



# NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 27

Date: 14<sup>th</sup> February 2018

**RE: Rapport App PG update and email notification**



FAO: Ash Lawton

Email: [Ashley.lawton@cheshire.pnn.police.uk](mailto:Ashley.lawton@cheshire.pnn.police.uk)

*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.*

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Dear Ash,

## What is this one about?

- 1) Today's Practitioner Group Update
- 2) Do you have emails that you send to VISA V staff and support bouncing back at you?  
Here is the explanation and solution

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### 1) Practitioner Group Update

Thank you to the representatives from the seven forces that joined us for today's online meeting. It was by all accounts a useful one-hour session and the first step in producing an app that will be really useful to all concerned.

I have added the meeting notes and a short video of the App demo to the Help Centre [here](#).

You can download the meeting [notes as a PDF](#) here.

Remember, unless you have set up a separate password for the Help Centre, you will need to log into your Alert account first, click the Help Centre link (which will log you in), then click the above links.

## 2) E-mail bounce-backs when sending to VISAV staff?

Several of our police force clients have reported via that they are receiving bounce-backs when attempting to send us communications via email to the following E-mail addresses

@visav.co.uk

@neighbourhoodalert.co.uk

This has been due to the Symantec anti-spam/anti-virus that the forces are using. It is not VISAV bouncing the messages, but they are being bounced before leaving the force system. This is shown by a bounce message stating "553 Message filtered".

### The Solution

To solve this, please could you send this email to your IT department and request that they add [\\*@visav.co.uk](mailto:*@visav.co.uk) and [\\*@neighbourhoodalert.co.uk](mailto:*@neighbourhoodalert.co.uk) to their "**Symantec Cloud Approved Senders List**", this solution has worked for several forces.

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**Best regards**

**Mike Douglas**

*Founder, Owner and Product Director: Neighbourhood Alert*



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