

# PARTICIPIUM - FAQ

**Last update: 9 Dec. 2025**

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## PT-01

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- Email is a mandatory field
- Email can also be used for login.

## PT-02

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- You are expected to set up specific technical offices. You can take inspiration from, or even directly adopt, some of the City of Turin's offices. N.B. The Turin Municipality's organisation chart was updated a few days ago. The new links are: <https://trasparenza.comune.torino.it/organizzazione/articolazione-uffici> and <https://trasparenza.comune.torino.it/media/2212/download>.

## PT-03

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- The roles of 'municipal public relations officer' and 'municipal administrator' are automatically associated with the Organization Office.

## PT-04

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## PT-05

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- Once a report has been inserted, it cannot be modified or deleted by the citizen.

## PT-06

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- Public Relation officer can assign a report either to a specific technical office or directly to a staff member of the specific technical office

## PT-07

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- **NO LONGER VALID:** Only authenticated users (i.e. citizens) can view reports. --> From sprint 4 also visitors (unregistered users) can view reports
- An anonymous user's name still visible to the staff and only hidden in the Turin map of reports for citizens

## PT-08

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- Specify in your project documentation (e.g. the GitHub readme or a specific PDF file) which technical offices you have set up and which report categories they deal with.

## PT-09

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## PT-10

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- Updated.
- Only technical office staff members can have multiple roles

## PT-11

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- Notifications/messages can be set to either be sent in real time or when the page is refreshed, depending on your preference.

## PT-12

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## PT-13

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## PT-14

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## PT-15

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- An anonymous user's name still visible to the staff and only hidden in the Turin map of reports for citizens

## PT-16

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- Updated.

## PT-17

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## PT-18

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See PT#11

## PT-19

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## PT-20

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## PT-21

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## PT-22

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## PT-23

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## PT-24

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- External maintainers are added by the system administrator (see notes to story PT-03 in the product backlog).
- Each maintainer should have their own individual account.
- Assignment logic is left to the teams, as done for municipality technical offices.

## PT-25

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## PT-26

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- Case1 : Comments/information exchanged between a technical office and an external maintainer are 1. report-specific and 2. reserved.
- Case2: any communication between a technical office and external maintainers without access to Participium is out of scope.

## PT-27

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