

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.



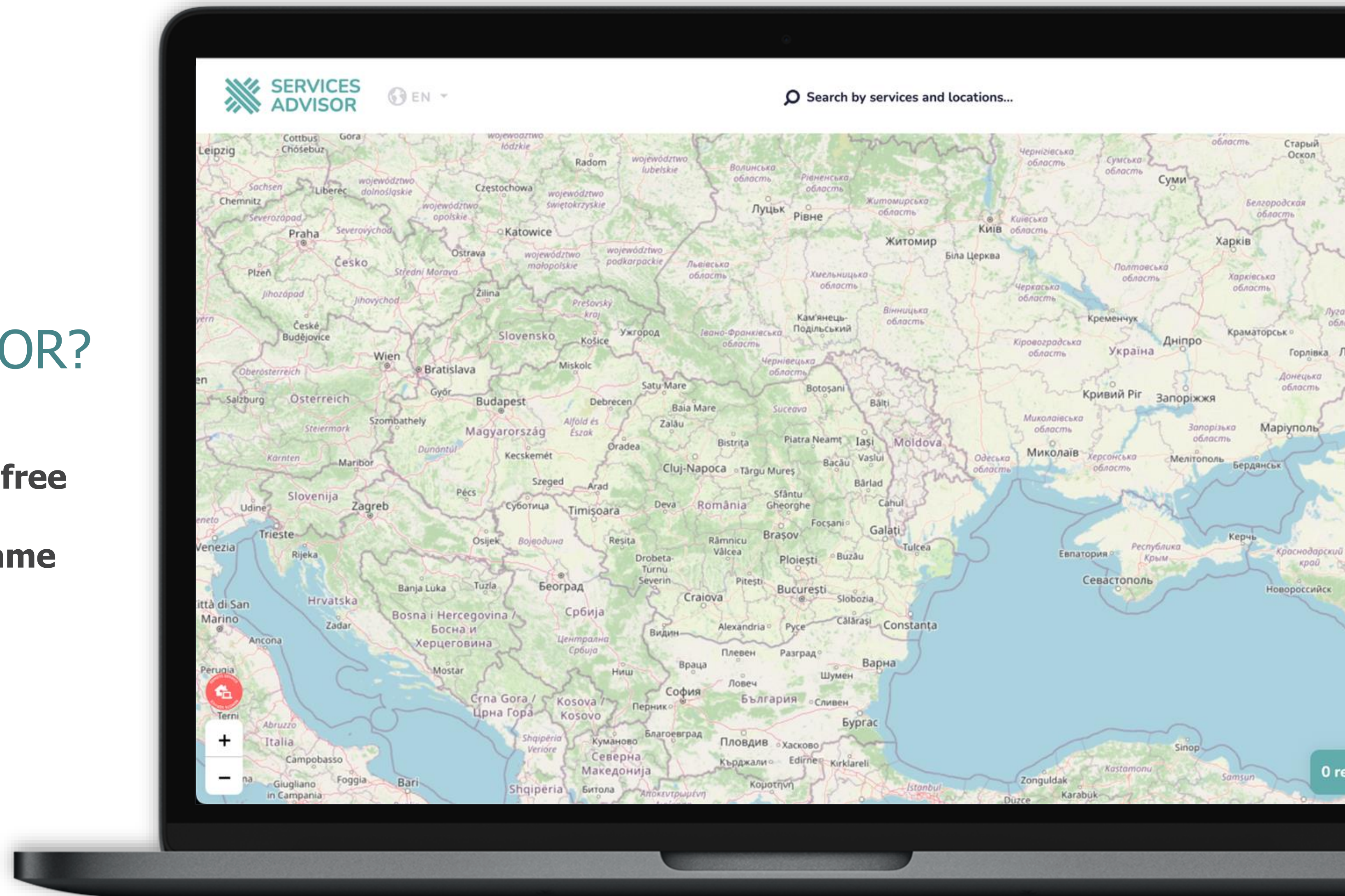
USER GUIDE

USER INTERFACE / MAP VIEW

HOW TO LOGIN TO THE SERVICES ADVISOR?

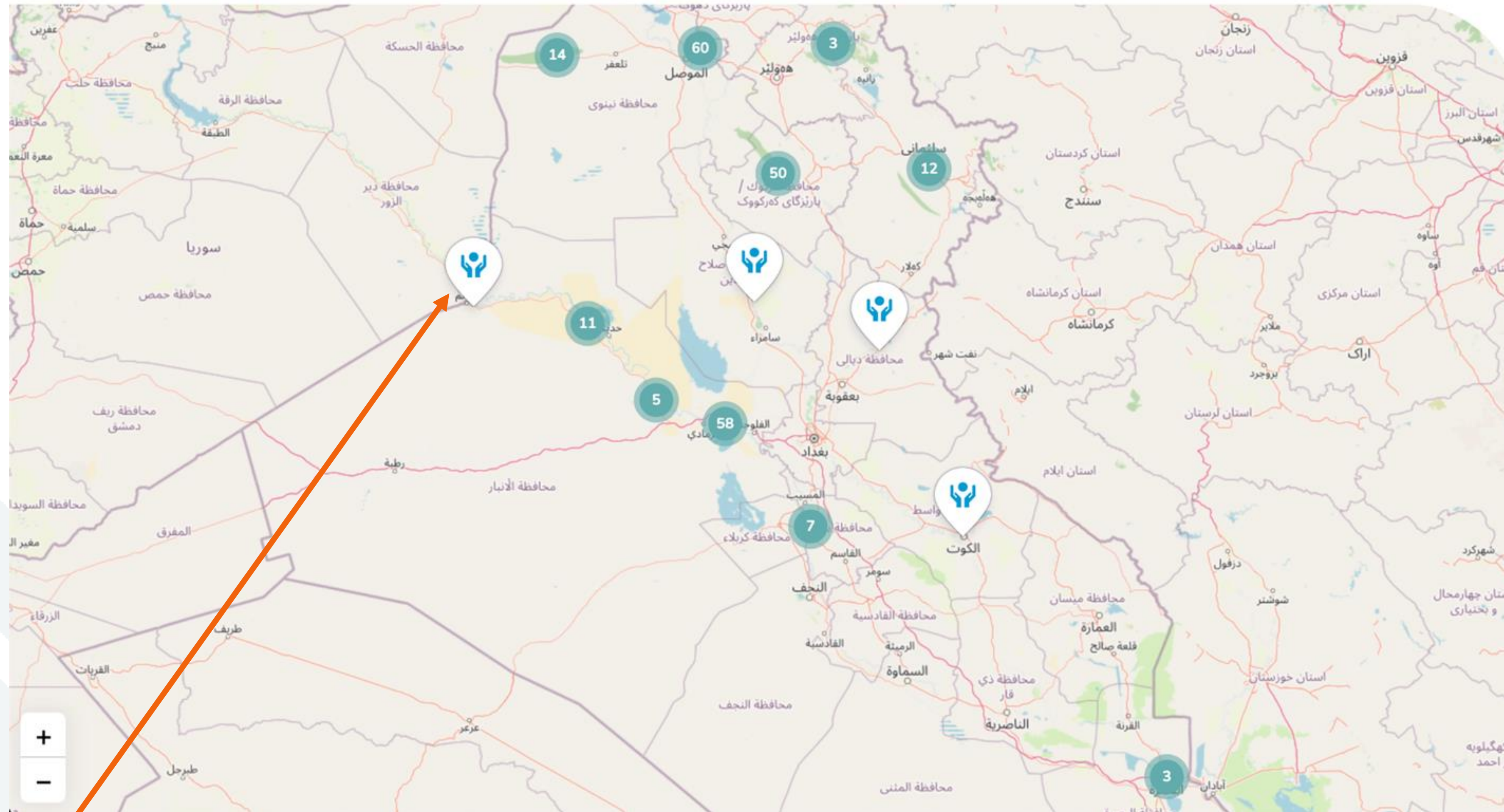
**A. Public map view (User Interface), free
and accessible to everyone.
No need for login credentials (username
and password)**

www.moldova.servicesadvisor.net

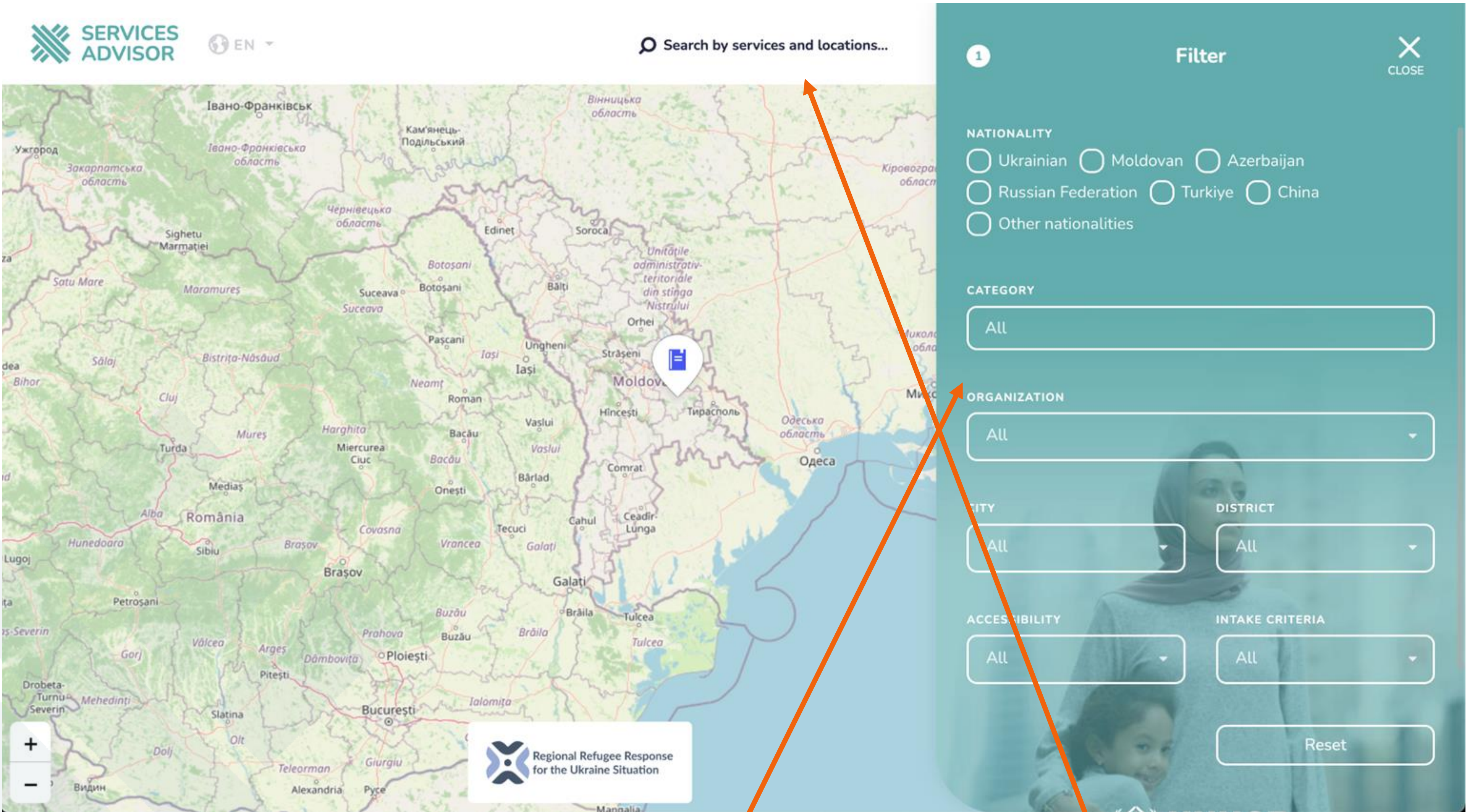


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The Users can view existing services uploaded by partners on the map interface.



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.




EN

Search by services and locations...

MENU

Protection



Service & Location
Protection : Al-Anbar

Organization
IRC

Activity Detail

Protection

- General Protection

-- Protection Monitoring at Household Level

-- Awareness Raising (General Protection)

-- Legal Assistance or Counselling

--- Documentation1

--- Detention

--- Family law

--- Other

Share

Print

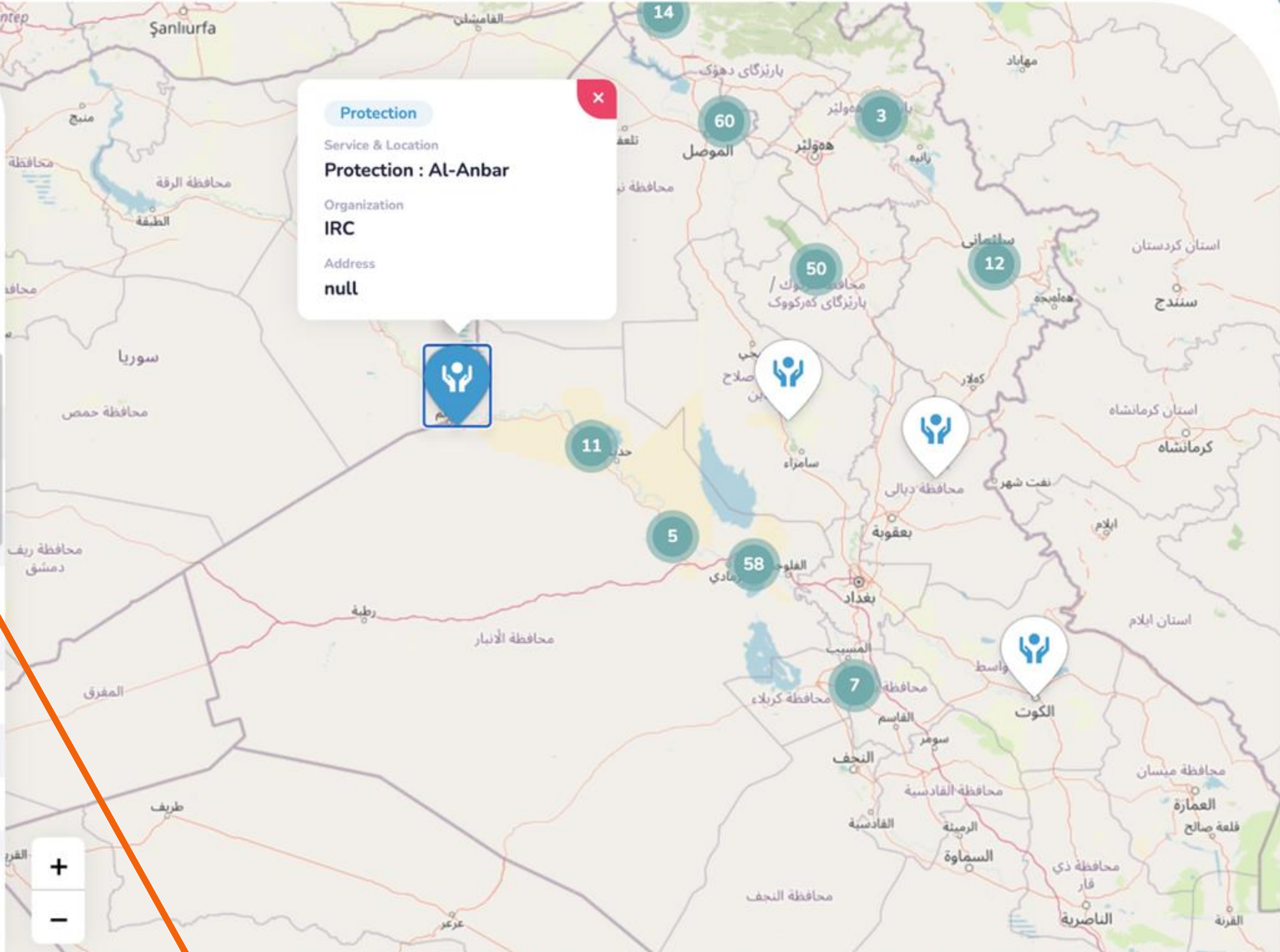
Report

Protection


Service & Location
Protection : Al-Anbar

Organization
IRC

Address
null



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.



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6

SERVICES ADVISOR EN Search by services and locations... MENU

Protection

Protection : Al-Anbar

Organization
IRC

Activity Detail

Protection

- General Protection
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- Legal Assistance or Counselling
- Documentation1
- Detention
- Family law
- Other

Share

f t w e


Protection

Service & Location
Protection : Al-Anbar

Organization
IRC

Address
null


Users can share the services via social media or email.




EN

Search by services and locations...

MENU



Protection



Service & Location
Protection : Al-Anbar
Organization
IRC

Activity Detail

Protection

- General Protection

-- Protection Monitoring at Household Level

-- Awareness Raising (General Protection)

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--- Detention

--- Family law

--- Other

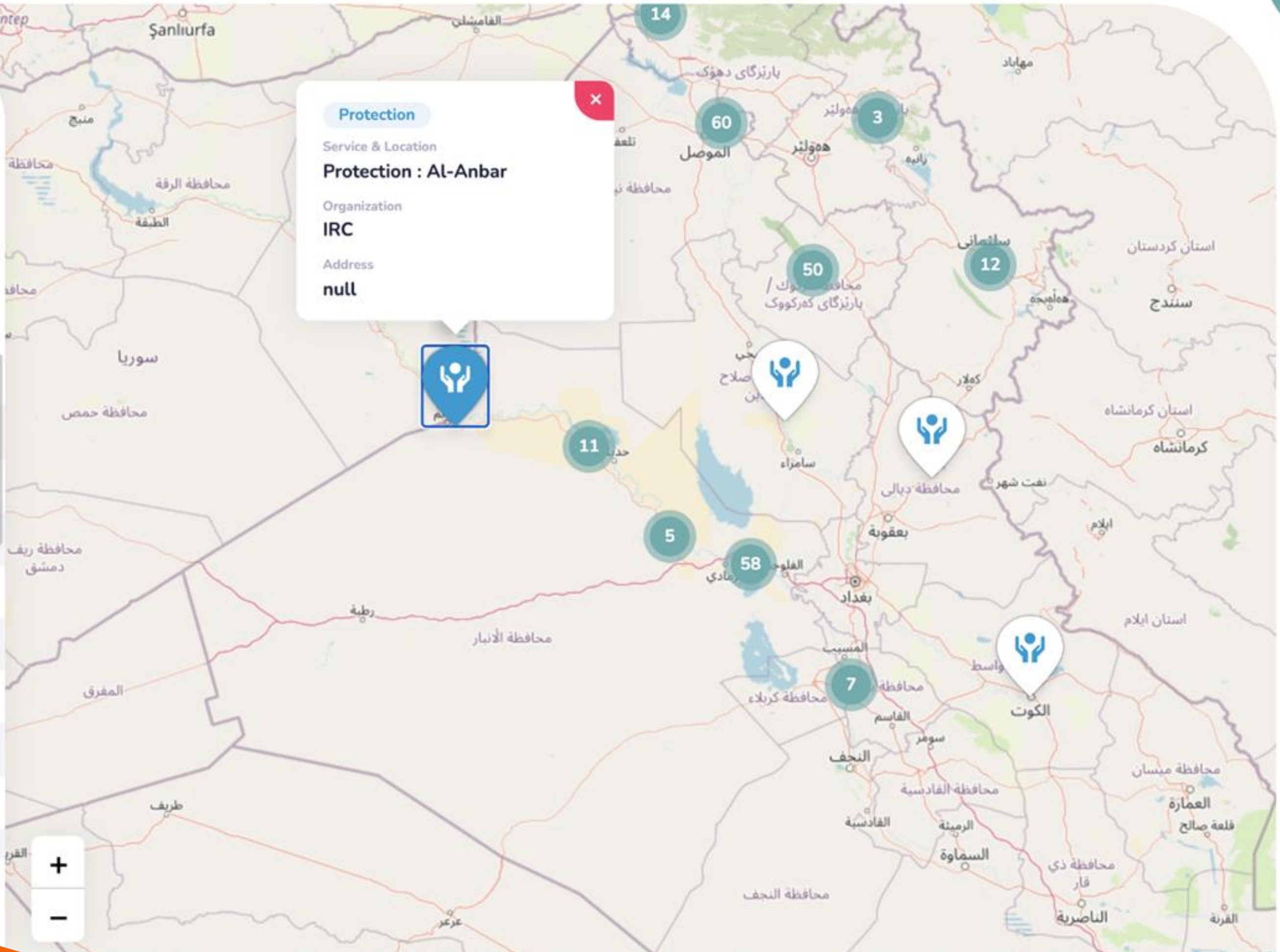
Share

Print


Report

Protection

Service & Location
Protection : Al-Anbar
Organization
IRC
Address
null



Users can print a service here.



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for the Ukraine Situation

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6

USER PANEL LOGIN

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.

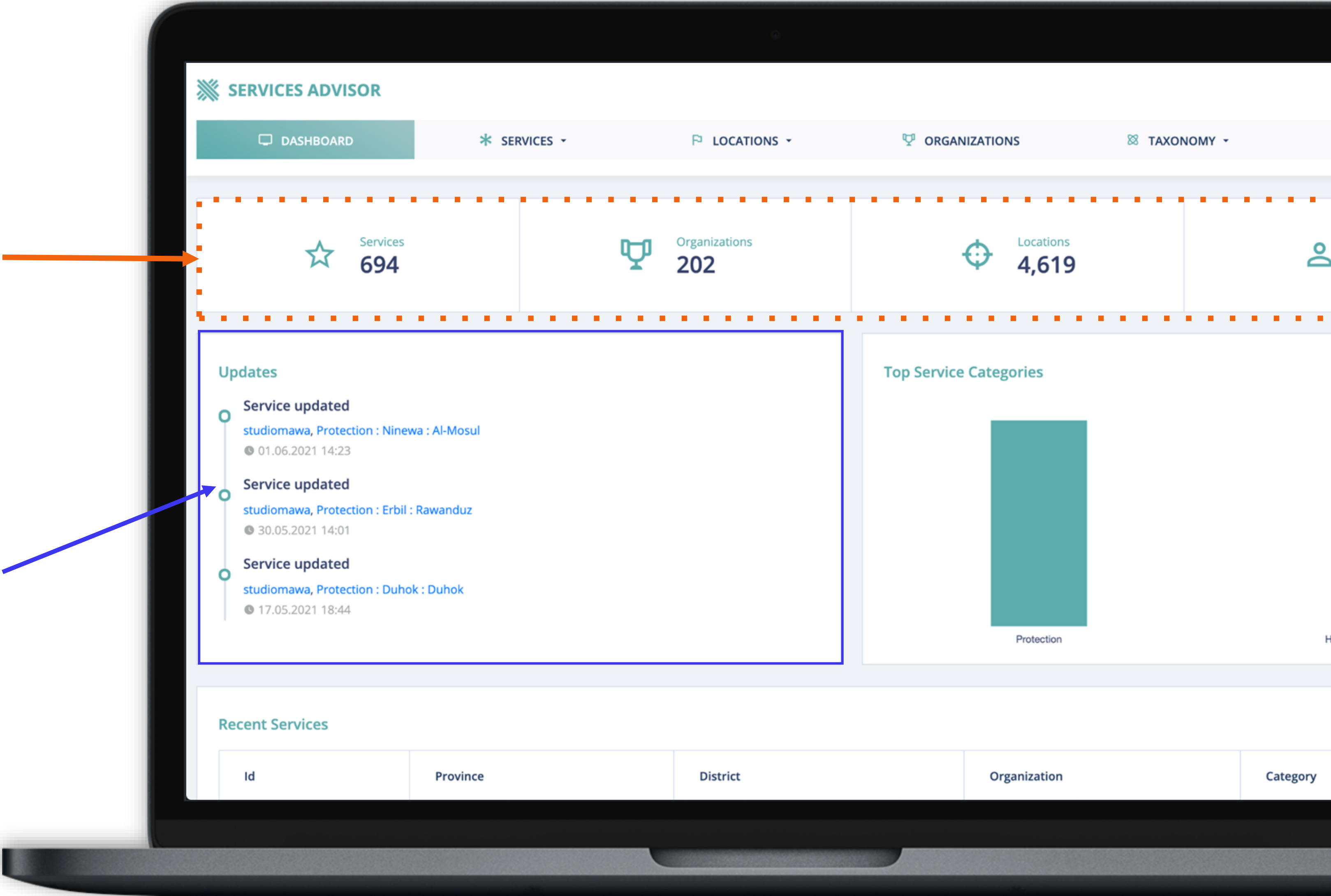
2-You can set a new password by using the password reset link that will be sent to your registered email address on the system.



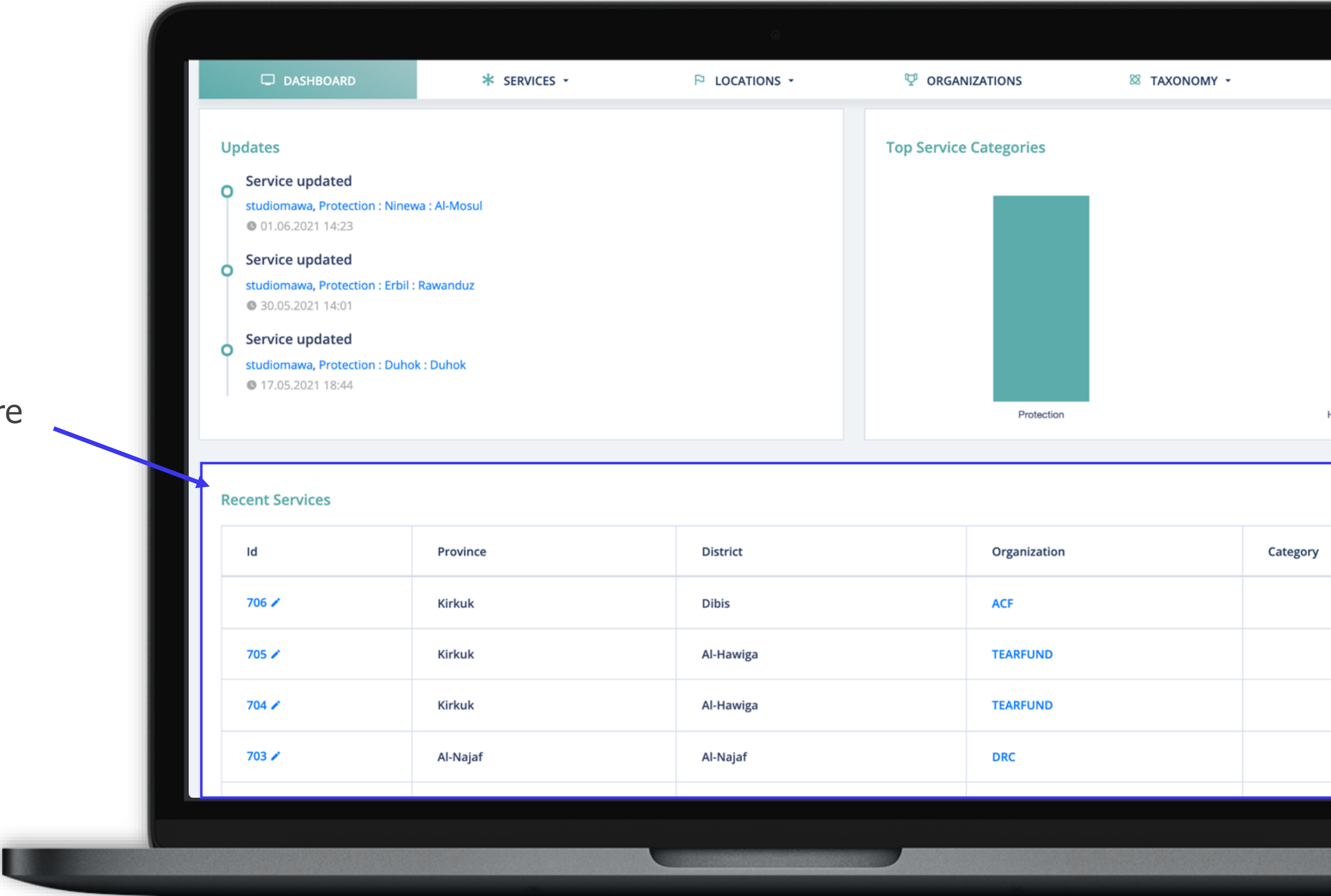
USER PANEL | DASHBOARD

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

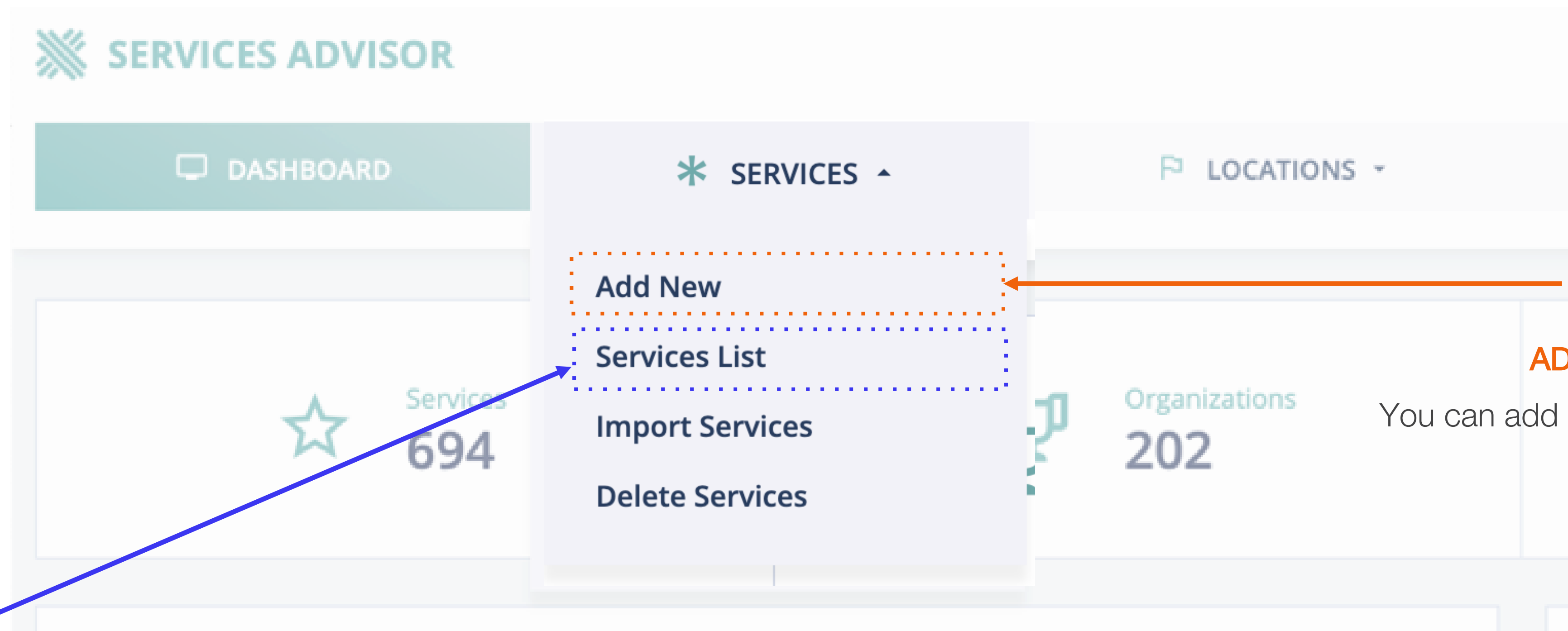
You can follow the recent updates here and see their details.



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



ADD NEW SERVICES/Backend



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

DASHBOARD

SERVICES

LOCATIONS

ORGANIZATIONS

TAXONOMY

SETTINGS

Add New Service

Service Active Dates

Start Date:

End Date:

Date this service becomes active.

Date this service ends.

General Information

Organization:

Select an option

Categories

Select an option

Add

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

^

General Information

Organization:

UNHCR

x

▼

Categories

Domestic and sexual violence

x

▼

Case management for SGBV survivors

▼

Add

Cash Assistance > Cash for documentation

⊗

Domestic and sexual violence > Case management for SGBV survivors

⊗

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

^ Availability

الخدمات المتاحة

Hours

وقت تقديم الخدمات

Off

Sunday

00 : 00 - 00 : 00

+

Off

Monday

00 : 00 - 00 : 00

+

Off

Tuesday

00 : 00 - 00 : 00

+

Off

Wednesday

00 : 00 - 00 : 00

+

Off

Thursday

00 : 00 - 00 : 00

+

Off

Friday

00 : 00 - 00 : 00

+

Off

Saturday

00 : 00 - 00 : 00

+

Accessibility

إمكانية الوصول للخدمات

☐ Hotline

☐ Walk-in & Outreach

☐ Outreach

☐ All the above

☐ Audio and Video Conferencing (WhatsApp, WebEx, Zoom..etc) - (remote implementation)

☐ Walk-in

☐ Hotline and follow up home visit

☐ Social Media Platforms (remote implementation)

☐ Referrals Only

☐ Home Visits

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

Location

Service Location

Bălți

×

▼

Elizaveta

×

▼

Select Location

Edit Location

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.

Locations

Add New

Id	Name	City	District	Action
72	UID 174, RAC Balti	Bălți	Elizaveta	<div><div></div>Select</div>
32	UID 43, RAC Balti	Bălți	Elizaveta	<div><div></div>Select</div>
5	UID 2, RAC Balti	Bălți	Elizaveta	<div><div></div>Select</div>

Showing 1 to 3 of 3 entries

Previous

1

Next

© Mapbox © OpenStreetMap Improve this map

ADD NEW SERVICES

Locations

Add New

Id	Name	Governorate	Province	Sub District	Type	Action
2857	Altun Kupri Center	Kirkuk	Dibis	Altun Qupri	Out-of-camp IDPs	<div><div></div><div>Select</div></div>
2856	Bajwan	Kirkuk	Dibis	Altun Qupri	Out-of-camp IDPs	<div><div></div><div>Select</div></div>

Showing 1 to 2 of 2 entries

Previous

1

Next

mapbox

Sargaran

Prde

Shwan

© Mapbox © OpenStreetMap Improve this map

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

Governorate:

Al-Anbar

District:

Al-Kaim

Sub District:

Select Sub District

Beneficiary Type:

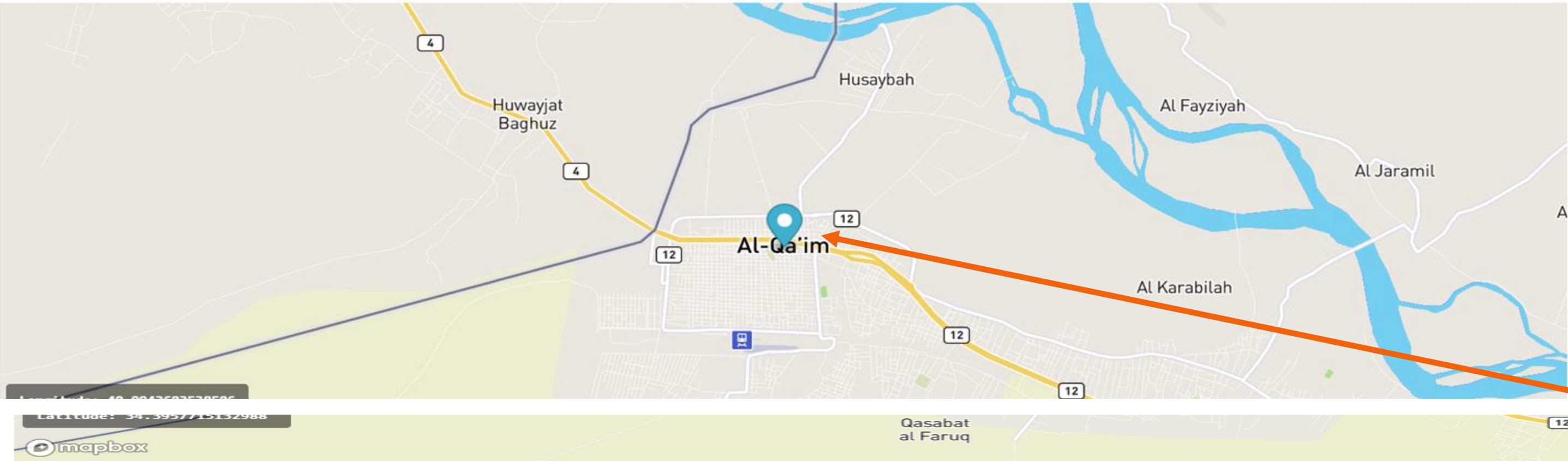
Out-of-camp IDPs

Latitude:

34.3957715132988

Longitude:

40.9943683538586



English

Kurdish

Arabic

Title:

Address:

Direction:

Copy to other languages

Save

Cancel

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

Documentations and Specific Needs

التوثيق والاحتياجات المحددة

Legal Documents Required

المستندات القانونية المطلوبة

☐ No ID document(s) required

☐ Proof of HLP ownership

☐ Court decision

☐ Inheritance allotment/decision

☐ Lease/rental agreement

☐ Original Proof of Iraqi ID

☐ Nationality Certificate (shehadat jinsiya)

☐ Civil ID Card

☐ Birth certificate

☐ Death or missing person certificate

☐ Housing Card

☐ Ration Card

☐ Power of Attorney

☐ Guardianship deed/decision

☐ Copy of ID document(s)

☐ Passport

☐ Unified ID

☐ Public Distribution System (PDS) card

☐ Marriage/divorce certificate

☐ Clearance certificate

Intake Criteria

☐ Open to all

☐ Children recruited by armed forces/groups

☐ Persons with disabilities

☐ Child at risk (e.g Children out of school)

☐ Specific Vulnerability Criteria

☐ Psycho-social support needs

☐ Female headed households

☐ Unaccompanied or separated child

☐ Parent or caregiver

☐ Serious medical condition / chronic illness

☐ Adolescent mothers

☐ Legal Needs (e.g.documentation, detention, family law, etc.)

☐ Persons at risk of GBV

☐ Persons at risk of explosive ordnance

☐ Youth/ Adolescents

☐ Older persons at risk

☐ Victims of explosive Ordnance

☐ Vulnerability (general)

☐ Legal Needs (HLP)

☐ GBV survivors

Coverage

نطاق تغطيه الخدمات المقدمه

☐ Countrywide

☐ District where the service is located

☐ Sub-District & Adjacent Sub-District

☐ Governorate where the service is located

☐ District & Adjacent District

☐ Governorate & Adjacent Governorate

☐ Sub-District where the service is located

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

Referral and Feedback

الإحالة و الاستجابة

Referral Method

طرق الإحالة

☐ Email on a per case basis

☐ Telephone on a per case basis

☐ Inter-Agency Referral Form (IARF)

☐ Referral is not required

☐ Referrals not accepted

☐ Referral through a letter (mailing box in community)

Contacts

جهة الاتصال للإحالة

☐ Category

Select an option

Assign To Selection

To assign a contact, first [set a service category](#).

لتعيين جهة اتصال ، قم أولاً بتعيين فئة خدمة

Immediate Next Step After Referral

الخطوة التالية بعد الإحالة

☐ Beneficiary approaches receiving organisation

☐ Follow up call by organization

☐ Follow up home visit by organization

Response Delay After Referral

تأخر الاستجابة بعد الإحالة

None

Feedback Mechanism

اليه الاستجابة بعد الإحالة

☐ To be requested by the sending organization

☐ With consent of the beneficiary

☐ Email to referring organization

☐ Phone call to referring organization

☐ Sending back signed Inter-Agency Referral Form (IARF)

☐ Excel Tracking table

☐ No feedback mecanism

Feedback Delay

مدى تأخر الاستجابة

None

Complaints Mechanism

اليه تقديم الشكاوى

☐ Central email for receiving complaints/feedback

☐ Complaints/feedback collection box in offices/community center

☐ Hotline (organizational)

☐ Iraq Information Centre (IIC)

☐ Client feedback survey

☐ GBV hotline

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

Referral and Feedback

الإحالة و الاستجابة

Referral Method

طرق الإحالة

☐ Email on a per case basis

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☐ Inter-Agency Referral Form (IARF)

☐ Referral is not required

☐ Referrals not accepted

☐ Referral through a letter (mailing box in community)

Contacts

جهة الاتصال للإحالة

☐ Category

☐ Protection › Mine Action › Awareness Raising (Explosive Ordenance Risk Education) › Persons at risk of explosive ordnance › In person awareness raising sessions

Select an option

Assign To Selection

Immediate Next Step After Referral

☐ Beneficiary approaches receiving organisation

☐ Follow up call by organization

Response Delay After Referral

None

Feedback Mechanism

اليه الاستجابة بعد الإحالة

☐ To be requested by the sending organization

☐ With consent of the beneficiary

☐ Phone call to referring organization

☐ Sending back signed Inter-Agency Referral Form (IARF)

☐ No feedback mecanism

☐ Email to referring organization

☐ Excel Tracking table

Contact

Select an option

Erdem

studiomawa

Contact

JRS Iraq

Mahmood Saeed

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

Referral Contact Person (Used For People Who Are Not Members Of The Platform)

جهة الاتصال للاحالة

Name	Phone	E-Mail	
<input type="text" value="Contact Name"/>	<input type="text" value="Contact Phone"/>	<input type="text" value="Contact E-Mail"/>	<div><div></div><div>Add New</div></div>

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

Additional Information

معلومات إضافية

English

Kurdish

Arabic

Additional Details

تفاصيل إضافية

If needed, you can add additional details.

إذا لزم الأمر، يمكنك إضافة تفاصيل إضافية

Comments

تعليقات

Comments will only be visible in the back-end to the other service providers.

ستكون التعليقات مرئية فقط في واجهه المستخدم الخلفيه لمقدمي الخدمة الآخرين

Hotline / Public Phone:

الخط الساخن / الهاتف العام

More Info Link:

رابط المزيد من المعلومات

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

Additional Information

معلومات إضافية

English

Kurdish

Arabic

Additional Details

تفاصيل إضافية

If needed, you can add additional details.

إذا لزم الأمر، يمكنك إضافة تفاصيل إضافية

Comments

تعليقات

Comments will only be visible in the back-end to the other service providers.

ستكون التعليقات مرئية فقط في واجهه المستخدم الخلفيه لمقدمي الخدمة الآخرين

Hotline / Public Phone:

الهاتف العام / الهاتف العام

More Info Link:

رابط المزيد من المعلومات

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.**

More Info Link:

Example: https://studiomawa.com/

ADD NEW SERVICES

Service Status

☐ Backend only

☐ Published

Publish Date:

Save

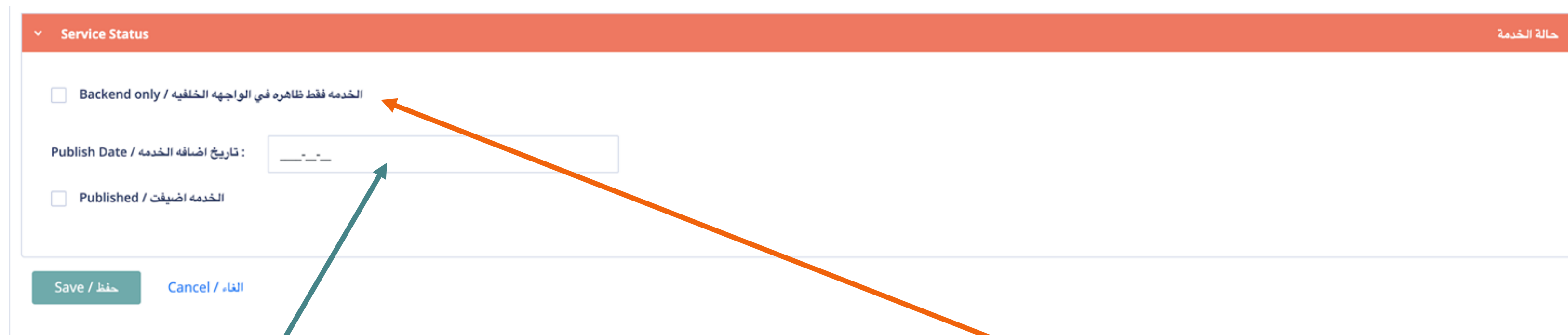
Cancel

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



The screenshot shows a form titled 'Service Status' with a header bar in orange. Below the header, there are three main sections: a checkbox labeled 'Backend only / الخدمة فقط ظاهره في الواجهة الخلفية', a date input field labeled 'Publish Date / تاريخ اضافته الخدمة', and another checkbox labeled 'Published / اضيفت الخدمة'. At the bottom, there are two buttons: 'Save / حفظ' and 'Cancel / الغاء'. An orange arrow points from the 'Backend only' checkbox to the text 'Save the Service Backend Only' on the right. A green arrow points from the 'Publish Date' field to the text 'Schedule the Service' on the left.

Schedule the Service

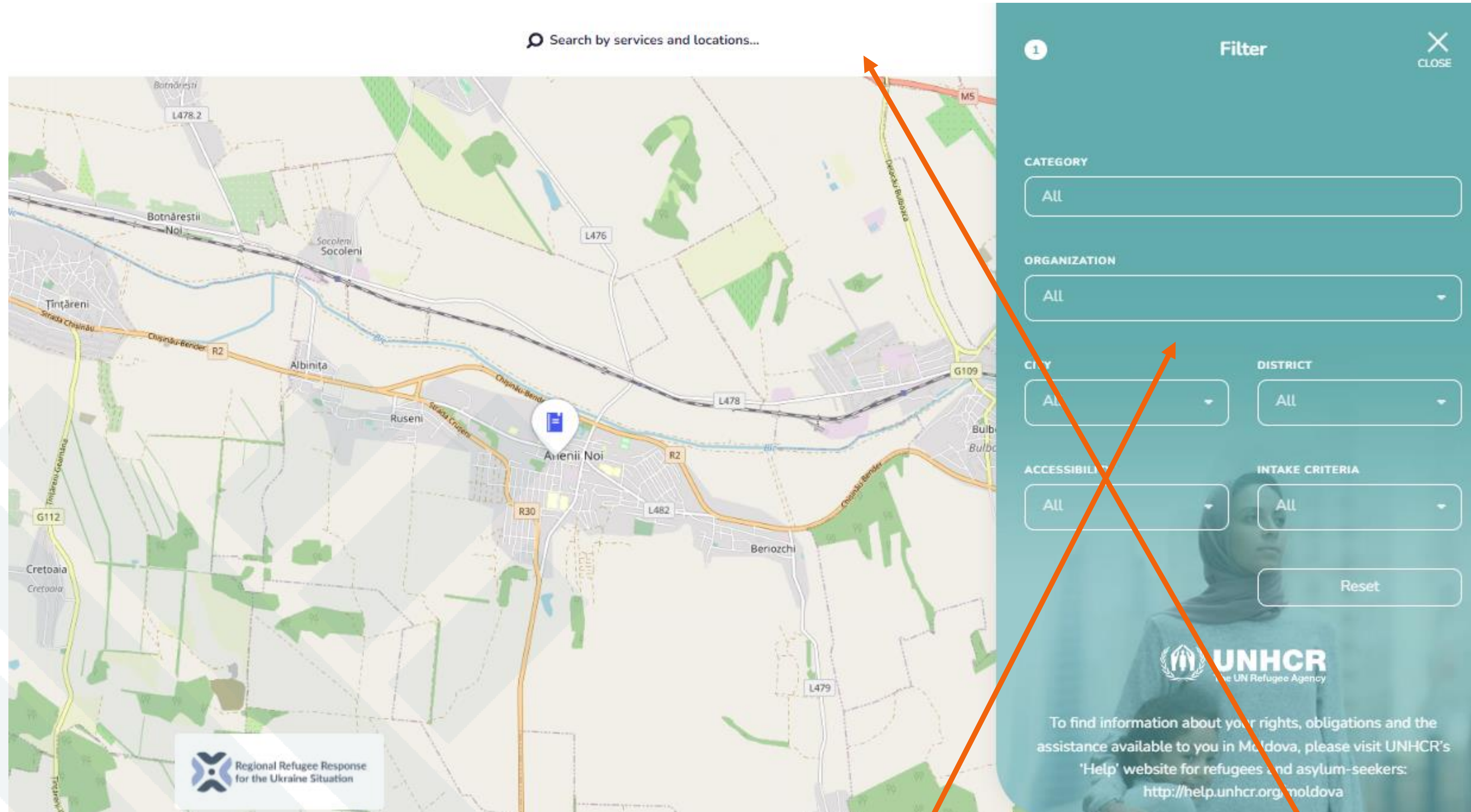
Schedule the services: If you want to schedule the service when to appear on the map view, you can add a start date and click the save button.

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



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?

idp.sa-iraq.studiomawa.com/en/service/516

SERVICES ADVISOR EN

Search by services and locations...

Protection

DANISH REFUGEE COUNCIL

Service & Location
Protection : Diyala : Al-Muqdadiya

Organization
DRC

Address
null

Activity Detail

Protection

- General Protection
- Protection Monitoring at Household Level
- Psycho-Social Support
- Awareness Raising (General Protection)
- Community Centers
- Awareness raising (General Protection, GBV, Child Protection, HLP, Explosive Hazard risks Education)
- Other

Share Print Report

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?

SERVICES ADVISOR

EnglishUkrainianRussian

DASHBOARD

SERVICES

LOCATIONS

ORGANIZATIONS

TAXONOMY

SETTINGS

Add New

Services List

Import Services

Delete Services

Import Services

Export Services

Add New

Select Category

Select Organization

Select Accessibility

Select Intake Criteria

Select Referral Method

Select Province

Select District

Select Status

		District	Organization	Category	Action
50	Anenii Noi	Botnărești	ACTED	Education	<div></div> <div></div> <div></div>
49	Chisinau	Chisinau	ACTED	RACs (Accomodation)Food	<div></div> <div></div> <div></div>
48	Chisinau	Chisinau	ACTED	RACs (Accomodation)Food	<div></div> <div></div> <div></div>
47	Chisinau	Chisinau	ACTED	RACs (Accomodation)Information	<div></div> <div></div> <div></div>
46	Chisinau	Chisinau	ACTED	RACs (Accomodation)Information	<div></div> <div></div> <div></div>
45	Chisinau	Chisinau	ACTED	RACs (Accomodation)Food	<div></div> <div></div> <div></div>
44	Chisinau	Chisinau	ACTED	RACs (Accomodation)	<div></div> <div></div> <div></div>

moldova.mawaprojects.com/admin/services/services#services

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

HOW TO FIND A SERVICE?

DASHBOARD

SERVICES

LOCATIONS

ORGANIZATIONS

TAXONOMY

SETTINGS

IDP Services

Add Refugee ServiceAdd IDP Service

Service ID

Select Category

Select Organization

Select Governorate

Select Beneficiary Type

Select District

Select Sub District

Apply Filters

Clear Filters

Id	Governorate	Beneficiary Type	District	Sub District	Organization	Category	Type	Action
706	Kirkuk	Out-of-camp IDPs	Dibis	Markaz Dibis	ACF		IDP	<div><div></div><div></div><div></div></div>
705	Kirkuk	Out-of-camp IDPs	Al-Hawiga	Markaz Al-Hawiga	TEARFUND		IDP	<div><div></div><div></div><div></div></div>
704	Kirkuk	Out-of-camp IDPs	Al-Hawiga	Markaz Al-Hawiga	TEARFUND		IDP	<div><div></div><div></div><div></div></div>
703	Al-Najaf	Out-of-camp IDPs	Al-Najaf	Markaz Al-Najaf	DRC		IDP	<div><div></div><div></div><div></div></div>
702	Erbil	Out-of-camp IDPs	Erbil	Markaz Erbil	HAI		IDP	<div><div></div><div></div><div></div></div>
701	Duhok	Out-of-camp IDPs	Duhok	Markaz Duhok	m.m		IDP	<div><div></div><div></div><div></div></div>

4. Find the Services' ID number.

HOW TO FIND A SERVICE CONTACT PERSON?

SERVICES ADVISOR

DASHBOARD

SERVICES

LOCATIONS

ORGANIZATIONS

TAXONOMY

SETTINGS

Refugee Services

Add Refugee Service

Add IDP Service

516

Select Category

Select Organization

Select Governorate

Select Beneficiary Type

Select District

Select Sub District

Apply Filters

Clear Filters

Id	Governorate	Beneficiary Type	District	Sub District	Organization	Category	Type	Action
516	Diyala	Out-of-camp IDPs	Al-Muqdadiya	Markaz Al-Muqdadiya	DRC		IDP	<div><div></div><div></div><div></div></div>

Showing 1 to 1 of 1 entries

Previous

1

Next

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Made with by Studio Mawa.

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.

Referral Contact Person

(Used For People Who Are Not Members Of The Platform)

جهة الاتصال للاحاله

Name	Phone	E-Mail	
Ghassan Shehadeh	+(964)-770-4946-199	shehadeg@unhcr.org	-

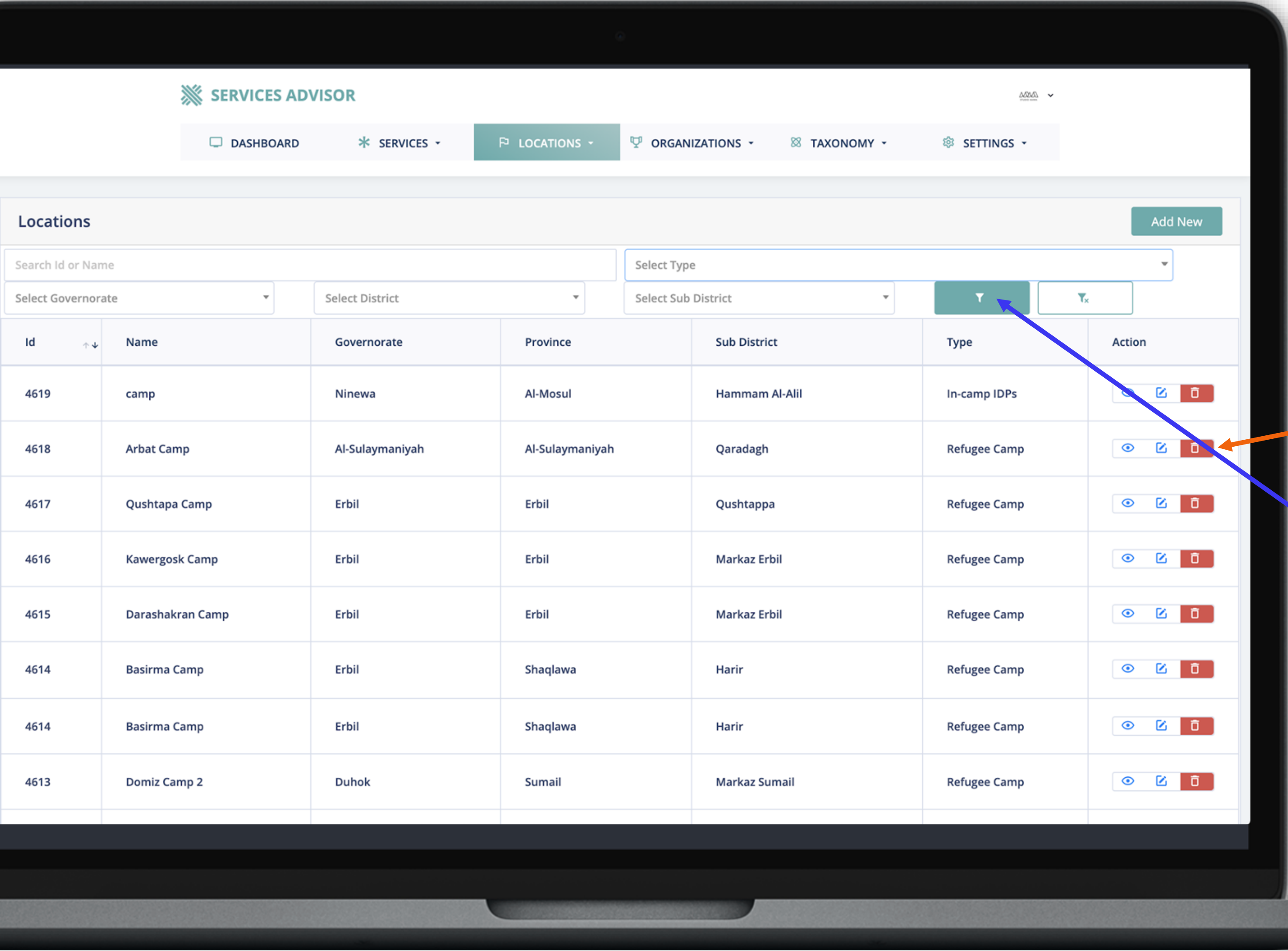
Add New

Contacts

<input type="checkbox"/> Category	Contact
<input checked="" type="checkbox"/> Protection › Mine Action › Awareness Raising (Explosive Ordenance Risk Education) › Persons at risk of explosive ordnance › In person awareness raising sessions	Mahmood Saeed

LOCATIONS

LOCATION LIST



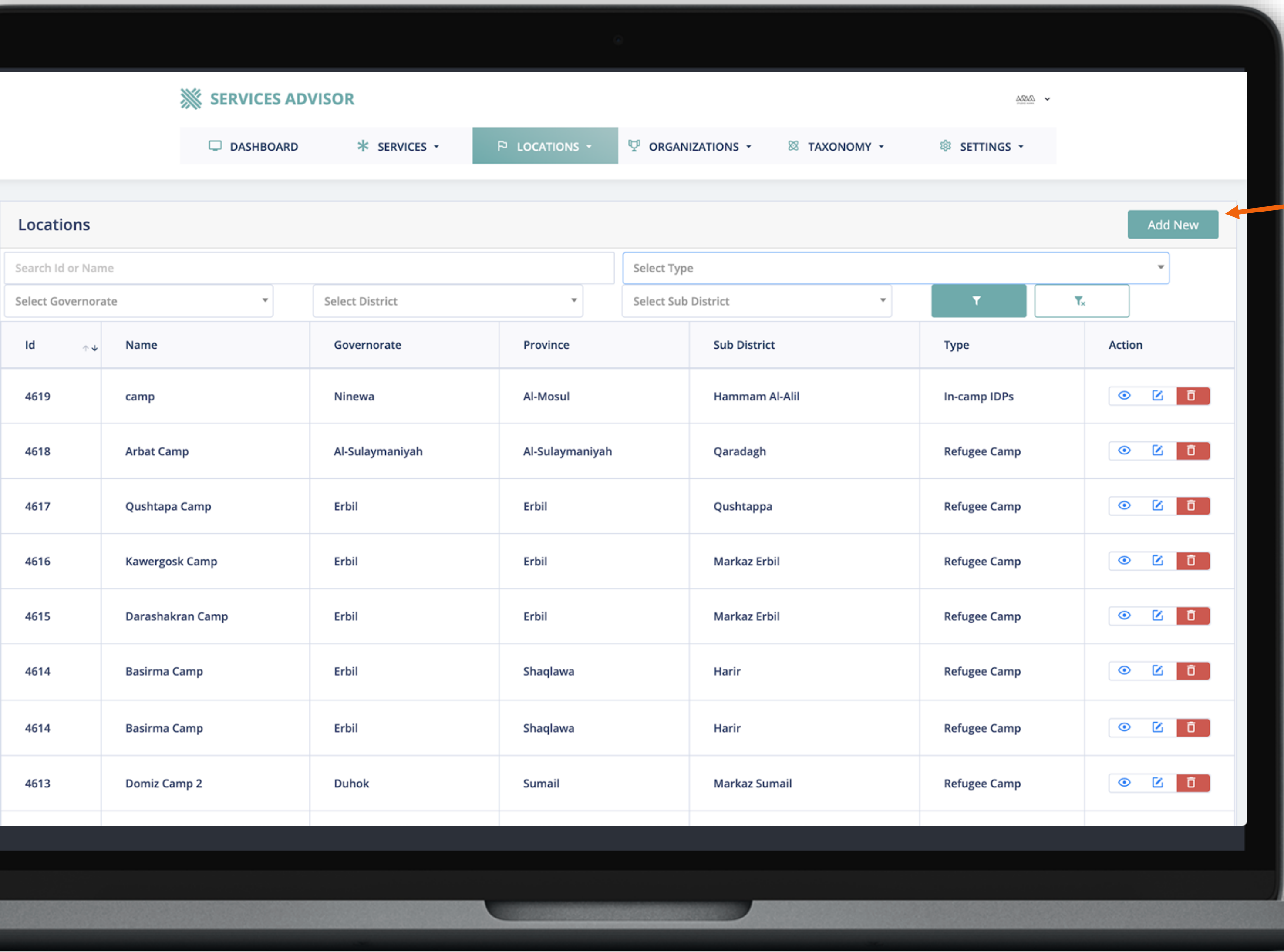
Location List

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

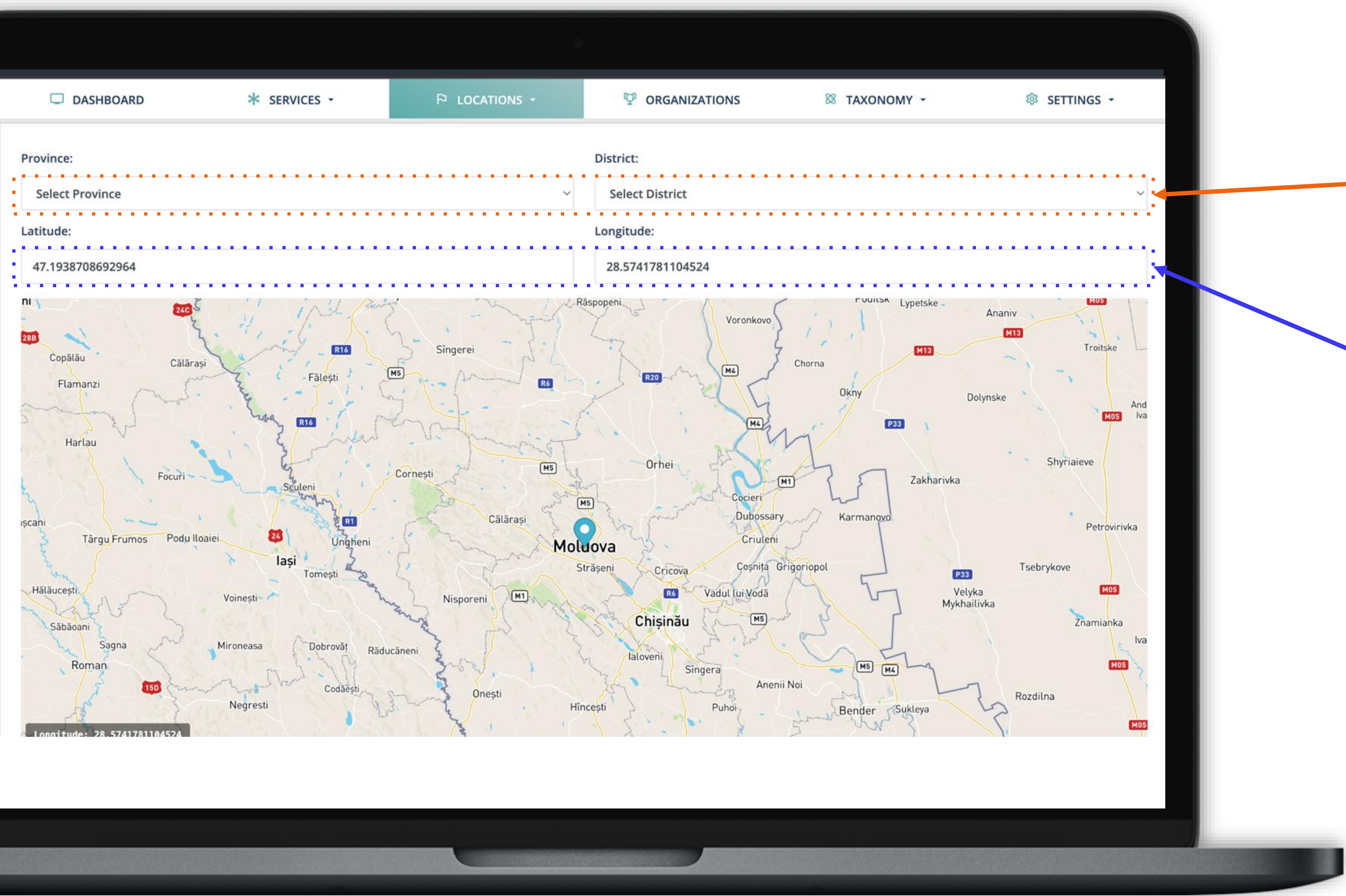


Add new location

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

English

Kurdish

Arabic

Title:

Address:

Direction:

Copy to other languages

Save

Cancel

4. Please add your location name here.

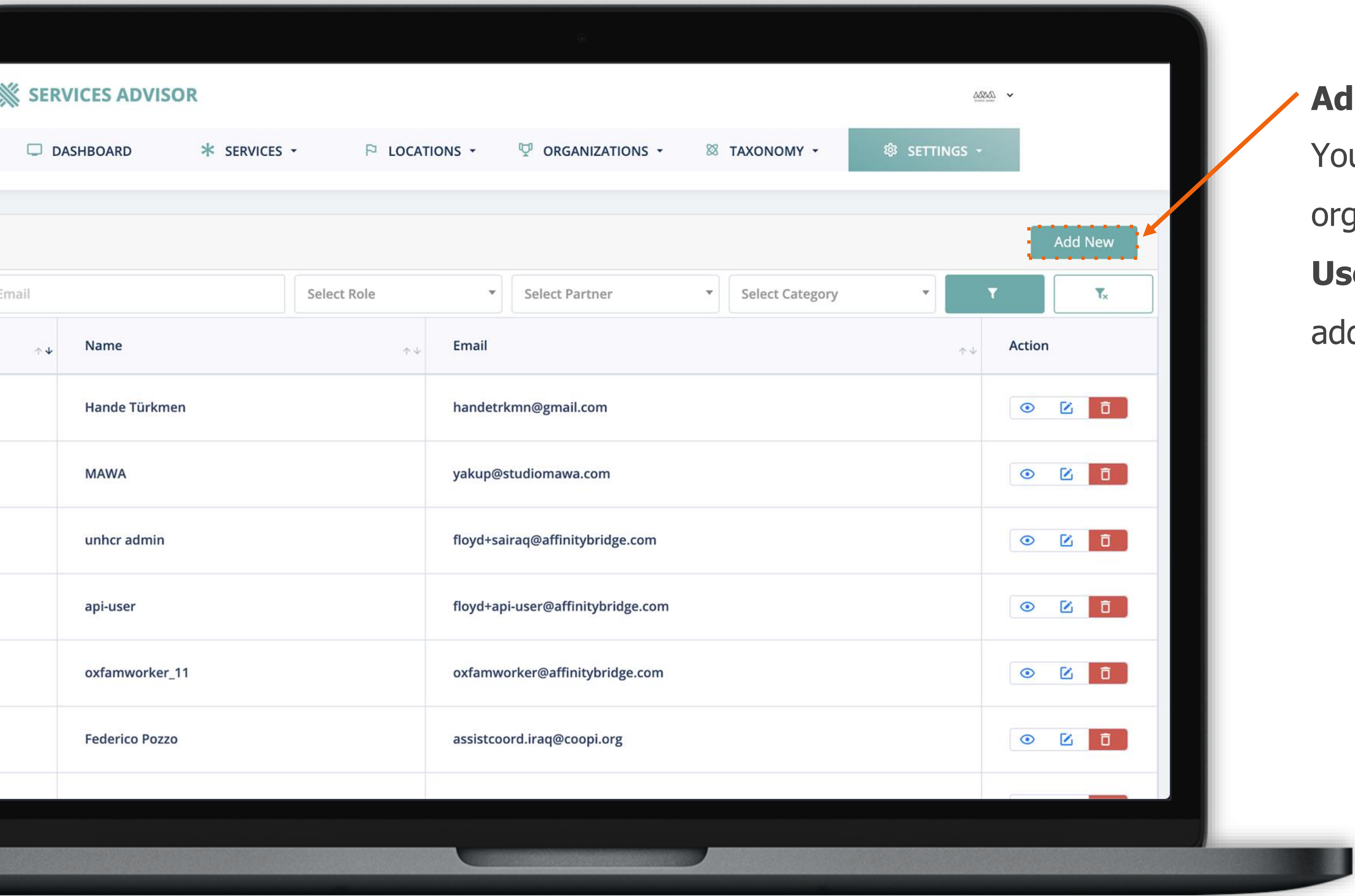
5. Please add the detailed address information.

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

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

User | DASHBOARD | SERVICES | LOCATIONS | ORGANIZATIONS | TAXONOMY | SETTINGS

Name:

Username:

Email:


Phone:

Roles:

Partners:

Password:

☐ Active



Add new user form

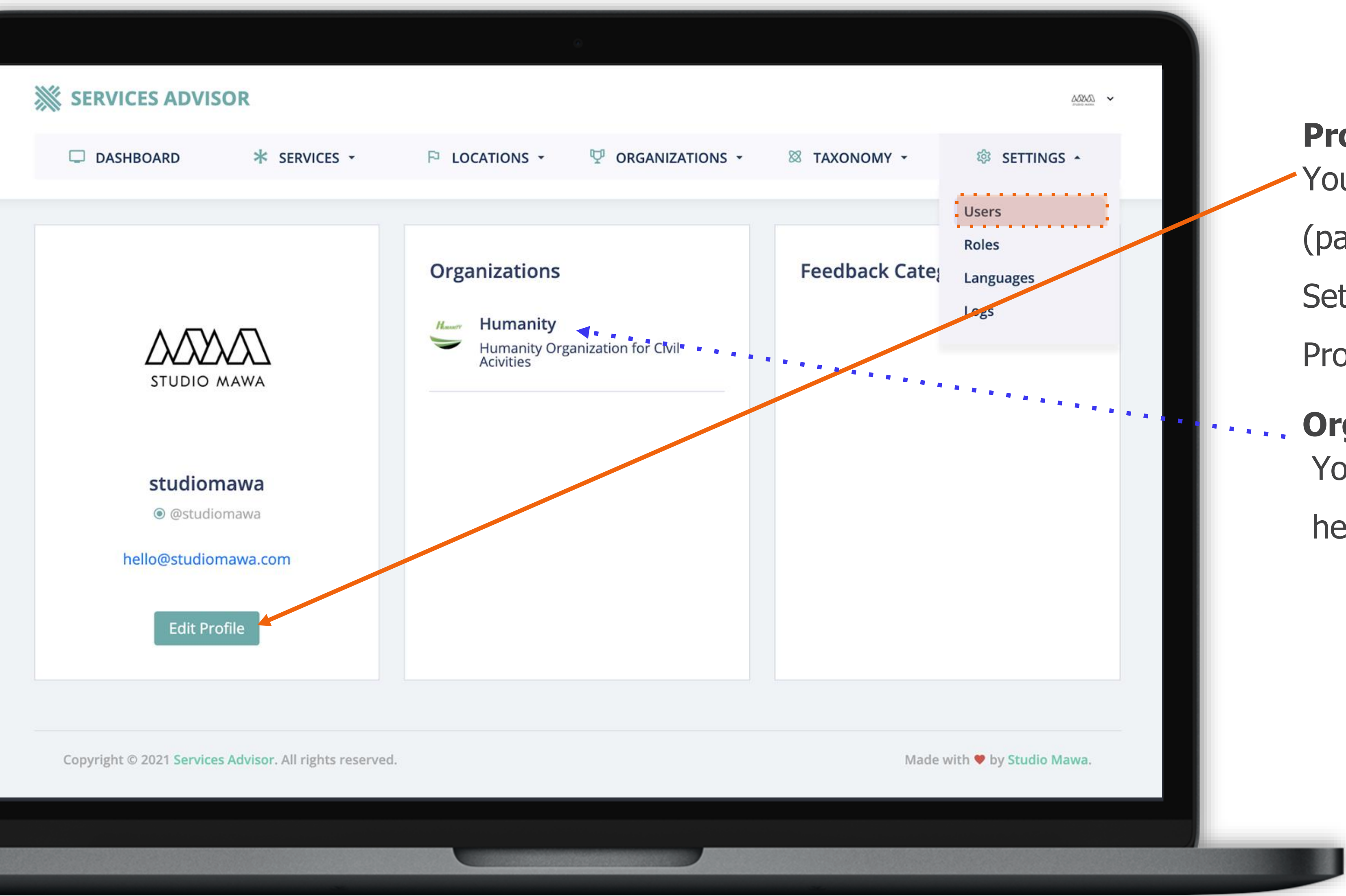
1. Add user "Name and Surname"*
2. Set a username.*
3. Add user's email address.*
4. Add user's phone number.
5. Select a Role for user.* **(one role will appear)**
6. Select the user's partner.* **(user organization will only appear)**
7. Define a temporary password for the user.*
8. Select the active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

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

**For technical support
please contact:**

Monica Vazquez
vazquezm@unhcr.org



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THANK YOU



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