



Surrey Neighbourhood Watch

Mapping your Watch using Surrey's InTheKnow system

A guide for Watch co-ordinators

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Registering on InTheKnow system

<https://www.intheknow.community/>

Type in your First name, surname, postcode, and email address.

Tick the “Terms and conditions”.

Tick the “I’m not a robot” and answer the questions that pop up.

When past that stage, click on “Send me local updates”.

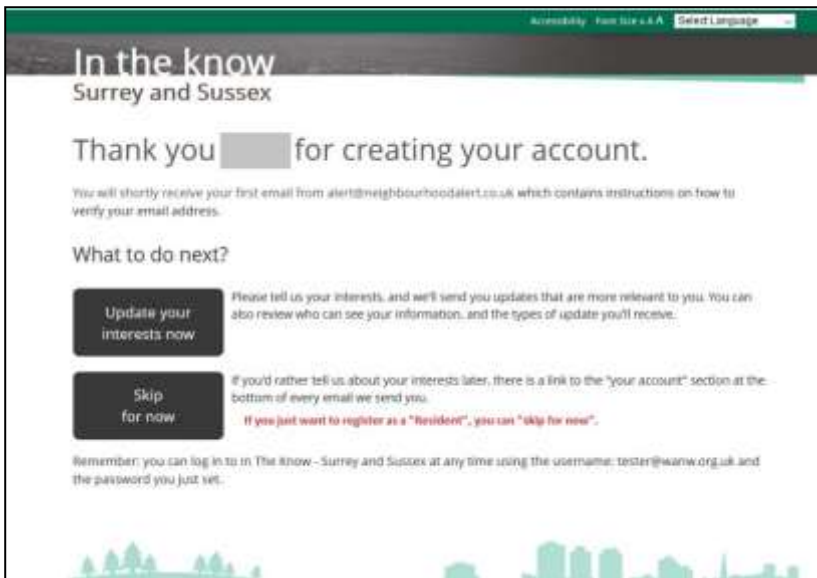
Complete the detail on the next screen.

The email field will already be displayed.

Put a phone number in – this can be a mobile or a landline. Sorry, but at least one phone number is needed for the registration. Note that a mobile phone number will enable you to receive texts.

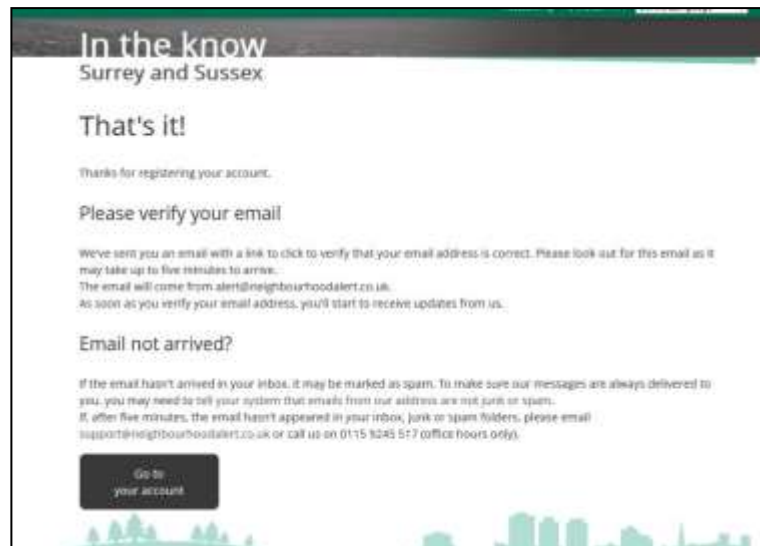
Create a good password of at least 8 characters. As with all passwords, please do not write it down. If you want to log into your registration at a later date and have forgotten your password there will be the usual “forgotten password” option.

Click to complete registration.



You now have the option to update your settings or leave defaults for the moment (they are good defaults). You will have the opportunity to update settings in a moment so it is suggested that you click on “Skip for now”.

The screen to the right is now displayed. You will have been sent an email to the email address you registered with. You **MUST** now open that email and confirm the mail address. If you do not do this your registration will remain pending and you will not receive any notifications.



Once you have clicked on the link in the email your web browser will open and you will be presented with the screen as below.

Things to note:

- 1) Your address and email, and “verified”. Note that these are greyed out in the example below.
- 2) You have plenty of opportunities to change your options. But the defaults have been set to ensure you receive notifications from NhW, the Police and other key organisations.
- 3) E-mail sharing enables you to create a Group of email addresses for your neighbours. These addresses are NOT held in the central database and only you will have access to them. The value of having a group is that you can forward the notifications (these are called “Alerts” by the system) with a click of a button rather than forwarding the email using your own email service.
- 4) The last option: “Find your local Neighbourhood.....”. This is where you can now set up a Watch (Scheme) in the system.



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In the know Surrey and Sussex

Home > [Your admin area](#)

Your admin area

Edit your details

- Personal information
- Community interests

Unsubscribe options

Report information

Previous reports

Message settings

- Information providers
- Message types
- Priority levels
- Alerting areas

E-mail sharing

Previous messages

Scheme admin

Your workplace

Log out

Member Administration Area

You are now logged in and from this area you are able to update your own details, create or manage a Neighbourhood or Home Watch scheme, report information to the Police and Neighbourhood Watch and much more. Please review the **What to do next** suggestions below or browse the navigation to the left.

Your details (edit)

Test ITKUser

Email: test@... (Verified)

What to do next

Please let us know **your interests** and who you would like to **receive messages from** in order to receive messages best suited to you.

- Configure who can see you.**
 Review and configure which Information Providers can see your details and communicate with you.
- Add your workplace or business.**
 Add your business details to your account if you would like to. Click here for more information.
- Message settings.**
 To configure how and when you would like to accept messages please edit your message settings.
- Find your local Neighbourhood or Home watch scheme or setup a new / existing scheme.**
 To find your local scheme or setup a new / existing scheme click here to view the scheme admin tools.

IF YOU ARE REGISTERING AS A RESDIENT AND ARE NOT GOING TO REGISTER A WATCH, YOU HAVE NOW COMPLETED EVERYTHING YOU NEED TO DO. WELCOME TO SURREY NEIGHBOURHOOD WATCH.

If you want to register your Watch, please follow the steps below.

Click on the button at the bottom of the Admin screen.

to configure how and when you would like to accept messages please edit your message settings.

Find your local Neighbourhood or Home watch scheme or setup a new / existing scheme.

To find your local scheme or setup a new / existing scheme click here to view the scheme admin tools.



You are invited to join a Scheme (as Watches are called in the system). If the system believes you already are, or may be, in a Scheme you are invited to join that Scheme. The Scheme co-ordinator will receive an email from you requesting to join. Assuming you are not already in a Scheme area, click on the link circled to the left.

You now fill in the details of your Scheme. Refer to the image below.

Things to note:

The name of your Scheme should be simple and accurate. Please can you add the name of the town or borough as the last word. The reason is that others in the UK may search for a Scheme (you do not have to live in a county to register in that county) and if the address is, say, High Street then “High Street, where?”. Whilst on the point of registering in a county that you do not live in, this is very useful for, say, where you have elderly parents living in another part of the country and you want to receive all Alerts as if you lived in their house.

The Scheme should have a map drawn to outline the area it encompasses. Enter your post code. The map option will now appear. This is described below.

Jumping ahead, put in a good Scheme description, leave the last 2 options ticked.

The map drawing is described after the image below.

Don't forget to click on “Create scheme” at the bottom.

You have now registered your Scheme and your registration will have been changed from “Resident” to “Co-ordinator”.



Mapping your Watch

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In the know

Surrey and Sussex

Home » Scheme admin

- Your admin area
- Edit your details
 - Personal information
 - Community interests
- Unsubscribe options
- Report information
- Previous reports
- Message settings
 - Information providers
 - Message types
 - Priority levels
 - Alerting areas
- E-mail sharing
- Previous messages
- Scheme admin
- Your workplace

Create a new scheme


Please enter the details below to create your new scheme.

Scheme name

About your scheme

Scheme coverage area

The below map shows the current coverage area set for your scheme. Click 'HELP' to view help on this.



Jump to location

Please enter a postcode or street address and town name into the box below and click the jump to location button to move the map to your entered location.

Scheme website (if applicable)

Scheme description

Write a brief description of your new scheme (max 20 words) which can be visible to potential members who wish to join your scheme once approved.

Short description of your Scheme/Watch

Your sharing permissions

Scheme visible

Leave ticked This option will allow your scheme to be located on various websites. These Sites do not disclose your contact details or exact location but do allow new Potential members to see your scheme description, send you a message and apply to join your scheme. Tick this box to make your scheme visible.

Show scheme coverage area

Leave ticked Tick this box to show the scheme coverage polygon on scheme finder pages on various websites.

Please give your Scheme (Watch) a meaningful name, followed by your town or borough. For example, "High Street" is not good but "High Street, Woking" is much better

Next, type in your post code and click on "jump to location". See below for advice on creating an area map

Leave ticked

Leave ticked

Scheme coverage map


In the screen above there is the option to map the area of coverage of your Scheme. Please follow the instructions below.



About your scheme

Scheme coverage area

The below map shows the current coverage area set for your scheme.
Click 'HELP' to view help on this.



Jump to location

Please enter a postcode or street address and town name into the box below and click the jump to location button to move the map to your entered location.


GU1 3sx

Type in the post code and click “Jump to location”. The map will now centralise on the centre of the post code, as in the example to the left of central Guildford.

If you position the mouse pointer over the map you can zoom in and out. Zoom in until you see your area in the middle of the map. Note the default “Road” option. Click on it and you can display the map in other ways. The “Aerial” option is a good one as you’ll see the extent of the houses and gardens.

Scheme coverage area

The below map shows the current coverage area set for your scheme.
Click 'HELP' to view help on this.



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Here is a map in “Aerial” view.



To draw the outline of your Scheme, click the mouse on the top icon on the left. Then move the mouse pointer to one corner of your Scheme area. “Click” move mouse, “Click”, move mouse, and so on. To the right is a partly drawn area.

Scheme coverage area

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Scheme coverage area

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Jump to location
Please enter a postcode or street address and town name into the box below and click the jump to location button to move the map to your entered location.

When you have clicked back on the start point, move the mouse back to over the map icon, and click again. The area should now be outlined, as in the example to the left.

Don't worry if you muck it up. Click on the “Erase” icon and start again.

Scheme coverage area

The below map shows the current coverage area set for your scheme.
Click 'HELP' to view help on this.



Jump to location
Please enter a postcode or street address and town name into the box below and click the jump to location button to move the map to your entered location.

Well done, you have now drawn the map. Don't forget to finish the other details and save.