



## Practical and Technical Documentation

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### Overview

This documentation includes a quick overview, the requirements of the system, and an onboarding tutorial for all user stories. From there, we'll get more technical look at our architecture and maintenance requirements, and a look toward future goals and how to scale up from here.

Our product for 15<sup>th</sup> Night was built with long term maintenance, usability for stakeholders with all levels of technical expertise, and future scalability explicitly in mind. Leveraging established services such as Slack and UserApp, the 15<sup>th</sup> Night Network is deliberately a glue between professionally maintained solutions. Thanks to this minimalist framework connecting services, it makes for easy future connections to other platforms, such as Google Analytics.

### System Requirements and Features

Requirements for the system were that someone with access to the 15<sup>th</sup> Night Network can ask the network, in real time, for help on behalf of an at-risk youth. In addition, the system must allow for service providers to be added or subtracted, as new providers are identified. Additionally, the system must allow for the addition or subtraction of requests as new needs are identified. The ability to accumulate usage data would be helpful, but the ideal product is very user-friendly with a simple, but attractive interface.

We believe we have addressed most, if not all these requirements, with our 15<sup>th</sup> Night Network system. We leverage Slack, a real time team communication platform, to handle the vast majority of communication. The system allows for priority requests, immediately notifying all members of the network in the case of an urgent request. Adding new providers is as simple as an invite, and removing providers is a quick administrative action. New channels for newly identified needs are quick and easy as well. Anyone can create a new channel, and providers can subscribe to as many, or as few, channels as they wish. Each channel can be restricted to handle only one kind of information, be it shelter, transportation, or basic needs.

Although we don't yet have usage data handling yet, we don't believe including that in the future will mean climbing mountains. Head towards the section regarding the future and scalability for more details on how analytics could be included.

Both Slack and our external application are extremely user friendly. Slack is in use by hundreds of thousands of people across the US, and is wildly popular among the tech community for any team or group based communication. Our external application is responsive and built mobile first, for an excellent experience on mobile and a clean, simple desktop experience.

We also reduced the interface on our external application to be simple button clicking. This was doubly motivated, both by the fact that reducing the interface to a few clicks is wonderful for usability, and it intentionally obfuscates personally identifiable information. A user does not have the option to give personally identifying information, so the only time personal info is exchanged is over the phone after a connection with a trusted provider has been established.

## Onboarding

### TRUSTED SERVICE PROVIDERS:

As a trusted provider, your primary avenue of communication will be on Slack. Slack is a powerful team communication tool that has taken the tech world by storm for its ease of use, customizability, and advanced features. All the customization and advanced features our network uses are handled behind the scenes, which means you can reap the rewards of an easy to use communication tool.

Access to Slack is restricted by invite only, so first you must be invited by someone already part of the network. A member of the network can invite you from the desktop Slack interface by clicking on the 15<sup>th</sup> Night Network title in the upper left corner. From there, scroll to “Invite People” provide their proper email address, and click the invite button below.

After being invited to the network, you will receive an email to the email

address provided by your inviter. Click through the link to sign up for the 15<sup>th</sup> Night Network on Slack. Provide a username, likely related to your organization, and password to sign up. After that, you're in! Welcome to the 15<sup>th</sup> Night Network on Slack!

From here, we strongly suggest that you download the mobile app for Slack, available both on iOS and Android. This will enable you to receive “push notifications,” or immediate requests, to your phone based on the content of a message from a requesting party. After downloading Slack, follow this guide to get signed in there:

<https://get.slack.help/hc/en-us/articles/212681477-Signing-in-to-Slack>

Now that you have everything set up, let's start helping! Youth advocates such as teachers, administrators, or other approved individuals will have access to an external application. Using this, they can make requests for help with shelter, food, or other needs, for people in an age range, and specifying their gender. From this information, and knowing your organization like none other, you should know whether or not you can help that person in need.

If you can provide help to someone making a request, click on the provided link in the message to be taken to our external app. Once there, confirm that you are helping the right person, then click “YES, I CAN HELP!” This will close the request, and send you the information needed to get in contact with that person.

We strongly recommend that if you are unable to call immediately, that you use our built-in mailer system to give them your contact information before leaving the page. By simply typing a quick, informal message in the text box and submitting it, our system will send an email to the requester to let them know you've heard them.

[Next to get onboarding documentation]

15TH NIGHT ADMINS:

Set up UserApp and Slack

@Slack: do not approve free signup from anyone w/ email extension

@UserApp: Requests must be overridden for database functions

APPROVED ACCESS:

Set up UserApp

Ask for help!

YOUTH:

Nothing different!