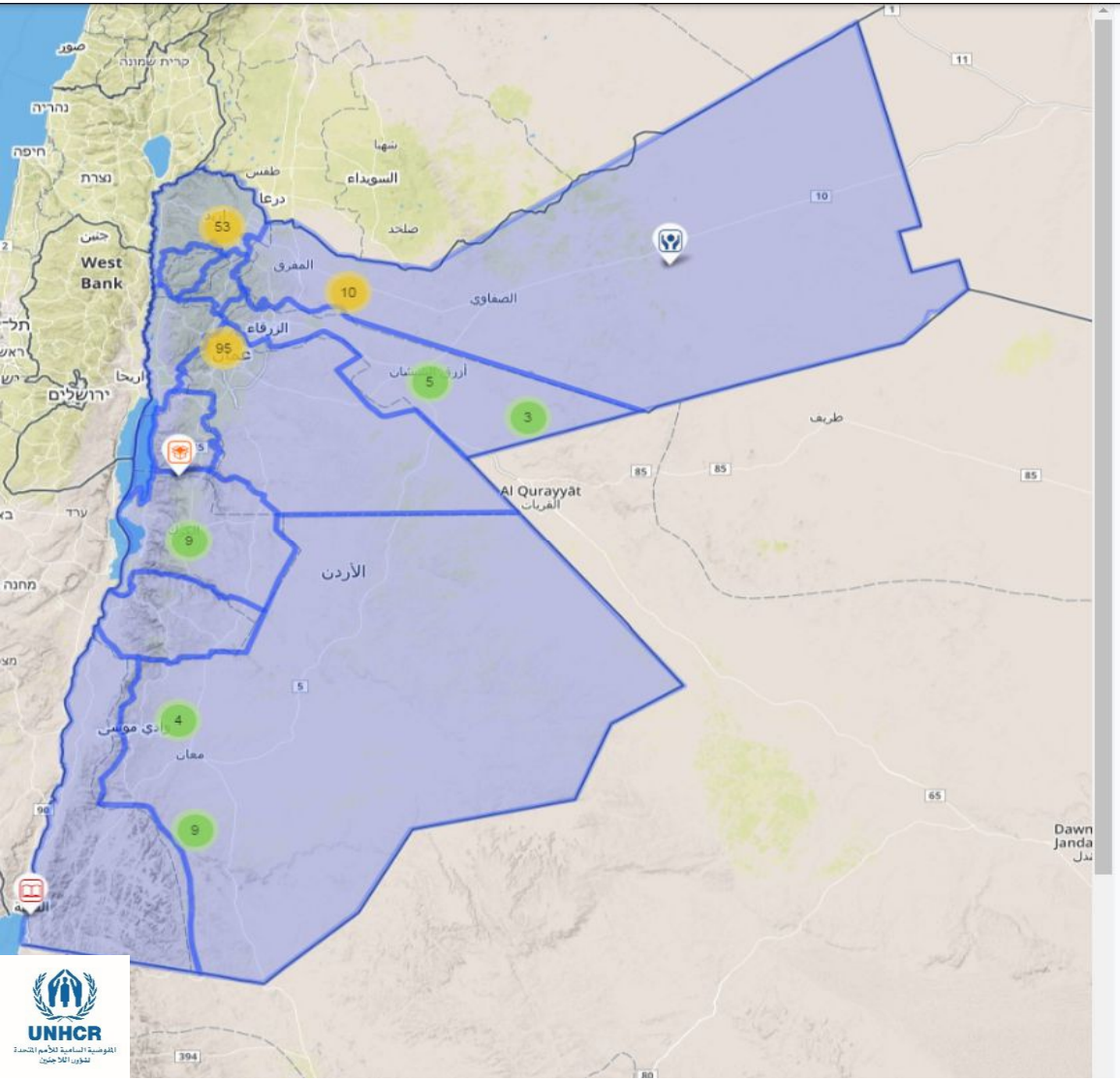
# Services Advisor

# User Guide

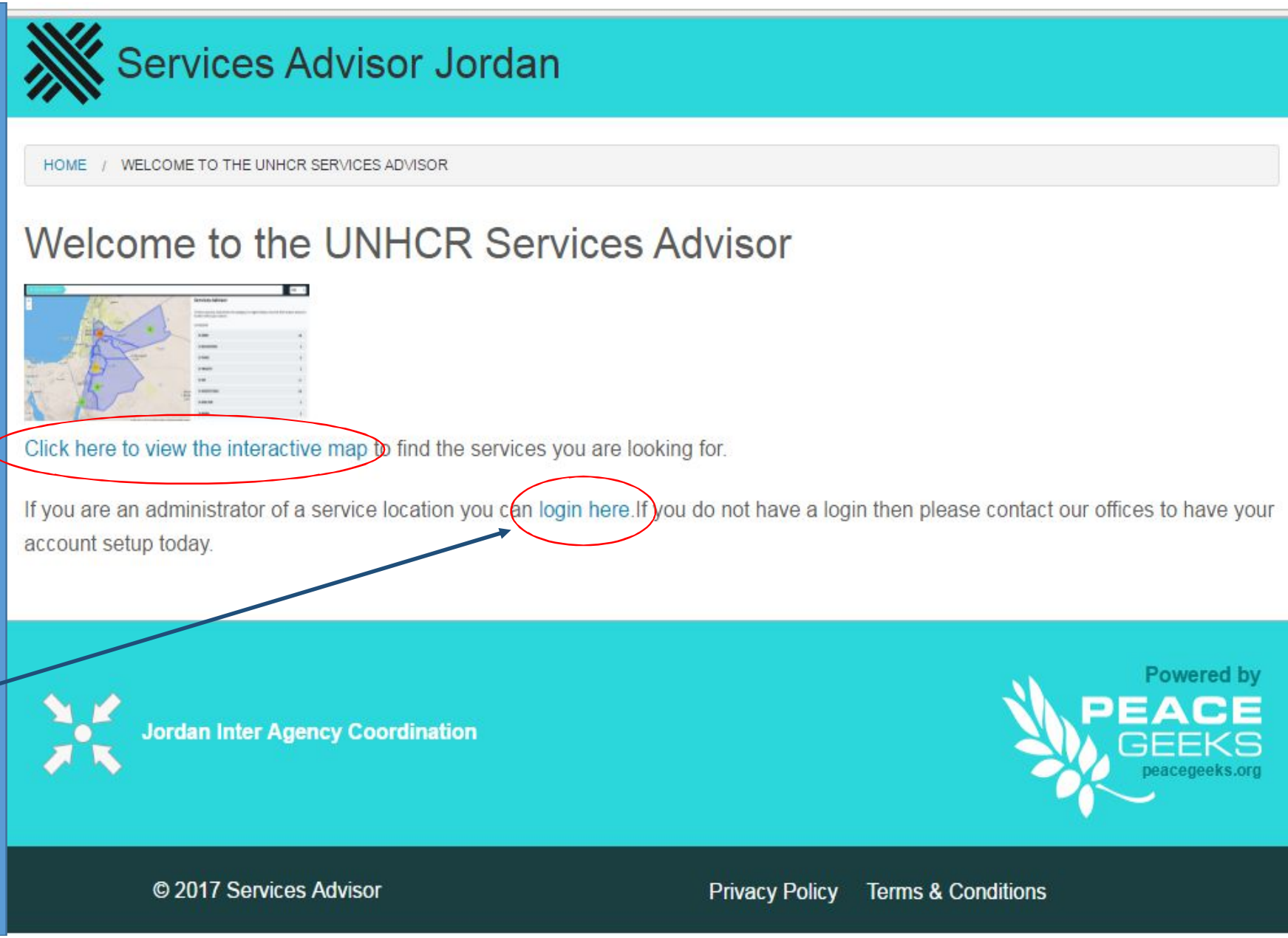


**Landing Page**

http://admin.jordan.servicesadvisor.org/

Takes you to the front end –interactive map at http://jordan.servicesadvisor.org/

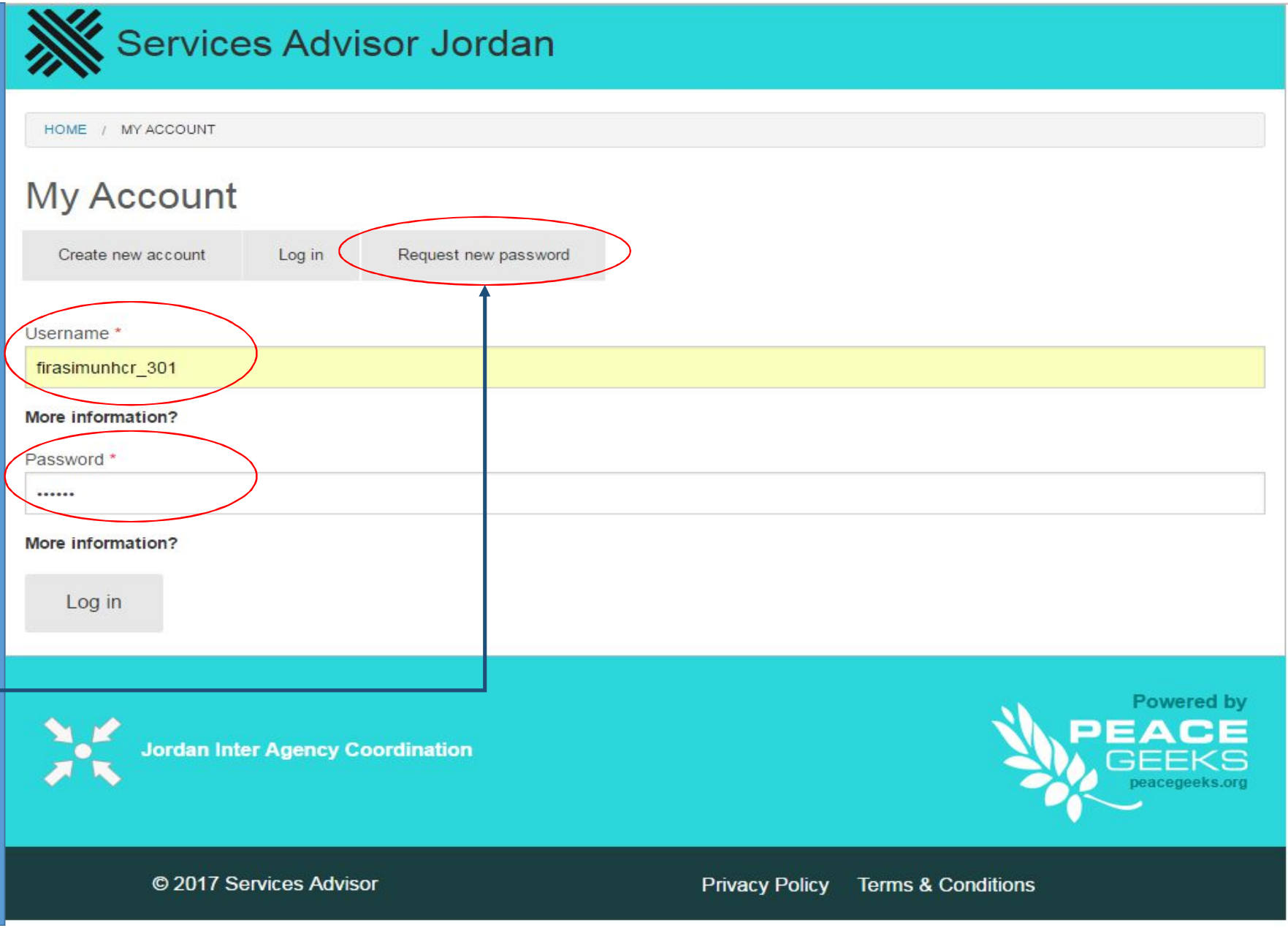
Direct you to the login page for user



## Login Page

Enter Your User name and Password that you received to login into the system

If you forgot your password, you can request new one from here

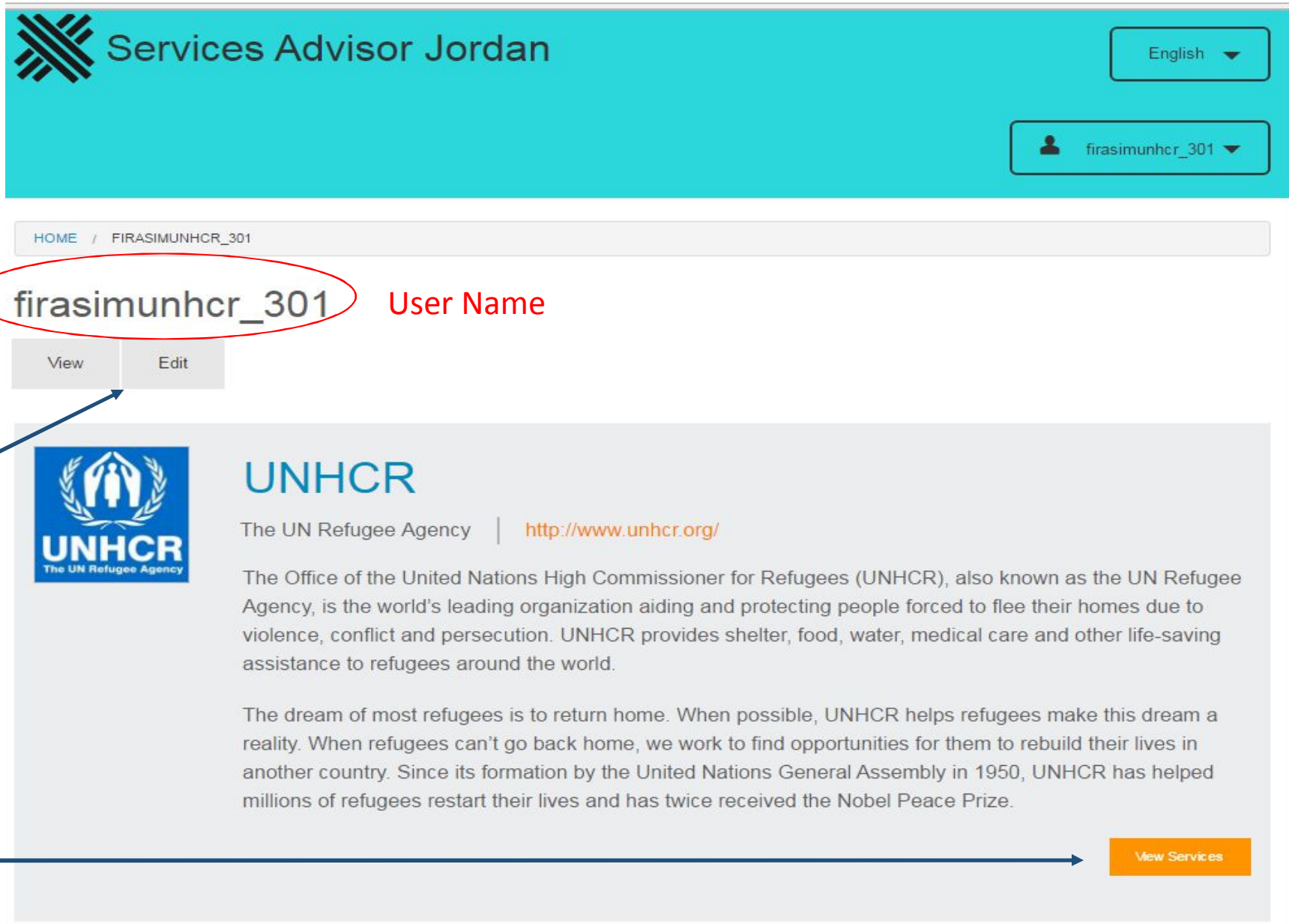


**User Page**

Information about the user with a brief on the Organization and logo

You can Edit your account details from here (password, time zone, language …etc.)

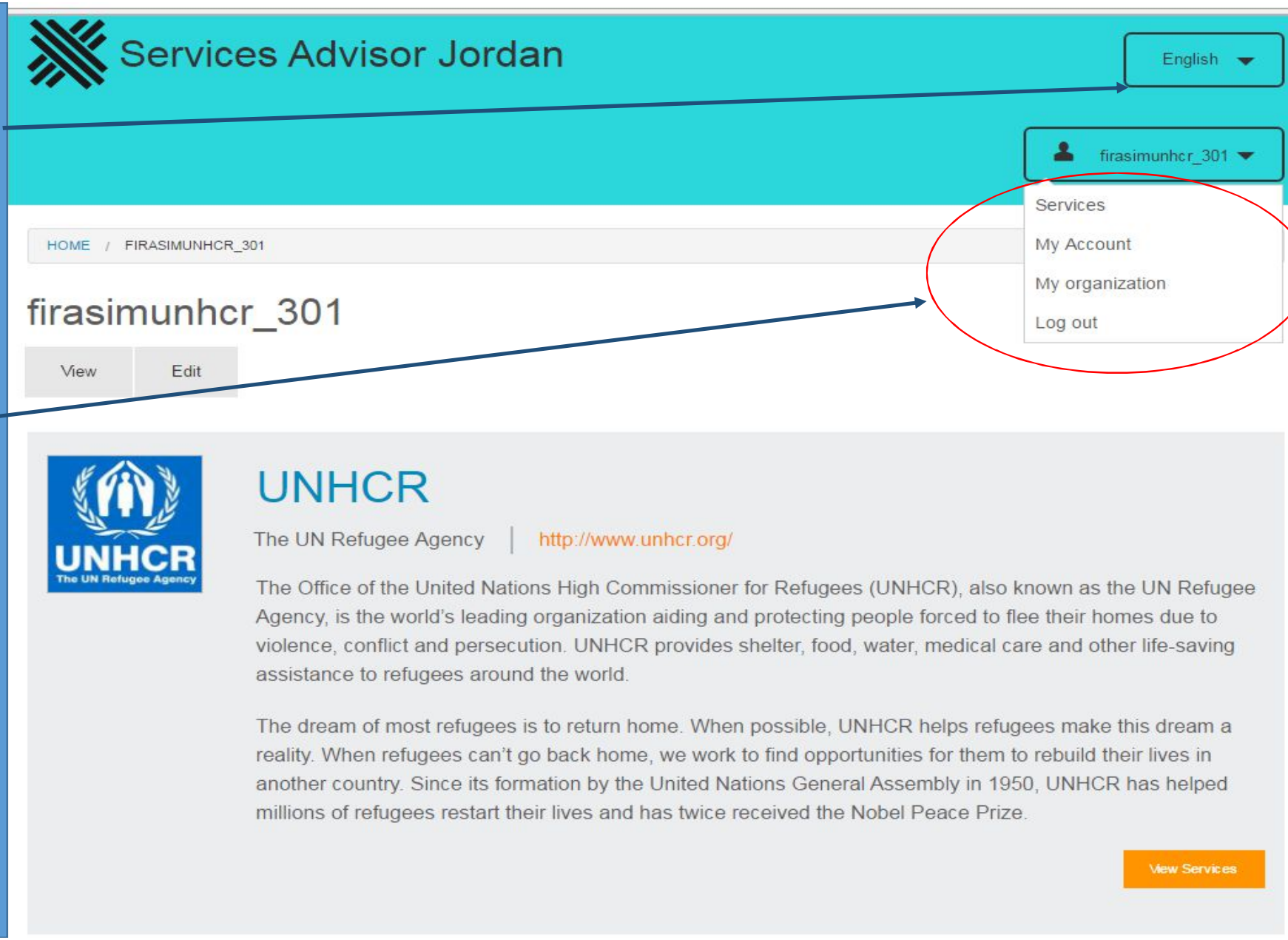
You can see the projects entered by the organization from here



You can also choose the language from here (Arabic or English)

You can navigate to four pages within the user page:

- Service/Data Entry Page
- My account/User page
- Organization page
- Log out of the system

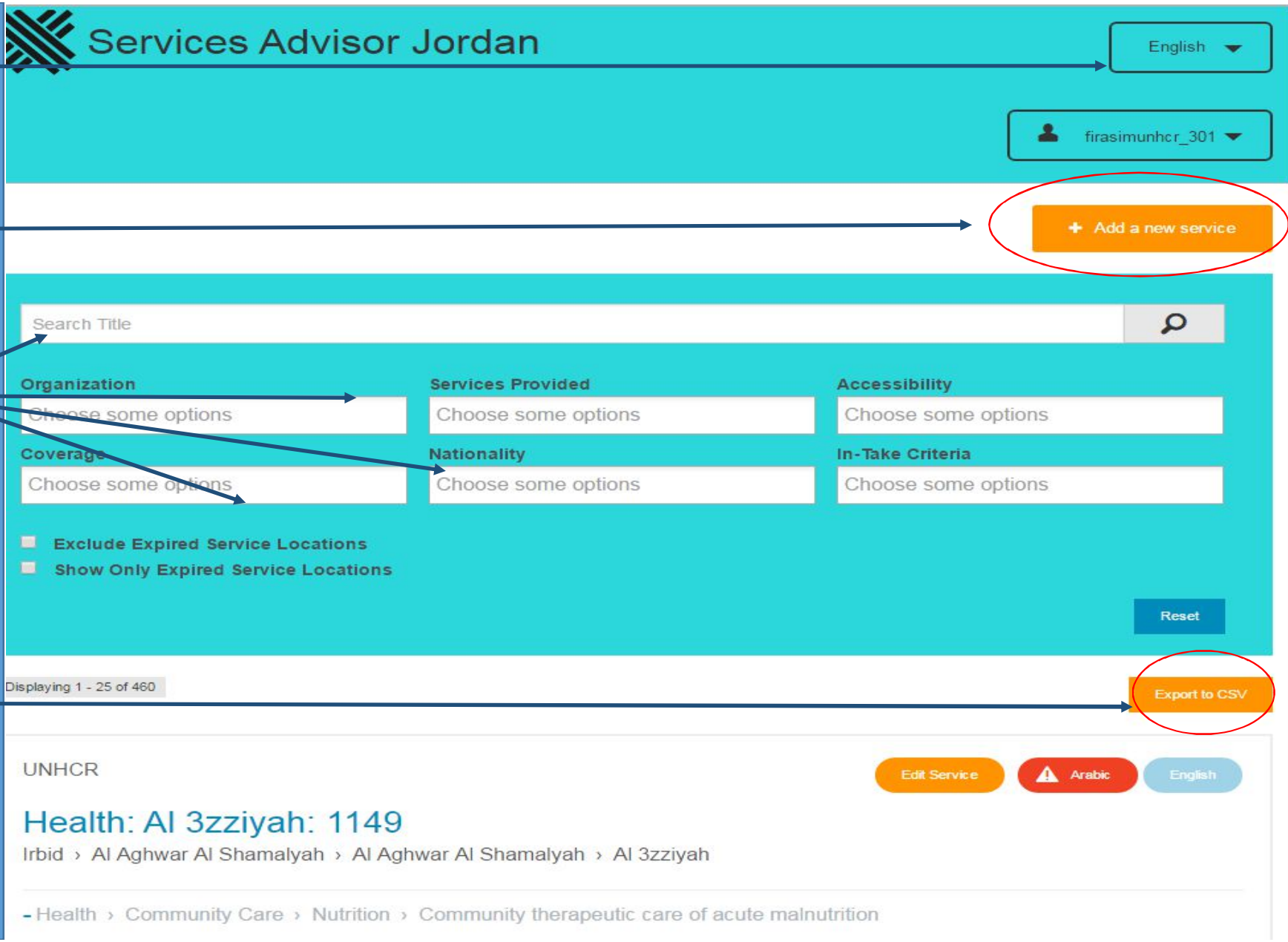


**Services Page**

Adding new Service

You can search by service title, Organization, Sector…etc.

Export Search Result into .csv file



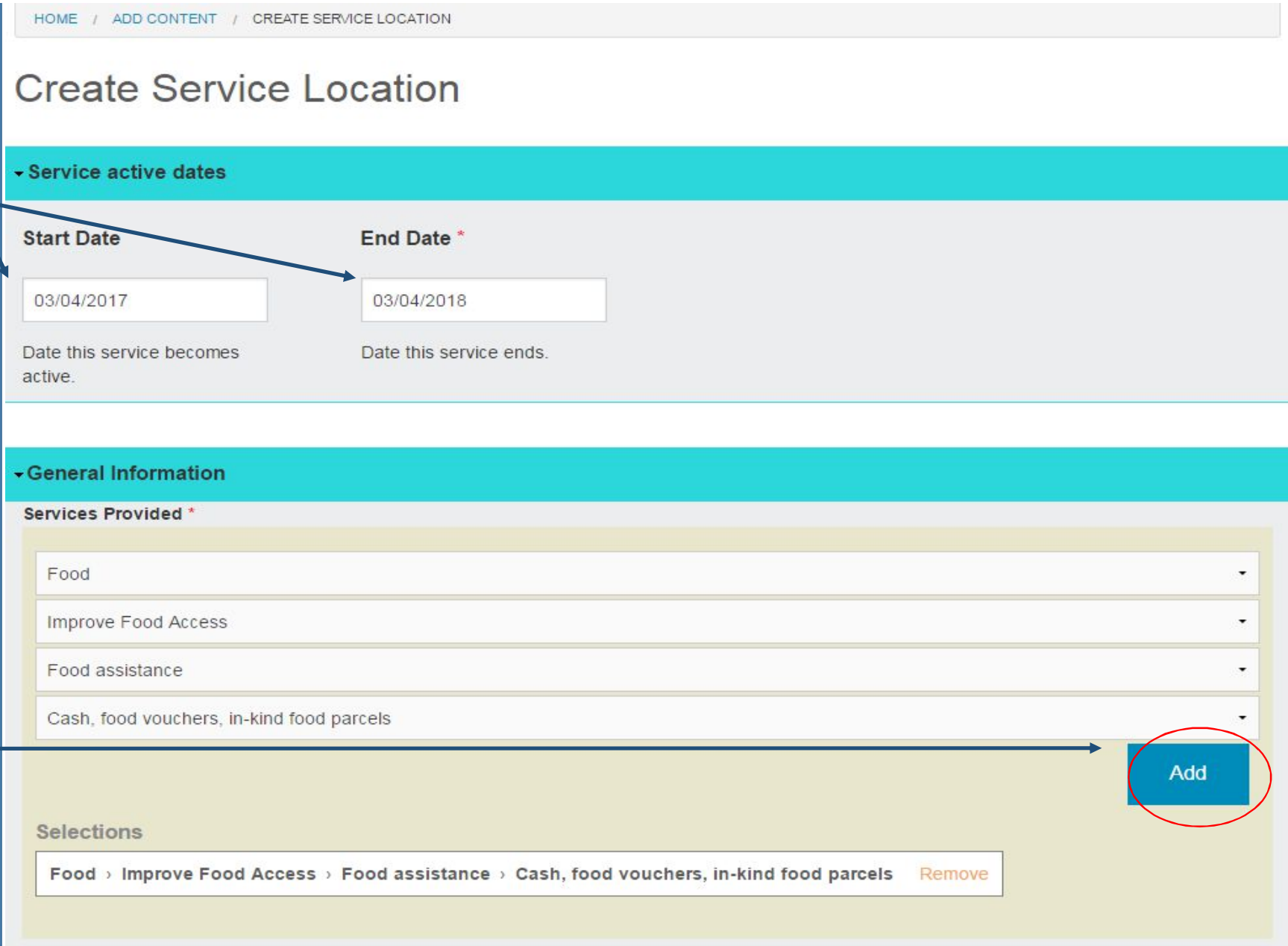
## 1- Creating New Service

Enter the start and end date of the service/project

Based on each sector taxonomy, enter the correct details for each service

Do not Forget to click “Add” to record the Services

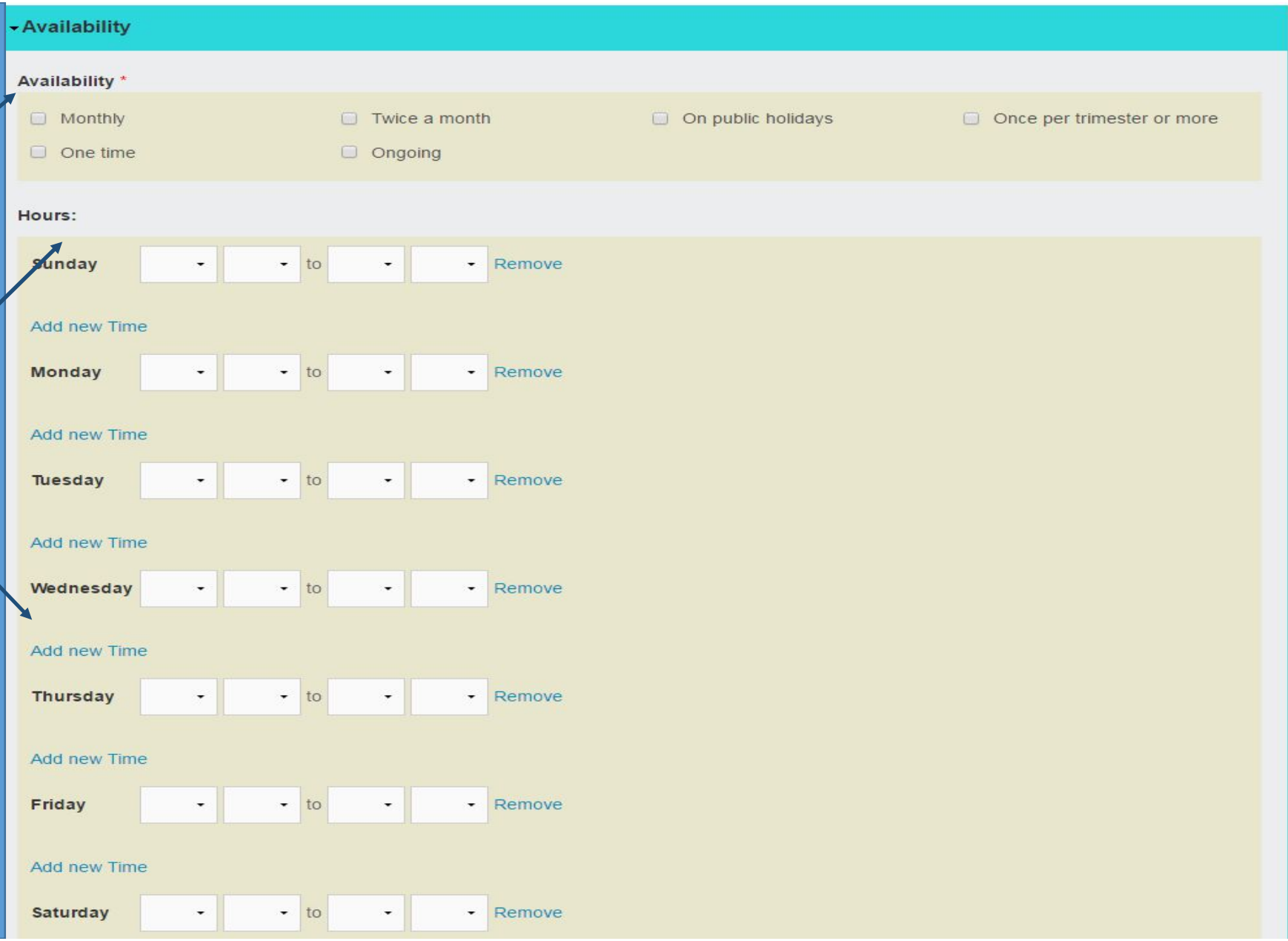
You can add more services for the same location and click Add



## 2- Creating New Service

Availability of the service, and if it is periodic or not and what is the frequency of it.

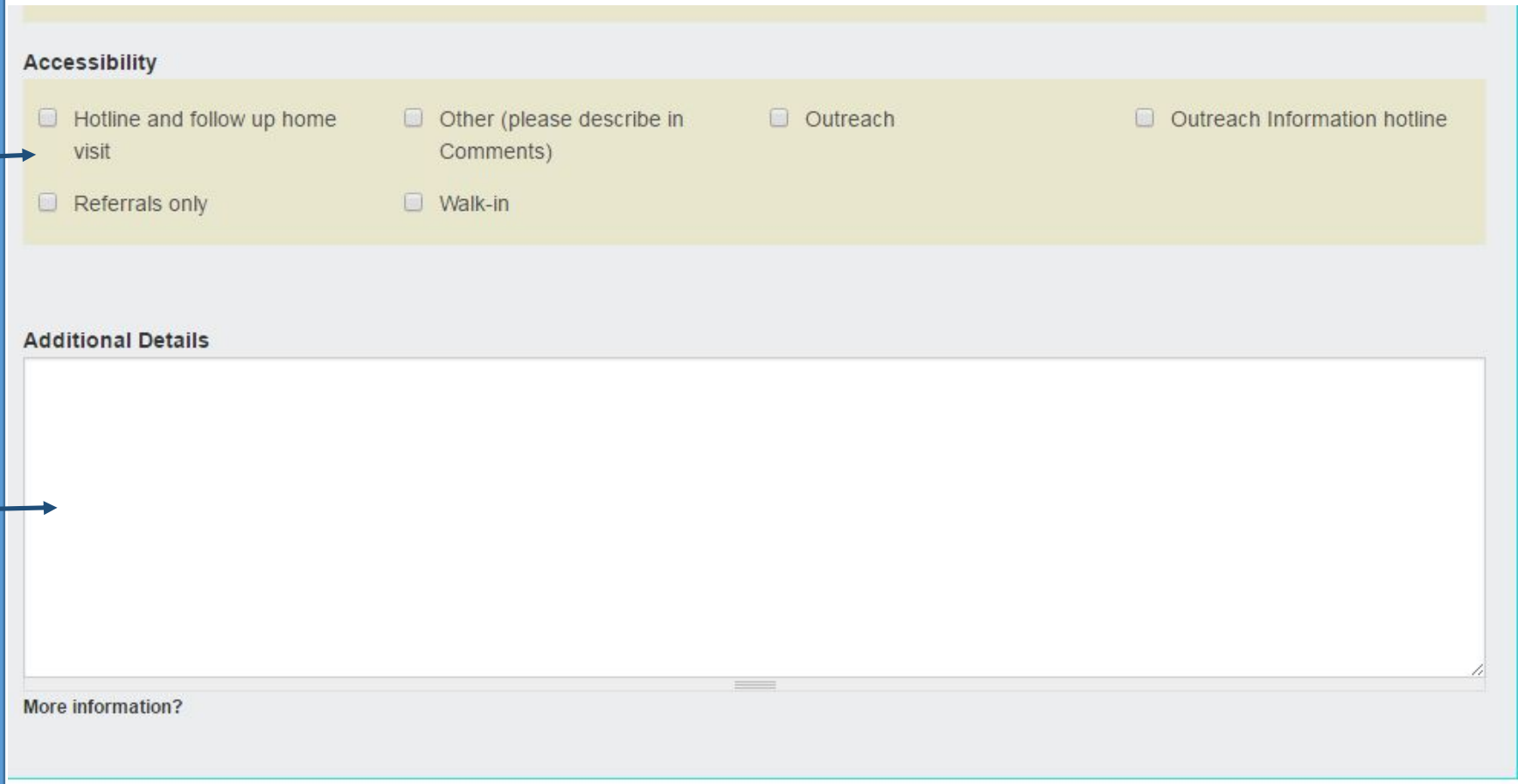
Exact timing of availability for each day of the week (if applicable)



## 3- Creating New Service

How the service is accessible by beneficiaries

Any more information of the delivery of the service(s)



## 4- Creating New Service

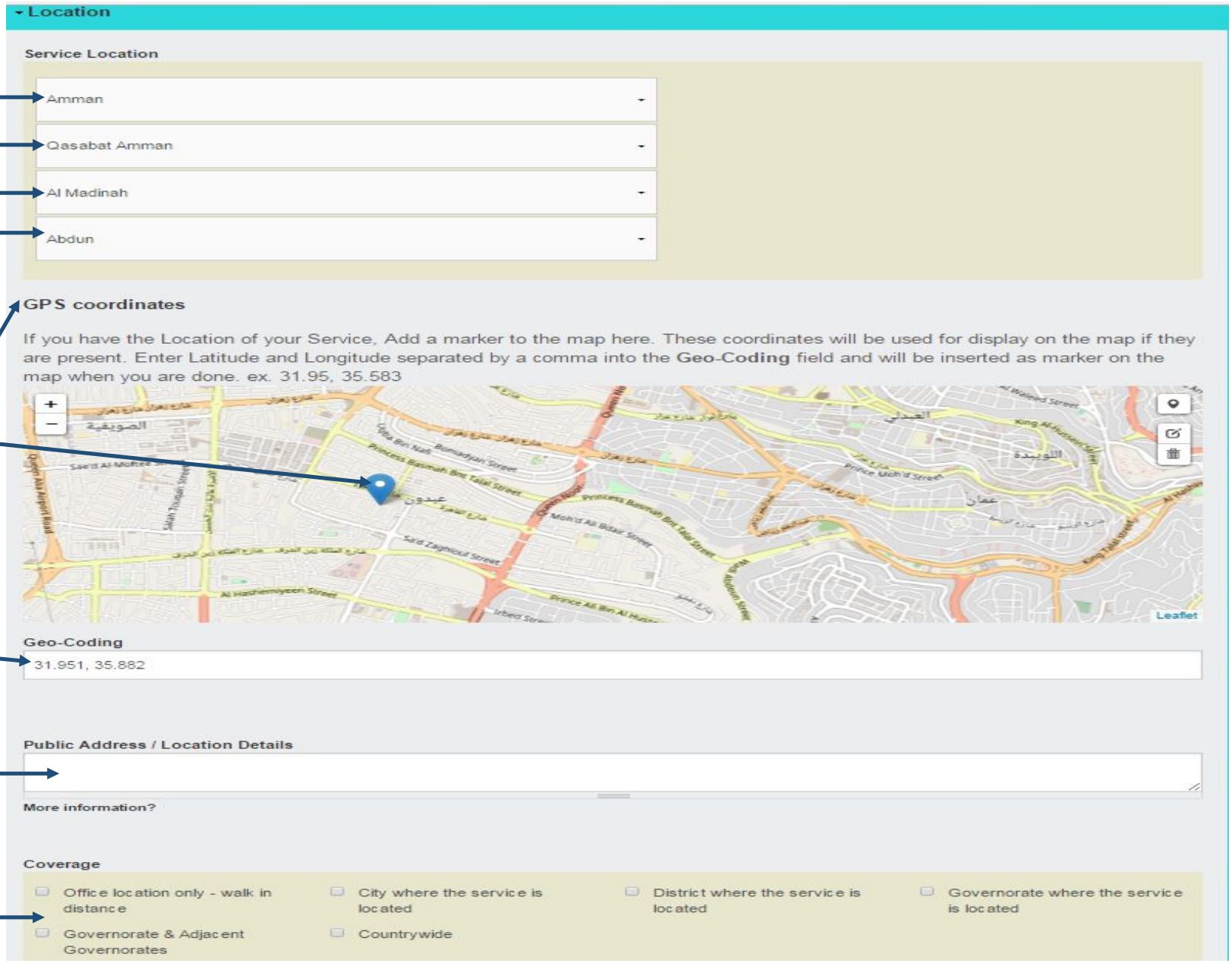
Service location based on 4 level administrative divisions of Jordan

You can choose the exact location of the service from the map by dropping the GPS marker on the map

If you know the exact GPS coordinate, it could be entered directly here

Any details on the location could be entered here

The geographical coverage of each service



## 5- Creating New Service

What kind of documentation is needed to access the service

Nationalities eligible to receive the service

The criteria (if needed) to receive the service

### Documentations and Specific Needs

**Legal Documents Required**

- [ ] Jordanian ID Card
- [ ] Ration card (camp spec)
- [ ] UNHCR RC
- [ ] Valid UNHCR ASC and MOI card
- [ ] Expired and Valid UNHCR ASC and MOI
- [ ] UNHCR ASC
- [ ] MOI card
- [ ] Orginal Proof of Syrian ID
- [ ] Copy of Proof of Syrian ID

**Nationality** *

- [ ] No restriction
- [ ] Jordanians
- [ ] Syrians
- [ ] Palestinians
- [ ] Iraqis
- [ ] Egyptians
- [ ] Somalis
- [ ] Sudanese
- [ ] Yemenis
- [ ] Other nationalities
- [ ] Stateless

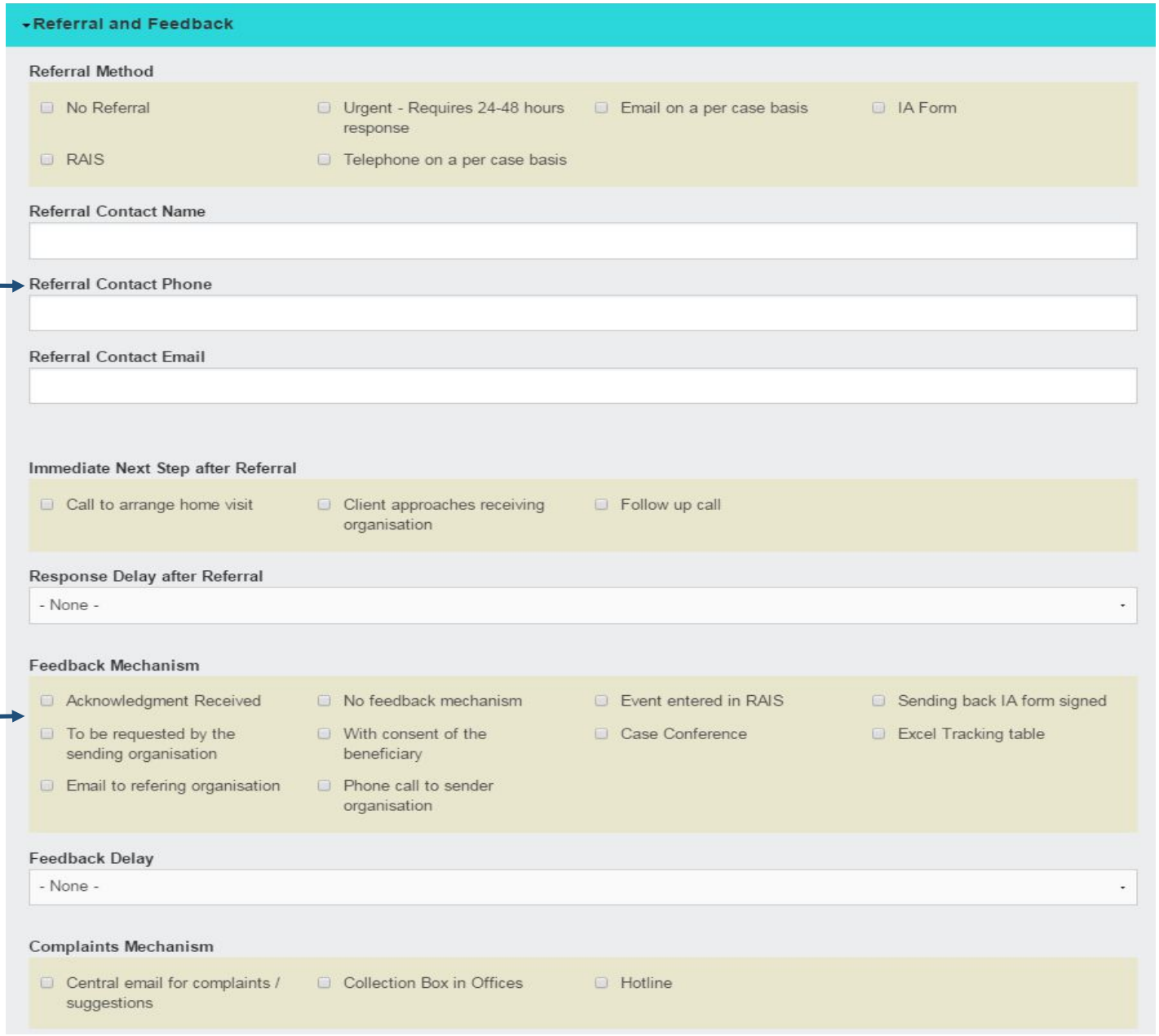
**Intake Criteria**

- [ ] Legal Needs
- [ ] Medical Condition
- [ ] Open to all
- [ ] Vulnerability
- [ ] Youth/ Adolescence
- [ ] Specific Vulnerability Calculation/Scoring
- [ ] Child at risk
- [ ] Unaccompanied or separated child
- [ ] Woman at risk
- [ ] Older person at risk
- [ ] Single parent or caregiver
- [ ] Disability
- [ ] Children with disabilities
- [ ] Serious medical condition
- [ ] Chronic diseases
- [ ] Family unity
- [ ] Specific legal and physical protection needs
- [ ] Torture
- [ ] SGBV
- [ ] Children out of school
- [ ] Children 6 up to 12 y/o
- [ ] Children up to 17 y/o
- [ ] War Wounded
- [ ] Persons with Impairment
- [ ] Other (please describe in Comments)

# 6- Creating New Service

Referral methods (if exists)

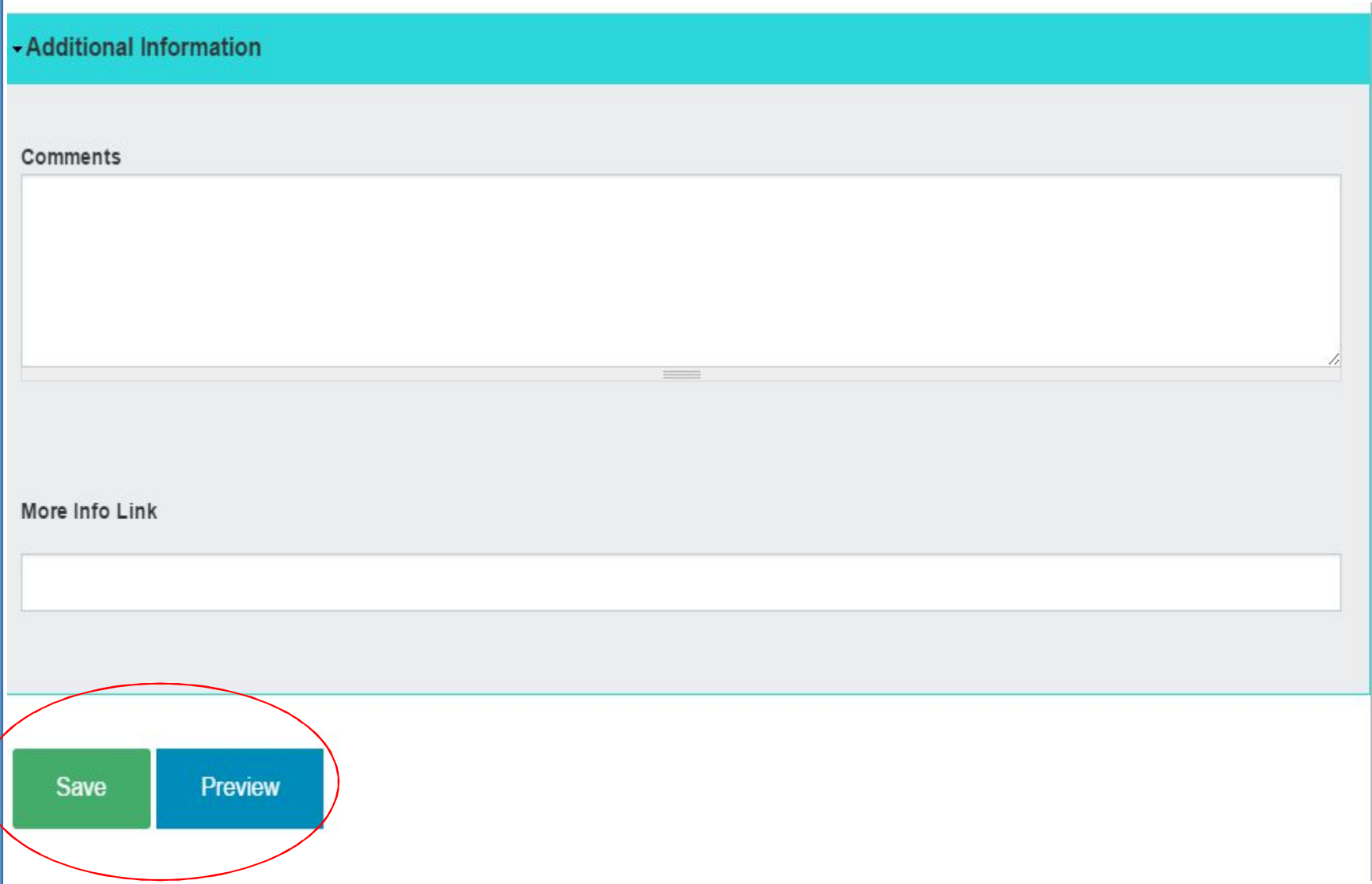
Feedback mechanism and details



## 7- Creating New Service

Additional information on the services, details, updates…etc.

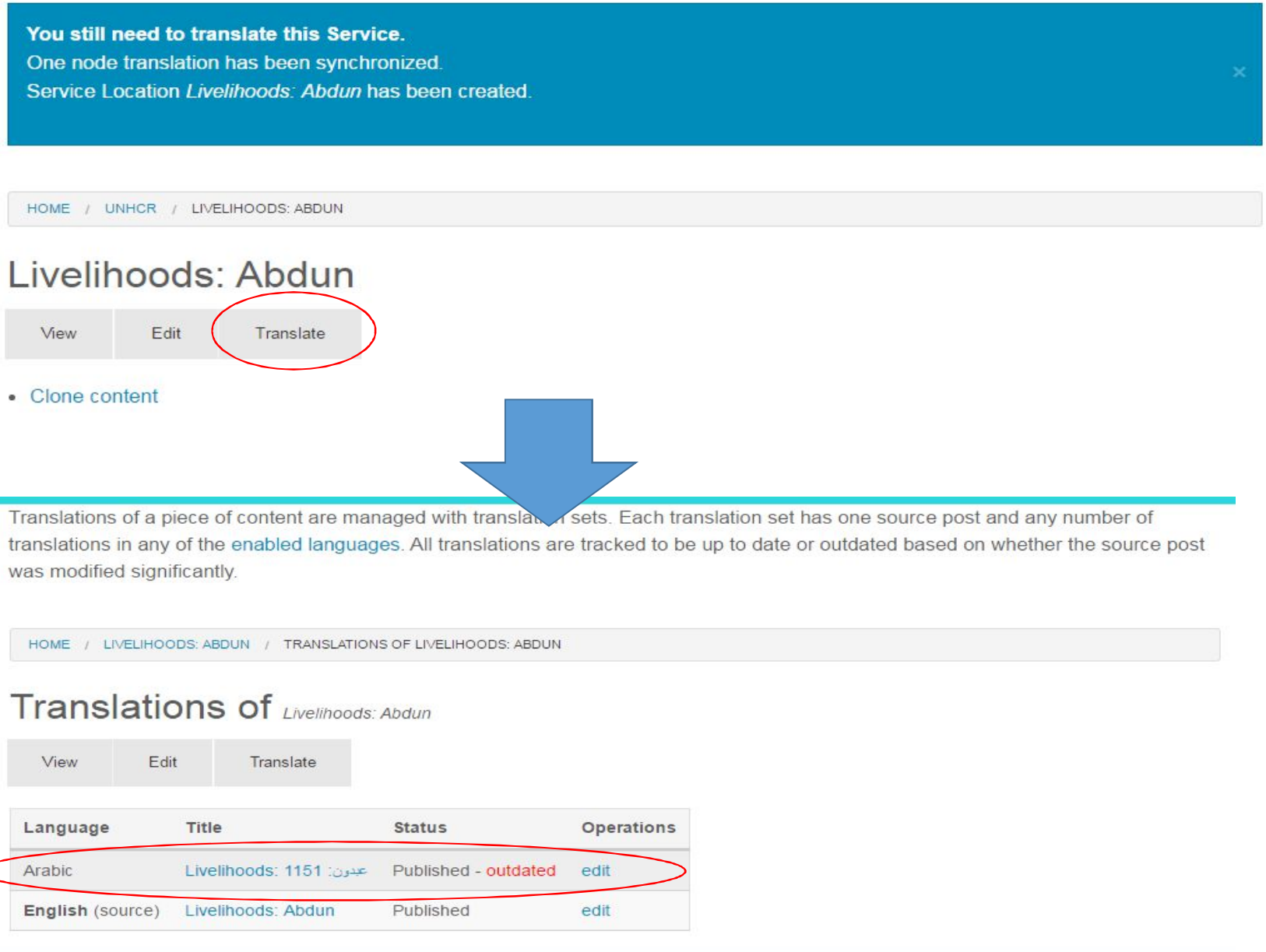
You can view you entry or save it from here



## 1- Saving, Translating and Cloning

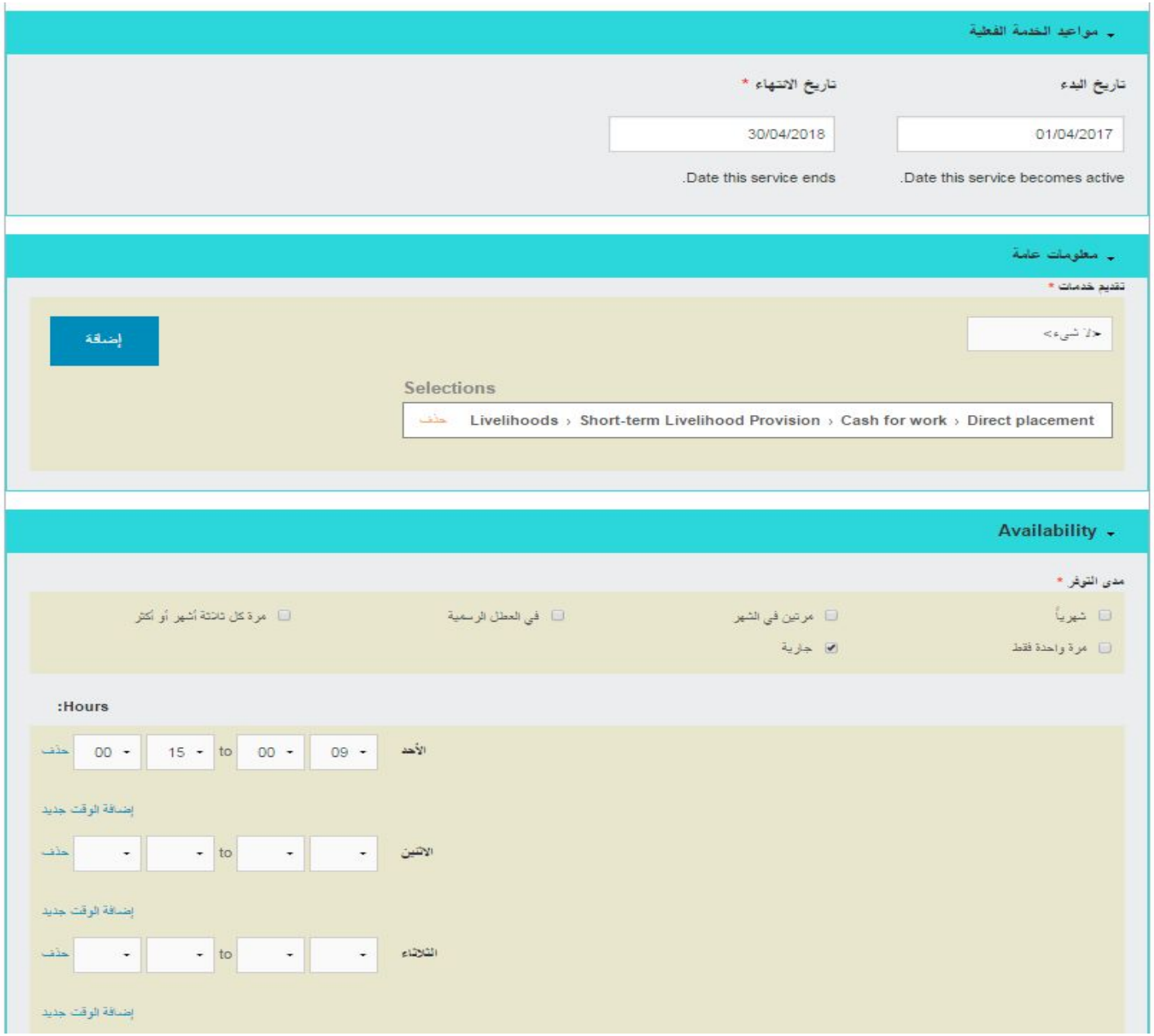
After Saving your service entry, you will be asked to translate it

You will need to click on the link to open the “Arabic” page of the service details



## 2- Saving, Translating and Cloning

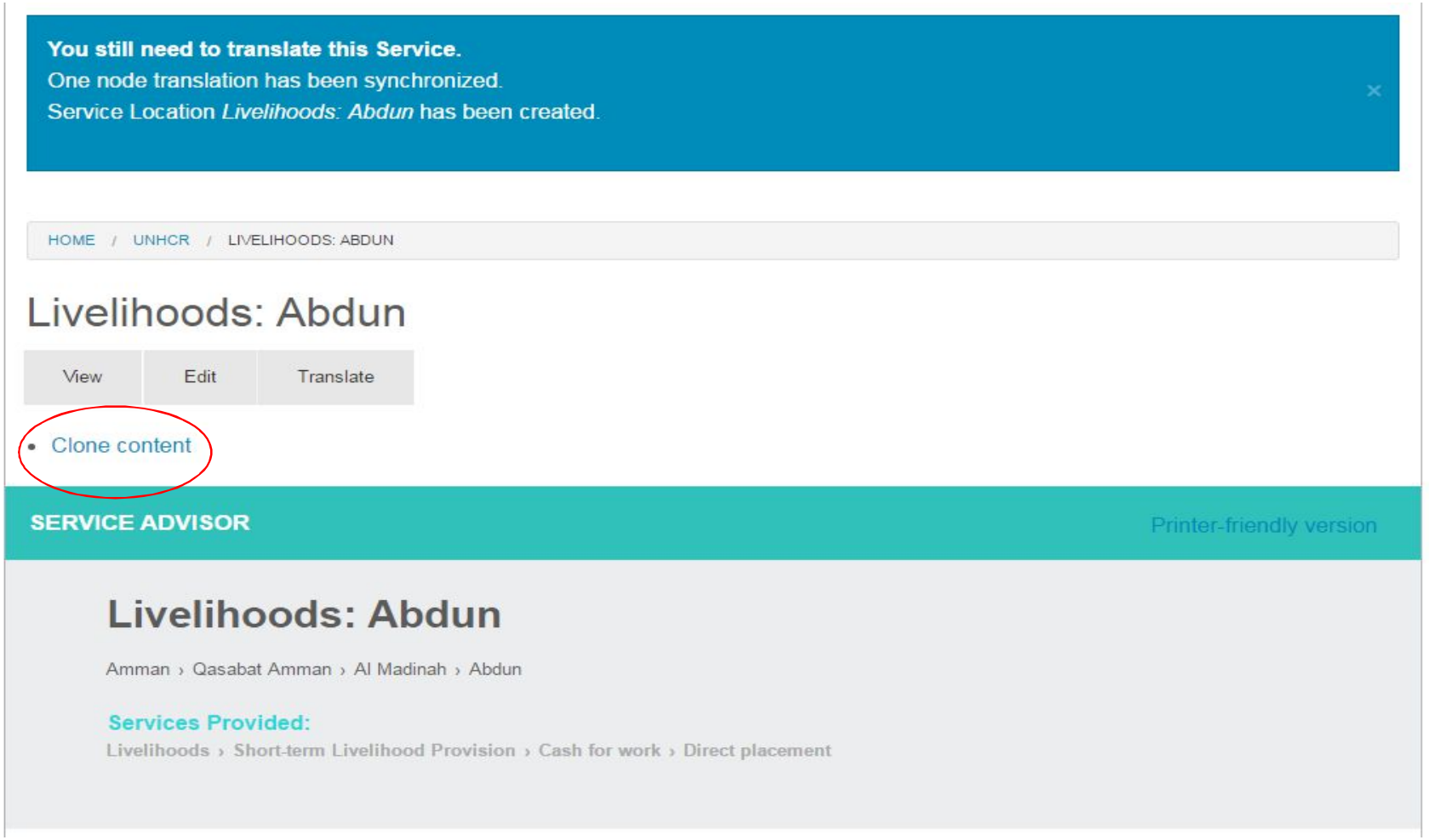
Most of the contents in the Arabic page is already translated in the system, you will mostly need to add the comments and details in Arabic
When you done, you need to save the service again



## 2- Saving, Translating and Cloning

Clone is a very powerful addition that help the user to clone as many services as needed and change only some of the details without spending much time on creating them from scratch

Example for that , is when an organization is providing the same type o service in many locations, so you can create only one and clone the rest with changing the location details only



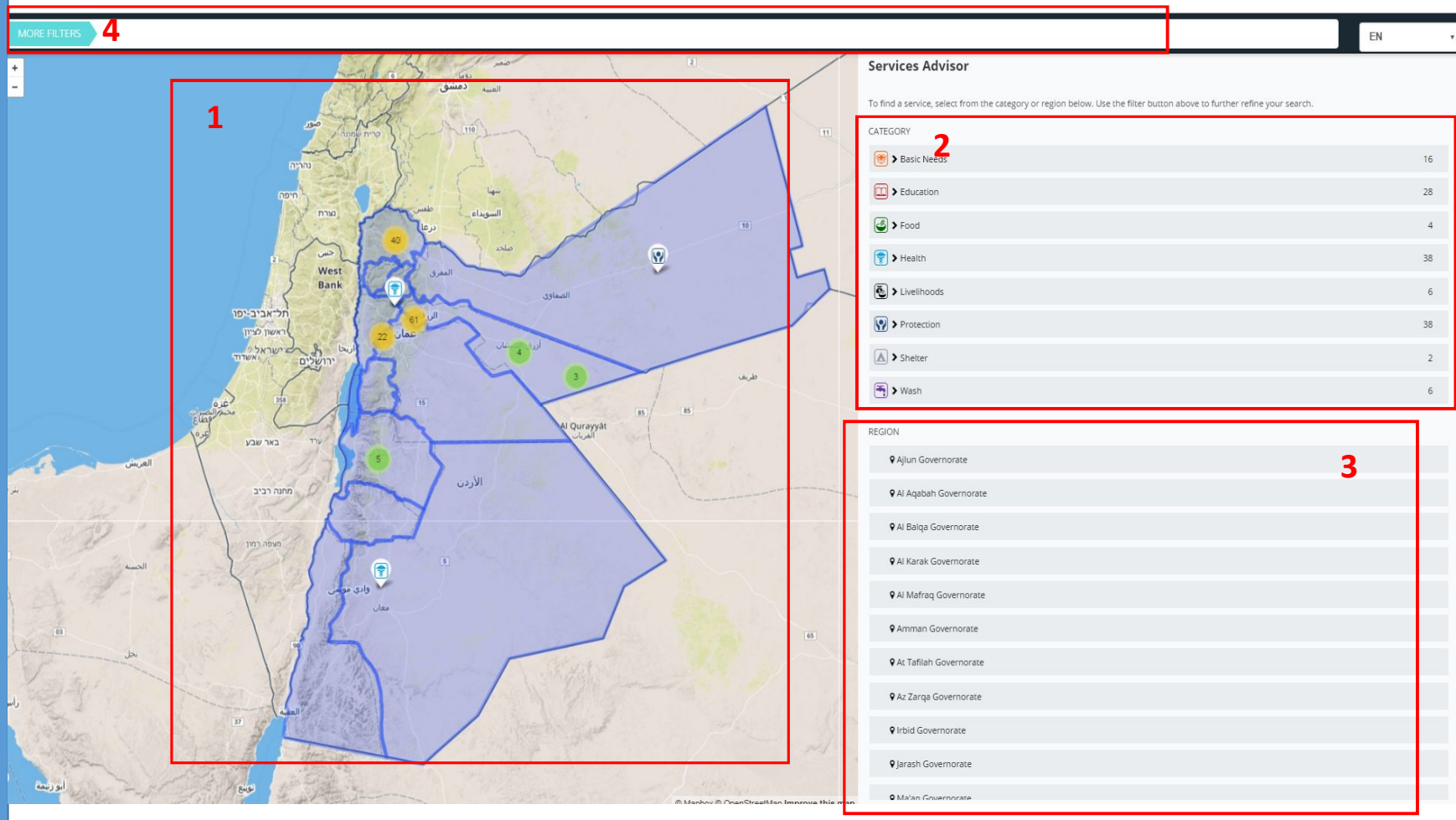

Saving and translating needs to be done for each service separately

## Frontend (interactive map)

http://jordan.servicesadvisor.org/

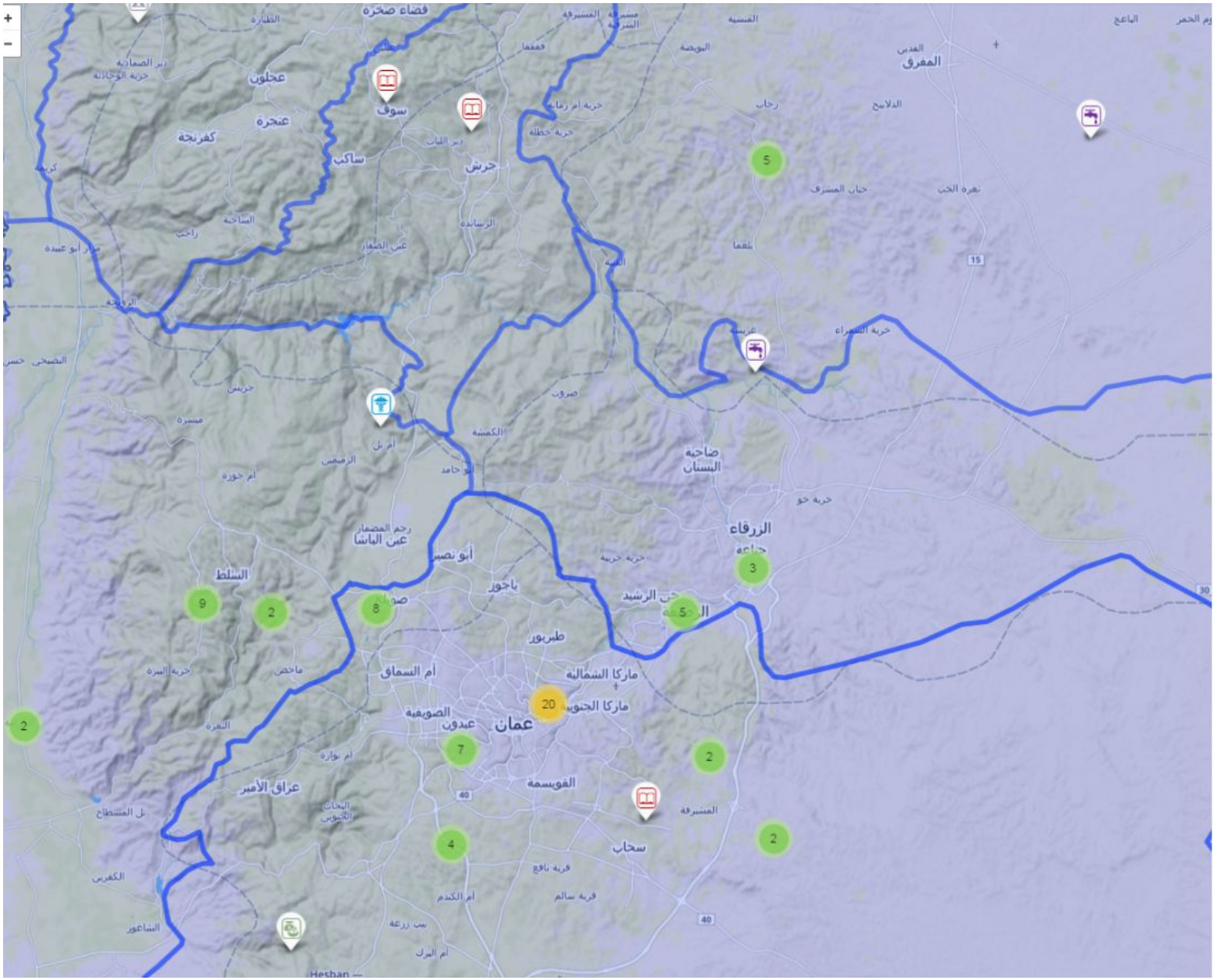
There are Four main components of the system front end

1. The interactive map section
2. The category (sector) section
3. The region (governorate) section
4. The filter section



## Frontend (interactive map)

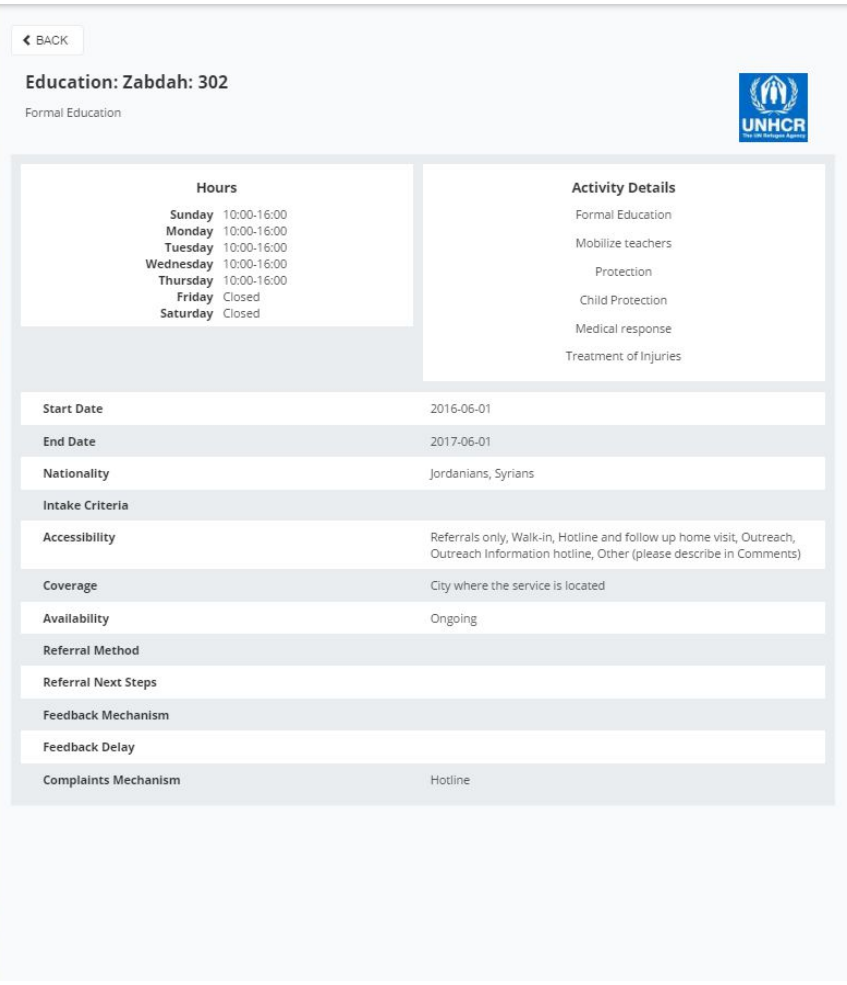
The map could be used to zoom ina certain location to show the available services at that location



## Frontend (interactive map)

http://jordan.servicesadvisor.org/

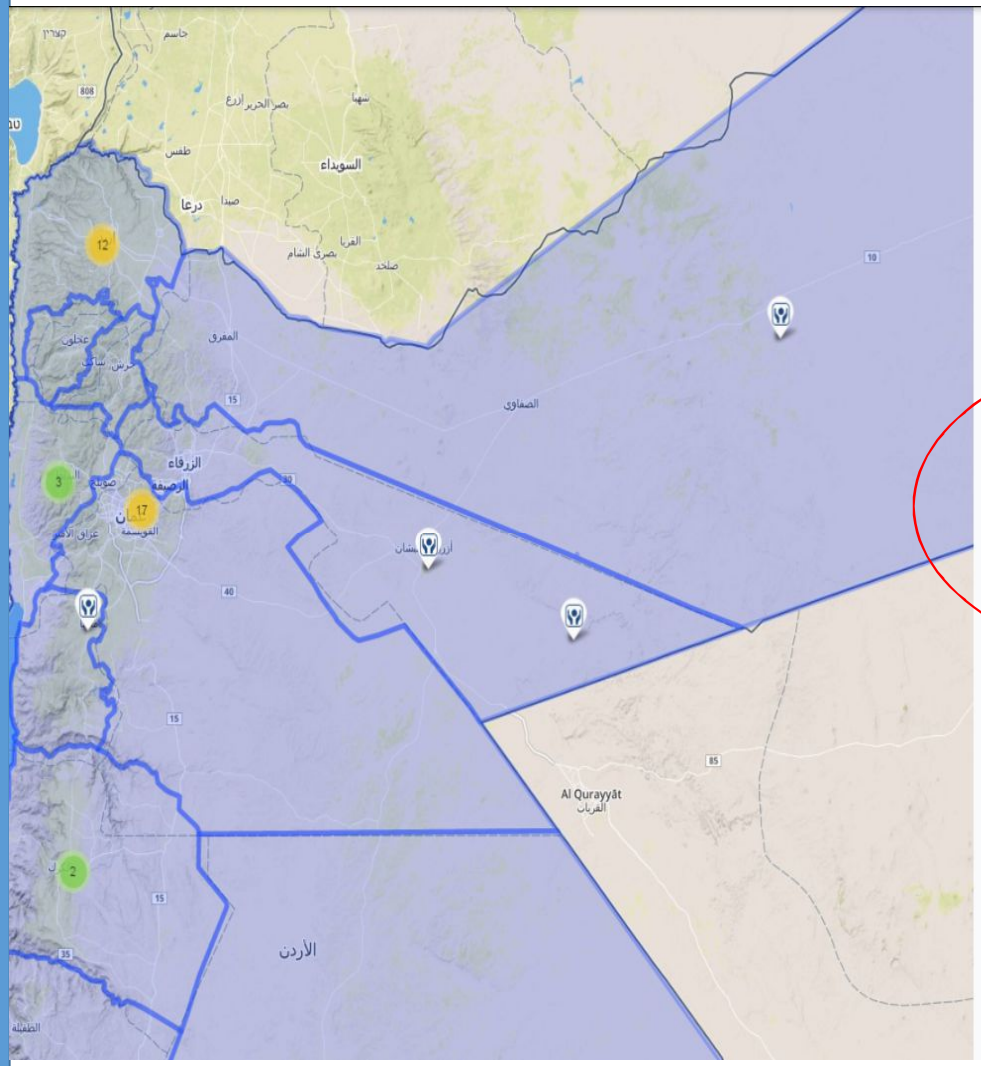
Clicking on a certain activity will gives the exact details of the service as it was entered into the system

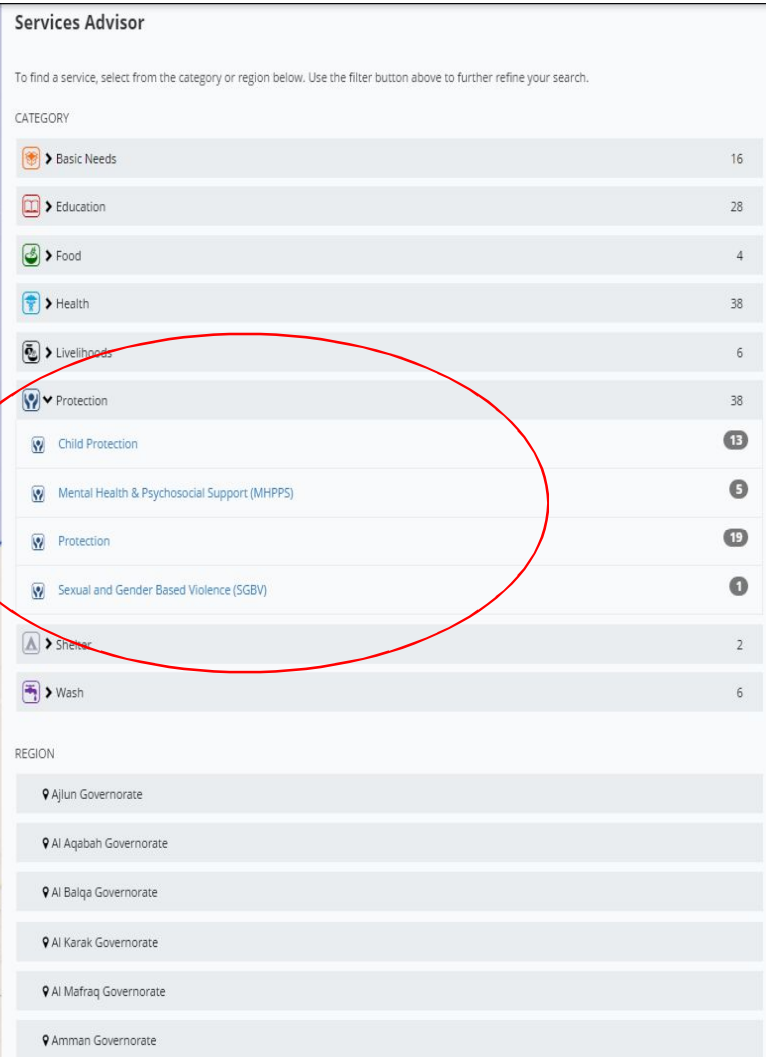


## Frontend (interactive map)

http://jordan.servicesadvisor.org/

Choosing one of the sectors will show on the map all the active services belongs to that sector in addition to show the services by sub-sector

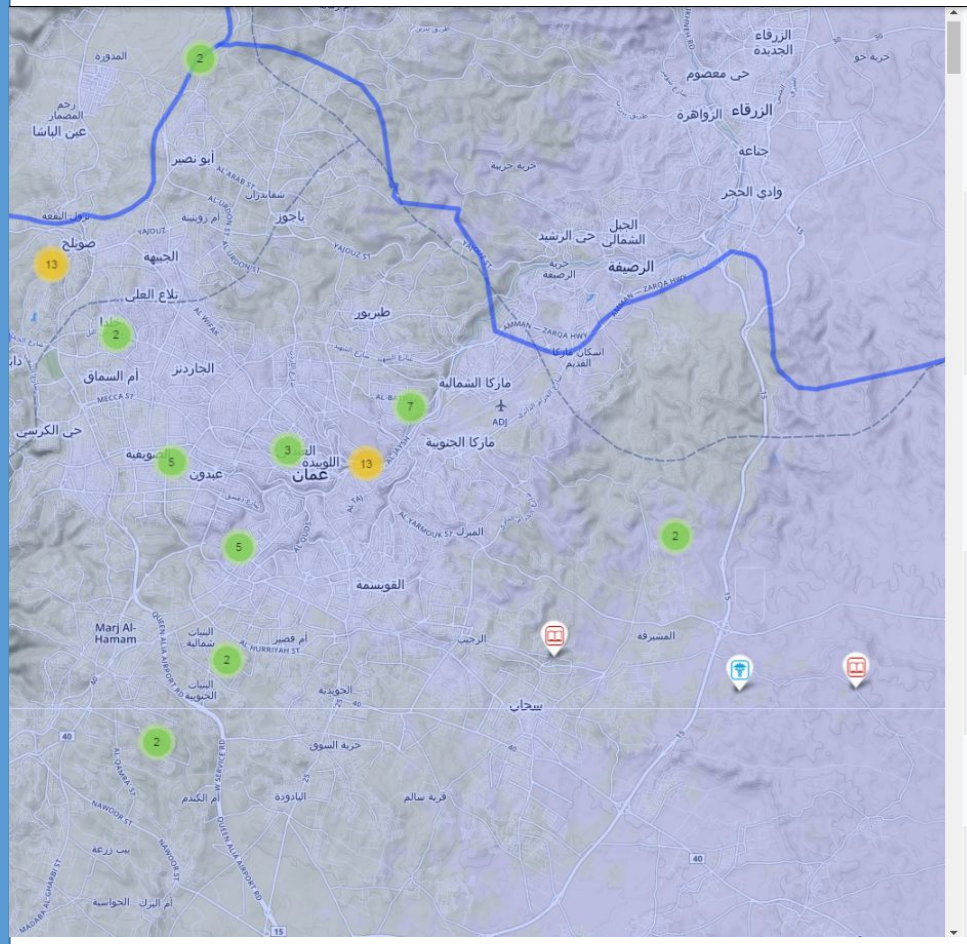


## Frontend (interactive map)

http://jordan.servicesadvisor.org/

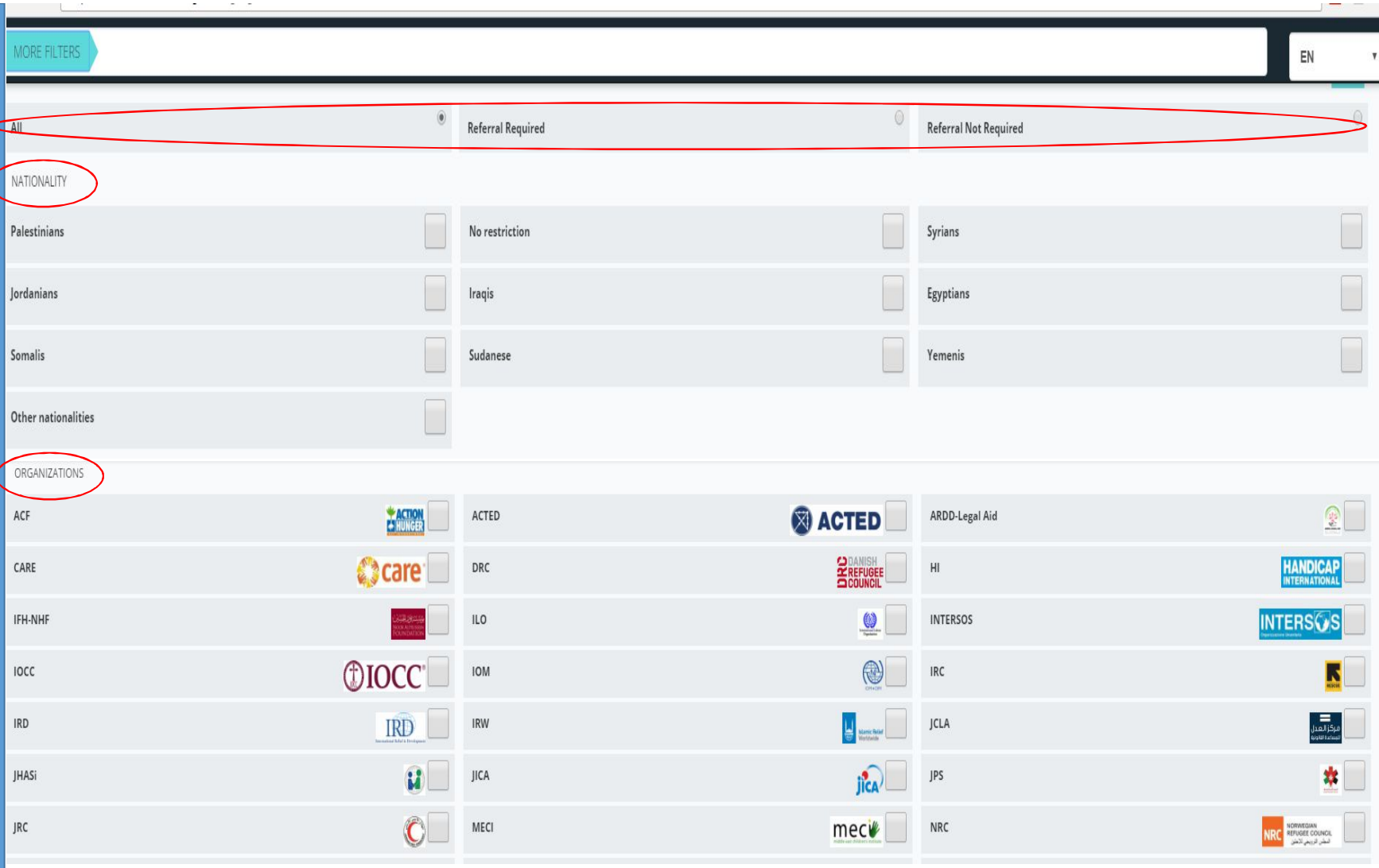
Clicking on a certain region (governorate) will shoe the service in that governorate (here Amman as example)



## Frontend (interactive map)

http://jordan.servicesadvisor.org/

By choosing “more filters”, the user can filter the service by referral, nationality of the eligible beneficiaries and the organization who provide the service



# UNHCR Jordan Inter Agency Coordination Unit

**For technical support please contact**

Firas Alsagban Alsagban@unhcr.org

Murad Alsamhouri Alsamhou@unhcr.org

Gorgui Diouf Dioufg@unhcr.org


Services Advisor is developed with support of Peace Geeks Society http://peacegeeks.org/

*V1.1 April 2017*