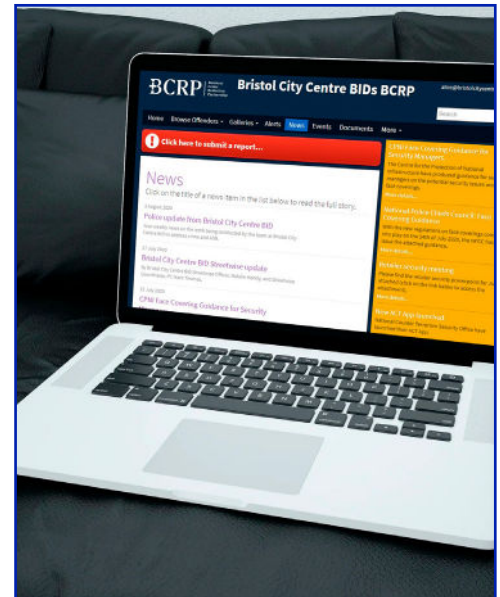# Disc DESKTOP USER GUIDE

**Disc (Database & Intranet for Safer Communities) is the secure information-sharing system from Littoralis.**

Disc enables you to submit incident and intelligence reports about low-level crime and anti-social behaviour in your area, view a database of 'Known' and 'ID-Sought' suspects and view summaries of reports that have been submitted about them by other members.

You can also find upcoming events, receive alerts, read important news and access an online library of useful documents. As part of your membership, you will also receive a weekly eNewsletter with latest updates from Bristol city centre.

Disc is also available as a smartphone app. To download the app, search the Apple App Store or the Google Play Store for "Littoralis Disc".

**Please note that this guide is for Disc on a desktop. For the app guide, click here.**

## Before you start

You will recieve a welcome email which will include your unique registration link. This link will take you to the "Self-Certification" page where you will be asked to enter your details and confirm that you have read, understood and agreed to the rules of membership. Completion of this page is required for use of Disc on both desktop and the app.

Please check your junk folder for your welcome email. If you haven't yet received your welcome email or have trouble completing the "Self-Certification" page, please contact:

**Bristol City Centre and Redcliffe and Temple BID levy payers - info@bristolbcrp.org**
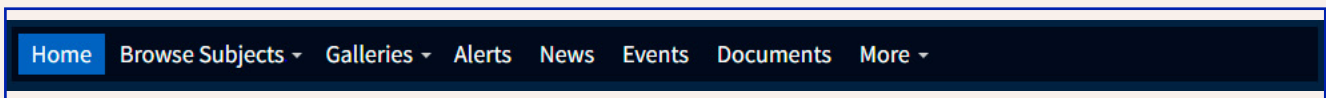**Broadmead BID levy payers - sophie@broadmeadbid.co.uk**

## CONTENTS

# THE Disc DESKTOP HOMEPAGE

**The Disc desktop homepage provides easy access to all the information that is available on your Disc system.**

## Navigation



**Home:** Click this button anytime to return to the homepage.

**Browse Suspects:** Use this to view the full list of known and ID sought offenders on the system.

**Galleries**: A categorised lists of offenders with clickable images that will take you to their profile pages.

**Alerts, News, Events & Documents:** Link to pages where you can view the full list of each of these content types published on Disc.

**More:** Displays a drop-down menu that provides access to the following features:

- **My Crime Reports > Pending Reports/Submitted Reports:** If "Direct to Police Crime Reporting" is enabled on your Disc system, you can view and manage your pending and submitted crime reports on these pages.
- **My Account and Security Settings:** A link to your account page, where you can view and edit your details, change your password and set up two-step authentication.
- **Contact the Administrator:** Click this link if you need to send your Administrator an email.
- **Help:** A link to online help documentation.



## Left column

**Latest Suspects:** When displayed, this block shows the three latest suspects that have been added to Disc.

**Latest News:** When displayed, this block shows the latest news items that have been published.
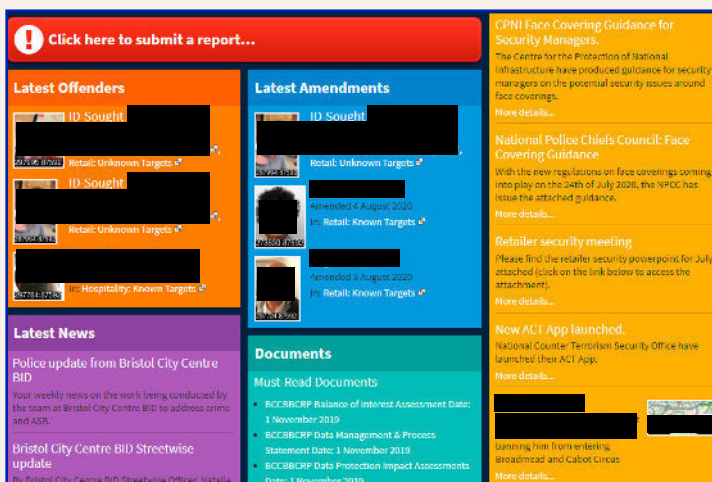
## Centre column

**Latest Amendments:** When displayed, this block shows the three offenders whose gallery placements have most recently been updated.

**Documents:** This block displays a list of documents.

## Right column

**Featured items:** This block contains any news items that has been featured.

**Latest Alerts:** This block displays titles and summaries of the latest alerts.
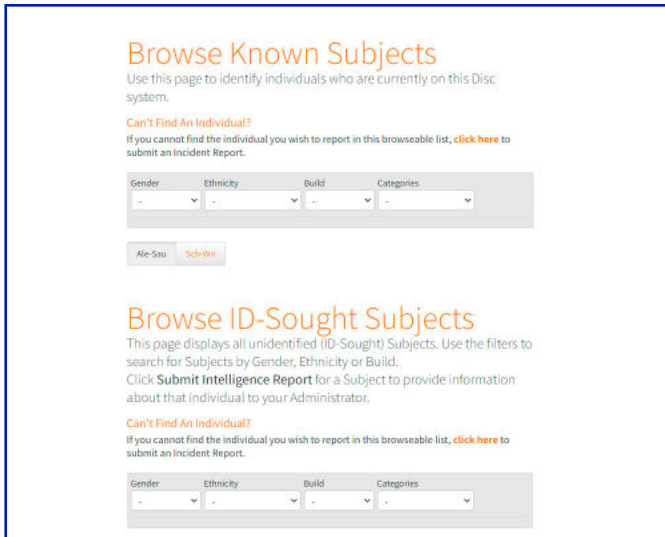
# VIEWING SUSPECTS

**Suspects are individuals who have been reported by other members for being involved in criminal activities in your area.**

**There are two ways to view suspects:**



**Browse Suspects:** Displays all known or unknown (ID-Sought) offenders in a list, which you can filter by gender, ethnicity, build or by the category of incidents that have previously been reported about them.
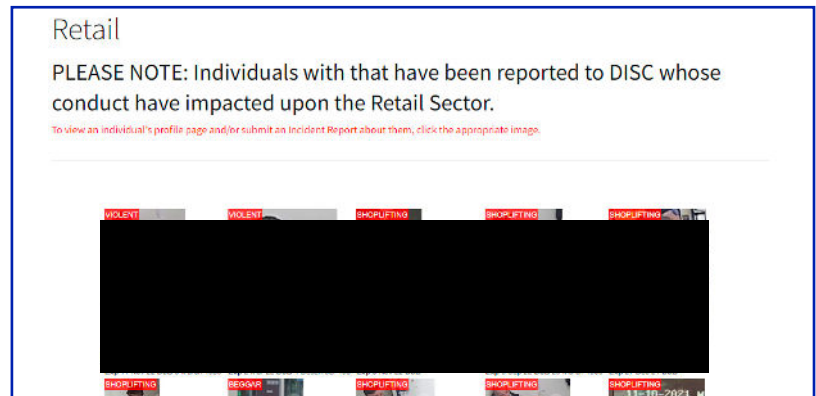
Each offender is displayed with their image (when available) and any other details, such as their date of birth, or notes added by the Administrator.

When browsing offenders you can also submit incident or intelligence reports about them.
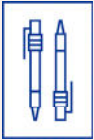
**To submit a report, **

**Galleries:** Lists of offenders grouped by category (e.g. "retail excluded", "evening excluded", "shoplifters" or "wanted by police").

Galleries are set up and maintained by your Administrator. You can click on any offender who is displayed in a Gallery to view their profile and/or submit a Report about them
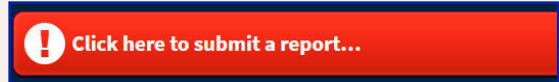


## Please note

**Unknown or 'ID-Sought' offenders have been reported but not yet identified. You should regularly check this section to see if you are able to identify any individuals.**

# SUBMITTING REPORTS

**As a member of Disc, you can submit information about local low-level crime and anti-social behaviour for the benefit of your Partnership.**

To submit a report, click "Click here to submit a report" beneath the navigation ribbon. You will be taken to the "Submit a Report" page, which shows buttons for each report you can submit.



**Incident reports:** Use these to provide information about a particular incident, such as an instance of violence or theft.

**Intelligence reports:** Use these to provide information regarding an offender that isn't about an incident, for instance a new image, last known location, aliases, known associates or a change of address.

**Public realm reports:** If enabled by your Administrator, use these to report 'public realm' issues, such as graffiti, vandalism, damage to public property.

## Submitting an incident report

- From the "Submit a report" page, click "Submit an incident report"

- You will see a list of all the known offenders. Locate the offender you wish to submit a report about, and click "Submit an incident report"

- The resulting page shows the offender's profile, with a form to submit a new incident report about them

- Enter the details of the new Incident in the form provided. Be sure to complete all required fields

- Click "Submit incident report"

## Submitting an intelligence report

- From the "Submit a report" page, click "Submit an intelligence report"

- You will see a list of all the known offenders. Locate the offender you wish to submit a report about, and click "Submit intelligence report". To submit an intelligence report about an IDSought offender, find them on the "Browse offenders" > "Unidentified offenders" list and click "Submit intelligence report"

- This will take you to a page that displays the offender's profile, with a form to submit your intelligence report

- Enter the intel in the form provided and complete any required fields

- Click "Submit intelligence report"

## Submitting a public realm report

- From the "Submit a report" page, click "Submit a public realm report"

- You will see a short form where you can add the details of your report

- Complete the form and click "Submit report"

# TWO-STEP AUTHENTICATION

**For added security, you have the option of enabling two-step authentication (2SA) on your Disc account.**

To enable this feature, you will need to download a third party authenticator app onto your smartphone, such as Google Authenticator or Microsoft Authenticator. Once you have configured 2SA, you will be required to enter a code from your preferred authenticator app when you log in to Disc.

## Setting it up

- Download and install your preferred authenticator app onto your smartphone or tablet

- Log into Disc desktop and go to "More" > "My account" and "Security settings" (you will not be able to configure 2SA in your Disc app)

- Scroll down to the "Security settings" section and click "Enable two-step authentication"

- In your authenticator app, create a new account and scan the QR code displayed in Disc

- Enter the six-digit code shown in your authenticator app in the field provided (beneath the QR code) and click "Submit authentication code"

- The screen will change to let you know that 2SA is now enabled on your account; the "Enable two-step authentication" button will change to "Disable two-step authentication" to confirm this

## Logging in

- On your Disc desktop login page, enter your email address and password and click "Log in"

- On the "Two-step authentication" page, enter the code shown in your authenticator app for your Disc account and click "Submit"

- You can abort the process and go back to the login page, if required, by clicking the "Cancel and go back" link at the bottom of the two-step authentication page

## Disabling two-step authentication

- When logged-in to Disc desktop, go to "More" > "My account" and "Security settings"

- Scroll down to the "Security settings" section

- Click "Disable two-step authentication"

## What to do if you can not log in

- From your Disc desktop login page, request a password reset email by following the instructions beneath the login form (where it says "If you have previously accessed this secure website and wish to reset your password..."

- Enter your email address in the resulting page and click "Submit". The system will send you a password reset email with a reset link

- On the resulting "Choose a new password" page, enter your new password and click "Change my password". 2SA will be disabled on your account and you'll be taken to your Disc desktop homepage