Local Incident Services Application

L!SA User Guide

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User Guide & Troubleshooting

This guidance document supports users of "L!SA," the Local Incident Services Application. It outlines best practices for creating and documenting incidents, as well as troubleshooting common issues. The Troubleshooting Guide offers practical solutions for technical problems and includes contact information for further assistance.

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Incident Creation & Documentation: Best Practices

- **Create a Separate Entry per Incident**
  Create a new incident in L!SA for every event to avoid confusion and overlap.

- **Be Clear, Factual, and Thorough**
  Provide accurate, verifiable information and avoid personal opinions or assumptions.

- **Collect and Confirm Details**
  Gather all details, such as names, times, and locations. If information is unclear, seek clarification before finalising.

- **Correct Errors Promptly**
  If you find a mistake, immediately notify the responsible authority (e.g., Duty Officer, Control Centre Manager etc). Document the correction by creating a linked entry referencing the original.

Issue: Logging In

If you're having trouble logging in:

- Try resetting your browser and attempt to log in again.

- If the issue persists, restart your computer and try logging in once more.

Issue: 401 Error Message

Accessing the platform through an incognito or private browsing window may interfere with authentication and prevent successful login.

To resolve this issue, open a standard (non-incognito) browser window and try logging in again.

Issue: Unable to Log-in with Email Address

Login attempts may fail if the email address entered does not exactly match the one used during registration, as email addresses are case-sensitive on the platform.

Ensure that you enter your email address using the exact combination of uppercase and lowercase letters as originally registered.

Issue: Forgotten Password

If you have forgotten your password, follow these steps to reset it:

- Navigate to the login screen.

- Click on the "Forgot your password?" link.

- Enter the email address associated with your account.

- Click "Reset my password" and follow the instructions sent to your email to create a new password.

Issue: Reporting a Technical Problem

If you encounter a significant issue that is not addressed in this guide, please report it by emailing the National Digital Twin Programme support team at **NDTPpilot@vivace.tech**

To help us investigate and resolve the issue efficiently, please include the following details in your email:

- The date and time the issue occurred

- A brief description of the action you were attempting and the expected outcome

- A description of what actually happened, including any error messages

- The web browser you were using (e.g., Chrome, Edge, Firefox)

- The device you were using (e.g., Windows laptop, MacBook, tablet)

- Relevant screenshots of the issue

Your report will be reviewed and escalated to the appropriate team for resolution.