



PRACTITIONER GROUP UPDATE: 6

Date: 30th March 2020

Email: linzi.berryman@devonandcornwall.pnn.police.uk



*Note: You are receiving this email circular because you are listed as a nominated member of the Neighbourhood Alert **Practitioner Group**. This is specifically for advanced access, testing and feedback of current and planned developments of the system. If you feel you should not be on this list, please reply to feedback@neighbourhoodalert.co.uk and I will remove you.*

Dear Linzi Berryman,

I am delighted to announce that our final error checking and pen-tests on the first release phase of the new Alert system are now complete. This means that we will be able to release V4.0 to the group on Wednesday morning to begin testing. You will receive a system-generated email with your login details and temporary password that you will be required to change when you first login. I am sorry for the extra couple of days this has taken, we spent some additional time testing today which revealed some slight issues that we want to iron out before we open the gates.

End-user testers:

The 37,000+ end-user testers recruited via the recent national survey provide a good geographical spread for all our partners to carry out a robust testing process. All end-user tester data has been copied to the new system and the users will be contacted tomorrow (Tuesday) to advise them that they can expect to start receiving test alert messages via the new system. They have been encouraged to interact with the messages by replying, rating, forwarding etc to enable you to fully test all the system functionality.

System access:

The email you receive on Wednesday morning will contain your temporary password and link to the login page for you to access your temporary admin account. You can also [click here](#) for access or copy the link below into your browser:

<https://v4.neighbourhoodalert.co.uk/>

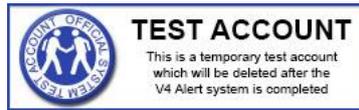
Please do not try and login until you have received your temporary password.

Once you have successfully logged in, the homepage will give you more information regarding the system functionality that you are able to test.

IP sender identification:

The test emails you will be sending will all feature a temporary banner (displayed below) in place of your usual IP banner. It will not therefore be immediately obvious to the recipient which organisation is sending the message.

Tip: We recommend that in the 'subject' of the email you use 'Test Message From Devon & Cornwall Constabulary' and ensure you sign off the email with your organisation name as well.



Data changes in the test system:

Please be aware that any system data you change, update or add during the testing process will not be reflected in your current 'live' system. Once testing is completed and you opt to go live with V4, all test data will be deleted and replaced with the data from the current system.

Reply process

You will be aware that on V3 we have a complex series of options to enable replies to be entered without the requirement for the respondent to log in, V3 has a process for people to verify their identity with a password or cookie or with an email link, they can also confirm who they are if they are responding to an email that has perhaps been directly forwarded to them (the incorrect way).

Anyway, a version of this complex "non-logged-in" response system is not yet built on V4 but to avoid further delays we are going live now with a system that requires respondents to log in before they can reply. We want people to test the new, simple way to reply, rate and track alert conversations and this is behind a log in. We have added the link to the "reply without logging in" but this is to a "coming soon" page for now.

I mention this now as it may have some bearing on your test message requests: you may get a better response if you explain to people that they should remember their password for now if they are replying and that it is OK to "save" their password if they are using a smart phone secured with pin or face recognition.

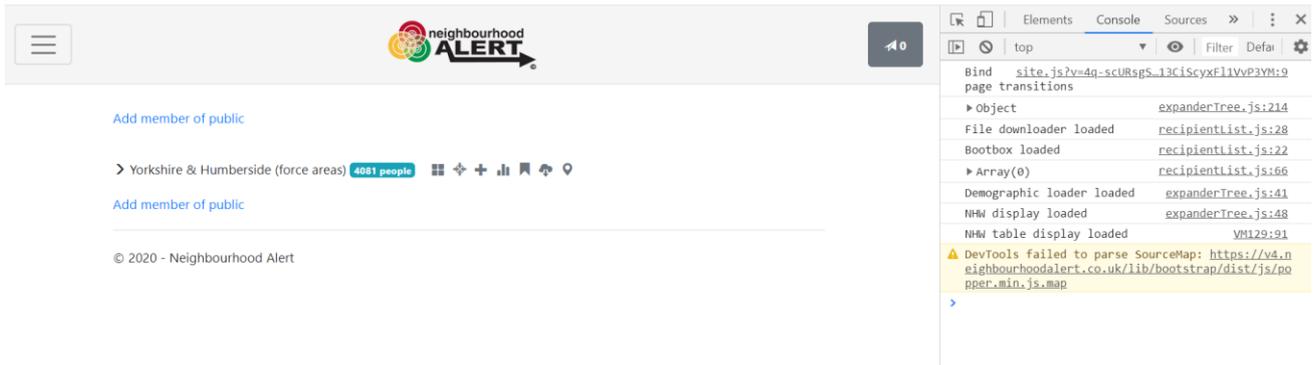
Feedback process:

Please send all your system feedback to feedback@neighbourhoodalert.co.uk along with as much detail as possible, and where appropriate, screenshots would be great.

When taking a screenshot it would be really useful if you could also capture the 'developer tools' as well. These display differently depending on the web browser you use. I have included how to display these on the most common browsers below. If you use a different browser simply type 'view developer tools <BROWSER NAME>' into Google.

- Google Chrome: Ctrl Shift J
- Internet Explorer: Function F12
- Microsoft Edge: Function F12
- Firefox: Ctrl Shift I (eye)

Developer tools appear on the right or bottom of the screen. Here is an example of what developer tools look like on Google Chrome:



Screen optimisation:

The system is not yet **fully** optimised for use on a mobile device. You will therefore only be able to carry out effective testing using a PC or laptop.

Next net meeting dates:

Just a reminder that we will be hosting follow-up net meetings on **Tuesday 14th April at 10am** and **Thursday 16th April at 2pm**. The content will be the same for each session and login details will be sent nearer the time.

That just leaves me to say I hope you all enjoy testing Alert V4.0, thank you once again for your assistance and we look forward to receiving your feedback in due course.

Best regards

Mike Douglas

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