



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 may be 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.

Register request from Michael Pemberton of the Lancashire Constabulary Agency

 noreply-business@digital-policing.co.uk
To  Banner, Matthew

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.

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2. CLICK REGISTER FOR COMMUNITY PORTAL

Register request from Michael Pemberton of the Lancashire Constabulary Agency

 noreply-business@digital-policing.co.uk
To  Banner, Matthew

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.

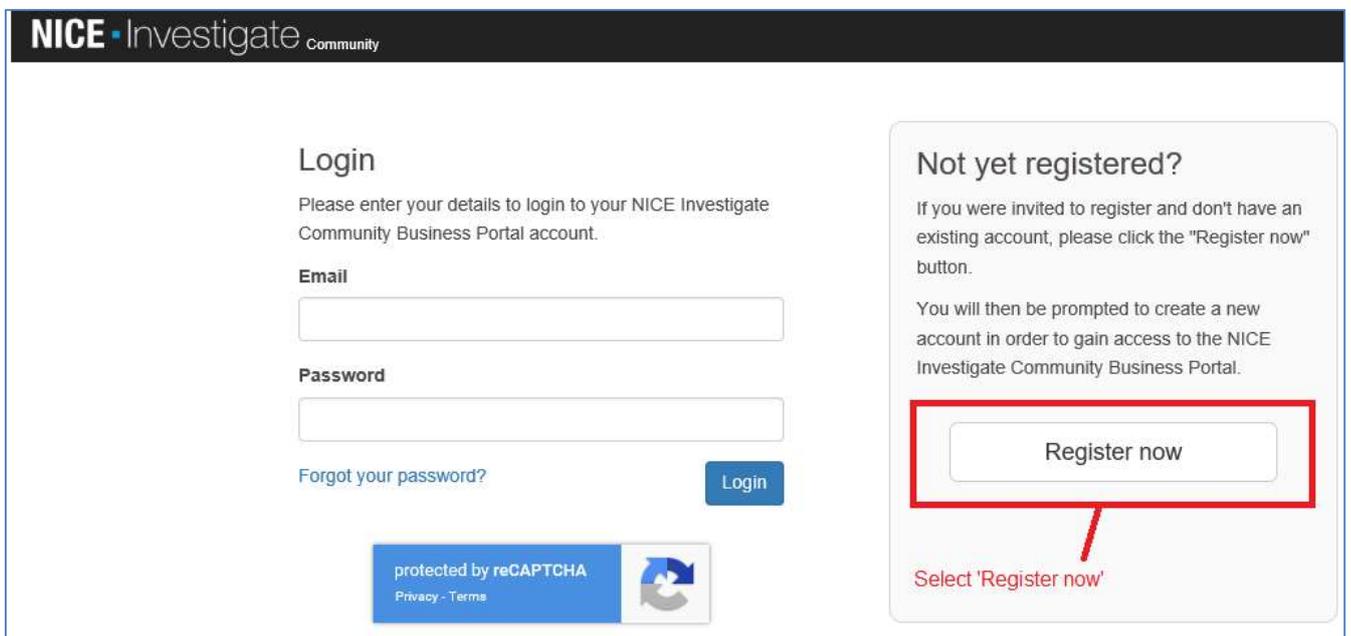
Click on the blue link  [Register for CommunityPortal](#)

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.

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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 Investigate Community

Login

Please enter your details to login to your NICE Investigate Community Business Portal account.

Email

Password

[Forgot your password?](#)

protected by reCAPTCHA
Privacy - Terms

Not yet registered?

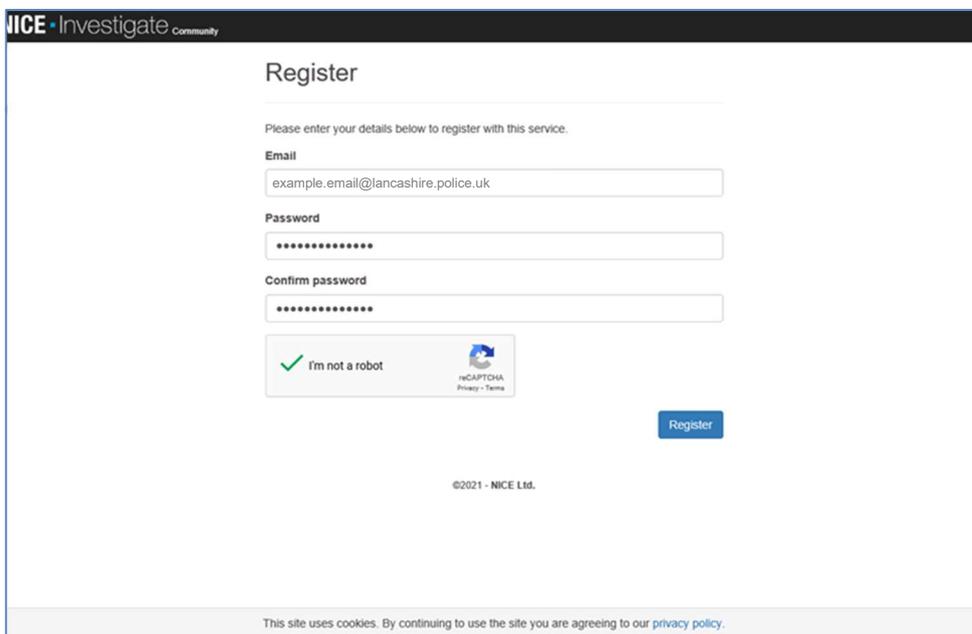
If you were invited to register and don't have an existing account, please click the "Register now" button.

You will then be prompted to create a new account in order to gain access to the NICE Investigate Community Business Portal.

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.



NICE Investigate Community

Register

Please enter your details below to register with this service.

Email

Password

Confirm password

I'm not a robot 

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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).

NICE Investigate Community Registration

 noreply-business@digital-policing.co.uk
To 

NICE · Investigate

Registration code

Thank you for registering with NICE Investigate Community Portal.

Please enter the code below into your browser to complete the registration process.

This code is valid for **60 minutes**.

CLb4h%

You are receiving this email because you registered with NICE Investigate Community Portal. If you were not expecting this email you can safely ignore and delete it.

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 an email 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.

Code

Enter the registration code

protected by reCAPTCHA 
[Privacy](#) - [Terms](#)

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.

NICE • Investigate Community

Success - Email address verified

Your registration has been validated successfully.

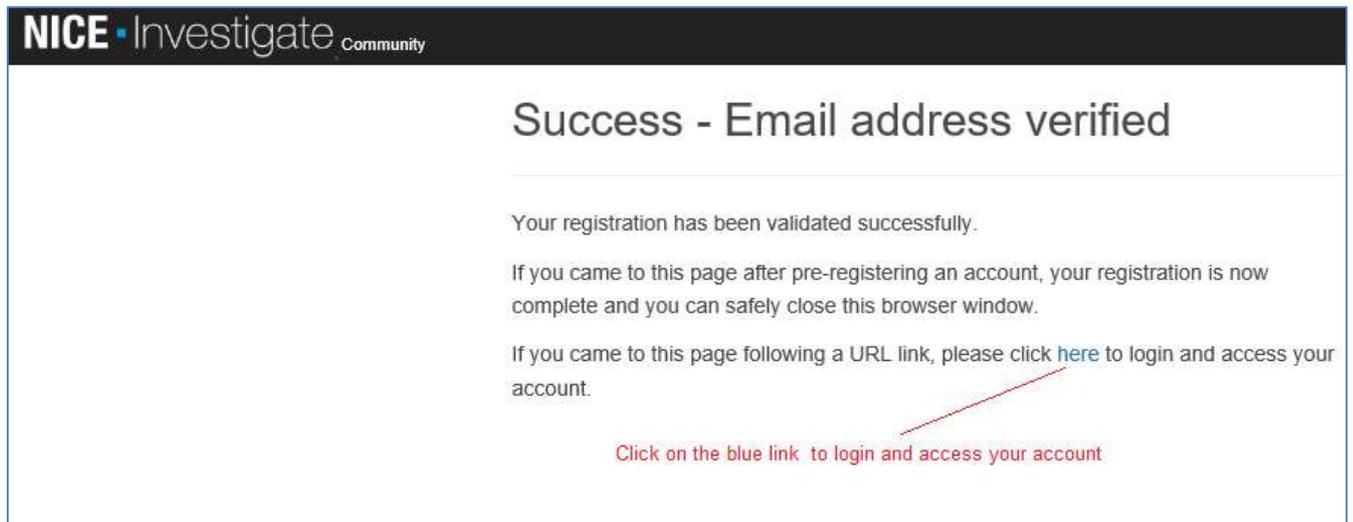
If you came to this page after pre-registering an account, your registration is now complete and you can safely close this browser window.

If you came to this page following a URL link, please click [here](#) to login and access your account.

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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

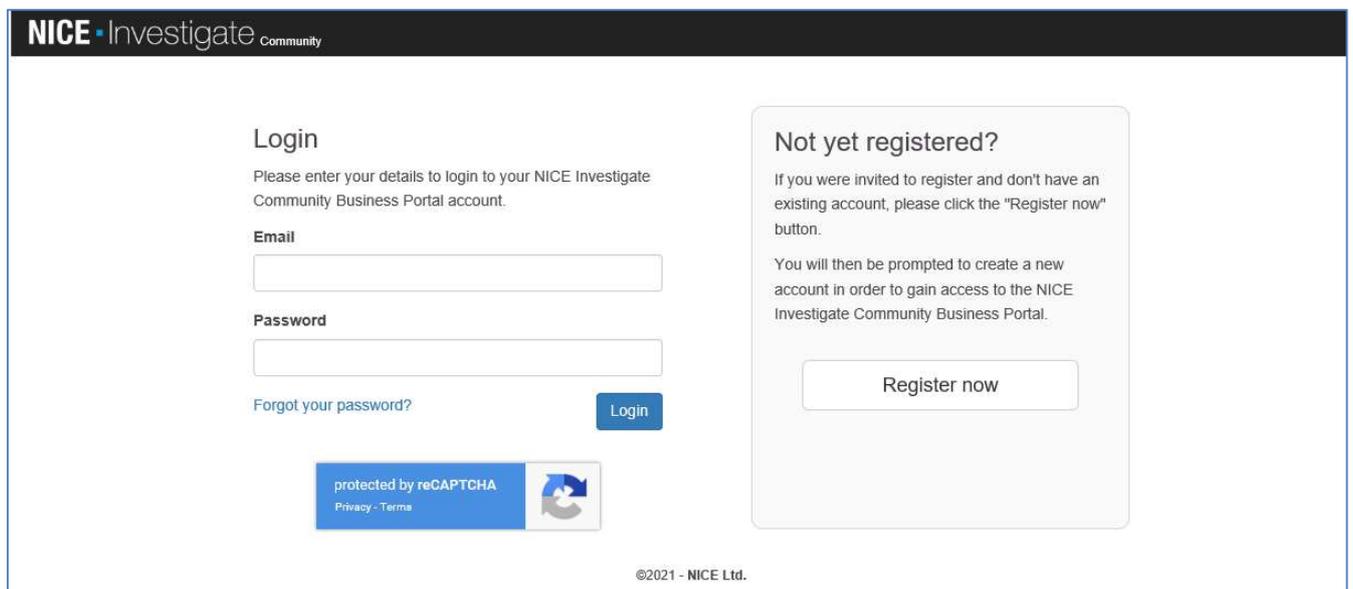
Your registration has been validated successfully.

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

[Forgot your password?](#)

protected by reCAPTCHA  [Privacy - Terms](#)

Not yet registered?

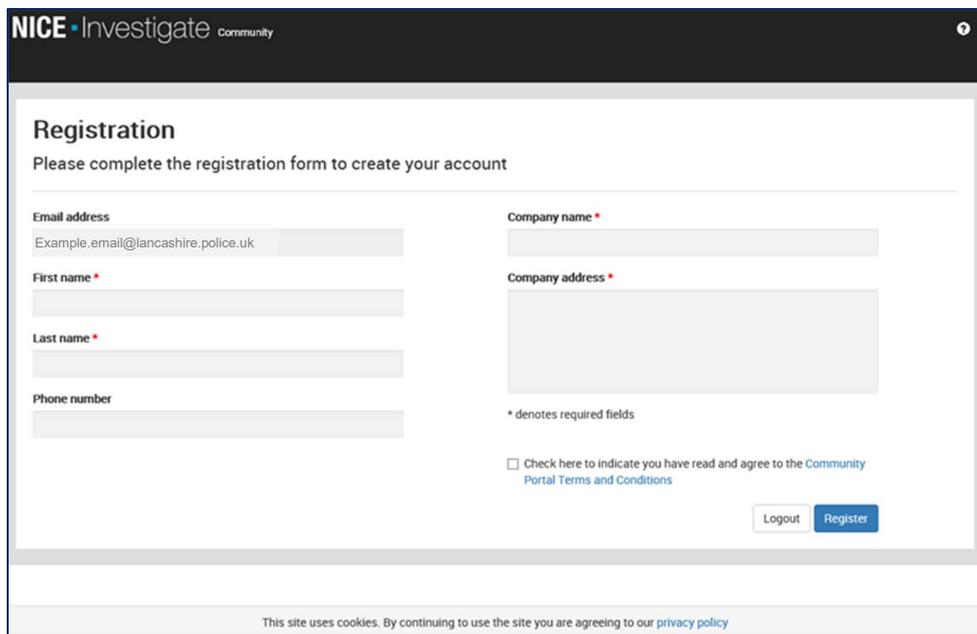
If you were invited to register and don't have an existing account, please click the "Register now" button.

You will then be prompted to create a new account in order to gain access to the NICE Investigate Community Business Portal.

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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**



The screenshot shows the 'Registration' page on the NICE Investigate Community portal. The page title is 'Registration' and the instruction is 'Please complete the registration form to create your account'. The form is divided into two columns. The left column contains fields for 'Email address' (with the example 'Example.email@lancashire.police.uk'), 'First name *', 'Last name *', and 'Phone number'. The right column contains fields for 'Company name *' and 'Company address *'. A note below the right column states '* denotes required fields'. At the bottom of the form, there is a checkbox labeled 'Check here to indicate you have read and agree to the Community Portal Terms and Conditions'. Below the checkbox are two buttons: 'Logout' and 'Register'. At the very bottom of the page, there is a footer that reads '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.



The screenshot shows the 'Registration complete' message on the NICE Investigate Community portal. The page title is 'Registration complete' and the message reads 'You have successfully registered'. Below the message is a single button labeled 'Login'.

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

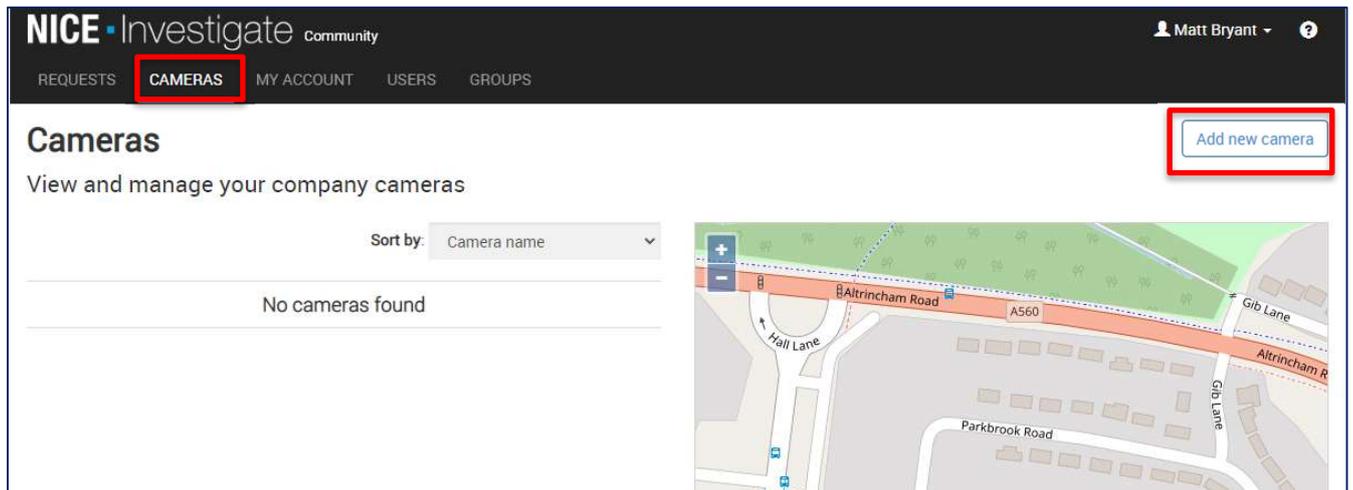
For my information and help please go to www.lancashire.police.uk/contact-us/register-your-camera

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.

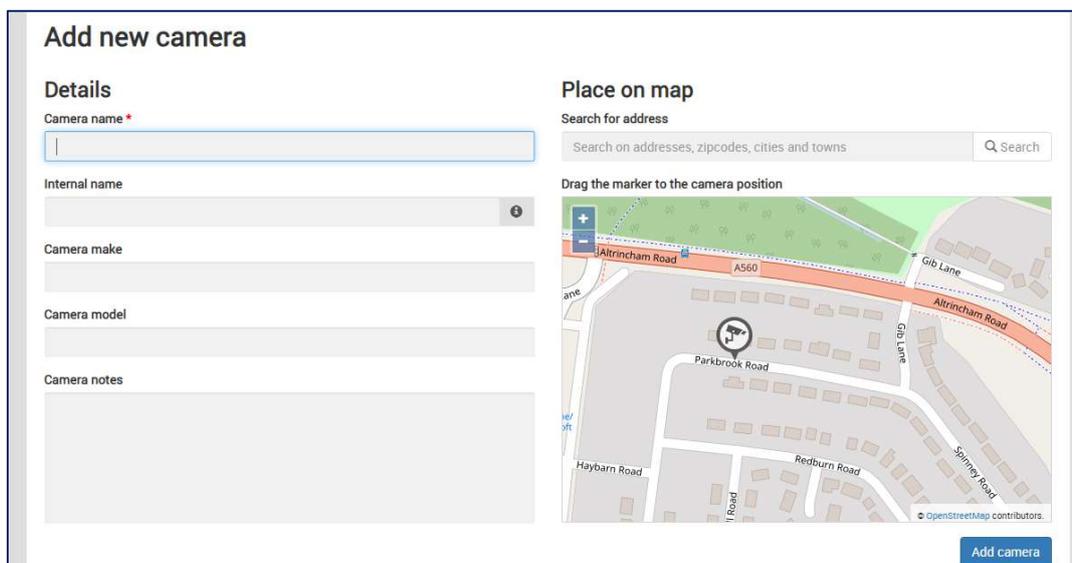


9. ADD NEW CAMERA DETAILS

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.

Add new camera

Details

Camera name *

Internal name

Camera make

Camera model

Camera notes

Place on map

Search for address
 Search

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 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

The screenshot shows the NICE Investigate Community interface. The 'REQUESTS' tab is highlighted in a red box. Below the navigation bar, there's a section for 'Requests (1)' with a 'Filter by' section on the left and a table of requests. The table has columns for Status, Assigned to, Created by, Required by, and Sent to. A red box highlights the request ID 'BIZ101625' in the first row, with a red arrow pointing to it and the text 'Click to access the request'.

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.

The screenshot shows the 'Request details' page for BIZ101625. The 'Status' is 'In progress' and 'Priority' is 'Medium'. There are three buttons: 'Reject request', 'Save request', and 'Submit response' (highlighted in a red box). The 'Request details' section includes 'Assigned to' (a dropdown menu), 'Requested cameras' (a text area), and a message to accompany the request. The 'Response details' section includes a text area for an optional response message. A red box highlights the text 'This request is being sent to you so that you can register with NICE INVESTIGATE There is no requirement for any footage at this time'. A red box highlights the text 'This request does not require the submission of media files'. A red arrow points from the 'Submit response' button to the highlighted text.

You will be asked to confirm a final response – which confirms 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

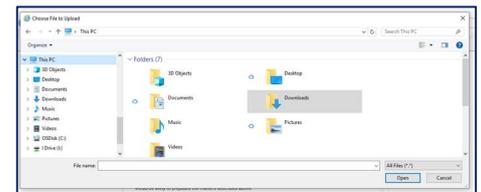
Requested Time Frame

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.

Confirm response ✕

In responding to Lancashire Police T's request with 1 uploaded file(s), you agree to the below terms and conditions for providing information.

I certify that the information provided is a direct copy of the information recorded by this camera system for the requested timeframe and is provided with no intent to mislead. I understand that making a false report to law enforcement is a serious offense and may be punishable by law.

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.