Glossary and FAQ

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Glossary

Community Organization

1. A local organization that associates itself with and provides assistance to a subdomain.recovers.org site.
   a. The type of assistance depends on the organization: e.g. resources, expertise in a certain area, medical aid, etc.
   b. This organization can have any number of affiliated organizers who have dashboard access.
2. A Community Organization can associate itself with more than one subdomain.recovers.org site.
   a. Ex: Salvation Army Los Angeles can be a part of multiple neighborhood platform sites under one organizational identity. No need to make a new profile for each community.

Admin, Administrator and Community Admin

1. "Admin" is the term used in the menu for the local administrator of a Community Organization, who has access to a few more features than organizers.
2. *Administrators are the Recovers volunteers who oversee all of the subdomain.recovers.org sites. They help with site functionality and misc. questions.*
   a. Can be reached at support@recovers.org
3. "Community Admin" is simply the title of the button used on the homepage to go to the "Dashboard" (aka Community Dashboard, explained below)
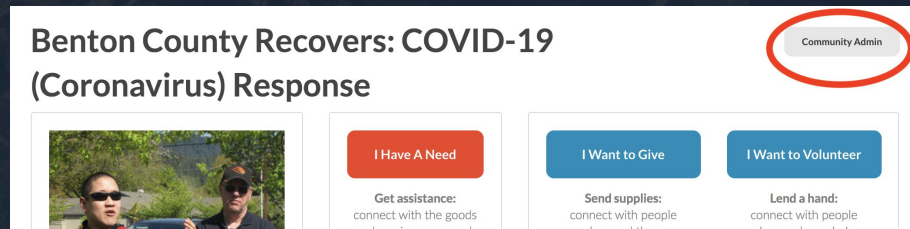
Dashboard

1. The term used on the menu for a Community Organization to open the "Community Dashboard"
2. a.k.a. Community Dashboard

Community Dashboard

35 needs — Unmet (4), Met (31)
10 donations — Unavailable (5), Available (5)
54 volunteers — Available (54)

View Needs | View Donations | View Volunteers

Community Admin

1. After an organizer logs in, "Community Admin" is the term used on the home page for a button that goes to the "Dashboard" (aka Community Dashboard)

Benton County Recovers: COVID-19 (Coronavirus) Response

Community Admin

I Have A Need

Get assistance:
connect with the goods and services you need.

I Want to Give

Send supplies:
connect with people who need them.

I Want to Volunteer

Lend a hand:
connect with people who need your help.

This site is designed to facilitate community preparedness and recovery in Benton County, Oregon. Residents can request help or sign up to donate and volunteer. Organizations can help by clicking "I Represent a Local Organization" at the upper-right.

Locate or suggest donation centers, shelters, and other recovery resources:

🏠 **Find Resources »**

Administrator (recovers.org)

1. Administers all the subdomain.recovers.org sites
   a. This include our Virtual Operations Support Team, the SRC VOST.
2. Can be reached at support@recovers.org

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FAQ

*This is a FAQ that is about issues that are not answered in the recovers.org site Knowledge Base. This FAQ was started by Eric Bachman and is built upon questions and issues from discussions of the organizers of https://barremutualaid.recovers.org

Site Navigation

Q: After I click on an organization and want to return to my community's web site, I click on "recovers" in the menu and it does not go to the home page. How can that be implemented?

    A: Unfortunately, the current software does not allow for this, but we are working on making this possible for the next version of Recovers.

Site Home Page

Q: How can I edit the text on the front page under the button "I Want to Volunteer?"
   A: The only way to edit the text that appears under the Volunteer button on the front page (within the yellow circle below) is under exceptional circumstances, by sending a request to support@recovers.org.
   Although there is no way for you to edit the text on that page, support@recovers.org CAN change the text that appears under the Volunteer button on the front page (within the yellow circle below), under exceptional circumstances. Send the request for this text change to support@recovers.org

Q: How can we make the text stronger (higher contrast) especially for visually challenged but also for the general public?
   A: The caption style cannot be modified at this time, but we will consider this change in the next platform release.

Contacting volunteers

Q: How can I write an email to only one or only some of the volunteers?
A: While you can't email specific people via the Message Center, you can retrieve the volunteer(s)'s email(s) through the Community Dashboard and then email them from your personal email.

Q: How can I write an email to all volunteers who have a certain tag/label?
A: Select the label to filter the volunteers and then copy/paste their emails into your external email message.

Q: How can I download a list of requests or donations or volunteers with contact data?
A: For safety/security purposes, you cannot download an external database of needs/donations/volunteers. Additionally, as soon as the data is downloaded, it is out of date!

Contacting organizers and donors

Q: How can I write to only some of the organizers?

    A: This isn't currently possible within the site, but you could use the Message Center to write all of the organizers and ask them to fill out a Google Form with their contact information so that you can write subsets of them off the platform.

Q: How can I see the telephone number of the organizers?

    A: This is something else that you could collect via a Google Form - the next version of the platform will include much better access to each individual organization

Q: How can I write to only some of the donors?

    A: You can collect the email addresses of interest from the individual donors and write them from your own email account off the platform.

Q: If I choose to write an email to organizers, is that email only sent to all organizers in my community organizations?

    A: Yes, it will be received by every organizer associated with an organization on your community's front page, listed in the bottom left-hand column.

Editing requests and donations

Q: Can I edit labels for a request or a donation after it is submitted?

    A: Unfortunately, no. Please choose labels carefully when submitting a request.
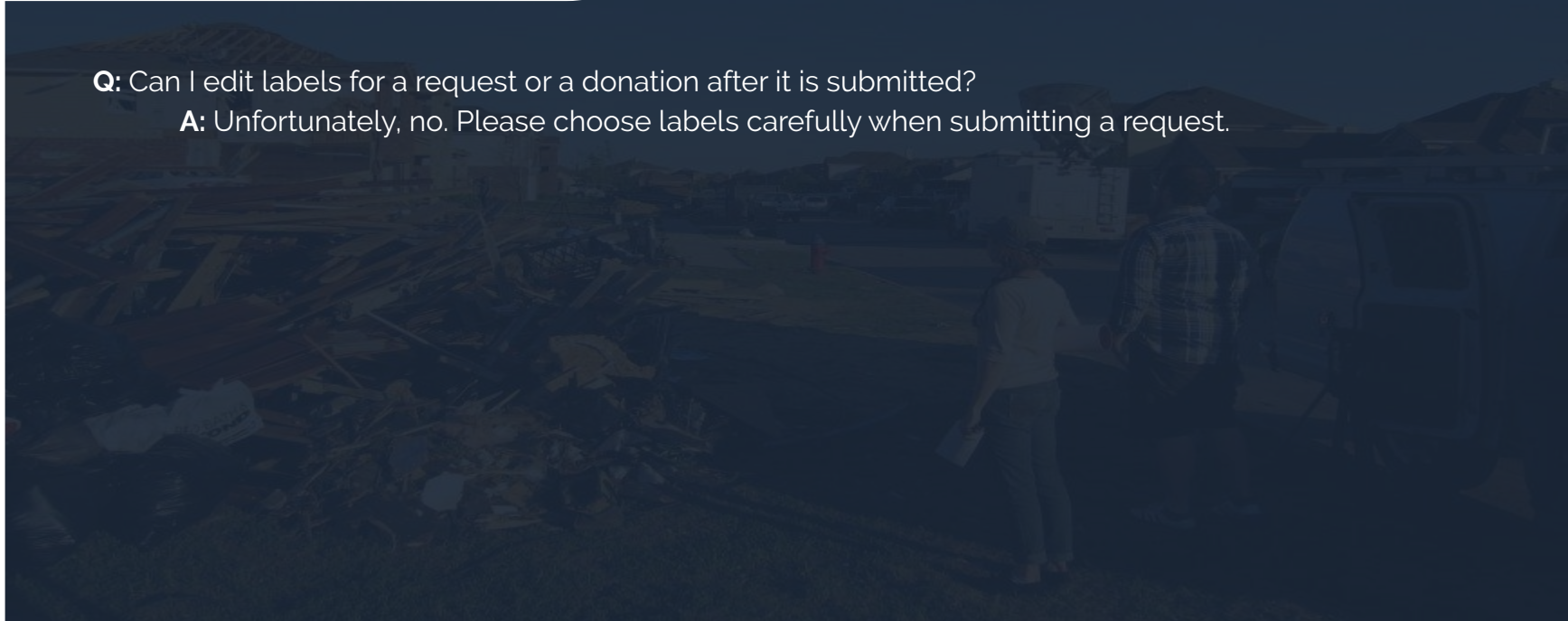
Community Updates

Q: Can a community update be pinned to the top?

    A: No.

Q: How can I delete a community update?

    A: If you are the author, click the "Edit" button to the right of the update title. Locate the "Status" category on the right-hand side of the page and change the status from "published" to "archived."

Q: How can I turn off comments for community updates?

    A: Unfortunately, comments can't be turned off. An alternative would be to request no comments in the update description.

Q: Can I moderate (choose to accept or not) a comment to a community update?

    A: No.

Q: Can I delete a comment to a community update?

    A: No.

Q: How can I prevent an archived community update from appearing in my community organization's page?

    A: This feature can't be done, but the archived update will have a note that says "This update has been archived by an organizer" when it appears in the community organization's page.

Community Organizations

Q: If an organization signs up we would like to see their online description before we allow them. Is that possible?

    A: The Recovers support team reviews all organizations before approving them, in order to ensure that their participation is consistent with our guidelines and terms of use..Please email support@recovers.org to discuss the collaboration of reviewing organizations

Q: Where can I see the full profile for each community organization?

    A: On the community home page, click on the organization under the tab, "Organizers," which you can find on the bottom left of the page

Q: Where can I see the full profile for each organizer of a community organization?

    A: Unfortunately, this is not possible. You can only see a list of the organizers' usernames when you navigate to an organization's profile

Community Organizations (cont'd)

Q: How can a person represent 2 organizations?

A: A person cannot be an organizer of more than one organization

Q: Uploading an image is not successful. After the upload I see the name of the image instead of the actual image.

A: Keep all images to less than 800kb and 500 pixels in either direction. If this does not work, send the image to support@recovers.org and they will resize and upload the image.

Documents

Q: Which document types are acceptable for upload?

    A: doc, docx, odt, ods, pdf, jpeg, png

Q: Is there a size limitation?

    A: No, but if the image takes too long to upload or does not upload at all, we recommend that you try to decrease the file's size.

Logos

Q: The uploaded logo does not show. What criteria is there for logos? What size and resolution should it have?

A: The logo should upload immediately, so if takes a while, it's possible that the file is too large. Try reducing the size/quality for a faster upload. Additionally, if the uploaded image is not in the public domain, the organization MUST have the copyright to the logo/image OR be part of the org with the copyright.