

## Snap Send Solve - FAQs

### 1. Why is VICSES using Snap Send Solve?

To better capture local knowledge from trusted community flood observers during flood events which in turn will maximise public information communication and flood response efforts.

## APP - FAQs

### 2. Who will be able to access the app?

To ensure valid and timely input, only trusted community flood observers will be provided with the unique VICSES code to access the specific VICSES area of the app.

### 3. Do I have to keep entering the unique VICSES code?

No, entry of the code is only required once upon download of the app on your current device. Your region's app champions will be able to provide you with the code.

### 4. Will training be available?

Yes. Support documents and WebEx train the trainer sessions will be made available for users of both the app and portal.

### 5. What do I need to consider when taking a photo?

A supporting document is available which identifies good and poor photos along with suggestions defined by hydrologists as to the kind of information and imagery they would like to receive.

### 6. Can the app be used on a tablet?

The app has been created to be used on smartphones. The app can be downloaded and is fully functional on a tablet but is not optimised to the full screen size.

### 7. Does the App accept videos?

At this stage the App only allows for photos to be captured. Snap Send Solve are looking to incorporate videos but need to consider the size of these files.

### 8. Is a safety disclaimer provided on the app?

Yes, when installing the app a range of on boarding screens will be displayed, the second screen displays a generic disclaimer aimed at all users not just VICSES flood observers. ALL support documents will include the disclaimer too.

### 9. Can I register a user account on the app?

Yes, when installing the app account registration screens will be displayed. You will be able to create an account using your email address here and also verify your email address for security purposes. This is currently not mandatory but will be shortly.

### 10. Why does the app on my iPhone look different to that on another smartphone?

Smartphones all have their own look and feel and different requirements when apps are created but generally the functionality is very similar.

### 11. Are the images taken saved to my phone?

No, this has been discussed with Snap Send Solve and is something that will be built in at some point at a later stage but is a low priority.

12. If I'm logged into the app with VICSES can I still use the app if I see graffiti?

Yes, you will still have access to the incident types that all users have. Anyone who enters the unique VICSES code will also be able to use the VICSES area.

13. What do I do if the GPS not accurately displaying where I am?

Prior to clicking send always check the location the GPS has provided. The app allows you to manually type in the address.

14. What do I do if my phone has no signal?

Take the photo using the usual method on your phone, the app allows you to send the image at a later time when you do have signal. The app will prompt you to select whether you would like to use the location of where the photo was taken, select yes to this option. Provide a date and time in the comments field.

15. How do I know if my report has been viewed?

The history tab in the app will provide the latest activity of your report and will identify where your report has been sent or when it has been viewed. Coming soon!

16. Does the app reduce battery power?

It may reduce the battery on your device due to the use of maps. Therefore it is advised that you always close the app when not in use to extend battery life.

## PORTAL - FAQs

17. Who will have access to the portal?

The VICSES project team will have overall administrative rights to the portal. The Intelligence team within an Incident Management Team (IMT) will be provided with general user access to receive photos and information during flood events.

18. Will the portal integrate with other system(s) we currently use?

The portal is currently integrated with EMCOP in their dev environment due to be tested and released in the next few weeks. This will avoid the use of another stand-alone system. FloodZoom integration is not available at this time.

19. Who will be responsible for monitoring incoming observations during an event?

The IMT intelligence team will monitor incoming observations during significant flood events. EMCOP provides a flood observation layer accessible by anyone with an EMCOP login.

20. Can incident types be changed?

Yes, if required the project team and Snap Send Solve can change, remove and add incident types within the portal.

## DATA - FAQs

21. Who will have ownership of the data?

The data will be owned by VICSES.

22. How long will data be retained for?

There is not a data auto destroy policy, all data will remain in a secure AWS library in the Cloud.

23. What security and privacy requirements are in place?

Snap Send Solve meets all government regulatory standards. Their Terms of Use and Privacy Policy are available to view on the app. Only authorised emergency management personnel that are granted administrative rights within the portal can view VICSES data.

## PROCESSES - FAQs

24. What if a flood observer reports an image during business as usual, who will see the report to act upon it?

The app is an information gathering tool; it is not intended to trigger an event. When a flood observer is trained to use the app they will be advised that if they view an emergency they need to call 132 500 for flood related emergencies or triple 000 for life threatening emergencies. The SES 132 500 number is available on the app.

25. Who do I contact for queries or feedback?

To ensure responses are timely please email [floodobservation@ses.vic.gov.au](mailto:floodobservation@ses.vic.gov.au) or [contact@snapsendsolve.com](mailto:contact@snapsendsolve.com)