

FAO: Lisa Raby
Organisation: Cambridgeshire
Email: lisa.raby@cambs.pnn.police.uk

Dear Lisa,

DEVELOPMENT BOARD UPDATE: 3

RE: System Updates and BETA assessments

I'm writing to let you know about a few developments and updates regarding the Neighbourhood Alert System.

The Practitioners' Group has been postponed from Wednesday until this Friday the 21st at 1.00 pm, as we are at a collaborative Neighbourhood Watch event in London – apologies to anyone affected by this and thanks to those who have already accepted the meeting invitation for Friday. You are all welcome to attend – please click the link below at 1.00 pm and you will see the number to dial into the meeting.

https://meet57018359.adobeconnect.com/_a980151297/alert/?refresh-parent=true

New Beta Review System

We have added a facility to the Help Centre, which enables us to gather your feedback about newly-launched developments. When we launch something new for testing, we will try to give you an easy link, so we can gather your immediate feedback regarding how well it appears on your system and how much of a help/hindrance it may be. We will then use the feedback results to decide if the development is complete or if it needs more work.

Simple Message Sending Screen

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. After feedback about this new screen at last month's Practitioners' Group meeting, Josh has been working hard to make the system more straightforward. This is now available to Beta test. If you click the Communications tab, it is under 'Simple Message Sender'. If at all possible, please have a look before the PG meeting on Friday, as your feedback and comments, both good and bad, is very useful.

As mentioned above, at the bottom of this new screen, you will find a link to "Leave Feedback" – please follow this link, give us your feedback and make any supporting comments, as Josh will be looking at this feedback and will hopefully sort out any teething trouble you highlight, before the meeting on Friday.

Mobile Admin Screens

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. The feedback so far has been very good and one of the items for discussion on Friday is whether we use this new interface as a simple version of the main Alert admin.

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

Password Reset Facility

In an attempt to cut down on the number of administrator queries and after discussing this option at the last Practitioner Group (PG) meeting, we have added a self prompted password reset facility for Police administrators.

The password reset facility allows any administrator with a .pnn.uk email address to instigate reset password button without having to wait for VISAV support to do it for them. The facility is explained on the /admin screen.

As most queries are resolved by reminding administrators that they should use their user-name in the User Name box (not their password), we have decided to increase the criteria so the administrators email address OR their user name will now work in the User name box.

These updates should save time and avoid some frustration.

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
Brochure: www.neighbourhoodalert.co.uk/brochure
Email: mike@visav.net
Tel: 0115 9245517 Extn. 224
Mobile: 07771 557788

This message may contain information which is confidential or private in nature, some or all of which may be subject to legal privilege. If you are not the intended recipient, you may not peruse, use, disseminate, distribute or copy this message or any file which is attached to this message. If you have received this message in error, please notify the sender immediately by e-mail, facsimile or telephone and thereafter return and/or destroy the message.
