

## **FAQ's for TrackMyCrime**

### **How does TrackMyCrime work?**

Once you have opted in an automatic update is sent from our police system to a secure website called TrackMyCrime. You will receive an alert via email and/or text informing you that there has been an update on your account. You can log in to your account using your own secure password which you will have created, to view at a time or location convenient for you. Once logged in you then have the ability to contact the officer investigating your incident by sending them an email. The email is initially received by our Command Hub (the team that receives the 101 and 999 calls) then forwarded to the officer.

### **What should I use TrackmyCrime for?**

You can use it to view and send updates on your incident. The contact service should only be used to view updates, to ask a question, to provide further information on your incident or you want to update details of any property you may have had stolen or damaged.

### **It should not be used to report crimes in progress, to report new crimes or to rearrange appointments.**

TrackMyCrime is not another form of Social Media so please do not expect to have instant conversations about your incident. It is simply there for information and update purposes for ongoing incidents only.

### **Who can use Track My Crime?**

All victims of crime are opted in (unless you say otherwise) as long as you feel comfortable being alerted via email or text. Upon initial reporting of your crime to a Police Officer or a Contact Officer (those dealing with your call when dialling 101 or 999) you can choose to opt out.

Each incident is risk assessed for suitability by officers before TrackMyCrime alerts are opted in.

### **What benefit is TrackMyCrime to me?**

It offers you the option of logging into your account at your convenience and choice of location to view updates, see which officer is investigating your incident and to send updates to that officer. You will receive timely updates as they happen rather than waiting to be called by the officer or having to call in yourself. The updates will be no longer than 28 days after the initial call, and at least once every 28 days thereafter.

This is a convenient and quick way to obtain information, saving you time and effort by making it easier for you to access information on your incident.

### **How quickly can I expect a reply on TrackMyCrime?**

Due to busy workloads and shift patterns officers cannot respond to your questions or queries immediately. You will receive an update everytime there is any significant information regarding your case. Examples of these are:

- The details of an officer dealing with your case
- Any witnesses or suspects identified (please note that this information will be depersonalised)
- The outcome of your case.

**What if I have urgent information on my incident?**

Please note that the contact box on TrackMyCrime is not monitored 24/7 and is only there for “slow time” queries and updates. If you have any information that you think is urgent or requires immediate action then please call 101 or 999.