



## Notice: ProtectUK app to close in December

### ProtectUK publication date

03/12/2024

As part of its work to improve access to the most reliable and current counter terrorism protective security advice, the National Counter Terrorism Security Office (NaCTSO) has been reviewing how people use ProtectUK.

And, in anticipation of the overhaul of its digital services the ProtectUK App is to be withdrawn and users directed to the comprehensive content on the main website.

The move will see the App withdrawn from Google and Apple app stores on Friday 6 December 2024 after which it will no longer be available to download.

If you are an existing user, you will have until 31 December to continue using the App after which it will stop displaying content and become unsupported. You will then need to uninstall the App to remove it from your smartphone or tablet.

However, for the most comprehensive protective security advice and guidance, the ProtectUK website offers access to the complete range of resources and tools including all content previously held on the App. And, by opting in to [receive messages by email or text for free](#), users can stay in touch with the latest news and updates

As the platform grows ProtectUK will become increasingly optimised for mobile use reflecting a commitment to an ever better user experience.

In the meantime some Frequently Asked Questions have been provided below to help answer any questions about the App's withdrawal and what it means for you.

# Frequently Asked Questions

## What will happen to the App on my device?

The App will remain on your phone or tablet until you decide to uninstall it. The App will continue to work for a short time but will stop displaying content on 31 December 2024. Any resources you have downloaded will be retained offline within the App, until you delete it. Once you remove the App you will not be able to reinstall it.

## Where can I find the information on the App?

All guidance and resources contained on the App are available on the ProtectUK website. This includes the popular [Action Cards](#) which can be viewed or downloaded to your preferred location on your mobile device or cloud storage service.

## Will I still be able to receive alerts and news from ProtectUK?

Yes. You can opt in to receive messages from ProtectUK by email or text for free by [signing up to ProtectUK](#).

You can also follow Counter Terrorism Policing on X [@TerrorismPolice](#), Facebook [@CounterTerrorismPoliceUK](#), Instagram [@TerrorismPolice](#), and LinkedIn [@CounterTerrorismPolicing](#).

## How do I report an incident or emergency?

ProtectUK is not a reporting platform. Contact your local police force regarding a crime or incident. If you are in need of urgent police assistance or are in an emergency situation, you should always dial 999.

If you are suspicious of something that could identify a terrorist threat anywhere in the UK, you can report it by calling the Anti-Terrorism Hotline on 0800 789 321.

## How can I get in touch with ProtectUK?

If you have any questions about the ProtectUK App or require further assistance, please use our [feedback form](#) and the team will aim to respond within 48 hours.

## Will you be releasing another App in the future?

ProtectUK has commissioned new research to establish whether the requirement for a native mobile application remains viable, or whether an alternative digital solution is required. It is possible that a new ProtectUK App will come to market in the future depending on the outcome of the research.

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