

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

If you have used The Noise App before, you can use the same login details as you used previously. If you cannot remember your login details, you can use the **Forgotten password** link available on the sign-in page

- Enter your email address. If you have been invited to use The Noise App by your reporting organisation, please ensure you use the same email address as the one you were invited with
- Begin typing the name of your reporting organisation and select from the drop-down menu. Click **Continue**
- Enter your name
- Enter your phone number
- Enter your postcode and select your address from the drop-down menu. If your home address does not appear on the list, you can manually enter this information
- Set your password for your account and click the **Create an account** button
- Check your email to confirm your account and complete your account setup. Please note, these emails do sometimes go to spam so please also check your spam folder
- Sign into The Noise App and allow The Noise App to access your microphone (to enable you to take recordings of the noise you are experiencing), GPS and camera, if applicable. Also, allow The Noise App to send you Notifications so you can be notified of changes to your case.
- Please read and accept the **End user licence agreement** and **Terms of Responsible use**

Creating a new case

When logging into The Noise App for the first time, your case diary page will be blank

- Click the **Add new case** button to start reporting to your organisation
- Confirm your reporting organisation; this can be found in the **Recently entered organisations** section
- Alternatively, if you wish to report to a different organisation, click on **Search for new organisation**
- Click **Continue**
- Tap on the microphone icon to begin your recording and tap again to finish. You are required to take a minimum of a 5-second recording to proceed. The maximum recording length will be visible on this page as either 45, 60 or 90 seconds.
- You can listen back to your recording by clicking on the play button. Please note, the quality may vary depending on your device microphone and speakers and are not likely to be as clear as what an officer can hear on their side.
- If you would like to take the recording again, you can **Retake audio**
- Click **Continue** to proceed
- Confirm your address. This will show in the Recently entered address field and click **Continue**. If you need to change your reporting address, you can Add new address

- Enter the postcode of the address where the noise is coming from and select the addresses from the drop-down. Alternatively, you can use the map to drop a location pin and the app will fill in the address information for you. Click **Continue**
- Select the noise source (the type of noise you are reporting). Click **Continue**
- Select the location (the space within your property where you took the recording). Click **Continue**
- Enter information on how long the noise has been affecting you on that occasion in hours and minutes
- Provide an intensity rating for how severe you feel the noise is for you
- In the comment box, you are able to provide additional information on the issue.
- You can also provide additional media here such as pictures and/or videos. You can include up to 5 pieces of additional media and video length is determined by the reporting organisation
- Click **Continue**
- 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 icon to make the necessary amendments
- When you are ready to submit your report, click the declaration button and click **Submit** to send your report.
- You will see a confirmation message indicating that your report has been sent.
- Click **Continue** to case diary

Case Diary

On your case diary, you will now see a summary of the case you have created.

To add additional recordings to your diary, click on the **Add recording** button and follow the steps to submit

If you wish to create a new case (for example, if you are experiencing problems with more than one neighbour), select the **Report new address** button to create additional cases. One case for each property you are reporting against.

To view a more detailed summary of the information you have sent to the reporting organisation, click on the expand button 

When you have notifications to view, you will see the message icon  on the case diary page. When you click into the notifications section, you will see your read and unread notifications.

Settings

You can amend your personal details (name, phone number, email address and password) by tapping into the settings option in the navigation bar at the bottom of the screen

Help & Support includes our FAQs as well other guidance on how and when to use the app. There is also a link to our support team who can assist with technical queries. Please note: for any questions relating to your case and its investigation or to request access to your data, please contact your reporting organisation directly. For technical support, please contact us on support@thenoiseapp.com.