MOLDOVA REFUGEE COORDINATION FORUM

SERVICES ADVISOR USER GUIDE

Making Connections, Improving Lives

Regional Refugee Response
for the Ukraine Situation

WHAT IS SERVICES ADVISOR?

- An online web platform for sector leads and service providers.
- Provides up-to-date information about availability of humanitarian assistance/services in precise locations.
- It can also support the referrals between humanitarian actors as it includes contact information, and focal points.

HOW DOES IT WORKS?

- Services Advisor allows users to view available services on an interactive map and in an online service directory.
- Users can filter by category, location, service provider and eligibility/referral requirements.
- Service providers will need to register their implementing organization/s, list projects and activities, and update information whenever changes in services occur.
- Sectors can identify gaps in services in real-time.
- Has an embedded feedback mechanism to ensure information is up to date.

USER GUIDE

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USER INTERFACE / MAP VIEW

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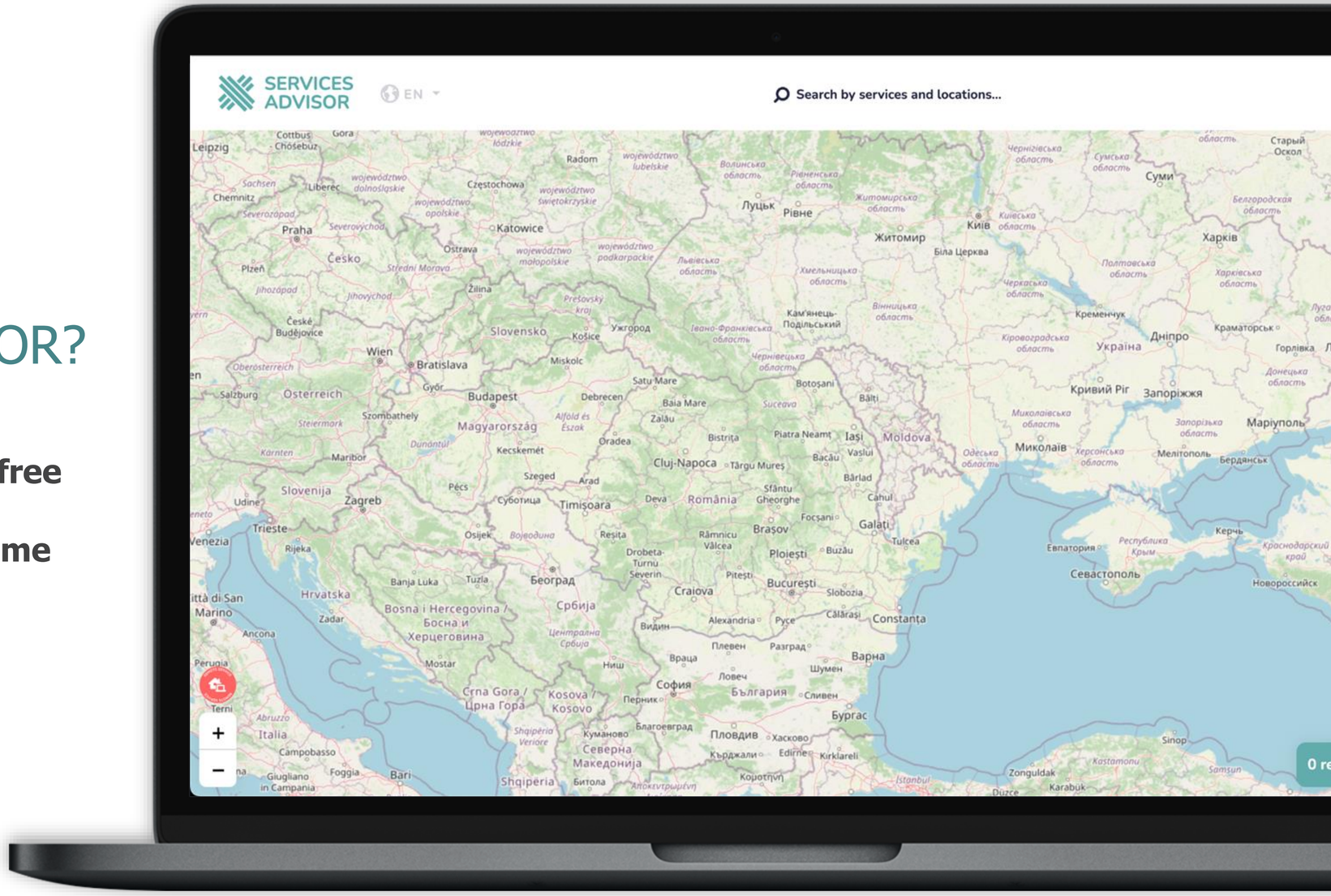
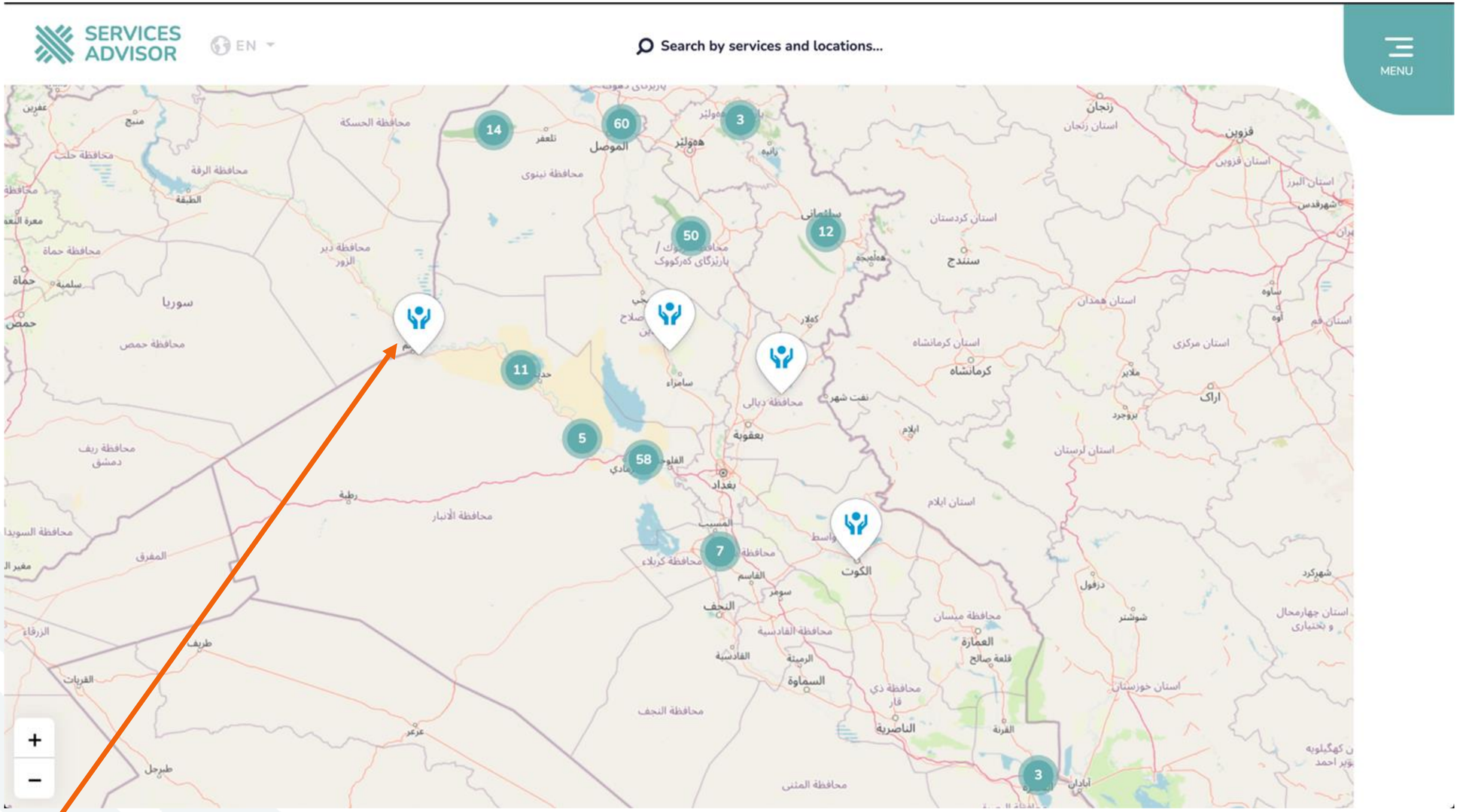
HOW TO LOGIN
TO THE SERVICES ADVISOR?

A. Public map view (User Interface), free and accessible to everyone.
No need for login credentials (username and password)

www.moldova.servicesadvisor.net

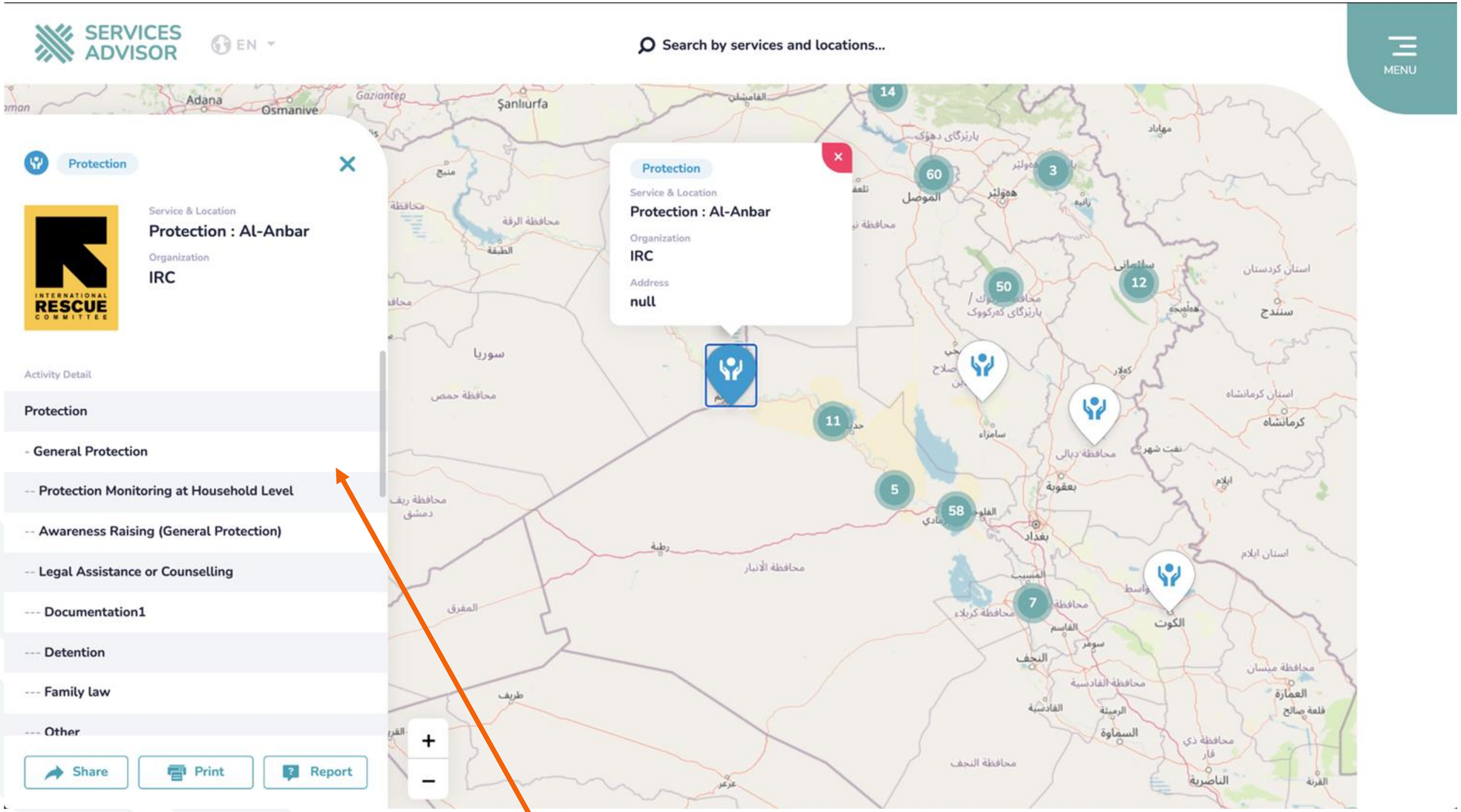




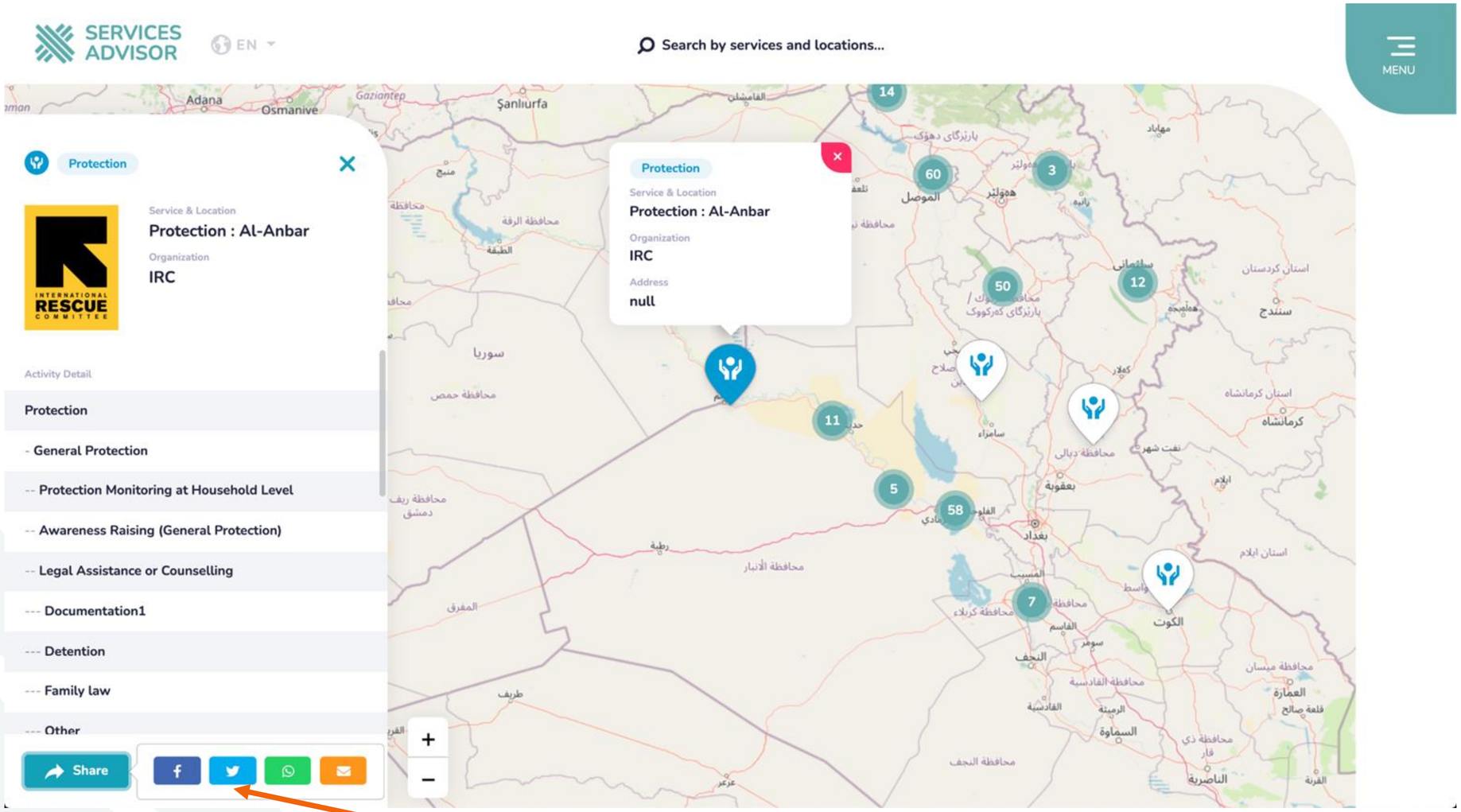
The Users can view existing services uploaded by partners on the map interface.

Users can use the filters to find search for service locations by the type of service/organization and location.

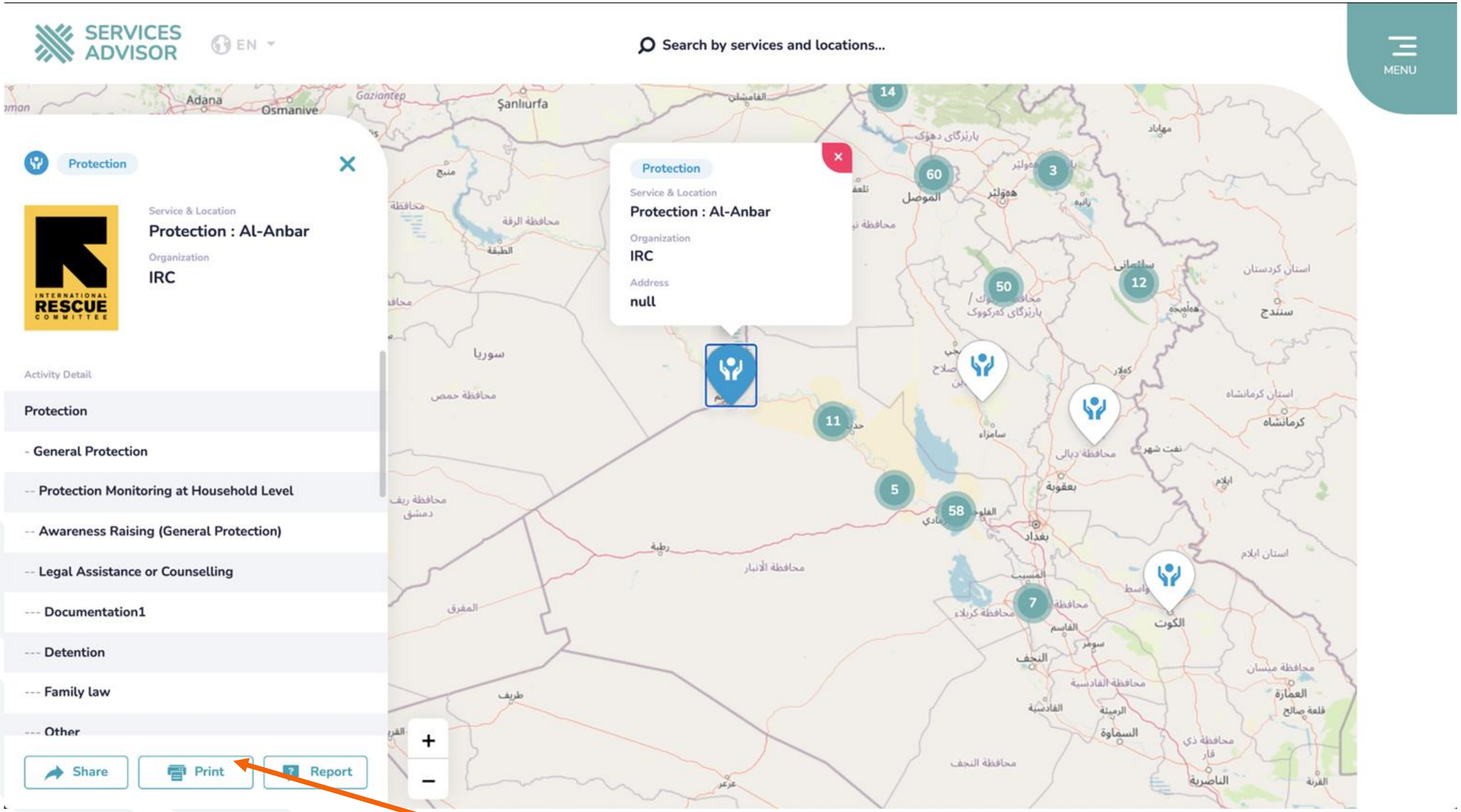
Users can also use the search feature to find service locations.



When users click on the service pin/location, they will be able to see the service location information that was entered in the back end/data entry page by protection partners.



Users can share the services via social media or email.



Users can print a service here.

USER PANEL LOGIN

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HOW TO LOGIN
TO THE SERVICES ADVISOR?

B. Admin and data entry (Backend)

Users need to access:

1. www.moldova.servicesadvisor.net
2. Login using your email or username and password.

*Access can be requested from:

mdachrcf@unhcr.org

Users from each organization are also able to add other users within their organization (see slide 53)

HOW TO LOGIN
TO THE SERVICES ADVISOR?

Admin and data entry (Backend) – Reset Password.

If you forget your password, you can request a new password by clicking on the **"forgot password"** button and entering your registered email address.

2-You can set a new password by using the password reset link that will be sent to your registered email address on the system.

USER PANEL | DASHBOARD

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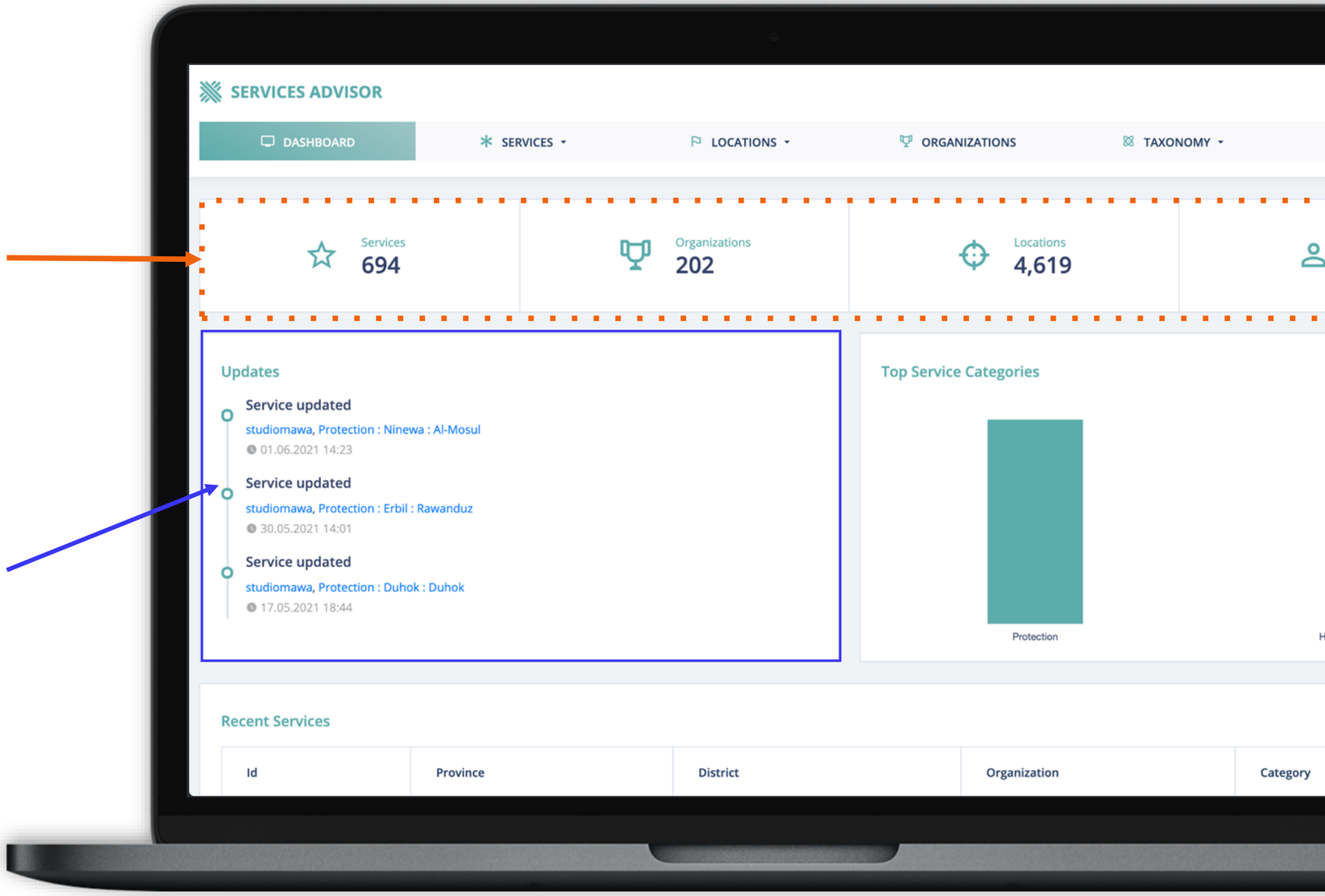
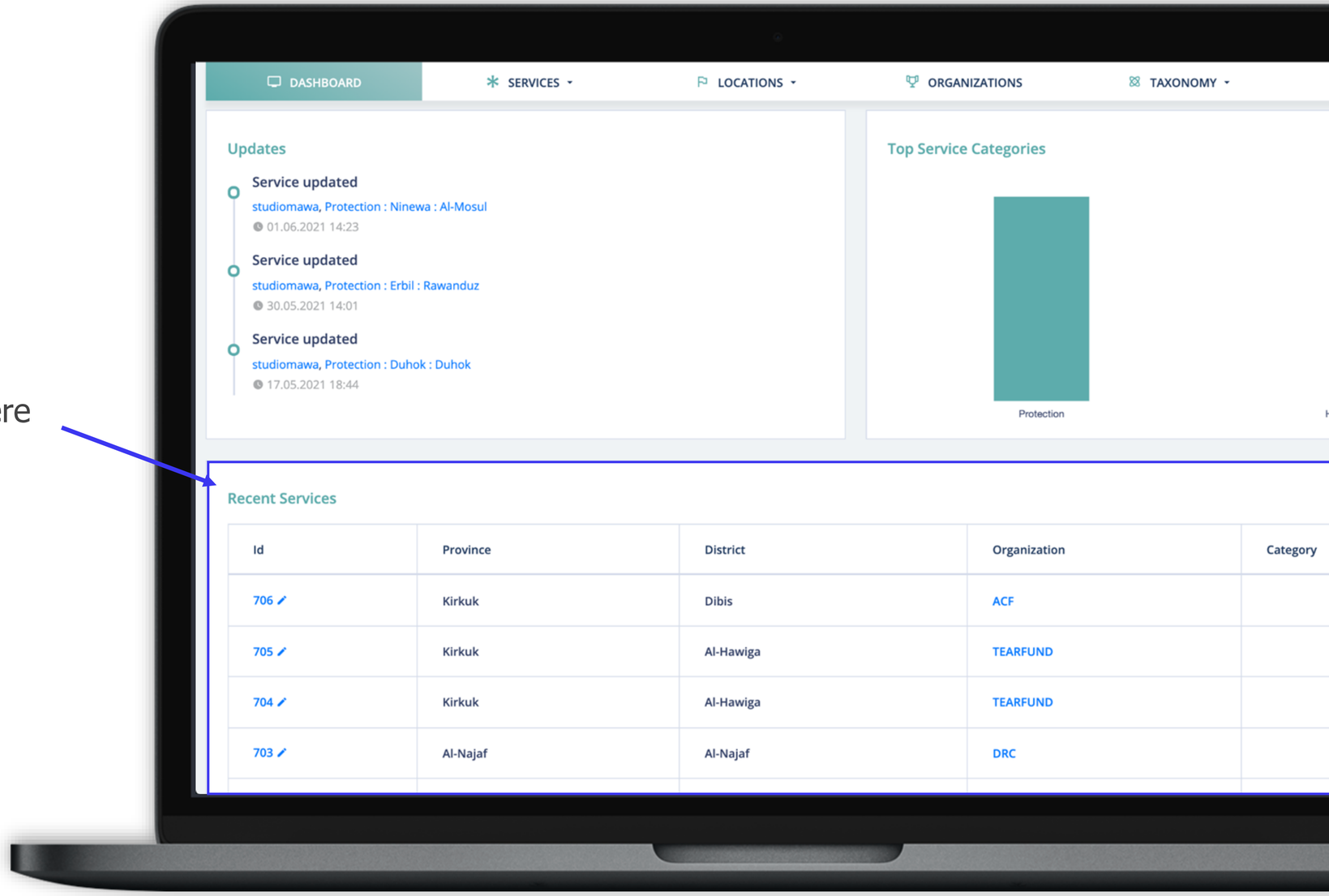
You can follow the current status of the services, organizations, locations and users registered in the system here.

You can follow the recent updates here and see their details.



You can follow the recently added services here and see their details.



ADD NEW SERVICES/Backend

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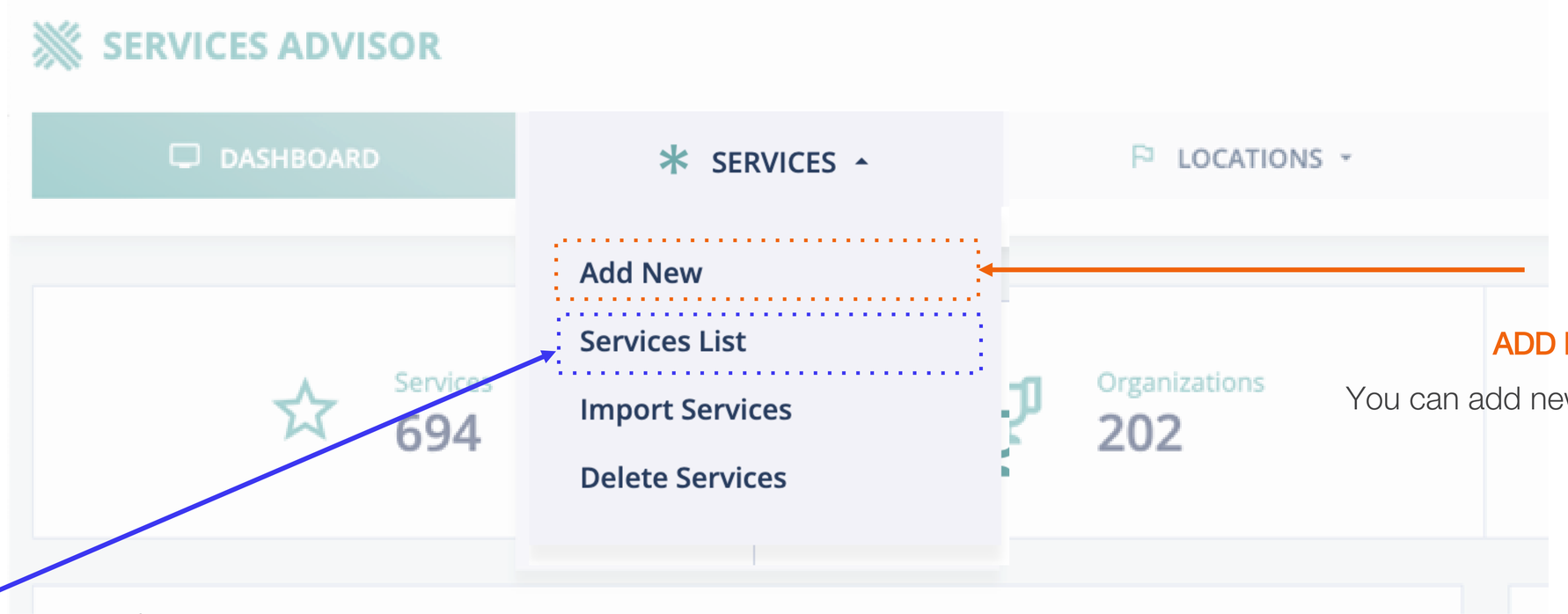
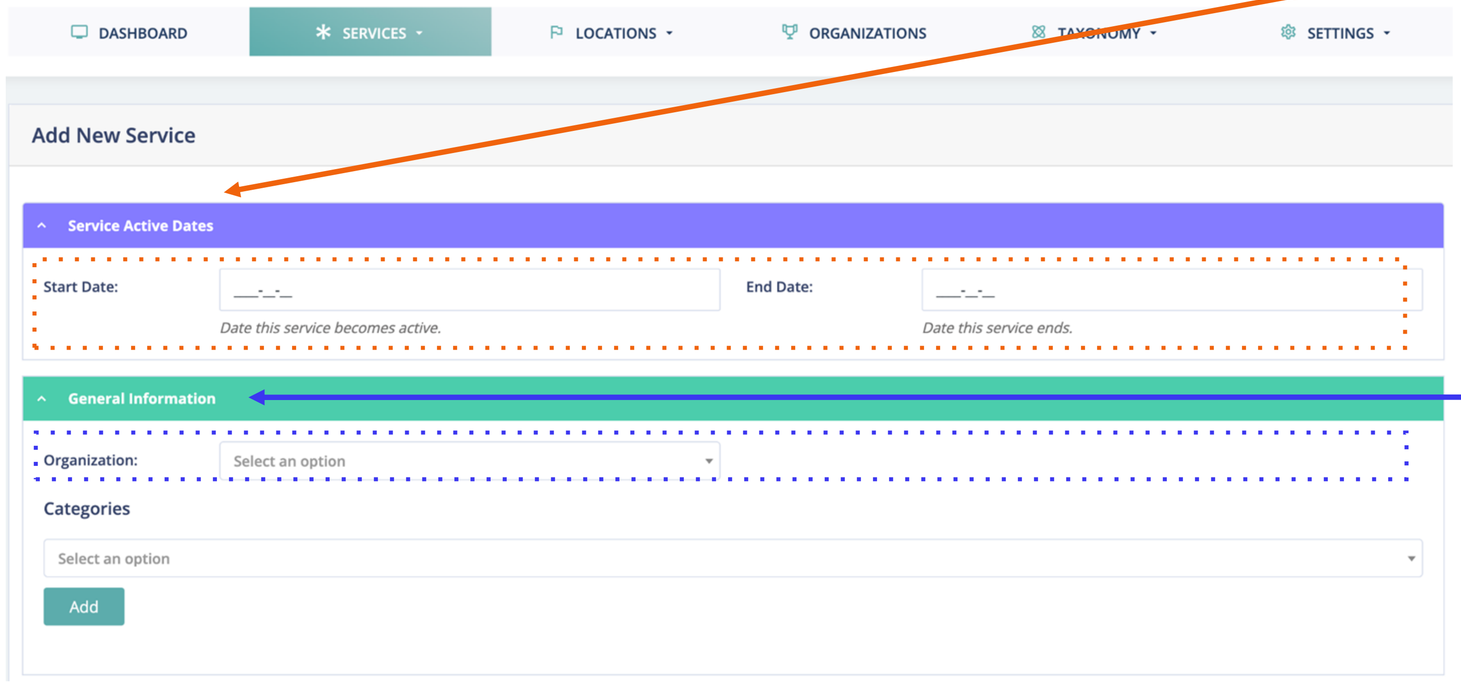


ADD NEW SERVICE

You can add new services from here.

Services List allows users to search for any of the services available on the system

ADD NEW SERVICES



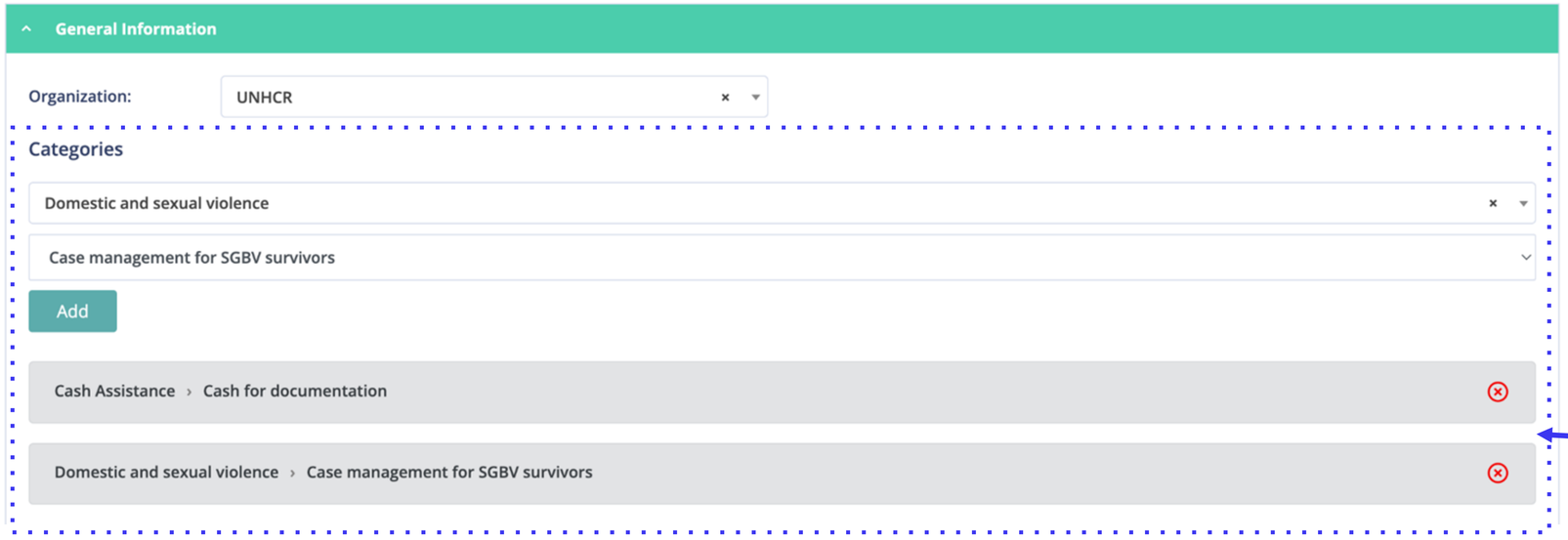
1. Services Active Dates

Add a Start and End Date for the project/services in the location. Services Advisor will present the service location on the map view within the dates specified by the users (location will disappear after the end date).

2. Select an organization

The name of the user organization will appear automatically in the selection.

ADD NEW SERVICES

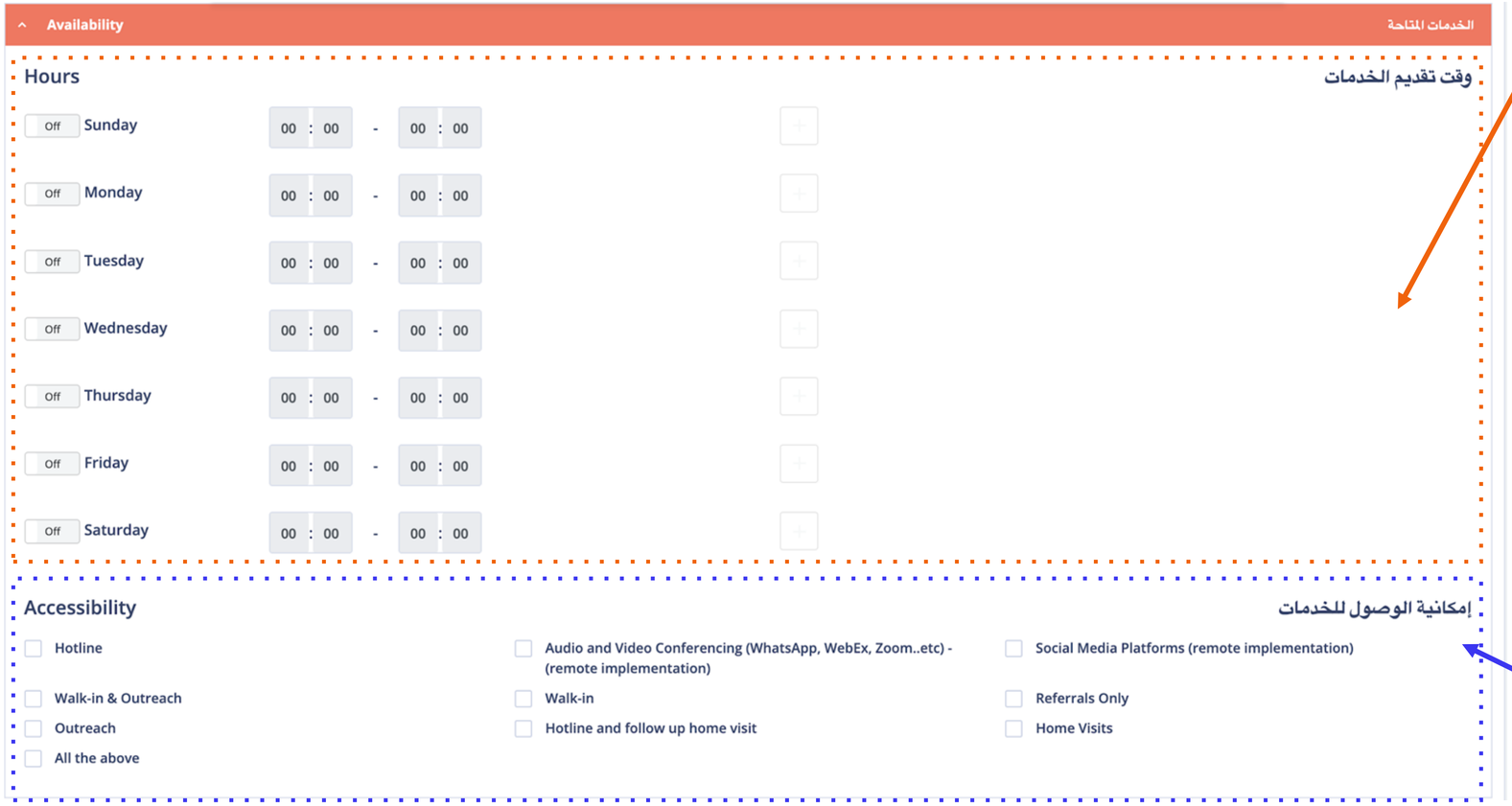


3. Services Category Select

Add the services provided by your organization in the location.

You can add multiple protection services by choosing the service and pressing the "**Add**" button categories for one location.

ADD NEW SERVICES



4. Services Availability

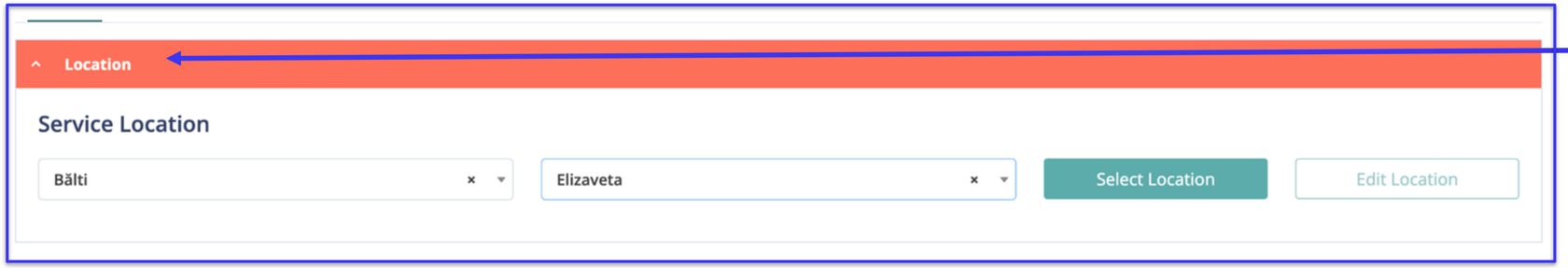
A. Availability of the services, you can click "**ON**" for working days and "**OFF**" if the location is not operating.

B. Exact timing of availability for each day of the week (if applicable). You can fill the time field manually and add the breaks.

5. Services Accessibility

Allow users to select how the service location is accessible by beneficiaries.

ADD NEW SERVICES

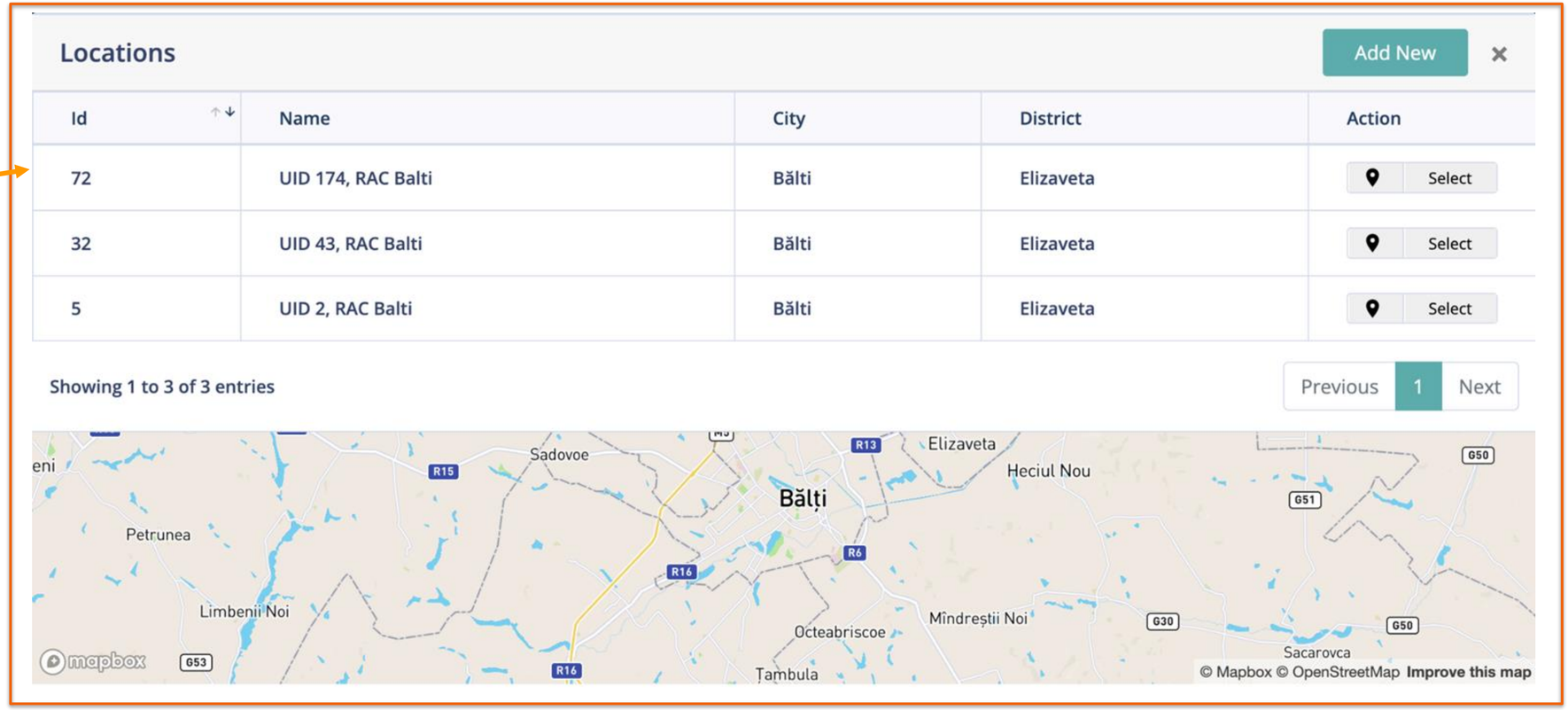


6. Filter your location

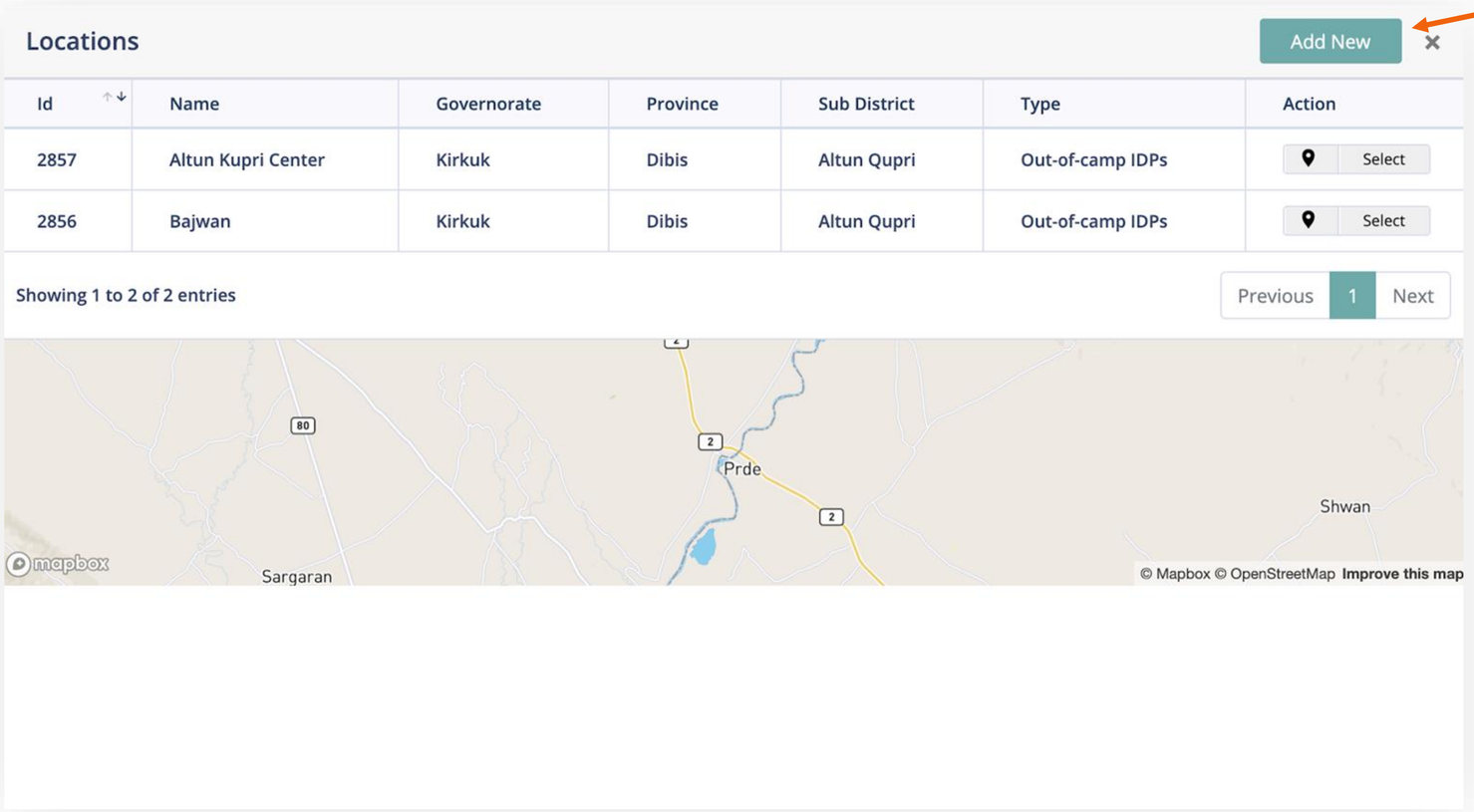
Select Province, District and click the "Select Location" button.

7. Find your location on the list or add new location.

You can find your location on the list and select.



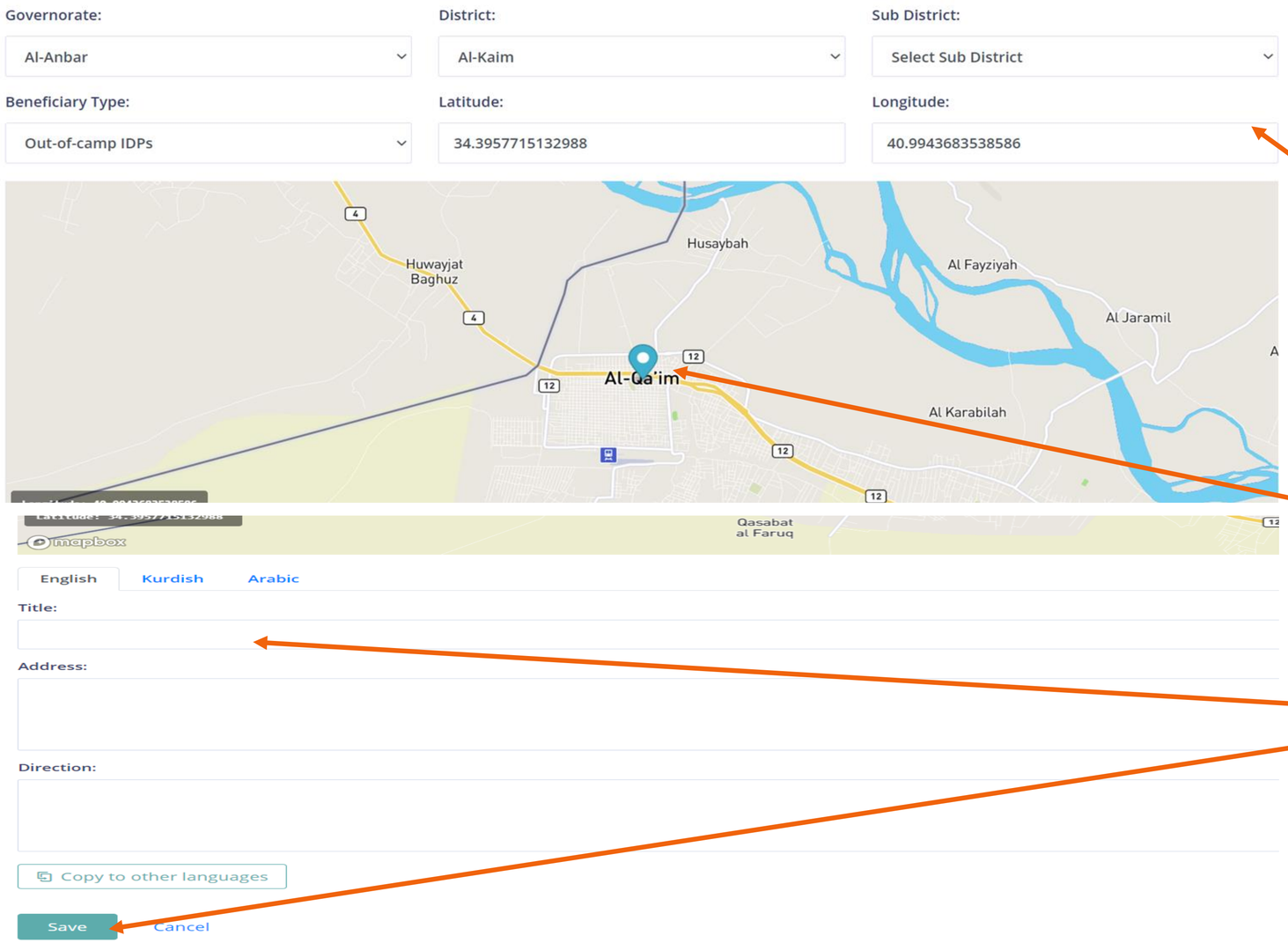
ADD NEW SERVICES



If the location is not available, the system allows users to add a new location.

***You can find in next slides how to add a new location.**

ADD NEW SERVICES



To add a new location, user will need to specify the 2 location levels and then add the **GPS coordinates.**

You can also use the PIN feature to specify the exact location.

Add the location name and the exact address if needed then click save.

ADD NEW SERVICES

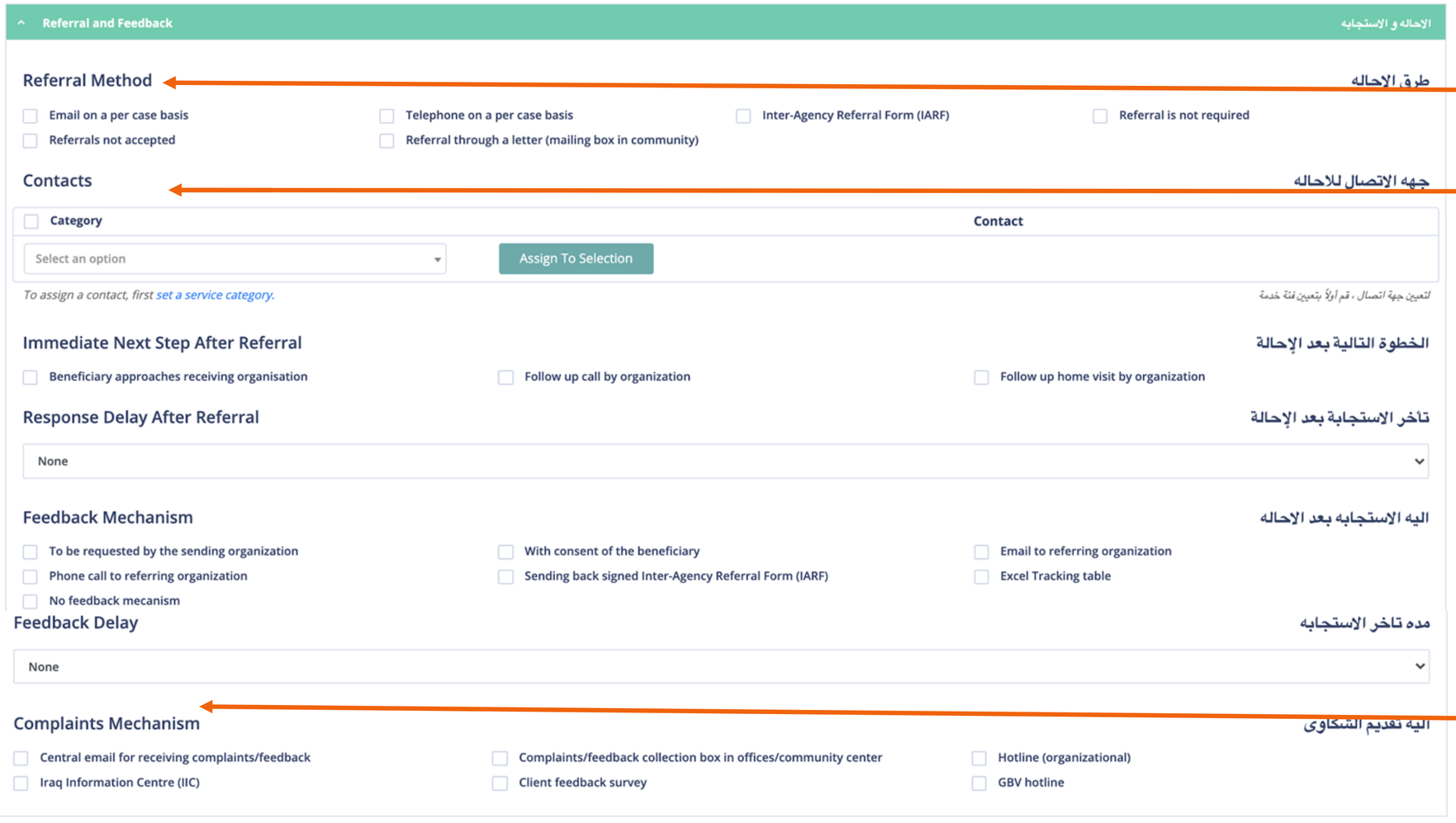
8. Documentation and Specific Needs

Documentation: What kind of documentation is needed to access the service.

Specific Needs: The criteria (if needed) to receive the service.

Coverage: The coverage of the service location

ADD NEW SERVICES



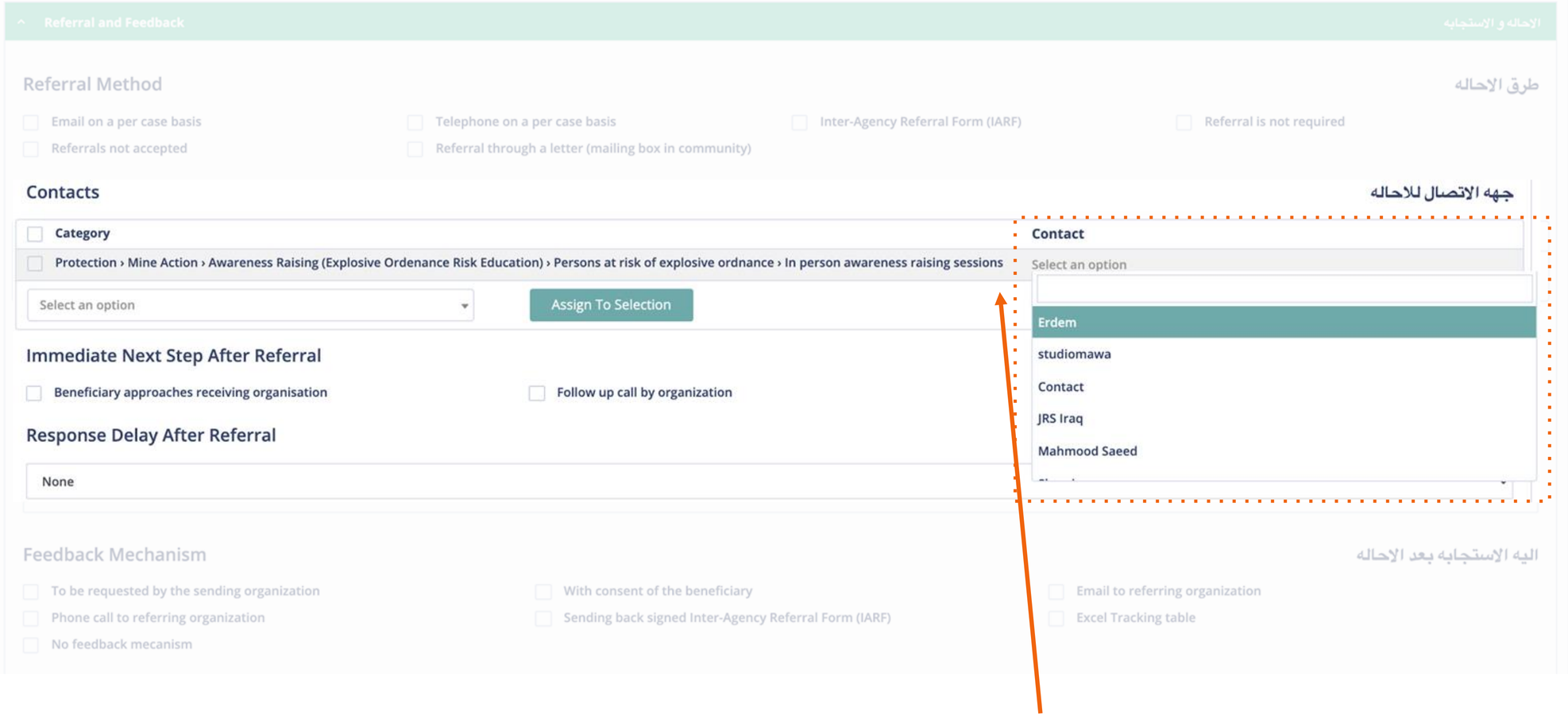
9. Referral & Feedbacks

A. Referral methods (if exists)

B. Referrals Focal Points **details for each service added in the location** (you can choose only from the users registered on the system – **Note:** This information will be only visible on the admin level (Not visible publicly)

C. Complaint mechanism details

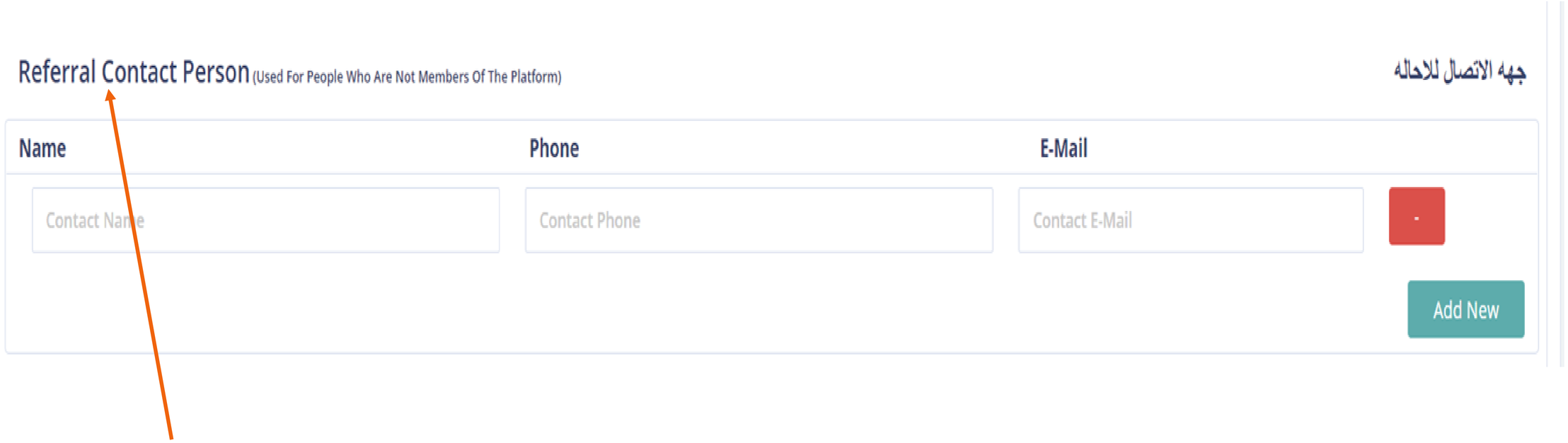
ADD NEW SERVICES



10. Referral & Feedbacks / Assign services feedback focal person.

You can select the contact (existing users on the system) for each added service here. The person selected will be able to receive feedback and referrals on their email address directly.

ADD NEW SERVICES



11. Add the Referral contact person for the whole location.

Add the contact details (Name, Phone and Email) for the focal point for the whole added location (not by service), the added person can be added manually and does not have to be registered on the system, this will only appear in the backend and other partners will be able to find the details of focal point for the location when needed).

ADD NEW SERVICES

12. Additional Information

Add relevant additional information on the services/location (appears publicly)

**We suggest adding the additional information in every language for users to have a better understanding on the service's details.*

You can add notes that will not be publicly reached (for backend users)

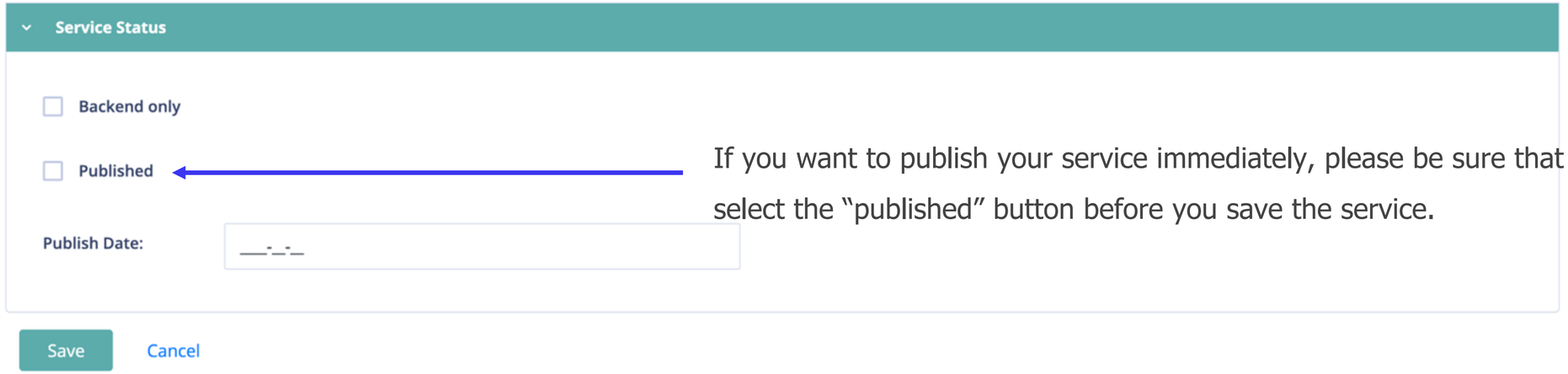
ADD NEW SERVICES

You can add the location/organization hotline (appears publicly)

You can add your website information or detailed explanation link of the relevant service here.

***NOTE: Please add the website information with “https://” at the beginning. To make sure you don't make mistakes, you can open the relevant link in your browser and copy and paste it into this field.**

ADD NEW SERVICES

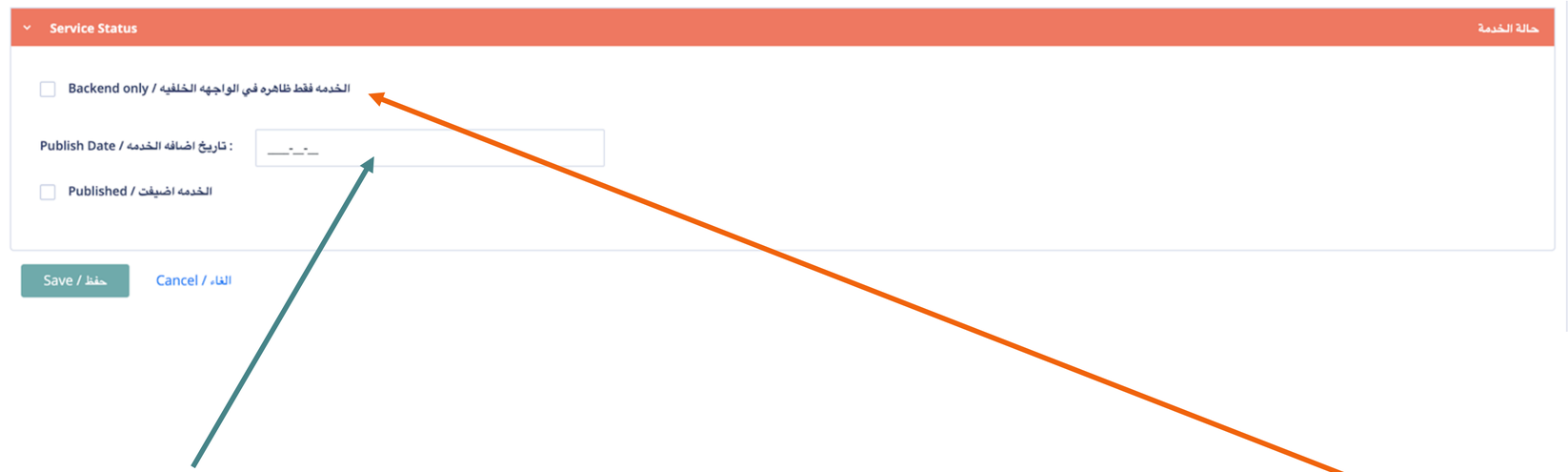


If you want to publish your service immediately, please be sure that you select the “published” button before you save the service.

13. Save and Publish the Service

Publish the services: To publish your service directly, select the publish button and click the save button.

ADD NEW SERVICES



Schedule the Service

Schedule the services: If you want to schedule the service when to appear on the map view, you can add a start date and click the save button.

Save the Service Backend Only

Backend only option: If you select the backend only option, your services will only be visible for users in the backend, so other partners can see it.

HOW TO REFER SERVICES

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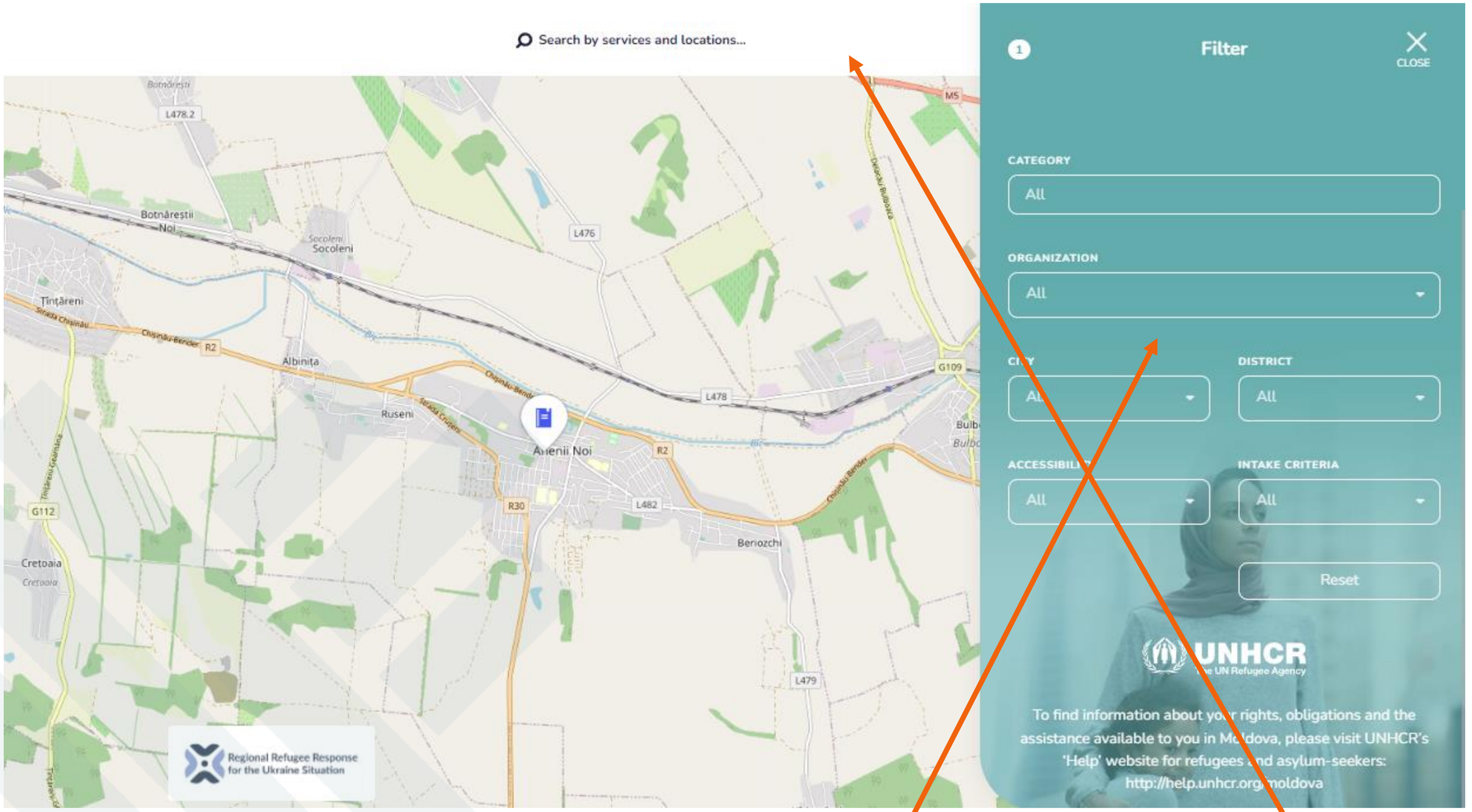


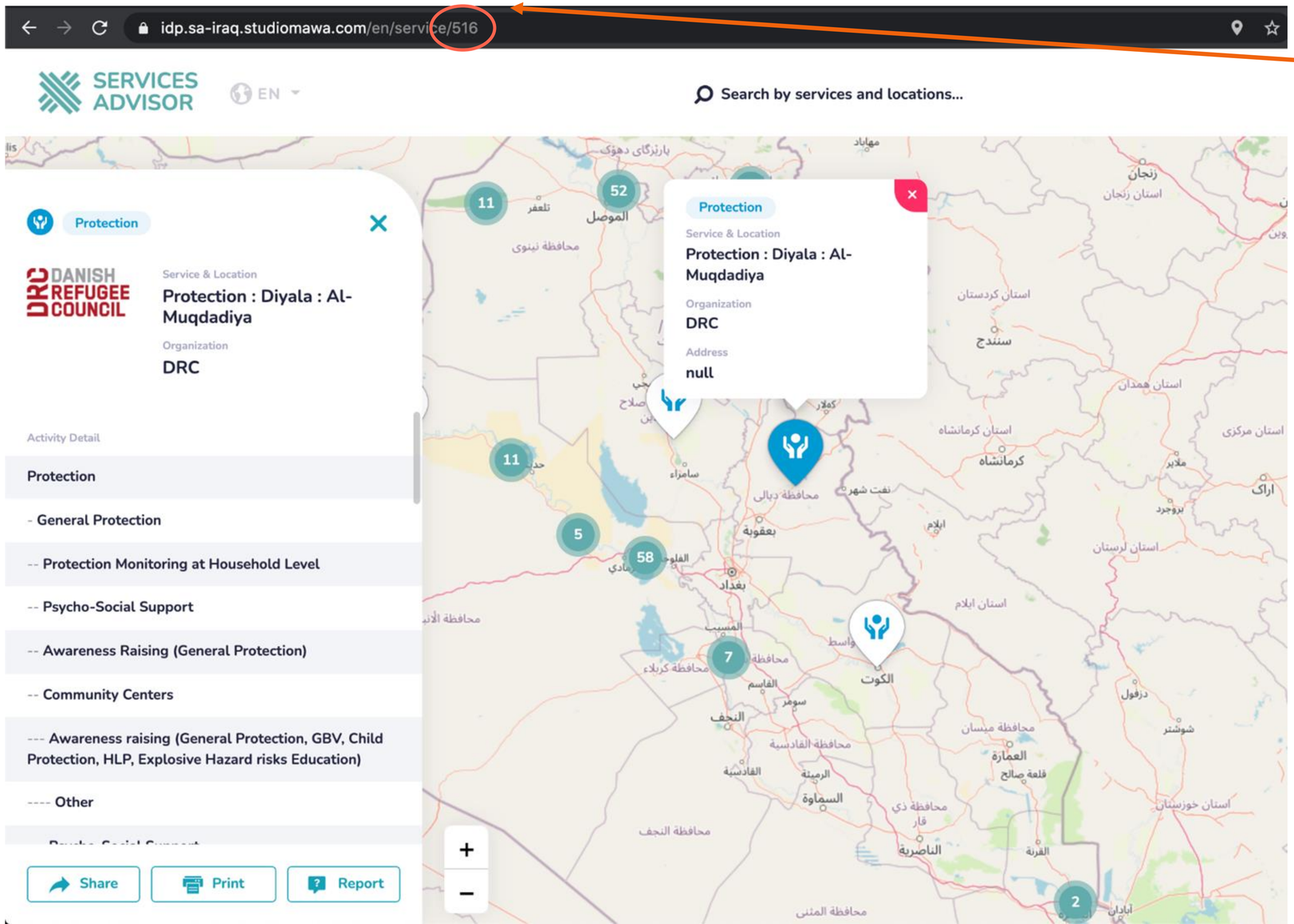
Font/Map View:

1. From the frontend, use the filters or the search bar to find you the service location.

Users can use the filters to find search for service locations by the type of service/organization and location.

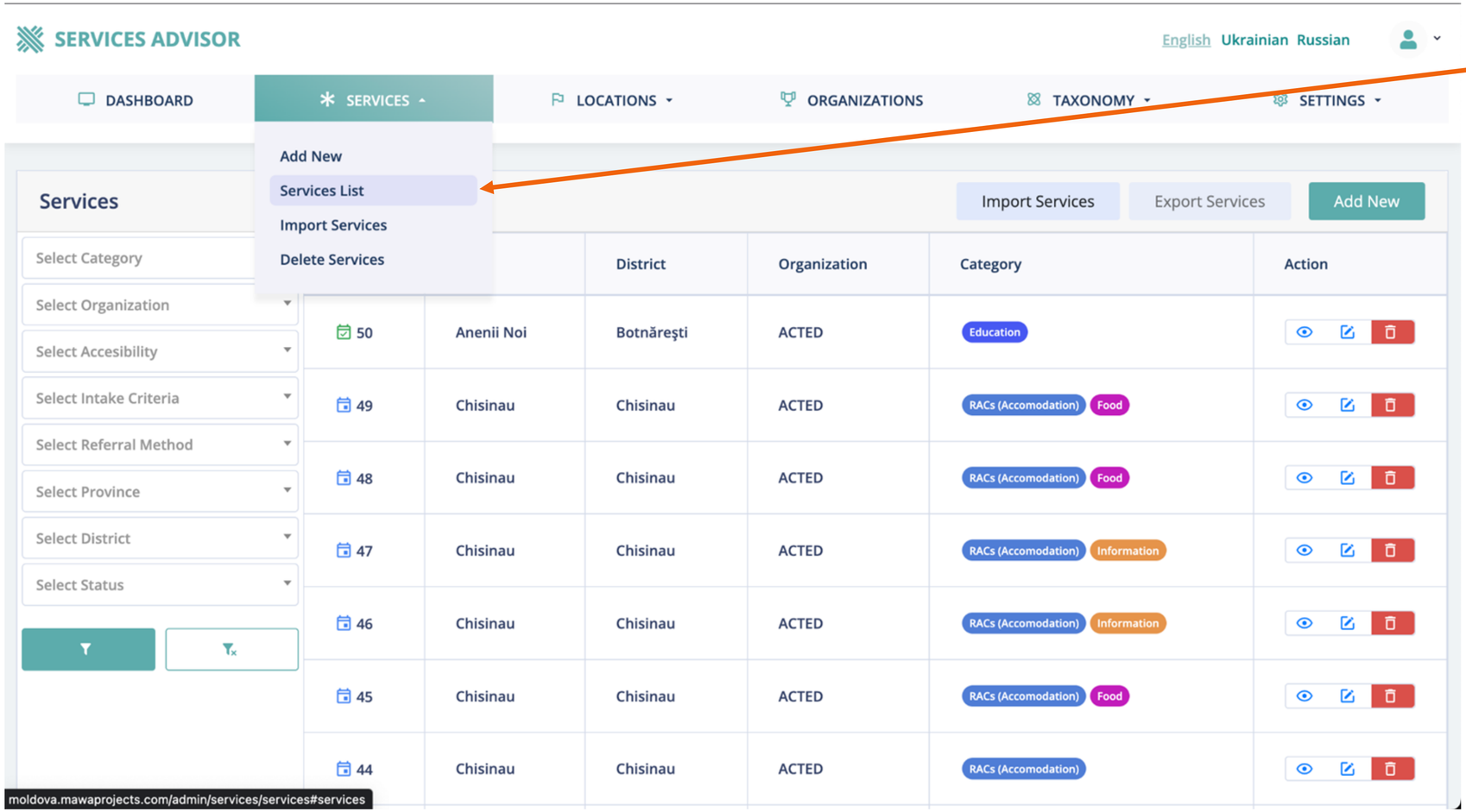
Users can also use the search feature to find service locations.

HOW TO FIND A SERVICE?



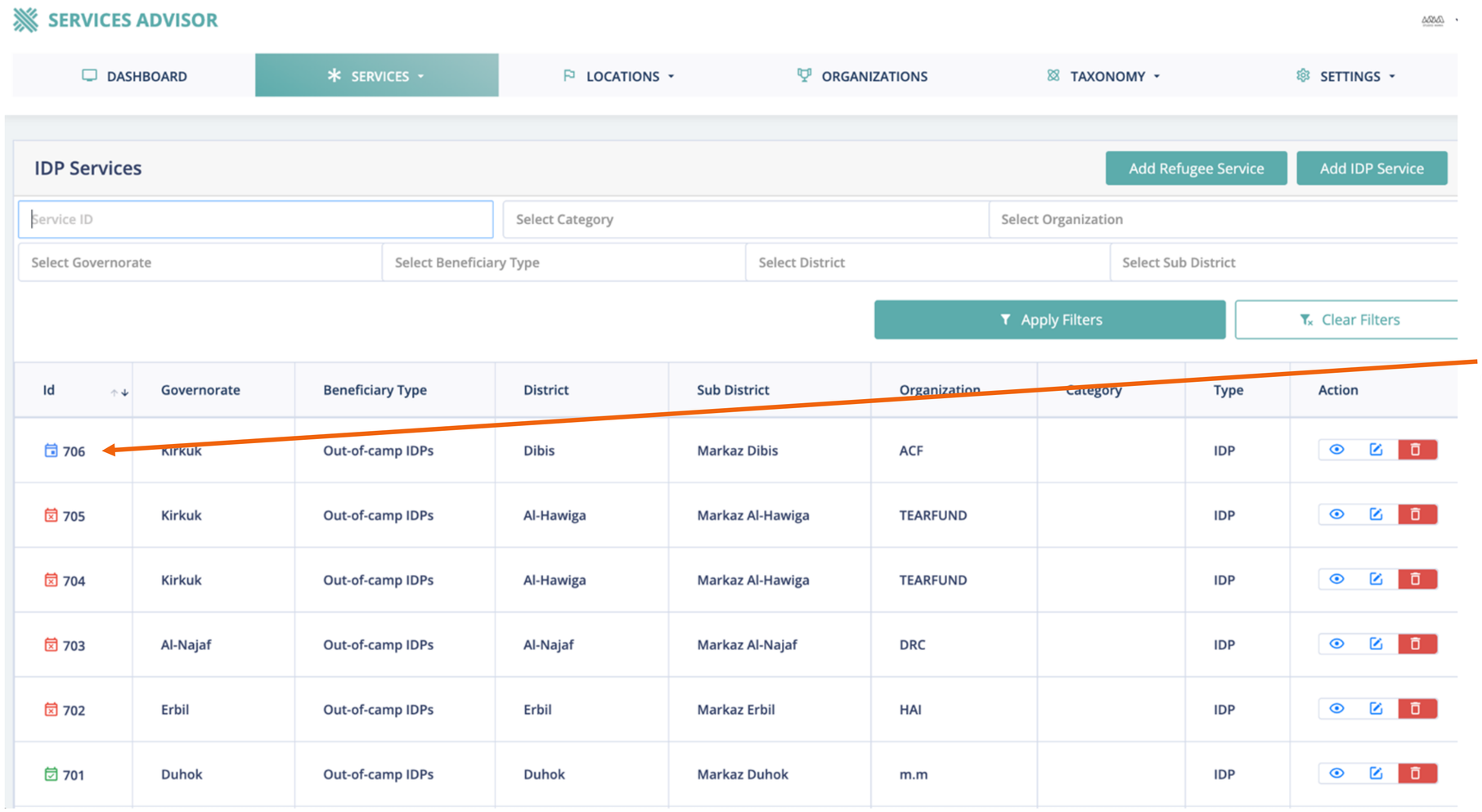
2. Once the location is found, copy the ID number from the URL
*Each services has a unique ID number that is shown in the URL.

HOW TO FIND A SERVICE?



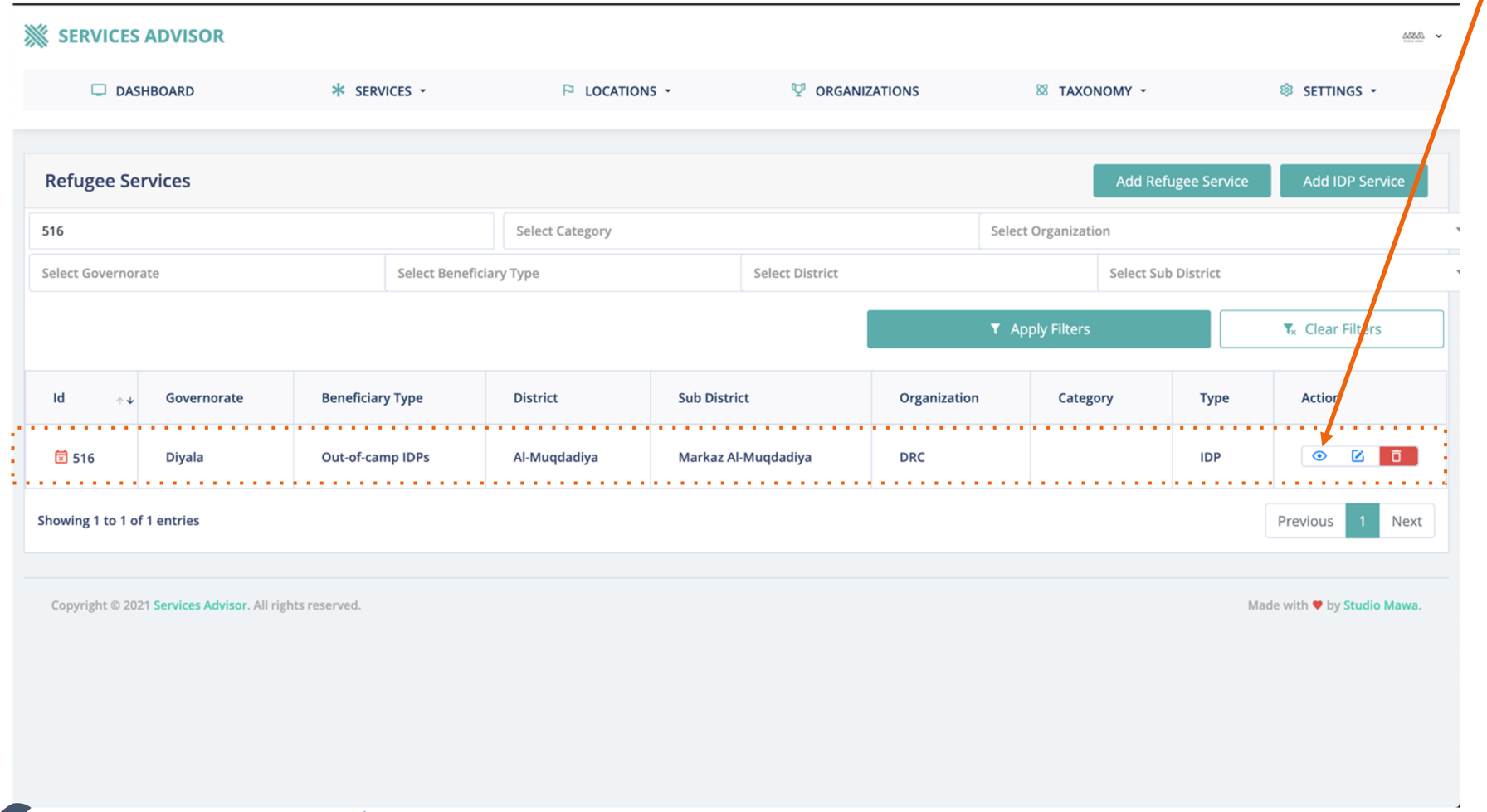
3. Once logged in, from the main menu select "**Service List".**

HOW TO FIND A SERVICE?



4. Find the Services' ID number.

HOW TO FIND A SERVICE CONTACT PERSON?



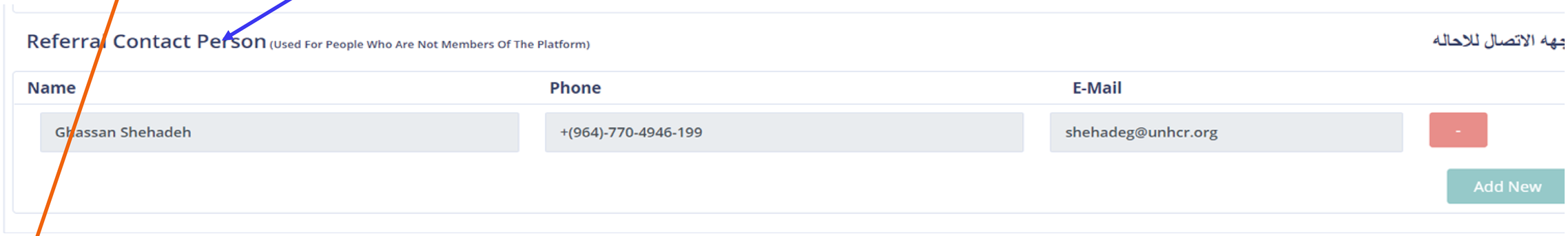
5. After you find the service provider in the services list, you should click the view button (eye icon) to view the service and find the location contact person.

HOW TO FIND A SERVICE CONTACT PERSON?

6. When the selected service location is in view mode, scroll down on the service detail page you will see the contact person information username and email address here.

6.1 Users have the options to check for the focal point of each service if available.

Users can communicate directly with location focal point through email.



LOCATIONS

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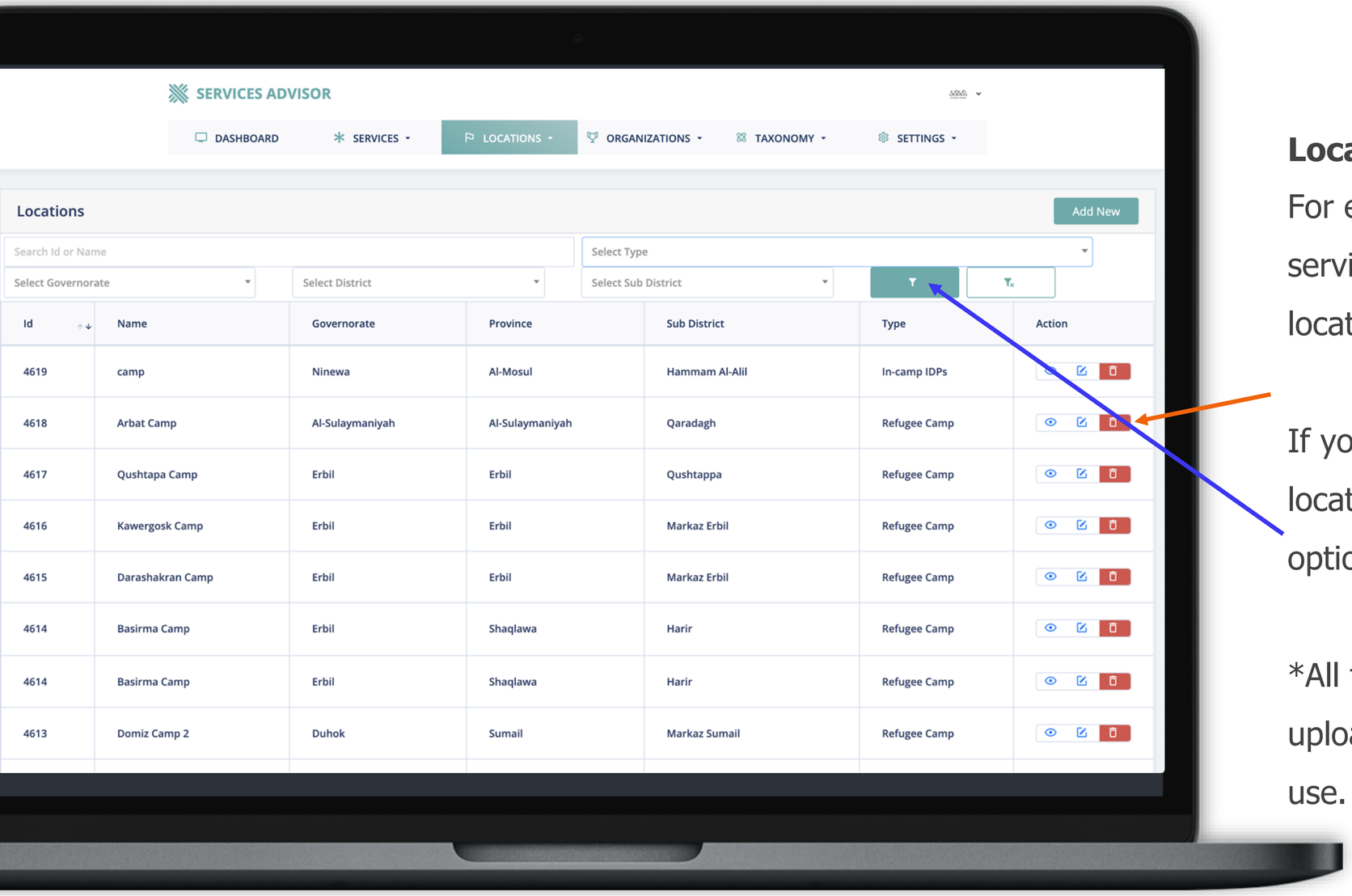
LOCATION LIST



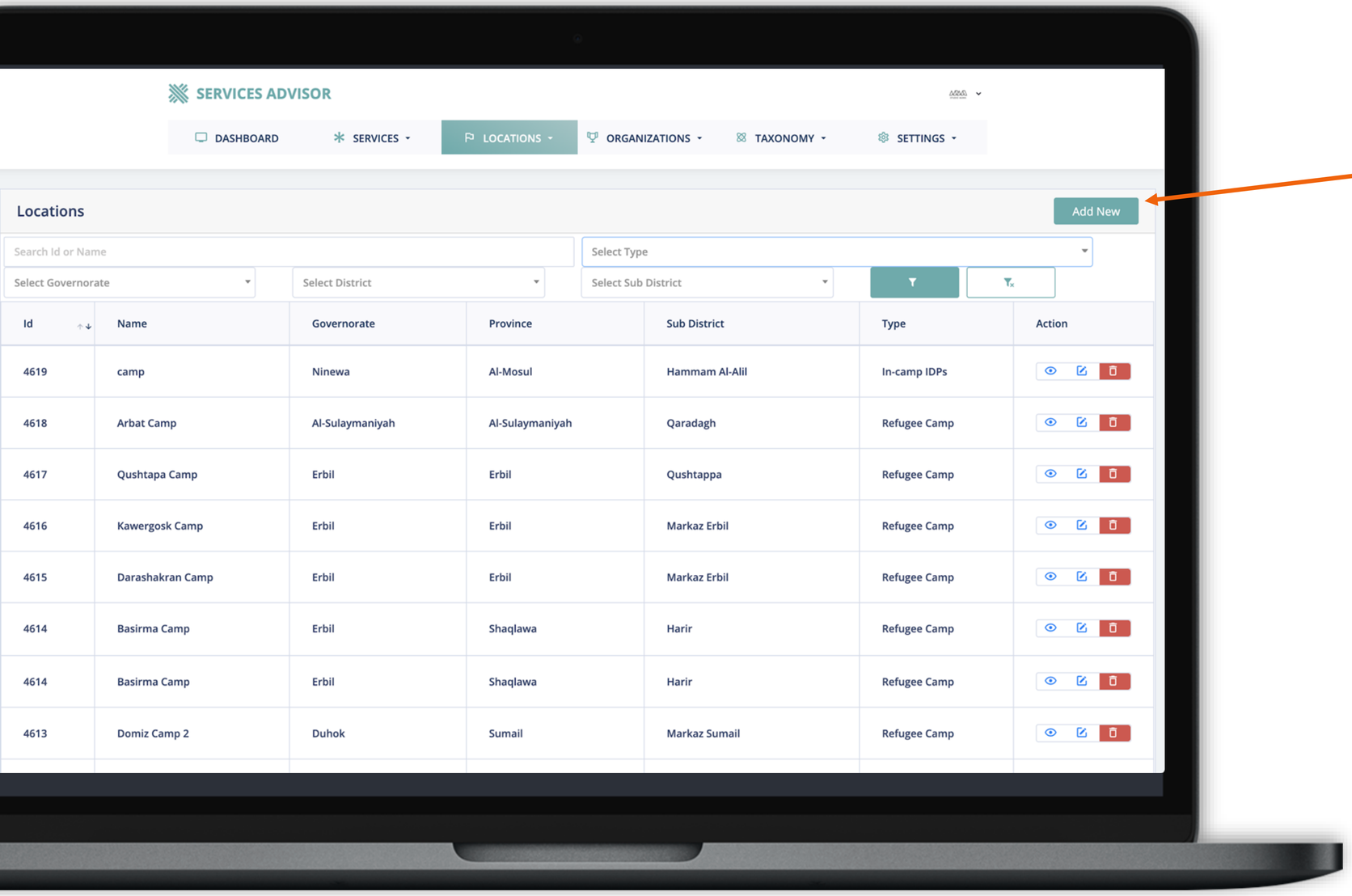
Location List

For ease of reference when adding a service, users can find the existing locations in location list page.

If you are searching for a specific location, you can use the filter options.

*All the official RACs have been uploaded to the platform for you to use.

ADD NEW LOCATION

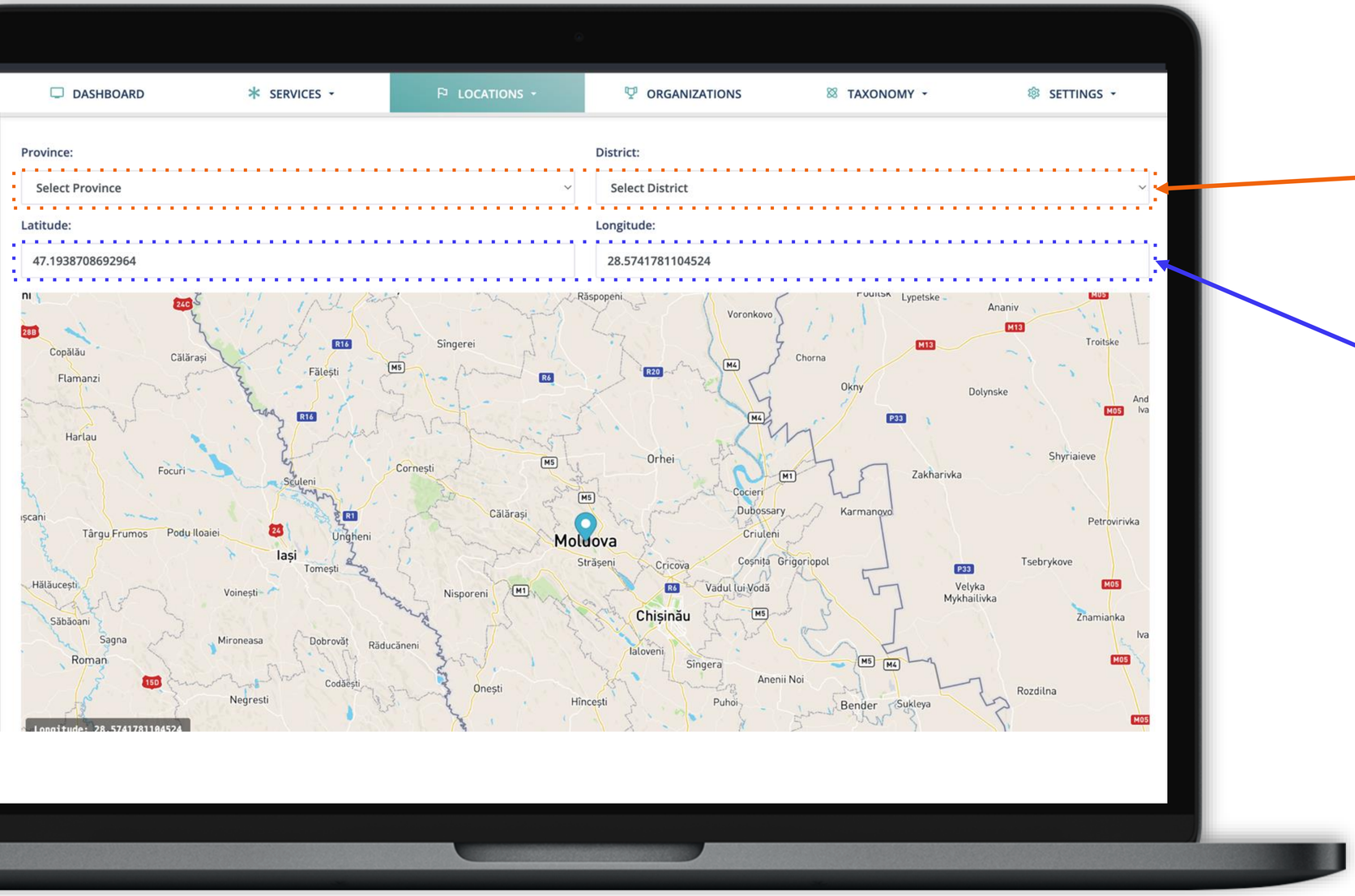


Add new location

When you click the add button, you will be redirected to the add new location form.

(Next page)

ADD NEW LOCATION

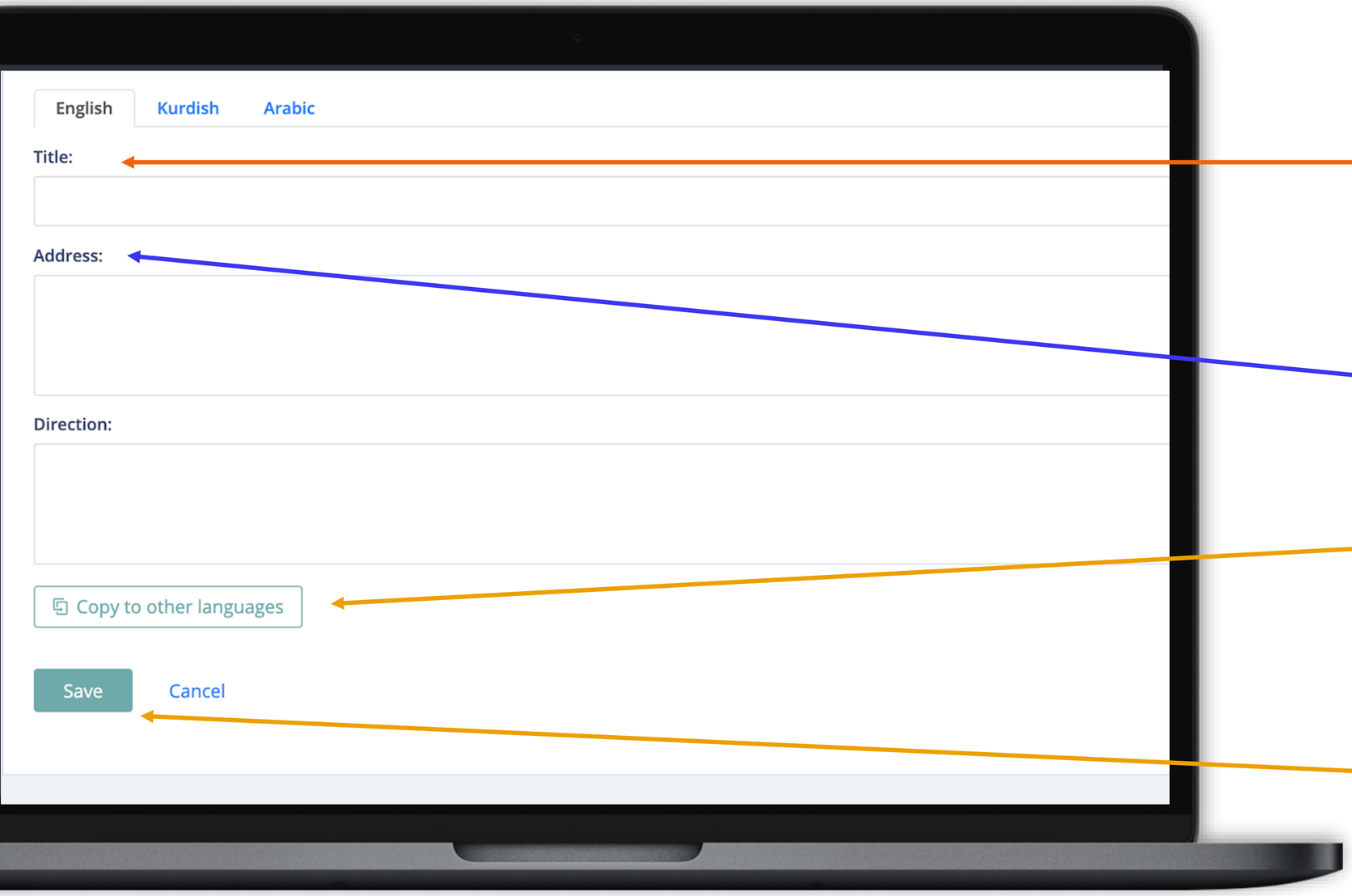


1. Make your choice in the dropdown menu.

2. Make sure that the location pin is in the correct area by entering the correct coordinate information that you can get on Google Maps.

3. You can also drag the location pin to select the correct point.

ADD NEW LOCATION



4. Please add your location name here.

5. Please add the detailed address information.

6. Yu can use this button to copy the address information you have added into other languages.

6. When you click the save button, your address will be added.

USERS

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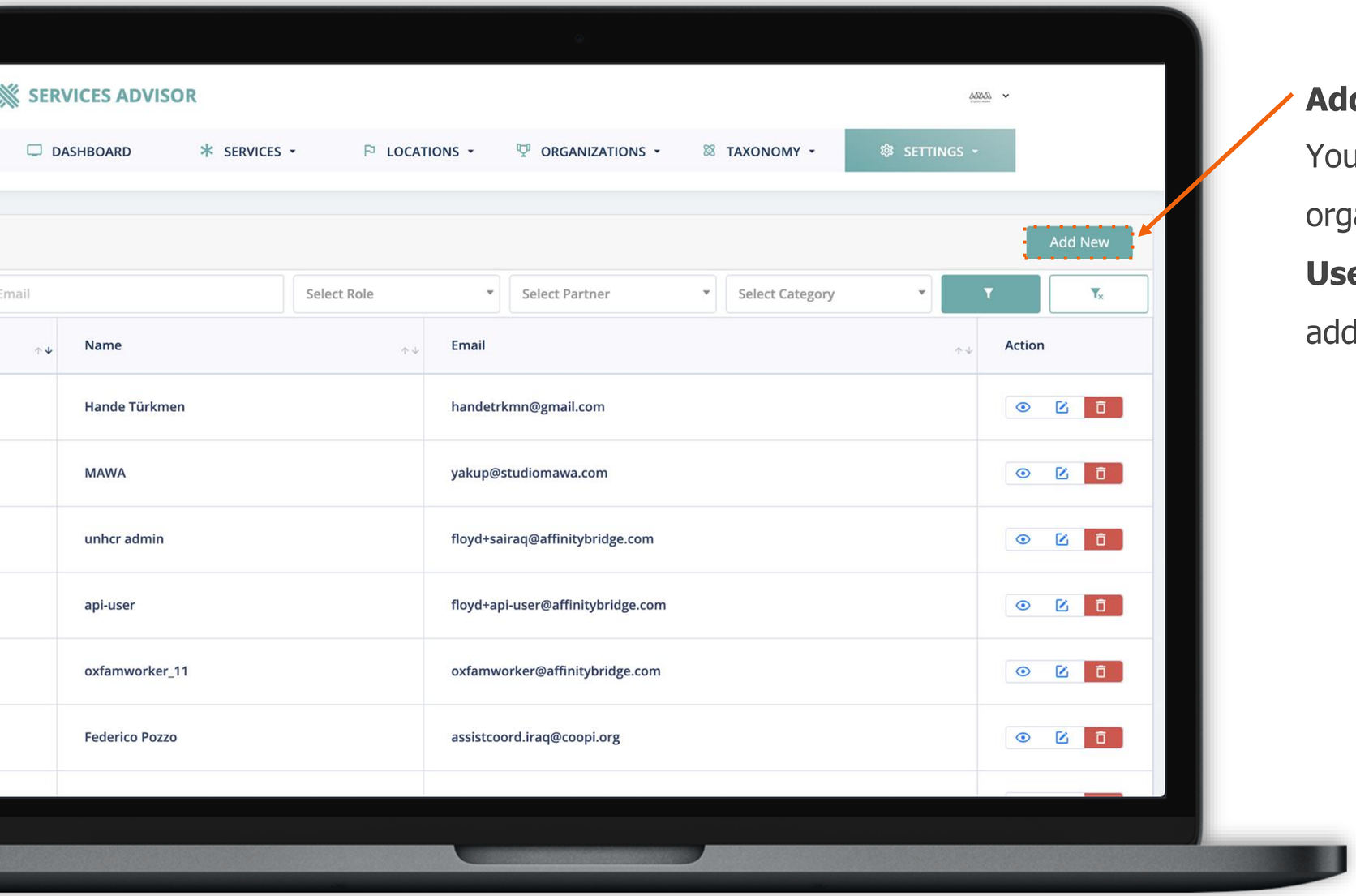
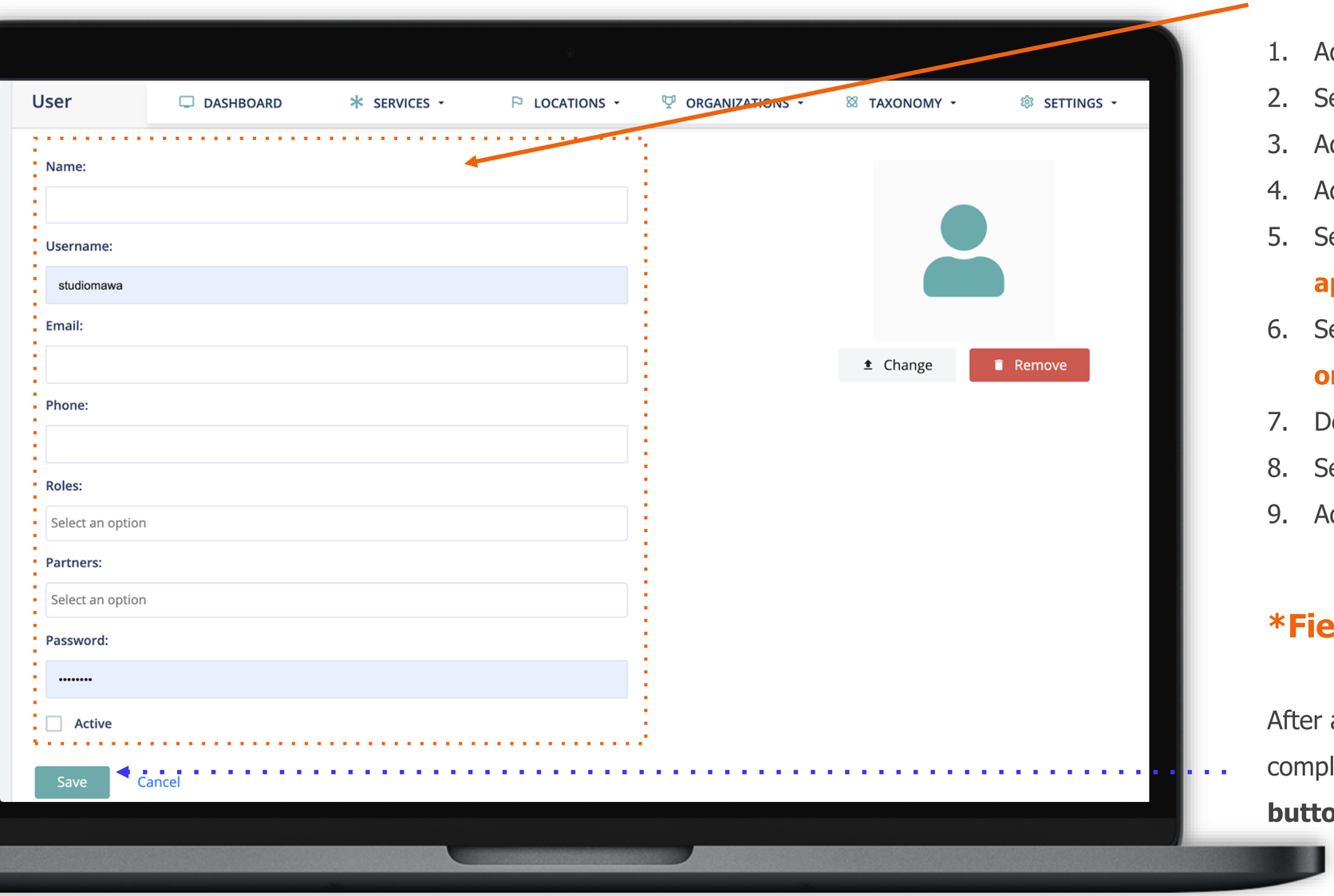
ADD USER



Add new user

You can add new users within your organization. When you click **"Add User"** button the form will redirect to add new user form.

ADD USER



Add new user form

1. Add user "Name and Surname"*
2. Set a username.*
3. Add user's email address.*
4. Add user's phone number.
5. Select a Role for user.* **(one role will appear)**
6. Select the user's partner.* **(user organization will only appear)**
7. Define a temporary password for the user.*
8. Select the active button.*
9. Add or change the user profile picture.

***Fields marked are required.**

After all the information is added, you can complete the process **by clicking the save button.**

USER PROFILE

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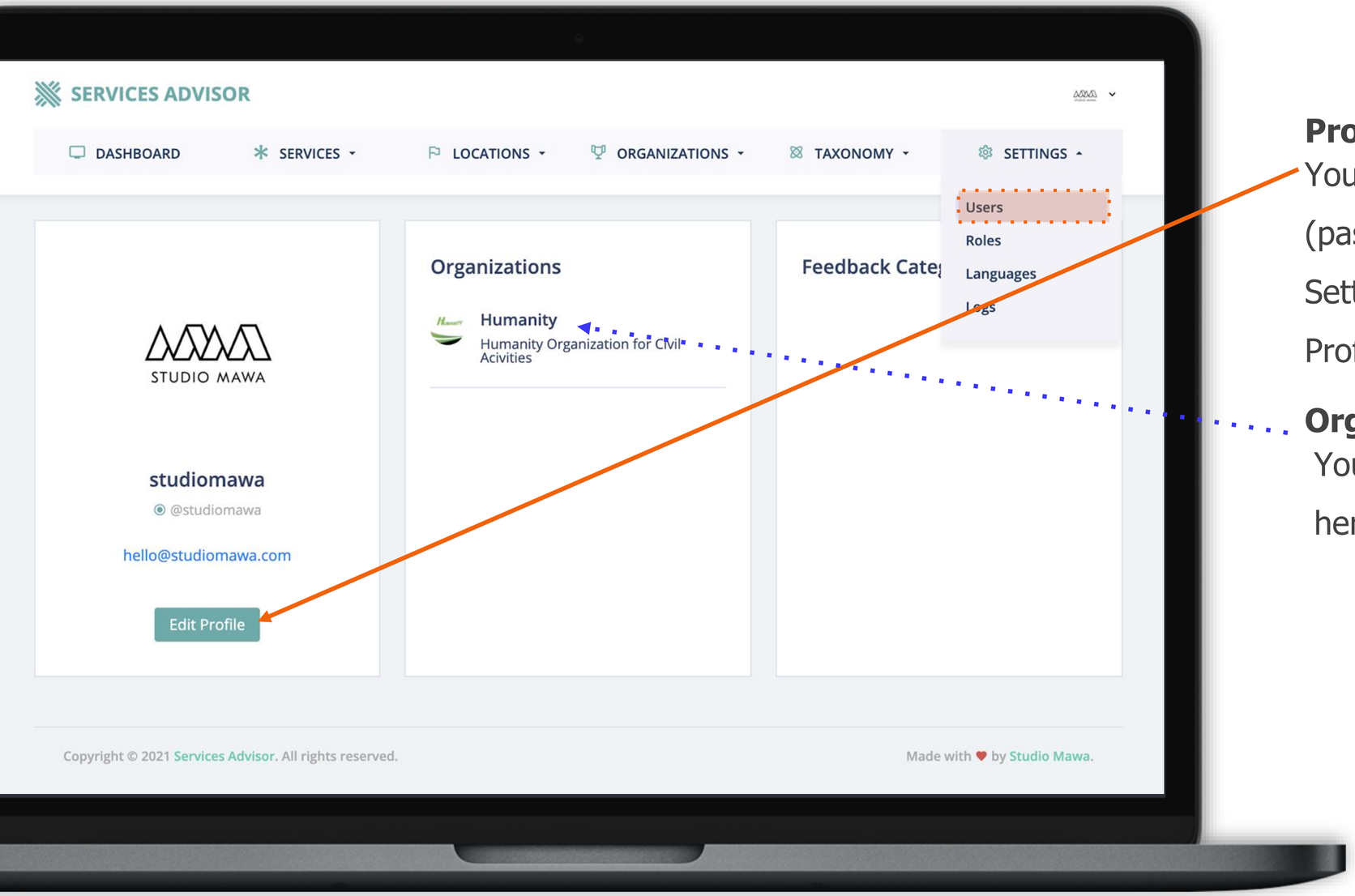
USER PAGE DETAIL



Profile Details

You can edit your account details (password, profile picture) from Settings menu ☐ Users☐ Edit Profile.

Organizations Shortcut

You can see the user's organization(s) here.

Way forward

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for the Ukraine Situation

For technical support please contact:

Monica Vazquez
vazquezm@unhcr.org

THANK YOU

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