



NICE Investigate DEMS

Community Portal Guidance





How to Register your Cameras and Send Digital Evidence to the Police.



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How to Register your Cameras and Send Digital Evidence to the Police.



Introduction

Thank you for agreeing to register with the NICE Investigate Community Portal.

Your CCTV cameras can help Hampshire & IOW Constabulary deter and solve crime.

Registering your cameras will streamline the information exchange, making it easier for Hampshire & IOW Constabulary to identify which of your cameras/stores 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 Hampshire & IOW Constabulary also require you to provide some footage, so this guide also includes instructions on how to respond to a request for CCTV footage.

If you have any questions or have any issues with the registration process please email: DigitalEvidenceTeam@hampshire.police.uk



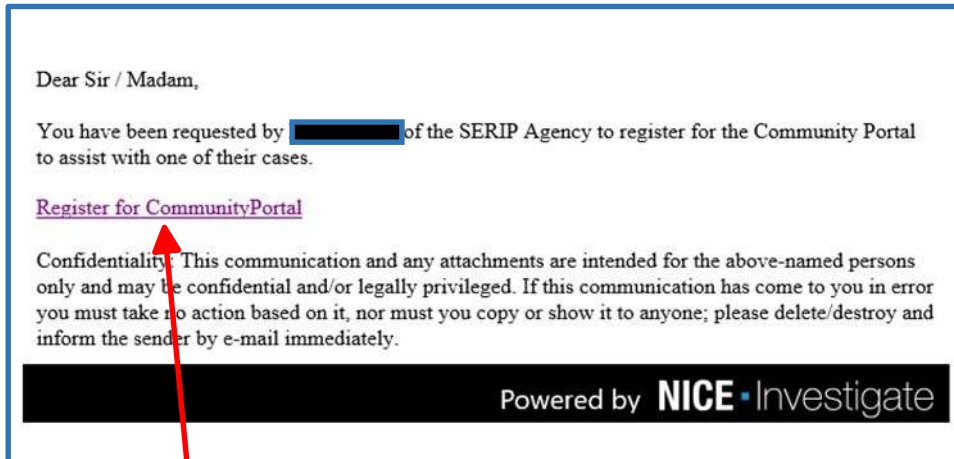
How to Register your Cameras and Send Digital Evidence to the Police.



How to Register Your Organisation

1. RECEIVE A REGISTRATION REQUEST

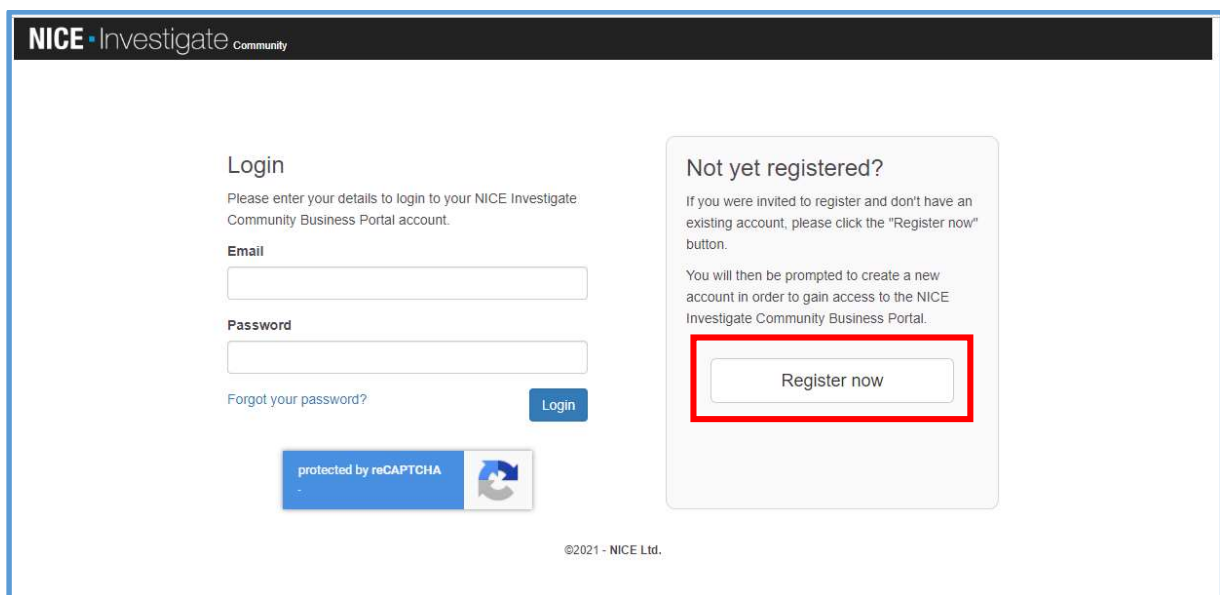
To register your business with NICE Investigate Community Portal you will be sent a 'Register Request' via an email prompting you to register as shown below.



Click on the hyperlink.

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

2. SELECT REGISTER NOW





How to Register your Cameras and Send Digital Evidence to the Police.



3. ENTER YOUR GROUP EMAIL ADDRESS 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

reCAPTCHA
Privacy - Terms

Register

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4. 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.



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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, 44 seconds**.

NOTE: The email may go into your spam folder, please check this folder as well as your Inbox.

Code

protected by reCAPTCHA

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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 an email containing a unique code. Please enter that code below.

The code emailed to you is valid for **53 minutes, 30 seconds**.

NOTE: The email may go into your spam folder, please check this folder as well as your Inbox.

Code

protected by reCAPTCHA



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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.

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.

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5. LOGIN TO YOUR ACCOUNT

When you click on the link you will be taken to the 'Login' page where you should now Login using your registered 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?](#)

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.

protected by reCAPTCHA

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6. INPUT YOUR ORGANISATION DETAILS

You will need to input some basic details (an explanation is given below the image.)



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Registration

Please complete the registration form to create your account

Email address	Company name *
First name *	Company address *
Last name *	
Password *	* denotes required fields
Confirm password *	<input type="checkbox"/> Check here to indicate you have read and agree to the Community Portal Terms and Conditions
Phone number	

[Register](#)

This site uses cookies. By continuing to use the site you are agreeing to our [privacy policy](#)

Email Address – This will automatically be populated with the email the invitation was sent to.

First/Last Name – this can be the name of your CCTV operator/supervisor or if the email address is joint/communal then a division/team name can be used.

Password & Confirm Password – Self-explanatory.

Phone Number – this is NOT a mandatory field but, if populated, will allow officers to contact you directly for their enquiries.

Company Name & Address – Self-explanatory.

Once you have filled in the required fields – you will be required to read and accept the Community Portal Terms & Conditions.

Once you have read and are happy to agree to the T&Cs, click the tick box and click the “Register” button found at the bottom right of the web page.

If the business registration has been successful, you will receive confirmation.

NICE Investigate Community

Registration complete

You have successfully registered

[Login](#)



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

You can now click on the “Login” button to log in to the Community portal.

Login to the Community Portal

Email address

Password

Remember me

Login

[Forgot your password?](#)

Enter the email address and password associated with the account and click “Login”.

To return to the log in page easily you can save the web address to your favourites:

<https://business.digital-policing.co.uk/>

If you have any issues in the registration process or have any questions – please email:

DigitalEvidenceTeam@hampshire.police.uk

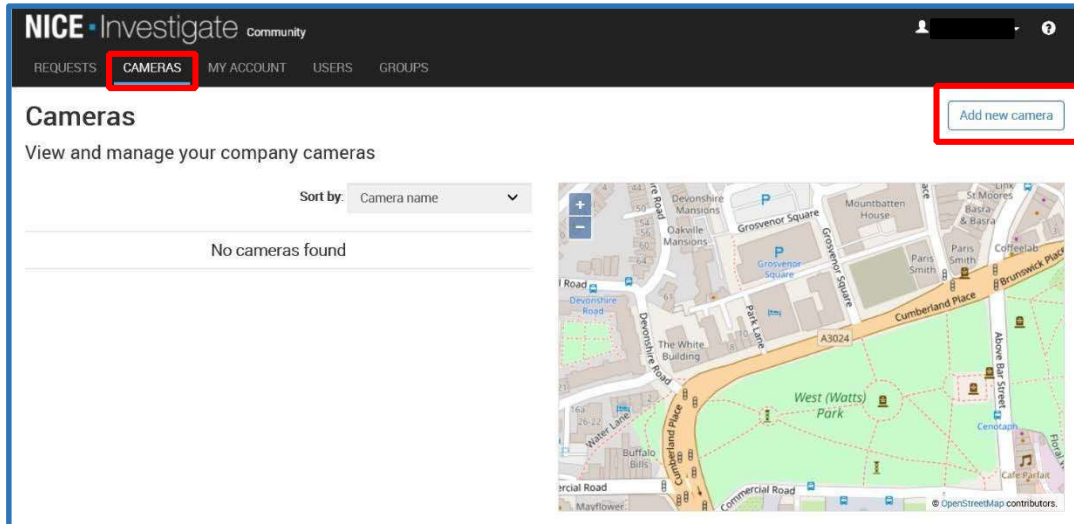
7. CAMERAS - REGISTER YOUR CCTV CAMERAS

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

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



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8. ADD NEW CAMERA DETAILS

The Add new camera screen is presented – (see following page)

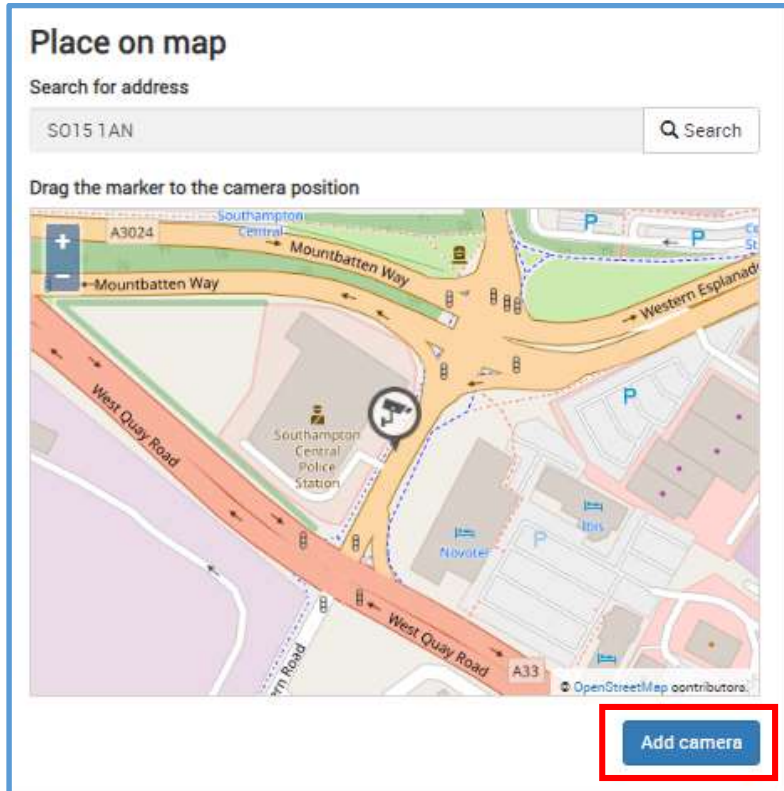
Within the Details section, enter the following details for the new camera using the text boxes provided: Mandatory fields are indicated with a red *. You cannot add the new camera until all mandatory fields are populated.

- 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.



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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.

10. 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.

Please see following page.



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11. REQUESTS - RESPONDING TO REQUESTS

Within the Requests tab you will find all requests that have been sent to your business from the Police, and their status.

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

NICE Investigate Community

REQUESTS CAMERAS MY ACCOUNT USERS GROUPS

Requests (1)

View and respond to requests

Filter by [Reset all](#) Sort by: Date created (Newest first) ▼

Status	Assigned to	Created by	Required by	Sent to
<input checked="" type="checkbox"/> New (1) <input checked="" type="checkbox"/> In progress <input type="checkbox"/> Completed <input type="checkbox"/> Rejected <input type="checkbox"/> Failed	BIZ103368 New Priority: Medium	Unassigned	[redacted] 30 October 2020 Due in 44 days	[redacted]

1

You will then be presented with the request details: (explanation of fields on following page).

NICE Investigate Community Steph Wilkins

REQUESTS CAMERAS MY ACCOUNT USERS GROUPS

BIZ121740 Priority: Medium Messages: 0 Reject request Save request Submit response

Request details

Assigned to: Select assignee

Requested cameras: Please refer to request description

Start Time: 27/10/2021 12:00:00 End Time: 27/10/2021 12:00:00

Description: Test

Response details

Additional comments *
Please provide any other relevant information

Upload

Please choose the type of items to upload.
Please note that individual files must be 50.0 GB or less.

Individual files CCTV export folder

Messages (0)

Write your message...

There are no messages

Messaging allows you to contact the Requestor directly with any queries you may have about their request.



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Requested Cameras – If an officer has requested a specific camera, the camera and location will be detailed here – NOTE: you will need to have registered a camera first (for how to register a camera see Page 8 of this guide).

Start Time & End Time: 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.

Description – any additional information the officer has provided will be detailed here.

Response details - Additional Comments – for any additional comments you feel are helpful to the request.

Uploading Digital Media – When you are ready to respond to the request you can upload files by **SELECTING FILES** in the Upload section. There are 2 options you can choose from. Use the “Individual files” button to locate individual files and upload. If you have multiple files to upload, including any players; you can zip the files into a folder and click on the “CCTV Export folder” to upload.

‘**Submit Request**’ will send the request back to the requesting officer.

Message Box:

The screenshot shows a messaging box with the title 'Messages (0)' and a 'Reload' button. Below the title is a text input field with the placeholder text 'Write your message...'. To the right of the input field is a send button with a paper plane icon.

Messaging allows you to contact the requesting officer directly with any queries you may have about their request.

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

The screenshot shows the NICE Investigate Community interface. At the top, it says 'NICE Investigate Community' and 'Steph Wilkins'. Below that are navigation tabs: 'REQUESTS', 'CAMERAS', 'MY ACCOUNT', 'USERS', and 'GROUPS'. The 'REQUESTS' tab is active. Below the tabs is a request card for 'BIZ121740' with the status 'In progress', 'Priority Medium', and 'Messages 0'. At the bottom of the card are three buttons: 'Reject request', 'Save request', and 'Submit response'. The 'Submit response' button is highlighted with a red box.

When you submit your response, the footage will be made available to the requesting officer.

If you have any issues in completing the request for footage, please contact the officer whose details are on the request.

12. 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.



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- 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' so you can continue to action 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.

13. MY ACCOUNT - 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

14. 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' interface. The top navigation bar includes 'REQUESTS', 'CAMERAS', 'MY ACCOUNT' (highlighted with a red box), 'USERS', and 'GROUPS'. The main content area is titled 'My account' and 'Update account and business details'. It features three sections: 'User details' (with 'Change password' and 'Business details' sub-sections), 'First name *', 'Last name *', and 'Phone number'. A note at the bottom states '* denotes required fields'. A 'Save changes' button is located at the bottom right.



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15. UPDATE BUSINESS DETAILS

Select Business Details. You can amend the Company Name and Company Address as desired. You can also update the marker on the map with your company location.

Update account and business details

User details

Change password

Business details

Company name *

Company address *

Southampton

Update marker location to address entered or manually drag the marker

16. USERS - 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.

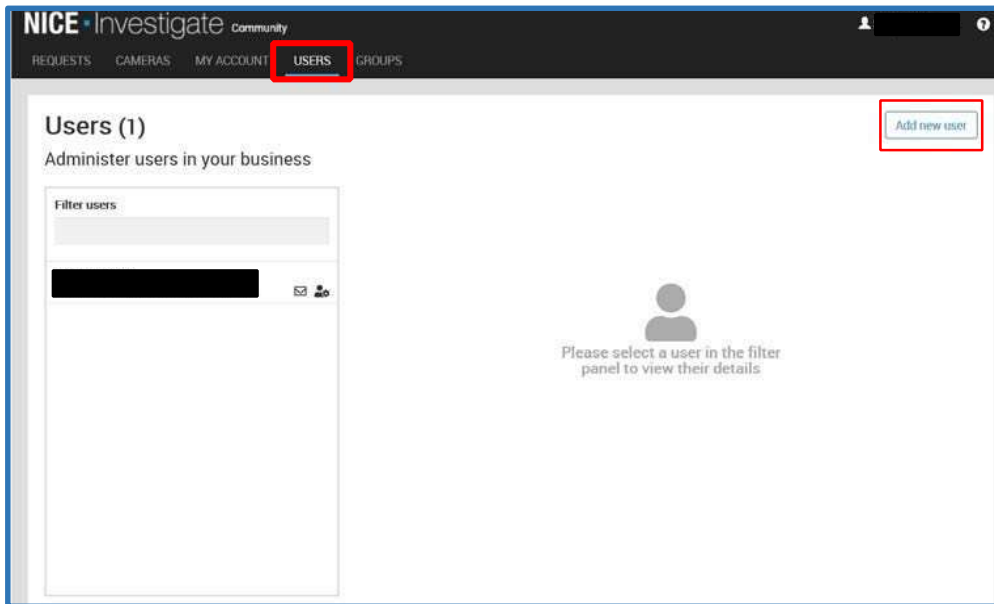
17. HOW TO ADD A USER

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

(See diagram on following page).



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You will then be presented with the below 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 a point of contact when a request is generated for footage by the requesting officer.

Add new user

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.

Personal details	Groups
First name *	No groups have currently been setup. Add one or more groups to be able to assign users to a group.
Last name *	You can manage your requests by assigning them to groups. Also, police forces can send requests to groups and each primary contact in the group will be emailed about the new request.
Email address *	
Phone number	
<input type="checkbox"/> User is an Administrator	
<input type="checkbox"/> User is a Primary Business Contact	

[Add new user](#)

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.



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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 to complete the set-up process.

The user can then register to the account using their email address and creating a password. The user can then access the registered account.

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.

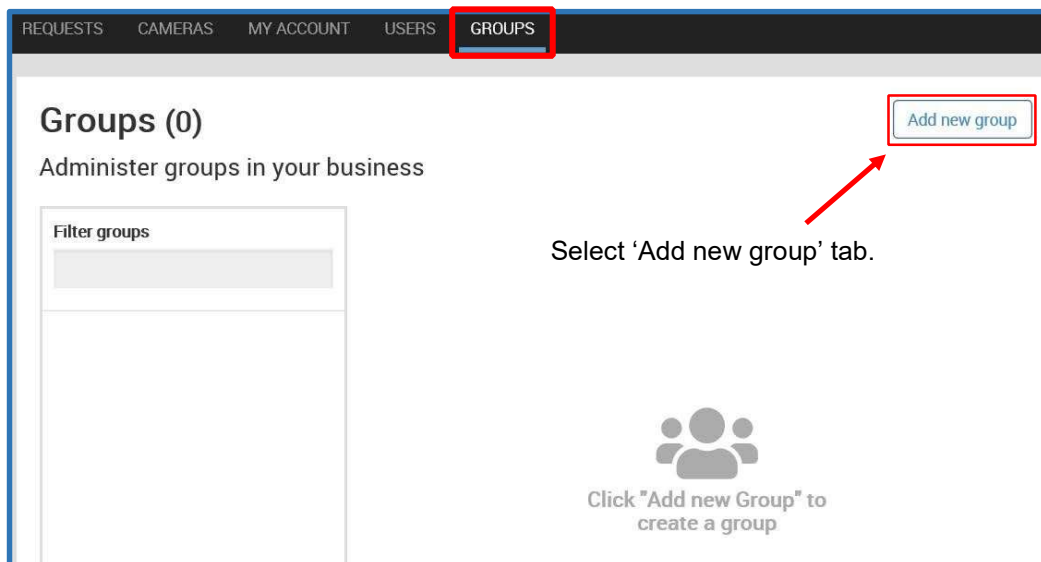
18. GROUPS - ADMINISTER GROUPS IN YOUR BUSINESS

Within the Community Portal you are able to create groups of users. 'Groups' can represent your stores and the group (store) will be visible to Hampshire & TVP Constabulary who can select the group (store) as a contact when generating a request.

Administrators of the account can also assign requests to a group from within the Community Portal.

19. HOW TO CREATE A GROUP

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



REQUESTS CAMERAS MY ACCOUNT USERS **GROUPS**

Groups (0)

Administer groups in your business

Filter groups

Add new group

Select 'Add new group' tab.

Click "Add new Group" to create a group

How to Register your Business and Send Digital Evidence to the Police.

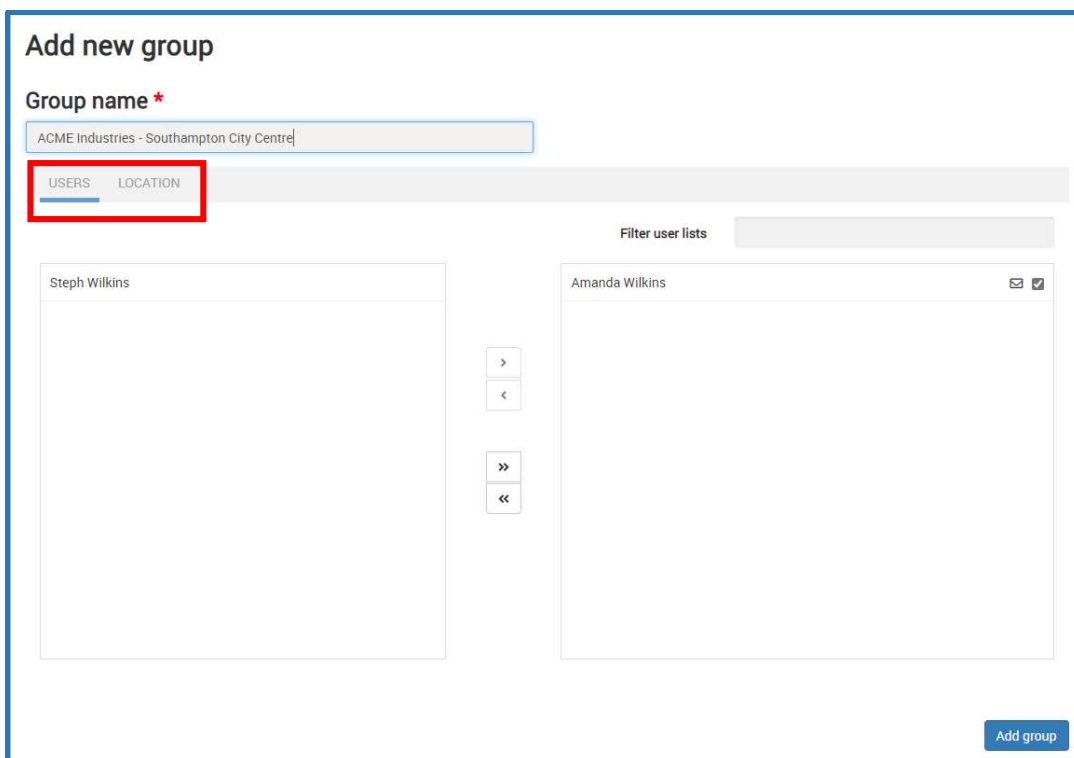
To create a group select **ADD NEW GROUP**. You will be presented with the screen below where you will be required to provide a name for the group. *A tip for adding a group name is to use the company name and area, i.e. ACME Industries – Southampton City Centre.

20. USERS TAB

By use of the arrows select which of your registered users you want to add to the group. One of the members of the group needs to be specified as the Primary Contact for the group.

21. LOCATION TAB

Any group located at a different location to the address you have registered the business too within the Community Portal will require an address. You can select the **LOCATION** tab and save an address to this group of users. This is a good tool when registering at a national level.



When complete select **ADD GROUP**.

You have now successfully registered your business, cameras and stores with Hampshire Constabulary.

Please be aware that only authorised police officers & staff have access to this information, however other Police Forces may request digital evidence from you to assist with their investigation.

22. Additional Support:

If you require any further assistance, please contact NICE DEMS Support Mailbox:

DigitalEvidenceTeam@hampshire.police.uk