Guide Sheet: Share this message

A step by step guide to using the "Share this message" function on the Alert system.

Frequently Asked Questions (FAQs)

Why use the Share feature instead of simply forwarding the messages?
When you reply to a message sent by your local police, council, fire service or Neighbourhood Watch, a piece of hidden, encrypted code in the email tells the message sender who has replied or rated their message. This is so any action you request, or problem you report can be taken up in your name and they can reply directly to you. It also means that you do not need to repeatedly fill in forms with your name and address etc and these are stored securely on the system.

If you forward a message to other people by using the conventional method (clicking "Forward" in your email software), if the people you forward the message to (your recipients) subsequently reply to the message, this can cause confusion as it will look like the reply is from you. Also, recipients may reply to you but be under the impression that they have replied directly to the message sender. There may also be some time delay before you are able to check the response and send it to us and this is a responsibility that many people are not comfortable with.

The new share function means that we can clearly identify that any replies have come from people you have forwarded the message on to (and not you).

How will I know what's going on, will I be out of the loop?
When your contacts reply, they can tick a box so a copy of their reply is sent to you so you are aware of any issues. We have to give this as an option because they may be replying with information that is private or that they simply do not want to share. We will always notify you if we have a response from one of your forwarded messages but we will not display the content of the message without permission.

Do you track the messages and why?
It is incredibly useful to be able to measure the number of people that a message has reached. Thousands of our members regularly forward messages on to relevant contacts and this system will help to measure that distribution in order to evaluate if enough is being done to warn and inform the public with your help.

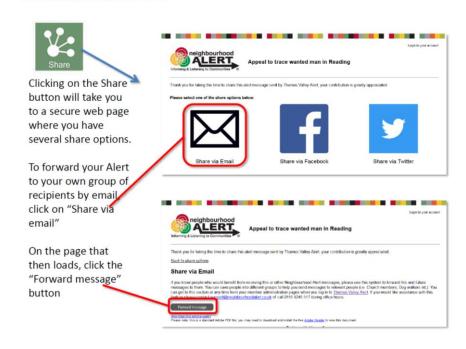**Is this to bypass me and recruit my contacts directly?**
Absolutely not, the forwarding and filtering service many thousands of members and coordinators perform is much appreciated and vital to the community messaging service.

Various steps have been discussed and agreed with our partners to ensure that this new feature is not used to by-pass your important role, such as:
• We will not actively encourage anyone you save in your list to sign up to the system.
• Your recipients will not automatically start receiving direct messages.
• As detailed later in this document, even when your recipients reply their contact details are not shared, replies can be done to them via the Alert system. The contact information may be shared if required for a policing purpose but is not shared as standard.

Some members and coordinators who spend a lot of time forwarding messages are actually quite keen to encourage their recipients to register directly, which they can do for free on any Neighbourhood Alert powered website. However, this "Share" process is designed to encourage the sharing of messages in a secure, measurable way and make it easy to do.

Your Neighbourhood Alert (Alert) powered emails will vary from this one in appearance but the standard features will be the same:

At the bottom of each Alert email is a set of standard, interactive buttons
(on a text/compact style email, these will be shown as links not images)

To reply or forward this email please use the buttons below or these links: Reply, Rate, Forward / Share.

Note: In some cases the message may be defined by the sender as "Use discretion when sharing" (i.e. Private). In this case the Share button will appear like this one and the Social Media options will be restricted to recommending and sharing the Alert site rather than sharing the actual message. .

Clicking on the Share button will take you to a secure web page where you have several share options.

To forward your Alert to your own group of recipients by email click on "Share via email"

On the page that then loads, click the "Forward message" button

Three options will appear:

Forward message by e-mail (BETA)

Send to individuals	OR	Send to groups	OR	Add a recipient
Select one or multiple saved recipients to forward this message to.		Send to, edit and add recipients into your own groups.		Add a new contact to your saved list of recipients.

Add a recipient

Before you can forward any messages to anyone else you need to store their basic details on the system. Once you have saved a contact (recipient) you can access their details instantly the next time you need them. i.e. You will not to do this every time.

Send to individuals

Once you have stored some contacts (recipients), on the system you can then use this option to send to one or all of them instantly

Send to groups

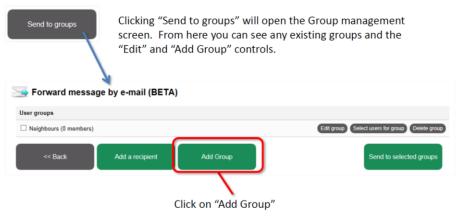You can use the Group option to put your recipients into groups Based on their interests or profile so you can forward messages to pre-defined groups of people quickly.

Managing Groups

It is a good idea to add groups first so you can place new recipients into the relevant group(s) when you are adding them.
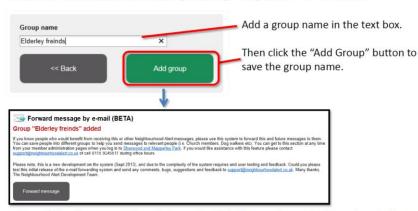
Send to groups

Clicking "Send to groups" will open the Group management screen. From here you can see any existing groups and the "Edit" and "Add Group" controls.

Forward message by e-mail (BETA)

User groups

☐ Neighbours (0 members)   Edit group   Select users for group   Delete group

| << Back | Add a recipient | Add Group | | Send to selected groups |

Click on "Add Group"

Managing Groups

Group names can be anything you choose, no recipient is shown the group name they are in. You can edit and delete groups and add/remove recipients to them at any time. Recipients can be placed in multiple groups e.g. "Neighbours" & "Car drivers"
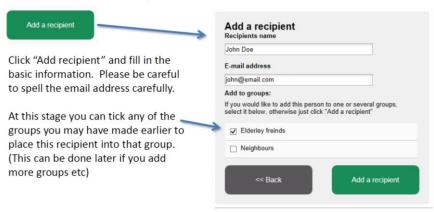
Group name

Elderley freinds   ✕

Add a group name in the text box.

| << Back | Add group |

Then click the "Add Group" button to save the group name.

Forward message by e-mail (BETA)

Group "Elderley freinds" added

If you know people who would benefit from receiving this or other Neighbourhood Alert messages, please use this system to forward this and future messages to them. You can save people into different groups to help you send messages to relevant people (i.e. Church members, Dog walkers etc). You can get to this section at any time from your member administration pages when you log in to Sherwood and Mapperley Park. If you would like assistance with this feature please contact support@neighbourhoodalert.co.uk or call 0115 9245517 during office hours.

Please note, this is a new development on the system (Sept 2013); and due to the complexity of the system requires end user testing and feedback. Could you please test this initial release of the e-mail forwarding system and send any comments, bugs, suggestions and feedback to support@neighbourhoodalert.co.uk. Many thanks, The Neighbourhood Alert Development Team.

Forward message

You will be shown a confirmation screen, click "Forward message" to return to the main options.
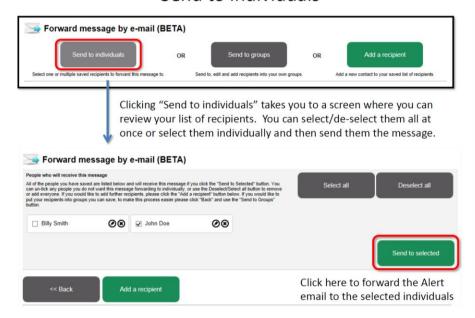
Adding a recipient

Adding a recipient does NOT mean that anyone else can see their details or contact them. Your recipients will not see each other's details and administrators from the organisations that use the Alert system cannot see your recipients contact details.

Administrators can only communicate with one of your contacts in a reply to a message from them and even then they cannot see the email address details.

Add a recipient

Click "Add recipient" and fill in the basic information. Please be careful to spell the email address carefully.

At this stage you can tick any of the groups you may have made earlier to place this recipient into that group. (This can be done later if you add more groups etc)

Add a recipient

Recipients name

John Doe

E-mail address

john@email.com

Add to groups:

If you would like to add this person to one or several groups, select it below, otherwise just click "Add a recipient"

☑ Elderley freinds

☐ Neighbours

| << Back | Add a recipient |

Send to individuals

Forward message by e-mail (BETA)

[Send to individuals] OR [Send to groups] OR [Add a recipient]

Select one or multiple saved recipients to forward this message to. | Send to, edit and add recipients into your own groups. | Add a new contact to your saved list of recipients.

Clicking "Send to individuals" takes you to a screen where you can review your list of recipients. You can select/de-select them all at once or select them individually and then send them the message.

Forward message by e-mail (BETA)

People who will receive this message
All of the people you have saved are listed below and will receive this message if you click the "Send to Selected" button. You can un-tick any people you do not want this message forwarding to individually, or use the Deselect/Select all button to remove or add everyone. If you would like to add further recipients, please click the "Add a recipient" button below. If you would like to put your recipients into groups you can save, to make this process easier please click "Back" and use the "Send to Groups" button.

[Select all] [Deselect all]

☐ Billy Smith   ⊘⊗   ☑ John Doe   ⊘⊗

[Send to selected]

[<< Back] [Add a recipient]

Click here to forward the Alert email to the selected individuals

Send to groups

Forward message by e-mail (BETA)

[Send to individuals] OR [Send to groups] OR [Add a recipient]

Select one or multiple saved recipients to forward this message to. | Send to, edit and add recipients into your own groups. | Add a new contact to your saved list of recipients.

Clicking "Send to groups" takes you to a screen where you can review your groups.

Tick one or more groups to include all the members of that group when you forward the message. (Members in multiple groups will not receive the message more than once.)

Forward message by e-mail (BETA)

User groups

☐ Elderley freinds (1 member)   [Edit group] [Select users for group] [Delete group]

☐ Neighbours (0 members)   [Edit group] [Select users for group] [Delete group]

[<< Back] [Add a recipient] [Add Group] [Send to selected groups]

Click here to forward the Alert email to the selected groups

Add recipients to groups

Forward message by e-mail (BETA)

User groups
☐ Elderley freinds (1 member)   [Edit group] [Select users for group] [Delete group]
☐ Neighbours (0 members)
[<< Back] [Add a recipient] [Add Group] [Send to selected groups]

To review, add or delete recipients from a group, click "Select users for group"

User groups

☐ Elderley freinds (1 member)   [Edit group] [Select users for group] [Delete group]

[Select all] [Deselect all]

Users currently in group
☑ John Doe   ⊘⊗

This area expands to show the current members of this group

Users available to add into group
☐ Billy Smith   ⊘⊗

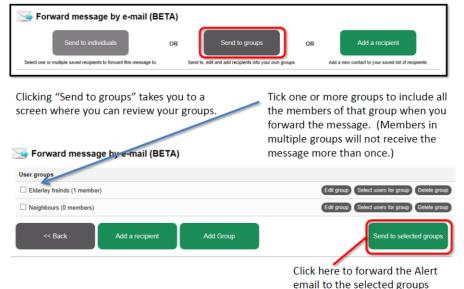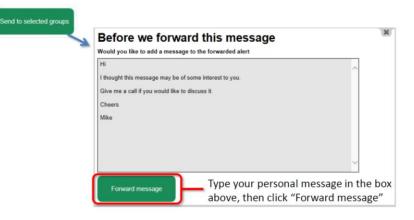[Save group users]

Other saved recipients that are not in this group are listed underneath. To add them to the group, tick the box next to their name and click "Save group members".
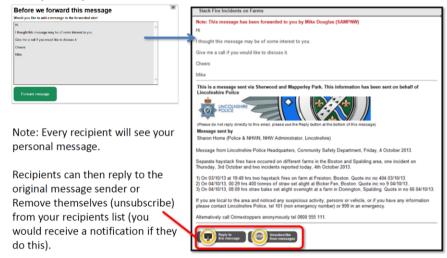
Send the message: add a comment

Before the message you are forwarding is sent on to your selected recipients, you are presented with a screen which enables you to add your own message to the top of the email.

[Send to selected groups]

Before we forward this message   ✖

Would you like to add a message to the forwarded alert

Hi

I thought this message may be of some interest to you.

Give me a call if you would like to discuss it.

Cheers

Mike

[Forward message]

Type your personal message in the box above, then click "Forward message"

Send the message: add a comment

Your personal message is inserted into the top of the original Alert email as it is forwarded on to your recipients.

Note: Every recipient will see your personal message.

Recipients can then reply to the original message sender or Remove themselves (unsubscribe) from your recipients list (you would receive a notification if they do this).

Recipient's reply facility

Your recipients can click the "Reply to this message" button at the bottom of the email they receive and send a reply directly to the administrator who originally sent the Alert message to you.

Your recipients can also choose to send a copy of this reply to you

What the original message sender sees:

The authorised administrator who sent you the message in the first place can use a secure system to view the replies that you and the people you have sent the message on to (your recipients) have sent. Replies from your recipients are displayed like this:

Note: Only the name of your recipient is displayed, not the email address. The administrator can reply to your recipient using the reply button but cannot see the actual email address. Obviously your recipient may have chosen to share their contact information directly by including it in the reply message. The contact information may be shared if required for a policing purpose but is not shared as standard.