Community Area Alert Desktop Application

User Manual

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Introduction

System Overview

The Community Area Alert Desktop application is used to manage the Community Area Alert mobile application. Its main purpose is to create and send alerts to users of the mobile application based on their community and location. Each Garda Station should have their own account on this desktop application so that they can manage their own reports and communities. This puts each Garda station in complete control of the alerts which are sent out by providing them with a platform to send alerts directly to members of the public which the alerts are relevant too.

Roles and Responsibilities

One person should undertake the responsibility of installing and setting up an account for their station. It is important that anyone with the authority to send out community alerts is provided with the username and password of the account which is created. It is the responsibility of users of this application to update and delete reports accordingly.

About this User Manual

This user manual is designed to take you through the process of installing and setting up the Community Area Alert application on a computer so your station can start to control community alerts. It will take you through a step by step process so you do not require much or any previous experience with this type of technology.

Information

For more information on the Community Area Alert scheme visit:

http://www.garda.ie/controller.aspx?page=1668

If you have any questions or need help contact:

communityalert@gmail.com

Getting Started

First you have to install the Community Area Alert application onto your desktop computer. The application is available as a Chrome Web App. You can download Google Chrome here:

https://support.google.com/chrome/answer/95346?hl=en

Once Google Chrome is installed you can open up the Chrome Web Store using the link:

https://chrome.google.com/webstore/category/apps

You then need to download the application. Enter "Community Area Alert" into the search bar:
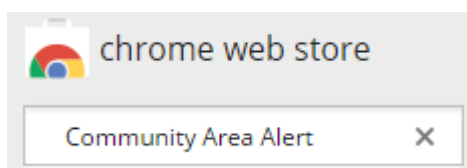
Once the search is complete select the Community Area Alert application and click "Add to Chrome":
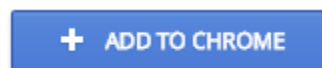
Once the application is finished installing an icon will be created on your desktop called "Community Area Alert". Perform a double click on this icon to open the application.

Creating Account

When you open the Community Area Alert application for the first time you have to create an account for your Garda Station. To do this select the Sign Up option on the homepage:

Step 1

The Username you enter will be the unique identifier for your station.

- Please enter a username based on the name of your station.
- Your username must have a minimum of 4 characters and a maximum of 20 characters.
- Example: Santry Garda Station

Your Password will be used to sign in to your stations account.

- Please enter a password you will remember.
- Your Password must have a minimum of 4 characters and a maximum of 15 characters.
- You must enter the password twice to ensure it was entered correctly.

Once you have filled out each field press the "Next" button.

Step 1 of 3
Create Station Username
4 - 20 Charachters
Password
4 - 15 Charachters
Re-Type Password
Match previous
Next

Step 2

Enter the phone number of your Garda station. Please ensure you enter the phone number correctly as it will be displayed on each alert created by your station. Users will use this number to contact the station if they have more information or feel threatened by the alert sent out. Use spaces to format the number correctly and make it more readable. Example: 01 6664000

| Station Phone Number |
| --- |
| Enter the phone number of your station. |
| Next |

Step 3
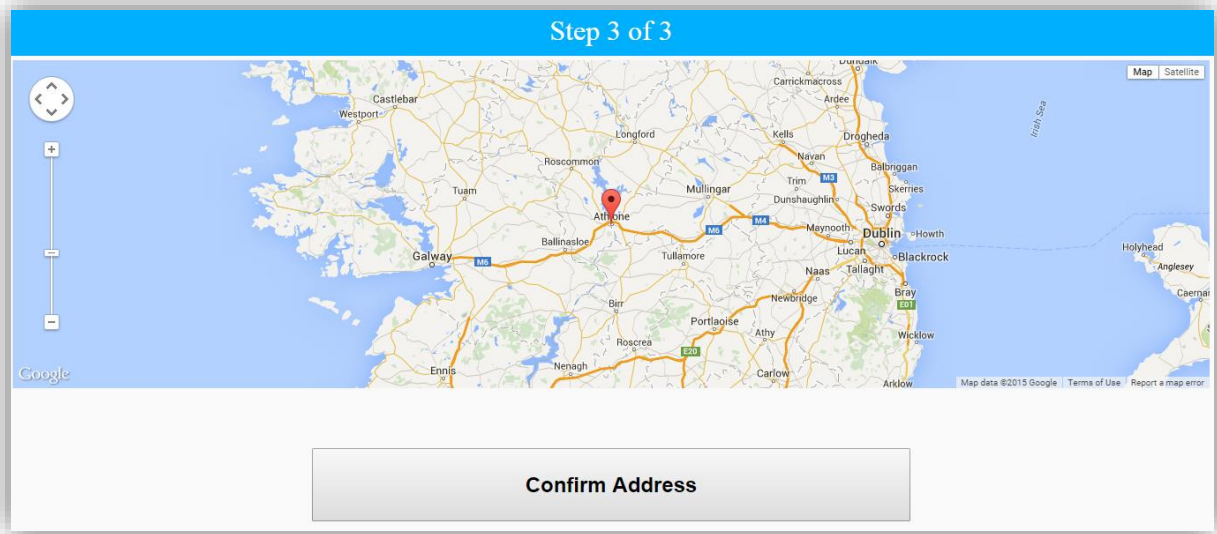
In order to send out relevant alerts in your area you must place the red marker on the exact location of your Garda station. The map will then automatically default to this location when you are creating a report.

If your computer has GPS enabled the marker should automatically be placed in your location. Otherwise you will have to drag the marker to the correct position.

It is important you place the red marker accurately.

- Use the zoom in function on the left bottom of the map.
- The more you zoom the more information will be displayed.
- You can select between a "map" or "satellite" view to help you select the location accurately.
- Once you have placed the marker at the correct location press the "Confirm Address" button.
- Your account will then be created.
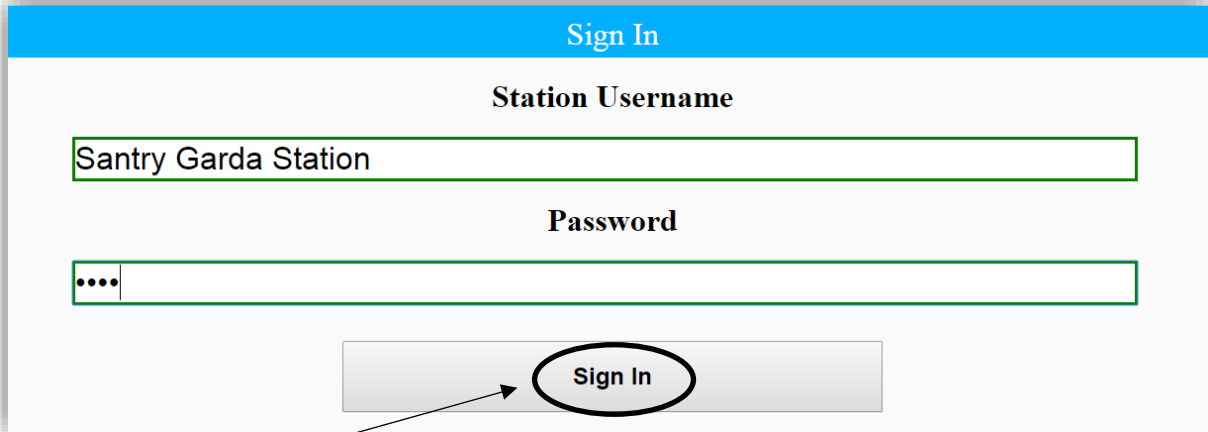
Watch out for the name of your Garda station on the map to get the exact location:
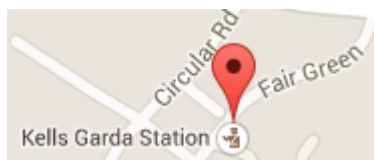
Once you click the Confirm Address button the account for your station will be created.

Log In

Once you have created your account you will be automatically directed to the Sign In page. This requires you to enter the username and password you created when you created your stations account. This is probably a good point to make note of your username and password.

Click the Sign In button to attempt to sign in. If you enter the username and password of a verified account you will be directed to the account homepage.

Account Homepage

Before you create any reports you should click on the tab, this will allow you to enter the name of all of the community alert schemes your station is in charge of.

The tab can be used to edit your username or password.

The tab can be used to Logout of this stations account. If you close the application without logging out you will be automatically signed in once you open the Community Area Alert application again.

Create New Report

When you want to send an alert to users of the Community Area Alert mobile application select the "New Report" option in the menu bar. Here you will presented with 3 options:

1. Select Location

Using this option you can send more than just an alert to a particular community. It will also send an alert to users of the mobile application who's address is within their defined alert distance from the report. A user can set their alert distance between 0 and 5 km. You can choose to turn this option off by clicking the related button into the "OFF" position.
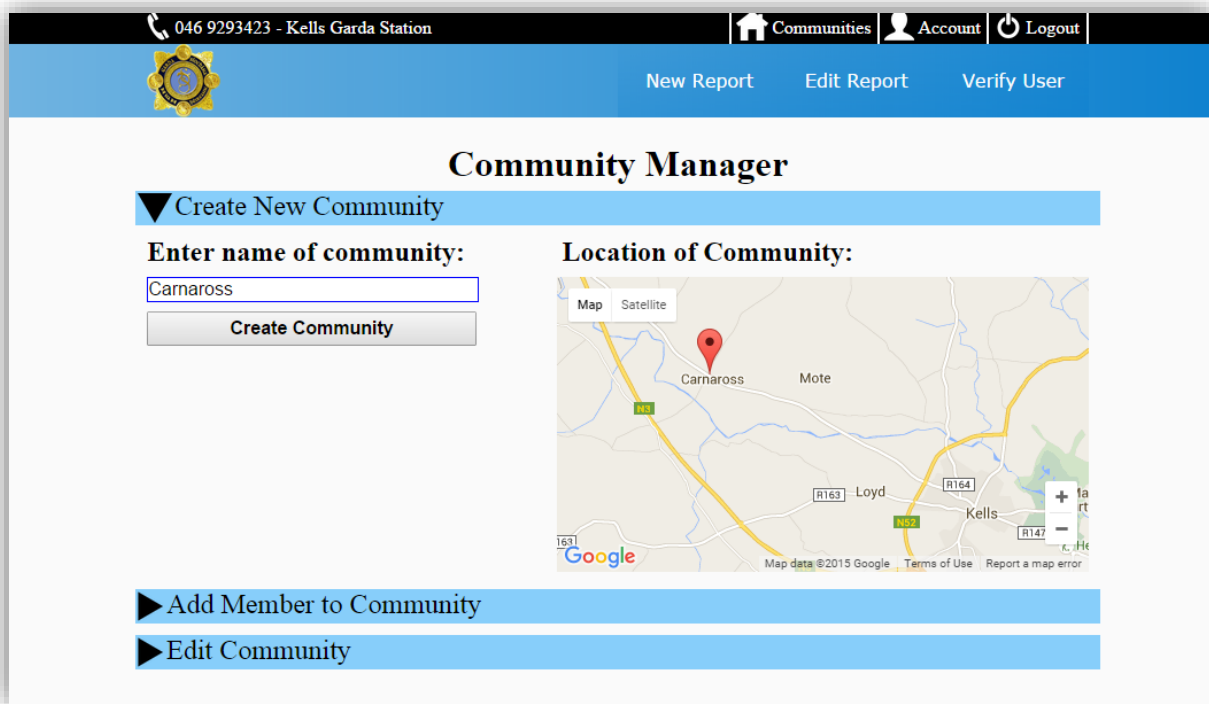
2. Communities

Each community which you created in the tab will be displayed here. You can select one or more communities to send this alert too. You can also ignore this section and just send an alert to users who's location is based around the location of the report using option 1.

3. Report Description

Here is where you enter the title and description of the report which will be displayed to users who are alerted. You should keep the "Report Title" short and include the body of the report in the "Report Description" section.

Community Manager

As mentioned before once each Garda Station sets up an account they shoud first select the option to open up the Community Manager.

This will allow a Garda station to set up each community alert area they manage. They can then send alerts to a particular community or set of communities. It will also allow users of the Community Area Alert mobile application to select the community alert scheme they are involved in once their community has been created.

When creating a new community it is important that the user drags the red marker on the map to a location roughly near the center of the new community they are creating. This is because when a user of the Community Area Alert mobile application attempts to join a community to recieve relevant alerts sent to that community, only communities within 10 km from the location of the mobile users home address will be dsiplayed. This is to ensure they can only recieve alerts sent to a community which has been set up in their area rather than allowing a user to join a community alert scheme a long way away which they are not actually a memeber of.

Once a community is created it will be displayed in the "2. Communities" section of the New Report page shown above, it can then be selected when creating a report and users who have joined that community on the Community Area Alert mobile application will be notified.
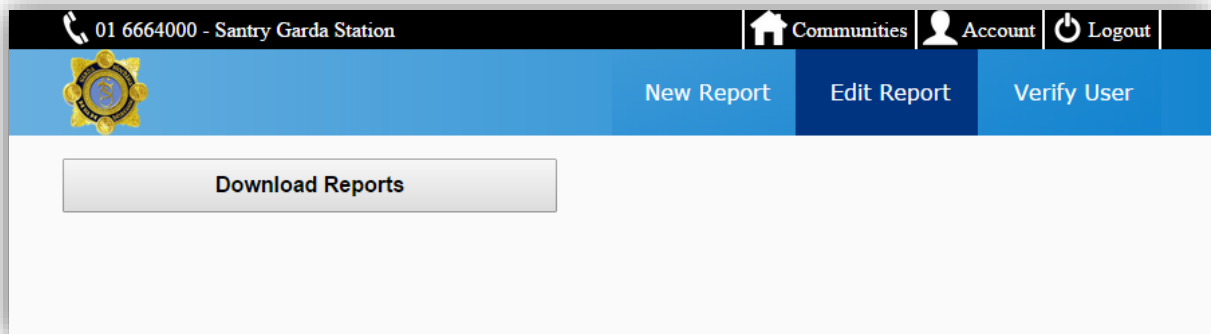
Update Report

To add an update to a report select the Edit Report option in the menu bar.

When the following page appears click on the "Download Reports" button.

Clicking on "Download Reports" will return a list of all of the active reports created by your station, if there are any. In this example the station has previously created 2 reports which are still active and are displayed as follows:
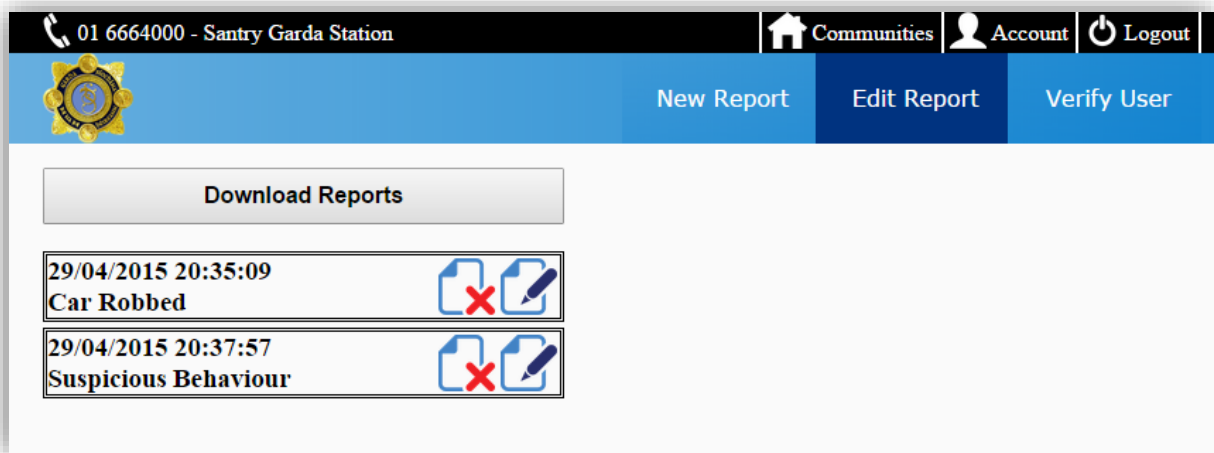
To edit a report click on this edit icon beside the particular report you want to edit.

Once you click the edit button all of the information for that particular report will open up.

In this example the edit button was clicked on the report with the title "Car Robbed".

To update the report you can type additional information into the input box which already contained the original description.

Here the update made described that:

"The registration of the car is 08-D-1234".

Once you have added the update to the description you can click the "Update Report" button to confirm the update.

Users of the mobile application who this report is relevant to will then be notified.
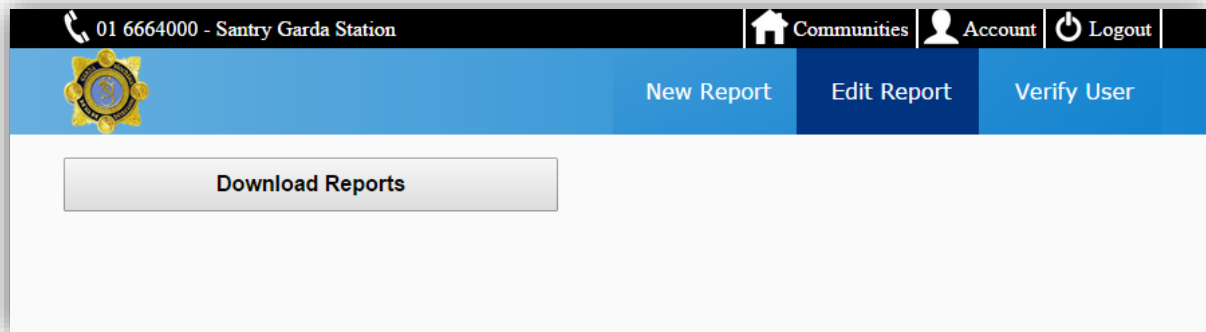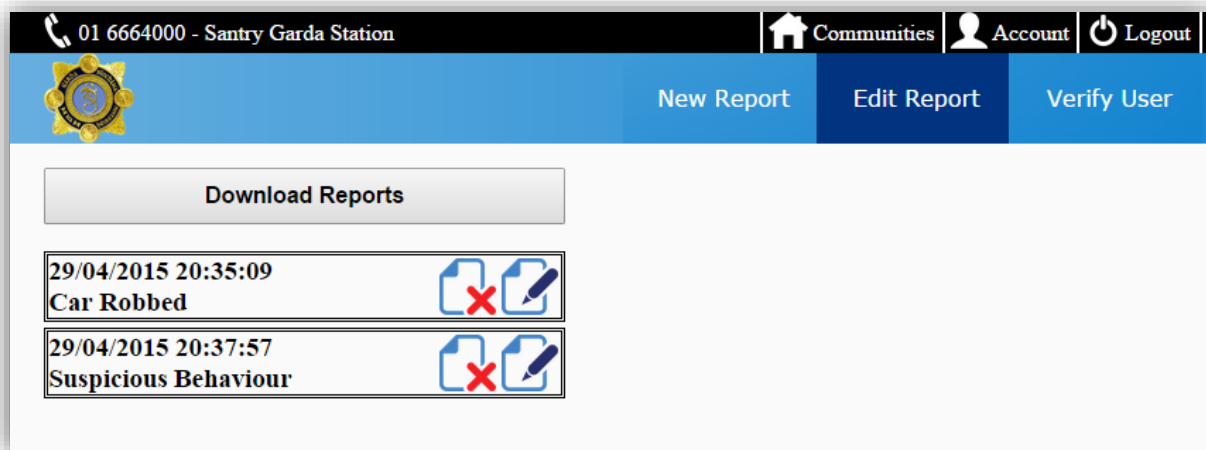
Delete Report

To delete a report select the Edit Report option in the menu bar.

When the following page appears click on the "Download Reports" button

Clicking on "Download Reports" will return a list of all of the active reports created by your station if there are any. In this example the station has previously created 2 reports which are displayed as follows:

To delete a report click on this delete icon beside the particular report you want to delete. Deleting a report means it will no longer appear to users of them mobile app.

Verify User

To verify a user's address they should first have created a user account on the Community Area Alert mobile application and sent a verification request. User account validation requests are sent to communityalert@gmail.com. Here is an example of a verification request recieved at that address:
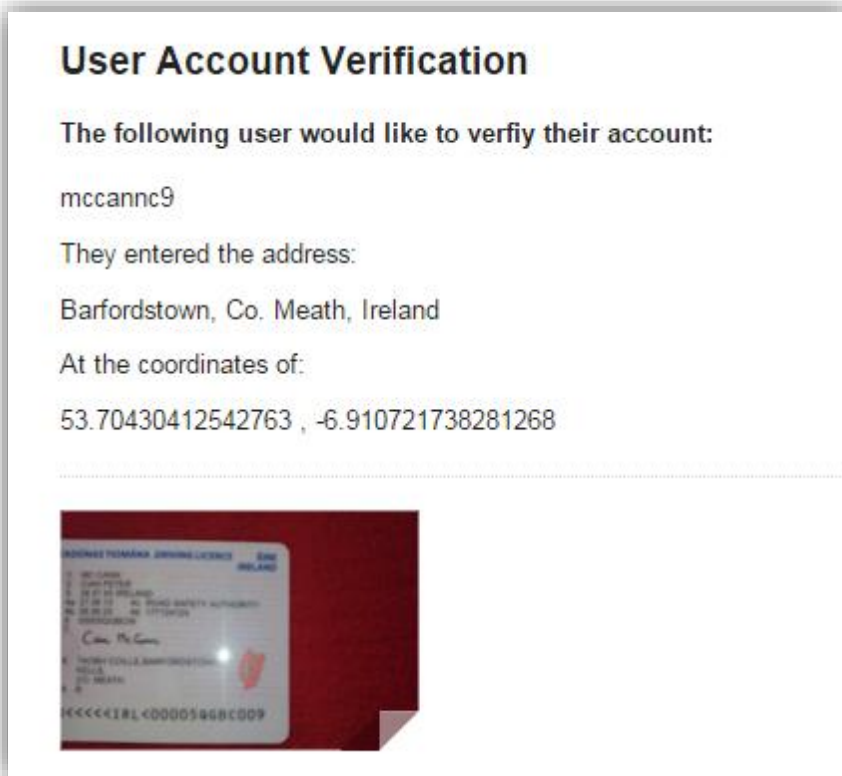
If the users address on the validation document (attached image) matches the information on the users account you can validate the users address so they can start to receive alerts. To do this take the users account username from the email. Example: mccannc9.

Open the Community Area Alert Desktop application and select the Verify User option in the menu bar. The following page will open.

Enter the username of the account you wish to verify into the input box.

Click on the Search button to search for that users account.

Enter the persons username:

mccannc9

Search

If you entered the username correctly the users account information should be returned.

Once you confirm that this is the account you wish to verify you can select Verify User button which will verify the users account and display the following message.