



STREET SUPPORT NETWORK – ORGANISATION ADMINISTRATION GUIDE

This document is a brief guide for organisations on how to use the [Street Support admin site](#).

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

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REGISTERING A NEW ORGANISATION ON STREET SUPPORT

[Are you already registered with us? Log in here.](#)

If you're not sure if you've got an account with us, have a look at the organisations listed on: <https://streetsupport.net/find-help/>

You'll be able to look for your organisation by:

1. Navigating to view [all service providers](#) on Street Support Network and typing all or part of your organisation's name.
2. If your organisation is on there, your colleagues will be able to help with your login details. If none of your colleagues can remember who is responsible for managing your profile or they have left, please contact james@streetsupport.net so we can register a new user for you.
3. If your organisation is not listed, follow the steps to register below.

NOT LISTED? REGISTERING YOUR ORGANISATION

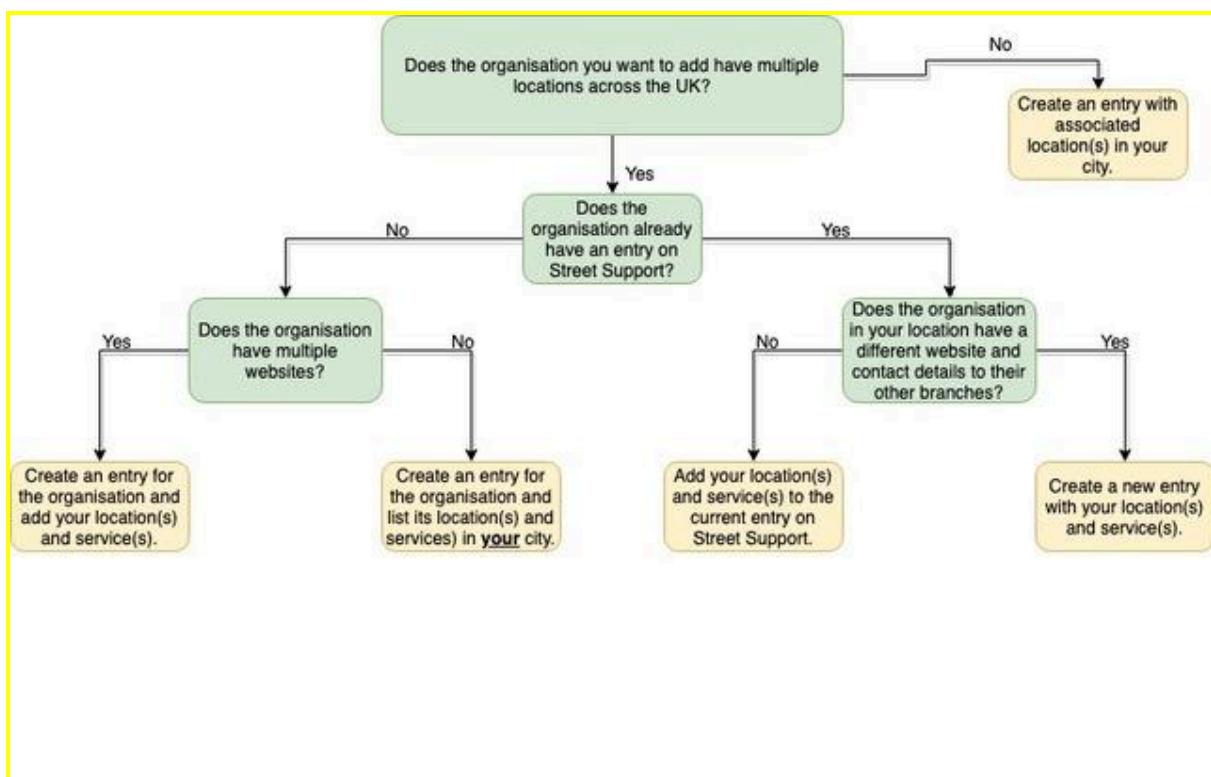
1. Go to <https://streetsupport.net/register/>
2. Follow the steps, to add:
 - a. Your organisation name (please see information below about adding and naming an organisation)
 - b. Details about your organisation (in the 'synopsis' box, just add a little summary of what your organisation is)
 - c. The locations where your organisation helps out
3. You'll now receive an email with the subject line "Welcome to Street Support". The email will ask you to verify your account.
4. Click the link in your email
5. Create a username and password (don't include spaces, use a strong password and please make a note of your details).
6. Click "Login now" to login for the first time

Now you have a login, you can edit your organisation's details at any time.



ADD AND NAME YOUR ORGANISATION

There are a number of organisations that will have branches across the UK, some of which may offer different services and some may have different websites and contact information. In order to keep pages on Street Support Network simple for the user to understand and for the organisation pages to appear under the correct locations on Street Support, please follow this flow-chart to find out how to proceed:



If your organisation is only in one location, you can enter just the name of the organisation into Street Support I.E. 'Friends Without Borders'.

If your organisation is in more than one location, you will need to enter the name of the organisation and then the location I.E 'Mind - Manchester'.

NB: A large number of churches are listed on Street Support Network; many have the same name and are possibly in the same location, so please follow this guideline when naming your church: 'Church name - Street, Location' I.E 'St John's Church - Pepper Street, Reading'



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ACCESS THE ADMIN SITE

To access the admin section of Street Support Network, please visit admin.streetsupport.net which will direct you to the homepage shown in the picture below.

A screenshot of a web browser showing the 'Welcome to Street Support Network Admin' page. The page has a green header with the Street Support logo and the title. Below the header is a yellow navigation bar. The main content area is dark green with white text. It says 'Welcome to Street Support Network Admin', followed by a note for organisations to maintain their information on the Street Support Network, and a link to learn more if not listed. A 'Login' button is visible at the bottom left.

Please click login to proceed:

[Login](#)



Click the 'Login' button located at the bottom of the page.

This will take you to Auth0, our identity provider.

NB. You should have received an email from us with login information. Enter the email address you will be using to login and click the 'don't remember your password?' link to set up a password. You can also use this if you ever forget your password.

A screenshot of a login form titled 'Street Support Admin'. It features a logo at the top, followed by two input fields: one for email ('yours@example.com') and one for password ('your password'). Below the fields is a link 'Don't remember your password?'. At the bottom is a large green 'LOG IN >' button.

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



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ADD INFORMATION ABOUT YOUR SERVICE

1. From your dashboard you can edit:
 - a. your general details
 - b. your contact information,
 - c. where you're based (your location information)
 - d. the services and help you offer

When you come to create the page entry, you will see a page like this:

The screenshot shows a service entry page with a teal header bar containing the title 'Women's direct access hostel' and a 'Back to dashboard' button. Below the header are four main sections: 'General Details', 'Contact Information', 'Locations', and 'Services'. Each section has an 'edit' button. Red arrows point from each 'edit' button to a callout box with instructions: 'Click edit to update each section. You will be able to change the information and then save it.' for General Details, 'Add their locations with opening times here.' for Locations, and 'Add their services here.' for Services.

General Details

Short Description
Description

Contact Information

Telephone
Email
Website
Facebook
Twitter

Locations

Services

Click edit to update each section. You will be able to change the information and then save it.

Add their locations with opening times here.

Add their services here.



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ADDING OR EDITING YOUR ORGANISATIONS GENERAL DETAILS

1. Here you can add/edit the name, description and short description of your organisation.
2. If your organisation caters towards a specific type of client e.g. under 18s or families, you can select those from the 'client groups' list.
3. If your organisation is a registered charity, please tick the registered charity box.

MANAGE LOCATIONS

Your organisation should have one or more locations.

Locations are primarily building addresses with opening times, but could be an approximate central location postcode for an outreach service. This is used for showing 'nearest' organisations.

NB: Please note that at least one location has to be added for each entry otherwise your organisation will not appear on Street Support Network and again, this is used for showing 'nearest' organisations.



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Add Location

Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

Set your address details here.

If you don't have a fixed address, please give an approximate central postcode and write the first line of your address as "Exact address not provided"

Opening Times

new

Monday	▼
09:00	-
14:00	

remove

save

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'.

TO ADD OR EDIT INFORMATION ABOUT YOUR SERVICES:

Under the 'Services' section, click 'Add'. Select a category, and you will see a list of subcategories – choose all relevant ones.

You can easily view all of the categories and subcategories that are available [here](#).



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Add Service

Category

Category

-- please select --

Sub Categories

Choose a category and tick relevant subcategories.

Service Details

Description

Describe the service in a sentence or 2.

Target Audience - eg: "lgbt, under 25s"

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

List any restrictions on who this is for, e.g.

Male; Over 18s;

Use Existing Address

Select

-- please select --

Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

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.

Opening Times

now

save

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 james@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.



MANAGE ACCOMMODATION

Click 'Accommodation' which can be found on the top right hand corner of the page. From here you can add a new entry or view all and edit existing.

If you need to add accommodation, Click 'Add new entry' and input the relevant information needed for this section. If you need to edit an entry, find your organisation, click 'edit'.

Here is how you can update the General Details and Contact Details fields.

General Details	Contact Details
<p>Name Complex Needs Leeds Street - MIGRATED</p> <p>Service Provider YMCA Liverpool</p> <p>Short Description The primary aim of Liverpool YMCA is for people to move towards independent living. Our focus remains on recovery, enabling people to achieve their individual potential.</p> <p>The accommodation provided at Liverpool YMCA - Complex Needs Leeds Street, consists of 10 rooms.</p> <p>Full Description Liverpool YMCA provides psychologically informed support and accommodation for people with complex needs. We provide intensive support rooted in the principles of Trauma Informed Care and Cognitive Analytic Therapy and work closely with external partners to ensure that additional support is accessed in a flexible, meaningful and person centred way.</p> <p>Visible on website? false</p> <p>Accommodation Type hostel</p>	<p>Contact Name</p> <p>Additional Info</p> <p>Email</p> <p>Telephone 0151 600 3530</p> <p>Click on the edit button to reveal the properties associated to this record</p>



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Similar to the previous description. Press the edit buttons to add detail to the Location and Features fields.

Location	Features	
edit		Click on the edit button to reveal the properties associated to this record
Street 1	15 Leeds St	
Street 2		
Street 3		
City	Liverpool	
Postcode	L3 6HU	
Hide address from public?	false	
Public Transport		
Nearest Support Provider		



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Pricing and Requirements		Support Offered	
 edit		 edit	Click on the edit button to reveal the properties associated to this record
Requires a Referral?	false	On-site Manager	Yes
Referral Notes		Support Notes	
Price (£ p/w)	0	Support	
Price includes food	Don't Know/Ask	On acceptance into the Support and Accommodation Service you will receive a full induction and will be introduced to your key worker and other members of the support team. We will work with you to understand your situation and the things you would like to work towards. We will work with you to plan your support and use Outcome Star or other mapping exercises to create a support plan that works for you.	
Meals Available		We have a highly skilled team of support staff who are all here to assist you and two full time dedicated Learning and Development Officers who work alongside the support team and are also actively involved in facilitating group work and activities. They provide further support surrounding training and educational development to those residents who require it. All new residents will also be required to attend a Health & Safety and policy induction which is facilitated by staff & resident mentors.	
Features available at additional cost		Staff	
En-suite Room: Weekly charges eligible for Housing Benefit=£188.33. Weekly service charge=£12.97* Total weekly charge = £201.30.		This service will be staffed by 3 Intensive Support Practitioners and will be supported by 2 Domiciliary workers alongside the Support Manager and Housing Services Manager.	
Self contained room: Weekly charges eligible for Housing Benefit=£196.13. Weekly service charge=£12.97. Total weekly charge = £209.10. Weekly service charge includes heating, lighting and water rates.			

Pricing Requirements and Support Offered fields can be edited by clicking on the buttons displayed above.



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Suitable For	
edit	
Men	true
Women	true
Couples	false
Same-Sex Couples	false
Young People	true
Families	false
Housing Benefit Claimants	true

Click on the edit button
to reveal the properties
associated to this record

Use the edit button sign posted above to amend the details for the Suitable For fields.



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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 website. At the top, there is a search bar and a checkbox labeled 'Only show highlighted'. Below this, there are two items listed:

- 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: 0711111111
- Atanas Nikolov**

On the right side of the page, there is a 'Highlight' checkbox. A 'Contact' button is located at the bottom right of the item details. Three callout boxes with arrows point to specific features:

- An arrow points from the 'Search' bar to a callout box containing the text: "If you are looking for something specific, start typing a word and the list will filter."
- An arrow points from the 'Highlight' checkbox to a callout box containing the text: "If you are searching for multiple items, you can click 'highlight' for ones you like, then filter the list."
- An arrow points from the 'Contact' button to a callout box containing the text: "If you want to contact them, click contact to send an email."

TECHNICAL ISSUES

If you are experiencing technical issues , please provide us with the following before getting in contact with dev@streetsupport.net. This will help us support you quicker and reduce efforts on both sides:

1. The browser you are using. Please click here and let us know:
<https://www.whatbrowser.org/>
2. As much information on your issue as possible, including screenshots or a description of the error message / error.



LOGIN ISSUES

We can help you with setting up account access for you and re-enabling access if it has expired.

If you're experiencing issues with logging in, please check the following before getting in touch with james@streetsupport.net:

1. Is there somebody in your organisation that might know more about it, that you can ask? Please ask if so as it could possibly be quicker - we are keen to help but we are a small team.
2. If you are already a user and have forgotten your password, please visit here and set up a new password:
<https://admin.streetsupport.net/request-reset-password.html>
3. If someone in your organisation has already registered and you are fine to use their login details, please do so. If you need your own login we are happy to set it up but please bear in mind that a more general login e.g for an admin@ or info@ address saves admin time at both ends as it is currently set up manually. Also please bear in mind that if a colleague moves on, another user might need setting up.
4. If you are not sure if your organisation is registered, please discuss with colleagues and visit <https://streetsupport.net/register/> to check. There can be a delay between information being added and published on the site - so please ask a colleague first if you are unsure.
5. If your message mentions incorrect credentials, then it is because either your password, username or both is incorrect. Please check that there are no spaces in the user name and be aware that you may have created a different username to your email address.
6. If you are not getting the password reminder email, please check your spam and discuss with your I.T department (if appropriate) to check that the email is not being blocked by a spam filter.

If that doesn't resolve your issues, please get in contact with
dev@streetsupport.net