Neighbors App by Ring + Local Law Enforcement
West Columbia Police Department

Key Facts

- The Neighbors app is a free way for residents to receive real-time local crime and safety updates directly from their smartphones.

- Ring launched the Neighbors app in May of 2018 as part of their mission to support safer neighborhoods and more connected communities by creating a free tool for residents and local law enforcement to share real-time local crime and safety information **whether or not they own a Ring device.**

The Neighbors app network has millions of users across the nation and has already been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

- **The Neighbors app is available for free on iOS, Android and FireOS devices. Residents can text 'JOINTODAY' to 555888 from their smartphone to receive a link to download the Neighbors app.**

- Once downloaded, residents can join their digital neighborhood and use the app to: view neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive regional safety alerts from their neighbors, local law enforcement and selected crime and safety news sources - all in real time.

- **Local law enforcement agencies can join the Neighbors app in their communities and use it to;**
  - Send real-time alerts to residents in a particular area.
  - Provide updates about local crime and safety incidents.
  - Submit requests for video footage and information relevant to local investigations.

- **Like other social media sharing platforms, law enforcement participation on the Neighbors app is not meant to replace 911.** If residents see a crime occur they are encouraged to immediately report the incident through official department channels.

- **Posts made by users other than law enforcement do not display the poster's identity.**

- **Joining the Neighbors app does not grant law enforcement access to cameras or user data.** Law enforcement can only view content residents have publicly posted to the Neighbors app or that they have decided to share with law enforcement in response to a specific request.

- **Residents do not need to own a Ring device or any other home security system in order to download and use the Neighbors app.** Anyone with a compatible smartphone or tablet can download the Neighbors app.