Santa Clara County Recovers: https://santaclaraco.recovers.org/

SCC Recovers Training Video: www.youtube.com/watch?v=oqiKyF_HBTk

Tips for submitting offers and needs: under development

Tips for coordinating offers and needs: under development

What is Recovers

The Recovers.org is a free platform provided by Supporting Resilient Communities, Inc, a 501c3 nonprofit, that provides a quick and easy way for non profit organizations to coordinate an influx of unmet needs and spontaneous donations and volunteers.
The platform can be used for:

- Volunteer Management
- Donation Databasing
- Information Hub
- Case Management

What is the purpose of Recovers

Recovers is a tool that can help coordinate spontaneous volunteers and donations, along with identifying unmet needs, particularly during emergencies. This platform provides an online tool for coordinating amongst organizations, individuals impacted by crisis, and individuals looking to support, without creating impediments to efficient relief operations, such as having individuals spontaneously show up to volunteer where they are not needed or unneeded supplies bombarding nonprofit organizations. In short, the platform provides an organized and quick way to connect needs to resources, through nonprofit organizations.

Who manages Santa Clara County Recovers

The Recovers platform was created and is maintained by the Recovers founders and staff. This team is responsible for vetting new nonprofits and supporting any technical difficulties that may arise with the platform. You can connect with them by emailing: support@recovers.org

CADRE, Santa Clara County's VOAD, worked with the Recovers founders to develop the Santa Clara County Recovers webpage and is responsible for conducting outreach to ensure non profit organizations and the communities within the County learn about the platform. CADRE staff routinely monitor the platform for new entries and assist with addressing and managing new needs, donations, and resources. However, CADRE is not the manager for the platform, rather the platform is intended to be monitored and managed by nonprofits within the community equally.

Nonprofit organizations who sign up for the platform should also routinely check the webpage, particularly during emergencies, to address community needs and help direct volunteer and donation offers to organizations and individuals who may need them.

The right side of the page, labeled **"Community Updates"** provides nonprofits a space to post important information that they want everyone to see, such as information on resource centers, volunteer opportunities, disaster updates, and community meetings.

The left side of the front page provides an **about section**, with basic information about the webpage, **a resource map** with mapped resources nonprofits posted for public view, and **a list of active organizations**, with their basic contact information provided when you click on an organization's name.

Clicking on any organization within the list, will open a new page that shows their basic contact info, description, and links. Clicking on the blue "Browse All Organizations" button opens a page with a list of all organizations signed up with the platform. Clicking on the blue "Organization Sign Up" button opens the create an account page for organizations.

Note: The more nonprofit organizations that sign up for this free platform, the more effective of a coordinating tool it will be.

Individuals can also input unmet needs and offer to volunteer or provide donations from the front page, using the "**I Have a Need**", "**I Want to Give"** or **"I Want to Volunteer"** buttons at the top center of the page, however they will be required to make a free account, in order to submit any offers or requests for assistance. Organizations are able to submit a need or offer on behalf of an individual as well.

Those who already have an account can click "**Sign In"** at the top right corner of the front page and use their email/username and password to sign in; those needing to sign up should utilize the instructions below.
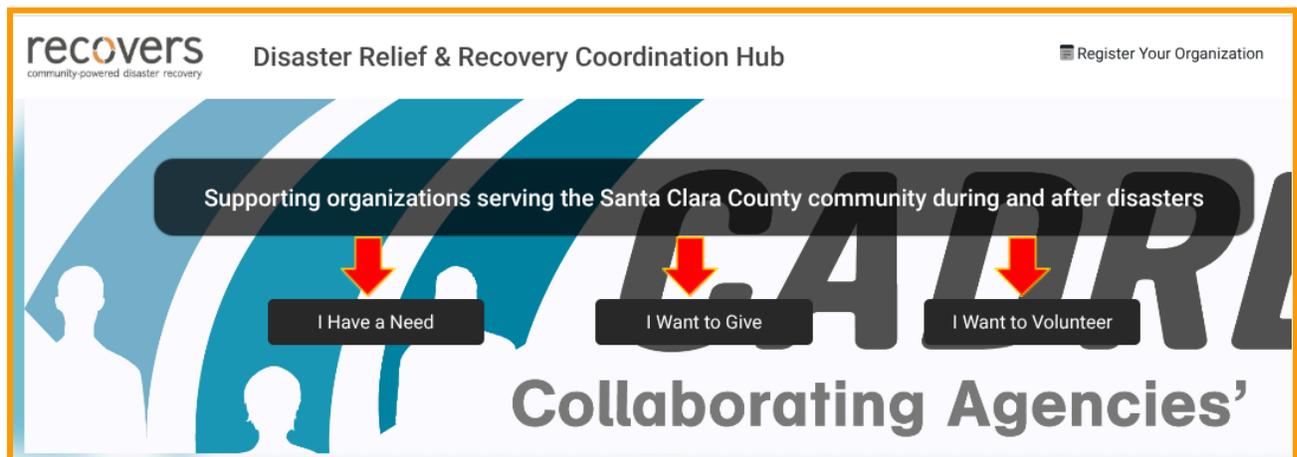
Individual Sign Ups
Individuals can create an account by either:

1. Clicking on "Register your Organization" at the top right of the screen next to "Sign In". On the next page, click the grey "Register" button under "Individual" and it will take you to the User Registration form.
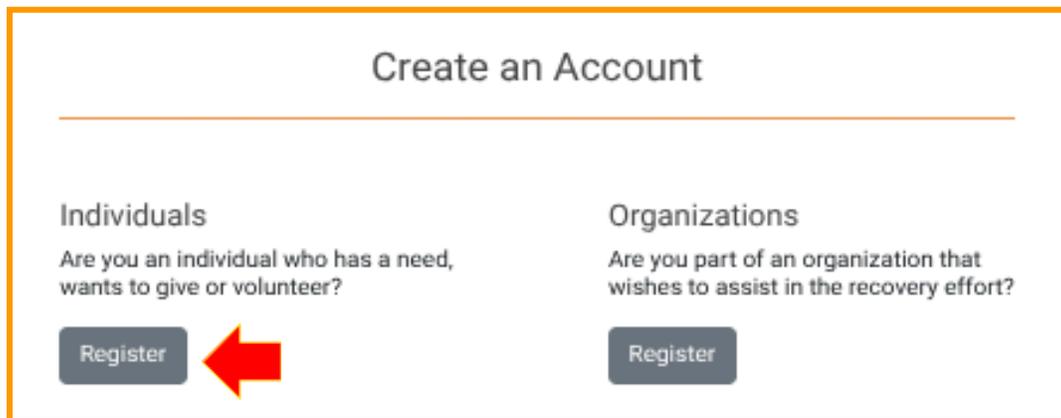
2. Clicking on the "I Have a Need", "I Want to Give" or "I Want to Volunteer" buttons on the front screen. The second screen, after filling in the need, donation, or volunteer information will be the User Registration form.

The User Registration form asks basic contact questions for individuals. First and last name, email address, and a username/password are the only requirements to sign up. Individuals must note that they are 18 years or older and agree to the terms and conditions, by clicking the two boxes at the bottom of the registration form in order to sign up. When all required information and boxes are completed, individuals can click on the blue "Register" button to complete the registration. *Note: you may have to complete a CAPTCHA box at the bottom of the screen to submit the form.*

Create an Account
User Registration

First Name*

Last Name*

Email address*

Username*

Your username is public and can appear throughout the site.

Password*

Confirm Password*

Preferred Contact Method   Email   ⌄

Phone Number

WhatsApp

Street Address

City

State/Province

Zip/Postal Code

Country   United States

☐ I am 18 years or older

☐ I agree to the Terms of Service and Privacy Policy

Back   Register

✓ Success!   CLOUDFLARE
                Privacy · Help

Organization Sign Ups

Only non profit organizations vetted by Recovers staff can utilize the back end of the platform to manage unmet needs, donation offers, and potential volunteers, coordinate with other organizations, and connect with individuals seeking support or offering assistance.
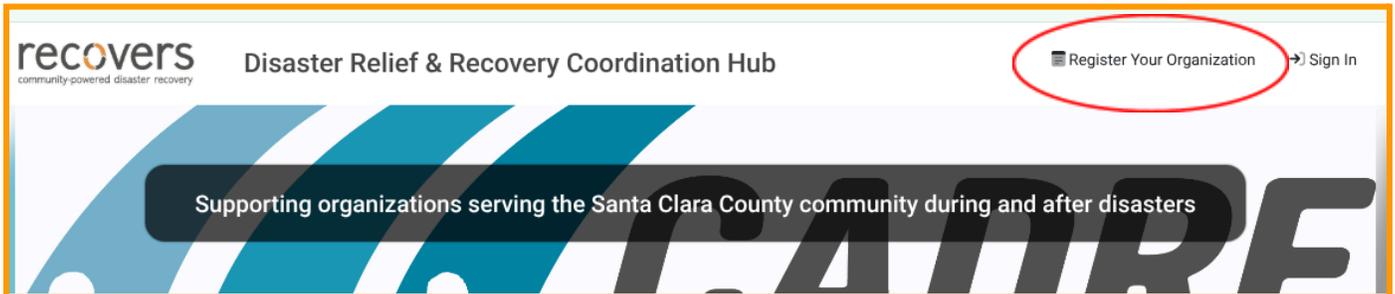
To sign up your non-profit organization, click on the "**Register your Organization"** at the top right of the screen next to "Sign In". On the next page, click the "Register" button under "Organization" and it will take you to the User Registration form.

If your organization is listed on the next page, click the name of the organization and proceed to fill out your contact information (name, email, username, and password) on the following page. Your organization can also add you on the back end (see the Managing your Account section below for more information). Individuals must note that they are 18 years or older and agree to the terms and conditions, by clicking the two boxes at the bottom of the registration form, in order to sign up. When all required information and boxes are completed, individuals can click on the blue "Register" button to complete the registration. *Note: you may have to complete a CAPTCHA box at the bottom of the screen.*

If your organization already has a Recovers account from another county, click "Message us and we can synchronize it to this site". This will take you to a page where you can input your name, email, and a message, to indicate which county and what organization you are signed up with. Click the blue "Submit" button at the bottom when finished to submit the form.

If your organization is new to Recovers, click the grey button titled "Register a new organization". The top of the page highlights the rules for signing up as an organization, including:

1. <u>No selling.</u> This platform is designed to move FREE goods and services to people who need them as confidentially, quickly and efficiently as possible. No companies of any kind are allowed to access the administrative backend (e.g., the databases, mass emailing). Goods and services offered to residents in need will be free. On a case-by-case basis, discounts from local businesses might be shared if not otherwise available for free, at the discretion of a local volunteer community organizer, without possibility of compensation to that organizer.

2. <u>No exclusion or discrimination</u>. All organizations that sign up to use the platform must not discriminate against anyone regardless of their race, sex, gender, gender identity and expression, religion, ethnicity, national origin, disability, age, health or immigration status. This collaborative platform is intended to allow different organizations to bring their expertise and strengths (i.e. organizations that only distribute eyeglasses can join our platform and only serve those who need eyeglasses. Childcare centers can serve children only.) However, an organization of faith can't only serve members of faith A, or refuse to serve members of faith B, etc. Use common sense and compassion!

3. <u>No bosses.</u> This platform is horizontal with very few exceptions. All vetted community organizations are equal to all others in data and feature access. Organization C cannot stop Organization D from participating, and cannot delete D's posts to the front page. This prevents organizations from bottlenecking progress.

4. <u>No spam.</u> Our site allows organizers to email everyone who signed up in a community at one time with one button. That's powerful! Don't abuse it. Best practice is to send, at most, a once-daily email out to all [volunteers; or donors; or requesters] with a digest of helpful information for the day, including links and references to active local organizations. Exceptions to this guideline should be employed under urgent circumstances only. In order to send out an effective daily digest, an organizer can email all other organizers (only) and ask for what to include in the day's email.

To sign up a new organization, organizations must provide a description of the services they provide to the community and how they plan to utilize the platform, their organization's website, area of operations, and donation webpage (if any). The registration form also asks for the name, email, username, and password for the individual staff/volunteer who is signing up on behalf of the organization.

Other staff/volunteers who want to sign up once the organization is approved, can be added by the first individual who signs up for the organization or by clicking the organization's name on the registration page and following the instructions for that section (listed on the page above).

Organization Description*

This description will be seen by the public on an organizational profile page. Please use plain, descriptive language, easy-to-read formatting and organizational contact information.

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Area of operation* Local ⌄

Organization Website*

Donation Web Address

If you would like to be listed in the donations section, enter the web address to your donations page.

Your Information

First Name*

Last Name*

Email address*

Username*

Your username is public and can appear throughout the site.

Password*

Confirm Password*

☐ I am 18 years or older

☐ I agree to the Terms of Service and Privacy Policy

Back   Register

✓ Success!   CLOUDFLARE
Privacy · Help

Individuals must note that they are 18 years or older and agree to the terms and conditions to sign up, by clicking the two boxes at the bottom of the registration form. When all required information and boxes are completed, individuals can click on the blue "Register" button to submit the registration. *Note: you may have to complete a CAPTCHA box at the bottom of the screen.*

Inputting Requests and Offers

Individuals and Organizations can both input needs, donation offers, and volunteer offers on the front page of the webpage. Anyone inputting this information will be asked to sign in or register, after adding the initial request or offer, in order to submit the offer/request to the webpage. *Note: If a pop up does not appear, check your website settings to ensure the pop-up blocker is off.*
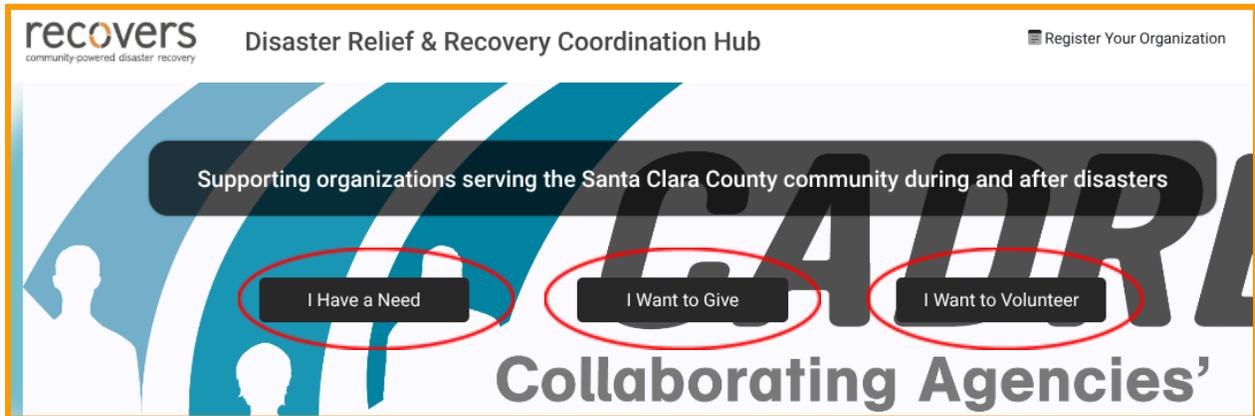
Inputting a Need

When the "I have a Need" button is clicked, a pop up will appear with a blank box where a description of the need can be added. Those inputting needs should be as specific as possible. Press the blue "Submit" button at the bottom of the pop up to submit the request.

If submitting on behalf of someone else, the box above the "Submit" button should

be clicked, which will expand the form to allow the entry of the name, email, and phone number. If the organization is directly coordinating the need on behalf of the organization, they can just put the individual's name.

Offering Donations

When the "I Want to Give" button is clicked, a pop up will appear with a blank box where a description of the donation offer can be added. Those inputting donations should be as specific as possible.

If looking to donate money, click the "monetary donation" hyperlink to see organizations that are taking monetary donations. Organizations who take monetary donations can include this

information in their organization registration form to be included on this webpage.

If submitting a corporate donation, the box above the "Submit" button should be clicked. Press the blue "Submit" button at the bottom of the pop up to submit the request.

Offering to Volunteer

When the "I Want to Volunteer" button is clicked, a pop up will appear with a blank box where a description of the volunteer offer can be added. Those offering to volunteer should be as specific as possible on when, where, and how they would like to volunteer. Press the blue "Submit" button at the bottom of the pop up to submit the request.
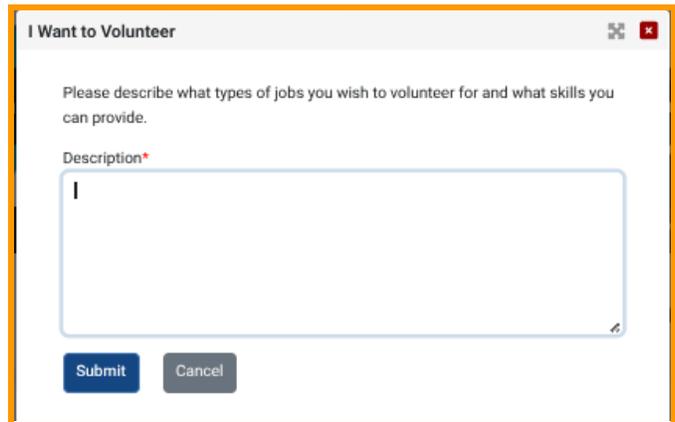
Resource Map

Individuals can click on the blue "View Resource Map" on the left side of the front webpage to be directed to a resource map. Read below to see how to add information to this map. *Note: Individuals can not see donation offers or needs; this information is kept only on the back end of the website.*
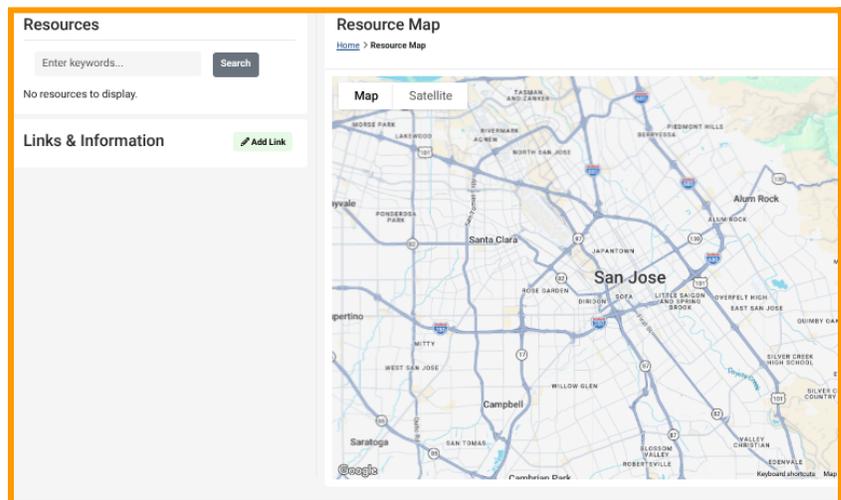
Links and Information

Individuals can see "Links and Information" on the front website at the bottom left and on the resource map, on the left side of the page. Organizations logged into the website can click the green "Add Link" button next to the "Links & Information" title on either page. This prompts a pop up fillable box titled "Content" where details and links can be added.

There is a "Attach Document" box below, if clicked, the form expands to allow for a file to be attached and a description provided. Press the blue "Update" button to publish the link and/or information.
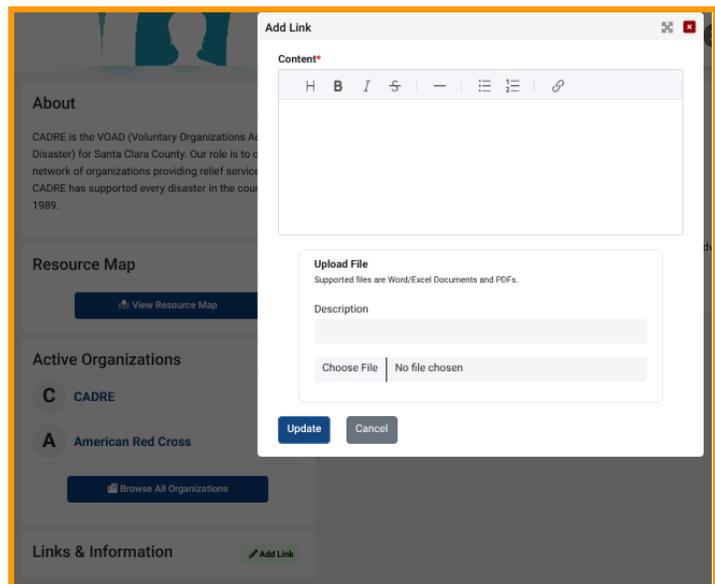
Navigating the Back End of the Recovers Website

Organizations can click the 3 lines at the top of the Recovers webpage to navigate to other webpages. The descriptions and guides for each of these webpages are listed in these pages below.

Organization Dashboard

The back end of the Recovers webpage is only viewable by nonprofits who have a Recovers account. The Recovers dashboard is a key component of the backend of the

website and provides a summary of all donations, volunteers and needs at the top, along with a list of recent activity and updates on needs and offers the user is tracking.

View Needs

If you click the blue button titled "View Needs" you will see all submitted needs by both individuals and organizers.

On the left side of the page is a blue "Submit Button" where organizations can directly submit needs (pressing this button takes you to the same form as shown on the front page).
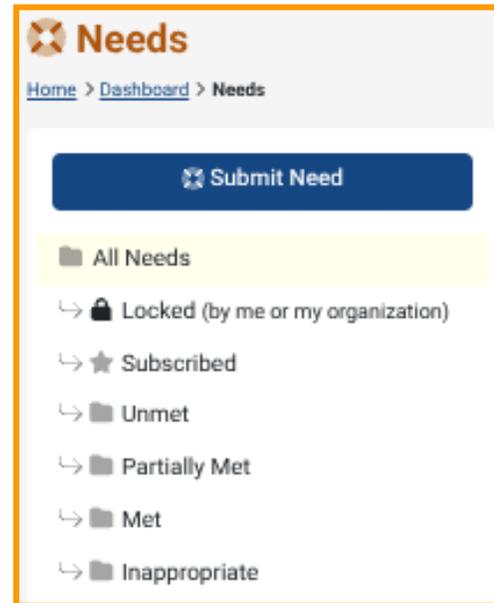
Needs can be organized and filtered by using the links on the left.

You can lock needs to let other organizers know you are currently working on it.

You can subscribe to needs to be notified when somebody comments on the need.

Needs can be marked as Met, Unmet, Partially Met or Inappropriate.

To your right there will be a list of needs, sortable by need, date, and who it was submitted by.

Click on any need to see more details about the need, including who submitted the request and if any organizations have communicated with the request.

Change the category of the request or lock the request using the grey buttons next to "Status"; this lets other organizations know you are currently working to meet the need.

Use the blue "Add Comment" button to send a message to the person who made the request, or to organizations who have commented on the request, as a means of coordinating.

The individual submitting the request may also note contact preferences here. Clicking on the "view profile" next to the name of the requester shows additional information about them and the requests/offers they have made.
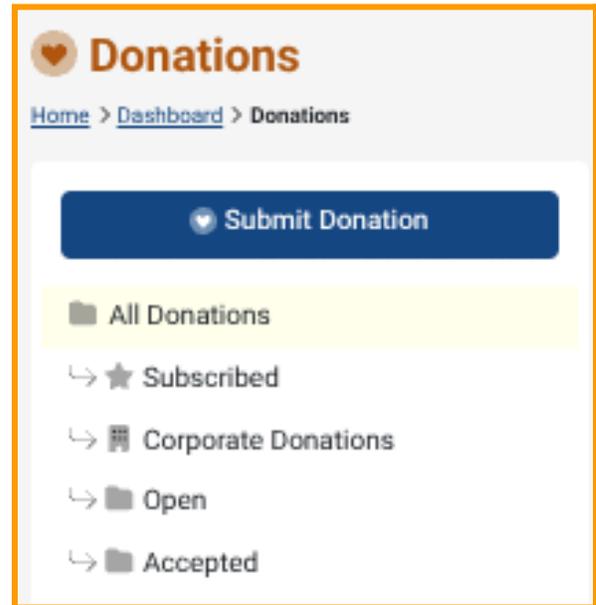
View Donations

If you click the blue button titled "View Donations" you will see all submitted donation offers by both individuals and organizers.
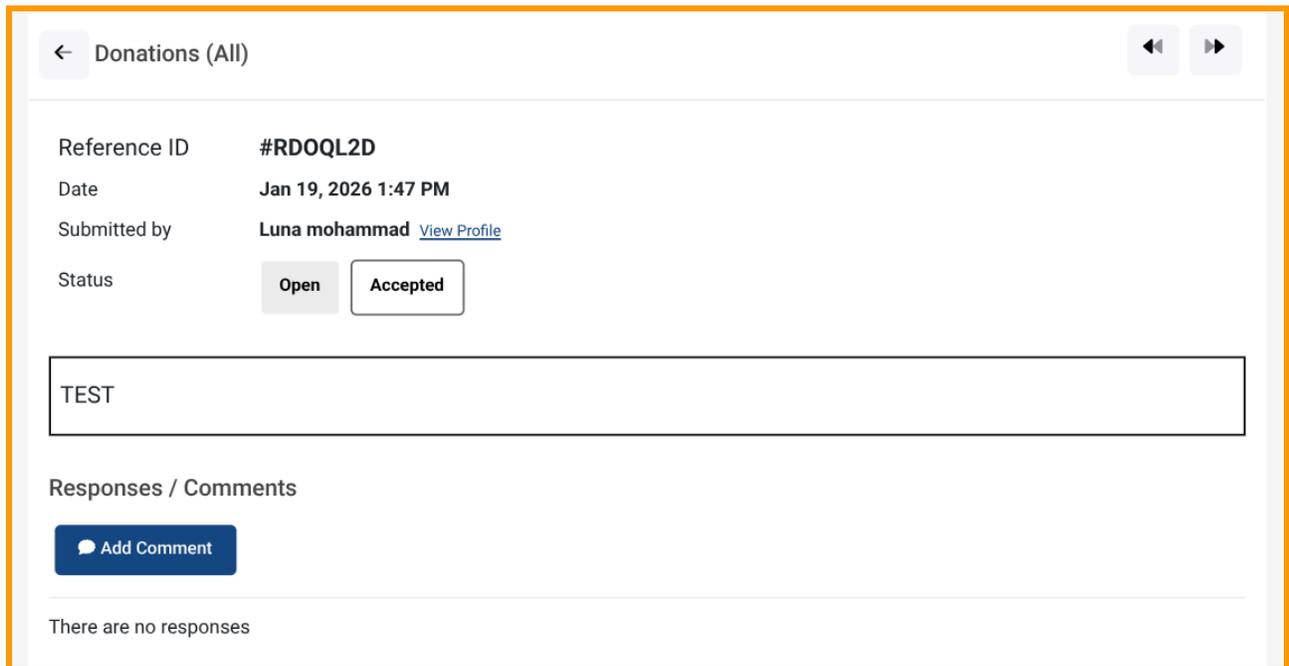
On the left side of the page is a blue "Submit Donations" button where organizations can directly submit donations (pressing this button takes you to the same form as shown on the front page).

Donations can be organized and filtered by using the links on the left. Users can search by donations they subscribed to be notified about and can filter by open donations, accepted donations, and corporate donations.

To your right there is a list of donations, sortable by need, date, and who it was submitted by. Click any donation to see more details about it, including who submitted the offer and if the offer is still open or accepted by someone else.

You can also change the category of the request to open or accepted, along with commenting to the person who made the request and other organizations who have commented on the request, as a means of coordinating.

View Volunteers

If you click the blue button titled "View Volunteers" you will see all inputted volunteer offers by both individuals and organizers.

On the left side of the page is a blue "Volunteer" where organizations can directly submit volunteer offers (pressing this button takes you to the same form as shown on the front page). Volunteers can be organized and filtered by using the links on the left side of the webpage. Users can search by volunteer offers they subscribed to be notified about and can filter by available and archived volunteers
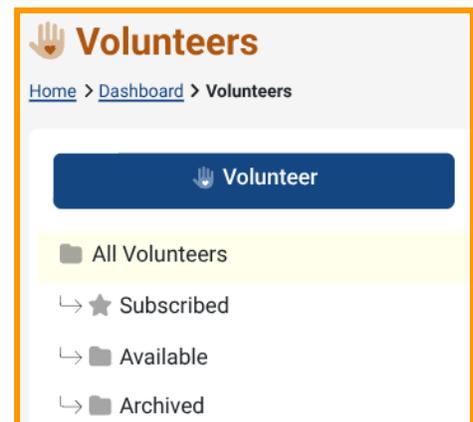
To your right there is a list of volunteer offers, sortable by need, date, and who it was submitted by. Click on any volunteer offer to see more details about it, including who submitted the offer and if the offer is still available or has been archived. You can also change the category of the offer to available or archived. On this page users can also comment to the person who made the offer and other organizations who have commented on the offer as a means of coordinating.

Post Community Update

The first green button at the top right of the Dashboard webpage titled "Post Update" allows organizations to post community updates that will appear to everyone on the right side of the main website; including those without an account.
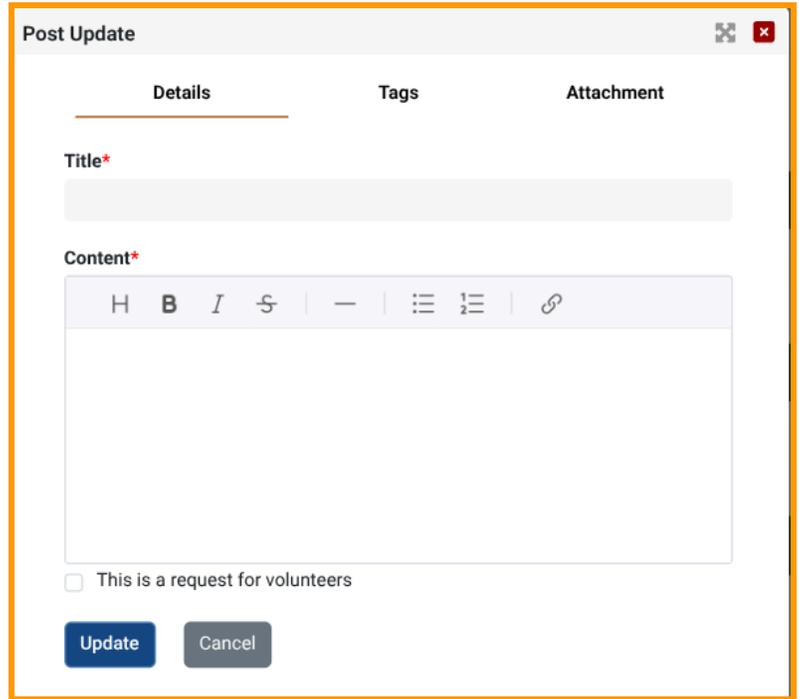
When this button is clicked, a pop up with 3 tabs appears.

In the first tab titled "Details", add a title and a description.

If the update is regarding a request for volunteers click the box at the button indicating this.

To make it easier to search for the post, add key words to the 2nd tab titled "Tags".

To add attachments, upload them using the third tab titled "attachment".

Post Update

Details   Tags   Attachment

Title*

Content*

H   **B**   *I*   S | — | ☰   ☷ | 🔗

☐ This is a request for volunteers

[Update]   [Cancel]

Sending Messages

The second green button at the top right of the Dashboard webpage titled "Go to Message Center" allows organizations to view and send messages to the community, other organizations, and individuals with a Recovers account. When you click this button, you will be sent to a page with a list of messages to the right. You can click on any message to view more details. Alternatively, you can click the "Message Center" on the drop down when you click the three lines at the top right of all webpages on the website.

On the left side of the webpage, you will see a blue button titled "New Message", followed by options to filter messages by receiver and a grey button to submit support requests to the Recovers Staff.
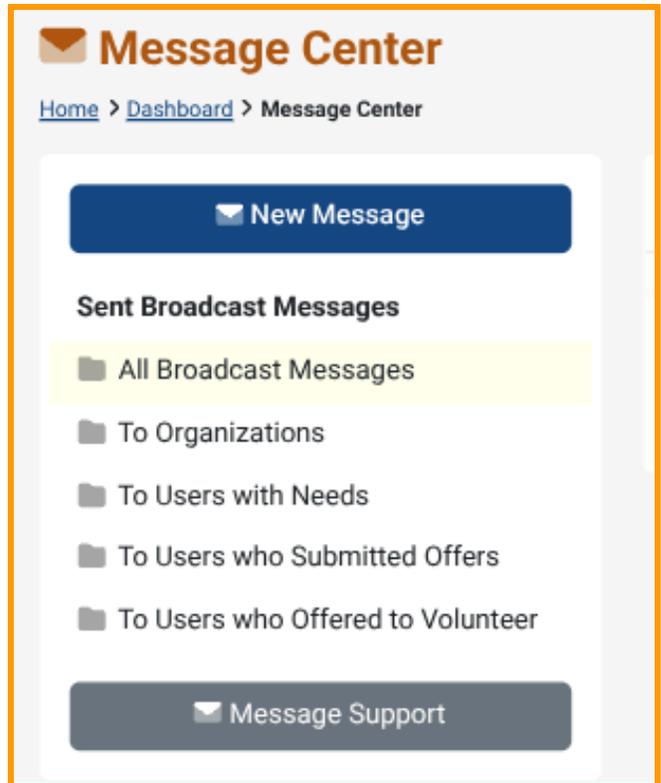
✉ Message Center

Home > Dashboard > Message Center

✉ New Message

Sent Broadcast Messages

📁 All Broadcast Messages

📁 To Organizations

📁 To Users with Needs

📁 To Users who Submitted Offers

📁 To Users who Offered to Volunteer

✉ Message Support

If you click on the blue "New Message" button a form appears on the right side of the page. You can choose to send a message to all users, just the organizations, just the users who submitted needs, made offers and/or offered to volunteer.

Those users who have unsubscribed will not receive your message but a notification will still appear on their dashboard.

Note: Please check the sent broadcast messages to ensure you are not duplicating any information. Use this feature sparingly as too many emails may cause users to unsubscribe.

Provide a subject and any message you would like, add any attachments, and press the blue "Send Message" button at the bottom to send the message.

Send To*	☐ Everyone
	☐ All Organizations
	☐ Users who Submitted Needs
	☐ Users who Submitted Offers/Donations
	☐ Users who Offered to Volunteer
	Please check the sent broadcast messages to minimize duplications.
Subject*	
Message	

H B I S | — | ≡ ≡ | 🔗

| Add Attachment | Choose File | No file chosen |

Please do not send any sensitive information through this platform.

Send Message Cancel

If you click on the grey "Message Support" button, a form appears on the right side of the page allowing you to send the Recovers administrator a message (if you need to contact support or have any questions you can send a message to the administrators).

Include a subject and add in any details needed in the "content" section, along with attachments. Once the message is ready to be sent, click the blue "Send Message" button.

Send To	Recovers.org Administrators
Subject*	
Message	

H B I S | — | ≡ ≡ | 🔗

| Add Attachment | Choose File | No file chosen |

Please do not send any sensitive information through this platform.

Send Message Cancel

Adding to Resource Map
The third/bottom green button at the top right of the Dashboard webpage titled "Go to Resource Map" provides a resource map that shows resources, needs, and donations. Alternatively, you can click the "Resource Map" on the drop down when you click the three lines at the top right of all webpages on the website.

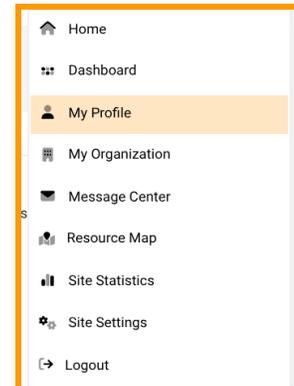*Note: Only organizations can see the full map and sort through needs and donations.*
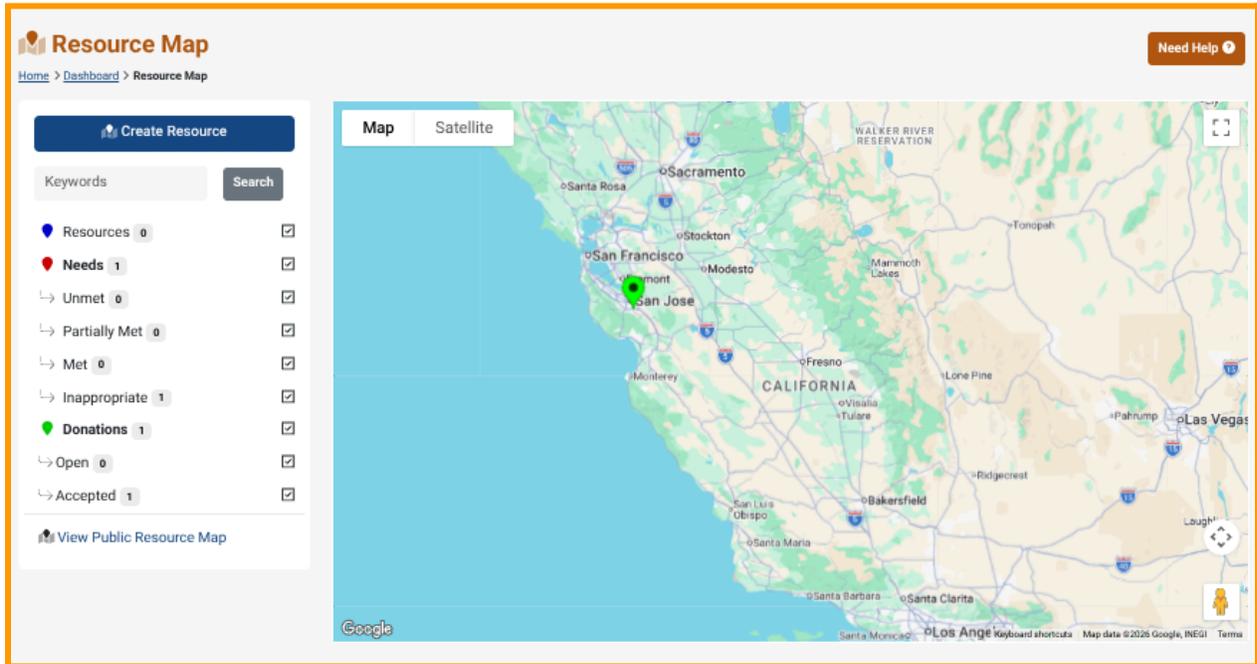
There is a public facing map that can be used by organizations to share resource information with other organizations and the public. The Public Resource Map can be viewed by clicking the "View Public Resource Map" at the left bottom of this page or by clicking the blue "View Resource Map" on the home screen's left side.

Organizations can add resources by clicking the blue "Create Resource" button on this page. A pop up form appears with two tabs. The first tab, "Details" asked for a Title, any links, and a description of the resource. The second tab, title "location" provides a map where the resource location can be input and a search bar above it where an address can be entered. In order for the form to be added to the map, click the blue "Update and Post" button at the bottom left.

Managing your account

Click the "Your Profile" that appears when you click the three lines at the top right corner of all webpages on the website, to be redirected to a webpage where you can update your name, username, and email.

To update this information, click the blue "Update Button",

Change your password, by clicking the blue "Change Password" button

Update the email notifications you would like to receive, by clicking the box next to the notification you would like to appear; this causes the box to turn blue with a white check in it. To unsubscribe to a single type of notification, simply unclick that box to turn it back to white or click the "Unsubscribe from all email notifications" in bold at the top of the "Email Notification" section. Don't forget to click the blue "Save Changes" at the bottom to submit the changes.

To permanently delete the account, click the red "Delete Account" button on the left side of the page.

Managing your Organization

Clicking the "Your Organization" that appears on the drop down when you click the three lines at the top right corner of all webpages on the website to update your organization's name, contact information, address, website, description and any donation links.

Switch between the details, description, and donations tabs to add information and click the blue "Update" button to save the changes. This information is shown to the public.

The members of your organization will be displayed on the right side of this webpage. You can:

- Approve or decline new members who apply to your organization here. If a person requests to be added to your organization on the platform, the request will show up at the top right of the organization profile page, this will appear under "members" and "search", with two gray "accept" and "decline" buttons. Accept only staff that you would like to have access to the platform.

- See current members, the last time they were active on the website, and their user status.

- Add members by clicking the blue "Add Member" button. A form will pop up where you can add a first and last name, username. Click the "Site Administrator" box to give the new member full access to manage your organization. The user will be sent an email with instructions on activating their account. Click the blue "Create User" button to submit the new member request.

- If you wish to remove a member, click the "Recovers Admin" link at the button of the right side of the page to be redirected to the message center where you can email the Recovers staff to remove the member.

Site Statistics

Click on "Site Statistics" on the drop down when you click the three lines at the top right of all webpages on the website to see the website statistics.

Site Settings

Site administrators can click on "Site Settings" on the drop down (when they click the three lines at the top right of all webpages on the website) to update the site name and description, change the banner for the site, and update the welcome email that new users receive after signing up.

Click the blue "Update" button to open a pop up where you can update the site name, description, and color theme. Click the update site button to save the changes. Note:
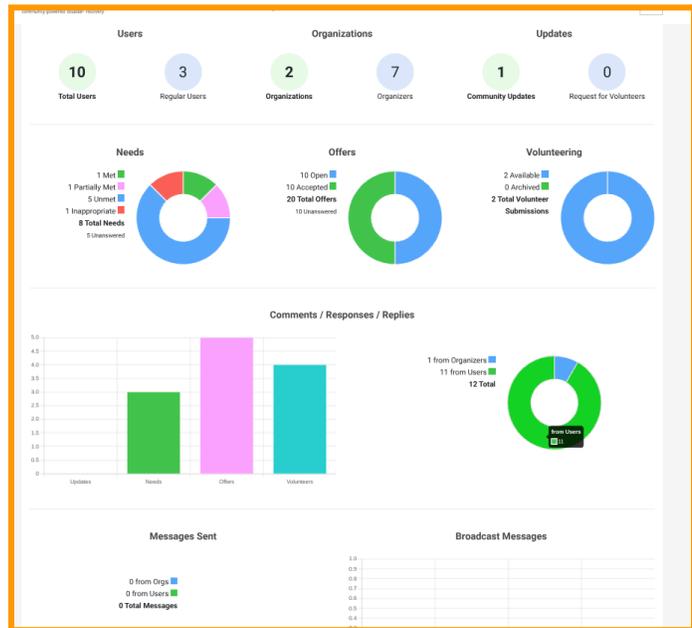
- The Site Name is the name of your site and should be reasonably short. It appears at the top of the screen on all pages.
- The Short Description appears across the banner on all public pages. A short sentence that outlines the purpose of the site is ideal.
- The About this Site content will appear on the left column of the home page and can be as long as needed

To change the site banner, you can click the grey "remove image" and/or click the blue "Upload Image" button.

To update the welcome email, add the information you would like new users to receive in the bottom left fillable box and press the blue "update" button.