



StreetSupport
streetsupport.net

STREET SUPPORT NETWORK – ORGANISATION USER GUIDE

This document is a brief guide for organisations on how to use the [Street Support admin site](http://streetsupport.net).

Through this you can edit your organisation and service information, post up items/time/money you need, and respond to volunteers and offered items.

CONTENTS

Street Support Network – Organisation user guide	1
Contents	1
Accessing your account for the first time	2
Access the admin site	3
Manage locations	4
Manage services	5
Manage needs	6
Find volunteers	7
Find items offered	8

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

ACCESSING YOUR ACCOUNT FOR THE FIRST TIME

If you have already logged in, please skip this section.

You should have received an email with the heading 'Welcome to Street Support'. Please click on the link to update your own information.

NB: This link expires within two weeks. If the link has expired, please contact admin@streetsupport.net to receive access again.

The link in the email takes you to the login page where you are asked to create a username - which can be your email address or anything else. You are then asked to create a secure password. We recommend generating one at this site: <https://strongpasswordgenerator.com/> but there are many other options.

Click on login now to proceed to the site where you can update your details:

Verify Account

Login now!

© 2016 Street Support Network

Re-enter your login details. There is a forgotten password link if you need it.

The live admin site is admin.streetsupport.net

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

ACCESS THE ADMIN SITE

The live admin site is admin.streetsupport.net

Login with your details. There is a forgotten password link if you need it.

If you don't yet have a login, or have problems with logging in, please email admin@streetsupport.net.

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

MANAGE LOCATIONS

Each organisation has one or more locations. Locations are generally building addresses with opening times, but if you don't have a fixed address please give an approximate postcode to represent a central location for your services. (This is used when we show users their 'nearest' services.)

Add Location

Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

Opening Times

Set your address details here.

If you don't have a fixed address, please give an approximate central postcode.

Click 'new' to add each day your service is available, and set the start and finish times as hh:mm.

When you have finished click 'save'.

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

MANAGE SERVICES

Each organisation offers one or more services. Select an organisation and under the 'Services' section, click 'Add'.

Select a category, and you will see a list of subcategories – choose all relevant ones.

(Note that when the service is saved it will split out into individual services for each subcategory. This is something we are about to change, but for now when you want to edit you will need to edit them individually).

Add Service

Category

Category

Sub Categories

-- please select --

Service Details

Description

Target Audience - eg: "18-24, under 25"

Location

Enter a location for this service, either by selecting an existing address, or entering new details. For outreach services with no fixed address, enter a description in the field below.

Outreach Locations Description

Use Existing Address

Select

-- please select --

Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

Opening Times

time

save

Choose a category and tick relevant subcategories.

Describe the service in a sentence or 2.

List any restrictions on who this is for, e.g.
Male; Over 18s;

If this is an outreach service, write a list of locations here.

Otherwise select one of the addresses, or add a new one, with opening times.

Remember to save when you have finished! You can make further changes later.

When you have finished adding the details for the organisation and its services, let us know by emailing admin@streetsupport.net and we will check it, then publish it to the live site.

Once it is live on the site we will send you a link to give it a final check and verify it is correct.



StreetSupport
streetsupport.net

MANAGE NEEDS

The needs section works in a similar way to locations and services. You can add details of anything your organisation needs help with – items needed, volunteers with certain skills or availability, or money to fund something specific that you need.

You can add new needs at any time, and remove them once you have what you need.

Note that these needs are automatically shared on social media so check the information first!

Add Need

Need

Type

-- please select --

Description

Keywords (Help people find your need based on some comma-separated keywords e.g. 'Trousers, Socks' or 'Electrician')

Reason for Need

Link for more information

save

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

FIND VOLUNTEERS

Anyone using the website can volunteer their skills, time and resources. You can see the current list of volunteers and contact those you would like to talk to through the '**volunteers**' section.

The screenshot shows the 'Volunteers' section of the StreetSupport website. It features a search bar with the text 'legal' entered, a checkbox for 'Only show highlighted', and a list of volunteer profiles. A red arrow points from a callout box to the search bar. Another red arrow points from a callout box to the 'Highlight' checkbox. A third red arrow points from a callout box to the 'Contact' button at the bottom right of the volunteer profile.

Volunteers

Search
legal

Only show highlighted ☐

Highlight ☐

A

Skills and Experience

I have long experience of mental health issues from being a service user. I remain stable now after many years of battling my illness and have gained valuable experience and insight into how the mental health system works and how illness affects people on every level. I love music, cooking, people. My daughter is training to become a barrister after studying at Cambridge so I can access sound legal advice at the drop of a hat. I am studying for a chemistry degree so have transferable skills.

Resources

I have my own car for any transport needed.

Availability

I'm quite flexible and can fit in to suit.

Postcode

M278UN

Posted on

23/03/16

Email

ani@gmail.com

Telephone

07827

Contact

If you are looking for something specific, start typing a word and the list will filter.

If you are searching for multiple people, you can click 'highlight' for ones you like, then filter the list.

If you want to contact them, click contact to send an email.

Please contact admin@streetsupport.net if you have questions or feedback.



StreetSupport
streetsupport.net

FIND ITEMS OFFERED

Anyone using the website can offer items they have available. You can see the current list of items offered and contact anyone that you would like to talk to through the **'offers'** section.

The screenshot shows the 'Offers' section of the StreetSupport website. It features a green header with the title 'Offers'. Below the header is a search bar with the label 'Search' and a toggle switch for 'Only show highlighted'. A list of offers is displayed below, with the first offer from 'Tracy H' showing details like 'Description', 'Additional Info', 'Postcode', 'Posted on', 'Email', and 'Telephone'. A 'Highlight' button is next to the offer, and a 'Contact' button is at the bottom right. Red arrows point from text boxes to these elements: the search bar, the 'Only show highlighted' toggle, the 'Highlight' button, and the 'Contact' button.

Offers

Search

Only show highlighted ☐

Tracy H

Description

3 piece suite

Additional Info

I have two 2 seater leather couches and a pouffe, i cant deliver unfortunately, my new suite should be delivered to my house next week.

Postcode

M43 6EY

Posted on

30/06/16

Email

xxx@mail.com

Telephone

07111111111

Highlight ☐

Contact

Atanas Nikolov

If you are looking for something specific, start typing a word and the list will filter.

If you are searching for multiple items, you can click 'highlight' for ones you like, then filter the list.

If you want to contact them, click contact to send an email.

Please contact admin@streetsupport.net if you have questions or feedback.