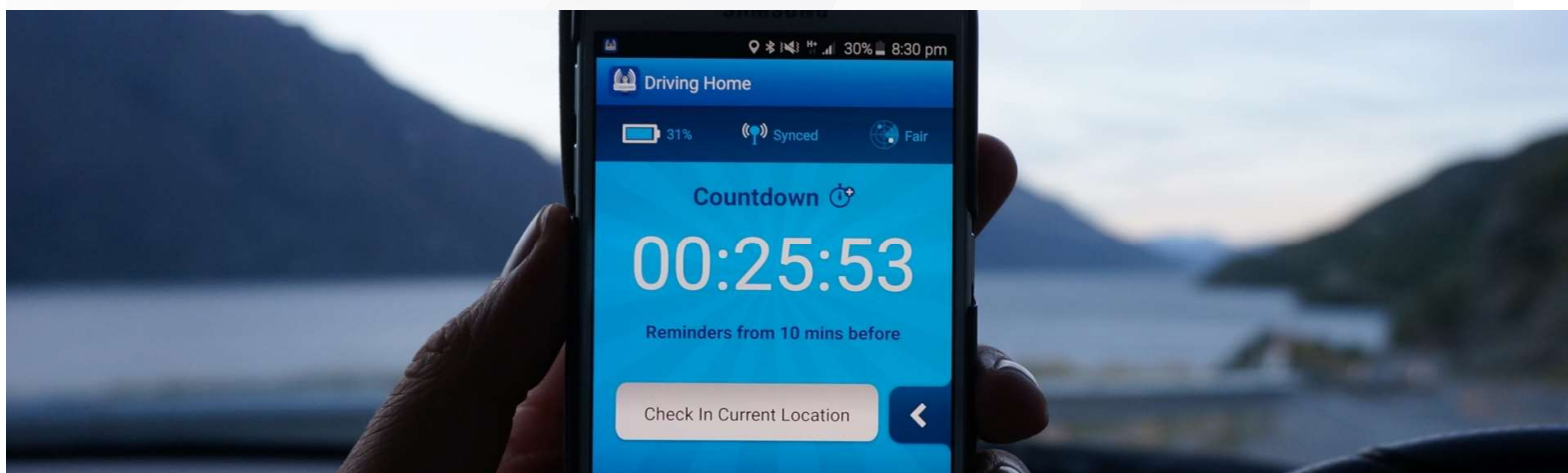




Get Home Safe

Schedule to Deliver White-Labelled Software - V1

29th September 2017 - Ministry of Business, Innovation and Employment



The MBIE white-label roll out

This document sets out the proposed delivery of the MBIE white-label software, as specified in Proposal to Supply White-Labelled Software 21st June 2017 and in accordance with discussion at several subsequent meetings.

The proposal is to stage the roll out in a controlled manner over several weeks in October 2017, each stage is detailed below.

Stage one – Soft launch of the Apps

Both the iPhone and Android apps need to be approved by Apple and Google respectively, before they can be listed in the app stores. They are ready, and will be submitted for review on Monday 2nd of October.

The Android App review process is very simply, an automated system checks the app for viruses and malware before being approved, it should be ready to go live on Tuesday 3rd of October.

The iOS app will be subjected to a full review by Apple before listing in the App store and the time frame for this is unknown, it could be anywhere from 1-10 days. It is a much more thorough process than Android. Given it is a rebrand of an existing approved app there should not be any issues, although it is hard to say for certain.

The MBIE iOS App and Android apps will go live on the App Store and Google Play without announcement to MBIE staff. This will allow Get Home Safe (GHS) to run some final testing to confirm the product version is working correctly.

Once the apps have been approved, their release to the public app store is control by Get Home Safe and it is intended to wait for MBIE approval before releasing them.

Stage two – Dashboard

Once both apps are live in their respective stores we will push the new dashboard live overnight, we will inform you of when this is ready to happen and will await your approval before proceeding.

Unless otherwise requested, the MBIE branded Dashboard will go live without announcement to staff from GHS, we will leave this to you unless otherwise requested. Simply when they log into the dashboard the next time the appearance will change to the MBIE colour scheme.

The transition process for Supervisors and Admin dashboard users is:

- Login in as normal. It will look different, but function the same.
- All data, user details and settings will transition without any action required by end users.
- Check out the new features
 - Ability to print pdf of reports (reports page)
 - Daily, weekly, monthly usage email summaries (team settings page)
 - Supervisors can make notes on the timeline of a task tracking log (user activities page)

Other than the new features and the change in appearance of the dashboard the only noticeable new feature is the new user registration email will contain links to the new MBIE iOS and Android apps.

The existing *GetHomeSafe – Corporate* app will continue to communicate with this dashboard as normal until stages three and four are complete.

Stage three – full roll out

Once both the app and dashboard are live and Get Home Safe is happy, official hand over will be given to MBIE. You are then free to transition existing users to the new apps and add new teams at your leisure.

Existing users

GHS will provide Vanessa with detailed instructions on how to transition existing users to the new app, a pdf sheet of step by step what to do that can be provided to staff. We are happy to assist with the transition process if needed, eg sending out instructions on how to make the switch.

The transition process for existing App users is:

- Delete GetHomeSafe – Corporate
- Install GetHomeSafe – MBIE (links provided)
- Login using your existing username and password

Finished, once logged in all account details will reappear in the new GetHomeSafe – MBIE app. Instructions on how to reset passwords will also be provided.

The only new feature of the MBIE app that existing user will be unfamiliar with is a link to their dashboard from the settings page, this will also be covered in the transition instructions.

New Teams

The roll out for new teams will follow the existing format, MBIE provide GHS a completed new team request form, which lists team details, users, supervisors and billing details. Once this form is supplied GHS will set that team up within 24 hours of the request being made.

Invite email

All new users will receive the welcome to MBIE invite email, which contains instructions on how to download the app, a link to the dashboard and login details.

This email is unique to MBIE and its content/instructions can be customised to suit the information you wish new users to know.

Training

All users identified on the new team request form as account administrators will be offered training in how to manage and administer the account.

Stage four – Decommission

All going to plan, two weeks after the official hand over, an update will be pushed live on the existing *GetHomeSafe – Corporate* app that will exclude users from signing into any MBIE accounts. All MBIE staff still using the public version of the app will be logged out and unable to sign in.

Users attempting to sign-in using a MBIE account ID will be promoted by an information message telling them to talk support@gethomesafe.com

Additional Features

During the design review workshop several new features were requested, being:

- A link to the dashboard from within the app
- Ability to run enterprise wide reports
- Ability to print pdf of reports
- Daily, weekly, monthly usage email summaries
- Supervisors can make notes on the timeline of a task tracking log

These new features have not been tested by MBIE yet, further details and the option to review them will be provided before they are pushed live.