Help save lives with what3words

Finding the right location in an emergency is crucial, but not always easy. Now you can find every incident easily using what3words.

what3words has divided the world into 10ft squares and given each square unique three word identifier.

Use a what3words address to find the exact location on the what3words map and dispatch help to where it is needed, fast.
Helping callers retrieve their what3words address

The instructions below only apply to control rooms that are set up to send TEXT messages to callers.

1. Type the following message into your TEXT tool or select this message if you have it saved in your system. Press send.

   us.findme.w3w.co click the link and read the three words on your screen to the emergency call operator.

2. Ask the caller to ensure location services are switched on on their device, then ask them to click the link in the TEXT.

3. They might see a pop-up message asking them to allow what3words to use their location. Tell them to click ‘Allow’ or ‘OK’ – this will vary by device.

2. Once the page is open, ask the caller to read the three words in the white box on their screen.

Tip: It is important that the caller has good GPS signal to get an accurate reading of their what3words address - if a caller is struggling with poor signal (i.e. words are changing or blue dot is moving), callers can be advised to safely move outside with line of sight to the sky and tap ‘refresh’ on the FindMe page or app to help the device get a lock.
When you receive a what3words address

Control room staff may be given a what3words address over the phone by a member of the public who has the what3words app or has retrieved the three words using the link in the previous page.

1. Open the what3words online map at this link: https://what3words.com/?sharesettings=decimal&countryclip=us&tutorial=false
   Please bookmark this link on your browser so you can access it quickly.

2. Enter the three words into the search bar in the format ‘word.word.word’ separating each word with a dot. Select the option in the drop-down menu that aligns with the caller’s general location.

3. Switch to satellite view and zoom in to see that location in more detail.

4. Click ‘Share’ to display the latitude and longitude associated with the what3words address.

5. Copy and paste the latitude and longitude into your CAD system or enter them manually.

what3words is built into many Computer Aided Dispatch (CAD) Command and Control systems. If what3words is integrated into your software you will be able to enter a what3words address directly. For more information, contact support@what3words.com
Navigating to a what3words address with the free app

Officers can use the what3words app to get directions to an incident location.

You might receive a what3words address in one of these formats:

1. As a link, i.e. w3w.co/parent.green.robot
   Click this to open the what3words app and view the exact location.

2. Three words said over the phone or radio, or written in a text message.
   Open the app, enter the three words into the search bar at the top of the screen, or tap the microphone icon and say them.
   Select the correct what3words address from the results displayed.

Now you can get directions to that precise location:

1. Tap ‘Navigate’ and select your preferred navigation app.

2. The what3words address will convert into GPS coordinates and open in your chosen navigation app.

If you need a member of the public to give you the what3words address for their location, share the following message:

us.findme.w3w.co click the link and read the three words on your screen to help us find your exact location.