1: Register for Police Connect

**Existing Police Direct customers**
Your old username and password will not be transferred into this system, so you will need to register for the Police Connect system. You do this by clicking on the sign-up link (highlighted in the image below).

**New customer**
As a new customer, click on the sign-up link (highlighted in the image below).
2: Sign up page

This page enables you to create a profile. This will allow you to log-in at a later date and make amends to your personal information.

- Complete all required fields and tick the ‘I accept the terms of use’.
- Click ‘Create Your Account’
3: My Profile page

This page allows you to choose how you wish to be contacted. We will need at least one form of contact.

Please note that if you complete all forms of contact, you will be contacted by all of those means in your preferred order when we issue a message using all methods.

We advise using an email address as this is the most frequently used form of contact.

![My Profile form](image-url)
4: My Locations page

This page captures the geographical areas that you are interested in. Entering a post code is most important and will allow our mapping feature to locate you.

- The ‘Location name’ is a label for you to assign to the address (e.g. home, work, relative, school).
- ‘Country’ defaults to United Kingdom.
- ‘Address’ You can add a full address here or just the name of your village/town/city.
- ‘Apt/Suite/Unit’ and ‘State/Province’ can be ignored.
- ‘Postal Code’ can be completed by using at least the first four digits (i.e NR18).

Click ‘Verify this Address’
5: Verify Your Location page

This map enables you to check that we have established your correct location.

- Using the options on the left hand side (highlighted in blue below) to verify that this is your location.

Click ‘This is my location’
6: My Locations page

This page summarises your locations. You can add additional locations (up to a maximum of five) as you may wish to register interest in a work address or an address for an elderly relative for example.

If you do not wish to add any additional locations, click ‘Save and Continue’.
7: My Information page

This page captures your preferences for the information you wish to receive.

We would also like you to tell us a little about yourself so that we can understand the users of the Police Connect community messaging system. Please note that in no circumstances will your personal details be shared with external third parties for marketing or other commercial purposes.

Please note that you do not need to complete the fields relating to personal information if you do not wish to do so.
8: My Summary page

This page summarises your information and allows you to edit any of your options.

If you are happy with your choices, please click on ‘Finish’ at the bottom of the page (as highlighted by the blue circle below).

The screen will notify you that you have now successfully registered.

You can re-visit this page at any time to amend your details by logging in with the username and password you created.

Welcome to Police Connect. If you have any further questions, you can email us at policeconnect@norfolk.pnn.police.uk or policeconnect@suffolk.pnn.police.uk.