User Guide

for organisations

Connected Bexley

BVSC

This guide includes:

- How to create an account
- How to add a service
- How to add a location

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Contents

Connected Bexley

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Intro to Connected Bexley

Connected Bexley is a new directory of services that lets you manage your own service information, so you can be sure it's always up to date.

Its purpose is to list all voluntary services, activities, groups, and clubs across the London Borough of Bexley, enabling residents to find the support they need.

It is service-driven. Your organisation won't appear until at least one service has been added.

All update requests will be sent for approval to the team at BVSC.

Let's get you started with an account!

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Creating an account

Please go to https://connectedbexley.co.uk/

Click on 'Get Involved' in the top right

Home   Events   About   Get involved   My favourites

Click on the word 'here' in the last sentence

Please register here to create an account, add your organisation and services.

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Creating an account

You will be taken to step 1 of the registration process, which asks if your organisation is already listed.

Type the name of your organisation into the organisation name box.

If your organisation appears, select it and click 'Next'.

If your organisation does not appear, please click here.

Registration - step 1

◄ Back to dashboard

Is your Organisation already listed?

Before you register an account on Connected Bexley, we need to check if your organisation is already registered in our database.

Type the name of your organisation below to check if it is already registered.

Organisation name

BVSC

◉ BVSC

Select your organisation and click "next"

Next >

Can't find your organisation? Register new organisation

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Creating an account

Registering an account will enable you to update your organization and service details (hours, contact info, location, etc.) to help residents find accurate, relevant information.

Click 'Next' to continue registration.

Registration - step 2 of 3

◄ Back

Important information

Once your organisation is listed on Connected Bexley, it is really important that you keep your organisation and service information up-to-date. For example:

- opening times
- contact details
- location
- access information
- images and videos

Keeping these details up-to-date will help make the platform as relevant as possible to local residents.

We'll help by emailing you every so often to remind you to check in on your listings.

Next ›

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Creating an account

Fill out the form to create your account.
You'll use your email and password to log in.

Please note that your mobile number is required for two-factor authentication. It won't appear publicly anywhere on the site.

Enter your mobile number without spaces.

Registration - step 3 of 3

‹ Back

Create an account

Please enter your details below to create an account.

By signing up you agree to our T&Cs and Privacy Policy

First name

Last name

Email

Mobile Phone

Password

The password must be at least eight characters long, contain one uppercase letter, one lowercase letter, one number and one special character (!#$%&()*+,-./:;<=>?@[]^_`{|}~)

Show Password

Next

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Creating an account

And that's it! You will then be able to sign into your account linked to your organization and start to add services, once it has been approved by the team at BVSC.

Registration complete

Thank you for registering on Connected Bexley.

Your details will be verified by our team within the next 5 working days.

Once your account approved, you will be able:

- to access and edit your organisation page
- create new service pages
- edit existing service pages

If you haven't heard back from us within 5 working days please email the team at connectedbexley@bvsc.co.uk

Home >

Connected Bexley

Logging in to your account

Please go to https://connectedbexley.co.uk/

Scroll to the bottom of the page and click 'Login'.

Use your email address and the password you created to log in to your account.

You'll be taken to your dashboard, the admin portal for managing your services.

Members area
Login

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Bexley Voluntary Service Council

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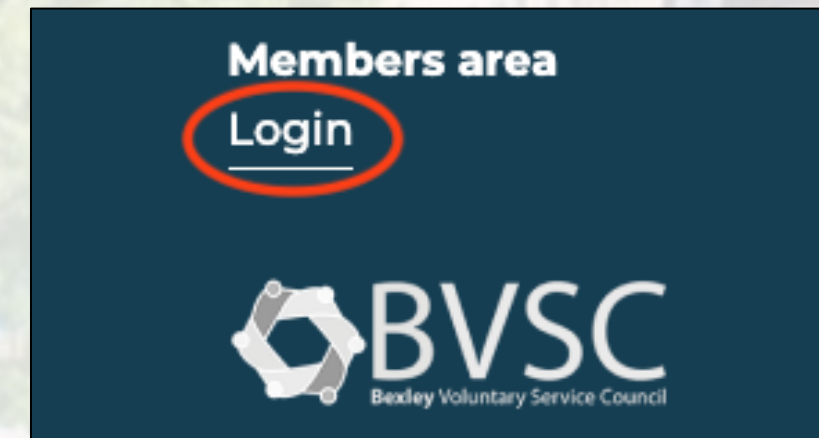
The Dashboard

From the dashboard, you'll be able to add new services and manage existing ones, along with managing locations, referrals, and adding or editing additional users from your organisation.

Welcome to the Connected Bexley admin portal

From here, you can add and edit your pages on Connected Bexley, as well as manage referrals into your service. For any support, contact connectedbexley@bvsc.co.uk

Services

Add or edit your pages on Connected Bexley.

Go to services >

Locations

View and edit service locations in the area.

Go to locations >

Referrals

View and respond to referrals to your service(s).

Go to referrals >

Organisations

Add or edit organisations on Connected Bexley.

Go to organisations >

Events

Add or edit events on Connected Bexley.

Go to events >

Users

View, add and edit users in your organisation.

Go to users >

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Adding a service

Each service you offer needs to be listed separately.
This is what local residents will see when they search the directory,
so it's important to include as much relevant information as possible.

- From the dashboard, click 'Go to services'
- Select 'Add Service'
- Click 'Continue' to begin entering your service details

Services

Add or edit your pages on Connected Bexley.

Go to services ›

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Adding a service

The form is split into sections, shown as tabs across the top.

You can move through them by clicking the 'Next' button or selecting a tab directly.

We'll go through each one next.

Add service

| Details | Additional info | Good to know | Eligibility | Description | Referral |

Please add each service separately as this ensures the best search results

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Details tab

Fill out the service details:

- Service name and description
- Select which organisation is hosting it
- Optional: Upload service-specific logo
- Optional: Add photos to showcase the service

Click Next to continue to the next tab

Add service

| Details | Additional info | Good to know | Eligibility | Des |

Service details

General details about the service. (We use service in the broadcast sense, This could be counciling or weekly yoga classes).

What is it?
This option changes how your page is described on Connected Bexley

It is a Service ⌄

What is the name of your service?

Organisation
Which organisation hosts this service?

Please select ⌄

Upload your service logo
This can be different to the logo of your organisation.
Need help with your logo?

If your service doesn't have a logo, the site will use the organisation logo if there is one uploaded.

Choose file No file chosen

End date

DD MM YYYY

Gallery items

Upload images of the service to the service's gallery.

Add gallery item

Tags

Next >

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Additional Info tab

Complete the fields that apply.

For the 'Is the service free?' question, if you click 'No', additional boxes will appear for you to fill in the details of cost.

Contact details are required, and phone numbers must not contain any spaces

Add service

Details | Additional info | Good to know | Eligibility | Description | Referral

Additional service information

This section allows you to add more information to your service page. The more detail that can be provided, the better.

Usual wait time (if applicable)

Provide an indication of how long someone may have to wait to access your service after initial contact has been made. You can amend this in future as and when circumstances change.

If this is not relevant to your service, please skip this question.

Not applicable for this service

Is the service free?

Indicates whether your service is completely free, or if some elements of the service must be paid for. Users can filter their searches based on the answer you provide.

If the cost of your service varies, you may want to split these into different service listings.

◉ Yes - The service is free

○ No - there are elements of this service that must be paid for

CQC Location ID number

Please provide the service's Care Quality Commission Location ID number if it has one. This will be used to display information about the CQC rating on the service page.

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Good to know tab

This tab lets you add practical information about your service.

- Choose a topic from the dropdown (like Parking, What to bring, etc.)
- Write a brief description with the specific details
- Add multiple topics using "Add another"

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Eligibility tab

Use this section to show who your service is for.

- By default, each category is set to 'Access for all', meaning your service is open to everyone and no restrictions will be shown on your listing.

- If your service is aimed at a specific group, change the setting to 'Access for some'. This will open a list of options for that category.

- Select the relevant options, and that information will appear publicly with your service listing, helping people see if the service is right for them.

- You can add your own using the 'Custom value' box if the options don't fit.

Gender

Access to the service
Changing access to all will remove current selections and custom values

○ Access for all

◉ Access for some

☐ Female

☐ Male

☐ Non-binary

☐ Transgender

☐ Transgender man

☐ Transgender woman

Custom value
If the service eligibility does not fit into the Gender taxonomies, enter a custom value here

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Description tab

Use this tab to provide key information about your service:

- **Your service, an overview**

  A brief summary that appears on the search result tile. (Max 300 characters)

- **What you offer**

  Bullet points highlighting key features or benefits. Displays below the long description.

- **Long description**

  A detailed explanation of the service, including its goals and what it provides.

Community Connect

Service

Free

Community Connect is an established service supporting local people to improve their health and wellbeing by connecting them with activities, support and services in the community.

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Referrals tab

This cannot be changed by organisations, and the default is set to 'No'.
Although it will not be a 'referral' as such, it is more of a connection.
It will send the person's details to the organisation, and the organisation can reach out to them directly.

Options are:
- Yes – through Connected Bexley - a 'connection' email will be sent via the directory
- Yes – Through an external form - if the organisation has a form, we can add a link/button to the service information
- No - this service doesn't accept referrals

If you would like this switched on, please contact connectedbexley@bvsc.co.uk

Click 'Create', the service will be created, you will be able to add a location to the service once it has been approved.

Referral

Your service can be set up to accept referrals through Connected Bexley. These referrals directly connect your service to residents.

If you are interested in turning on referrals for your organisation, please contact the admin team.

Referral method
Does this service receive referrals, and if so, how?

No - This service doesn't accept referrals ⌄

Create

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Adding a location

Once your service is approved, you'll be prompted to add a location.

A map will be shown on your service page based on the address and postcode.

Click 'Add location' to begin.

Add a location to your service

Now that you've created your service, you can add locations where you service operates at.

Continue to service   **Add location**

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Adding a location

You can either:
- Create a new location by entering the address and postcode, or
- Select an existing one if your organisation has already added locations used by other services.

'Opening hours' and 'Holiday times' in this section refer to the service, not the location itself.

You can also upload a photo of the location (e.g. the building or entrance) — this is optional but can be helpful for service users.

Click 'Create', and the location will be saved and linked to the service.

You can return to the 'Location' tab within the service editor to view, update, or remove locations later.

Service locations

Add service location

Name of location

Select location

You can select an existing location or create a new one.

◯ Existing

◯ New

Opening hours

Add day   Add weekdays

Holiday times

Add holiday times

Service location image

Choose file   No file chosen

Create

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Registering a new organisation

If your organization is not already listed, click on 'Register new organisation'.

Organisation name

intel

Select your organisation and click "next"

Next

Can't find your organisation? Register new organisation

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Registering a new organisation

You will be asked whether your organization is right for Connected Bexley, and you will need to tick the most appropriate answers. Multiple options can be selected.

Click 'Next' and then click 'Next' again on the important information screen.

Registration - step 2 of 5

◂ Back

Is your organisation right for Connected Bexley?

We have some criteria for organisations that are listed on the site.

The organisation that you want to be listed on Connected Bexley is:

Tick all that apply.

☐ Charity, voluntary or community group, faith group or social enterprise

☐ A Council or other statutory service, e.g. services delivered by the NHS or local CCG)

☐ A commercial provider offering services to local residents that support health, wellbeing and/or community for free or a reasonable charge

☐ A commercial service that is contracted or spot purchased under a commissioning arrangement with the local Council, intended to improve the health, wellbeing or independence of local residents

Next

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Registering a new organisation

Fill out the form to create your account.
You'll use your email and password to log in.

Please note that your mobile number is required for two-factor authentication. It won't appear publicly anywhere on the site.

Enter your mobile number without spaces.

Registration - step 4 of 5

‹ Back

Create an account

Please enter your details below to create an account.

By signing up you agree to our T&Cs and Privacy Policy

First name

Last name

Email

Mobile Phone

Password

The password must be at least eight characters long, contain one uppercase letter, one lowercase letter, one number and one special character (!#$%&()*+,-./:;<=>?@[]^_`{|}~)

Show Password

Next

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Registering a new organisation

Register your organization by filling out the form.

If your organization doesn't have a website,
you can use a Facebook page or the Connected Bexley website.

You must include at least one contact method:
- Either a phone number (please enter the number without spaces)
- Or an email address (preferably something like info@ or enquiries@)

Registration - step 5 of 5

‹ Back

Register new Organisation

If you are a smaller group or activity that isn't directly run by an organisation, you can enter details about your service/group below.

Organisation name

The name of your organisation must be unique. The URL of your page will be: https://admin.connectedbexley.co.uk/organisations/

Please provide a one-line summary of organisation

This should be a short line or two that summarises who the organisation is and will appear below the Organisation name on it's page.

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Organisation website address

This must start with 'http://' or 'https://'.

Public phone

Public email address

Next

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Registering a new organisation

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And that's it!

We hope this guide was useful and easy to follow.
If you have any queries, please get in touch.

Email: connectedbexley@bvsc.co.uk
Phone: 01322 524 682

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