

STREET SUPPORT NETWORK – LOCATION ADMIN GUIDE

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OVERVIEW

This guide explains how to update information on Street Support Network using the admin site, for one or more locations.

- Add / edit and publish organisations
- Add / edit / delete services for an organisation
- Add / edit accommodation for an organisation
- Create admin users for organisations, location admin and SWEP
- Turn on / off SWEP emergency accommodation flag

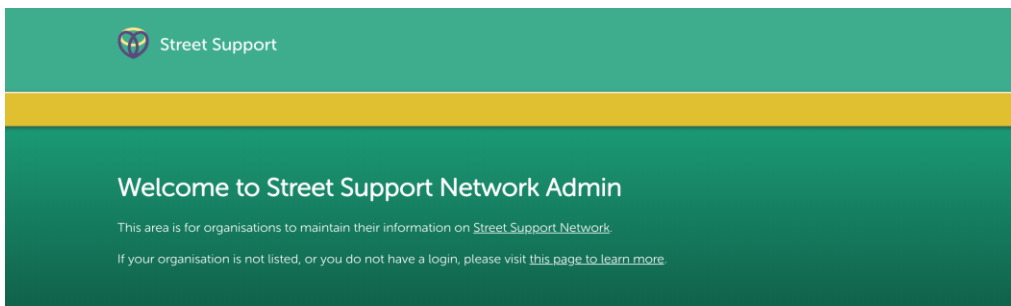
Location admin users will be able to do these actions only for their own city's organisations and users.

ACCESS THE ADMIN SITE

To access the admin section of Street Support Network, please visit:

admin.streetsupport.net

This will take you to the homepage shown, below.

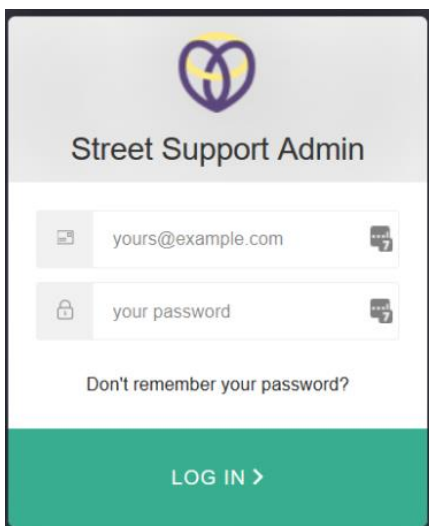


Please click login to proceed:



This will take you to Auth0, our identity provider.

Click the 'Login' button located at the bottom of the page.



Note: You should have received an email from us with your login details.

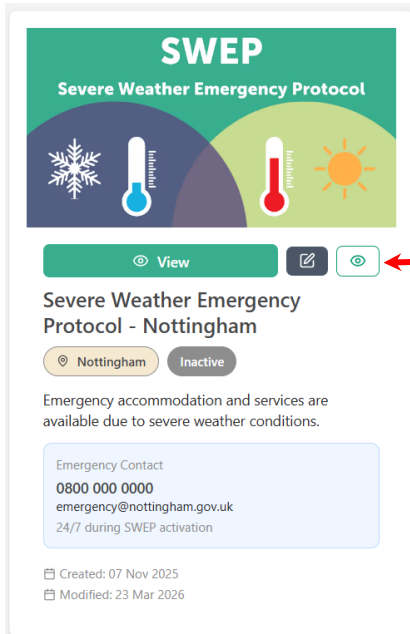
Enter the email address you'll use to log in, then click "Don't remember your password?" to set a password.

You can also use this link at any time if you forget your password.

If you don't yet have a login, or have problems with logging in, please email admin@streetsupport.net.

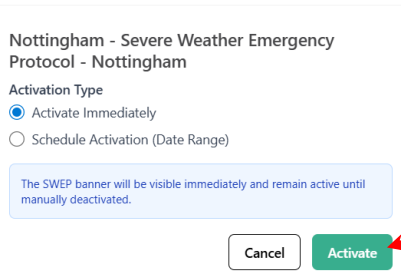
SWEP (SEVERE WEATHER EMERGENCY PROTOCOL)

Location admins can activate and deactivate SWEP by logging in to the CMS. Click the SWEP tab in the menu at the top of the admin page and you will see the following card(s) appear for any locations you manage.



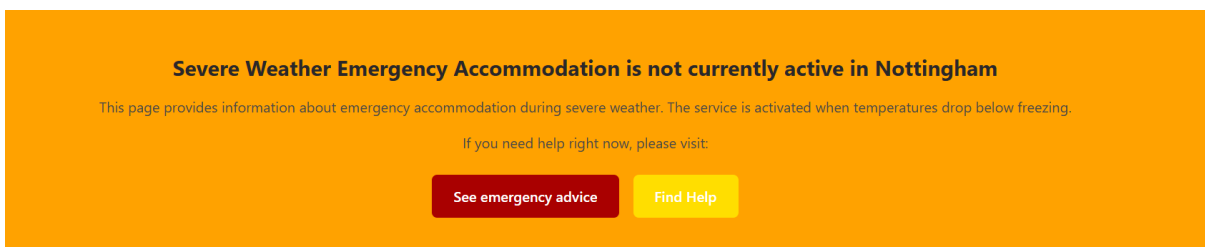
Click the eye to open the menu from which you can activate and deactivate SWEP

Activate SWEP Banner



Activate and deactivate SWEP

If an individual accesses the SWEP page directly on the website and SWEP is not active the following banner will appear on the page:



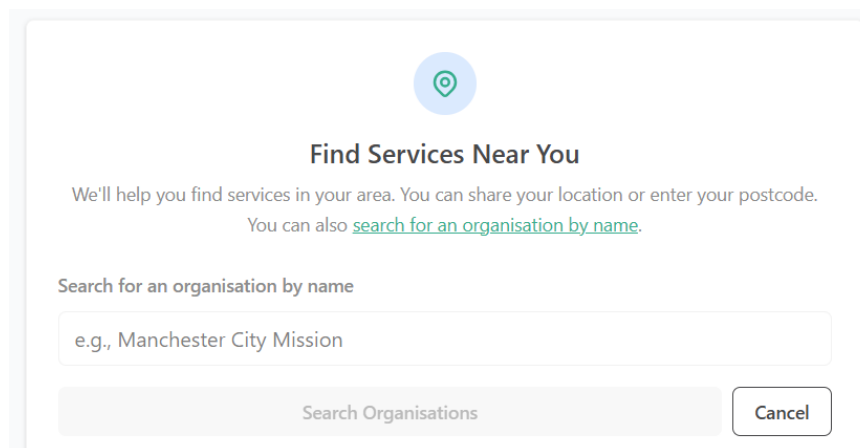
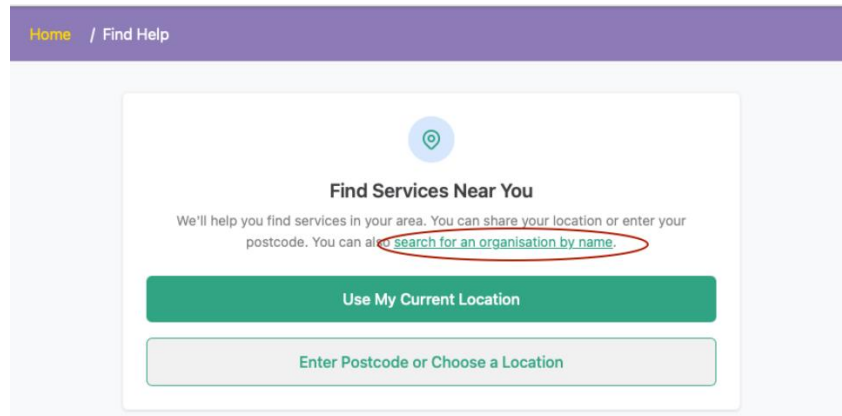
REGISTERING A NEW ORGANISATION ON STREET SUPPORT

Not sure if an organisation already has an account?

You can check by visiting <https://streetsupport.net/find-help/>

You'll be able to look for the organisation by:

1. Clicking on 'search for an organisation by name' and then entering the name of the organisation.



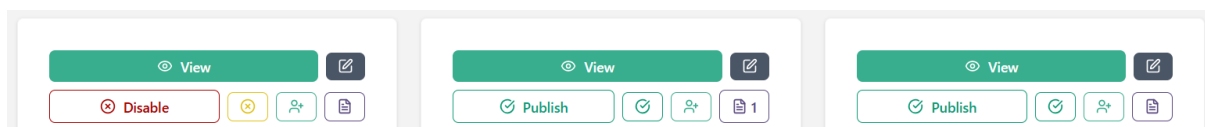
2. If the organisation is already listed, you may be able to identify an existing contact who manages the profile. If it's unclear who holds responsibility, or if the previous contact has left, please contact the organisation to obtain details of an individual who can be assigned an organisation admin login and then create one accordingly (see below).
3. If the organisation is not listed, follow the steps to register below.

MANAGE ORGANISATIONS

In general, we encourage organisations to add and maintain their own information. However, as this is essential for people looking for help, we do what we can to support this to stay correct and up to date. The following steps are useful when we find out about a new organisation:

- Is the organisation already on our list, published and verified*?
 - If yes, just check the info is still correct.
 - If it is missing or incomplete, update the information as much as you can from online sources, or by phoning or emailing them.
 - Once complete, you can press the button to create or update the organisation.
 - If it is a new organisation, once updated, on the organisation card you have just created, you will have the option to 'publish' the organisation (see below)
 - The organisation should confirm the information is correct and then you can set to 'verified' - you can get them to check it themselves if they have a login (or you can set one up for them), or if they prefer you can talk them through it.
- Do they have a user set up? This can be checked through the users list

The following cards show the various options

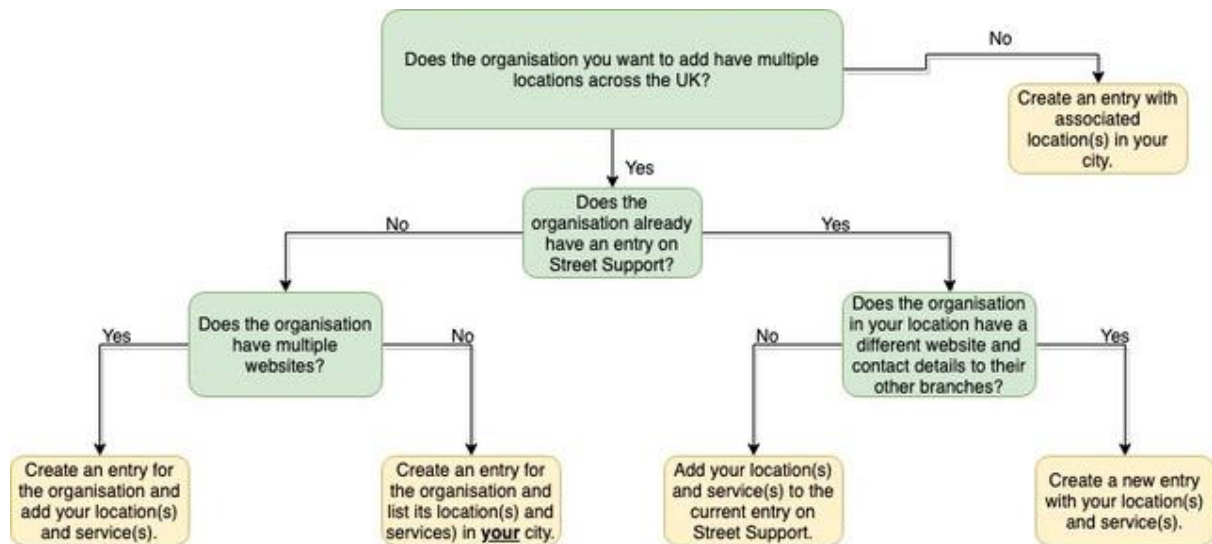


- The green "View" button opens the organisation's page.
- The grey square next to it is used to edit the organisation.
- If an organisation shows a "Disable" button, it is currently published and live on the website.
Clicking Disable will remove the organisation from the live site.
- If an organisation shows a "Publish" button, it is currently disabled and not appearing on the website.
Clicking Publish will make the organisation live.
- A yellow cross (x) means the organisation is currently verified.
Clicking it will remove the verified status.
- A green tick (✓) means the organisation is currently unverified and this status is visible on the live site.
Clicking the green tick will confirm the organisation as verified.
- The organisation's Published / Disabled and Verified / Unverified status is shown under the organisation name on the card.
- The green box with a person and (+) is used to add organisation admins.
- The purple box with a file icon opens the organisation's notes section.

ADD AND NAME AN ORGANISATION

Some organisations have branches across the UK. These branches may offer different services, or have their own websites and contact details.

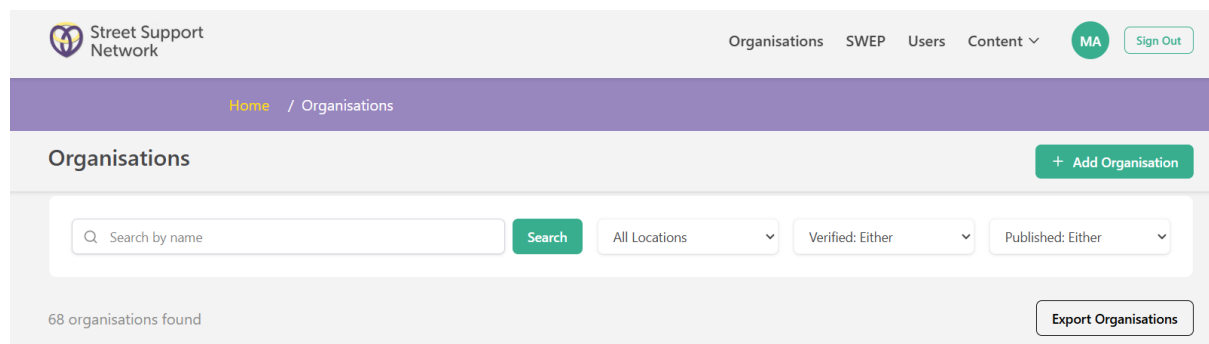
To keep Street Support clear and easy to use, and to make sure organisation pages appear in the right locations, please follow the flow chart below to decide how your organisation should be listed.



If an organisation operates in one location, please enter just the organisation name on Street Support, for example: **‘Friends Without Borders’**.

If an organisation works across more than one location, include both the organisation name and the location, for example: **‘Mind – Manchester’**.

Many churches share the same name and may be based in the same area. To avoid confusion, please use this format when listing a church: **‘Church name – Street, Location’**, for example: **‘St John’s Church – Pepper Street, Reading’**



Click the green button in the top right-hand corner to ‘Add Organisations’. A pop-up window will appear on your screen as below.

When you come to create the page entry, you will see a page like this:

The screenshot shows the 'Add Organisation' form in the Street Support Network system. The form is titled 'Add Organisation' and has a close button (X) in the top right corner. It is divided into several sections:

- General Details:**
 - Name ***: Text input field containing 'Test new OrG QA 2'.
 - Associated Locations ***: Dropdown menu with 'Bolton' selected and a close button (X).
 - Short Description ***: Text input field containing 'Test'.
 - Description ***: Text input field containing 'Test'.
- Tags:**
 - Registered Charity
 - No Wrong Door
- Contact Information:**
 - Telephone:** Text input field containing 'Telephone number'.
 - Email:** Text input field containing 'contact@organisation.org'.
 - Website:** Text input field containing 'https://www.organisation.org'.
 - Facebook:** Text input field containing 'https://facebook.com/organisation'.
 - Twitter:** Text input field containing 'https://twitter.com/organisation'.
 - Bluesky:** Text input field containing 'https://bsky.app/profile/organisation'.
- Locations:** Section with a '+ Add Location' button.

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Organisation'.

In some cases, more than one organisation is involved in delivering a service. This can make it unclear at first who the **service provider** is and who the **managing body** is.

We've sometimes seen duplicate entries created on Street Support because a service has been added once under the service provider's name and again under the managing body's name. At a glance, these can look like two separate services. To avoid duplicates and to check whether a service is already listed, please search Street Support Network using **each organisation's name** before creating a new entry.

Example:

Pennine Care NHS Foundation Trust works in partnership with several organisations to deliver services, including *Bury Healthy Minds*. In this case:

- The **managing body** and page name on Street Support is *Pennine Care NHS Foundation Trust*
- *Bury Healthy Minds* appears as a **service provider/location** within that page

If there's an organisation you're unsure of, please ask admin@streetsupport.net for help on deciding whether you should create an entry for that service.

ADDING OR EDITING AN ORGANISATIONS GENERAL DETAILS

When you click to view or edit an organisation, you will see a pop-up box like this:

The screenshot shows a pop-up window titled "Edit Organisation" with a close button (X) in the top right corner. Below the title bar are three tabs: "Organisation" (selected), "Services", and "Accommodations". The main content area is titled "Admin Details" and contains the following text: "Please choose the administrator who will be responsible for making updates to your organisation. They will be contacted after 90 days of inactivity to check that the information is still correct." Below this is a dropdown menu for "Administrator" with the value "matt+organisationadmin@streetsupport.net" and a downward arrow. Underneath the dropdown is a green box with the text "0 days since last update". At the bottom of the form is an orange button with the text "Information up to date". Below the form, the text "General Details" is visible.

There are three menus at the top of the box:

- Organisation
- Services
- Accommodations

ORGANISATION

If you scroll down within this box, you will be able to do the following:

Edit Organisation



Organisation Services Accommodations

General Details

Name *

Associated Locations *

Short Description *

Description *

1. Add/edit the General Details of the organisation

(name, associated locations, description, short description and tags including whether the organisation is a registered charity)

Contact Information

Telephone <input type="text" value="Telephone number"/>	Email <input type="text" value="contact@organisation.org"/>
Website <input type="text" value="https://www.organisation.org"/>	Facebook <input type="text" value="https://facebook.com/organisation"/>
Twitter <input type="text" value="https://twitter.com/organisation"/>	Bluesky <input type="text" value="https://bsky.app/profile/organisation"/>

2. Add/edit the Contact Information for the organisation.

3. Add/edit the addresses/locations of where the organisation operates and provides services (see below)

MANAGE LOCATIONS

Any organisation must have at least one location.

A location is usually a building address with opening times. For outreach services, it can be an approximate central postcode instead. Locations are used to show people the nearest organisations offering support.

Please note: at least one location must be added for an organisation to appear on Street Support Network. This also allows the service to show up in “nearest” search results.

Edit Organisation



Add New Location



Address Information

Street *

Main street address

Street Line 1

Building name, floor, etc.

Street Line 2

Additional address info

Street Line 3

Additional address info

City

City

Postcode *

Postcode

Telephone

Telephone number

on, click
tion
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tion

Opening Times

Cancel

Add Location

Set their address details here.

If they don't have a fixed address, or if they need the location to remain semi-anonymous, please use an approximate central postcode. Enter "Exact address not provided" as the first line of the address.

Opening Times

Open 24/7 Appointment Only

+ Add Opening Time

Add opening times here

No opening times added yet
Click "Add Opening Time" to get started

Cancel

Add Location

Add New Location



Telephone

Telephone number

Opening Times

Open 24/7 Appointment Only

+ Add Opening Time

Add Opening Time

Day of Week

Monday



Opening Time

09:00



Closing Time

17:00



Cancel

Add Opening Time

Cancel

Add Location

Use this section to add opening times for this location.

Select the day, enter opening and closing times, then click Add Opening Time. Repeat for each day as needed.

Tick open 24/7 or Appointment only if these apply.

Remember to click Add Location once you have completed all of the relevant information.

Always remember to click Update Organisation once you have finished making changes or adding details.

Cancel

Update Organisation

TO ADD OR EDIT INFORMATION ABOUT THEIR SERVICES:

If you click on the services tab, you will be able to add/edit the services provided by the organisation.

Edit Organisation ✕

Organisation **Services** Accommodations

Services

No services found for this organisation.

[+ Add First Service](#)

[+ Add Service](#)

Click to add a service

1. Add/edit the Service Category and Sub Category
2. Add/edit the Service Details
(description, telephone service, telephone number)

Add Service ✕

Category

Service Category *

Select a category... ▼

Choose a category and tick relevant subcategories.

Service Details

Description

Service description

Describe the service in a sentence or 2.

Is Telephone Service

Telephone

Telephone number

List any restrictions on who this is for, e.g.
Male; Over 18s;

3. Add/edit the location of the service

Location

Enter a location for this service, either by selecting an existing address, or entering new details. For outreach services with no fixed address, check the box below and enter a description.

Is Outreach Location (no physical address)

Use Existing Address

Selecting an existing address will auto-populate the fields below including opening times

Street *	Street Line 2
<input type="text" value="Main street address"/>	<input type="text" value="Building name, floor, etc."/>
Street Line 3	Street Line 4
<input type="text" value="Additional address info"/>	<input type="text" value="Additional address info"/>
City	Postcode *
<input type="text" value="City"/>	<input type="text" value="M1 1AA"/>

Select one of the addresses, or add a new one with opening times (below).

If this is an outreach service, tick the Outreach Location box and then write a list of locations below:

Location

Enter a location for this service, either by selecting an existing address, or entering new details. For outreach services with no fixed address, check the box below and enter a description.

Is Outreach Location (no physical address)

Outreach Location Description *

4. Add/edit Opening Times for the Service in the same way as you would for the organisation (see above).

Opening Times

Open 24/7 Appointment Only

+ Add Opening Time

Add Opening Time

Day of Week	Opening Time	Closing Time
Monday <input type="text"/>	09:00 <input type="text"/>	17:00 <input type="text"/>

Remember to click Create Service, when you have finished adding the service.



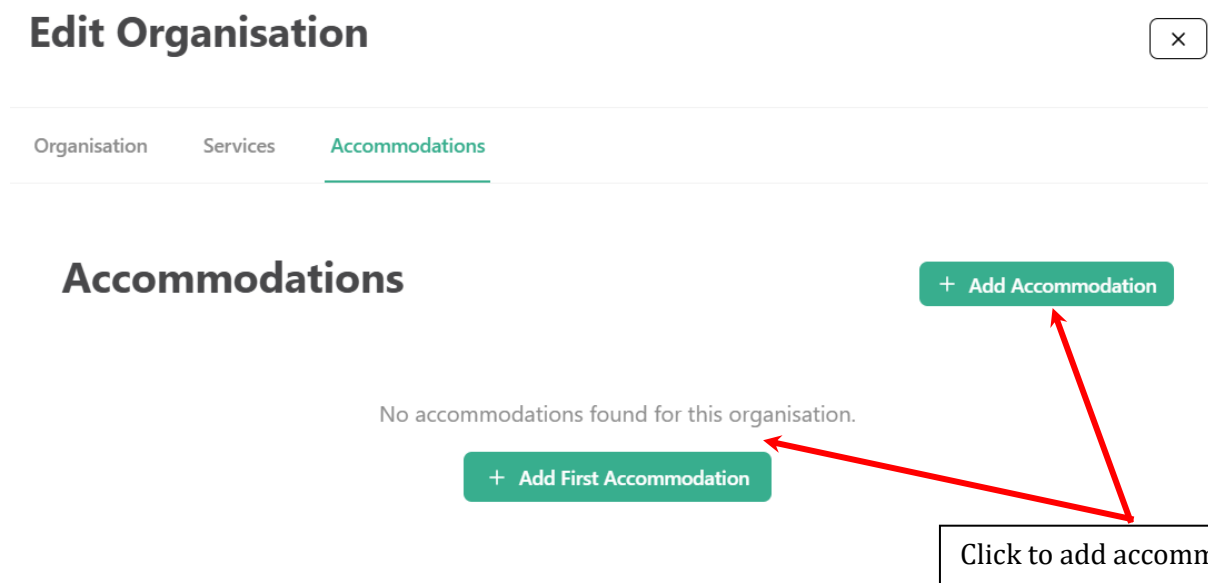
Client groups: Some service listings include a client groups section where you can indicate who the service is for (e.g. specific age ranges, gender-specific services, refugees, veterans). If the service is for everyone, leave this blank. Client groups are not used for filtering on the public website, but they are used by the Street Support Virtual Assistant to help direct people to relevant services. It's worth filling these in accurately where they apply.

Always remember to click Update Organisation once you have finished making changes or adding details.



MANAGE ACCOMMODATION

Click on the 'Accommodations' tab



Accommodation window will pop-up.

Add Accommodation



General Information ▼

Accommodation Name *

Accommodation Type *

Select accommodation type ▼

Short Description

Description

Open Access (No referral required)

Here you can complete the following:

1. Name of the Accommodation
2. Select the Accommodation type
3. Provide a short description of the Accommodation
4. Describe the Accommodation including the people it is suitable for.
5. Contact Details
6. Location Details
7. Pricing and Requirements
8. Features
9. Support Provided
10. Suitable For

Remember to click Create Accommodation when you have finished

Cancel

Create Accommodation

Then return to the Organisation tab and click Update Organisation.

PUBLISH AND VERIFY

When you have finished adding the details for the organisation and its services, click 'publish' from the dashboard and it will show up on the live site. The Organisation will appear in the list and an email will be sent to the email of the assigned Organisation Administrator to finish their account creation and set a password.

You should get the organisation to check everything is correct at this stage - send them a link to their page on the website or talk it through. If they're happy click 'verify'.

Please see the SSN Enquiries Guide, Emails to New Organisations (Templates) when contacting organisations.

MANAGE CONTENT (ADVICE, BANNERS, LOCATION LOGOS)

The Content dropdown in the top navigation gives you access to three types of content that appear on your location's public pages. These are managed separately from organisation listings.

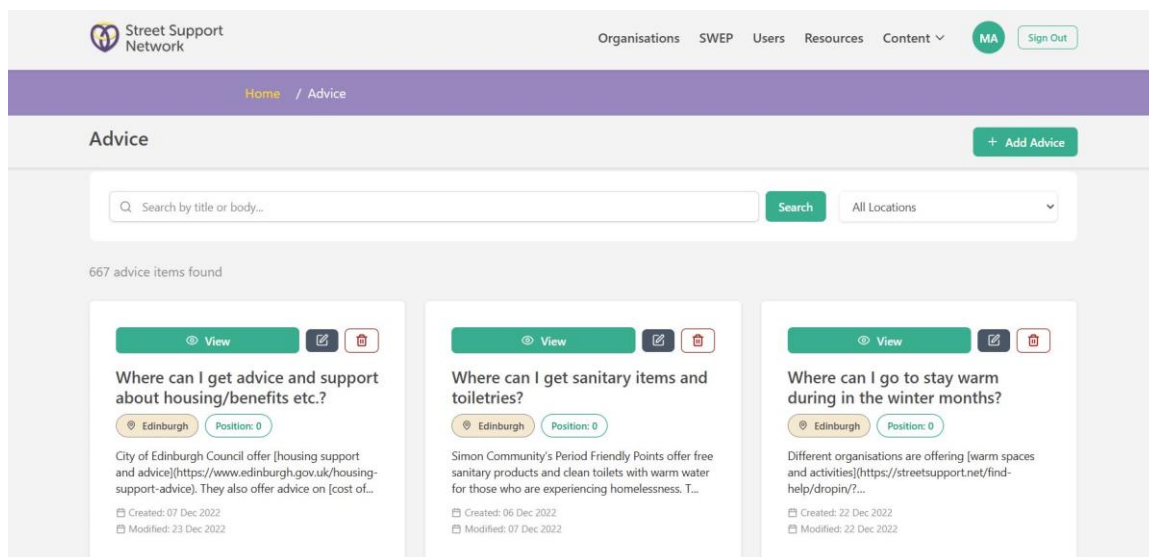
ADVICE

The Advice section lets you manage Q&A content that appears on location pages, helping people find answers to common questions like "Where can I get advice about housing and benefits?" or "Where can I go to stay warm during the winter months?"

Important: The advice content for active locations has been centrally curated and brought up to date by the SSN team. The language has been carefully chosen to align with SSN's voice, vision and mission. When updating or adding advice items, please maintain that standard: clear, accurate, values-aligned, written for someone who may be stressed or in crisis. If you're unsure whether a change is appropriate, check with admin@streetsupport.net before publishing.

The Advice page shows a card-based list of all advice items. You can search by title or body text, and filter by location using the dropdown. Each card shows the title, location, sort position, a preview of the body content, and created/modified dates.

Each card has three buttons: View (green) to see the full advice item, Edit (grey pencil icon) to open the editor, and Delete (red bin icon) to remove the advice item.



Adding or editing advice

Click “+ Add Advice” (top right) to create a new item, or the edit icon on an existing card. The editor has four fields:

Title (required) – the question, phrased as someone looking for help would ask it.

Location (required) – select your city or area from the dropdown.

Sort Position (required) – controls the display order. A higher number places this nearer the top of the listing.

Body Content (required) – the answer text. This has a rich text toolbar with headings (H1, H2, H3), bold, italic, underline, bullet lists, numbered lists, links, undo and redo. Use the Link button to add links to other parts of Street Support or to external websites. Keep answers clear, factual and focused on helping someone find the right support.

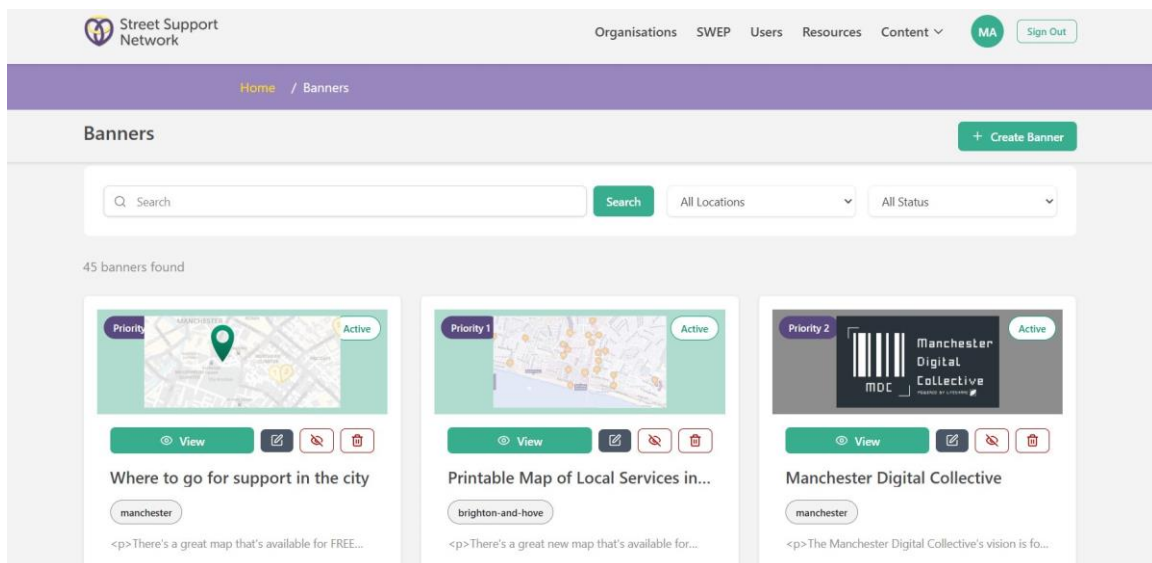
The screenshot shows a form for creating a banner. It includes the following fields and options:

- Title ***: A text input field containing "Where can I get advice and support about housing/benefits etc.?"
- Location ***: A dropdown menu with "Edinburgh" selected.
- Sort Position ***: A text input field containing "0".
- Body Content ***: A rich text editor with a toolbar containing options for H1, H2, H3, Bold (B), Italic (I), Underline (U), List, 1. List, Link, Undo, and Redo. The content area contains the following text: "City of Edinburgh Council offer [housing support and advice](https://www.edinburgh.gov.uk/housing-support-advice). They also offer advice on [cost of living](https://www.edinburgh.gov.uk/costofliving) Find services that support with [benefits](https://streetsupport.net/find-help/support/?postcode=EH1%201EE&subCatId=benefits) and [debt/financial problems](https://streetsupport.net/find-help/support/?postcode=EH1%201EE&subCatId=debt-financial-problems)"

BANNERS

Banners are promotional or informational panels that appear on your location's public page. They can highlight local resources, events, maps or partner initiatives.

The Banners page shows a card-based list with search, location filter and status filter (All Status). Each card shows a preview image, the banner title, location, description preview, a priority badge and Active/Inactive status. Each card has four buttons: View, Edit, Hide (toggle visibility) and Delete.



Creating or editing a banner

Click “+ Create Banner” (top right) to create a new one, or the edit icon on an existing card. The banner editor has several sections:

The screenshot shows the banner editor interface for the Street Support Network. At the top left is the logo and name "Street Support Network". The editor is divided into several sections:

- Title:** A text input field containing "Where to go for support in the city" with a character count of "35/100 characters".
- Subtitle:** An empty text input field with a character count of "0/50 characters".
- Description:** A rich text editor with a toolbar containing "B", "I", "U", "Link", "Undo", and "Redo". The text area contains the text: "There's a great map that's available for FREE that maps and lists the opening times for food, healthcare and accommodation in the city." with a character count of "135/600 characters".
- Media:** A section for adding media, with "Media Type" options for "Image" (selected) and "YouTube Video".
- Banner Image:** A section showing an uploaded image named "Manchester map.png" with a size of "214.8 KB".
- Logo:** A section with a dashed border and an upload icon, containing the text "Click to upload or drag and drop" and "Images only • Max 5MB".

The screenshot shows the 'Street Support Network' banner configuration interface. It is divided into several sections: 'Styling Options' with fields for 'Text Colour' (set to 'Black'), 'Background Type' (radio buttons for 'Solid Colour', 'Gradient', and 'Image'), 'Background Colour' (set to '#b0dccf'), and a 'Show Border' checkbox. Below this is the 'Call-to-Action Buttons' section, which includes a '+ Add Button' button and a table with columns for 'Button Label' (set to 'View the map') and 'Button URL' (set to 'https://streetsupport.net/manchester/mancl'). There is also a 'Button Style' dropdown set to 'Primary'. The 'Attached File (Optional)' section has a file upload area with 'Choose File' and 'No file chosen' buttons, and a note about accepted formats (PDF, DOC, DOCX, XLS, XLSX, JPG, PNG) and a 10MB limit. The 'Publishing Options' section is partially visible at the bottom.

Layout Style (required) – choose from Split Layout, Full Width or Compact.

Title (required) – up to 100 characters.

Subtitle – up to 50 characters.

Description – up to 600 characters, with a rich text toolbar (bold, italic, underline, link).

Media – choose Image or YouTube Video. Upload a banner image and optionally a logo (images only, max 5MB).

Styling Options – set the text colour, background type (Solid Colour, Gradient or Image), background colour, and optionally show a border.

Call-to-Action Buttons – click “+ Add Button” to add one or more buttons. Each button needs a label, URL and style (e.g. Primary). You can add multiple buttons.

Attached File (optional) – upload a PDF, document or image that CTA buttons can link to. Accepted formats: PDF, DOC, DOCX, XLS, XLSX, JPG, PNG. Maximum file size: 10MB.

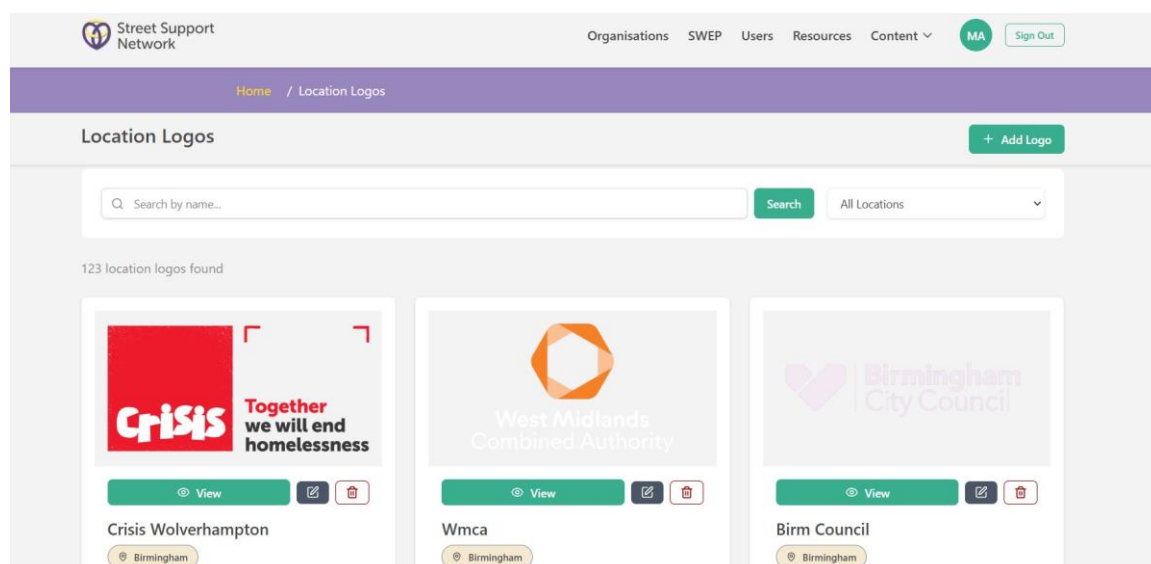
Publishing Options – set the location and active status for the banner.

Click “Save Banner” when finished.

LOCATION LOGOS

Location Logos are partner organisation logos displayed on your location’s public page. These show which organisations support or are involved with your local Street Support hub.

The Location Logos page shows a card-based list with search by name and a location filter. Each card shows the logo image, display name and location. Each card has three buttons: View, Edit and Delete.



Adding or editing a logo

Click “+ Add Logo” (top right) to create a new one, or the edit icon on an existing card. The editor has four fields:

Display Name (required) – the public-facing name shown on the website.

Location (required) – select the city or area from the dropdown.

Website URL (required) – the organisation’s website (must start with https:// or http://).

Logo (required) – upload a logo image for the organisation.

Click “Update Logo” when finished.

The screenshot shows a form for updating a location supporter's profile. It includes the following fields and options:

- Display Name ***: A text input field containing "Crisis Wolverhampton". Below it, a note states: "This is the public-facing name shown on the website".
- Location ***: A dropdown menu with "Birmingham" selected. Below it, a note states: "The location/city where this supporter is active".
- Website URL ***: A text input field containing "https://www.crisis.org.uk/". Below it, a note states: "The organisation's website URL (must start with https:// or http://)".
- Logo ***: A section for uploading a logo image. It contains a preview of a logo with the text "Logo" and "Togeth we will home!". Below the preview is a note: "Upload a logo image for the location supporter".

At the bottom right of the form, there are two buttons: "Cancel" and "Update Logo".

MANAGE USERS

The Users tab in the top navigation lets you view and manage user accounts for your location.

The screenshot shows the "Users" management page. At the top, there is a breadcrumb "Home / Users" and a "+ Add User" button. Below this is a search bar with the placeholder "Search by email" and a "Search" button. To the right of the search bar are two dropdown menus: "All Roles" and "All Locations".

Below the search bar, it says "1314 users found". The main content area displays a list of users, each in a card format. The first three users shown are:

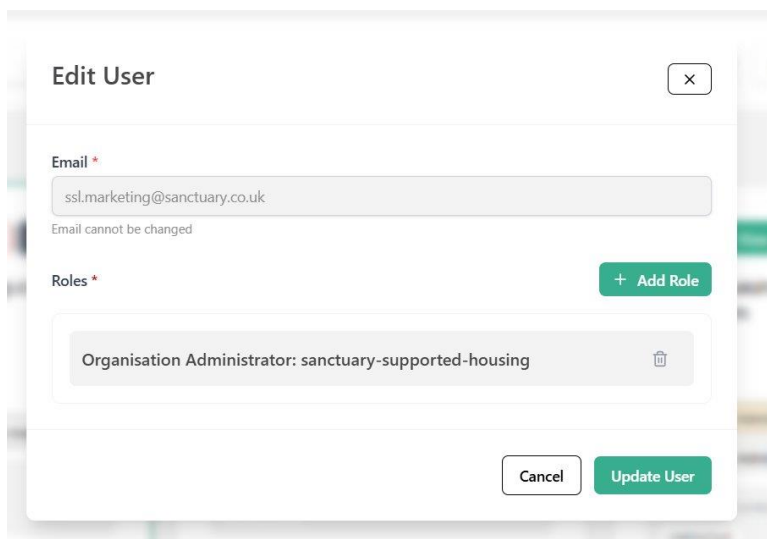
- ssl.marketing@sanctuary.co.uk**: Status "Active", Role "Organisation Administrator", Location "sanctuary-supported-housing".
- beaconofhope17@hotmail.com**: Status "Active", Role "Organisation Administrator", Location "beacon-of-hope".
- martine.saunderson@sanctus-home.com**: Status "Active", Role "Organisation Administrator", Location "sanctus".

Each user card includes a "View" button and icons for edit, delete, and refresh. The "Provider Locations" section for each user shows "chelmsford".

The Users page shows a card-based list of all users for your location. You can search by email, and filter by role and location using the dropdowns. Each card shows the user's email address, Active/Inactive status, their role(s), which organisation they are linked to, and their provider locations.

Each card has four buttons: View (green) to see the full user record, Hide (grey eye icon) to toggle the user's active status, Edit (grey pencil icon) to open the user editor, and Delete (red bin icon) to remove the user.

Editing a user



The screenshot shows a modal dialog titled "Edit User". At the top right is a close button (X). The main content area has two sections: "Email" and "Roles". The "Email" section has a text input field containing "ssl.marketing@sanctuary.co.uk" and a small note below it that says "Email cannot be changed". The "Roles" section has a green button labeled "+ Add Role" and a list of roles. One role is visible: "Organisation Administrator: sanctuary-supported-housing" with a trash can icon to its right. At the bottom of the dialog are two buttons: "Cancel" and "Update User".

The Edit User dialog shows the email address (this cannot be changed once set) and a Roles section. You can add roles using the "+ Add Role" button, or remove existing roles using the delete icon next to each role. Click "Update User" when finished.

User roles

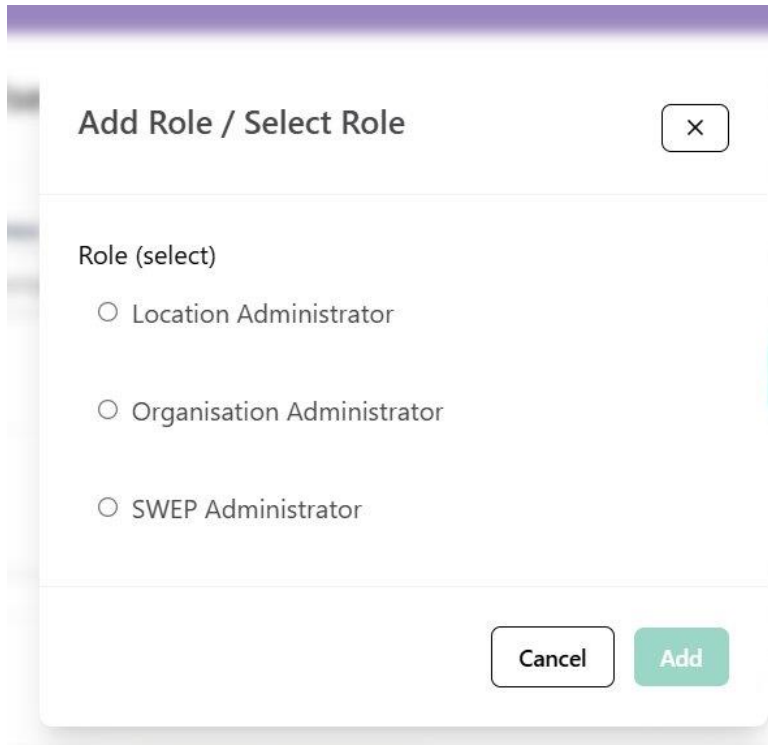
As a location admin, you can assign the following roles:

Location Administrator – can manage all organisations, users and content for a specific location.

Organisation Administrator – can manage a specific organisation's listing, services and accommodation.

SWEP Administrator – can activate and deactivate SWEP for a location.

You cannot assign Super Administrator or Volunteer Administrator roles. These are managed centrally by SSN.



Add Role / Select Role [X]

Role (select)

- Location Administrator
- Organisation Administrator
- SWEP Administrator

[Cancel] [Add]

Two ways to create users

From the Users page: Click “+ Add User” (top right), enter their email address and assign the appropriate role. This is useful when you need to create a user with a specific role such as Location Administrator or SWEP Administrator.

From an organisation card: Click the green person (+) icon on the organisation card in the dashboard. This opens a simplified dialog that asks for the email address and automatically assigns the Organisation Administrator role for that specific organisation. This is the quickest route when setting up an organisation to manage their own listing.

Add User to Organisation ×

Salaam shalom Kitchen (SaSh Kitchen)

Email *

User will be invited to create an account with this email

Role: Organisation Administrator

This user will automatically be assigned the Organisation Administrator role for **Salaam shalom Kitchen (SaSh Kitchen)** and will have access to manage this organisation.

When a user is created, they receive a welcome email inviting them to set up their account and create a password.

Important: A user's email address cannot be changed after creation. If someone's email changes, you'll need to create a new user account and remove the old one.

LOGIN ISSUES

We can help with setting up account access or re-enabling access if it has expired.

If you're having trouble logging in, please check the following before contacting admin@streetsupport.net:

1. **Forgotten your password?**

If you already have an account, you can reset your password here:
<https://admin.streetsupport.net/request-reset-password.html>

2. **Incorrect credentials**

This usually means the username, password, or both are incorrect.

Check there are no spaces in the username, and note that your username may be different from your email address.

3. **Not receiving the password reset email?**

Please check your spam folder and, if needed, ask your IT team to check whether emails are being blocked.

If these steps don't resolve the issue, please get in touch with admin@streetsupport.net and we'll help