


# User Handbook

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## 1. Creating a New Profile / Login

- Fill out all the fields



# Sign Up

Already have an account? Then please [sign in](#).

**Username**

**Password**

**Password (again)**

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**E-mail**

**Your mobile phone number**

**Sign Up**

Enter your  
mobile phone  
number  
including your  
country code



TOUCAN



Once you have signed up, you can always sign in with your username and password.

## Sign In

Username Not yet a member? [Join](#)

Password

☐ Remember Me

[Forgot Password?](#)

[Sign In](#)

[About Toucan](#)

## 2. Adjusting Profile Settings

- Once you have signed in you can enter your notification settings.

### Profile for Is

#### Contact data

Email	isabella@beetwo.at
Telephone	+4369912503566
Notification when mentioned	No notification
Notification when your organisation is mentioned	No notification

Edit profile

Click here to edit your contact data.

#### Memberships

Organisation	Notifications via	Membership status
<a href="#">BeeTwo</a>	Email	Active

#### Notification Rules

You have no notifications configured. Add your first notification rule to be notified when something happens around you.

+ Add notification rule

Click here to add a new notification rule.

### Notification Rules

1.	Issue types <ul style="list-style-type: none"><li>medical</li></ul>	Organisations <ul style="list-style-type: none"><li>Caritas Wien</li></ul>	06/22/2016 8:46 a.m.	Edit
2.	Issue types <ul style="list-style-type: none"><li>medical</li></ul>	Organisations <ul style="list-style-type: none"><li>Caritas Wien</li></ul>	06/22/2016 8:46 a.m.	Edit
3.	Issue types <ul style="list-style-type: none"><li>medical</li></ul>	Organisations <ul style="list-style-type: none"><li>Caritas Wien</li><li>Medecin sans Frontiere</li></ul>	05/25/2016 9:20 a.m.	Edit

+ Add notification rule

Click here to edit an existing notification rule.

## Edit your profile

Edit your phone number and email, and select how you want to be notified when you are mentioned or when your organization is mentioned

Phone number

+4369912503566

Notification when mentioned

No notification

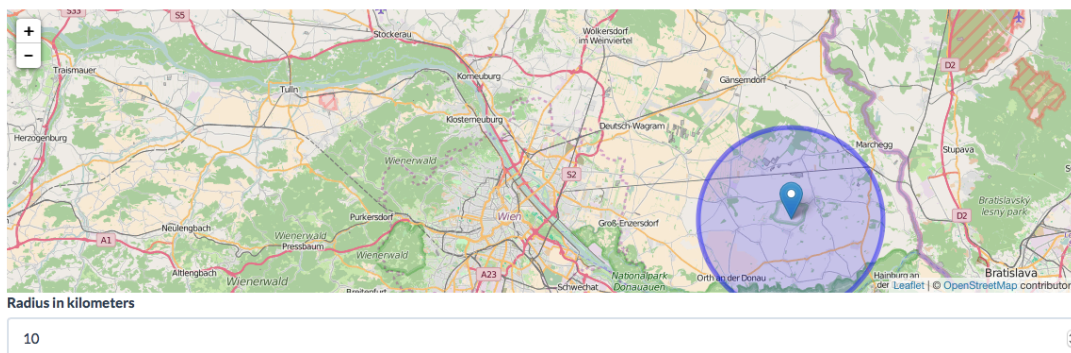
Notification when your organisation is mentioned

No notification

Save

### 3. Defining Notification Rules

This will allow you to only be notified on issues that are relevant to your location and area of focus.



- Enter or select the geographical radius you want to be notified on

Notification type

☒ Text Message (SMS)

☐ Email

Organisations

☒ Caritas Wien

☐ Development

☐ Echo100Plus

☒ Medecin sans Frontieres

Notifications can be filtered by Organisation (default: all)



Select how you want to be notified



What organizations you want to be notified on for this geographical radius and notification type

### Issue types

- ☐ Accommodation
- ☐ Non Food Item
- ☐ Food Item
- ☐ Legal Advice
- ☐ Supplies
- ☐ General
- ☐ Medical

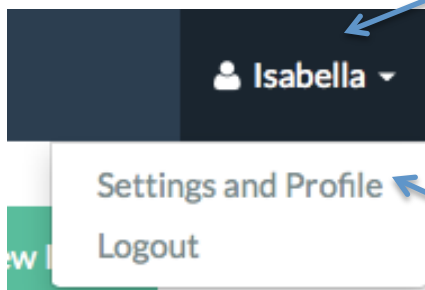
Filter by issue type (default: all)

Save

What kind of issues you want be notified on, for this geographical radius, notification type, organization, issue type



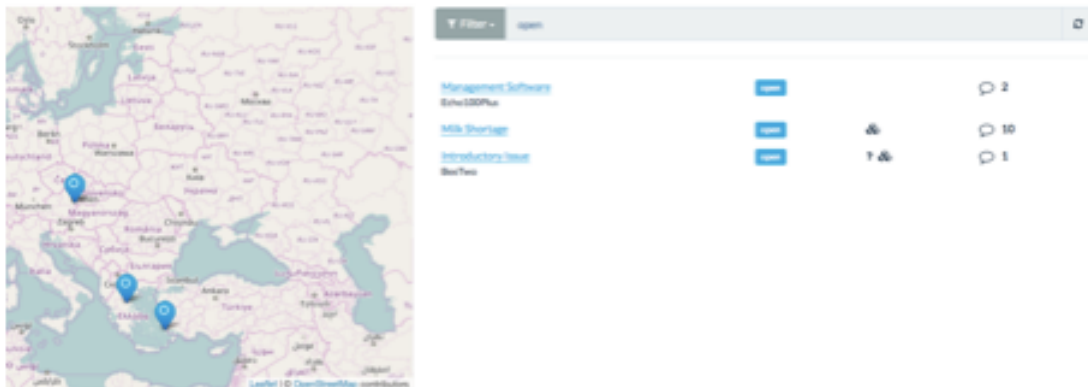
Click on your name on the top right corner to view 'settings and profile' and to 'logout'



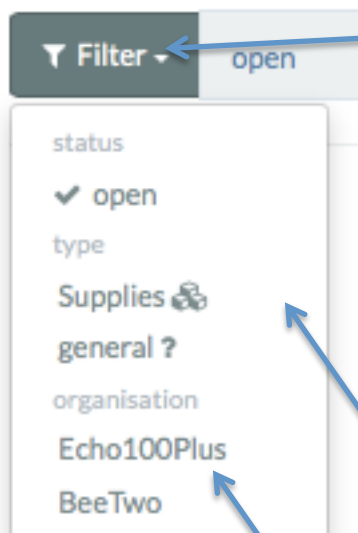
Anytime you want to edit your profile settings including notification rules, click here

## 4. Viewing & Filtering Issues

- View all existing issues



- Filter Options



Click here to filter what issues you want to see

Select what kind of issues you want to see in the list and map


If there is a tick next to a word it means you have selected it

Select organizations whose issues you want to see in the list and on the map

Click here to  
refresh and see  
new issues

Filter ▾

open



[Management Software](#)

Echo100Plus

open

 2

[Milk Shortage](#)

open



 10

[Introductory Issue](#)

open



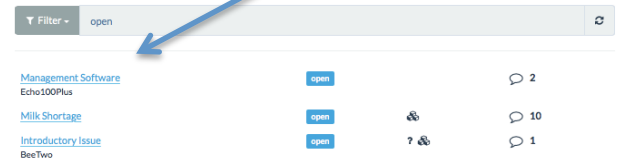
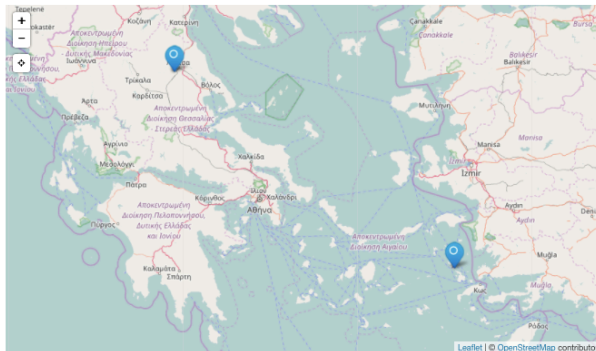
 1

BeeTwo



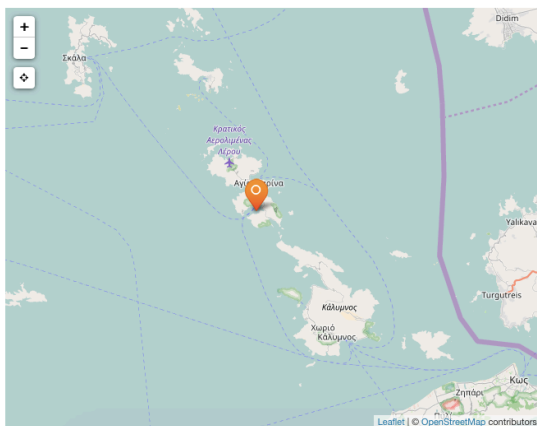
## 5. Viewing Specific Issues

Click on issue you want to view



- Detailed information on issue

Status of issue



### #40 Management Software

Echo100Plus

open

created by Echo100PlusLeros 7 days ago

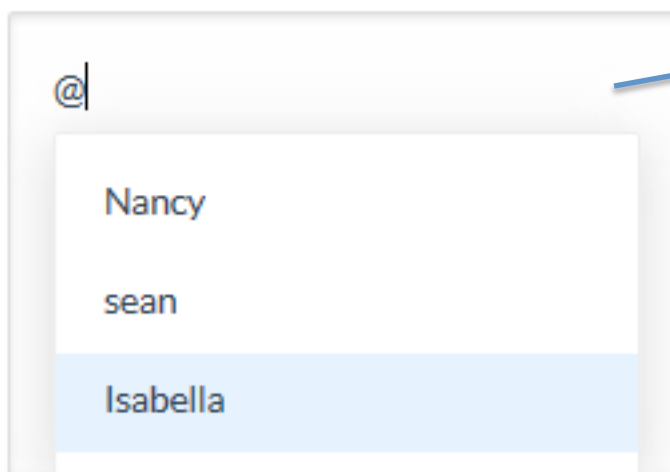
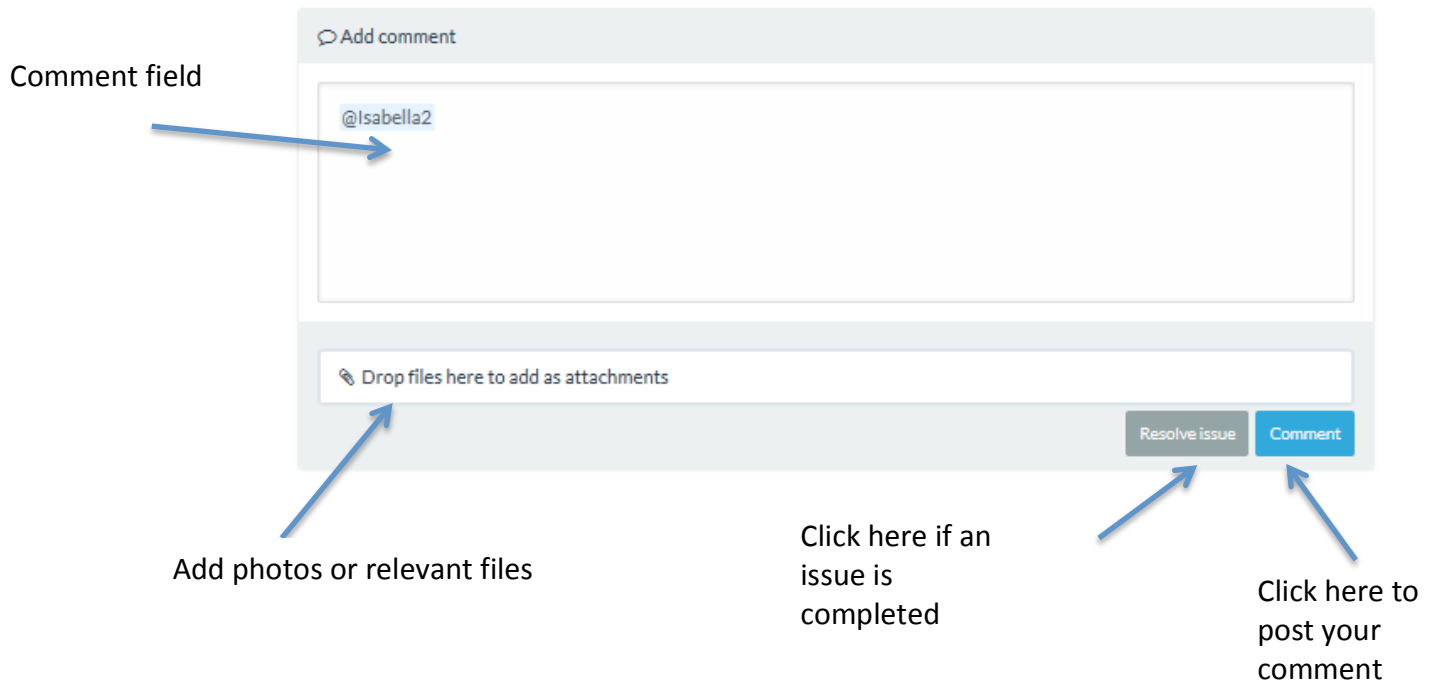
We are in the process of opening the Echo100Plus Humanitarian Hub on the island of Leros. We will offer a clothing boutique and a range of education and activity programs in our own building. We would like to find some software that would allow us register refugees, track their boutique access and take bookings for our classes and activities. Is anyone using software to do this kind of thing or have any experience that may help us?

Thanks,  
Keith  
Echo100Plus Leros

Echo100PlusRitsona commented 3 days ago

I will ask Oliver, a current volunteer of us who is a software developer. Maybe he has some ideas. I'll let you know when I spoke to him. @Echo100PlusLeros

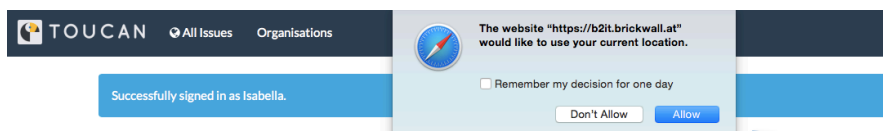
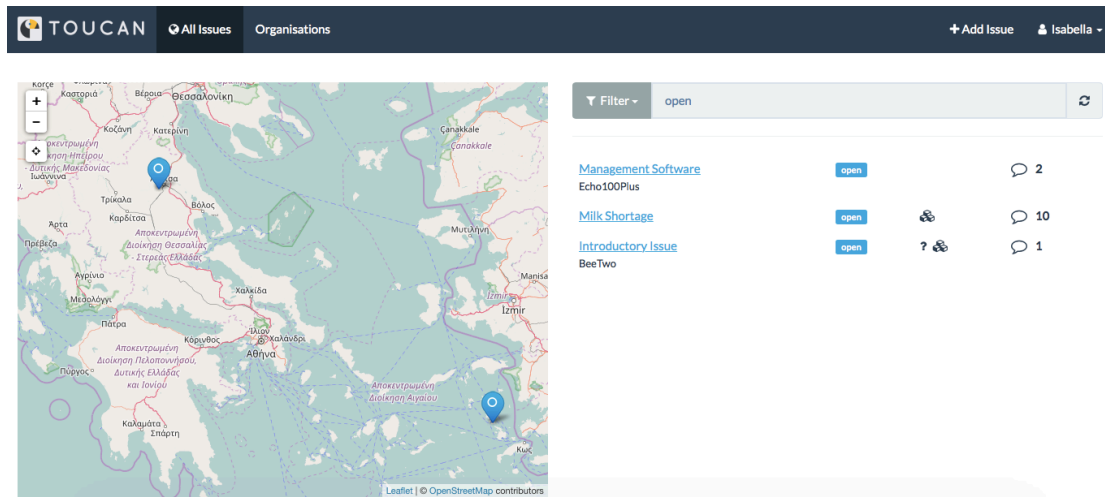
## 6. Commenting on Issues



Use '@' to directly address a person or organization. After typing '@' a list of the users will appear, first the ones already in the conversation and then the other users.

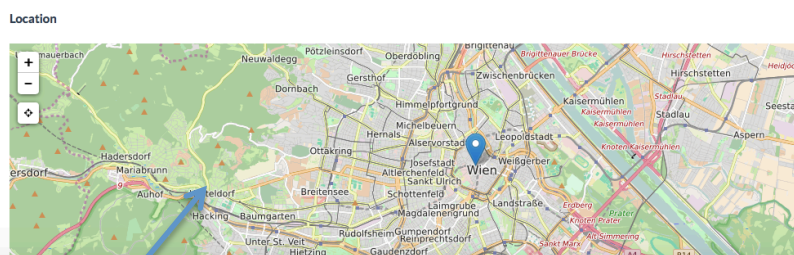
## 7. Creating an Issue

Click here to create a new issue



### Create new Issue

Click here to allow Toucan to mark your current location



Or select another point on the map

- Fill out all the information regarding the issue

Issue title

Description

Issue type

- ☐ Accommodation
- ☐ Non Food Item
- ☐ Food Item
- ☐ Legal Advice
- ☐ Supplies
- ☐ General
- ☐ Medical

Create

## 8. Contact Information

This the end of the handbook, for any further questions please email [annunziata@beetwo.at](mailto:annunziata@beetwo.at).