### USER GUIDE



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## WHO USES THE WEBSITE TO FIND WHAT?

### WHAT IS YHFF.ORG.UK?

Is a portal that helps young people, their families and schools to find, and access local support.

The website has been designed, and is continuously being developed, alongside young people, their families, and our members and partners, so that it is easy to use and works for all.

The portal is also used to access support from the voluntary and public sector in the bourough.

TIP: YOU CAN ATTEND AS MAN PROJECTS AS YOU LIKE.

#### **YOUNG PEOPLE**

Aged 0-18years(or up to 25yrs for SEN) to see events are being advertised by local organisations

#### **PARENTS**

To find support and networking opportunities

#### SCHOOL STAFF

To find training and programmes aimed at teachers and school support staff.

#### **CHARITIES**

To find opportunities aimed at charities and community group (e.g. training / partnerships).

# WHAT TYPES OF SUPPORT CAN I FIND?

TIP: YOU CAN JOIN AS MANY SERVICES AND PROJECTS AS YOU WANT.

#### **IN-PERSON SUPPORT**

Where you can physically attend sessions such (e.g. Football club / cooking classes).

#### **ONLINE SUPPORT**

Covid-19 has meant that many of your services have moved online. You can now find live broadcast or pre-recorded / Zoom sessions.

#### **ONLINE RESOURCES**

Resources for a specific problem or need.



## WHAT IF YOU DO NOT LIVE IN THE BOROUGH?

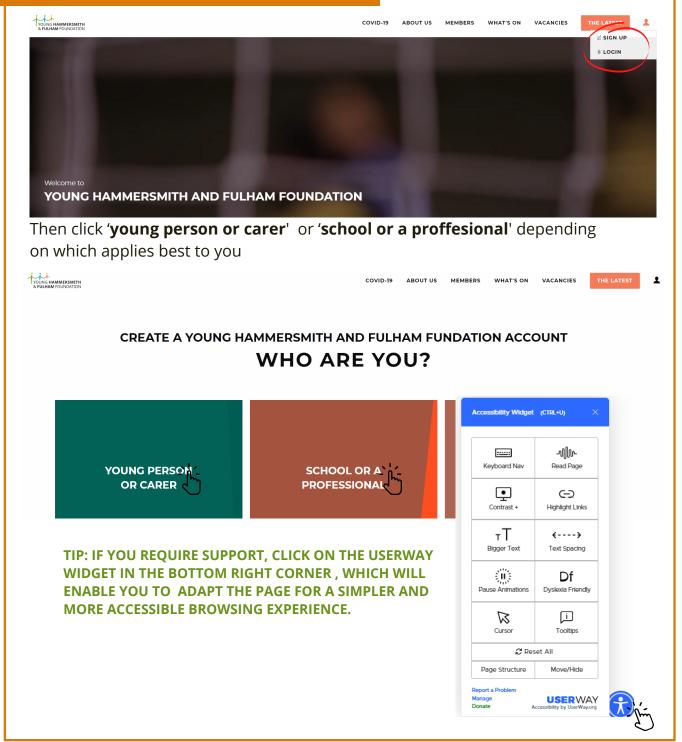
Numerous Young People Foundations (YPF) are now operating this system. Please check with your local delivery boroughs.

A lot of organisation run projects for participants between boroughs, but if they have not specified this on their project listing, please contact them directly to double check.

For more support, please get in touch with your local YPF organisation and they willdirect you to the right person

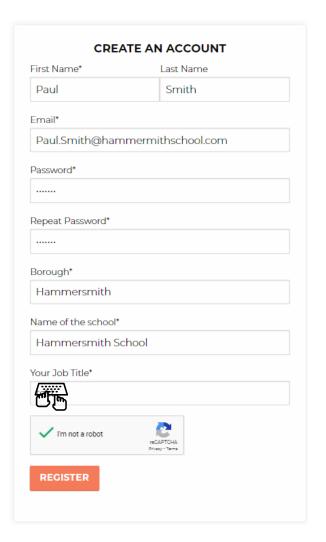
#### **GETTING STARTED**

In the top right hand corner there is a little button with a drop down that says 'Sign Up or Log in'. Click 'SIGN UP'

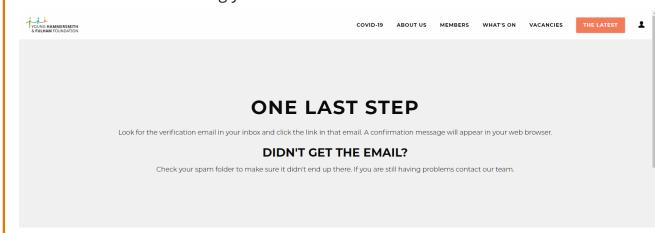


Then you will be directed to the website 'CREATE AN ACCOUNT' page which you need to complete with your details. It will look like this:

TIP: IF YOU ARE ALREADY
SIGNED UP ON ANOTHER YPF
WEBSITE, PLEASE USE THE SAME
EMAIL AND THE SYSTEM WILL
NOTIFY YOU THAT YOUR SIGN
UP HAS BEEN SENT WITH YOUR
PROFILE FROM THE FIRST YPF
YOU SIGNED UP WITH - AND AS
LONG AS THEY VERIFY YOU
THEN YOUR PROFILE IS
AUTOMATICALLY CHANGED
ACROSS ALL SITES WHEN YOU
MAKE EDITS.

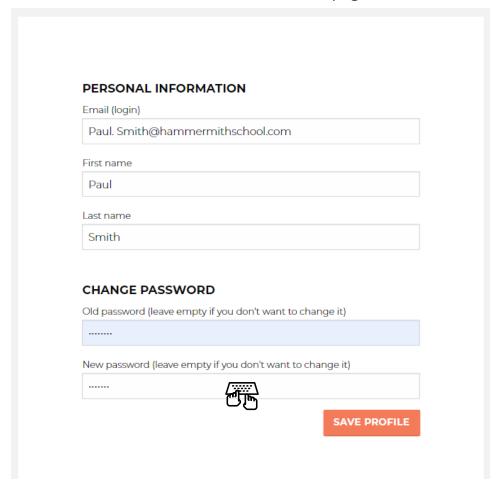


After you have submitted your details and clicked '**REGISTER**' you will receive an automated email confirming your submission.



Then you will receive a further email from YHFF when your account has been confirmed by one of the team.- Please allow **3 working days.** 

Once you receive the activation email, follow the link in the email to the YHFF website and click 'CREATE PROFILE' You will be directed to this page:



The 'PERSONAL INFORMATION' page will allow you double check your information and also change your password should you need to.

Once you become a member you will be able to do the following;

#### **THINGS TO DO:**

You will be granted full access to upcoming projects and event form our members.

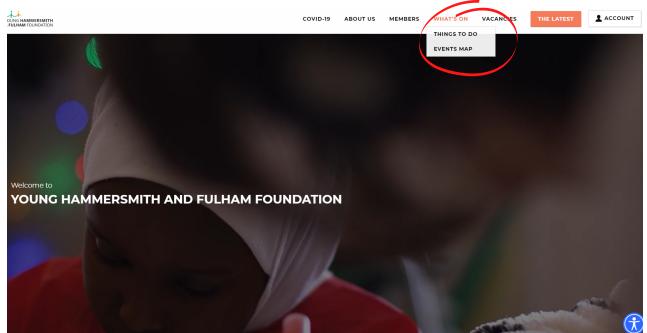
#### **REVIEWS:**

You will be able to leave reviews on services you have attended or used, to let other people know how well and/ or useful they are.

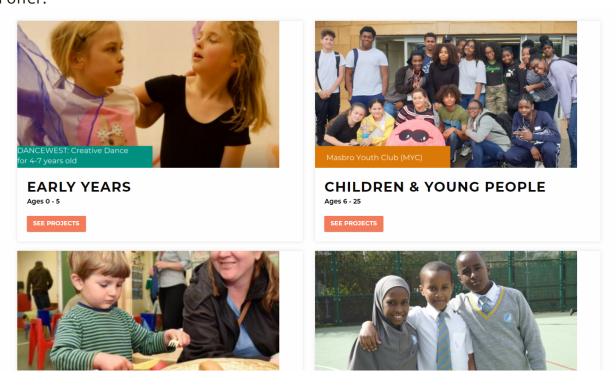
Searching for things to do on hour website is super simple!

Go to the menu bar and click on 'WHAT'S ON' and then click on 'THINGS TO DO'

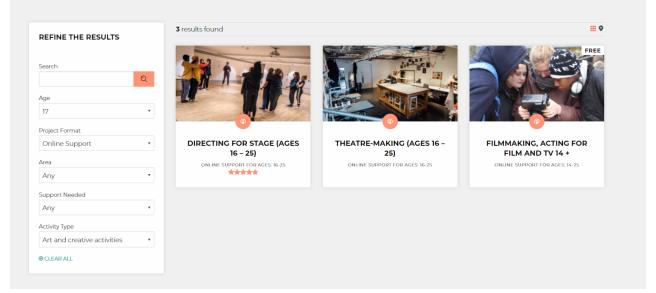
### **SEARCHING FOR THINGS TO DO**



You will then be taking to this page which will allow to browse all the current projects on offer.



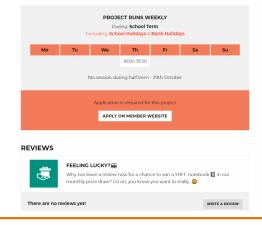
Once you select the '**PROJECTS**' from the relevant categories, it will take you this page where you will be able to '**REFINE THE RESULTS**' to filter the projects on offer, in order to find the most suitable one(s) for your need.



Once you find a project you like and click on it, you will be take taken to the project page where you can find more information (e.g. Type/Cost / Organisers).



You will also find a calendar informing you when the event is taking place, as well as the option to review the project once you have attended it.

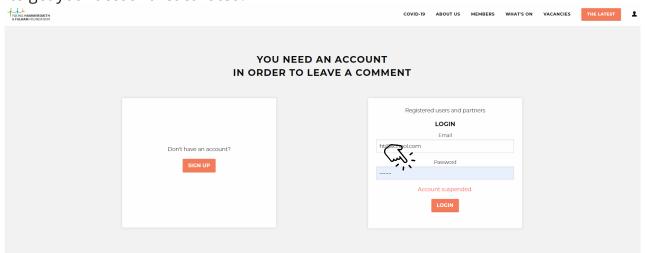


#### **REVIWEING PROJECTS**

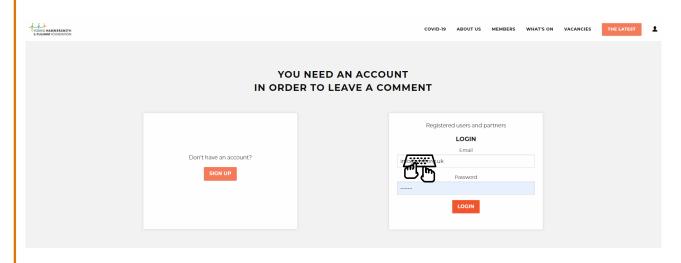
TIP: LEAVING A REVIEW AUTOMITACLLY ENTER YOU INTO A PRIZE DRAW, SO THERE MORE REVIEWS YOU LEAVE, THE MORE LIKE YOU ARE TO WIN SOMETHING

To review project you simply need to select the project and click on review, if you are not logged in at the time, you will be asked to login as you need to have an active acount to log in.

If your account has not been used in while you might find your account has been suspended, if you get the error message as listed below, email **info@yhff.org.uk** to get your account reactivated.

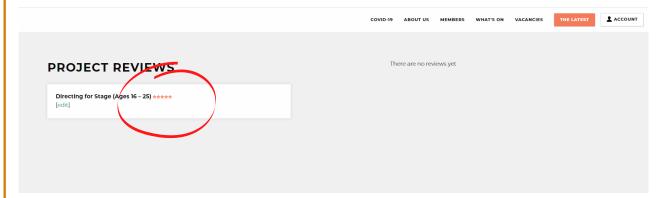


Once your account has been reactivated you simply click on the 'review' on the project again which will bring you to this screen again, where you can fill in your login details.



Hoved it!:)

Once you save your comment, it will show up on your dashboard where you will have the option to edit it if you change your mind.



Your review will also be shown on the page of the event. The more reviews a project has, the higher it will be ranked in the searches.

