



How to use FilmApp

FilmApp is a simple to use online film application process, this document describes how to use the system. First you will make an application to film (as if you are a film maker) then you will see how to manage the application once it has been received (acting as an administrator). Please follow the instructions below.

Making an application:

Follow this link: www.filmapp.org/demo/

You will see the demo site landing page, which has some text on it telling you about the demo site. Click on the green button on the right side “Apply to film”

1. You now see a new page, which allows you to register or log in (if you have used FilmApp before). Please register as if you are a film maker wanting to get permission to film. Use your real e mail address and choose a memorable password.
2. The next page is the shoot selection page, where you say whether your shoot is static or moving (some shoots involve filming from vehicles, in which case the shoot will take place on a route involving several streets). Select static location (s)
3. The next page is the location selection page – this is where the applicant says where they intend to shoot. Select “Buckingham Palace” – you will see a yellow pop up box, which tells the applicant that certain dates are not available. This location specific content can be managed by the administrator (later you will see how to do this). You will also see lists of frequently used locations, and next to it (on the right), a list of locations that are managed by third parties. These are dynamic links that send the applicant to the web site of the correct authority. I have inserted a few example here. E.g. If you select the Palace of Westminster, you will get sent to the relevant web site automatically. If you put in a synonym – eg buck house, FilmApp recognises this as a synonym for Buckingham Palace.
4. The next page is the schedule information page, this simply asks the applicant to say when the filming starts and finishes.
5. The next page is the shoot selection page, where the applicant says exactly what sort of filming is planned. If the shoot is small scale, with a hand held or tripod mounted camera, the applicant gets on the “fast track”. If the shoot is larger, then the

applicant is expected to answer more searching questions about the specific nature of the shoot. Below this is a compulsory question about public disturbance. This is crucial information about the potential for the shoot to cause alarm or distress to the public. The applicant has to select yes or no to this question, and cannot proceed until it has been answered.

6. The applicant now enters details of the shoot, as explained earlier, large shoots have to answer many more questions than small scale ones.
7. Once the shoot details have been submitted, the applicant can add another shoot to the application, or finish the application, and go to the production information page.
8. Production information is saved by FilmApp, so that the applicant does not have to enter it all again, if they are making a second application. For example, if Kudos "Spooks" want to make an application to shoot in the City of London, having submitted an application previously for Southwark. The system will recognise the location manager's log in details, and will offer to "auto complete" the production details.
9. The applicant now has to indicate (using a tick box) that they agree to follow the terms and conditions set out by the administrator. The declaration is unique to the administrator (or film office), as each authority has the ability to insert their own terms and conditions. The text is made available for the applicant to read. This same information will be included in the licence or notice that gets sent to the applicant once the application has been approved by the administrator.
10. FilmApp's terms and conditions are also detailed; this deals with data protection compliance.
11. The applicant gets an opportunity to view Health and Safety advice from the HSE, and Film London's code of practice. We have included a tick box, so that the applicant has to tell the administrator that they have read and understood this advice. They cannot submit their application unless they have said that they have read and understood this advice.
12. An e mail confirmation is sent by FilmApp to the administrator and the applicant once the application has been submitted.

Managing an application as an administrator

If you have not already done so, please e mail info@filmapp.org or phone +44 7850 888 553 and request a log in for the demo site.

Follow this link, www.filmapp.org/admin/ and log in using the password and username supplied by us.

Section 1 Getting Started

- a) Log in
- b) Dashboard

Section 2 How to approve an application and send a notification / notice

- a) Overview
- b) Take ownership / Change application status
- c) Check Production Details
- d) Check Shoot Details (and insert special conditions)
- e) Issue Notification to Contacts
- f) Send a Notice (or licence)
- g) Create and send an Invoice
- h) Check the Log

Section 3 Tabs, how to navigate around FilmApp

- 6 TABS – Left side
 - dashboard – applications – calendar – reports – locations – contacts
- 2 TABS – Right side
 - Users – Borough
- 5 LINKS – on right side of Overview page
 - Overview – Production – Shoots – Financial – Log

Section 4 How to manage contacts and locations

Section 5 How to generate reports

Section 6 Troubleshooting

Section 7 Next Steps, Getting FilmApp implemented.

Section 1) Getting Started

a) Log In:

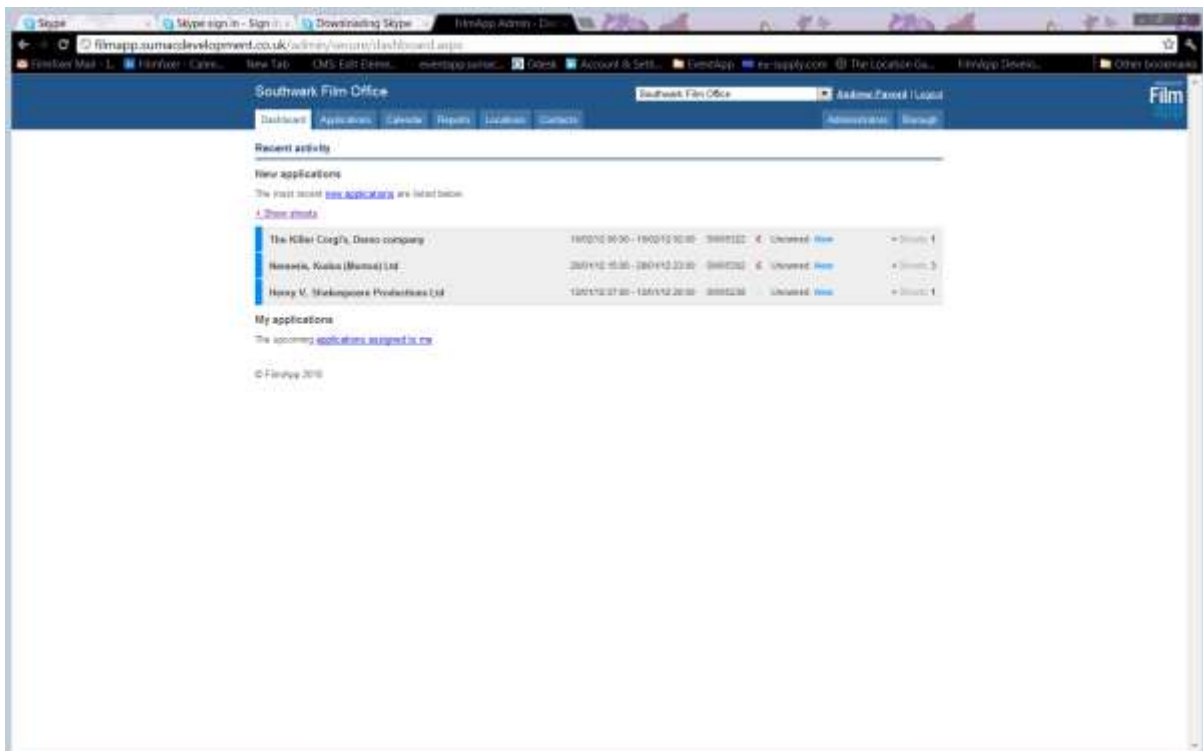
The link to the administration section is www.filmapp.org/admin/ you can save this link as a bookmark (or favourite) on your browser. You can access FilmApp from anywhere with an internet connection using this URL.

When you are using the demo, please use the log in name and e mail address we have provided. When you are set up as an administrator, you need to enter your e mail address, then your password. If you have forgotten your password, you can click on the link below and a new one will be sent to you, an administrator can change passwords at any time using the user tab.

The first page you see when you log in is the dashboard:

b) Dashboard

When you first log into the site – you get the dashboard. This page displays the new shoot applications (blue) and below a list of the 10 most recent applications “owned” by the administrator who has just logged on.



The dashboard shows the “Strip View” you will see this same view in the “Applications” tab and the “Calendar” tab (see Sec 3 below). The strip view allows you to see at a glance some general information about an application. From left to right, this is the status colour, the

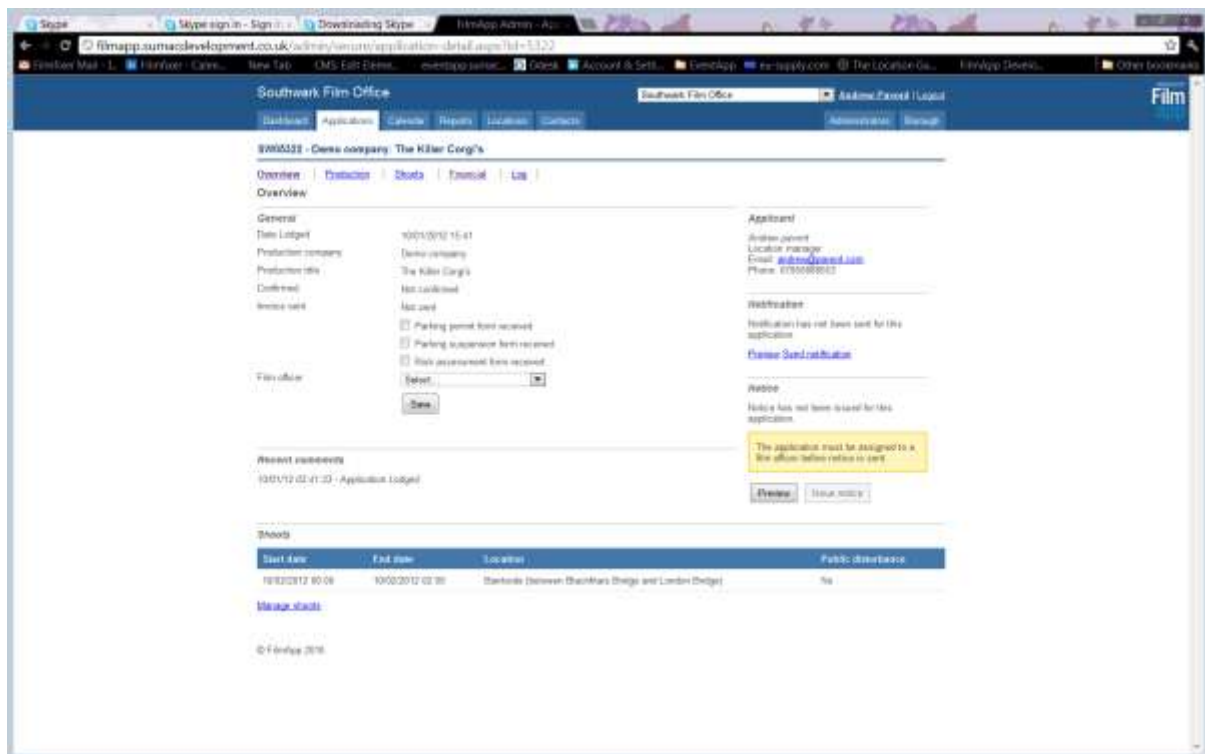
title of the film, the production company, start and finish times, the ref number, a £ sign (red indicates an invoice is unpaid, black shows that invoices have been paid), the initials of the owner of the application, the status in words, and finally a shoots+ button allowing you to view the actual shoots that have been applied for. The link above the strips on the left, allows you to

Click anywhere on the horizontal strip with the application details on it, you will get to the Overview. This is where you can take ownership of the application.

Section 2 - How to approve an application and send a notification / notice

a) Overview page

This is the main page for this particular application. On the top you can see the unique serial number, this is made of a two letter prefix – DM for demo, SW for Southwark, LS for Lewisham etc. then a five figure number, each application has a different number.



b) Take Ownership – Change Application Status

On the right hand side, half way down, there is a heading called "Film Officer" with a selection text box next to it, and a little down arrow. Click on the down arrow and select

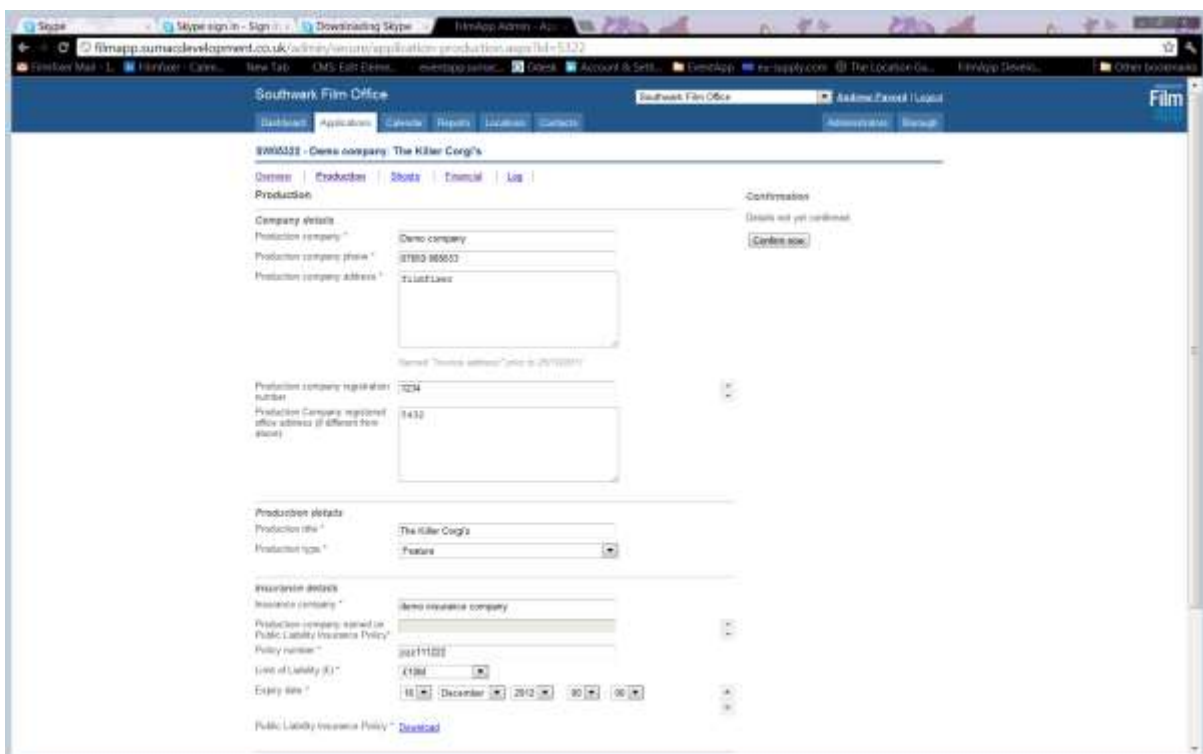
your name, then click “Save”. At this point, your name will appear in the box, and the status of the application automatically moves from “New” (blue) to “Current”(yellow).

c) Check the production details:

Click on Production (this is the link towards the top of the page, second from the left)

This is the PRODUCTION PAGE

You will see all the production details – including the insurance. You can inspect the insurance by clicking on the “Download” link opposite the “Public Liability Insurance policy” heading

The image is a screenshot of a web browser displaying the 'Southwark Film Office' production details page. The browser's address bar shows the URL 'filmapp.southwarkdevelopment.co.uk'. The page has a blue header with the 'Southwark Film Office' logo and navigation tabs for 'Dashboard', 'Applications', 'Calendar', 'Reports', 'Locations', and 'Contacts'. Below the header, there are sub-tabs for 'Overview', 'Production', 'Shoots', 'Financial', and 'Log'. The main content area is titled 'Production' and contains several sections: 'Company details' with fields for 'Production company name' (Demo company), 'Production company phone' (0780 865053), and 'Production company address' (12 East Lane); 'Production company registration number' (724) and 'Production Company registered office address' (1432); 'Production details' with 'Production title' (The Killer Corgi's) and 'Production type' (Feature); and 'Insurance details' with 'Insurance company' (Demo insurance company), 'Production company insured on Public Liability Insurance Policy' (20211102), 'Policy number' (418), and 'Expiry date' (18 December 2012). A 'Download' link is visible under the 'Public Liability Insurance Policy' heading. On the right side, there is a 'Confirmation' section with a 'Details not yet confirmed' message and a 'Confirm now' button.

When you are happy that the insurance is valid and the production details are correct, you can confirm production by clicking on the button on the top right side.

Once confirmed, click the Overview link, and return to the overview

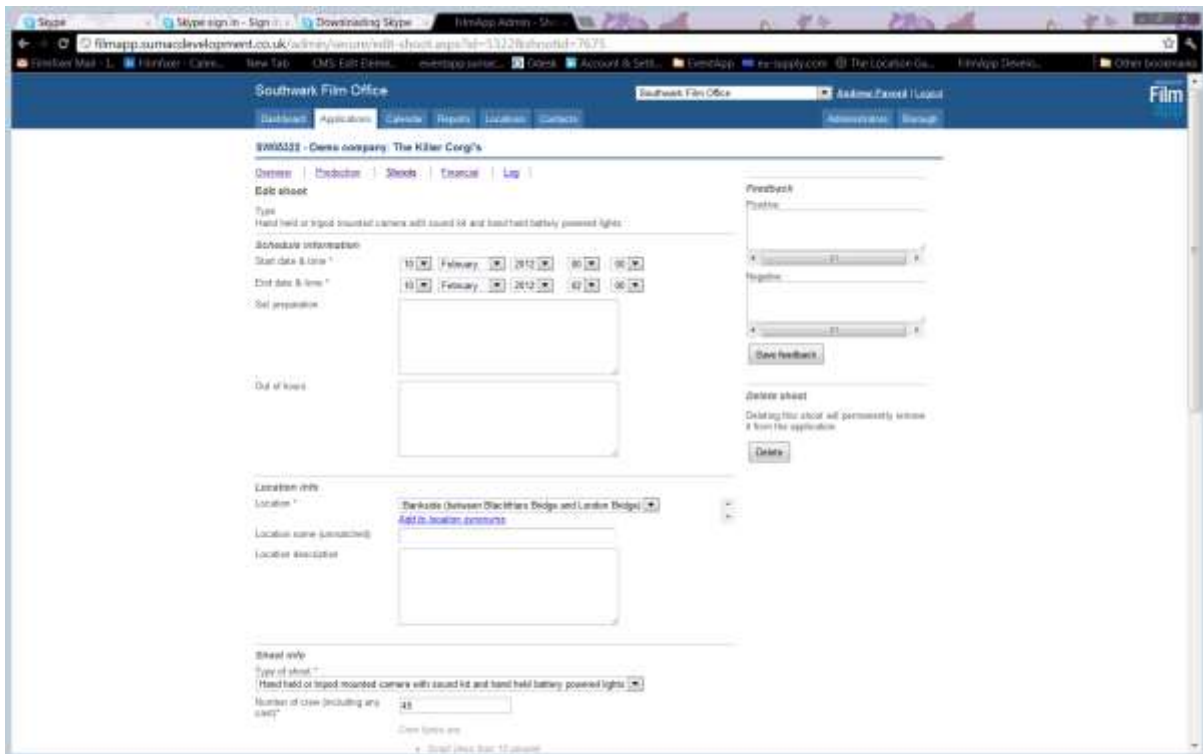
If you wish to take a closer look at the actual shoot that has been proposed, go to the SHOOT page

d) Check shoot details

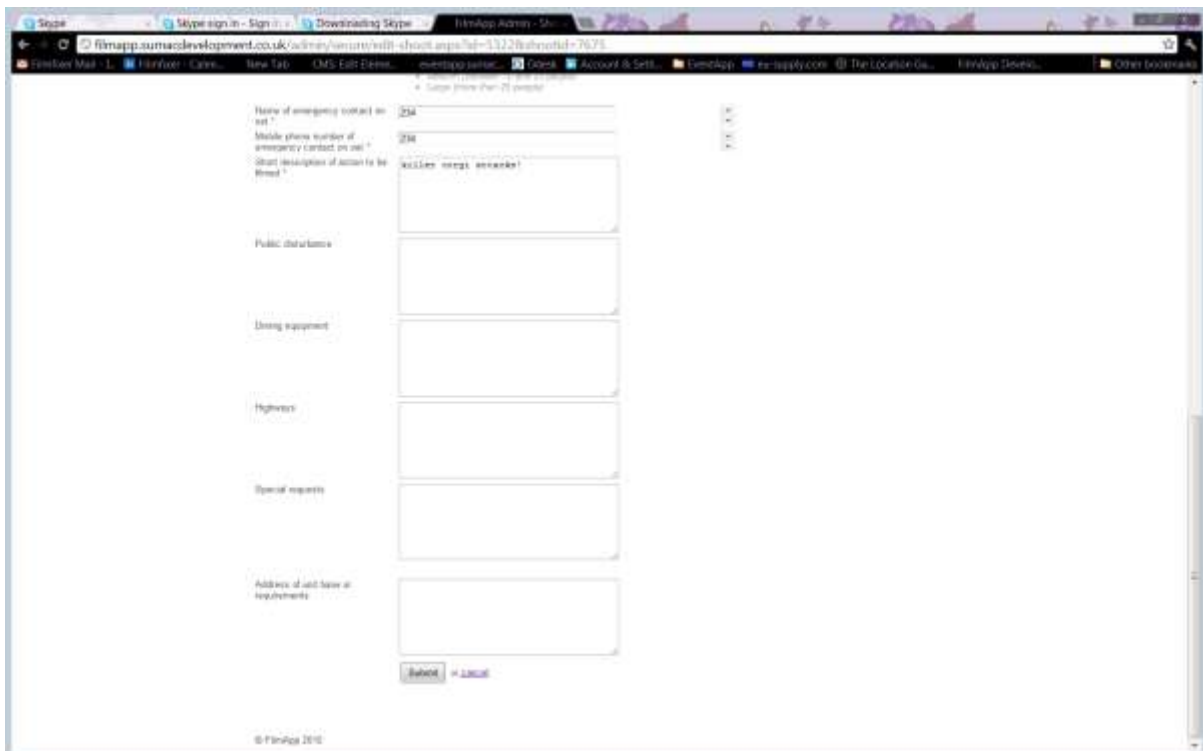
Click on the shoot link, next to production link on the top left of the overview page

You will now see the shoot (s) listed one by one. You can click on the shoot you wish to inspect. You then get this page: (Remember – scroll down to see more shoot details).

SHOOT PAGE



This is where you can enter any terms and conditions that you like in any of the text boxes. This text will appear on the notification and the notice you send when you approve the application. You can also enter any feedback about a particular shoot here. You will see the other boxes if you scroll down the page:



Please type any additional conditions that are required into any of these boxes, then click the “submit” button – the new conditions you have entered will then appear on the notice that is issued to the applicant. If for example you have a condition about not causing any noise disturbance after 11pm – then this can be entered in the public disturbance box.

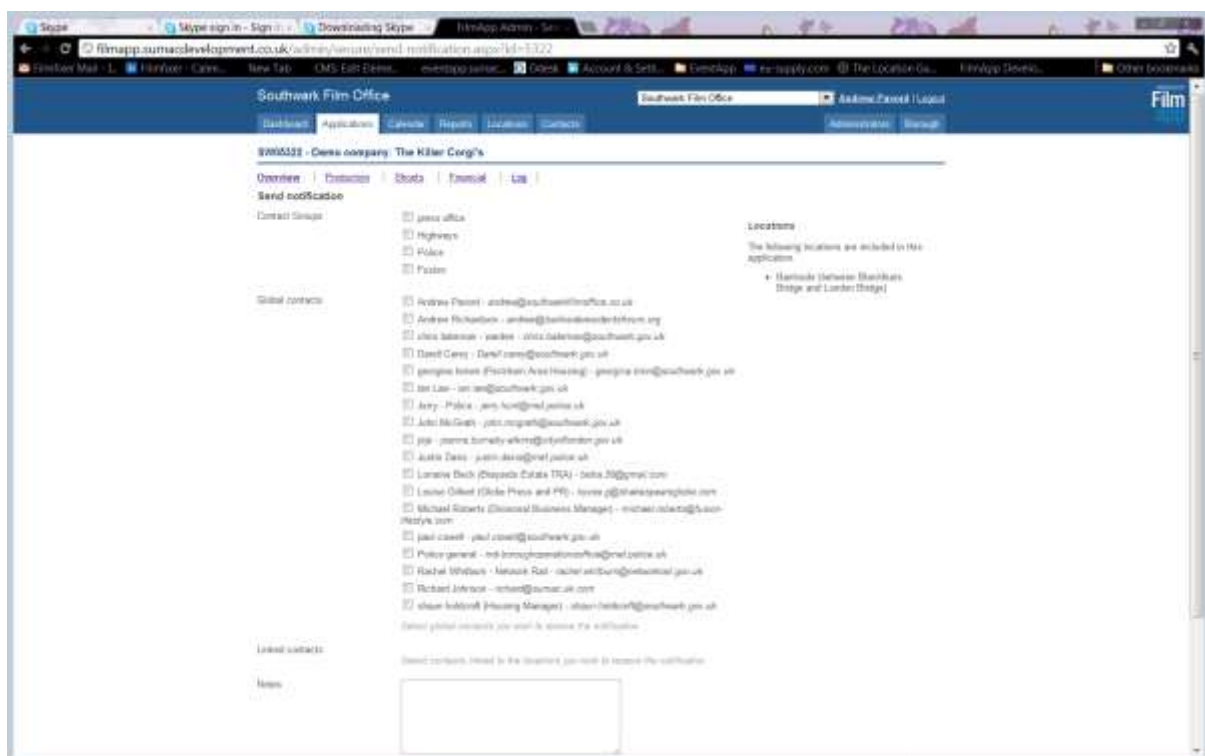
Once you have finished inspecting the shoot (s) then return to the Overview page by clicking the link at the top.

e) Issue Notification to Contacts

On the overview page, look on the right side, at the top are the applicants details, below this is the Notification section, with two links – preview and send notification.

Click on Preview to see the notification that will be sent.

Click on Send Notification to select contacts to notify and to insert any notes you might want. Here is the send notification page:



Simply click on the groups, global contacts or linked contacts you want to notify, insert notes if required in the text box, then press submit – to send the notification to every person or group who you have selected. (we will look at how to add contacts and link them to locations later)

Once you have sent the notifications, return to the Overview.

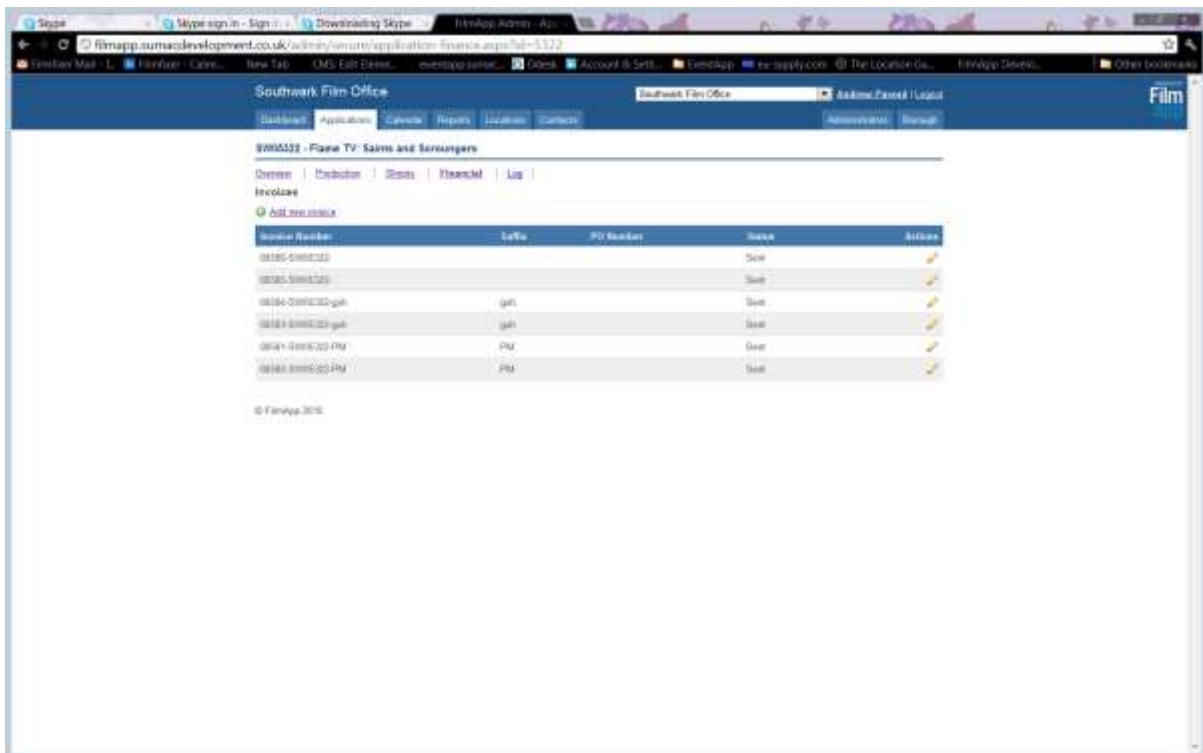
f) Send a Notice (or licence)

Some boroughs send notices, others send licences, for FilmApp, they are the same thing, with different names, we will call it a notice for simplicity's sake. When you are ready to send the notice, go to the links on the bottom right side of the overview page. Again there is a preview button so you can see the notice before it gets sent. If you are quite sure the notice is ready, then click send notice. The system will check to make sure you want to send it, then if you say yes, it will be sent to the applicant. The status of the application automatically changes to "Approved" (brown) from "Current"(blue)

The system records the sending of the notice by putting a bar next to the notice section of the overview, and an entry is made in the Log.

g) Create and send an invoice (Financial)

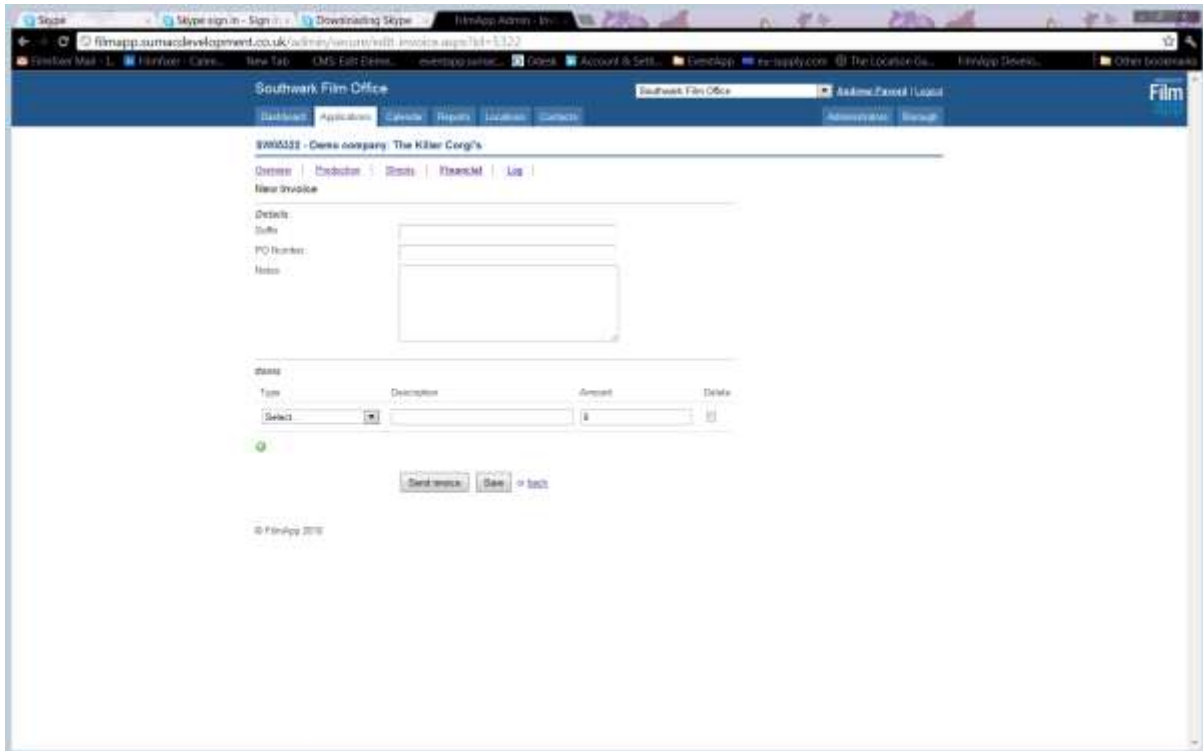
Click on the financial link on the overview. You see this page:



The screenshot shows the 'Financial' page of the Southwark Film Office. The page title is 'Southwark Film Office' and the user is logged in as 'Andrew Powell / Local'. The page contains a table of invoices with the following columns: Invoice Number, To/By, PO Number, Status, and Actions. There are six rows of data, each with a yellow checkmark in the Actions column. Below the table, there is a link for 'add new invoice' and a copyright notice for '© FinApp 2015'.

Invoice Number	To/By	PO Number	Status	Actions
00100-00000000			Seen	✓
00100-00000000			Seen	✓
00100-00000000-gn	gn		Seen	✓
00100-00000000-gn	gn		Seen	✓
00100-00000000-PM	PM		Seen	✓
00100-00000000-PM	PM		Seen	✓

Here you can see the strip view of all the invoices issued for this application. If you wish to create a new invoice, click on "add new invoice" – if you wish to amend or view one of the existing invoices, then click on the strip view of that particular invoice.

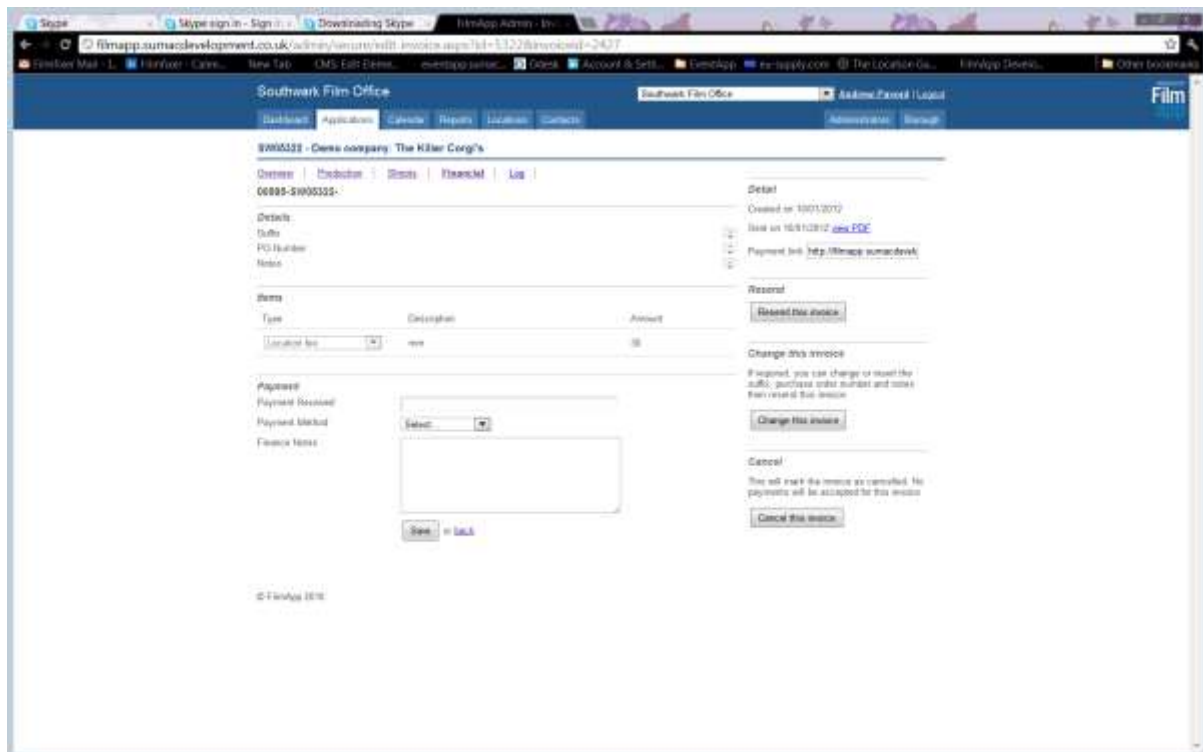


Add New Invoice

First you might wish to add an identifying [suffix](#) (for example, if some income has to be passed on to another department or third party) the purchase order number or some notes about the invoice. When you have entered any supplementary information, you create an invoice by adding invoice items.

Add the various invoice items by clicking on the [green + icon](#), choose the invoice item from the [drop down menu](#) (choices are as follows: Location Fee, Parking Fee, Unit base Fee, Admin Fee, Other Fee and Other Fee (Non Taxed) and parking Fee (Non Taxed), then type in a [description](#) and the [amount](#) (do not add in any VAT, this is added automatically) then simply click [send](#) – or [save](#) if you want to keep it for a while before sending. The system generates an invoice and adds VAT. (If you want to add a non VAT item, you can choose it in the drop down menu, then the system does not add the VAT).

View Existing Invoice

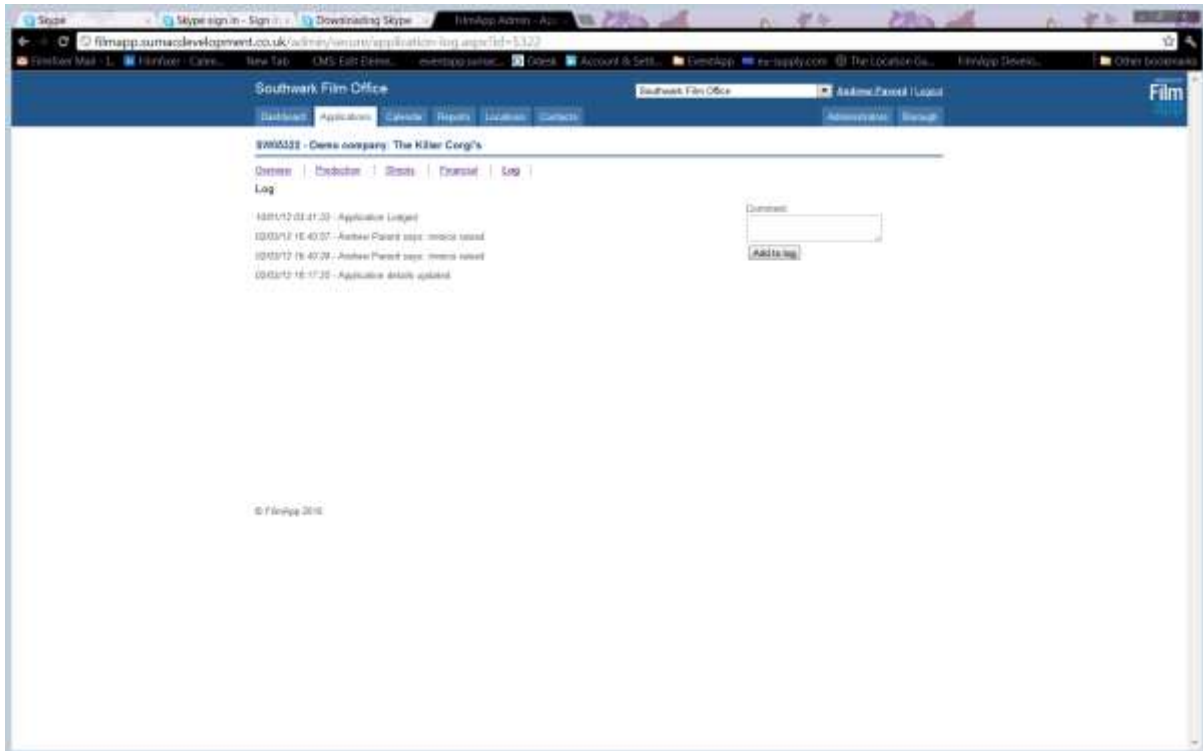


Here you can record payment information, view the invoice as a [PDF](#), check the [payment link](#) (for online payments) [resend](#) the invoice, [change the suffix](#), or [cancel](#) the invoice. You cannot alter the amount of the invoice, or add new invoice items. If this is necessary, simply create a new invoice and cancel the old invoice. When an invoice is cancelled, the recipients of the original invoice receive a cancelled PDF copy by e mail.

If the payment has been made using the integrated Worldpay system, then FilmApp will automatically update the payment records once payment has been made. If the payment has been made by cheque or by BACS, then you might want to record this on the system. Simply enter the date the payment was received, then the method using the drop down, then any notes about the payment, then save.

h) Check Log

Click on the “Log” link in the overview, and you can see all the actions that have been taken during the process. The names of the contacts who have been notified, and the times and dates of every action are recorded. You can insert notes into the log at any time. Recent log entries appear on the overview as well as in the log.



Section 3 – Tabs, how to navigate around FilmApp

At the top of every page you will see six different tabs

6 TABS – Left side

dashboard – applications – calendar – reports – locations – contacts

You have already seen the **dashboard**, now you can use the other tabs to do various things.

Application – This allows you to find any application in the system, the applications are shown in the strip view (like the dashboard) except you can see the time the application was received on the left side. If you are looking for a particular application, just insert the serial number or the title or the company name, or the applicants name and it will appear.

Alternatively you can search by date or select your colleagues applications.

Calendar – this allows you to view the applications and shoots that are on the system (if you want to see the shoots click on **+show shoots**). If you want to add an event (for example, the London Marathon) into the calendar, click **+Create New Event** – this allows you to create a reminder in the calendar, so that applications that come in can be compared against the events in the calendar to make sure the filming can take place. If you want to view a particular application, just click on it and you get to the overview.

Reports – Currently we have five reports, all of which output data as .csv files, which can be opened by excel. – more reports might be added later. The reports are as follows: Shoot, Financial, Financial Detail, Film London and Contacts. The system asks you to put the date

range required, then it generates a report and automatically opens microsoft excel to view the data. We take a closer look at the reports in section 6

Locations – this is where you can add and manage your database of locations. If you list the frequently used locations in your borough, you can manage and monitor the filming activity at that location. We will tell you all about managing the location database in the next section

Contacts – This is where you can enter and manage your contacts list – more on this in the next section

2 TABS – Right side (only in view for administrators, not film officers)

Users - Borough

You can use “users” to set up new users of the system, and to change passwords – we recommend changing passwords regularly. Please decide if the new user should have administrator access (allowed to set up new users) or film officer access.

Borough allows you to upload new parking forms and to set the e mail address for all accounts to be forwarded to – if you have a financial officer who will need copies of your charge sheet (pro forma)

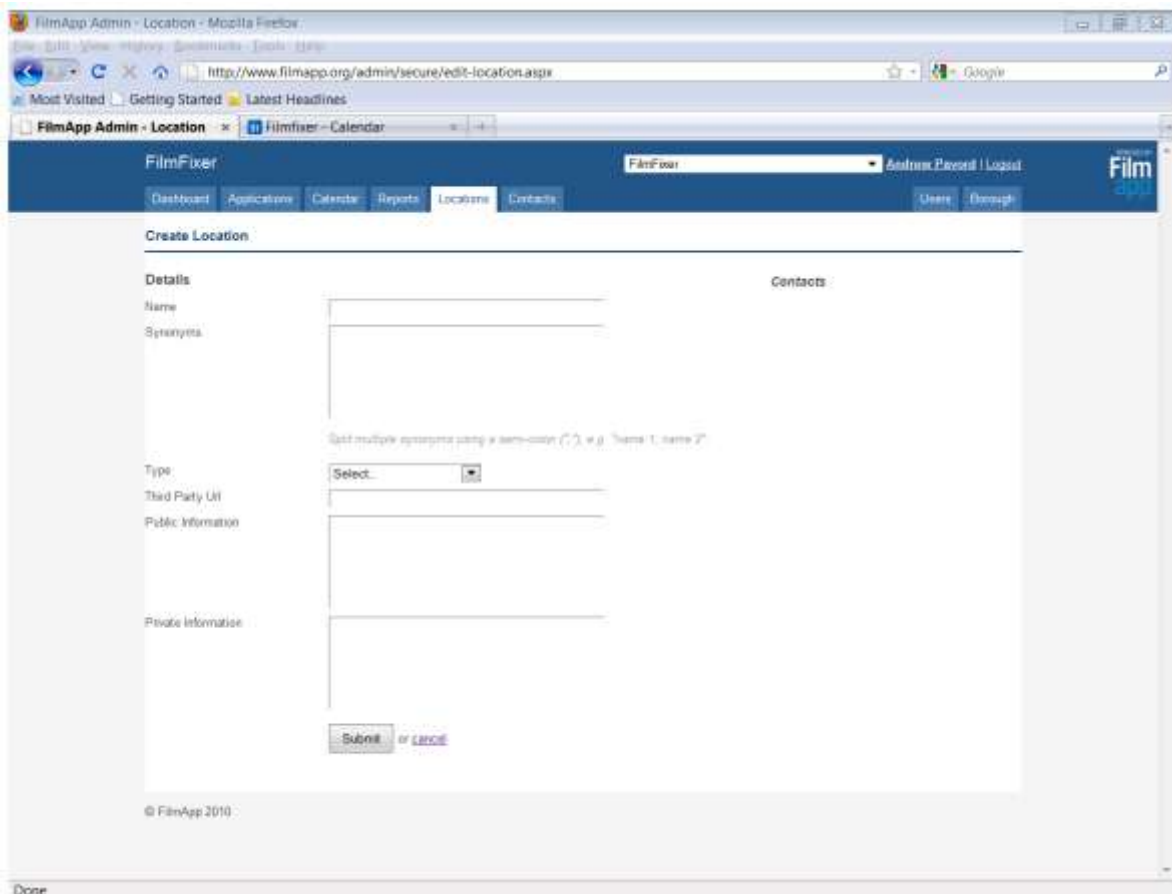
5 links – Overview Page

Overview – Production – Shoots – Financial - Log

We have already seen the way these links allow you to process an application

Section 4 - How to manage contacts and locations

Click on the locations tab – you see a list of locations (or not if you have not entered any yet!) – Then click Add New Location – you see this page



Type the name of the location in the first text box, then any synonyms that might be relevant, for example, “Bankside” is also known as “Queens Walk” or “Jubilee Walk”, these must be entered using a semi colon; like this;

queens walk; jubilee walk

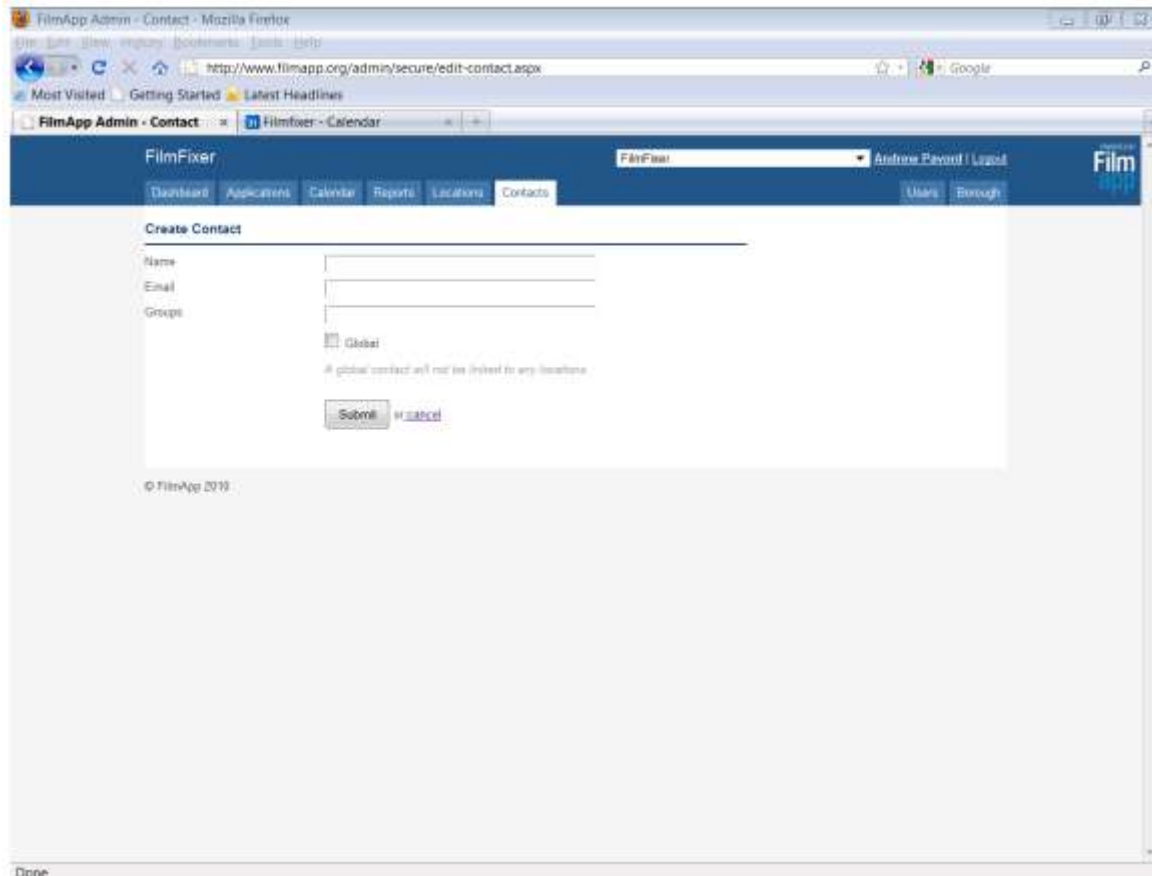
We then ask for the type of location, currently the drop down menu has the following types of locations (more might be added later) road, park, housing estate, third party, council owned building, pedestrian area, market.

If the location belongs to a third party (i.e. not the council) and you are fed up of people asking for a film licence, you can insert the location here, and then type in their web site address – For example –The Palace of Westminster is not looked after by the demo authority, so the URL <http://www.parliament.uk> has been inserted, anyone trying to apply to film in the Palace of Westminster (or houses of parliament, as this is entered as a synonym) will get redirected to this site.

We have here the “Public Information” and the “Private Information”. This allows you to post up some specific information about the location – For example, Buckingham Palace is not available for filming on 29th April 2011, so we warn the applicant in the public information.

Private Information: You might need to make a note for film officers only – for example, during a previous shoot, there may have been an incident involving a vicious corgi, it is only polite to quietly warn the location manager of this hazard beforehand, thereby avoiding a potential incident.

On the right hand side there is a link to “Edit Contacts” here you can link a contact or a group of contacts to a location, so FilmApp will prompt you to send a notification when filming is planned at that location.



Contact information

EXAMPLE: The members of Shad Thames residents association (about 12 of them) like to get a notification when filming is planned, so I add each name and e mail address in New Contacts, then link them together by entering the name STRA (Shad Thames residents association) in “Groups”. Now when an application is made to film in Shad Thames, I go to notification, and then select the group called STRA, then all 12 members receive the e mail notification.

Global and Linked contacts:

A global contact would be one that might need a notification no matter where the location, for example, the Police. A linked location is one which is specific to a particular location, for example, a park manager (for the park location)

Section 5 – How to generate reports

Go to the reports tab, and using the drop down menu, choose which report you want.

- **The Shoot report** allows you to find out how often a particular location has been used, how many times a particular company has filmed, everything about the shoots.
- **The Financial report** allows you to view all the financial data between the dates chosen, each invoice is listed in sequence. (remember to delete the cancelled ones if you are doing an income report)
- **The Financial Detail report** allows you to see each line item of each invoice, so income can be allocated to different departments if necessary.
- **The Film London report** allows you to automatically generate film london data in the correct format. You might need to delete the cancelled shoots, and inspect the data as some shoots might be incorrectly entered.
- **The Contacts report** is simply a list of the contacts entered, so you can inspect them and update them when required.
- **The Location Report** allows you to keep track of all filming that takes place at any named location

The reports come as a .CSV file (comma separated values). This means the files can be opened by Excel, but you should rename and save them as excel files, .xls when excel asks you to save “as file type”.

Section 6 - Troubleshooting:

Please e mail describing the problem in as much detail as possible – send this to info@filmapp.org. If the problem is urgent, please call Andrew Pavord on 0845 190 1970 or 07919 002 115.

Section 7 – Next Steps – getting FilmApp implemented:

If you wish to get FilmApp running for you, please call to discuss. We will need the following:

- 1) A signed FilmApp licence agreement.
- 2) A list of contact names and e mail addresses
- 3) A banner graphic 790 x 150 pixels
- 4) An approved text for Terms and conditions, landing page, and pro forma invoice.

Please contact us if you have any questions: +44 (0) 845 190 1970