

Neighbors Portal Training Guide

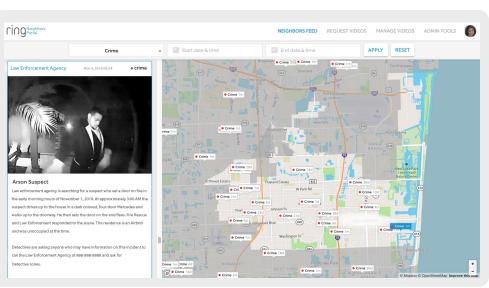
Neighbors Feed

Aggregate view of all Neighbor and Law Enforcement posts within and around your jurisdiction

Ability to view all posts or filter by category:

- 1. Crime
- 2. Safety
- 3. Suspicious
- 4. Stranger
- 5. Lost Pet

Notes:



Commenting

Shows the community that Law Enforcement is engaging and being proactive

Neighbors are anonymous

Law Enforcement is not anonymous and includes the user's name and department name

Notes:

Crime Analyst Aliperti - 3d Hello - can the original poster please give me a call? 239-573-3043 Thank you! -Deirdra Aliperti, Crime Analyst

Reply D

Public Information -3d

Thank you for sharing this video, it has been sent to the officers investigating. If you have not done so already, please call 410-313-3700 to file a report.

Reply □

Public Information - 2d These two juveniles are in custody and will be charged. Your videos were essential in identifying them so quickly. Please encourage your neighbors to report any stolen packages, etc.

Reply 🖓

Neighbor 24 2d Thanks for the great work! Reply □



Posting

Localized messaging system (not jurisdiction-wide)

Requires an address (hidden from public view) to determine recipients

Neighbors who are subscribed to that area will receive a notification

Effective way to solicit information from the community

Notes:

Law Enforcement Agency Nov 20, 2018 09:04

crime

Vehicle break-ins

In the overnight hours of Sunday, Nov. 18-Monday, Nov. 19, unknown suspect(s) broke in to 12 vehicles on the following streets: Peartree Way, Green Meadow Drive, Red Stream Way, Gray Star Way, and Little Patuxent Parkway. In some cases, a window was broken; in others, car doors were left unlocked. Only loose change was reported stolen. If you have any information, call at 410-313-3700. You also are encouraged to check your doorbell cameras to see if they captured anything during this timeframe.

5 comments	2 views
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് 18

Comment

A Share

Suggested Content

Anything actionable that could be categorized as crime and safety

- 1. PSA
- 2. BOLO
- 3. Request for information

 Law Enforcement Agency
 Feb 5, 2018 08:18
 • Crime

 Hit and Run on Main Street
 Looking for vehicle and driver description that were involved in a hit and run on Main Street around 6:00PM on Monday Feb 5. Please contact Detective Jones with any information at (123) 456-7890 and reference case #12345.
 30 Comments 247 Views

 Image: 12
 Image: Comment
 Comment

Notes:



Request Form

- 1. Incident Location
 - a. Required to determine area of interest
- 2. Case #
 - a. Internal reference number
- 3. Start Date/End Date
 - a. Max 12-hour window
 - b. Up to 45 days in the past
- 4. Incident Type
 - a. Select Category
- 5. External Message to Ring Users
 - a. Add a custom message with details and/or contact info
- 6. Click 'Submit' to see a preview

Notes:

Re	quest Videos
Inci	dent Location
	Enter Street Address
Cas	5.#
	Enter Case Number
Dat	e and Time
Star	t date and time
l	1
End	date and time
1	
Inci	dent Type (optional)
<	9 Select Incident Type
Ext	ernal Message to Ring Users
Max	imum of 300 characters (optional)
~	Include your name within the email to Ring users
~	Send a copy to yourself
_	

Camera Map

Heat Map of all active Ring cameras in jurisdiction

• Exact locations obscured for privacy

Stretch polygon points to define a geo fence around the area of interest

Minimum of 0.025 square miles, maximum of 0.5 square miles

Notes:



Email to Ring User

Sent to Ring User from Ring Team on behalf of Agency

- Ring User will receive email with two options:
 - 1. Share Videos
 - 2. Review Videos
 - a. Allows user to send selected videos

Click send to confirm Video Request

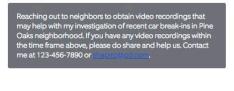
Notes:

ring

Dear Neighbor,

Detective Falon Shapiro of the Example Law Enforcement Agency Is investigating an incident that occurred near your home and your Ring device may have captured video that can help. Detective Shapiro of the Example Law Enforcement Agency Is seeking videos recorded between: February 26th from 12:00 AM to 12:00 PM

A message from Detective Shapiro:



Share Videos Review Videos

Ring login required

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity by sharing your Ring videos and your contact information with **Detective Shapiro** of the **Example Law Enforcement Agency**.

Thank you for making your neighborhood a safer place.

Stay safe, Ring Team

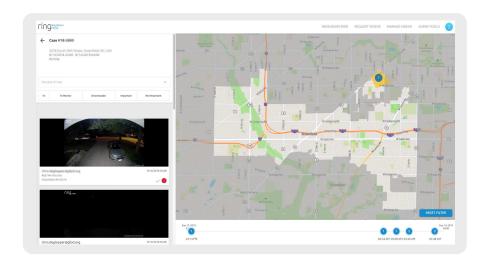
If you have any questions or concerns, please contact **Detective Shapiro** at **Example Law Enforcement Agency** or the Ring Video Request Team at <u>videorequest@ring.com</u>.

Manage Cases

Select Case to view submitted videos

Select Video to review footage

- 1. Categorize each video as important or not important
- 2. Important videos can be downloaded onto a desktop in MP4 format and uploaded into an evidence management system
- 3. Videos marked as not important will be archived



Notes: