DEVELOPMENT BOARD UPDATE: 5
RE: PG Meeting notes:
17 December 2014

FAO: Richard Stapleford
Organisation: Nottinghamshire Police
Email: richard.stapleford@nottinghamshire.pnn.police.uk

Dear Richard,

You are receiving this email circular because you are listed as a key contact involved with your organisations Neighbourhood Alert system including senior administrators and members of the Practioners Group. If you feel you should not be on this list, please contact mike@visav.net and I will remove you.

Firstly I would like to thank all of you for your continued support and contributions to the Alert product. We do our very best to ensure that the product moves forward and continues to deliver to your requirements and we could not do this without your suggestions, feedback and assistance in testing. In case we do not speak before the Christmas break, we wish you a merry Christmas and a Happy New Year.

Thank you to those that attended today's PG online meeting, please find herein a brief summary of the items discussed.

Attendees
Catherine Dunn: NHWN (CD)
Julie Jones: Hampshire Police (JJ)
Katrina Fleet: Wiltshire Police (KF)
Michael Beever: Cleveland Police (MB)
Jon, Josh & Mike: VISAV

Items discussed and demonstrated

Incommunicado list:
Definition of incommunicado "*Not able, wanting, or allowed to communicate with other people*"

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"

Accessing the report
1. Access the report from the Admin navigation: ***User management>Incommunicado***

2. Drill down the list of areas and click the "eye" icon to show a list of users who cannot be communicated.
3. Click "view" next to any user to see the Pop over view of their account, click on the "Full user editor" to open up a new Tab / Window with a list of all the items of concern listed at the top (as shown below).

A comprehensive list of reasons that may cause a user to not receive communication can be viewed here: https://faq.neighbourhoodalert.co.uk/Answer/4

Action: Please review your incommunicado lists and discuss this report with your administrators, you can plot the growth/decline of users that are out of touch in the NPT reports (see below).

Target Lists:
The ability to create your own lists of ideal households for recruitment/enrolment on your system was demonstrated. This facility enables administrators with access to the Rapport (mobile admin) system to be directed towards priority homes you have identified such as vulnerable households, or for Cocooning operations. View a video of the admin and front end access to this tool here

Action: If you or your administrators would like permission to add target lists to your mobile admin (Rapport) screens, please contact support@neighbourhoodalert.co.uk

Password Reset Process
Now, 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.

Please login

Username / E-mail address

Password

Log into system

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 with your name and contact details.

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
To see a video regarding the Rapport system, please visit:
http://www.screencast.com/users/NeighbourhoodAlert/folders/Rapport/media/59831df6-b577-4008-a925-7a6a455c3f5a
Download the Rapport two-page brochure here:
https://www.neighbourhoodalert.co.uk/images/site_images/13539_Rapport_4pp_A4_1114.pdf

New Reports

Two new reports have been added to the NPT reports: Incommunicado and a User Management report.

Incommunicado Report:

This report gives a clear indication of the number of users in any area with an example of how many could be contacted by voice, text and email at the current time. Two line charts also show the monthly and daily (as below) number of incommunicado for any area.
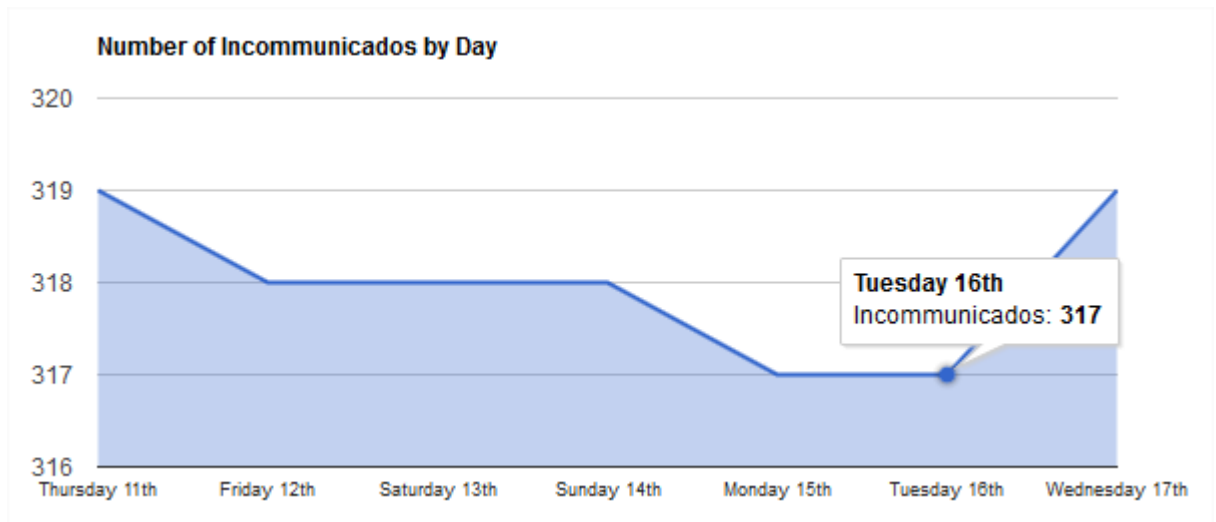
User Management Report

This very simple summary provides lots of useful information about the area including User growth, Incommunicado and Comms issues.

AOB

CD requested that irrelevant report types relating to Neighbourhood Return be removed from the drop down list of reports when analysing a recipient list. This was done immediately.
MD requested that administrators test the "User Dashboard" (Communications > User Dashboard (BETA) and provide feedback using the feedback link
All attendees provided favourable feedback and no other business was raised at this stage.

Next PG meeting

The next Practitioners' Group meeting is next **Wednesday 21st January 2015 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

Best Wishes

Mike Douglas

Director: Neighbourhood Alert Project

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