Managing NLP Services notifications

Critical dates

At the start of a new election cycle, two dates are configured. One is the date of the election and the other is the first date that county election offices can send out ballots. The latter date is important as it is the target for delivery of slate cards. If an NL has not already reported results, they will get a notification email from NLP Services to be sure to complete the canvass.

Sending a turf to an NL

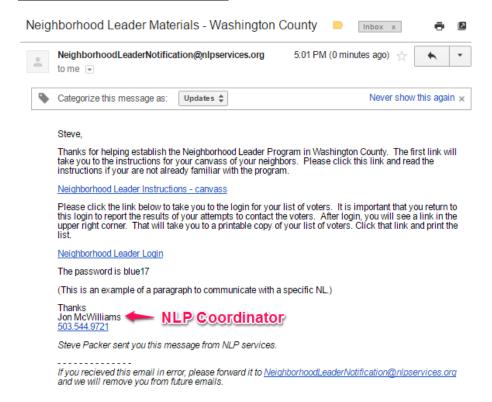
Once a turf has been check in, you can send the turf to the NL in an email. This email comes from the NLP Services email service and the content of the email is created automatically. The email contains a link to NLP Services login and the NL must use this link to get the printable walk sheet.

Once an email is sent to an NL, a timer is started. If after 7 days the NL has not logged in, a notification email is sent to the coordinator. The coordinator should contact the NL to see if anything is wrong.

The email also contains a link for printable instructions for the canvass (see below) and identifies the contact information for the coordinator.

Also, a paragraph can be inserted into the mail to personalize the message. This is occasionally useful when the turf has some exceptional characteristic.

Example Email Received by NL



NL instructions

Each email will include a link for a printable instruction for the canvass. This document is in PDF format and must be uploaded before any emails can be sent. The instruction document is unique to each county and can be customized both for the county and for each election.

In some counties, a post card is used when face-to-face contact is difficult or impossible. In those cases, the NL will get a turf with instructions for sending a post card. Providing instructions for sending postcards is optional for the county.

NL Coordinator

Each email sent to an NL with a turf includes contact information for the coordinator. The coordinator is responsible for resolving issues and getting the NLs to complete their task.

Each county must have at least one coordinator to be able to send out a turf via the NLP Services email notification. Multiple coordinators can be assigned to a county and each is given a scope of either county, house district or list of precincts. If multiple coordinators are assigned with the same scope, the notification behavior is unspecified but only one coordinator will get the notification.

The notification email is sent to the coordinator with the narrowest scope. If a coordinator exists for a precinct, that person get the notification email. Else, if one is exists for a house district then that coordinator is chosen. Lastly, the county coordinator is notified if the other two do not exist.

Use the menu item to identify the coordinator.

When an NL is sent an email with a turf, a 7-day timer is started. If the NL fails to log in and access the turf, the coordinator will get a notification email. The coordinator should use this notification to contact the NL to determine if there is an issue.

