

# App user guide

## Create an account

- Download The Noise App from the app store and click the **Create an account** button if you have not used The Noise App before
- Enter your email address
- Begin typing the name of your reporting organisation to then select it from the drop-down menu, and click Continue
- Enter your first and last name
- Enter your phone number
- Enter your postcode and select the address from the drop-down menu (If your address does not appear, you can enter this information manually.)
- Create your password and click the **Create an account** button
- Check your email to confirm your account and complete your account set-up
- Please accept the terms and conditions
- Please allow The Noise App to access your microphone (to enable you to take recordings using the service), GPS and camera, if applicable.

## Creating a new case

- When logging in to The Noise App for the first time, your case diary page will be blank
- Click **Add new case** to submit your evidence
- Select your reporting organisation: this can be found in **Recently entered organisations**
- Alternatively, if you wish to report to a different organisation, click on **Search for new organisation**
- Click **Continue**

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- To take your recording, tap on the microphone icon to start, and then tap once more to finish (There is a minimum requirement of 5 seconds, and depending on your organisation's settings, you may be able to submit a maximum of a 30-, 45- or 60-second recording of the noise you are experiencing.)
- You can listen back to the recording you have taken by clicking on the play button
- If you would like to start again, you have the option to retake the audio
- Click 'Continue' to move on to the next page
- Select your own property address and click **Continue**
- Enter the postcode of the address where the noise is coming from, or alternatively, use the map to drop a location pin, and the app will automatically fill in the address information for you
- Click **Continue**
- Select the noise source (the type of noise you are experiencing)
- Select the location (the space within your property where you took the recording)
- Provide information on how long the noise has been affecting you on this occasion, in hours and minutes
- Provide an intensity rating for how severe you feel the noise is for you
- In the free-text comment box, you can provide any additional information on the issue
- On this page, you can also provide additional media (if your organisation allows this) such as picture and/or video (You can include up to 5 pieces of additional media, and videos can be limited to 30, 45 or 60 seconds by your organisation.)
- Click **Continue** to move forward with your report
- You will be presented with a summary of the information you have provided in your report (If changes are needed, you can click on the pencil icons to make the necessary amendments.)
- Accept the declaration and click **Submit** to send your report to your reporting organisation
- You will see a confirmation page that indicates your report has been sent
- Click **Continue** to case diary.

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## Case diary

- On your case diary page, you will now see the case you have created
- To report another address (if you are experiencing problems with more than one neighbour), select **Report new address** at the bottom of the screen to create additional cases – one for each property you are reporting against
- To add additional recordings to an existing case, click on the **Add recording** button and follow the steps through to submission
- When you click on your case, you will see a summary of the information you have submitted to date
- To view notifications on your case/s, simply select the **Notifications** tab at the bottom of the screen and select from the list of open cases (if you have submitted more than one)
- To message your reporting organisation, select the case from the notifications tab and use the messaging text box provided.

## Settings

- You can amend your personal details (name, phone number, email address and password) by tapping into your settings option in the navigation bar at the bottom of the screen
- Help & Support will include our FAQs as well as some other guidance on how best to use The Noise App. There is a link to email our support team within this section.
- If you wish to have access to your data, please contact your reporting organisation, and for all other technical queries you can contact our support team on [support@thenoiseapp.com](mailto:support@thenoiseapp.com).