

User Handbook

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1. Creating a New Profile / Login

- Fill out all the fields



TOUCAN

Sign Up

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

Username

Password

Password (again)

E-mail

Your mobile phone number

Enter your
mobile phone
number
including your
country code

Sign Up



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

Click here to edit your contact data.

Edit profile

Memberships

Organisation	Notifications via	Membership status
BeeTwo	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">medical	Organisations <ul style="list-style-type: none">Caritas Wien	06/22/2016 8:46 a.m.	Edit
2.	Issue types <ul style="list-style-type: none">medical	Organisations <ul style="list-style-type: none">Caritas Wien	06/22/2016 8:46 a.m.	Edit
3.	Issue types <ul style="list-style-type: none">medical	Organisations <ul style="list-style-type: none">Caritas WienMedecin sans Frontiere	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

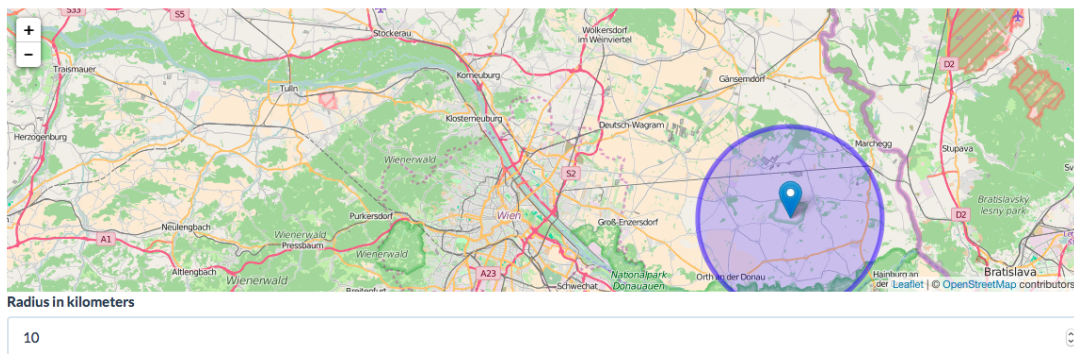
Notification when your organisation is mentioned

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

← Select how you want to be notified

Organisations

- ☒ Caritas Wien
☐ Development
☐ Echo100Plus
☒ Medecin sans Frontieres

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

Notifications can be filtered by Organisation (default: all)

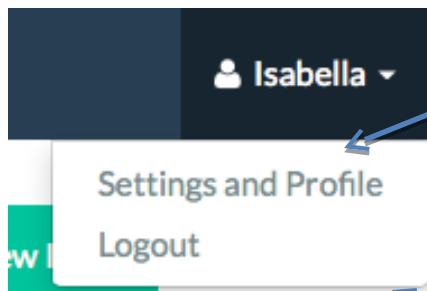
Issue types

- ☐ 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'

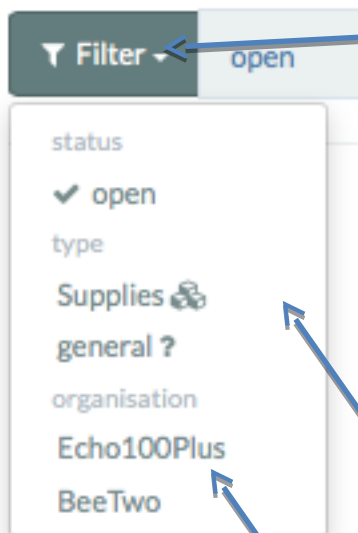
Anytime you want to edit your profile settings including notification rules, click here

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


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






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

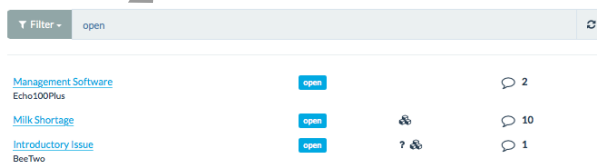
Click here to refresh and see new issues

Filter ▾

open



Management Software Echo100Plus	<div>open</div>		 2
Milk Shortage	<div>open</div>		 10
Introductory Issue BeeTwo	<div>open</div>	? 	 1



- Status of
issue



open

Echo100Plus

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

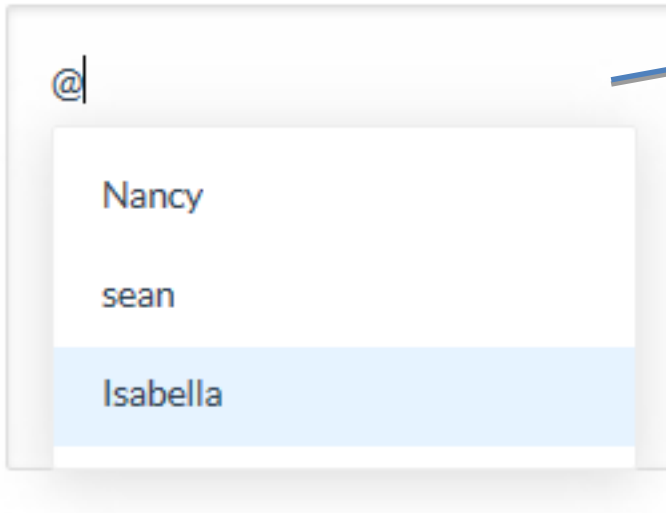
Comment field

A screenshot of a web interface for adding a comment to an issue. The form has a light gray header with the text 'Add comment' and a speech bubble icon. Below the header is a large text input area containing the text '@Isabella2'. At the bottom of the form is a file upload area with the text 'Drop files here to add as attachments' and a paper plane icon. To the right of the file upload area are two buttons: 'Resolve issue' (gray) and 'Comment' (blue). Three blue arrows point to specific parts of the form: one points to the 'Add comment' header, one points to the 'Drop files here to add as attachments' area, and one points to the 'Comment' button.

Add photos or relevant files

Click here if an
issue is
completed

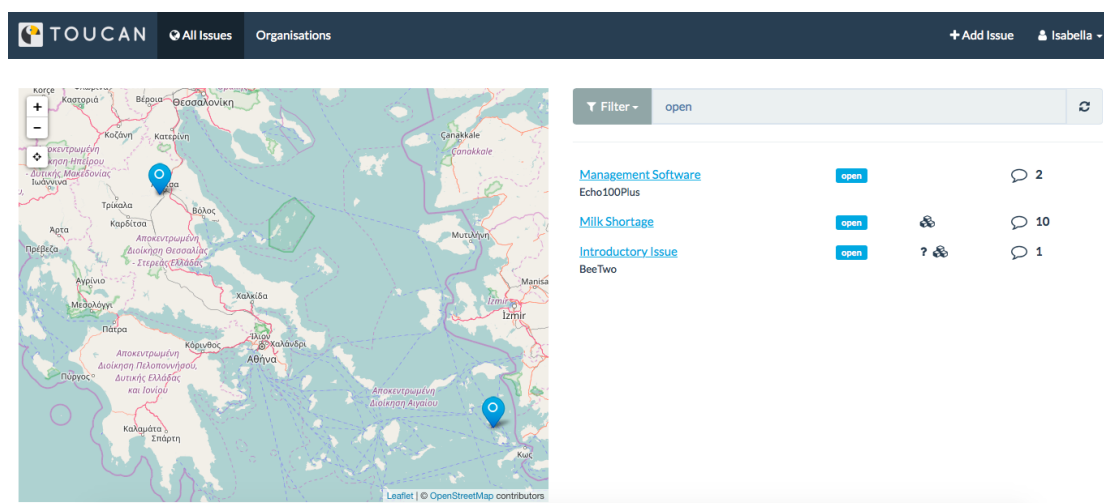
Click here to
post your
comment

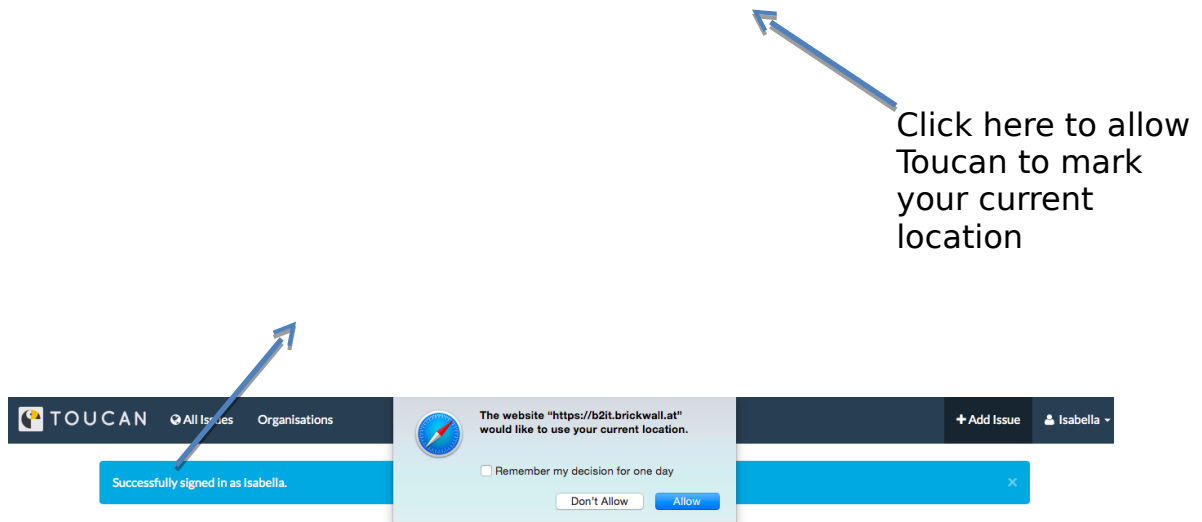


Use '@' to directly address a person or organization. After typing '@' a list of the users will appear, first the ones already in the conversation and then the other users.

Click here to create a new issue

7. Creating an Issue





Create new Issue

Location



Or select another point on the map

- Fill out all the information regarding the issue

Issue title

Issue title

Description

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.