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Information Sheet	6
Title	Urgent Instructions Relating to the Uploading of Pictures
Date	May 2022

Urgent instructions for all inspectors
This is essential to help stabilise the PIPA site performance.

Dear Inspector,

As you may know PIPA is experiencing difficulties with the current website leading to many inspectors reporting the site slowing up, stopping and even appearing to crash while they attempt to upload to the PIPA site.

This is due to the continued success and growth of the PIPA scheme, leading to an increased number of inspections and associated data, now being uploaded by PIPA inspectors onto a system that is over a decade old.

The technical cause of these issues is the processing power required to keep querying the database. This is especially the case when uploading photographs into the website.

We do understand that many inspectors wish to upload photographic evidence and there is some benefit in this, however we have to ask that if you are uploading photographs, you have your camera, be it on a mobile phone or a digital camera, set at its lowest resolution.

Inspectors can save photographs relating to inspections within their own storage system, so long as they are date stamped then these can act as suitable evidence and are no less likely to be considered than if they were uploaded onto the PIPA database.

This means that until such a time as a new website may be able to house such extra photographs, inspectors can consider not uploading any extra pictures onto the PIPA website and relieve some of the strain on the website and their own personal stress.

Of course, the one "annual" picture must be taken and uploaded in line with the scheme rules. This is the only requirement under the scheme rules for photographic evidence to be recorded and stored. We would request that this picture is also uploaded in a lower resolution.

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Vers: 1 - May 2022

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Two simple steps you must follow;

1. Save the one picture required by the scheme rules, in low resolution and onto the PIPA web site.
2. Save all other photographs that you feel enhance or assist your report findings to your own storage.

Whilst a new site is being developed, inspectors must follow these simple steps to ensure that the current site remains stable for all inspectors.

We would ask that you start to follow the above guidance immediately as the web site faults will only worsen if we all carry on uploading additional pictures, especially considering the size of some of these files.

Unfortunately, there is no quick and easy fix for the old site until the new site is ready. The PLG alongside our website provider have done all they can to speed up the current site and make it more usable for you.

Regards

Your PLG