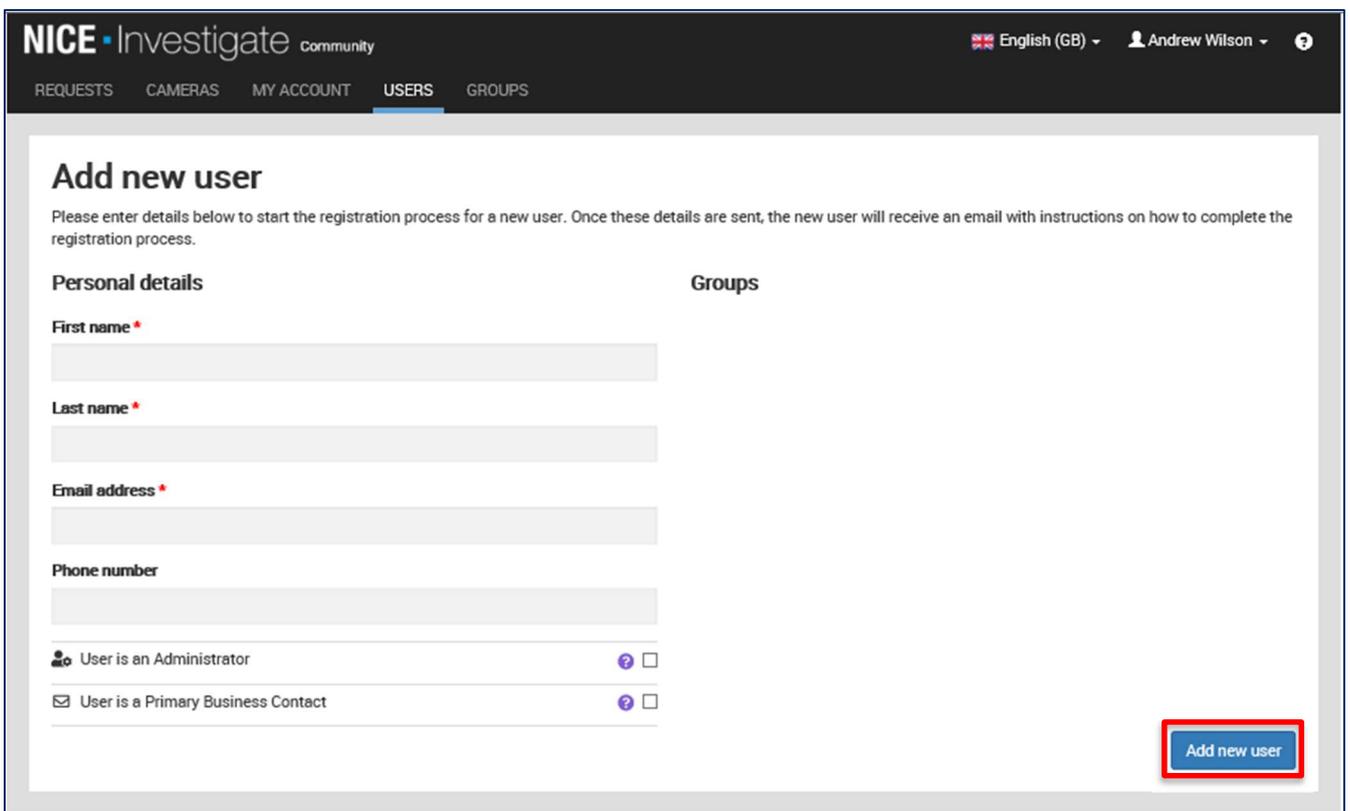
Once you have registered you are able to add additional users to your account, edit the details of users and delete users.

7. HOW TO ADD A USER

To add a user select **USERS** from the menu and select **ADD NEW USER**



You will then be presented with a screen where you input the details of the user you want to add. All users that are assigned to the account will be visible as points of contact when a request is generated for footage by Lancashire Constabulary.

A screenshot of the 'Add new user' form in the NICE Investigate Community web interface. The page title is 'Add new user' and the subtitle is 'Please enter details below to start the registration process for a new user. Once these details are sent, the new user will receive an email with instructions on how to complete the registration process.' The form is divided into two columns: 'Personal details' and 'Groups'. Under 'Personal details', there are input fields for 'First name *', 'Last name *', 'Email address *', and 'Phone number'. Under 'Groups', there are two checkboxes: 'User is an Administrator' and 'User is a Primary Business Contact', each with a question mark icon and an unchecked checkbox. A blue button labeled 'Add new user' is located in the bottom right corner of the form and is highlighted with a red rectangular box.

For each user that you add you can assign that user to be an Administrator and / or a Primary Contact. Administrators have the ability to manage the users and user groups within the account.

When an Officer creates a request for footage they are able to select which user the request is sent to. A user assigned as a primary contact will be notified of a request in the event that the Officer does not select a contact to send the request to.

There can be multiple primary contacts – and the system will not allow you not to have at least 1 primary contact.

When you have completed the input of the new user select **ADD NEW USER**.

The new user will then receive an email with a link to follow which will then complete the set-up process.

Until the user has completed the set-up process the following symbol  will be displayed against their name in the Users Tab to show that the set-up isn't complete.

8. HOW TO EDIT A USER

From with the Users Tab, select the user, update their details and select **SAVE CHANGES**

The screenshot shows the 'Users (4)' management page in the NICE Investigate Community interface. The page title is 'Users (4)' and the subtitle is 'Administer users in your business'. There is an 'Add new user' button in the top right. On the left, there is a 'Filter users' search bar and a list of four users: Andrew Wilson, Joel Gemson, John Alabi, and Matt Bryant. The user 'Matt Bryant' is selected. On the right, the 'Personal details' form is visible, with fields for First name (Matt), Last name (Bryant), Email address (24388@lancashire.police.uk), and Phone number. Below the form are two checkboxes: 'User is an Administrator' (unchecked) and 'User is a Primary Business Contact' (checked). At the bottom right, there are two buttons: 'Delete user' and 'Save changes', with the 'Save changes' button highlighted by a red box.

9. HOW TO DELETE A USER

If you want to delete a user, from the same Users Tab select the user you want to delete and the select **DELETE USER**. You then receive the following confirmation – select **CONTINUE** to delete the user

The dialog box has a red header with the text 'Delete user confirmation' and a close button (X). The main content area contains the text: 'You are about to delete this user.' followed by 'Are you sure you wish to continue?'. At the bottom, there are two buttons: 'Cancel' and 'Continue'.

You will receive a notification that the user has been deleted and they will be removed from the list of users within the Users Tab.

A green notification banner with a white checkmark icon on the left and the text 'The user was successfully deleted' followed by a close button (X) on the right.

ADMINISTER GROUPS IN YOUR BUSINESS

Within the Community Portal you are able to create groups of users. Requests can be assigned to a group from within the Community Portal by an administrator and the group will be visible to Lancashire Constabulary who can select the group as a contact when generating the request.

10. HOW TO CREATE AND EDIT A GROUP

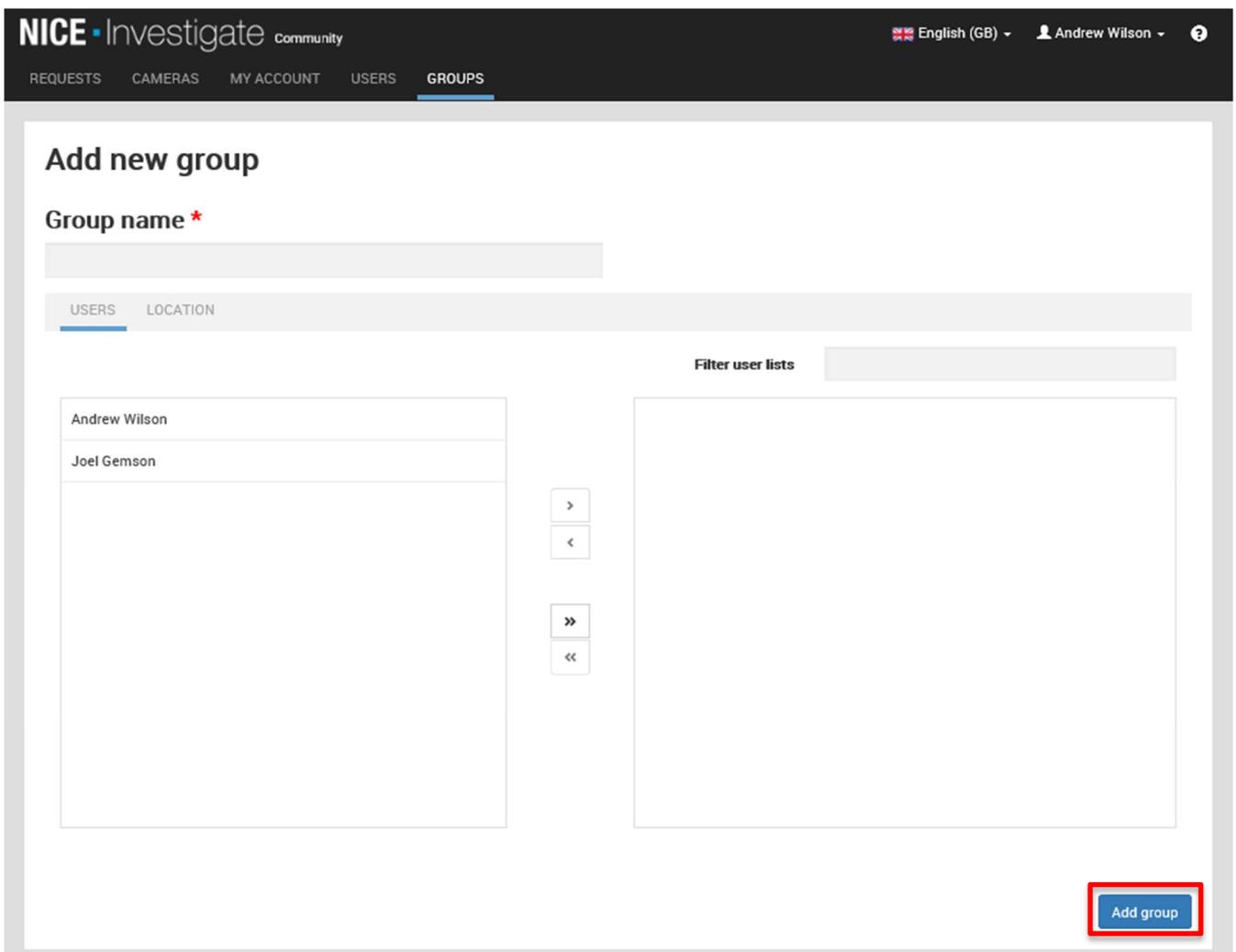
Select the **GROUPS** tab and you will be presented with the 'Administer groups in your business' page as shown below.



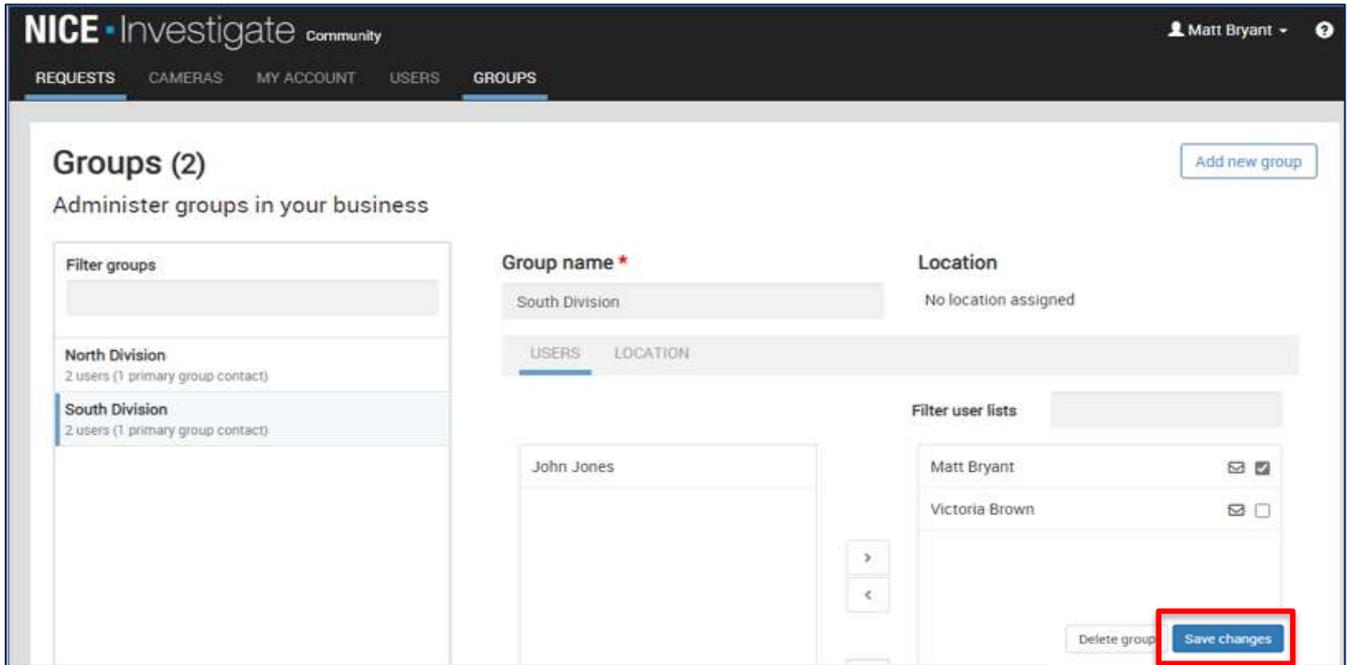
To create a group select **ADD NEW GROUP**. You will be presented with the screen below where you will be required to provide a name for the group and by use of the arrows select which of your registered users you want in the group using the arrows. One of the members of the group needs to be specified as the Primary Contact for the Group

If the group of users are located at a different address to the address you have registered the business too within the Community Portal by selecting the **LOCATION** assign a location to this group of users.

When complete select **ADD GROUP**



Once a group is created you are able to edit the group. Select the **GROUPS** tab and all of your groups will be displayed. Select the group and the details will appear within the pane on the right hand side. Edit the details and select **SAVE CHANGES**.



11. HOW TO DELETE A GROUP

Select the group and the details will appear within the pane on the right-hand. Select **DELETE GROUP**

