



January, 2014

Introduction

The Epsom & Ewell Neighbourhood Watch Information System provides crime-related details and statistics for the local area. Although you can do this directly on-line, 24 hours a day, it is often more convenient to have the system e-mail you when new information becomes available.

If you have previously registered with the system, there may be times when you need to update your existing settings – e.g. change the e-mail format, change your region preferences etc., or delete your registration – e.g. if you move away or wish to change your e-mail address.

Please note you cannot update the registered e-mail address directly. To do this, you must delete the old registration and register the new one. All other settings can however be updated.

How to update an existing registration

The system doesn't save a user ID or password, Instead, it provides access to your settings at any time using "e-mail based security". With e-mail based security, the system authenticates your user based purely on the e-mail address specified.

Step 1. Click My NHW

Click the "My NHW" link at the top of any main page.



Step 2. Enter your e-mail address

You will be asked to enter your e-mail address – this is the address you previously registered and wish to update preferences for ...

My NHW

Keeping updated, joining in and helping your community couldn't be easier! And it doesn't mean you have to give up a lot of time. The site can e-mail you when new notices become available - all you have to do is register your e-mail address below and we'll do the rest!

New or Existing E-mail Address

We keep in touch with you via e-mail. If you're already registered and wish to change your settings, or you're new to Neighbourhood Watch & would like to register for automatic e-mails, or you're leaving the area and would like to remove your e-mail from our system, please enter your address below.

To access existing details, we'll send you a short e-mail giving you a link to click. This link confirms who you are and your settings will be displayed. There's no user or password to remember, just your e-mail - it's that simple!

Please enter your registered or new e-mail address :

[Verify E-mail & Continue](#)

Click "Verify E-mail & Continue".

Step 3. Verify your e-mail address

The system verifies your address by sending you an e-mail. If it recognises your e-mail address, it will confirm that an e-mail has been sent ...

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Welcome back!


In order to access your existing settings, an e-mail has been sent to your registered address. This allows us to confirm who you are. To continue ...


- Please open your inbox for the above address and look for an e-mail entitled "Access NHW Details".
- If the mail doesn't arrive within a few minutes, please check your SPAM.
- In this e-mail you'll find a link - it will start "http://www.EpsomAndEwellNHW.co.uk/MyNHW.aspx".
- Click this link, or copy it into the top of your browser.
- The link will re-open this site, allowing you to modify your settings.

Alternatively ...

- [Enter a different e-mail address.](#)

 Part of the nationwide Neighbourhood Watch initiative

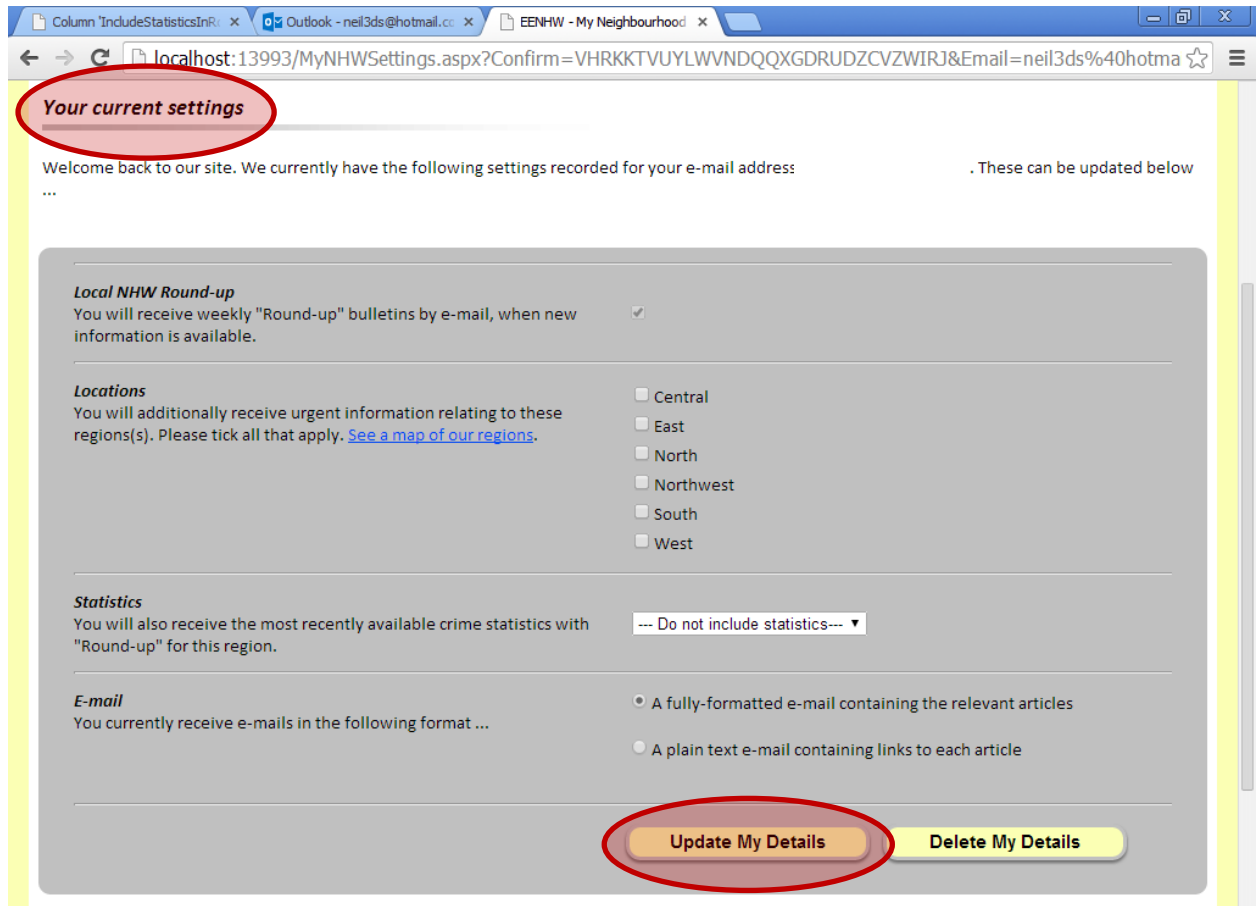
 Content © Epsom & Ewell Neighbourhood Watch

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To continue, access your inbox and look for an e-mail entitled “NHW Login Information”. *If you don’t, please check your SPAM filters.* Open this e-mail to display a link looking something like ...

<http://www.EpsonAndEwellNHW.co.uk/MyNHWSettings.aspx?Confirm=RWXBDEYZMIOOJAABTTYMYOKAWWZLH&Email=<Your address>>

Click the link or copy/paste it into your browser. The site will re-open and display your existing settings ...



Step 4. Change your settings

Having been authenticated, your existing settings will be retrieved and displayed. You can then update these options as required.

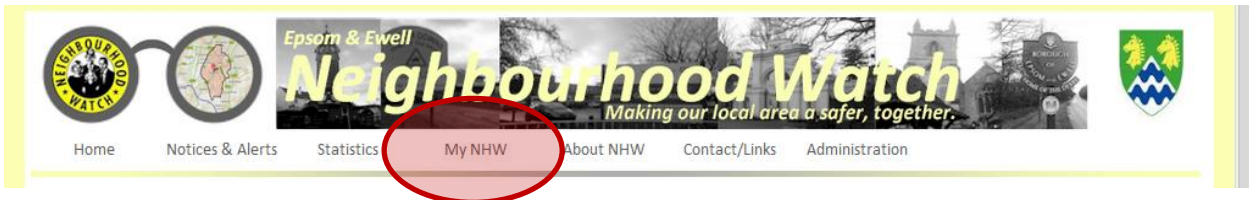
When complete, you can save them by clicking “Update My Details”.

How to delete an existing registration

To delete an existing registration, you must first authenticate yourself with the system. As before, you do this using “e-mail based security”.

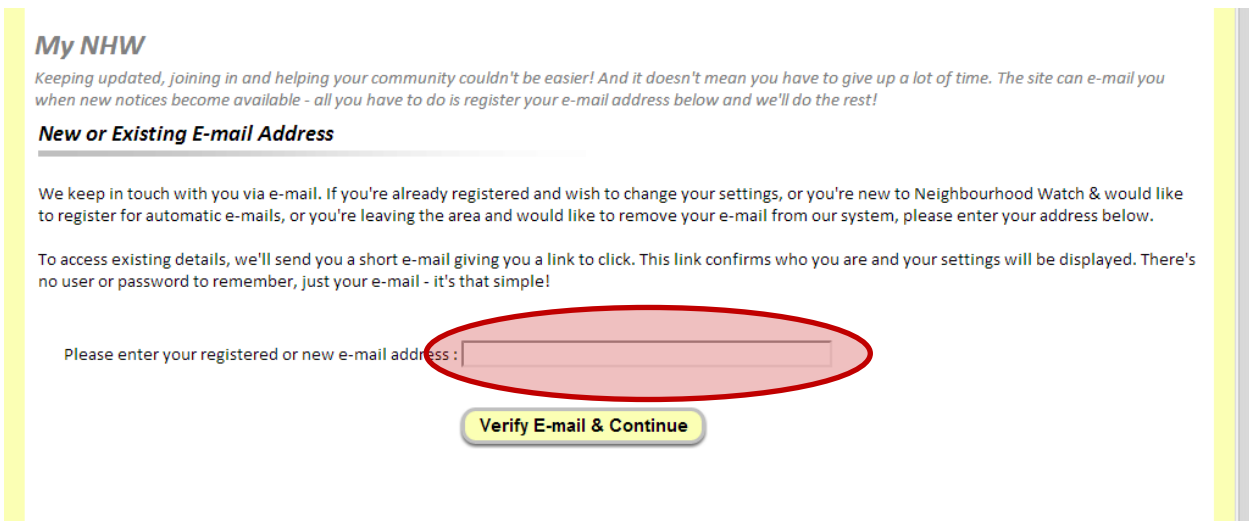
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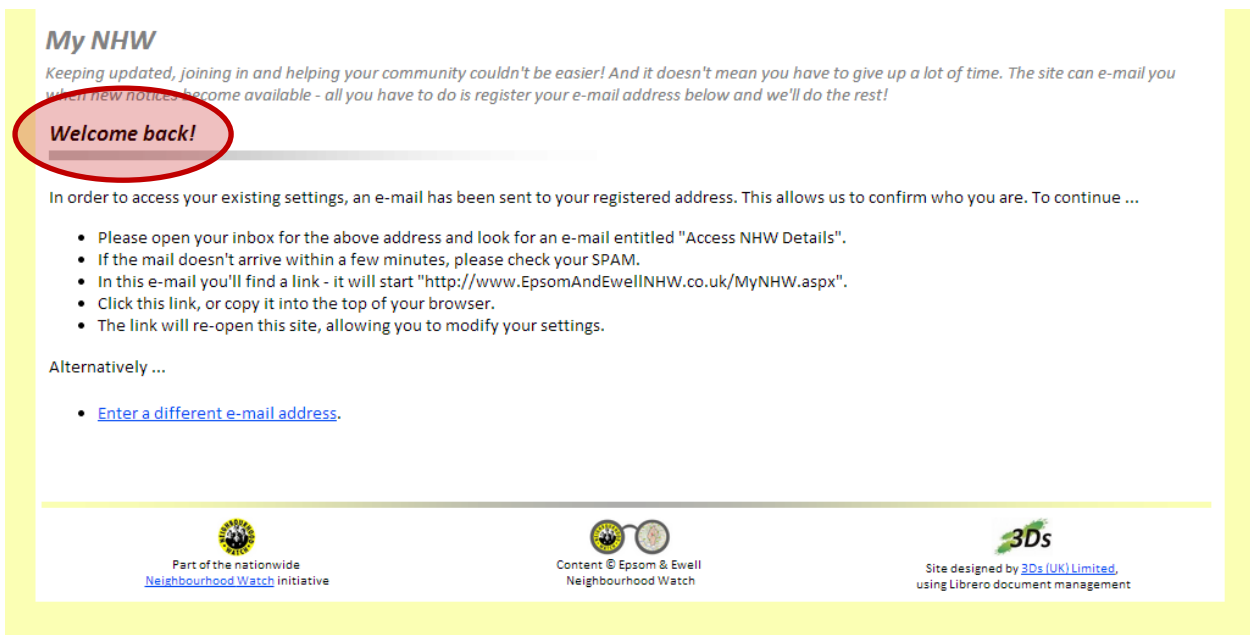
You will be asked to enter your e-mail address – this is the address you previously registered and wish to update preferences for ...

A screenshot of the "My NHW" page. The page has a yellow header with the text "My NHW" and a sub-header "New or Existing E-mail Address". Below the sub-header, there is a paragraph of text explaining the purpose of the form. At the bottom of the form, there is a text input field for the email address, which is circled in red. Below the input field is a button labeled "Verify E-mail & Continue".

Click “Verify E-mail & Continue”.

Step 3. Verify your e-mail address

The system verifies your address by sending you an e-mail. If it recognises your e-mail address, it will confirm that an e-mail has been sent ...



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Part of the nationwide
[Neighbourhood Watch](#) initiative

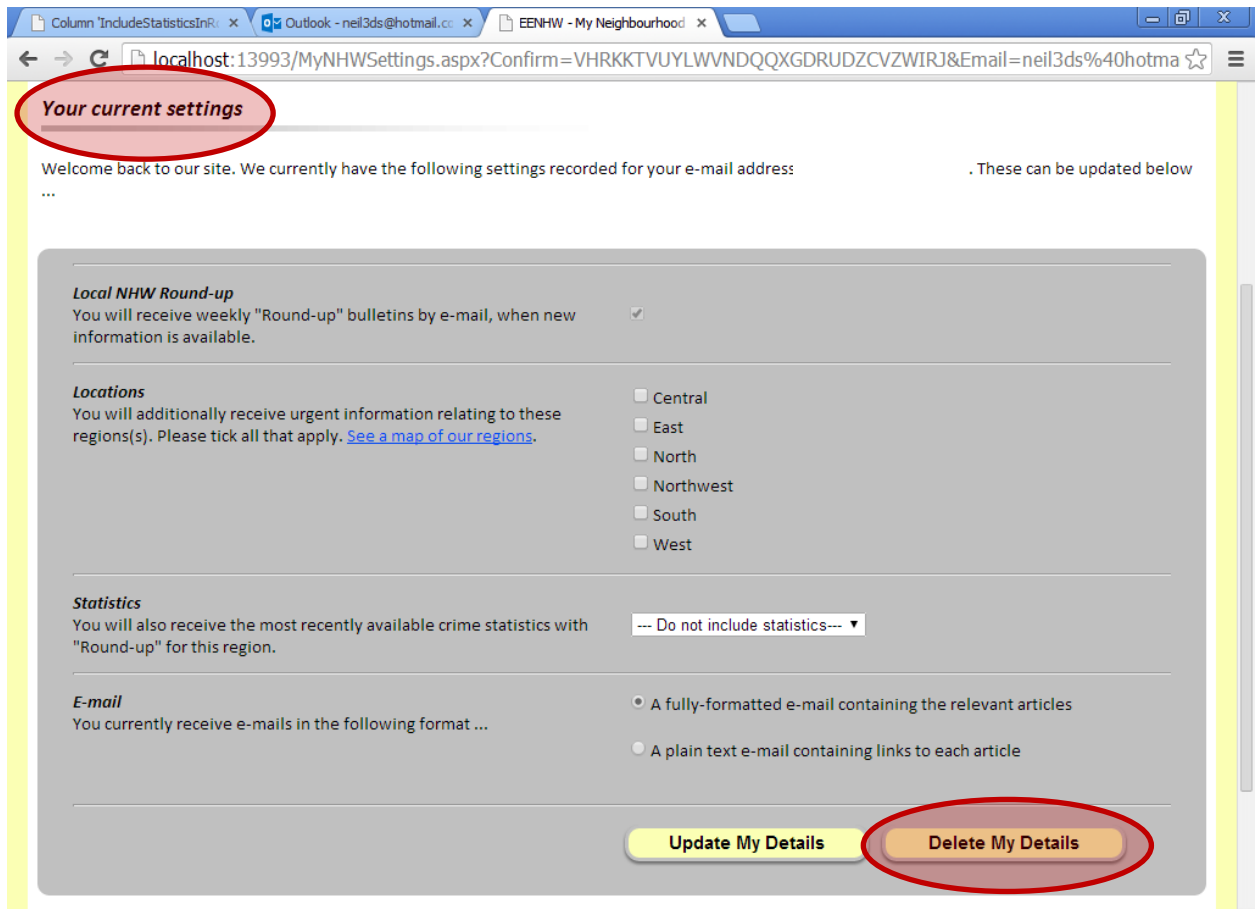
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Neighbourhood Watch

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Click the link or copy/paste it into your browser. The site will re-open and display your existing settings ...



Step 4. Delete your registration

Having been authenticated, you can now delete your registration. To do this, simply click "Delete My Details" and then click OK when prompted.

Your details will now be permanently removed from the system.

Need help ?

No problem! Simply click the "Contact" link at the top of the main pages, and then click the "Ask Benny" link at the top of the page.

This message will then be directed to the appropriate person for resolution.



The *Epsom & Ewell NHW "Information System"* as well as the
Librero document management solution used by it are
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