



# 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](mailto: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

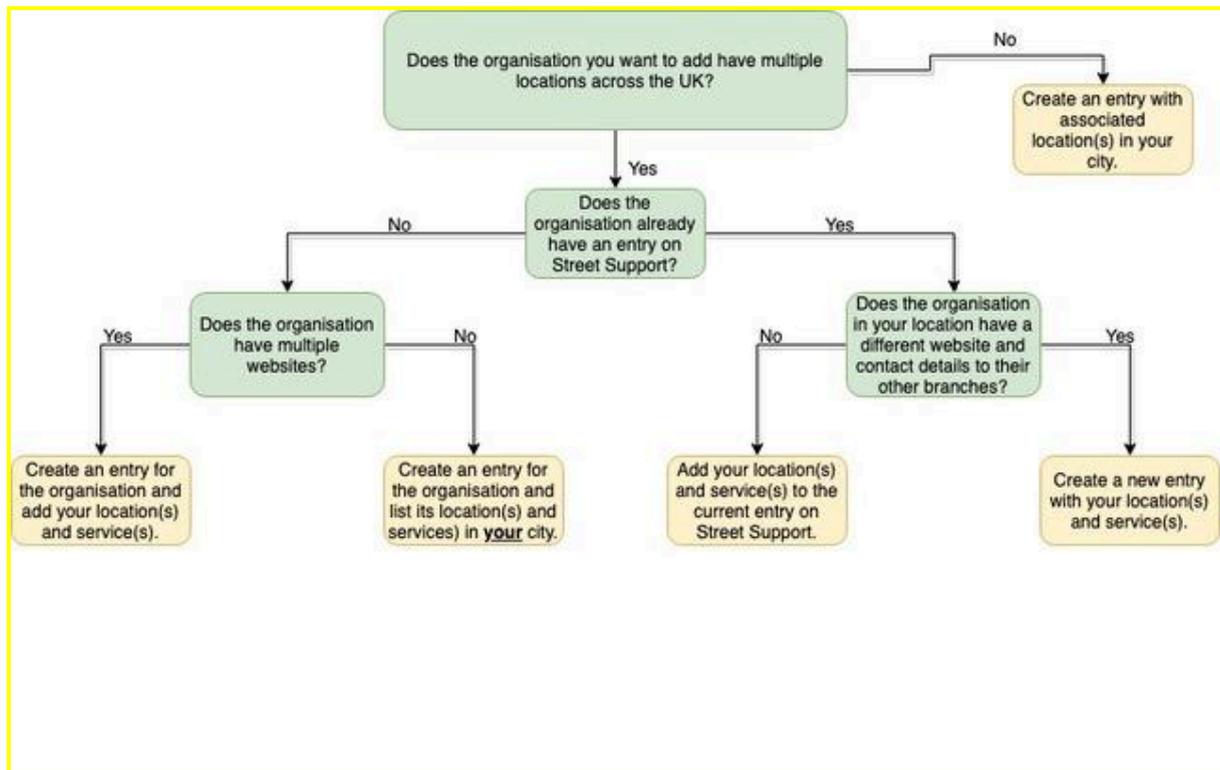
1. Go to <https://streetsupport.net/register/>
2. Follow the steps, to add:
  - a. Your organisation name (please see information below about adding and naming an organisation)
  - b. Details about your organisation (in the 'synopsis' box, just add a little summary of what your organisation is)
  - c. 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'.

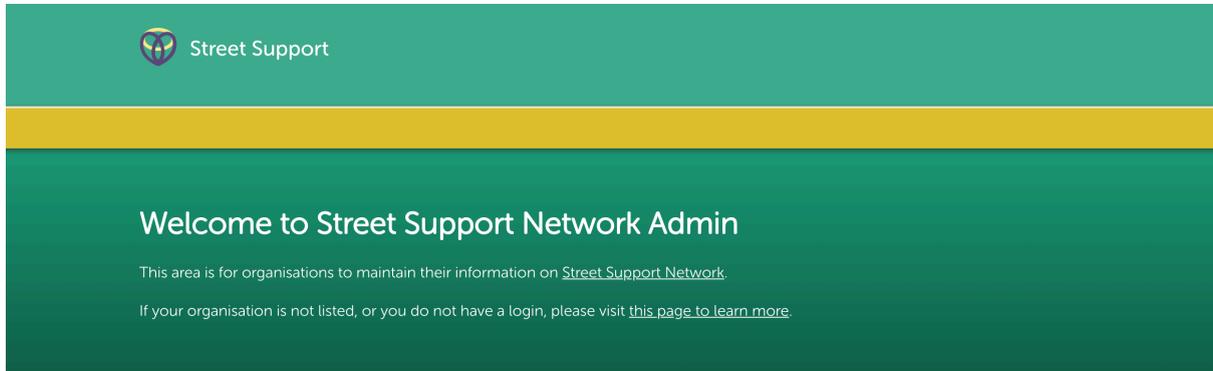
NB: A large number of churches are listed on Street Support Network; many have the same name and are possibly in the same location, so please follow this guideline when naming your church: 'Church name - Street, Location' I.E 'St John's Church - Pepper Street, Reading'



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[streetsupport.net](https://streetsupport.net)

**ACCESS THE ADMIN SITE**

To access the admin section of Street Support Network, please visit [admin.streetsupport.net](https://admin.streetsupport.net) which will direct you to the homepage shown in the picture below.



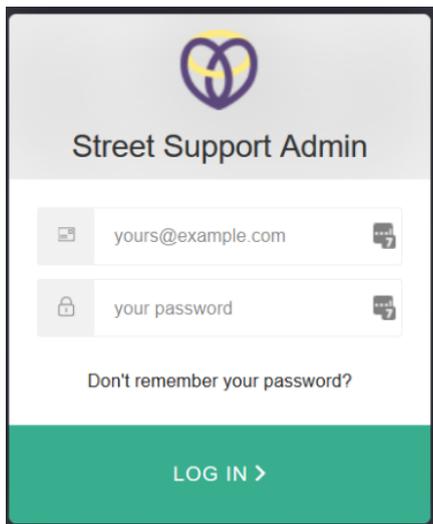
Please click login to proceed:



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.



*If you don't yet have a login, or have problems with logging in, please email [james@streetsupport.net](mailto:james@streetsupport.net).*



## 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 for "Women's direct access hostel". At the top left is a green header with the title and a "Back to dashboard" button. Below are four sections: "General Details", "Contact Information", "Locations", and "Services". Each section has an "edit" or "Add" button. Red arrows point from text boxes to these buttons. The text boxes provide instructions: "Click edit to update each section. You will be able to change the information and then save it." (pointing to the edit buttons), "Add their locations with opening times here." (pointing to the Locations Add button), and "Add their services here." (pointing to the Services Add button).

**Women's direct access hostel**

[Back to dashboard](#)

**General Details** [edit](#)

Short Description  
Description

**Contact Information** [edit](#)

Telephone  
Email  
Website  
Facebook  
Twitter

**Locations** [Add](#)

**Services** [Add](#)

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.



## Street Support Network

[streetsupport.net](http://streetsupport.net)

### 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.



## Add Location

### Location Details

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

### Opening Times

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"

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

Sub Categories

**Service Details**

Description

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

**Use Existing Address**

Select

**Location Details**

Street Line 1

Street Line 2

Street Line 3

Street Line 4

City

Postcode

**Opening Times**

Choose a category and tick relevant subcategories.

Describe the service in a sentence or 2.

List any restrictions on who this is for, e.g.  
Male; Over 18s;

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.

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](mailto: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.

The screenshot displays two side-by-side panels for editing an accommodation record. The left panel is titled 'General Details' and the right panel is titled 'Contact Details'. Both panels have a green header and a grey body. In the 'Contact Details' panel, a red arrow points from a callout box to an orange 'edit' button. The callout box contains the text: 'Click on the edit button to reveal the properties associated to this record'.

**General Details**

**edit**

**Name**  
Complex Needs Leeds Street - MIGRATED

**Service Provider**                      YMCA Liverpool

**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.

The accommodation provided at Liverpool YMCA - Complex Needs Leeds Street, consists of 10 rooms.

**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.

**Visible on website?**                      false

**Accommodation Type**                      hostel

**Contact Details**

**edit**

**Contact Name**

**Additional Info**

**Email**

**Telephone**                                      0151 600 3530

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



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

### Location

edit

**Street 1**                      15 Leeds St

**Street 2**

**Street 3**

**City**                              Liverpool

**Postcode**                      L3 6HU

**Hide address from public?**    false

**Public Transport**

**Nearest Support Provider**

### Features

edit

<b>Single Rooms</b>	Yes
<b>Shared Rooms</b>	Don't Know/Ask
<b>Disabled Access</b>	Yes
<b>Allows Pets</b>	No
<b>Allows Visitors</b>	Don't Know/Ask
<b>Shower/Bathroom Facilities</b>	Yes
<b>Access to Kitchen</b>	Yes
<b>Communal/Social Area</b>	Yes
<b>Laundry Facilities</b>	Yes
<b>Provides Clean Bedding</b>	Yes
<b>Flexible Meal Times</b>	Don't Know/Ask

**Additional Notes**

Activities currently on offer at the YMCA include: It's Your Move (Resettlement and Life Skills sessions), Women's Group, Chaplain's Drop In, Art Therapy, Lakeside Residential Week, Cultures for Life, Social Activities, Resident's Meetings, Resident's Panel Meetings, Resident Consultations, Dutch Farm (Gardening Project)

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



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Pricing and Requirements	Support Offered
<p></p> <p><b>Requires a Referral?</b> false</p> <p><b>Referral Notes</b></p> <p><b>Price (£ p/w)</b> 0</p> <p><b>Price includes food</b> Don't Know/Ask</p> <p><b>Meals Available</b></p> <p><b>Features available at additional cost</b></p> <p>En-suite Room: Weekly charges eligible for Housing Benefit=£188.33. Weekly service charge=£12.97* Total weekly charge = £201.30.</p> <p>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.</p>	<p></p> <p><b>On-site Manager</b> Yes</p> <p><b>Support Notes</b></p> <p>Support</p> <p>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.</p> <p>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 &amp; Safety and policy induction which is facilitated by staff &amp; resident mentors.</p> <p><b>Staff</b></p> <p>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.</p>

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

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



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.



## 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, a list of offers is displayed. The first offer is by 'Tracy H' and includes a description, additional info, postcode, posted on date, email, and telephone number. To the right of the offer, there is a 'Highlight' checkbox and a 'Contact' button. Red arrows point from callout boxes to these elements: the search bar, the 'Only show highlighted' checkbox, the 'Highlight' checkbox, and the 'Contact' button.

**Offers**

Search

Only show highlighted

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

07111111111

Highlight

Contact

Atanas Nikolov

If you are looking for something specific, start typing a word and the list will filter.

If you are searching for multiple items, you can click 'highlight' for ones you like, then filter the list.

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](mailto: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.



Street Support Network  
[streetsupport.net](https://streetsupport.net)

## 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](mailto: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](mailto:dev@streetsupport.net)