

Could you help people get connected?

## **A user guide to registering your information on North Yorkshire Connect**



North Yorkshire Connect is an online resource for people of all ages, helping them to access local services, advice and guidance that is relevant, reliable and accessible 24 hours a day 7 days a week.

Listings on North Yorkshire Connect are generally non-profit community groups, clubs or organisations although it also includes activities and things to do. People looking for local services and support are able to search either by keywords, postcode, area, or by using the category menu.

Changes have been made to the community directory so that it can also be used by residents looking for support services during the Coronavirus (Covid-19) outbreak. We have added a new section on the directory dedicated to Coronavirus (Covid-19) support.

### **Could you help people get connected?**

To add your organisation or activity go to the North Yorkshire Connect homepage and click on the 'Sign up' button in the top right corner of the page. <https://northyorkshireconnect.org.uk/>

When you click on the 'Sign up' button you'll be invited to set up an account.



If you already have an account you can log in using the button at the top right of the homepage.



### **Setting up an account for the first time:**

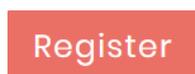
Once you've clicked on the 'Sign up' button we'll ask you to fill out an online form.

You'll need to complete all sections.

These include:

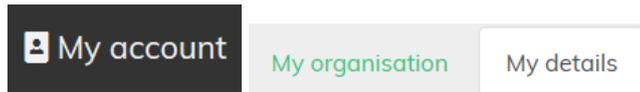
- Your email address;
- Your first and last name;
- Organisation name; and
- Organisation email address.

Once you've finished filling in your details and have clicked the checkbox to agree to the terms and conditions, click 'Register'.

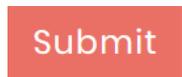


You'll then receive an email confirmation which will ask you to click on a web link to create your password. Once you're directed back to the North Yorkshire Connect website, enter your password and click to confirm. You'll then be able to click on the top right 'Log in' button and enter your username and password.

When you've logged in you can update your details from the 'My account' page by selecting the 'My organisation' or 'My details' tab.

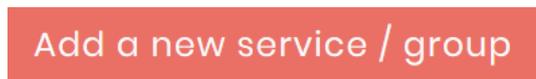


If you do make any changes, don't forget to click 'Submit'



### **Creating a listing:**

So you have an account, you're logged in and you want to add a listing for your community group or service. Click on 'My account', and then under the tab 'Services/ groups' click the 'Add a new service / group' button.



In the first text fields add the name of your group and a description. Make sure you're giving people enough information to decide whether your group or organisation is right for them.

Next, choose the category that best fits your group from the list of tick box options.

**We recommend providing information on your activity provision during the Coronavirus outbreak.**

*If you are adding support services relating to the Coronavirus (Covid-19) outbreak please ensure you add the "Coronavirus Support" category and select at least one of the eight "Coronavirus support services" providing a detailed description below.*

Category

<input type="checkbox"/> Activities	<input type="checkbox"/> Education and learning
<input checked="" type="checkbox"/> Advice and support	<input type="checkbox"/> Food and drink
<input type="checkbox"/> Attractions and places to visit	<input type="checkbox"/> Health and life events
<input type="checkbox"/> Business and jobs	<input type="checkbox"/> Housing and homelessness
<input type="checkbox"/> Charities	<input type="checkbox"/> SEND Local Offer
<input type="checkbox"/> Children and families	<input checked="" type="checkbox"/> Coronavirus support
<input type="checkbox"/> Community and environment	

Coronavirus support services

<input type="checkbox"/> Accepting volunteers	<input type="checkbox"/> Shopping and isolation support
<input type="checkbox"/> Social and leisure activities	<input type="checkbox"/> Children and families
<input type="checkbox"/> Finance, housing and advice	<input type="checkbox"/> Training and employment
<input type="checkbox"/> Health and wellbeing	

Description of the coronavirus support services provided

**B I** |

Description of your coronavirus support services goes here.

If your organisation has a web address you can add this to the optional Website field.

**Website (optional)**

To avoid mistakes, please copy and paste the full web address from your internet browser.

<http://www.northyorkshireconnect.org.uk>

You'll need to provide the details of a contact for your service, including name, phone number and email address, and you'll also need to provide a postcode for the venue. Next you will need to choose the regions that your service covers within North Yorkshire from the list of tick box options.

The 'Social' fields allow you to include a page in there if your organisation has a social media presence.

If your service is only suitable to a specific age range or to those who meet specific criteria, you can select these from the list of tick box options under the 'Eligibility' section.

If there is a charge for the group or session please let people know what that is in the 'Cost / pricing' field. In the next section you can provide details of when your service / group is available, for example, the first Monday of each month.

You can use the 'Accessibility' section to let people know what facilities and adaptations are available which make the venue more accessible.

Once you're happy that the information is all correct, click 'Submit' to submit your service for review by our moderators. You can now check the moderation status, go back into your service to amend the details or choose to delete your service. We'll check your listing within two working days and let you know by email when it's approved. If your entry is rejected you can change it and submit it to us again. Once your service is published, you can choose to unpublish it by clicking 'Unpublish'.

**Keeping your information up to date:**

You can make changes at any time by logging into your account. We'll contact you every six months to make sure your information is correct and up to date. If you don't check the content of your listing it will no longer be visible, so please do make sure you follow the instructions on email.

If you have any problems, concerns or suggestions please email [customertheme@northyorks.gov.uk](mailto:customertheme@northyorks.gov.uk)