

App user guide

Create an account

- Download The Noise App 2.0 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.

