

User Guide for ContactHub

ContactHub is an application developed by the Information Management team of the Inter-Agency Coordination unit, in UNHCR, Beirut Office. It is an online system which objectives are to:

- a) Centralize all mailing lists used within the Inter-Agency in Lebanon through a web-based system that allows greater accountability toward partners.
- b) Streamline the use of various sector-specific mailing lists by giving sector coordinators control over the mailing list that corresponds to their area of operation and sector of work.
- c) Give partners and the wider audience interested in the Lebanon response, the option to choose which distribution list they would want to be included in as well as the option to unsubscribe at any time.

Instructions for subscribers:

Everyone who would like to receive regular updates from the Inter-Agency, Lebanon operation – per sector and area – is strongly encouraged to subscribe to the mailing list [here](#).

- The link takes you to the subscription page (see figure 1), where you are requested to fill in your personal contact information. Although you are encouraged to fill in all the required fields, only the full name and email fields are mandatory to complete your subscription.

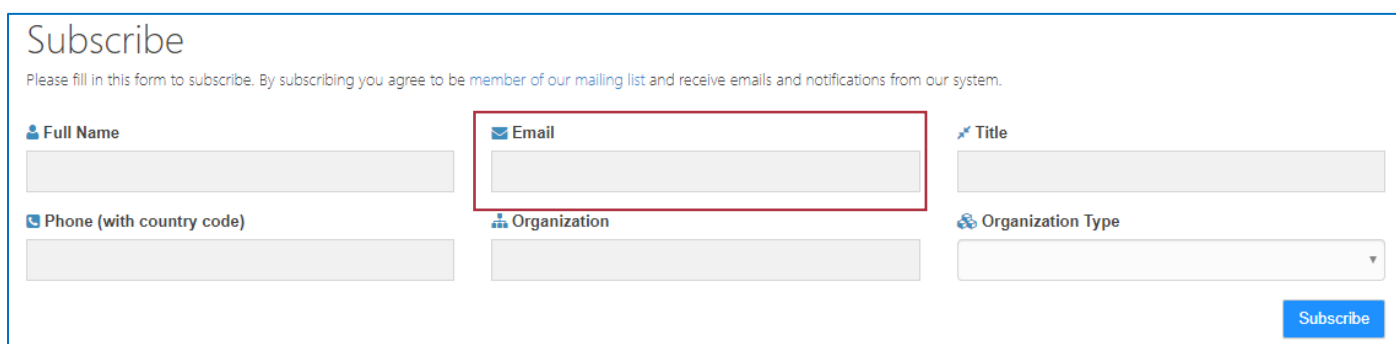
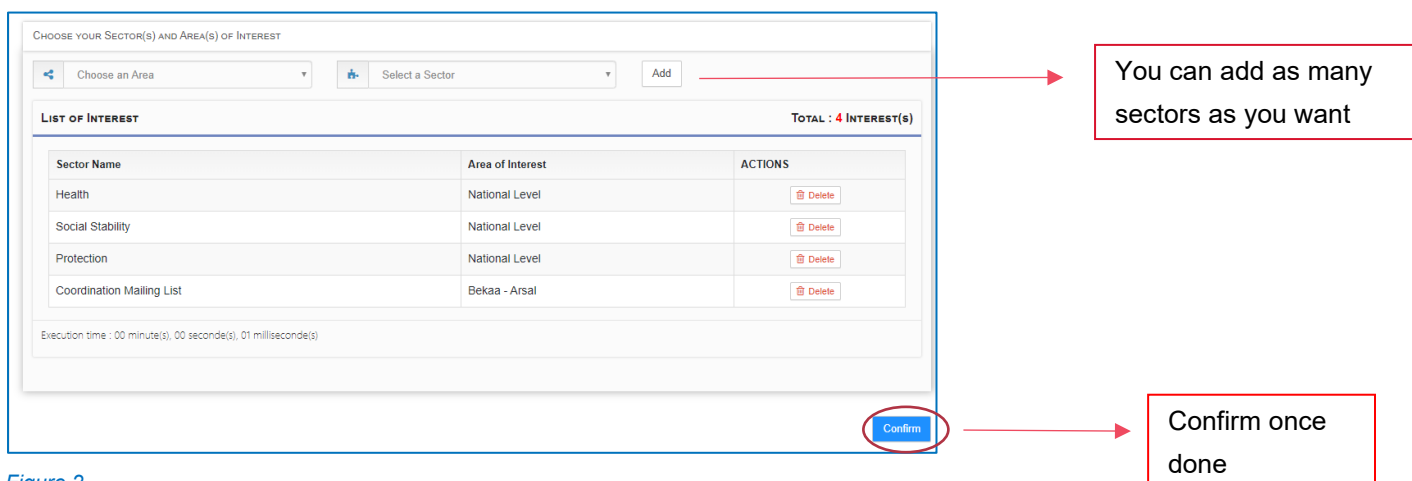


Figure 1

- You will then receive an email which includes another link through which you continue your subscription by choosing the area and sector of interest (see figure 2). If you do not complete this step, you will only be included on the Inter-Agency global list, which is managed at the central level and used to communicate non sector-specific updates related to the Lebanon response.



CHOOSE YOUR SECTOR(S) AND AREA(S) OF INTEREST

Choose an Area | Select a Sector | Add

LIST OF INTEREST TOTAL : 4 INTEREST(S)

Sector Name	Area of Interest	ACTIONS
Health	National Level	Delete
Social Stability	National Level	Delete
Protection	National Level	Delete
Coordination Mailing List	Bekaa - Arsal	Delete

Execution time : 00 minute(s), 00 seconde(s), 01 millisecond(s)

Confirm

You can add as many sectors as you want

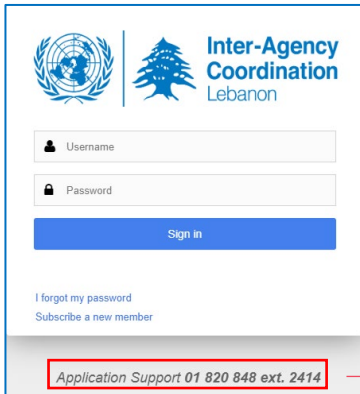
Confirm once done

Figure 2

- To unsubscribe from the Inter-Agency mailing list, click [here](#).

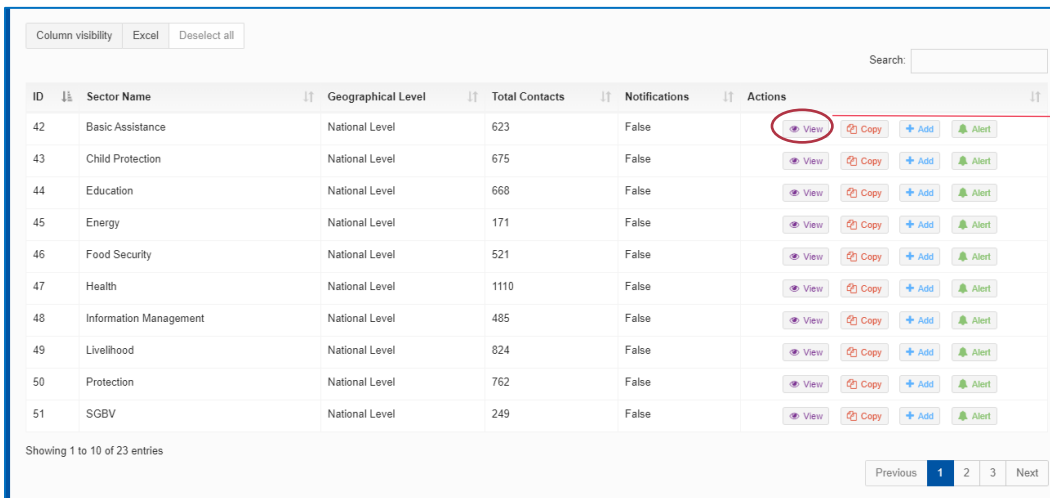
Instructions for ContactHub users i.e individuals who manage mailing lists on the system:

- If you do not have access to ContactHub, please reach out to Raffi at kouzoudj@unhcr.org who will give you your log in details. Please note that sector coordinators and area focal points are only given access to the relevant mailing lists.
- Click [here](#) to log in (see figure 3), you will be redirected to the welcome page, where you will see the mailing lists that you manage (see figure 4).



Use this number in case you need technical support

Figure 3

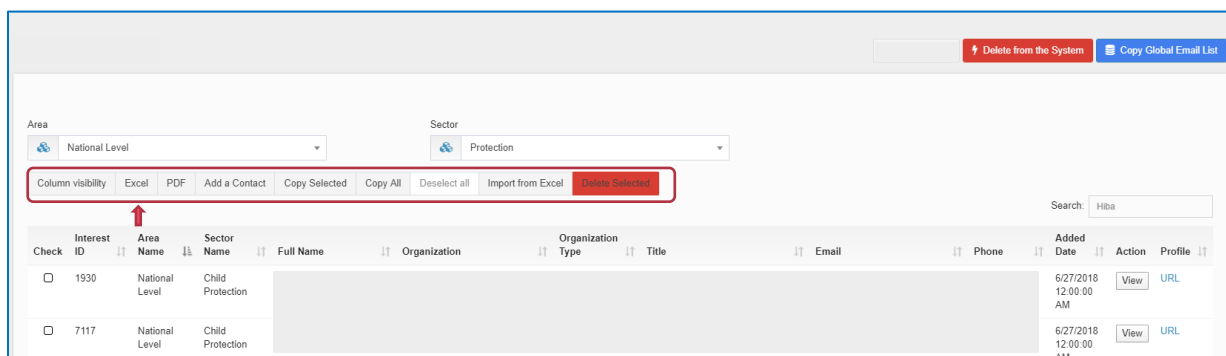


ID	Sector Name	Geographical Level	Total Contacts	Notifications	Actions
42	Basic Assistance	National Level	623	False	View Copy Add Alert
43	Child Protection	National Level	675	False	View Copy Add Alert
44	Education	National Level	668	False	View Copy Add Alert
45	Energy	National Level	171	False	View Copy Add Alert
46	Food Security	National Level	521	False	View Copy Add Alert
47	Health	National Level	1110	False	View Copy Add Alert
48	Information Management	National Level	485	False	View Copy Add Alert
49	Livelihood	National Level	824	False	View Copy Add Alert
50	Protection	National Level	762	False	View Copy Add Alert
51	SGBV	National Level	249	False	View Copy Add Alert

Click on View to see the mailing list that you need

Figure 4

- Click on excel (see figure 5), to export the selected mailing list to excel to view all subscribers along with their contact information.



You can check several subscribers and delete them at once from the delete button in the top right corner

Figure 5

The Inter-Agency unit handles the mailing lists with utmost discretion and does not share personal contact information with third parties.

Please do not hesitate to reach out to the Inter-Agency unit at lebbeia@unhcr.org if you have any question, suggestions or comments!