

Cover Me

Staff & Admin User Manual

*Once in service, forever united
Semel Servientes, Semper Uniti*

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1. Introduction

About Cover Me

Cover Me is a support application designed specifically for UK military veterans. The app provides comprehensive support services to help veterans access the help they need.

Key features include:

- **24/7 Crisis Support** - Access to professional counsellors around the clock
- **Peer Support** - Connect with fellow veterans who understand your experiences
- **Radio Check** - Request callbacks from support staff when you need to talk
- **Resources** - Comprehensive directory of veteran support organizations

User Roles

The system has three staff roles with different access levels:

Role	Description	Access Level
Admin	Full system access	Can manage all users, content, and settings
Counsellor	Professional support staff	Can manage own status, view/claim Radio Check requests
Peer Supporter	Veteran volunteers	Can manage own status, view/claim Radio Check requests

2. Getting Started

Accessing the Staff Portal

1. Open your web browser (Chrome, Firefox, Safari, or Edge recommended)
2. Navigate to the Staff Portal URL provided by your administrator
3. You will see the Staff Portal login screen with the Cover Me logo

Logging In

1. Enter your registered email address in the first field
2. Enter your password in the second field
3. Click the Login button

Note: If you've forgotten your password, click 'Forgot Password?' to reset it.

After Login

Once logged in, you will be automatically directed to your portal based on your role:

- Counsellors → Counsellor Portal
- Peer Supporters → Peer Support Portal
- Admins → Admin Dashboard

3. Staff Portal - Counsellors

Overview

The Counsellor Portal allows you to:

- View and respond to Radio Check callback requests
- Update your availability status
- Edit your contact details

Navigation Tabs

The portal has two main tabs:

- **Radio Check** - View pending callback requests
- **My Status** - Manage your availability and profile

Updating Your Status

Your status tells veterans when you're available to help:

Status	Meaning	Color
Available	Ready to take calls	Green
Busy	Currently in a session	Amber
Off Duty	Not available	Red

To change your status:

1. Click the My Status tab
2. Click one of the three status buttons: Available, Busy, or Off Duty
3. A confirmation message will appear when your status is updated

Editing Contact Details

1. Click My Status tab
2. Click Edit Contact Details
3. Update your phone number, SMS number, or WhatsApp number
4. Click Save Contact Details

4. Staff Portal - Peer Supporters

Overview

The Peer Support Portal is similar to the Counsellor Portal but tailored for veteran peer volunteers.

Your Status Options

Status	Meaning	Color
Available	Ready to chat	Green
Limited	May be slow to respond	Amber
Unavailable	Not taking calls	Red

Important: When you log out, your status is automatically set to 'Unavailable' to prevent veterans from trying to contact you when you're offline.

5. Radio Check System

What is Radio Check?

Radio Check is the callback request system. When a veteran needs support, they can submit a request to be called back by available staff.

Viewing the Queue

1. Click the Radio Check tab
2. You'll see two sections:
 - **Your Active Claims** - Requests you've claimed
 - **Waiting for Callback** - Pending requests from veterans

Understanding the Queue

Each request shows:

- **Name** - The veteran's name
- **Time** - When they submitted the request
- **Message** - Any notes they included
- **Preferred Time** - When they'd like to be called (if specified)

Claiming a Request

Important: Claiming a request prevents other staff from calling the same veteran.

1. Find a pending request in the queue
2. Click Claim & Call
3. The request moves to 'Your Active Claims'
4. You'll see the veteran's contact details

Completing a Request

After your call:

1. Click on the claimed request
2. Click Mark Complete
3. The request is removed from your queue

Releasing a Request

If you can't complete a call:

1. Click on the claimed request
2. Click Release
3. The request returns to the pending queue for others to claim

6. Admin Portal

Accessing the Admin Portal

The Admin Portal is a separate website for managing the entire system.

1. Navigate to the Admin Portal URL
2. Log in with your admin credentials
3. You'll see the Admin Dashboard

Dashboard Overview

The admin dashboard has five main tabs:

Tab	Purpose
Counsellors	Manage crisis counsellors
Peers	Manage peer supporters
Orgs	Manage support organizations
Users	Manage user accounts
CMS	Manage app content

7. Managing Users

Viewing All Users

1. Click the Users tab
2. You'll see a list of all registered users showing name, email, and role

Adding a New User

1. Click Add User
2. Fill in the form:
 - Name - Full name
 - Email - Must be unique
 - Password - Minimum 8 characters
 - Role - Select from dropdown
3. Click Add User

Resetting a User's Password

1. Find the user in the list
2. Click Reset Password
3. Enter the new password twice
4. Click Reset Password

Important: Inform the user of their new password securely and advise them to change it.

Deleting a User

1. Find the user in the list
2. Click Delete
3. Confirm the deletion

Warning: This action cannot be undone. The user will lose access immediately.

8. Managing Counsellors

Adding a Counsellor (With Login Account)

This creates both a user account AND a counsellor profile:

1. Click Add Counsellor
2. Fill in all required fields:
 - Name, Email (for login), Password (for login)
 - Specialization (e.g., 'Trauma & PTSD')
 - Phone number, SMS number (optional), WhatsApp number (optional)
3. Click Add Counsellor

Editing a Counsellor

1. Find the counsellor in the list
2. Click Edit
3. Update their details
4. Link to User Account - Connect their profile to enable portal access
5. Click Save Changes

Changing Counsellor Status (Admin Override)

1. Find the counsellor
2. Click the status button (Available/Busy/Off)
3. Status updates immediately

9. Managing Peer Supporters

Adding a Peer Supporter (With Login Account)

1. Click Add Peer
2. Fill in:
 - First Name, Email (for login), Password (for login)
 - Area (e.g., 'Greater Manchester')
 - Background (e.g., 'Royal Marines, 12 years service')
 - Years Served (e.g., '2001-2013')
 - Phone number, SMS number (optional), WhatsApp number (optional)
3. Click Add Peer Supporter

Editing a Peer Supporter

1. Find the peer in the list
2. Click Edit
3. Update their details
4. Link to User Account - Connect their profile to enable portal access
5. Click Save Changes

10. Managing Organizations

What are Organizations?

Organizations are external support services displayed in the app's 'Support Organizations' section for veterans to access.

Adding an Organization

1. Click the Orgs tab
2. Click Add Organization
3. Fill in:
 - Name (e.g., 'Combat Stress')
 - Description (services offered)
 - Phone number, SMS number (optional), WhatsApp number (optional)
4. Click Add Organization

Editing an Organization

1. Find the organization
2. Click Edit
3. Update details
4. Click Save Changes

11. Content Management System (CMS)

Overview

The CMS allows you to edit text content across the app without needing a developer.

Viewing Content

1. Click the CMS tab
2. Content is organized by page: Home, Crisis Support, Peer Support, Organizations, Historical Investigations

Editing Content

1. Click on any content section
2. Edit the text in the popup
3. Click Save Changes

Adding New Content

1. Click Add Content
2. Select or type the Page Name
3. Enter the Section Name (use underscores for spaces)
4. Enter the content
5. Click Add Content

12. Password Management

Forgot Password (Self-Service)

1. Click Forgot Password? on the login screen
2. Enter your email address
3. Click Send Reset Link
4. Check your email for the reset link
5. Click the link and enter your new password

Admin Password Reset

Admins can reset any user's password:

1. Go to Users tab
2. Find the user
3. Click Reset Password
4. Enter the new password twice
5. Click Reset Password
6. Securely share the new password with the user

13. Troubleshooting

Common Issues

"Login Failed" Error

- Check your email is correct
- Check your password (case-sensitive)
- Contact admin if locked out

Status Not Updating

- Refresh the page
- Check your internet connection
- Try logging out and back in

Radio Check Queue Not Showing Requests

- Click the refresh button
- Check you're on the 'Radio Check' tab
- The queue auto-refreshes every 5 seconds

Can't Claim a Request

- Someone else may have claimed it
- The request may have been completed
- Refresh and try again

Getting Help

If you experience issues not covered here, contact your system administrator.

Quick Reference Card

Counsellor Status

- **Green (Available)** - Ready to help
- **Amber (Busy)** - In a session
- **Red (Off Duty)** - Not working

Peer Supporter Status

- **Green (Available)** - Ready to chat
- **Amber (Limited)** - May be slow
- **Red (Unavailable)** - Not taking calls

Radio Check Workflow

1. **View** pending requests
2. **Claim** a request
3. **Call** the veteran
4. **Complete** or **Release** the request

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