ADMINISTRATOR MANUAL Updated 12/02/2021

BETHESDA HELP FOOD PROGRAM

1.   There must be at least one user with the role "Administrator". An Administrator has access to all the functions on the **Administrator Menu** including the **Officer of the Day, Staff,** and **Driver Menus**.

2.   All website **Users** will be registered by an Administrator, with a User Name and temporary password. The Administrator and new User will agree (in person or on the phone) on the User Name which will be used to log into the site. The Administrator makes up and enters a simple password (e.g. "1234x"), and instructs the new User to log in and immediately change their password. A user's existing password is encrypted and cannot be retrieved by anyone.

3.   Administrators can [Change Any Password](#) (in the event that a user forgets) to a simple made-up password, then inform the user (in person or on the phone) and request that they log on and immediately change their password.

USER ROLES

The current major user roles (a role is the permission to access specific functions) are Administrator, Staff, OfficerOfTheDay, and Driver.

An **Administrator** can access all functions.

All **Users** will have access to the Update My Profile and Change My Password menu items.

Staff can add/edit/delete Clients, Family Members, Call Log History, Open Deliveries (delivery/call log entries not yet completed), and Reports.

An **OfficerOfTheDay** can access the OD Section of the call log, where they can add/edit/delete Clients and their Family Members, and initiate a new delivery. The OD can modify the calculated number of Giant Cards eligible, the number of bags, half bags, kid snacks, and add OD notes to the delivery. The OD can also search and view the Call Log History but not modify it.

A **Driver** can access the Driver section of the call log and assign the numbers of bags, half-bags, kid snacks, gift cards, and the Delivery Date, and mark deliveries as Delivered.

WORK FLOW

ALL VOLUNTEERS are registered users of the system, whether they log in or not. Each volunteer / user is *Registered* by an Administrator, from the Maintain Website Users menu, then Register New User. You must enter a UserID (typically First Initial/Last Name), and a password (make one up, enter it twice.) When you are ready for a new user to actually log on to the website, you will change the **UserId** to their preference, and instruct them to log on to the website using the made-up password above, and to immediately change their password.

Volunteer / User records should not be deleted. They are kept for management records of volunteer years of service and volunteering as ODs and Drivers. Unchecking the **Active** flag will cause them to not show up as available ODs or Drivers, and will also deny access to the website.

An **OFFICER OF THE DAY** begins the food delivery process by by accessing the OD and Driver schedules on GoDaddy and listening to voicemails, as described in **BH-email.pdf** and **BH-voice-msg.pdf**. The OD then logs in to OD-CallLog website. In the Officer of the Day Menu they click on Call Log - OD Section, search the database for the relevant client, then get the client on the phone. After verifying the client's data and updating it when necessary, the OD creates a call log entry with a Delivery Date of the **next day** and the calculated amounts of Full Bags , Half Bags, Kid Snacks, and Gift Cards. The OD is warned when creating a delivery for a client not eligible on the next day, and if they proceed the delivery will be created with the calculated amounts AS IF they were eligible.

A **STAFF MEMBER** assigns drivers to Open deliveries, and changes the Delivery Date to adjust work loads or adjust for eligibility. Staff members also check the call log and update it if necessary, and periodically generate weekly Qork reports or the quarterly County Report.

A **DRIVER** logs in to the OD-CallLog website, typically the next day. The driver clicks on the Call Log - Driver Section and will see their deliveries for the day in zip code order. The driver adjusts in the number of full bags, half bags, snacks, and Giant cards as necessary. At the end of the day, the driver logs in again and marks the deliveries as Delivered or Undelivered.