The Noise App User Guide – Website

1. Sign in – Once registered to The Noise App website as a service provider you can sign into the website using the log in details that have been sent to you. If you are unsure of your log in details then click "Forgotten password".

2. Set up accounts - On the "Settings" page you will have the option to set up your colleagues on The Noise App website. Click on the "Investigators" tab and click "Invite Investigators". This will give you an option to enter an email address. Once you have created a new account you will have the option to upgrade that account to an Administrator. Administrators will receive notification emails for all reports sent through to the website. (**Note:** Normal accounts will only receive reports for cases assigned to them)

3. Edit profile – To edit your service provider details click on the "Profile" tab on the "Settings" page. This will allow you to alter the service provider name and upload your organisation logo. This logo will be displayed on the activity page of the app.

4. Set up user filters – Service providers have the option to restrict access to certain users on The Noise App if they wish. Click on the "Filters" tab on the settings page. Here you are given the option to block all users from sending reports through the app without having been approved first. Go to "blocked" to set this and tick the box to block all users. To approve users click on their name on the blocked list and set them to approved. They will then be sent an email and be able to send reports through to your account.

5. Set up source filters – To restrict the types of sources that users can submit audio for go to the filters tab on the settings page and tick "Remove audio" and select the sources you would like to restrict.

6. Filter reports – To manage the complaints that have been sent in click on "Reports" at the top of the page. This will display all reports that have been sent through to your organisation's account. To display reports from specific areas type the location into the search box. This will filter the map and list to show complaints from this location only. You can also filter reports by "All", "Unread", "Any Status", and "Anytime". For cases that you are assigned to click the "Assigned to me" tab.

7. Assign cases – To assign investigating officers to a case click into a report on the "Reports" page. You will then have the option to assign a member of your organisation to this case by clicking the plus sign next to "Investigators" and then entering your colleague's name.

8. Review case – On the "Reports" page click into a case that you would like to investigate. This page will display the details of the noise complaint. To play a recording click on one of

the reports. This will access a media player where you can listen to the audio or download the .wav file. You can also download a pdf report of each case.

9. Update case status – To change the status of a case to either pending review, under investigation, closed or withdrawn go to the "Reports" page and click into one of the cases. On the top right corner of the screen you can change the status of a case by clicking on "Update status".

10. Send messages to user – You can send messages direct to the complainant through The Noise App. To do this go to the "Reports" page and click into one of the cases. On the right hand column you will see an activity log. This will allow you to send and receive messages with the complainant.

Further support is available at www.thenoiseapp.com/support