

FAO: Lisa Raby  
Organisation: Cambridgeshire  
Email: [lisa.raby@cambs.pnn.police.uk](mailto:lisa.raby@cambs.pnn.police.uk)

Dear Lisa,

## **DEVELOPMENT BOARD UPDATE: 4**

### **RE: System Updates & PG Meeting agenda**

I'm writing to let you know about a few developments and updates regarding the Neighbourhood Alert System including an update we made today plus to remind you about the next PG net meeting.

#### **Next PG meeting**

The next Practitioners' Group meeting is next **Wednesday 17<sup>th</sup> December at 13:00**. You are all welcome to attend – please click the link below at 13.00 and you will see the number to dial into the meeting.

[https://meet57018359.adobeconnect.com/\\_a980151297/alert/?refresh-parent=true](https://meet57018359.adobeconnect.com/_a980151297/alert/?refresh-parent=true)

#### *Items to be discussed and demonstrated:*

- **Incommunicado list:** (We are aware that a growing number of your users are not receiving messages for a variety of reasons, not just Comms issues. This new report highlights these users and suggests reasons why they are incommunicado)
- **Target Lists:** (Create your own lists of ideal households for recruitment/enrolment on your system, target front line Police with accurate address lists to go and sign up.)
- **Rapport Updates** (New facilities provided on the Mobile Admin including a proposal from Action Fraud regarding targeted information and In-Focus campaign delivery)
- **PG Agenda Items:** (Review the current items up for development next)
- **AOB** (issues, suggestions, updates from each area)

## **Notes regarding recent updates**

### **Password Reset Process**

From today, any administrator with a .pnn email address will be able to reset their own admin passwords. In addition, they will be able to use the User Name that the system gave them OR their email address. This should save some frustration when waiting for us to do it for them.

The process is very straight forward and is explained from the log-in screen. The only thing this will not help with is when your administrators are trying to log into the wrong site or the front end of your site which does still happen.

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**Please login**

Username / E-mail address

Password

[Log into system](#)

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**How to request a password reset**

If you have a .pnn.police.uk e-mail address please [click here](#) to reset your password.

If you do not have a .pnn.police.uk e-mail address, Please contact your Neighbourhood Alert administrator (usually within Corporate Communications) to send you a password reset or e-mail [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) with your name and contact details.

## User Dashboard

As mentioned last month, we have been developing a system to enable administrators to see at a glance, all of the main Groups, Recipient lists and other message sending options. This screen is available to Beta test. If you click the Communications tab, it is under 'User Dashboard (beta)', please have a play with this screen, check your group numbers, even send a message using this new process.

Your feedback and comments, both good and bad, are very useful, Josh has been updating the system based on this feedback and we need you to fill in the simple survey before we can consider this new facility complete so please vote (follow the small "Feedback" link at the bottom of the Dashboard.).

**Select Message Recipients** Home Help Like Settings

Select Groups or List    Filter by Area    Filter Users Further    Map Message    List Analyse

**Default Options** Default Options

|                                  |                                 |                         |                                   |
|----------------------------------|---------------------------------|-------------------------|-----------------------------------|
| <b>Draw an Area</b><br>(286,352) | <b>Send to All</b><br>(286,352) | <b>NHWN</b><br>(49,372) | <b>All Businesses</b><br>(15,503) |
|----------------------------------|---------------------------------|-------------------------|-----------------------------------|

[Send to Selection](#)    [Refine Selection](#)

**By Group** Your Community and Interest Groups ordered by size

|                                      |                                       |                              |                                       |
|--------------------------------------|---------------------------------------|------------------------------|---------------------------------------|
| <b>Countryside Watch</b><br>(18,887) | <b>Farm Watch Members</b><br>(14,484) | <b>Dog Owner</b><br>(12,548) | <b>Shop Watch schemes</b><br>(10,907) |
|--------------------------------------|---------------------------------------|------------------------------|---------------------------------------|

[+ Show More ...](#)    [Send to Selection](#)    [Refine Selection](#)

**By Recipient List** Recipient lists you and other administrators have saved (add more using the [Your Members](#) section)

**Your Lists**

|   |                                      |  |                                     |
|---|--------------------------------------|--|-------------------------------------|
| <b>Higher income families: Chelmsford</b><br>(45) | <b>4 X 4 Vehicle list</b><br>(1,309) | <b>Alert Administrator List</b><br>(8) | <b>All Christian Leaders</b><br>(0) |
|---|--------------------------------------|--|-------------------------------------|

[+ Show More ...](#)

**Shared Lists**

|   |                             |  |                                       |
|---|-----------------------------|--|---------------------------------------|
| <b>Any Farm or Rural Interest</b><br>(27,963) | <b>Aspley Ward</b><br>(433) | <b>SAMPNW Coord, Deputies &amp; ...</b><br>(101) | <b>SAMPNW Coordinators...</b><br>(67) |
|---|-----------------------------|--|---------------------------------------|

[Select](#)

## Mobile Admin Screens: *Rapport*

We have put a lot of time and effort into advancing the functionality of the mobile admin screens. The screens place more of your data in the hands of frontline staff (when you require it) and we have collectively branded our mobile admin screen as Rapport.

Please take a moment to have a look on any mobile device, or your desktop browser at the screens.

To visit the Rapport System, simply go to <http://mobile.neighbourhoodalert.co.uk>

## Product Videos

We have produced some videos which give a brief overview about our three main products. I would like to thank everyone who assisted in recording and producing these videos, your contribution has been fantastic.

Please review the videos and share them with colleagues as you see fit. The Rapport system is provided FOC and the survey tool (Community View) will be a chargeable module. Obviously the more understanding there is within your organisation about what the Alert platform is capable of the more chance you will have of ensuring that future surveying and mobile apps are integrated within your system.

Community Messaging: <http://www.screencast.com/t/1TaqPLYIGom>

Community View (Survey Tool): <http://www.screencast.com/t/Z257F2XPValy>

Rapport (Mobile admin): <http://www.screencast.com/t/7YLy2mdog>

Best Wishes

## Mike Douglas

*Director: Neighbourhood Alert Project*

### VISAV Ltd.

Sherwood Business Centre  
616a-618a Mansfield Road  
Sherwood  
Nottingham  
NG5 2GA  
Company No: 04511143  
Data Protection Registration: Z8862537

Web: [www.neighbourhoodalert.co.uk](http://www.neighbourhoodalert.co.uk)

Brochure: [www.neighbourhoodalert.co.uk/brochure](http://www.neighbourhoodalert.co.uk/brochure)

Email: [mike@visav.net](mailto:mike@visav.net)

Tel: 0115 9245517 Extn. 224

Mobile: 07771 557788

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