



Street Support Network – Organisation Administration guide

This document is a brief guide for organisations on how to use the new [Street Support admin site](#).

Use this to edit your organisation and service information.

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REGISTERING A NEW ORGANISATION ON STREET SUPPORT

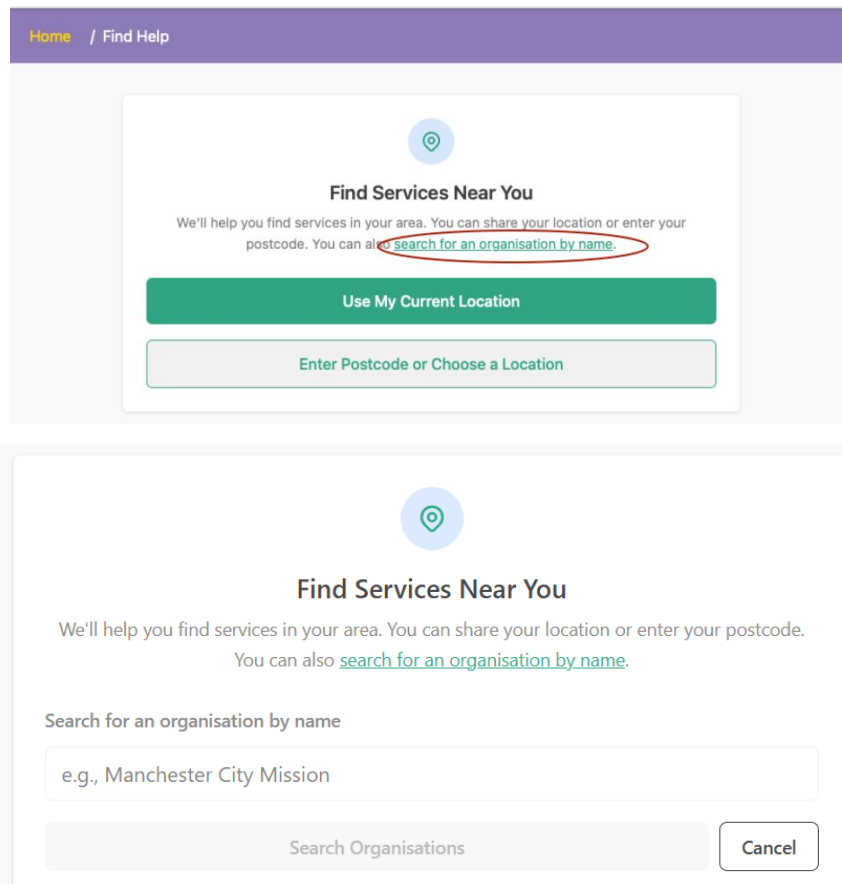
Already Registered? [Log in here.](#)

Not sure if your organisation already has an account?

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

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

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



2. If your organisation is on there, your colleagues will be able to help with your login details. If none of your colleagues can remember who is responsible for managing your profile or they have left, please contact admin@streetsupport.net so we can register a new user for you.
3. If your organisation is not listed, follow the steps to register below.



NOT LISTED? REGISTERING YOUR ORGANISATION

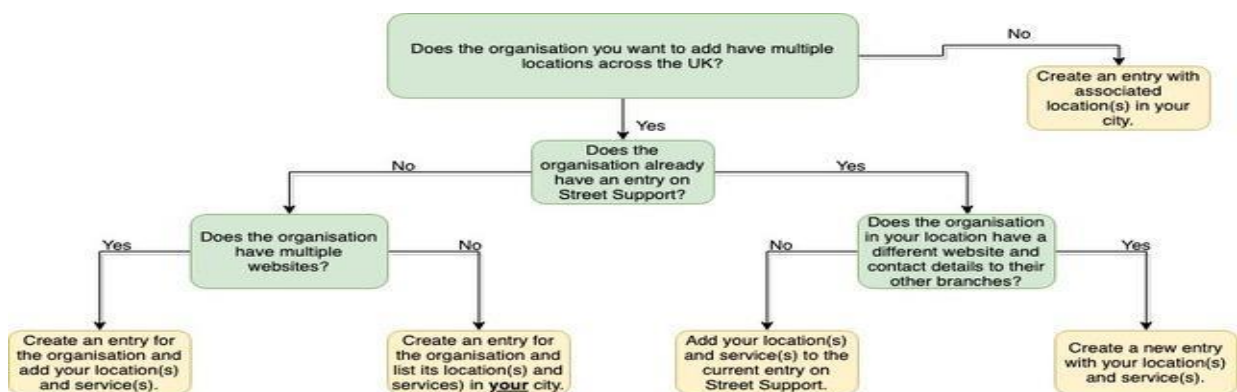
1. Go to <https://streetsupport.net/organisation-request-form>
2. Follow the steps, to add:
 - a. Your organisation name
(please see the guidance below on naming organisations)
 - b. A short description of your organisation
(just a brief summary of what you do)
 - c. Your organisation email and contact details
 - d. The locations where your organisation offers support
 - e. The name of a contact person who will look after your listing on streetsupport.net
 - f. At least one service that your organisation provides
3. You'll now receive an email with the subject line "Welcome to Street Support". The email will ask you to verify your account.
4. Click the link in your email
5. Create a username and password
(no spaces, use a strong password and keep a note of your details).
6. Click "Login now" to sign in for the first time

Once you're logged in, you can update your organisation's details at any time.

ADD AND NAME YOUR 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.





Street Support Network

streetsupport.net

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

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

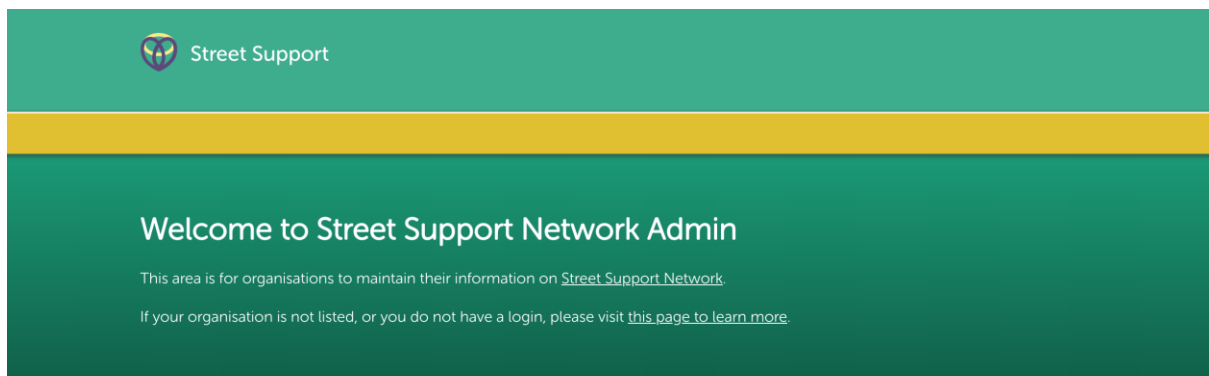
Many churches share the same name and may be based in the same area. To avoid confusion, please use this format when listing a church: **'Church name – Street, Location'**, for example: **'St John's Church – Pepper Street, Reading'**

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:



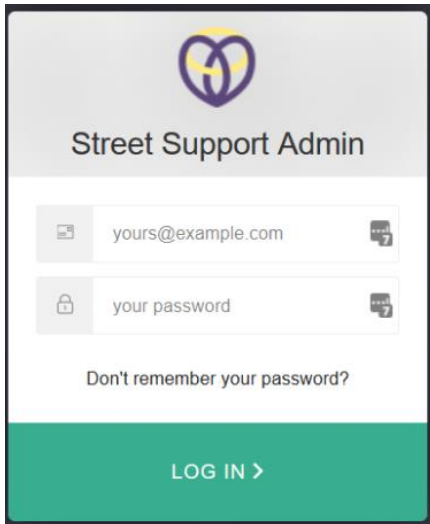
Click the 'Login' button located at the bottom of the page.

This will take you to Auth0, our identity provider.

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.

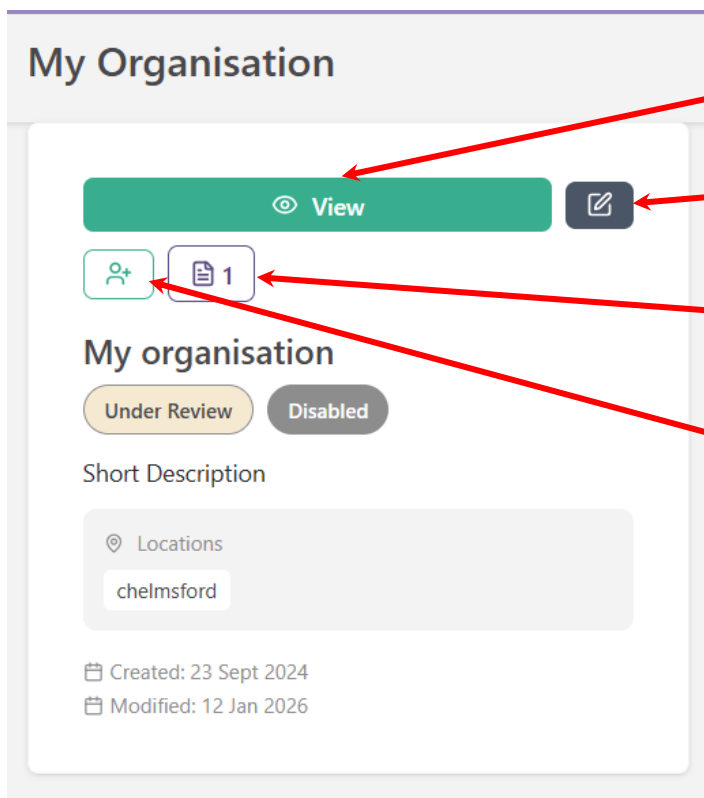


If you don't yet have a login, or have problems with logging in, please email admin@streetsupport.net.

ADD INFORMATION ABOUT YOUR SERVICE

1. From your dashboard you can edit:
 - a. Your general details
 - b. Your contact information,
 - c. Where you're based (location details)
 - d. The services and help you offer

When you log in to your admin account for your organisation you will see a page like this:



Click to view Your organisation's page.

Click to edit Your organisation's page.

Click to view notes associated with your organisation

Click to add a new user account for an administrator for your organisation



ADDING OR EDITING YOUR ORGANISATIONS GENERAL DETAILS

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

Edit Organisation [Close]

Organisation Services Accommodations

Admin Details

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.

Administrator
matt+organisationadmin@streetsupport.net

0 days since last update

Information up to date

General Details

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 [Close]

Organisation Services Accommodations

General Details

Name *
My organisation

Associated Locations *
Chelmsford

Short Description *
Short Description

Description *
Description

1. Add/edit the General Details of your organisation

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



Contact Information

Telephone Telephone number	Email contact@organisation.org
Website https://www.organisation.org	Facebook https://facebook.com/organisation
Twitter https://twitter.com/organisation	Bluesky https://bsky.app/profile/organisation

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

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

MANAGE LOCATIONS

Your 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 your organisation to appear on Street Support Network. This also allows your service to show up in “nearest” search results.

Edit Organisation



Organisation Services Accommodations

https://www.organisation.org	https://facebook.com/organisation
Twitter https://twitter.com/organisation	Bluesky https://bsky.app/profile/organisation

Locations

+ Add Location

No locations added yet
Click "Add Location" to get started

Cancel Update Organisation

To add a location, click on the add location button at the bottom of the Organisation tab.



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

Opening Times

Cancel

Add Location

Set your address details here.

If you don't have a fixed address, or if you 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.

Add opening times here

Opening Times

Open 24/7 Appointment Only

+ Add Opening Time

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 YOUR SERVICES:

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

Edit Organisation ✕

Organisation Services Accommodations

Services

+ Add Service

No services found for this organisation.

+ Add First 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

Street Line 3

Street Line 4

City

Postcode *

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 ▼	09:00 🕒	17:00 🕒
Cancel		Add Opening Time



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



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



When you have finished adding the details for the organisation and its services, let us know by emailing admin@streetsupport.net and we will check it, then publish it to the live site.

Once it is live on the site we will send you a link to give it a final check and verify it is correct.

MANAGE ACCOMMODATION

Click on the 'Accommodations' tab

Edit Organisation



Organisation Services **Accommodations**

Accommodations

+ Add Accommodation

No accommodations found for this organisation.

+ Add First Accommodation

Click to add accommodation

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.



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. Check with a colleague first**

Someone in your organisation may already manage the account and be able to help quickly. We're always happy to help too, but we're a small team.

- 2. Forgotten your password?**

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

- 3. Using an existing login**

If your organisation already has a shared login and you're able to use it, please do.

If you need your own login, we're happy to set one up. Please note that using a general address (for example, admin@ or info@) can save admin time, especially if staff change.

- 4. Not sure if your organisation is registered?**

Check with colleagues first then visit: <https://streetsupport.net/register/> to check.

Please be aware there can be a short delay between information being added and appearing on the site.

- 5. 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.

- 6. 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