

# The Noise App

## User Guide

[www.thenoiseapp.com](http://www.thenoiseapp.com)



### Download

To download the app go to the “App Store” for iPhone users or the “Play Store” for android users. Search for “The Noise App” and tap “Get” or “Install” to download the app. For Android devices search “The Noise App RHE” and choose “Install” after selecting the app.

### Register

Open the app and click on “Get Started” followed by “Create an Account”. Fill in the details and select your Service Provider from the drop down menu. If your Service Provider isn’t there then we will keep your details on file until they are registered as a provider. Agree to the terms of service and click Create Account. An email will be sent to your email address asking you to confirm your account. Once your account has been confirmed you can then begin submitting reports.

Once your account has been confirmed log in to the app on your phone. This will prompt you to enter your address and complete the registration process.

If your Service Provider runs a pre-approved policy, you will be informed by email and at the end of each report submission that you have not yet been confirmed by your Service Provider. Your reports will still be stored on your device but for them to be investigated you must contact your Service Provider and ask them to approve you.

### Language

To change language, once logged in choose the menu button on the top left of the “Noise Diary” screen. You will see the option “Language”, here you can choose your desired language.

### Submit a complaint

**1. Record** - After logging in for the first time to start recording press and hold the microphone icon (circular icon) button at the bottom right hand of the screen. You don’t have to record the whole event – just a representative snapshot of the noise as it is happening. You can record up to 30 seconds and if you need to, you can make several recordings each one 30 seconds to be added to the same case.

Whilst recording on an iPhone you will see a wave form along with a timer that moves across the screen. On Android devices the counter will count up to 30.

When you remove your finger or thumb the app stops recording. Accept, reject or playback the recording.

Once accepted, you will then be prompted to provide more general information about the noise you are experiencing.

**2. Source** - First, what type of noise is it? Scroll and choose a source from the list provided.

**3. Location** - Next, where did you record the noise? Choose an area of your property from the list provided and move to the next screen.

**4. Intensity and commentary** - You are then asked to rate the noise in terms of how loud you consider it to be. Underneath you may add a comment as to how the noise is affecting you, for example, you might state “the noise woke me up and is preventing me from getting back to sleep”. This information about how the noise affects you is very important so please try to add as much information as possible.

**5. Address** - Lastly, enter the address of where you believe the **Noise Source to be coming from**. Please ensure you check the address is correct if you have used the Google maps GPS autofill function.

**6. Confirmation** - If you are happy with the information presented on the confirmation screen press the “send report button”. You’ll receive a confirmation message saying that your entry will be referred to your selected Service Provider. If your Service Provider runs a pre-approved policy, you will be informed at this stage instead. (unless in offline mode in which case you will receive an email stating this when you reconnect to Wi-Fi or regain 3G/4G)

**7. Noise Diary Screen**- Your first entry will populate your noise diary screen (the app’s home screen). The newest report will always appear at the top of the screen with all your previous reports listed below.

On the left of your newly submitted report you will find a symbol. The first being two arrows directed in a spinning motion (↻), this means it is still uploading and you will need to leave the app open to complete. You will also be able to confirm this by the loading circle spinning in the top right hand side of the app. The second possible symbol is a tick within a circle (✔), this means the report has been successfully uploaded to your Service Provider.

If you select one of the entries in the diary and you will access two screens– the “detail” and “activity” screens.

Switch between detail and activity screens using the tabs at the top.

The detail screen (on the left) provides a summary of the information relating to the particular diary entry you selected. (*Please note: we do not supply playback of the recording for users. Once submitted only investigating officers can access these.*)

At the bottom of this screen you will find “Add Recording”. This is where you can continue to add recordings to an already on going complaint to help build your case. You will also be prompted to add recordings to existing reports when hitting the record button on the home screen.

In the activity screen you will see a summary of activity related to that entry by you and the investigating officer. You may also both add comments or enter into a dialogue using the comments box at the bottom. This might be useful for you to add additional information after the event, for example, how long the noise continued for.

**8. What next?** - When you next log on you will be taken to your noise diary. Continue to make recordings and entries for as long as the problem continues.