# NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 22

Date: 18th January 2018

**RE: Administrator Management: Team emails**

FAO: Mike Douglas

Email: mike@visav.net

*Note: You are receiving this email circular because you are listed as a key contact involved with your organisation's Neighbourhood Alert system, including senior administrators and members of the practitioner's Group. If you feel you should not be on this list, please reply to this email and I will remove you.*

Dear Mike,

Although it seems like months ago: Happy New Year!

This is the first update for the year and in a slightly different style. I will continue my efforts to keep these updates as concise as possible by keeping the subjects limited.

This update is to ensure that you are aware about:

1) "Request an account" process
2) The team structure and the implications of teams regarding replies
3) Help with managing team structure

I will usually add a note at the end about some of the latest updates and some planned future updates.

## Request an account process

If you have ever added lots of administrators to the system, you will be aware that it can be a painfully time-consuming process, especially if you are trying to find out key information regarding the areas people should have access to. To make this process a little easier we constructed a "Request an Account" process which enables you to send out a link to a form which will gather the key information from any staff who want Alert access. The form will set up the admin account with basic privileges but will not give them access until you authorise it.

You can see where the button appears and see the application form on this version for Lincolnshire's system: https://mobile.neighbourhoodalert.co.uk/54/mobile

You can read a lot more detail about this system in our Help Centre here.
*Note: This article is behind a login so if you are not already auto-logged into the Help Centre, please log into your Alert main admin first, click the Help Centre link on the main navigation and then either search for "Request" or use the link.*
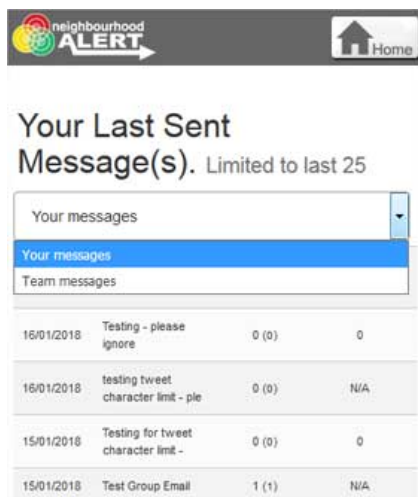
## Manage replies as teams

You are hopefully aware that you can place administrators into "teams" which then means they can see (and deal with) replies to any of their team-mates messages.

All team members are sent an **email notification** if a reply is made to any team member's message. The notification details which team mate's message was replied to, what the reply was, and provides a link to the log in screen to deal with it.

On "Rapport" admins that are in teams see a drop-down list in the "Your Messages" section, where they can select their **own messages or the team ones**. In the main admin all replies are viewable.



Every three days an automatic email is sent to all administrators who have outstanding (un-closed) replies themselves or within their teams. This notification shows the number of open replies per message and how old they are.

*Note: If you are in a team, you can be confident that replies to your messages will be sent to and can be accessed by all your team members. You do not need to direct replies to your SNT/NPT email address within the Alert email.*

*Note 2: **Email is not secure**, advising a citizen to email information to you regarding sensitive issues potentially puts them at risk as any email will typically travel through several third-party servers before reaching you and it leaves a footprint on the citizen's device. The Alert reply service is safe, encrypted, does not use third party servers and leaves no footprint.*
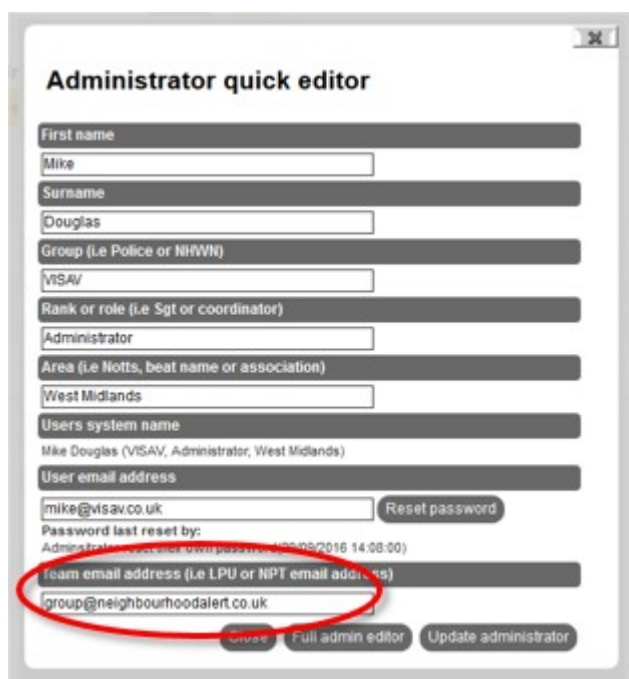
# Help with managing team structure

## How do you put administrators into teams?

Administrators are linked using a very simple process where we group them into teams based on the "Team email address" that you assign to them. You can add or update the email address used in several ways:

**Pop up Admin screen**: You manage the team membership from the Main admin (not Rapport), within the "Administrator options" > "Administrator management" section. When you click on "Edit" next to any administrator, the Pop-up screen displays the current team email address and enables you to add or change the current one. You can also do this from the "Full admin editor" if you need to, but this takes longer to load and takes you away from the administrator list.



**On the Request an account form**: As mentioned above, if you use the "Request an account" process, the form that potential administrators fill in, enables them to enter a team email or, if one has been used previously, select an existing one. If you provide some clear guidance when inviting colleagues to apply for an account, this will save some time in managing the teams.

**Ask existing admins to update their own**: You could use the "Sending mode" within the "Administrator management" screen to send a message to your existing administrators and ask them to log in and update their own team email. If they log into the main admin and click on "User management" > "Your details" they will see their own settings and the team email address. By next week they will be able to access this from within Rapport within the "Help & Settings" section

**Team email view**:

We have added a new button to the top of your "Administrator management" section. The "Team email view" groups all of your administrators into teams based on the current team emails. You can use the top search box for a particular email to see that team or scroll down (or Ctrl+F) to find an existing team email, click on it to see that team.

From this new list it is relatively simple to identify teams, replace dead or incorrect emails and group everyone into the correct teams.

*Tip: Copy the correct email (Ctrl+C), then click "edit" next to each team member that should be in that team. Paste (Ctrl+V) the team email into the Pop-over screen. Click "Update administrator" and this will refresh the list. (If you do not have cookies enabled, you may have to click the "Team email view" button again.*

We are planning further work to make the overview and management of the team structure even easier as we recognise that you and your Neighbourhood teams need to be confident that nothing is missed and that the process is quick and simple. Please send me any suggestions you may have regarding this area and how we can improve it.

## Upcoming Dev Board email Subjects:
- Business Tools Review
- Email template survey
- New Social Media features for Rapport
- Rapport App Testing stage

That's it from me, I hope you have found this information useful? Please reply directly to me with any suggestions for subjects you would like reminders about or feedback regarding this format.

Best regards

## *Mike Douglas*

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