Community Area Alert Mobile Application

User Manual

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Introduction

System Overview

The Community Area Alert mobile application is used for receiving community alerts from An Garda Siochana.

What is Community Alert?

Community Alert is a safety program which operates in partnership between the community, An Garda Siochana and Munitir Na Tire. It works on the principal of shared responsibility for crime prevention. Its goal is to reduce the amount of crime and reduce the fear of crime.

This mobile application is designed not just for members of a Community Area Alert scheme but also for any member of the public. The application will allow anyone to receive relevant alerts from An Garda Siochana.

About this User Manual

This user manual is designed to take you through the process of installing and setting up the Community Area Alert application on your mobile device so that you can start receiving alerts. It will take you through a step by step process so you do not require much or any previous experience with mobile applications.

Information

For more information on the Community Area Alert scheme visit:

http://www.garda.ie/controller.aspx?page=1668

If you have any questions or need help contact:

communityalert@gmail.com

1. Getting Started

First you have to install the Community Area Alert application onto your mobile device. The application is available on Android, iOS (iPhone, iPad, iPod Touch) and Windows Mobile OS.

Android

The Community Area Alert mobile application can be downloaded for free from the Google Play Store. To access the Google Play store select the Google Play store icon on your Android device.

Once the Google Play store opens select the search bar at the top and type "Community Area Alert".

The press button on your keyboard.

Select the application called "Community Area Alert" and press the button.

Finally you must allow the Community Area Alert app permisions so it can function on your device.

Once the application is installed you can jump to step 2.

Apple (iOS)

The Community Area Alert mobile application can be downloaded from the Apple App Store. To access the App Store select the following icon on your device.

Once the App Store opens select the button on the footer of the page.

Type "Community Area Alert" into the search bar at the top of the page and press the button displayed beside the Community Area Alert app.

The Community Area Alert application should start to install. Once the application is installed you can jump to step 2.

Windows Mobile OS

The Community Area Alert mobile application can be downloaded for free from the Windows Marketplace. To access the Windows Marketplace store select the marketplace store icon on your Windows device.

Once the Windows Marketplace opens select the search option and type "Community Area Alert".

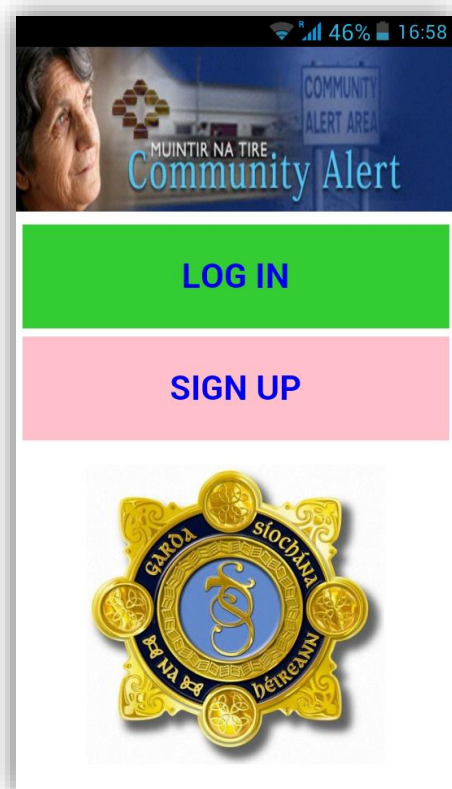Select the application called "Community Area Alert" and press the button.

Once the application is installed you can jump to step 2.

2. Creating Account

In order to receive reports and alerts which are relevant to you and your location you must create a user account on the Community Area Alert Mobile Application.

When you open the application for the first time you will be presented with the following screen containing 2 options. In order to create an account you should select the "Sign Up" option.

Note: Please ensure your device is connected to the internet.

Step 1

Your Username will be the unique identifier for your account.

- Please enter a username you will remember.
- Your username must have a minimum of 4 characters and a maximum of 12 characters.

Your Password will be used to sign in to your account.

- Please enter a password you will remember.
- Your Password must have a minimum of 4 characters and a maximum of 16 characters.
- You must enter your password twice to ensure it was entered correctly.

Once you have filled out each field press the "Next" button.

Step 2

Your date of birth will be used if you forget your password and need to reset it so please ensure you enter your real date of birth.

You must enter your date of birth in the format dd/mm/yyyy.

An example is:

28/07/1960

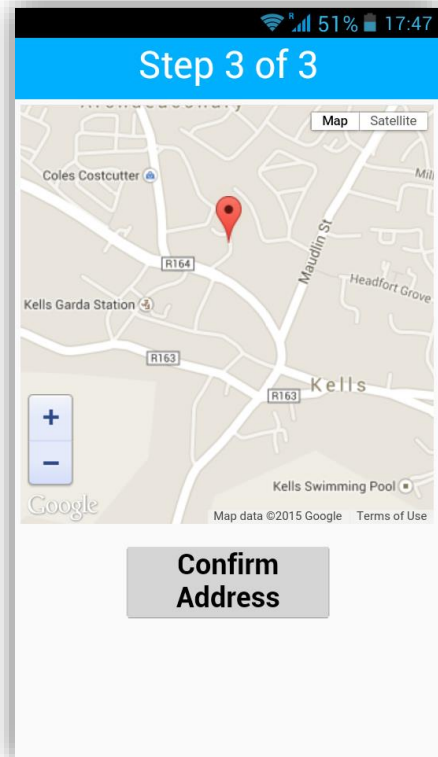Once you have filled out your date of birth press the "Next" button.

Step 3

In order to receive relevant alerts in your area you must place the red marker on the exact location of your house. You will have to verify this is your address later.

If your device has GPS enabled the marker should automatically be placed in your location. Otherwise you will have to drag the marker to the correct position.

It is important you place the red marker accurately.

- Use the zoom in function on the left bottom of the map.
- The more you zoom the more information will be displayed.
- You can select between a "map" or "satellite" view to help you select the location accurately.
- Once you have placed the marker at the correct location press the "Confirm Address" button.
- Your account will then be created.

2. Verifying your Account

Once your account is created you have to verify that the location you selected on the map when creating your account is actually where you live. This is a security feature to avoid abuse of the application.
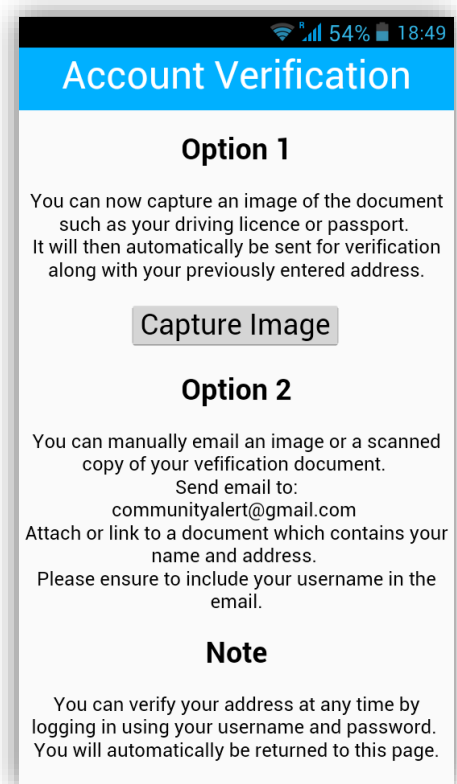
This can be completed in 2 ways:

Option 1:

This is the quickest and easiest method. You simply select the "Capture Image" option. This will open the camera application on your phone allowing you to capture an image of a document containing your name and address.

Option 2:

You can scan in or take an image of your document on a different device and send it to communityalert@gmail.com. You must include your username in the email so your account can be verified.
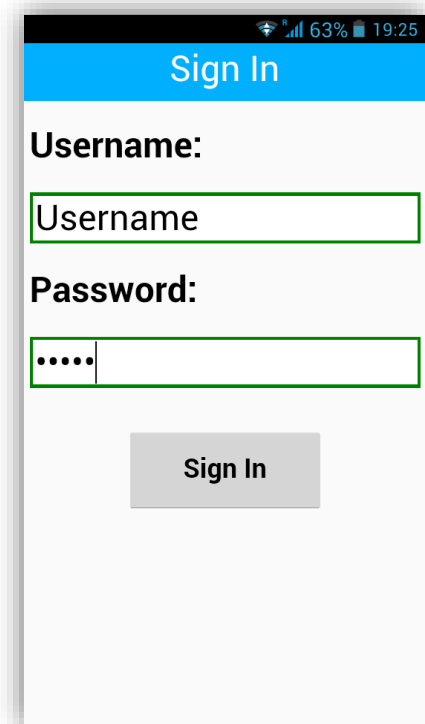

Once your address is verified you will receive a notification and you can start receiving alerts.

3. Log In

Once your account has been created and verified you should select the "Log In" option on the homepage. This requires you to enter the username and password you created when you created your user account.

If you enter the correct username and password of a verified account you will be directed to your account homepage.

Once you log in you will start to receive notifications based on your location you selected and verified when creating an account.

4. Settings

If this is the first time you have logged into your account you should begin by editing your settings. To open your settings select the settings logo at the top of the page.
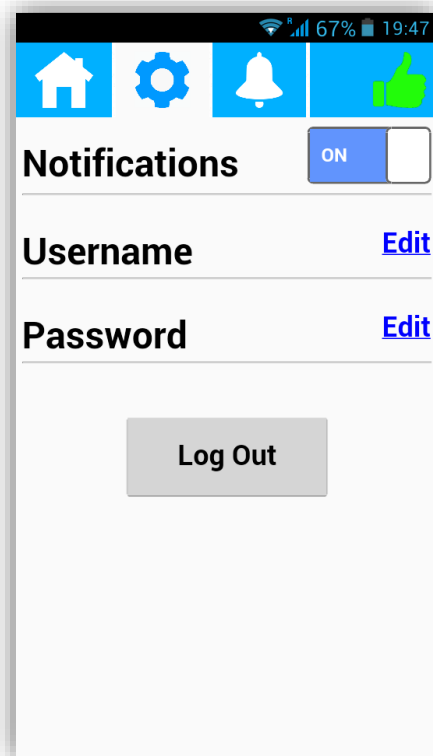
This allows you to control if you want to receive notifications or not.

Simply drag the on/off button to your desired positon.

Any changes you make can be saved by clicking on the green thumb button.

You can also change your username, password or log out of your account using this page.

5. User Preferences

This is the final step involved in setting up your account, this step is important to ensure all of the alerts you receive are relevant and to ensure you do not miss out on any alerts.
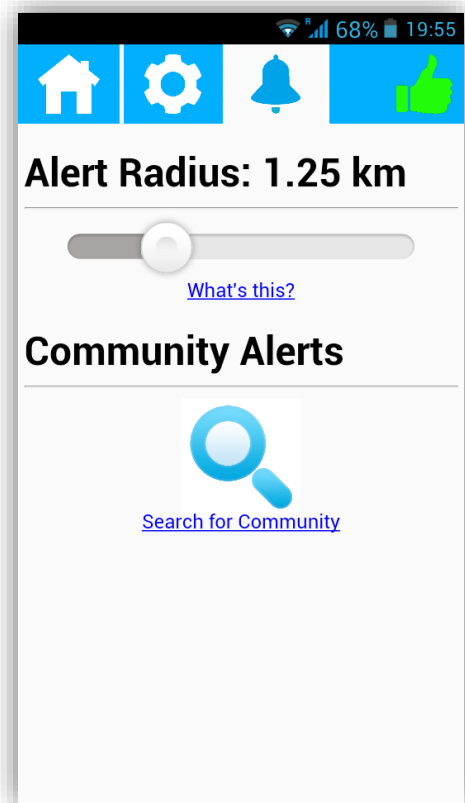
First you should adjust the Alert Radius bar. Any alert of an incident which is created within your Alert Radius will be deemed relevant to you allowing you to receive a notification about the alert and view information about it.

Under the Community Alerts section you can join a community alert scheme which you are involved in.

Pressing the search icon will return a list of community alert schemes which are set up near to your location. You can then select the scheme which you are involved in. You can then receive notifications and view alerts which were specifically sent to that community.

Any changes you make can be saved by clicking on the green thumb button.

Your Community Area Alert account should now be fully set up and configured for you to start receiving relevant alerts from An Garda Siochana. The next page will introduce your account homepage.
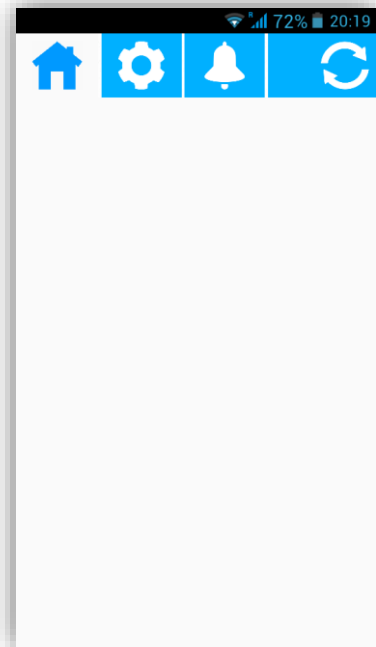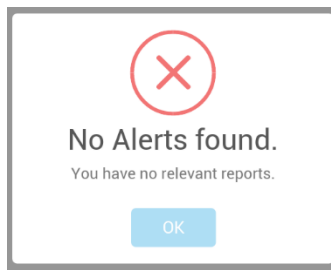
Account Homepage

Your account homepage is the place where you can check for alerts and view information on particular alerts. You can access this page by opening the application or by directly clicking on a notification which you have recieved stating that you have a new alert.

Your account homepage will originally look like the image on the right.

If you have received a notification or want to check for alerts you can use the refresh button in the top right corner.
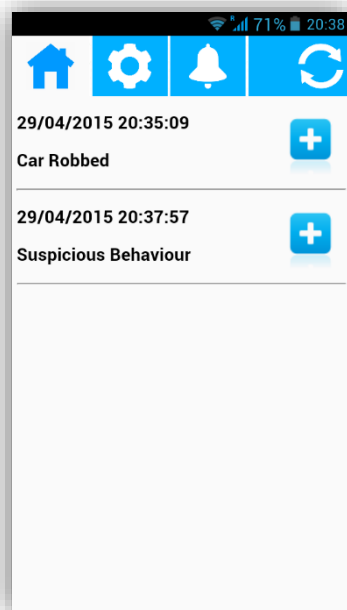

If there are currently no active reports which are relevant to your account you will receive the message.

If one or more relevant reports are found they will be displayed. Remember a report can be deemed relevant to your account if it is within your GPS radius or if it was sent to your community.

Here is an example where there are 2 reports which are active and relevant to the users account.

You can then expand reports to view more information using the expand button.