

Landing Page

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

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

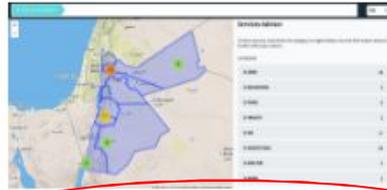
Direct you to the login page for user



Services Advisor Jordan

HOME / WELCOME TO THE UNHCR SERVICES ADVISOR

Welcome to the UNHCR Services Advisor



[Click here to view the interactive map](#) to find the services you are looking for.

If you are an administrator of a service location you can [login here](#). If you do not have a login then please contact our offices to have your account setup today.



Jordan Inter Agency Coordination



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



My Account

Create new account

Log in

Request new password

Username *

firasimunhcr_301

More information?

Password *

More information?

Log in



Jordan Inter Agency Coordination



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



firasimunhcr_301 User Name

View

Edit



UNHCR

The UN Refugee Agency | <http://www.unhcr.org/>

The Office of the United Nations High Commissioner for Refugees (UNHCR), also known as the UN Refugee Agency, is the world's leading organization aiding and protecting people forced to flee their homes due to violence, conflict and persecution. UNHCR provides shelter, food, water, medical care and other life-saving assistance to refugees around the world.

The dream of most refugees is to return home. When possible, UNHCR helps refugees make this dream a reality. When refugees can't go back home, we work to find opportunities for them to rebuild their lives in another country. Since its formation by the United Nations General Assembly in 1950, UNHCR has helped millions of refugees restart their lives and has twice received the Nobel Peace Prize.

[View Services](#)



- Services
- My Account
- My organization
- Log out

firasimunhcr_301

View Edit



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[View Services](#)

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



English

firasimunhcr_301

Adding new Service

+ Add a new service

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

Search Title



Organization

Choose some options

Services Provided

Choose some options

Accessibility

Choose some options

Coverage

Choose some options

Nationality

Choose some options

In-Take Criteria

Choose some options

- Exclude Expired Service Locations
- Show Only Expired Service Locations

Reset

Export Search Result
into .csv file

Displaying 1 - 25 of 460

Export to CSV

UNHCR

Edit Service

Arabic

English

Health: Al 3zziyah: 1149

Irbid > Al Aghwar Al Shamalyah > Al Aghwar Al Shamalyah > Al 3zziyah

- Health > Community Care > Nutrition > Community therapeutic care of acute malnutrition

Create Service Location

Service active dates

Start Date

03/04/2017

Date this service becomes active.

End Date *

03/04/2018

Date this service ends.

General Information

Services Provided *

Food

Improve Food Access

Food assistance

Cash, food vouchers, in-kind food parcels

Add

Selections

Food › Improve Food Access › Food assistance › Cash, food vouchers, in-kind food parcels Remove

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)

Availability

Availability *

Monthly Twice a month On public holidays Once per trimester or more

One time Ongoing

Hours:

Sunday [] [] to [] [] [Remove](#)

[Add new Time](#)

Monday [] [] to [] [] [Remove](#)

[Add new Time](#)

Tuesday [] [] to [] [] [Remove](#)

[Add new Time](#)

Wednesday [] [] to [] [] [Remove](#)

[Add new Time](#)

Thursday [] [] to [] [] [Remove](#)

[Add new Time](#)

Friday [] [] to [] [] [Remove](#)

[Add new Time](#)

Saturday [] [] to [] [] [Remove](#)

3- Creating New Service

How the service is accessible by beneficiaries

Accessibility

- Hotline and follow up home visit
- Other (please describe in Comments)
- Outreach
- Outreach Information hotline
- Referrals only
- Walk-in

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

Additional Details

More information?

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

Location

Service Location

Amman

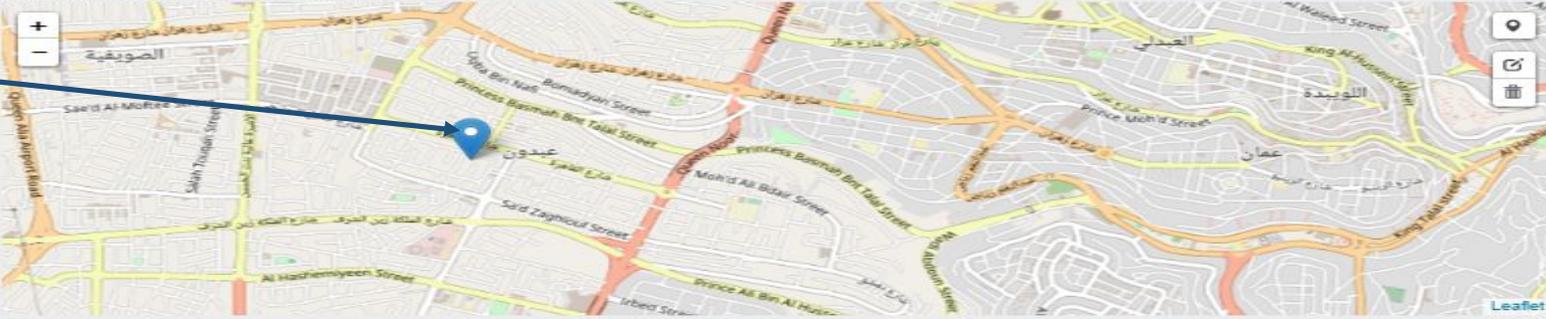
Qasabat Amman

Al Madinah

Abdun

GPS coordinates

If you have the Location of your Service, Add a marker to the map here. These coordinates will be used for display on the map if they are present. Enter Latitude and Longitude separated by a comma into the **Geo-Coding** field and will be inserted as marker on the map when you are done. ex. 31.95, 35.583



Geo-Coding

31.951, 35.882

Public Address / Location Details

More information?

Coverage

<input type="checkbox"/> Office location only - walk in distance	<input type="checkbox"/> City where the service is located	<input type="checkbox"/> District where the service is located	<input type="checkbox"/> Governorate where the service is located
<input type="checkbox"/> Governorate & Adjacent Governorates	<input type="checkbox"/> Countrywide		

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

- | | | | |
|--|--|-----------------------------------|---|
| <input type="checkbox"/> Jordanian ID Card | <input type="checkbox"/> Ration card (camp spec) | <input type="checkbox"/> UNHCR RC | <input type="checkbox"/> Valid UNHCR ASC and MOI card |
| <input type="checkbox"/> Expired and Valid UNHCR ASC and MOI | <input type="checkbox"/> UNHCR ASC | <input type="checkbox"/> MOI card | <input type="checkbox"/> Original Proof of Syrian ID |
| <input type="checkbox"/> Copy of Proof of Syrian ID | | | |

Nationality *

- | | | | |
|---|--|------------------------------------|---------------------------------------|
| <input type="checkbox"/> No restriction | <input type="checkbox"/> Jordanians | <input type="checkbox"/> Syrians | <input type="checkbox"/> Palestinians |
| <input type="checkbox"/> Iraqis | <input type="checkbox"/> Egyptians | <input type="checkbox"/> Somalis | <input type="checkbox"/> Sudanese |
| <input type="checkbox"/> Yemenis | <input type="checkbox"/> Other nationalities | <input type="checkbox"/> Stateless | |

Intake Criteria

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

6- Creating New Service

Referral methods (if exists)



Referral and Feedback

Referral Method

No Referral Urgent - Requires 24-48 hours response Email on a per case basis IA Form

RAIS Telephone on a per case basis

Referral Contact Name

Referral Contact Phone

Referral Contact Email

Immediate Next Step after Referral

Call to arrange home visit Client approaches receiving organisation Follow up call

Response Delay after Referral

- None -

Feedback Mechanism

Acknowledgment Received No feedback mechanism Event entered in RAIS Sending back IA form signed

To be requested by the sending organisation With consent of the beneficiary Case Conference Excel Tracking table

Email to referring organisation Phone call to sender organisation

Feedback Delay

- None -

Complaints Mechanism

Central email for complaints / suggestions Collection Box in Offices Hotline



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

Additional Information

Comments

More Info Link

[Save](#) [Preview](#)

1- Saving, Translating and Cloning

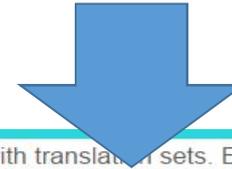
You still need to translate this Service.
One node translation has been synchronized.
Service Location *Livelihoods: Abdun* has been created.

HOME / UNHCR / LIVELIHOODS: ABDUN

Livelihoods: Abdun

View Edit **Translate**

- [Clone content](#)



Translations of a piece of content are managed with translation sets. Each translation set has one source post and any number of translations in any of the [enabled languages](#). All translations are tracked to be up to date or outdated based on whether the source post was modified significantly.

HOME / LIVELIHOODS: ABDUN / TRANSLATIONS OF LIVELIHOODS: ABDUN

Translations of *Livelihoods: Abdun*

View Edit Translate

Language	Title	Status	Operations
Arabic	Livelihoods: 1151 عيون	Published - outdated	edit
English (source)	Livelihoods: Abdun	Published	edit

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

مواعيد الخدمة الفعيلة

تاريخ البدء 01/04/2017 تاريخ الانتهاء* 30/04/2018
.Date this service becomes active .Date this service ends

معلومات عامة

تقديم خدمات*

إضافة

حذف

لا شيء >

Selections

حذف Livelihoods > Short-term Livelihood Provision > Cash for work > Direct placement

Availability

مدى التوفر*

شهرياً مرة واحدة فقط

مرتين في الشهر في العطل الرسمية

جارية مرة كل ثلاثة أشهر أو أكثر

:Hours

الأحد 09 - 00 to 15 - 00 حذف

إضافة الوقت جديد

الاثنين - - to - - حذف

إضافة الوقت جديد

الثلاثاء - - to - - حذف

إضافة الوقت جديد

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

You still need to translate this Service.
One node translation has been synchronized.
Service Location *Livelihoods: Abdun* has been created.

HOME / UNHCR / LIVELIHOODS: ABDUN

Livelihoods: Abdun

View Edit Translate

- Clone content

SERVICE ADVISOR Printer-friendly version

Livelihoods: Abdun

Amman › Qasabat Amman › Al Madinah › Abdun

Services Provided:
Livelihoods › Short-term Livelihood Provision › Cash for work › Direct placement

[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

The screenshot displays the Jordan Services Advisor interface. A red box labeled '4' highlights the 'MORE FILTERS' button at the top. A large red box labeled '1' encompasses the interactive map of Jordan, which shows various regions and service locations marked with icons and numbers. A red box labeled '2' highlights the 'CATEGORY' section on the right, which lists service sectors and their counts. A red box labeled '3' highlights the 'REGION' section on the right, which lists the governorates of Jordan.

Services Advisor

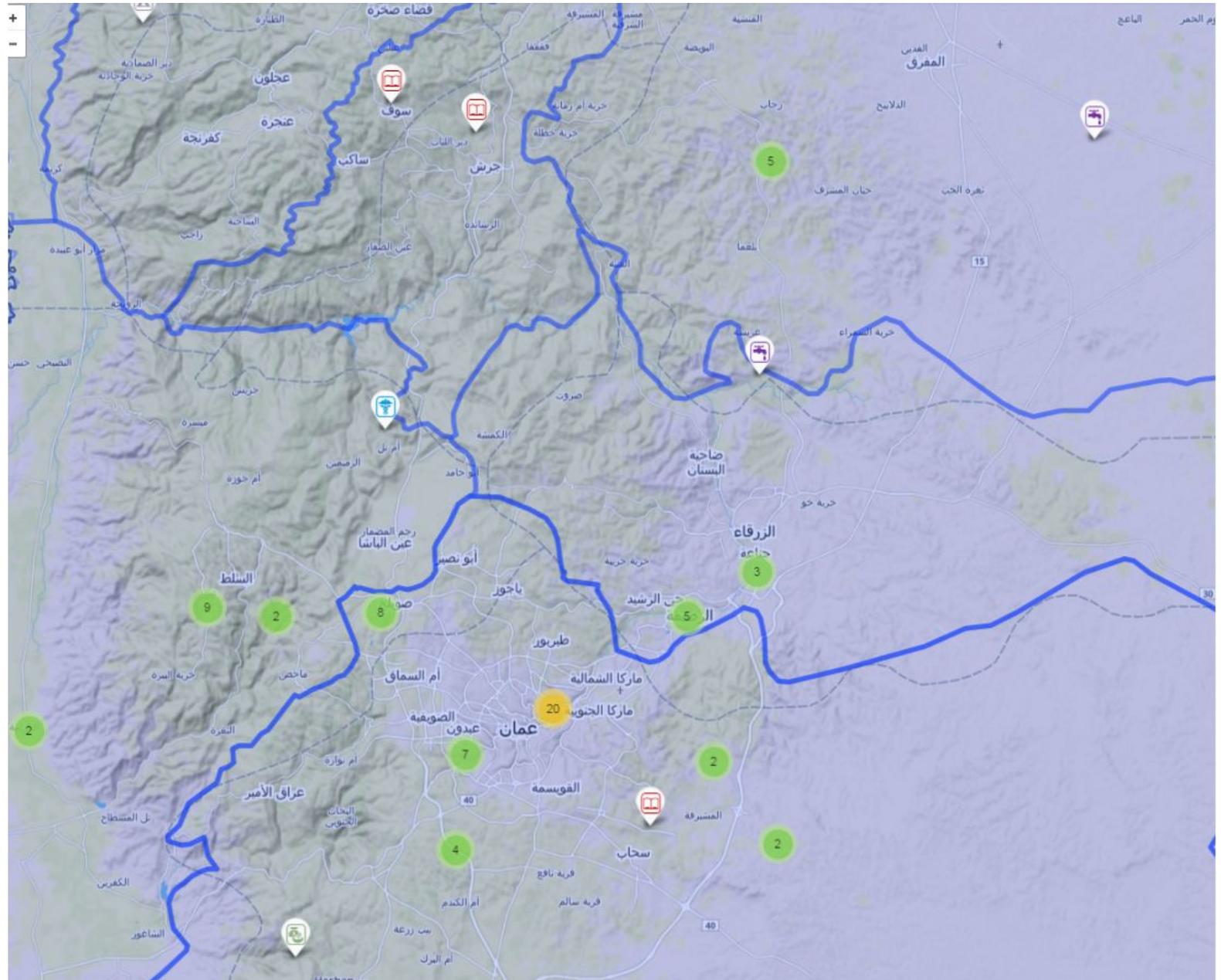
To find a service, select from the category or region below. Use the filter button above to further refine your search.

CATEGORY	Count
Basic Needs	16
Education	28
Food	4
Health	38
Livelihoods	6
Protection	38
Shelter	2
Wash	6

REGION
Ajlun Governorate
Al Aqabah Governorate
Al Balqa Governorate
Al Karak Governorate
Al Mafraq Governorate
Amman Governorate
At Tafilah Governorate
Az Zarqa Governorate
Irbid Governorate
Jarash Governorate
Ma'an Governorate

Frontend (interactive map)

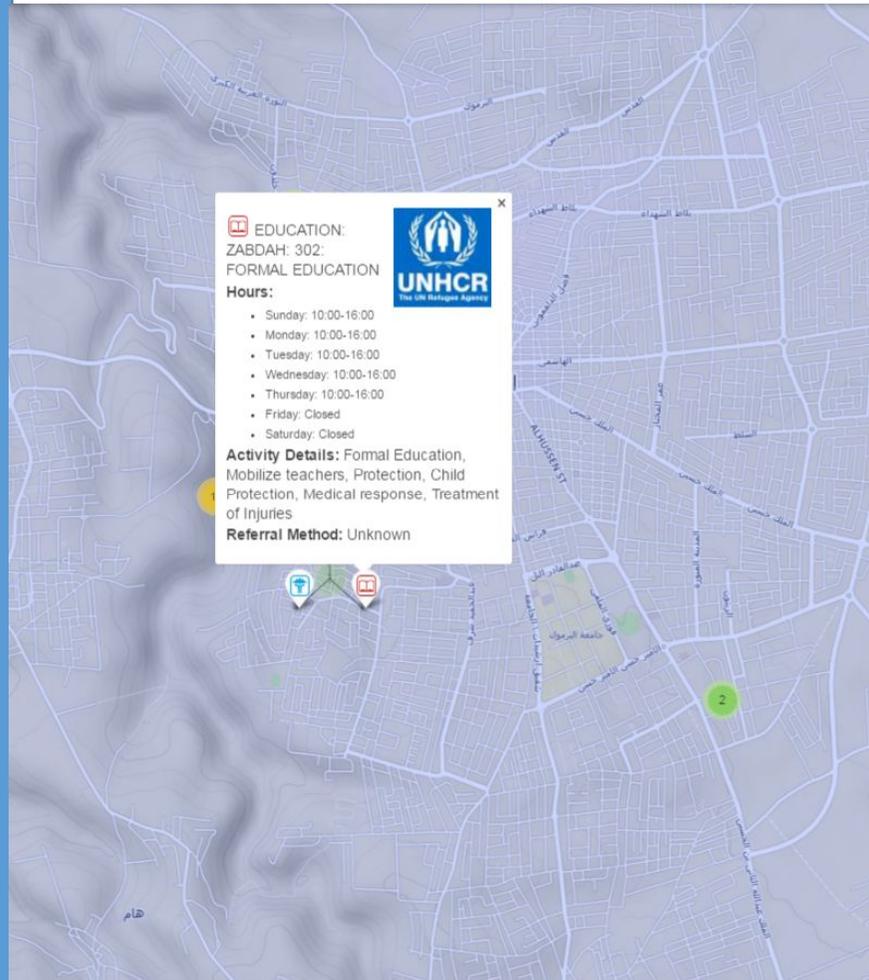
The map could be used to zoom in a certain location to show the available services at that location



Frontend (interactive map)

<http://jordan.servicesadvisor.org/>

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



← BACK

Education: Zabdah: 302

Formal Education



Hours	Activity Details
Sunday 10:00-16:00 Monday 10:00-16:00 Tuesday 10:00-16:00 Wednesday 10:00-16:00 Thursday 10:00-16:00 Friday Closed Saturday Closed	Formal Education Mobilize teachers Protection Child Protection Medical response Treatment of Injuries
Start Date	2016-06-01
End Date	2017-06-01
Nationality	Jordanians, Syrians
Intake Criteria	
Accessibility	Referrals only, Walk-in, Hotline and follow up home visit, Outreach, Outreach Information hotline, Other (please describe in Comments)
Coverage	City where the service is located
Availability	Ongoing
Referral Method	
Referral Next Steps	
Feedback Mechanism	
Feedback Delay	
Complaints Mechanism	Hotline

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

The screenshot displays the 'Services Advisor' interface. On the left is a map of Jordan with various regions and service locations marked. On the right is a sidebar with the following sections:

- Services Advisor**
- To find a service, select from the category or region below. Use the filter button above to further refine your search.
- CATEGORY**
- REGION**

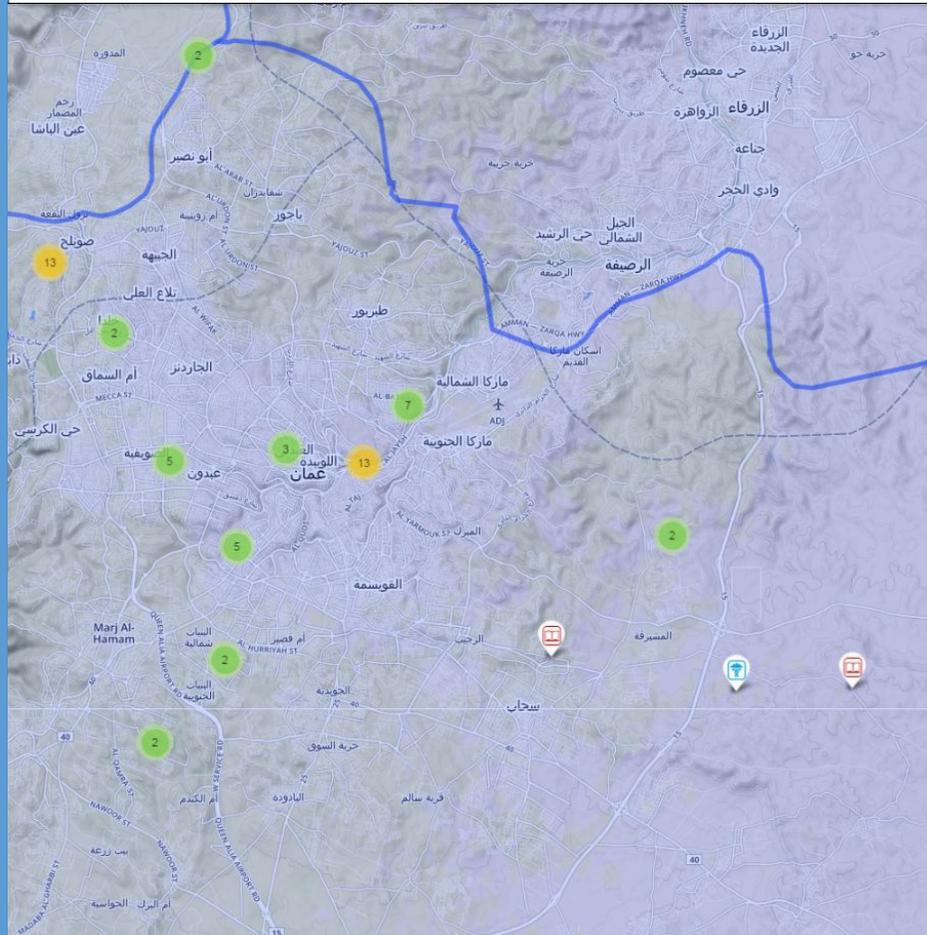
Category	Count
Basic Needs	16
Education	28
Food	4
Health	38
Livelihoods	6
Protection	38
Child Protection	13
Mental Health & Psychosocial Support (MHPPS)	5
Protection	19
Sexual and Gender Based Violence (SGBV)	1
Shelter	2
Wash	6

The 'Protection' category and its sub-sectors are circled in red in the original image.

Frontend (interactive map)

<http://jordan.servicesadvisor.org/>

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



التعليم: عمان : 195: طفولة مبكرة

WAR child

ساعات	النشاط تفاصيل
الأحد: 09:00-17:00 الاثنين: 09:00-17:00 الثلاثاء: 09:00-17:00 الأربعاء: 09:00-17:00 الخميس: 09:00-17:00 الجمعة: معلق السبت: معلق	النشاط تفاصيل طفولة مبكرة وصول لمراكز روضة الأطفال التعليم النظامي تعليم عائلي تعليم غير نظامي برامج تدريب المعلمين

الصحة: صويلح: 509: رعاية أولية

IRD
International Relief & Development

ساعات	النشاط تفاصيل
الأحد: 08:30-16:30 الاثنين: 08:30-16:30 الثلاثاء: 08:30-16:30 الأربعاء: 08:30-16:30 الخميس: 08:30-16:30 الجمعة: معلق السبت: معلق	النشاط تفاصيل رعاية أولية خدمات عيادات عامة خدمات للمرضى النزلاء

الصحة: المحطة: 335: رعاية أولية

M

ساعات	النشاط تفاصيل
الأحد: 09:00-16:00 الاثنين: 09:00-16:00 الثلاثاء: 09:00-16:00 الأربعاء: 09:00-16:00	النشاط تفاصيل رعاية أولية خدمات عيادات عامة

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

MORE FILTERS

EN

All Referral Required Referral Not Required

NATIONALITY

Palestinians <input type="checkbox"/>	No restriction <input type="checkbox"/>	Syrians <input type="checkbox"/>
Jordanians <input type="checkbox"/>	Iraqis <input type="checkbox"/>	Egyptians <input type="checkbox"/>
Somalis <input type="checkbox"/>	Sudanese <input type="checkbox"/>	Yemenis <input type="checkbox"/>
Other nationalities <input type="checkbox"/>		

ORGANIZATIONS

ACF  <input type="checkbox"/>	ACTED  <input type="checkbox"/>	ARDD-Legal Aid  <input type="checkbox"/>
CARE  <input type="checkbox"/>	DRC  <input type="checkbox"/>	HI  <input type="checkbox"/>
IFH-NHF  <input type="checkbox"/>	ILO  <input type="checkbox"/>	INTERSOS  <input type="checkbox"/>
IOCC  <input type="checkbox"/>	IOM  <input type="checkbox"/>	IRC  <input type="checkbox"/>
IRD  <input type="checkbox"/>	IRW  <input type="checkbox"/>	JCLA  <input type="checkbox"/>
JHASI  <input type="checkbox"/>	JICA  <input type="checkbox"/>	JPS  <input type="checkbox"/>
JRC  <input type="checkbox"/>	MECI  <input type="checkbox"/>	NRC  <input type="checkbox"/>



UNHCR Jordan Inter Agency Coordination Unit



For technical support please contact

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