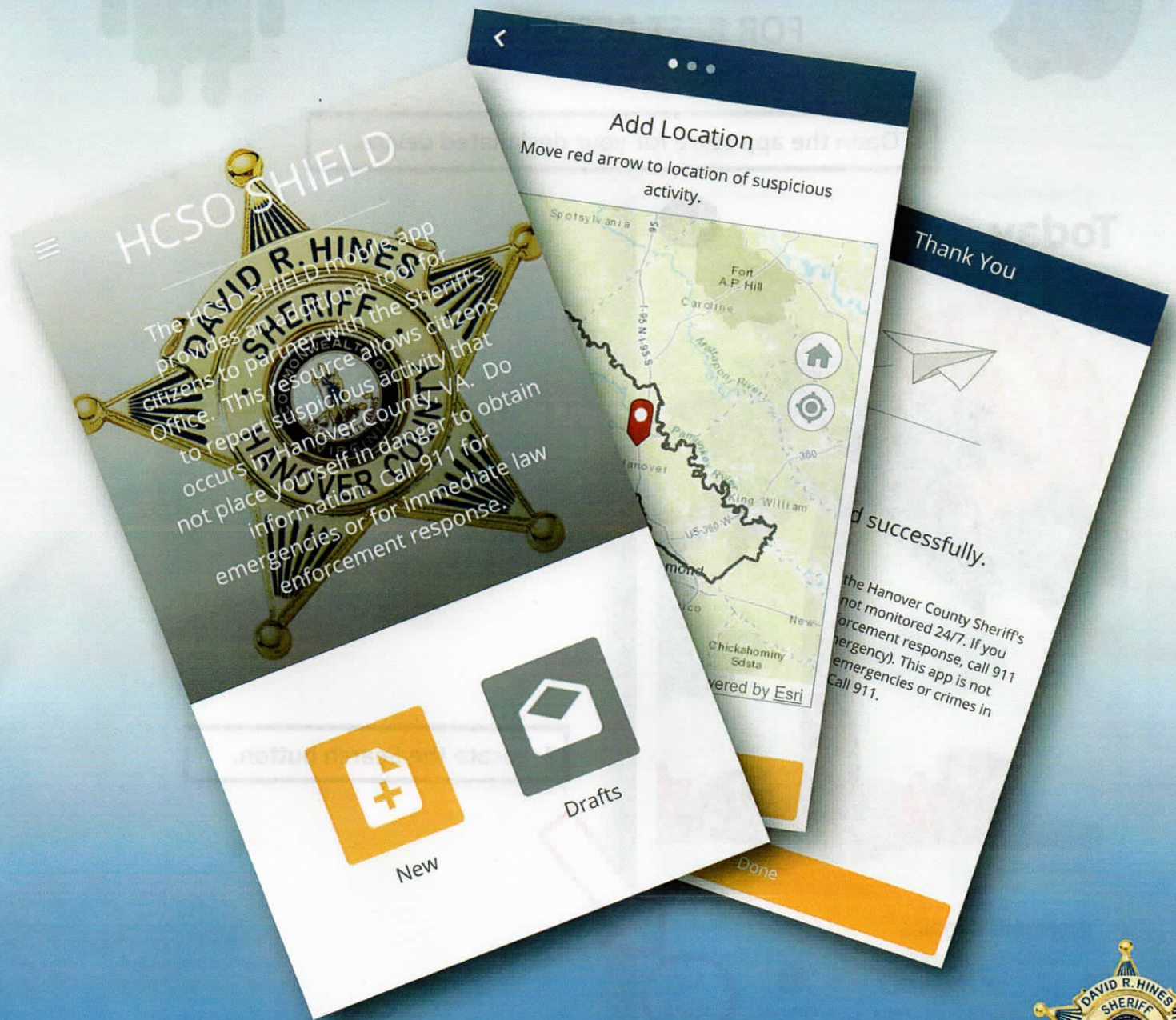


# HANOVER, VA

## SHIELD App USER GUIDE



# GETTING STARTED



Downloading App from App Store



USE EITHER IPHONE OR ANDRIOD  
FOR BEST RESULTS.



1. Open the app store for your designated device.



2. Locate the Search button.

# GETTING STARTED

→ Downloading App from App Store ←



USE EITHER IPHONE OR ANDRIOD  
FOR BEST RESULTS.



3. Type HCSO Shield in  
the search box

**Search**

Q App Store

Q hcs0 shield Cancel

Q hcs0 shield

4. Click the either sec-  
tion circled above.

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

123 😊 🎤 space Search

# GETTING STARTED

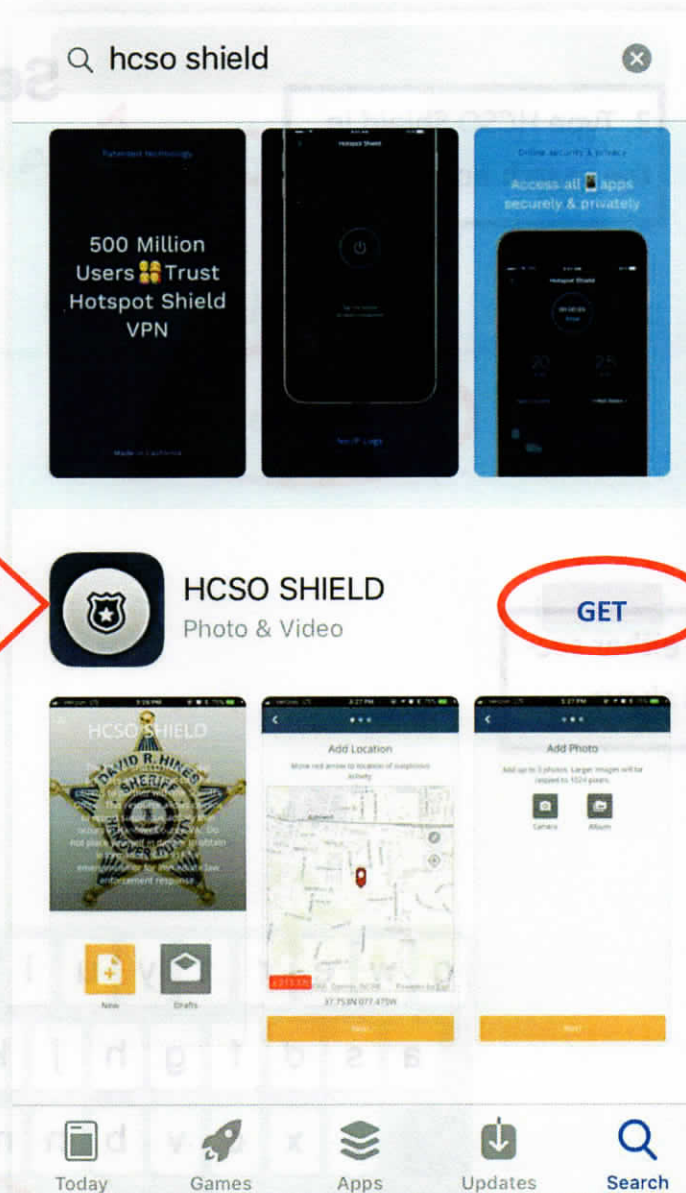
## Downloading App from App Store



USE EITHER IPHONE OR ANDRIOD  
FOR BEST RESULTS.



- 5. The icon should appear as it does here.
- 6. Click get and the download will begin.



# USING THE APP

## GOOD TO KNOW

Useful links including  
"Settings".



To create a new submission.



New



Drafts

To finish a submission you  
started but didn't finish.

# USING THE APP

## GOOD TO KNOW

Click to call the non-emergency line.

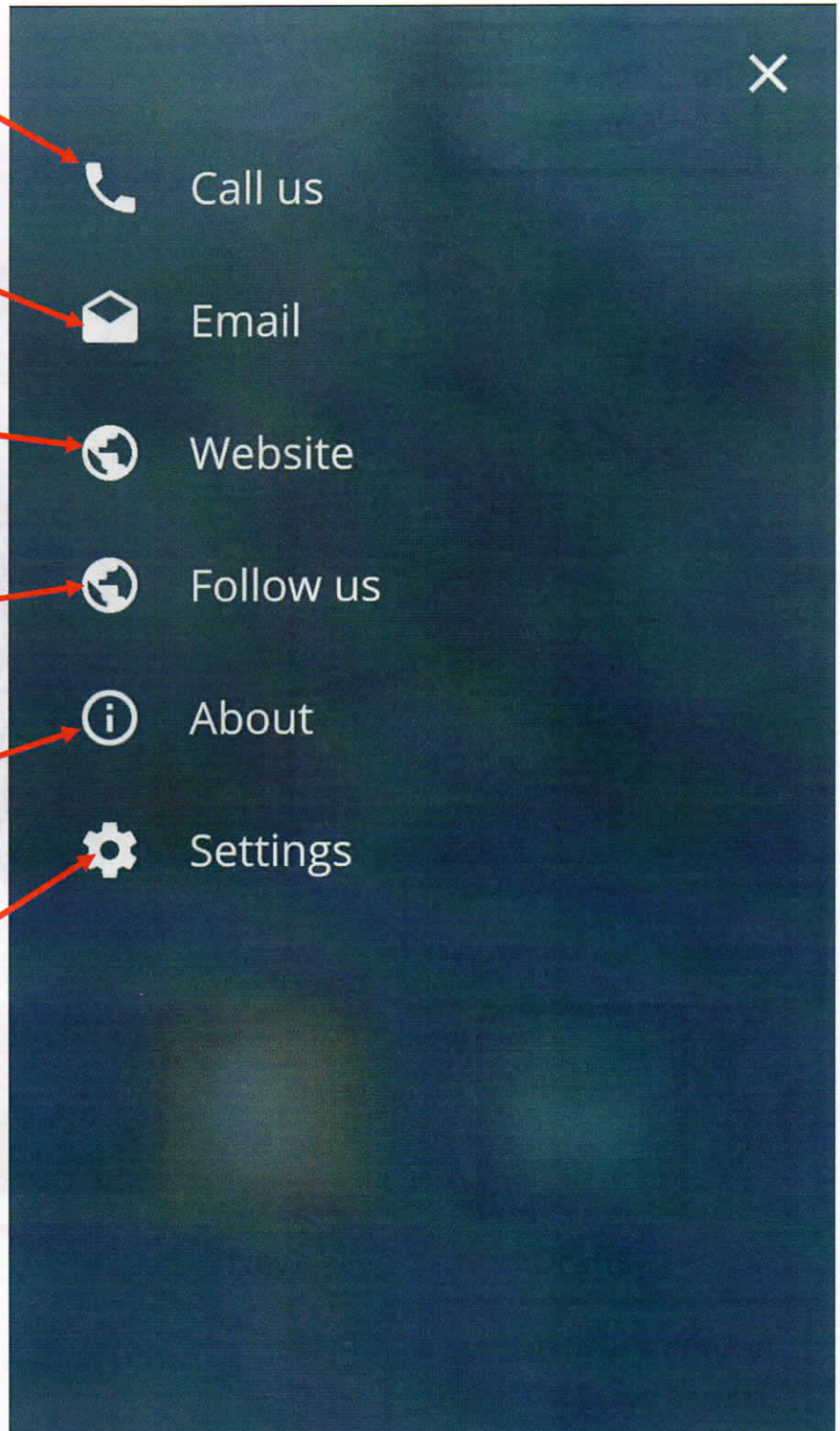
Click to send an email about SHIELD inquiries.

Direct link to the Hanover Sheriff's Office website.

Links to follow HCSO on social media.

General information about the app and the SHIELD program.

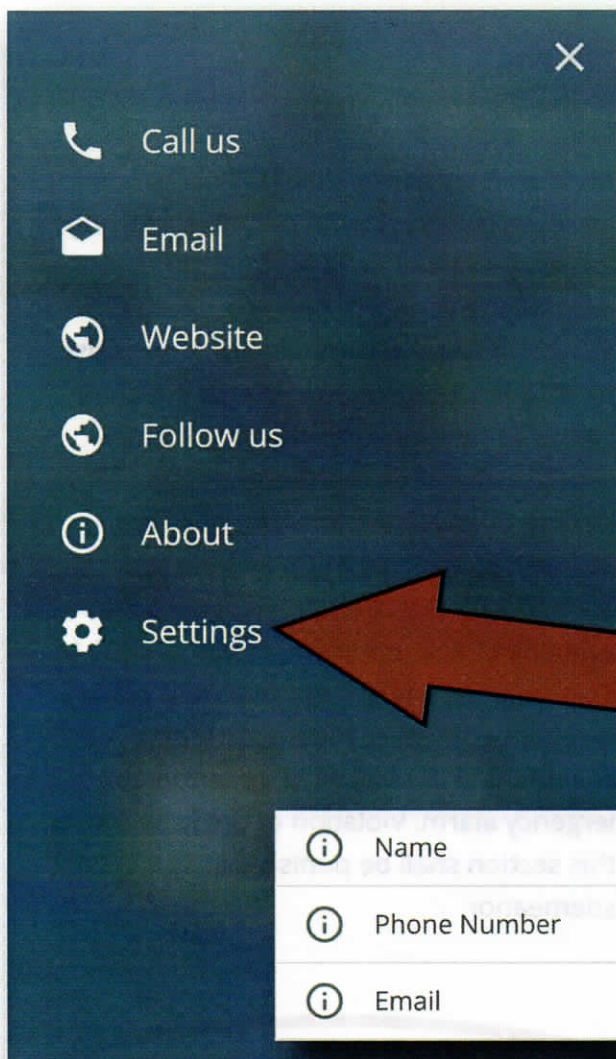
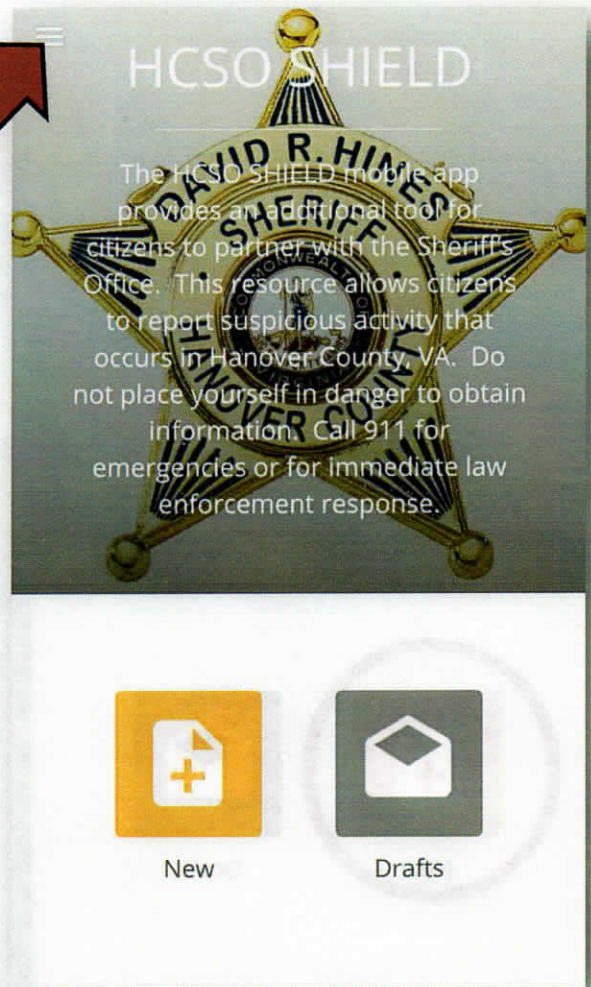
Where you enter your personal information. You can also adjust text size and brightness here.



# USING THE APP SETTING UP YOUR ACCOUNT

Locate the three lines, located in the top left corner.

Note: If you are using a tablet the settings button will be located at the bottom.

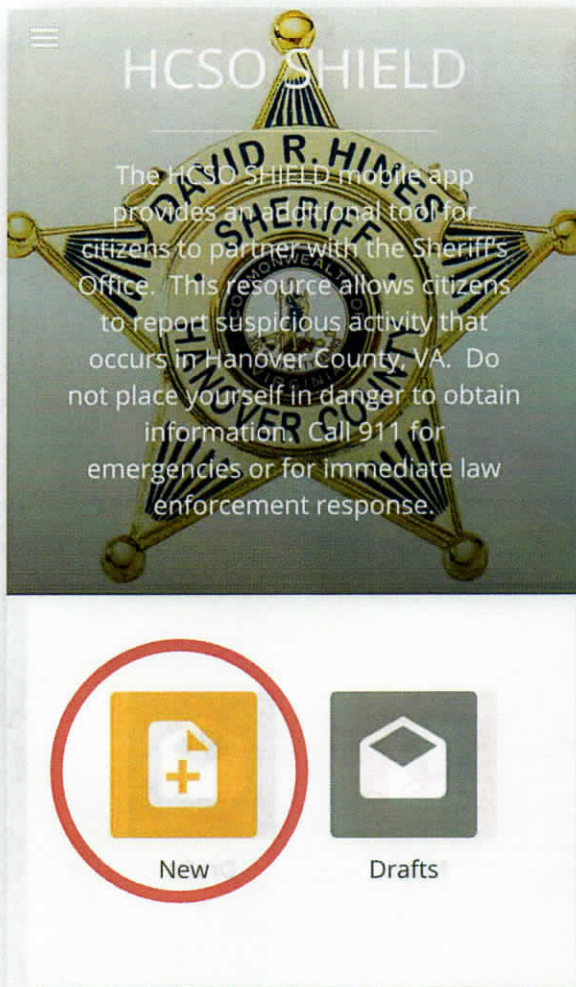


Open the Setting. This will allow you to enter your personal information.

- Name
- Phone Number
- Email

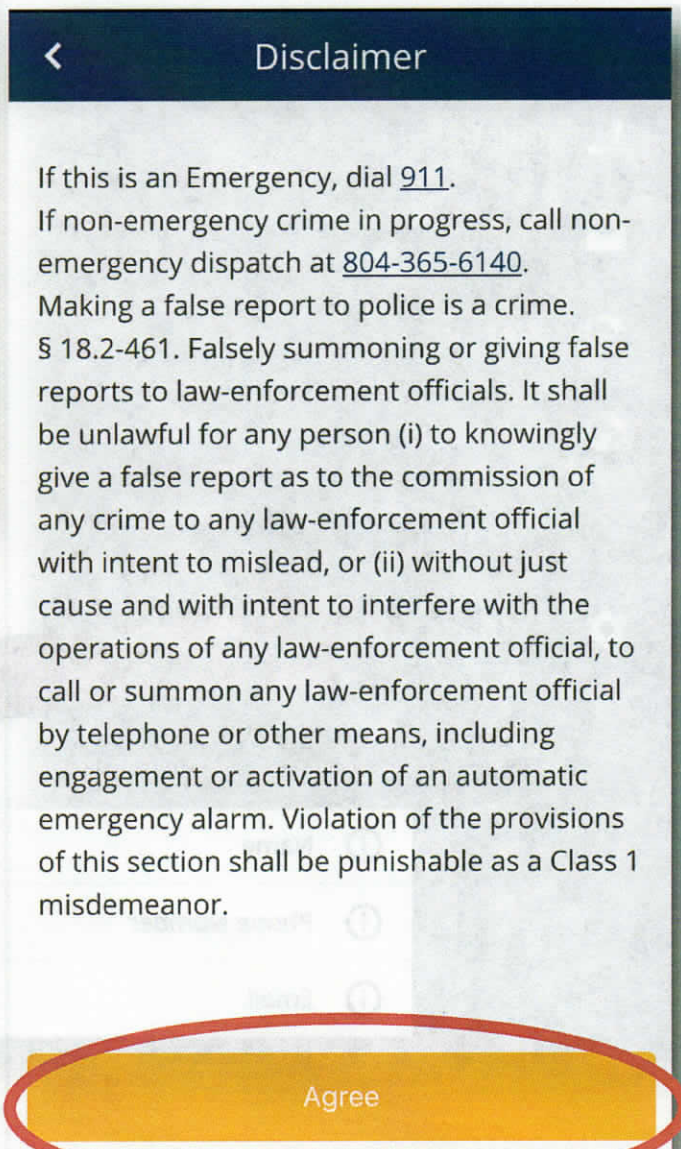
Note: This step will only have to completed once.

# USING THE APP

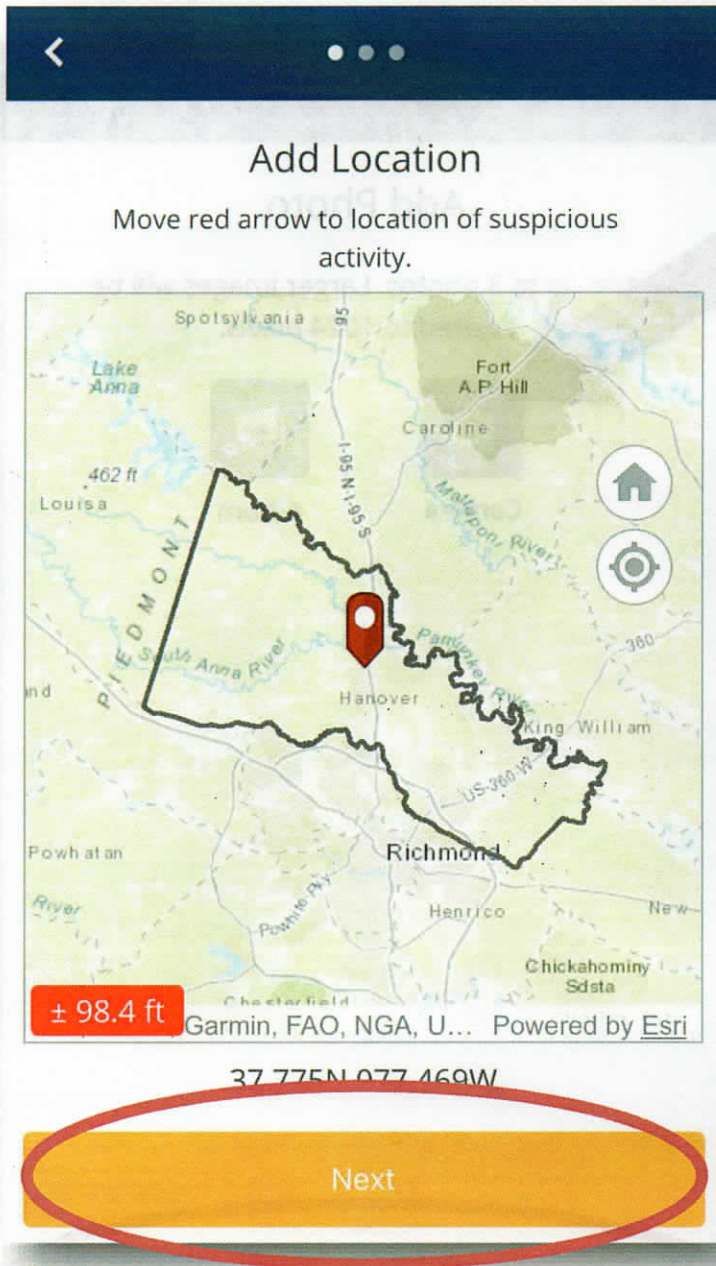


1. Click the new button to start your submission.

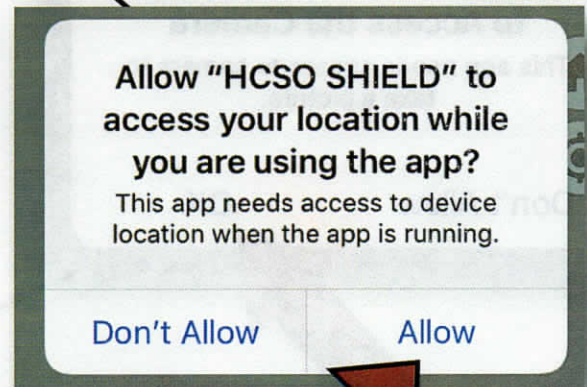
2. The disclaimer will appear on the screen each time you create a new submission. Please read this thoroughly and click Agree.



# USING THE APP



3. The location screen will appear. This will automatically zoom to your location. You can move the red arrow to a different location if necessary. Click next and **wait** for the next screen to appear.



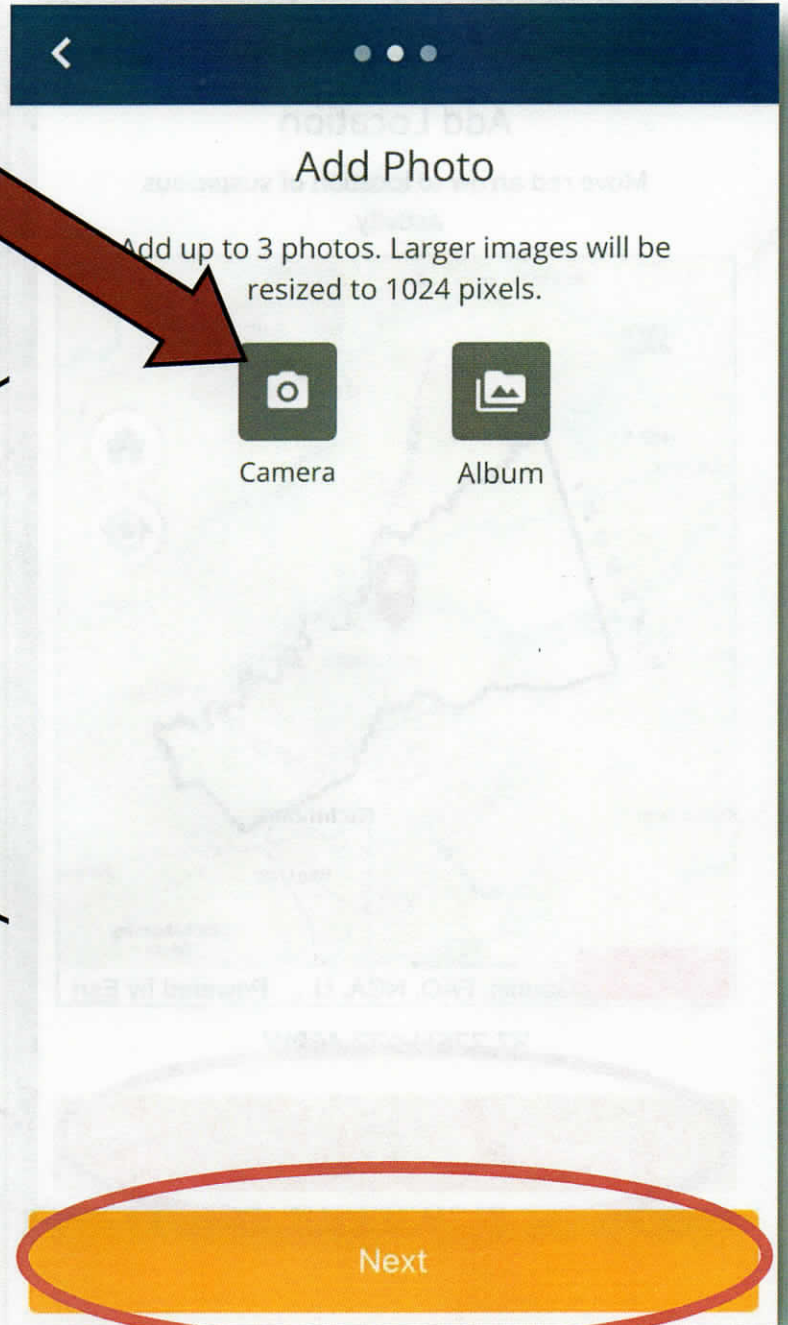
Note: when you **first** use the app, you will need to allow the app to access your location. If you accidentally click "don't allow", you will then have to go into your phones settings to change this.

# USING THE APP

4. The photo screen will appear. Click the camera button to take a picture.



**\*\*Note when you first use the app, you will need to allow the app to access your camera. If you accidentally click "don't allow", you will then have to go into your phones settings to change this. \*\***



# USING THE APP



5. The camera screen will appear. Click the camera button to take a picture.

Note: If you find in your information in the settings then these boxes will not fill

Note: You can use the trash can button to discard and take another picture.

# USING THE APP

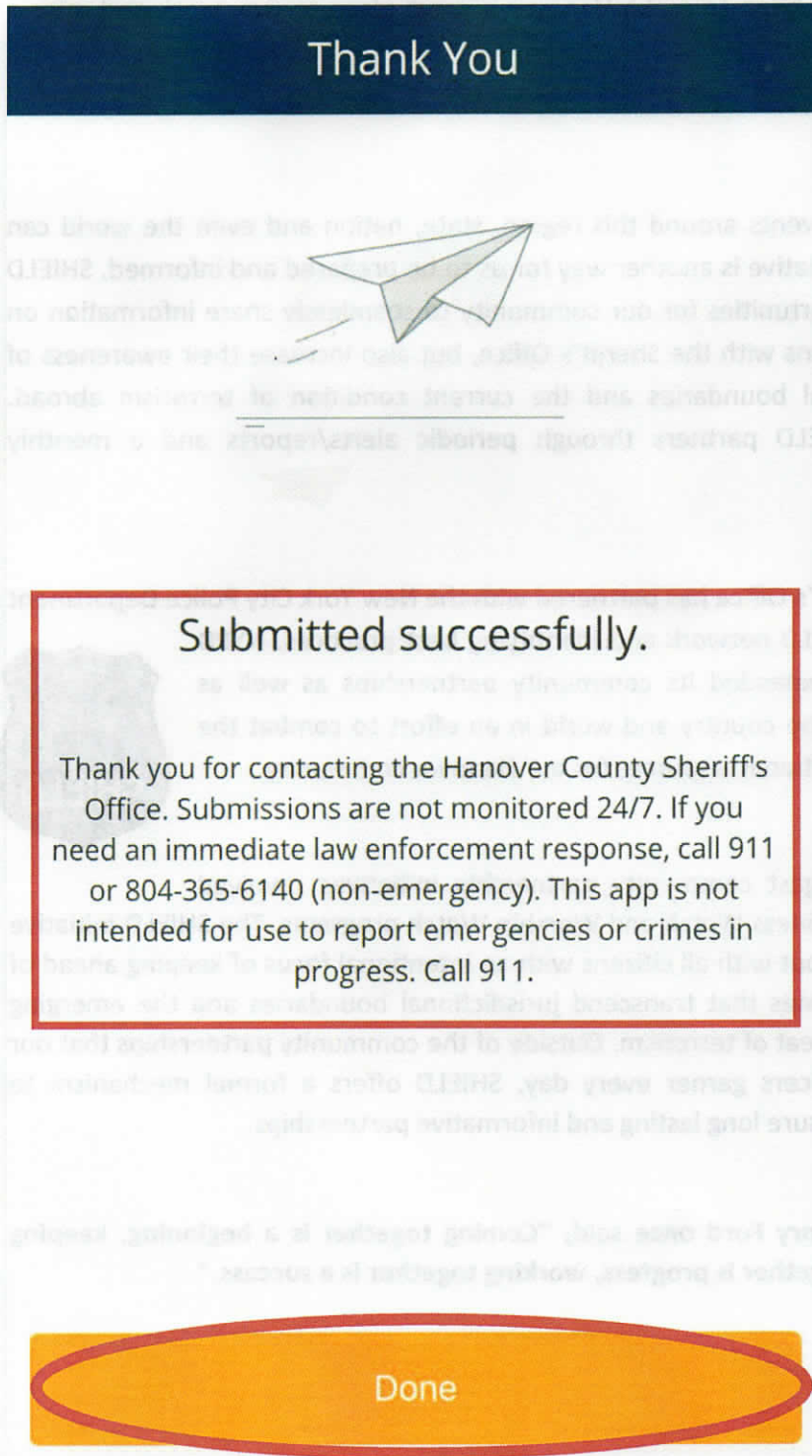
6. Fill in the description box.

Note: If you filled in your information in the settings then these boxes will auto fill.

7. Click submit.

The screenshot shows the 'Add Details' screen of an application. At the top, there is a dark blue header with a back arrow on the left and three dots in the center. Below the header, the title 'Add Details' is centered. The main content area contains four input fields, each with a label and a character count on the right: 'Description' (0/200), 'Name' (0/50), 'Phone' (0/15), and 'email' (0/50). Each field contains the placeholder text 'Enter info'. A red arrow points from the instruction box to the 'Description' field. A red rectangle highlights the 'Name', 'Phone', and 'email' fields. At the bottom, there are two buttons: 'Save' and 'Submit'. The 'Submit' button is circled in red.

# USING THE APP



8. Your submission is complete.



# SHIELD

The SHIELD App is an extension of the SHIELD Initiative designed to expand our partnerships with the community. The initiative provides valuable information to keep our community aware of those resources and best practices that continue to make Hanover a great place to live, work and raise a family.

## What is SHIELD?

The Sheriff's Office recognizes that events around this region, state, nation and even the world can affect our community. The SHIELD initiative is another way for us to be prepared and informed. SHIELD is designed to not only increase opportunities for our community to seamlessly share information on potential crimes or suspicious situations with the Sheriff's Office, but also increase their awareness of crime trends that cross jurisdictional boundaries and the current condition of terrorism abroad. Communication is provided to SHIELD partners through periodic alerts/reports and a monthly newsletter.

In developing this program, the Sheriff's Office has partnered with the New York City Police Department (NYPD) in connecting to a larger SHIELD network and identifying best practices. NYPD developed a SHIELD program that expanded its community partnerships as well as connected it to communities across the country and world in an effort to combat the threat of terrorism. This provides additional resources for our Hanover community.



Historically, the Sheriff's Office's largest community partnership initiatives revolved around our Neighborhood Watch, Business Watch and Worship Watch programs. The SHIELD initiative not only connects with these groups, but with all citizens with an intentional focus of keeping ahead of crimes that transcend jurisdictional boundaries and the emerging threat of terrorism. Outside of the community partnerships that our officers garner every day, SHIELD offers a formal mechanism to ensure long lasting and informative partnerships.

Henry Ford once said, "Coming together is a beginning, keeping together is progress, working together is a success."



# SHIELD

## The SHIELD program

The SHIELD program establishes a platform connected to a national network to keep you informed as to what is occurring in your community and abroad. The program is designed with an understanding that crime and terrorism events throughout the region, state, nation and even the world, can have an impact on our Hanover community.

The SHIELD program provides community members and organizations with information on emerging local and regional crime trends as well as evolving terrorist threats that may impact Hanover County. SHIELD is the central destination for community organizations to obtain information and engage Sheriff's Office resources.

## Mission statement

Through community and multi-agency partnerships: receive, analyze and develop meaningful intelligence to counter crime and extremism through predictive and strategic policing strategies that quickly translate into action.

### SHIELD PARTNERS RECEIVE:

- Crime alerts
- Monthly newsletters
- Presentations and briefings



To find out more information about SHIELD,  
please call (804) 365-6110 or email [shield@hanovercounty.gov](mailto:shield@hanovercounty.gov)

**IN PARTNERSHIP WITH THE NYPD SHIELD  
AND NATIONAL SHIELD NETWORK.**