NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 23

Date: 18th January 2018

RE: Gathering opinion, Business Tools, Email Templates and Your administrators

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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,

Hi, this is a belated **Happy New Year** and all that! This is the latest update regarding planned Alert developments, imminent updates and things that you should be aware of in general. I will continue my efforts to keep these updates as concise as possible, which is not easy!

What is this one about?

This update is generally to ask for your feedback and in some cases your administrators feedback regarding the following:

1) The way the Alert system deals with business data and how we should change things
2) Your Admins understanding about the Alert tools and why some don't use them
3) End-user (member) feedback regarding the new email templates

I have also added a note about some of the latest updates and some planned releases.

Business Data

We have built a pretty complex system to enable users to register and then add their own workplace or business. We ask for quite a lot of information to enable

 Several forces have speci fic portals that are targeted at recruiting business users (e.g. http://www.thamesvalleybusinessalert.co.uk, http://www.lincolnshirebusinessalert.co.uk)

Email Template Change

As you should be aware, we have been debating and refining the original October 2015 proposal to update the email templates for some time. Well the templates are being applied this week, they look fantastic, are mobile optimised and so far, the reaction has been fabulous.

New Help Centre Updates

These often require you to log into the Help Centre before you can view them. If in doubt, log into your Alert site admin first and click the Help Centre link, then follow these links:

Message Priority Guidance: [The implications of each message priority and when to use each one](#) (Credit to Devon & Cornwall Comms team)

Guidance for end-users: [How to change your message settings if you are receiving too many or irrelevant messages](#)

That is it from me, I have just covered two topics and I hope you have found this information useful? I will be sending an update regarding the presentations from the Conference and some news on other developments soon.

Best regards

Mike Douglas

Product Director: Neighbourhood Alert

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