

Services Advisor User Guide

August 2023

Background

- **2022** - The Protection Cluster developed Service Mapping system, for protection partners to map their services
- More than 50 partners added a total of 350 service locations
- Challenges with **Service Mapping** system:
 - Does not support Ukrainian language
 - Ability to add multiple services in one location
 - Capability to include other clusters to the system to strengthen inter-sectoral linkages
 - User interface/experience – partners ability to fully manage their uploaded services with the minimum level of support (the need for a more user-friendly system)
- Looking at best practices from other operations (Jordan, Turkey, Iraq, and Moldova), and responding to the needs and the expansion of the operation, Ukraine Protection Cluster decided to deactivate the existing Service Mapping system and deploy Services Advisor Platform for mapping protection services

What is Services Advisor?

- An **online web platform** for cluster coordinators and service providers
- Provides **up-to-date information** about availability of humanitarian assistance/services in **precise locations**
- **Supports referrals** between humanitarian actors through information sharing
- Main service mapping system for the Protection Cluster (including Child Protection, Gender Based Violence and Mine Action Sub Clusters), Shelter Cluster, CCCM Cluster, Food Security Cluster and Cash Working Group
- System includes categories from other humanitarian Working Groups and taskforces (Housing Land and Property (HLP), Age and Disability and Mental Health Psychosocial Support Technical Working Groups)
- Services Advisor will potentially be adapted as a multi sectoral system for service mapping within the cluster system in Ukraine

Advantages of Services Advisor

- Comprehensive service mapping tool that covers Protection Cluster/sub-clusters and other clusters (CCCM, Shelter, Food Security and Livelihoods and Cash Working Group) to **support inter sectoral linkages**
- Organizations can visualize their services on an interactive map and find who is doing what and where
- Cluster/Sub-Cluster Coordinators can **identify gaps in services** in real-time
- Organizations can **export** data available in the system
- Ability to **add new specific locations** (beyond settlement admin 4)
- Ability to add **many services in one location**
- **Add details** about the service that are not usually available in the 5Ws/Activity Info
- Organizations can add as many users as they want under different roles (Data Entry, Service Focal Point and Viewer)

How does it work?

- Users can view available services on an **interactive map** and in an **online service directory**
- Users can filter by **service category** (such as GP, Shelter, Cash and Mine Action, etc.), **location** (including collective sites), and **service provider**
- Service providers will register their implementing organization, list projects and activities, and update information whenever changes in services occur
- Users can access and manage the data uploaded on the system under their organization
- Protection Cluster will request partners to revise/update the services every 3 months
- Languages available - English & Ukrainian

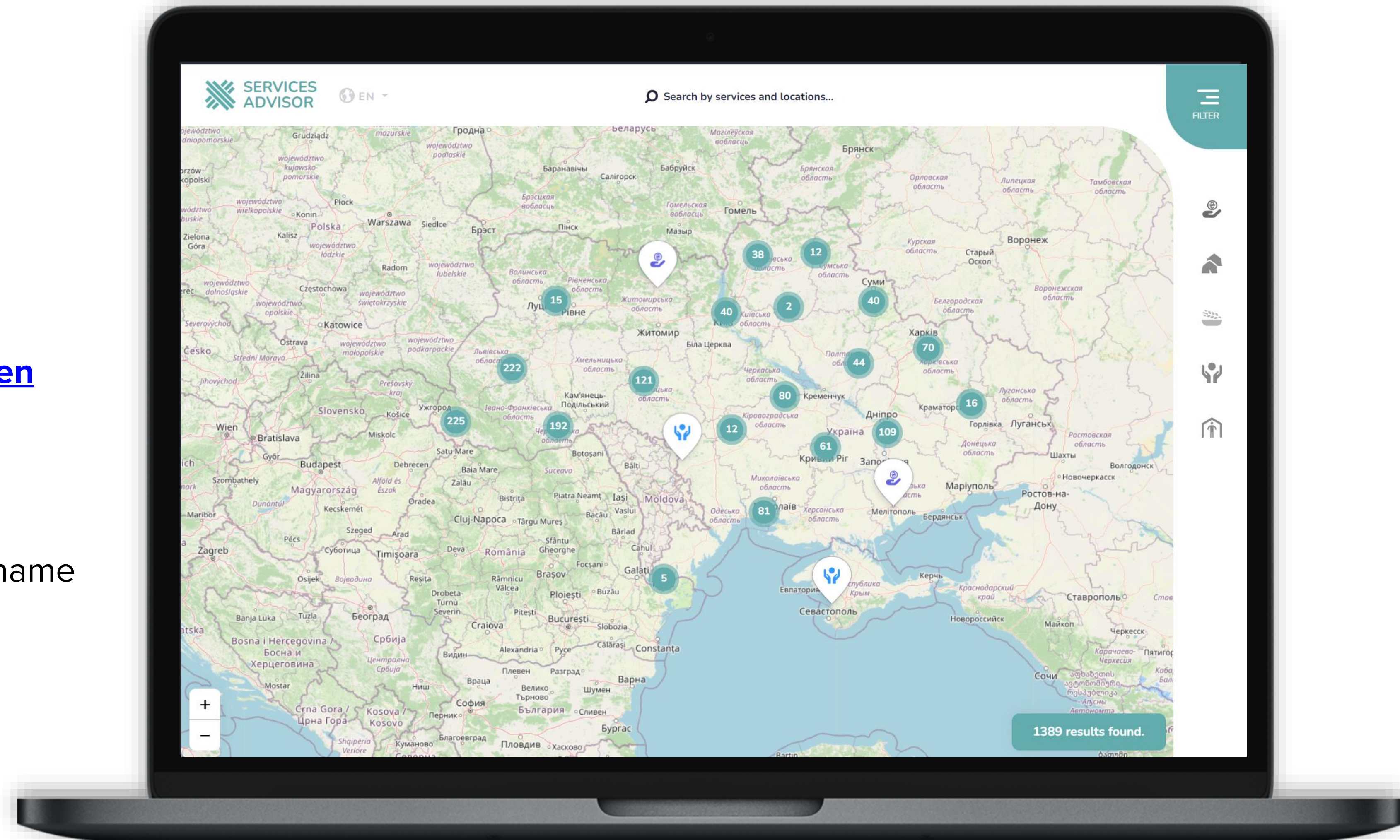
User Interface/Map View

Login to Services Advisor

<https://ukraine.servicesadvisor.net/en>

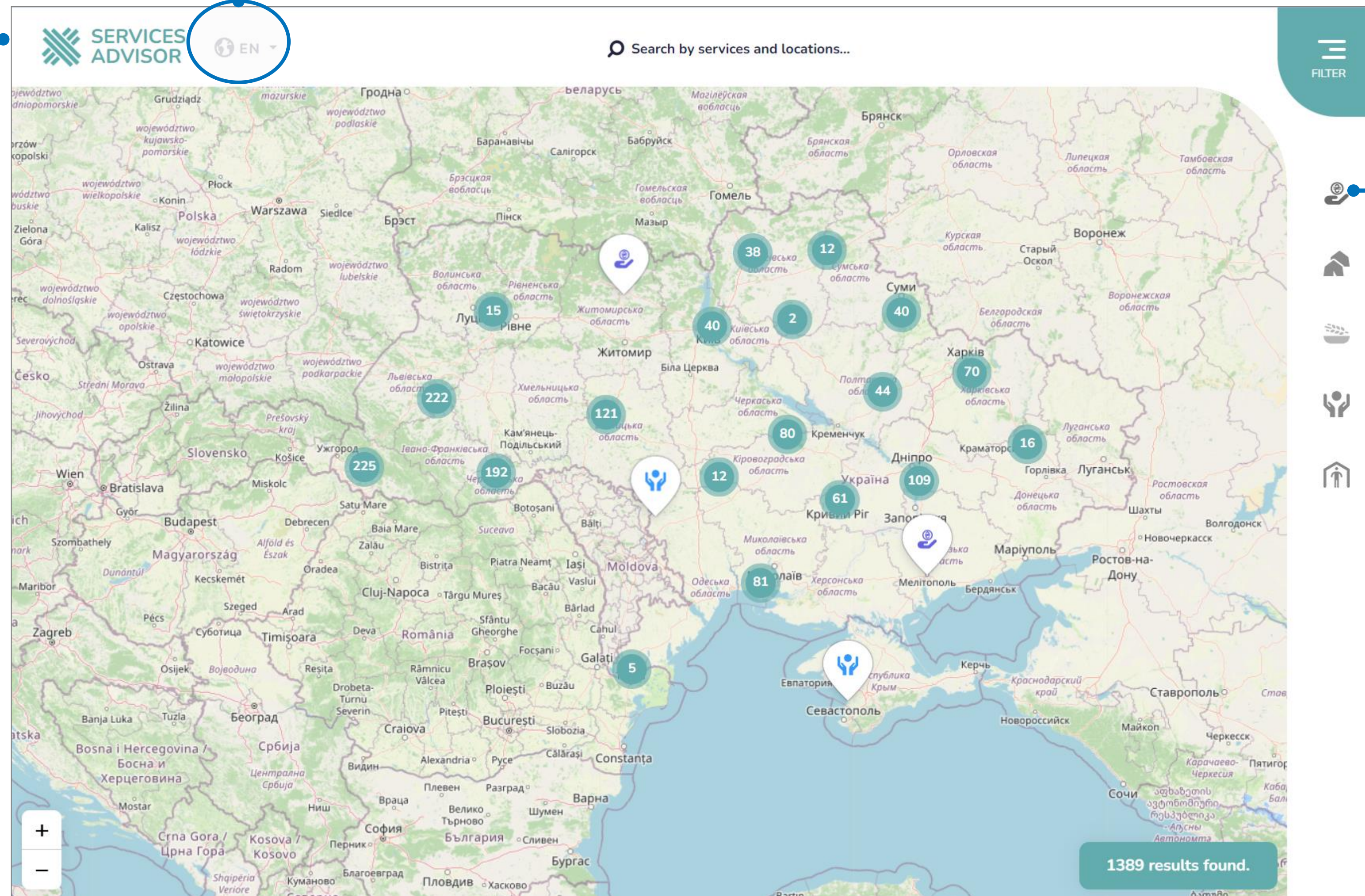
Public map view (User Interface),
accessible to everyone on the web

- No need for login credentials (username and password)



Change **language** to UKR/ENG

Click the **logo** to **Reset Filters** or go to the Landing Page

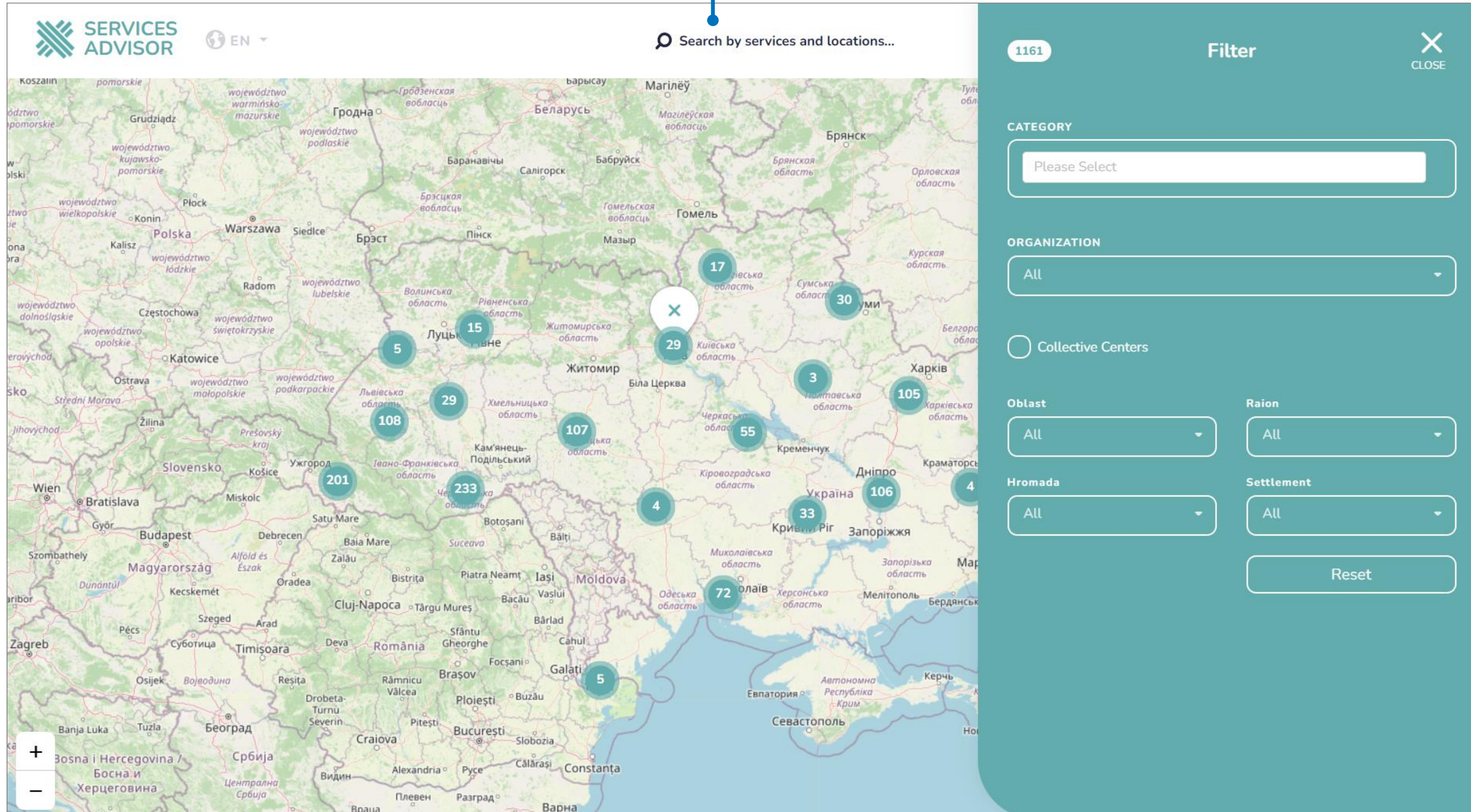


The screenshot displays the SERVICES ADVISOR web application. At the top left is the logo and a language selector set to 'EN'. A search bar is located at the top center. On the right, there is a 'FILTER' button and a vertical menu of icons representing different service types: Shelter, CCCM, Protection, Food Security and Livelihoods, and Working Group (Cash). The main area is a map of Ukraine with numerous circular markers indicating service clusters, each with a number. A bottom right corner shows '1389 results found.' A blue circle highlights the language selector in the top left.

Click on the **icons** to **filter services** on the map by cluster (Shelter, CCCM, Protection, Food Security and Livelihoods) or Working Group (Cash)

The users can view **existing services** uploaded by partners on the map interface

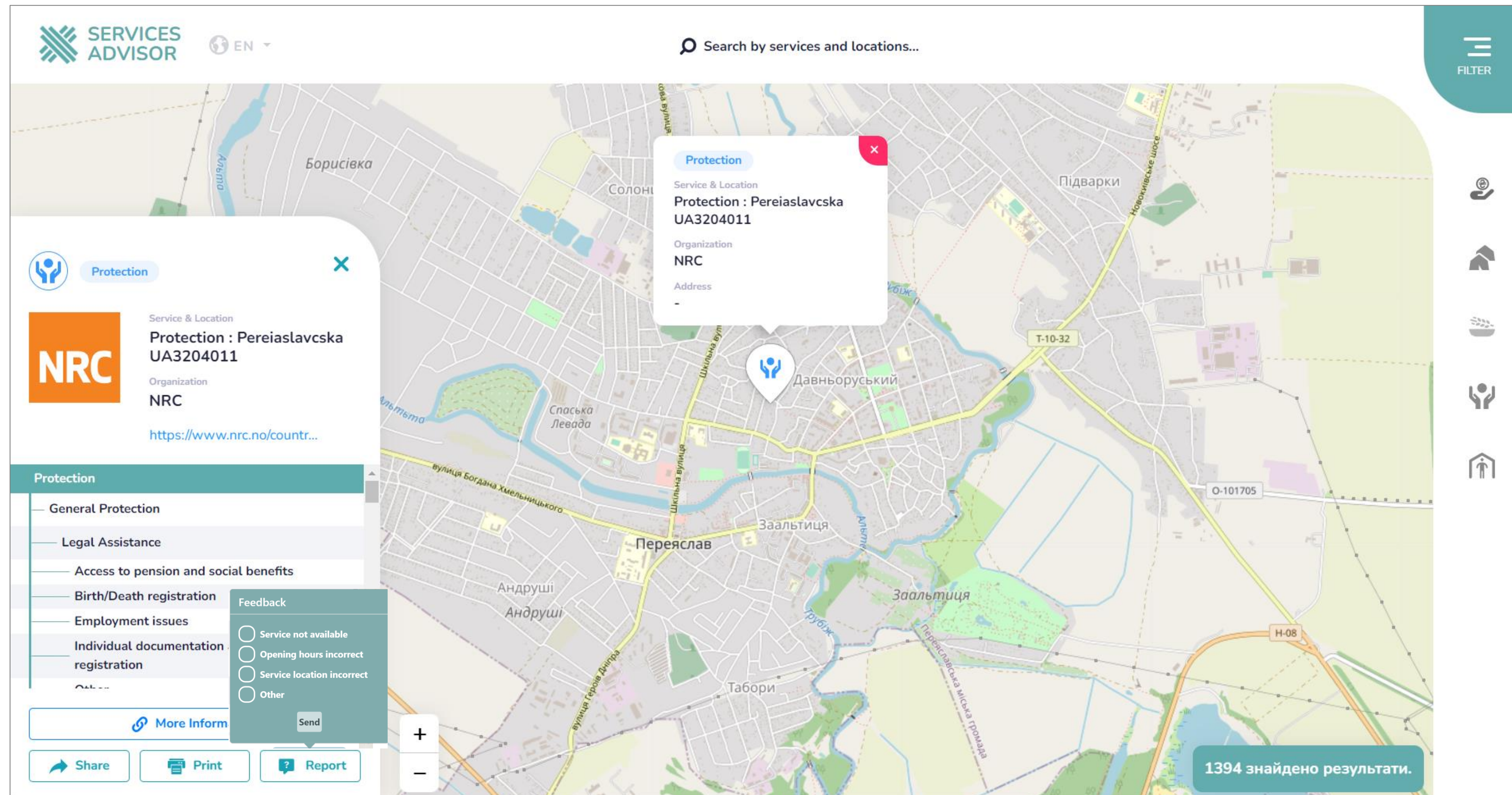
Search to find service locations (by location, service name, or organization name)



The screenshot displays the SERVICES ADVISOR interface. At the top left is the logo and language selector (EN). A search bar at the top center contains the text "Search by services and locations...". The main area is a map of Eastern Europe with numerous circular markers indicating service locations, each with a number inside. A sidebar on the right is titled "Filter" and shows a total of 1161 results. The sidebar includes a "CATEGORY" dropdown menu with "Please Select" as the current selection. Below it is an "ORGANIZATION" dropdown menu set to "All". There is a radio button for "Collective Centers". Further down are four dropdown menus for "Oblast", "Raion", "Hromada", and "Settlement", all currently set to "All". A "Reset" button is located at the bottom of the filter sidebar.

Filter to find service locations by service category, organization name and location (urban/rural and collective centers)

Click on the **service pin/location**, to view the **service location details** added by organizations.



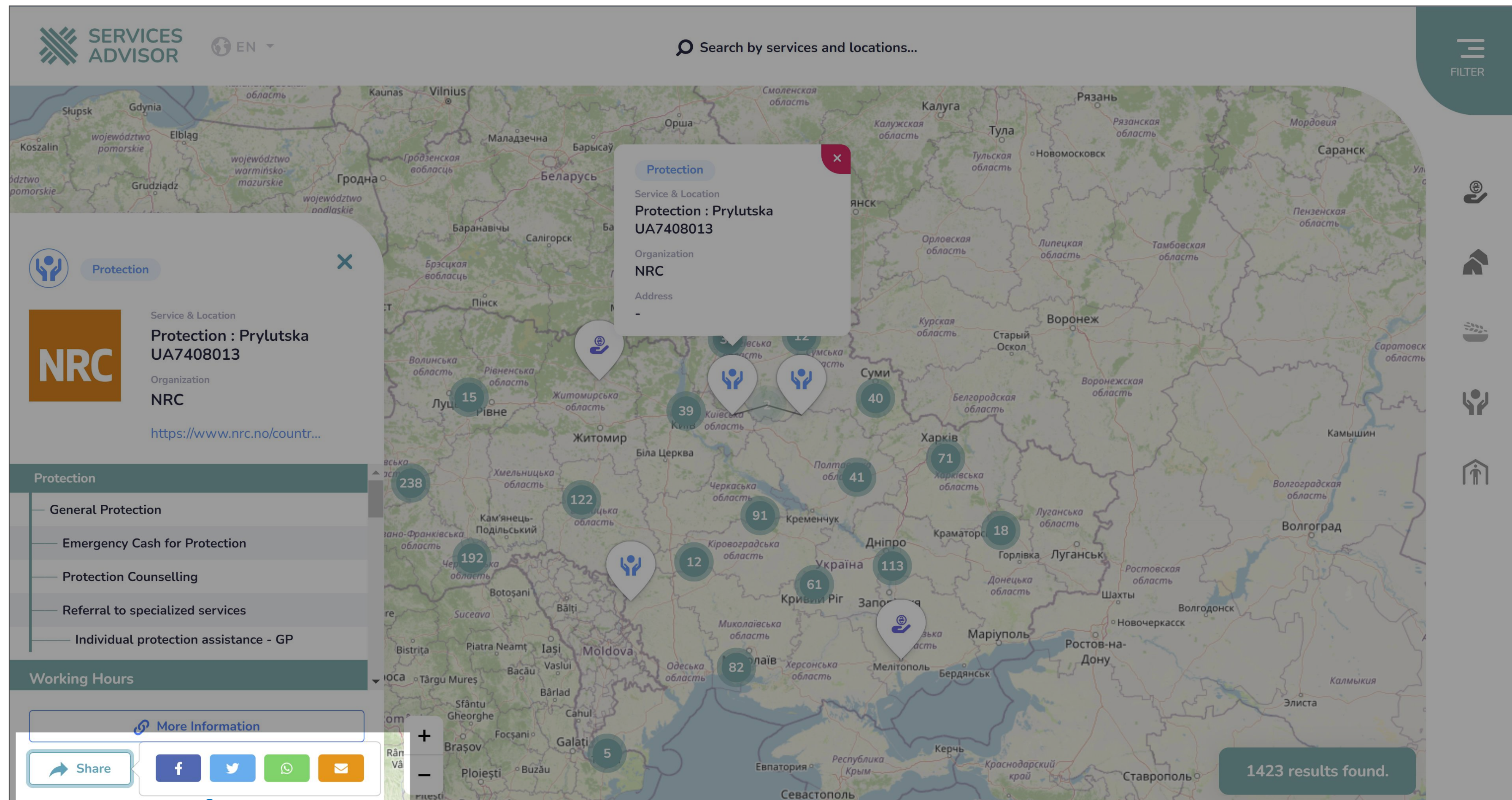
The screenshot displays the SERVICES ADVISOR interface. At the top left is the logo and the text "SERVICES ADVISOR" with a language selector set to "EN". A search bar at the top center contains the text "Search by services and locations...". On the right side, there is a "FILTER" button and a vertical menu of icons. The main area is a map of Pereiaslav, Ukraine, with a blue pin icon marking a location. A white information panel is open over the pin, displaying the following details:

- Service & Location: Protection : Pereiaslavcska UA3204011
- Organization: NRC
- Address: -

Below the map, a larger information panel is visible, featuring the NRC logo and the same service details. It includes a "Feedback" section with radio buttons for "Service not available", "Opening hours incorrect", "Service location incorrect", and "Other". At the bottom of this panel are buttons for "Share", "Print", and "Report". A status bar at the bottom right of the map area indicates "1394 знайдено результати."

Print the service location details

Report if service is not available, opening hours are not correct, service location is not correct, etc.



The screenshot displays the 'SERVICES ADVISOR' interface. At the top, there is a search bar with the text 'Search by services and locations...'. The main area is a map of Ukraine with various service locations marked by icons and numbers. A detailed view of a service is shown on the left, titled 'Protection : Prylutska UA7408013'. This view includes the NRC logo, the organization name 'NRC', and a URL 'https://www.nrc.no/countr...'. Below this, there is a list of service categories: 'General Protection', 'Emergency Cash for Protection', 'Protection Counselling', 'Referral to specialized services', and 'Individual protection assistance - GP'. At the bottom of the detailed view, there is a 'More Information' link and a 'Share' button with social media icons for Facebook, Twitter, WhatsApp, and Email. A 'FILTER' button is visible in the top right corner. A '1423 results found.' notification is shown in the bottom right corner of the map area.

Users can share services via
Facebook, Twitter, WhatsApp
or Email

Back End/User Panel - Login

Login to Services Advisor

<https://ukraine.servicesadvisor.net/login>

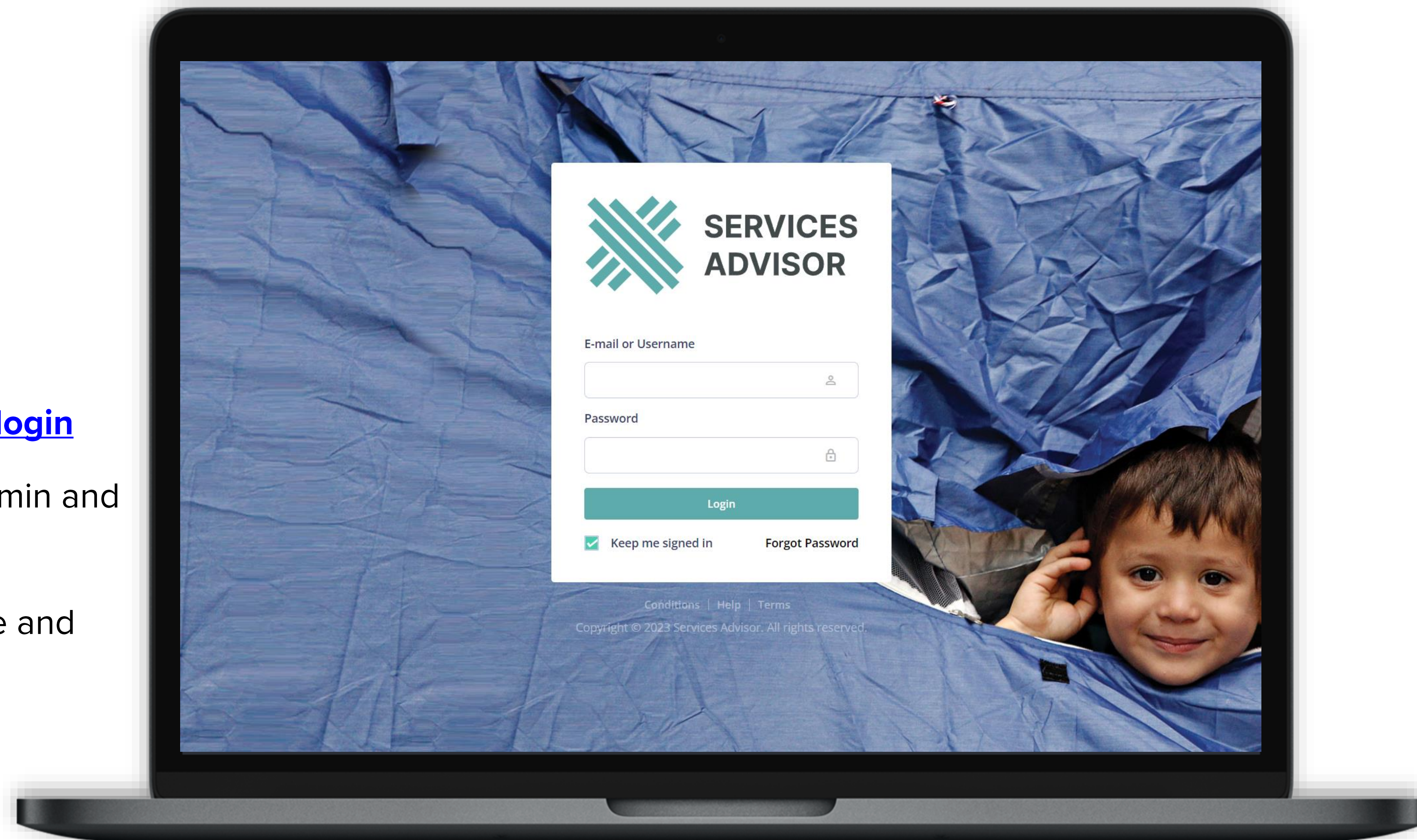
Users need an **account** to access admin and data entry (backend)

- Login using your email or username and password

Access can be requested from:

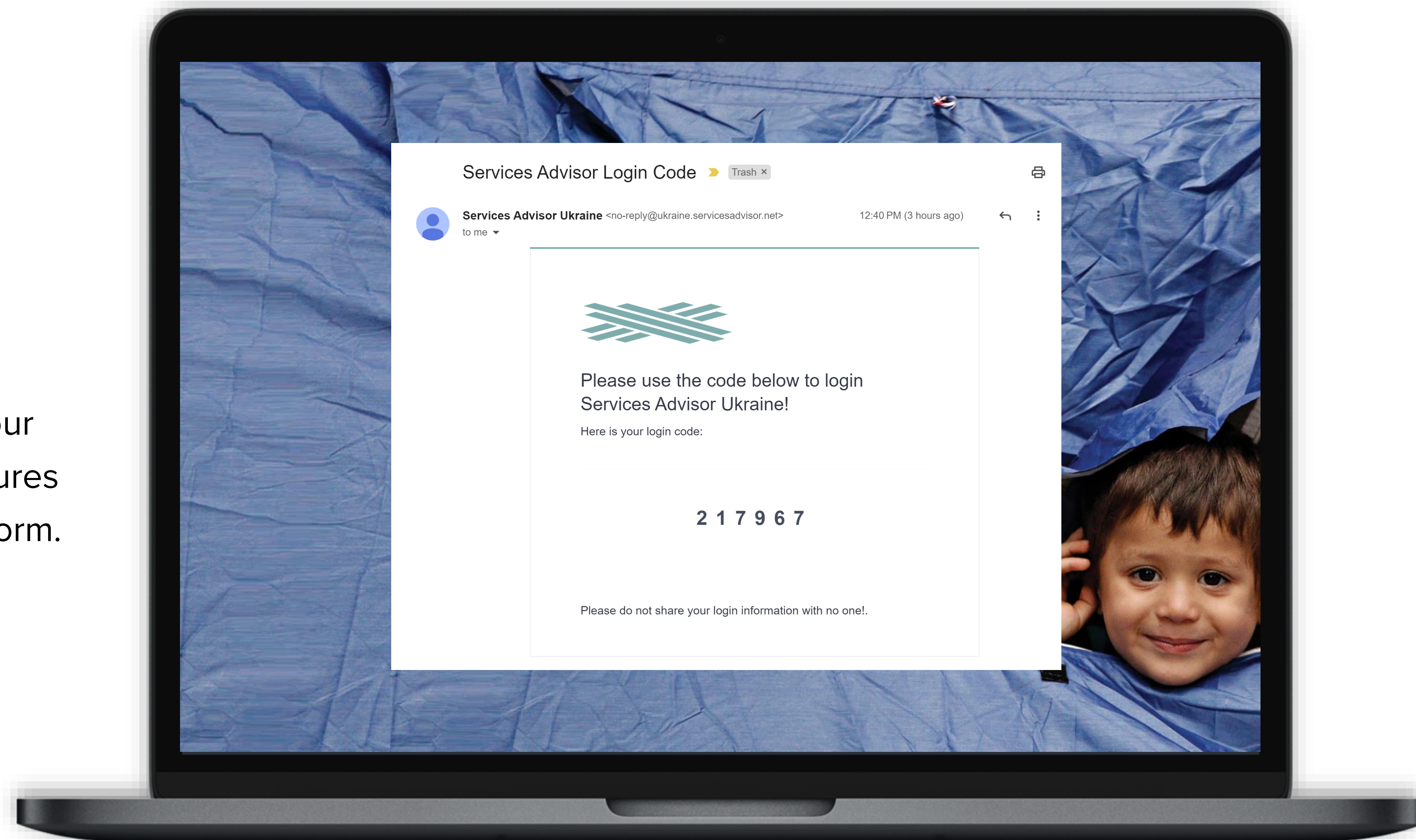
glushko@unhcr.org

shehadeg@unhcr.org



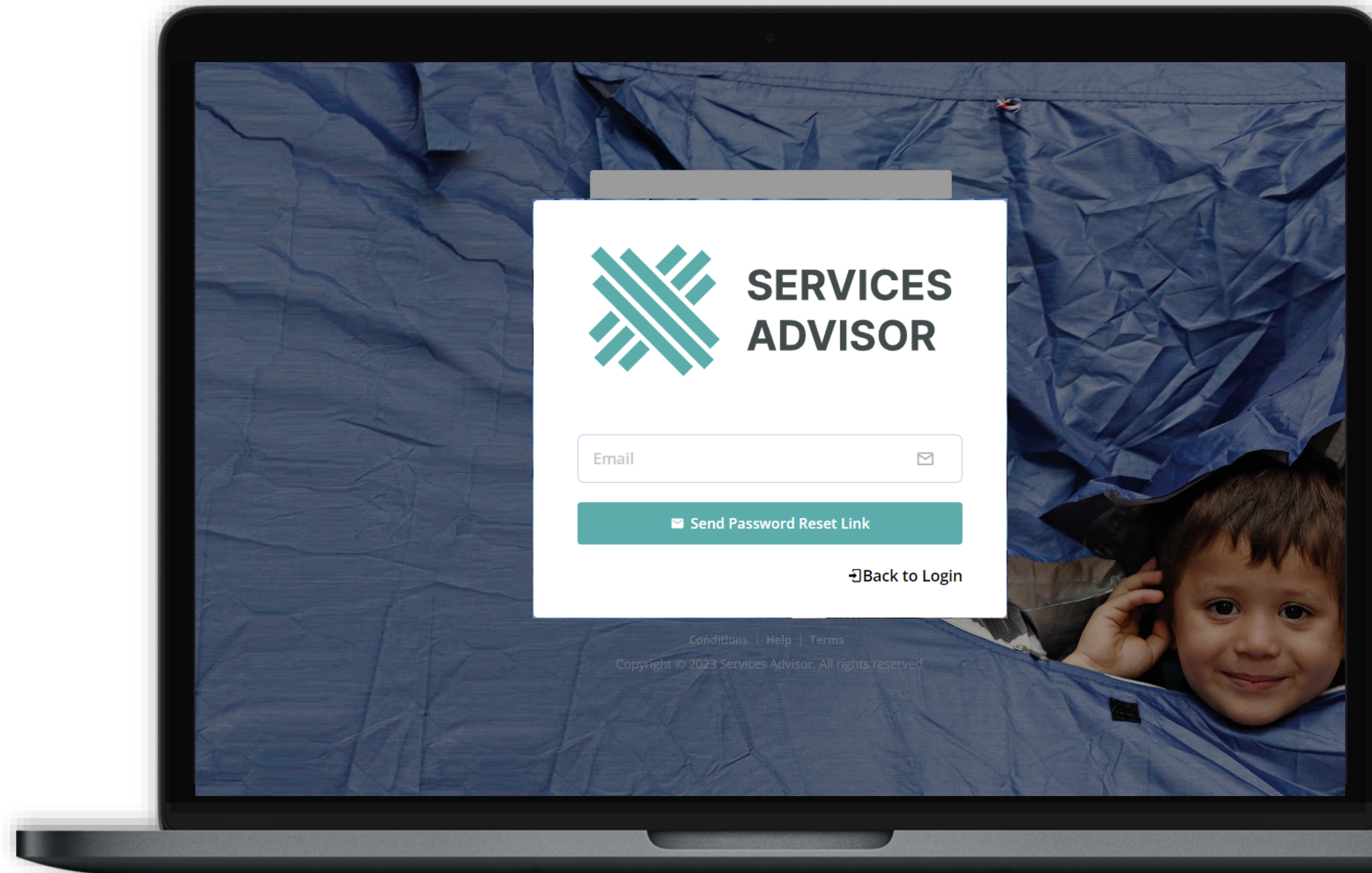
Enter security code

You will receive a security code in your email every time you log in. This ensures an extra level of security for the platform.



Reset your Password

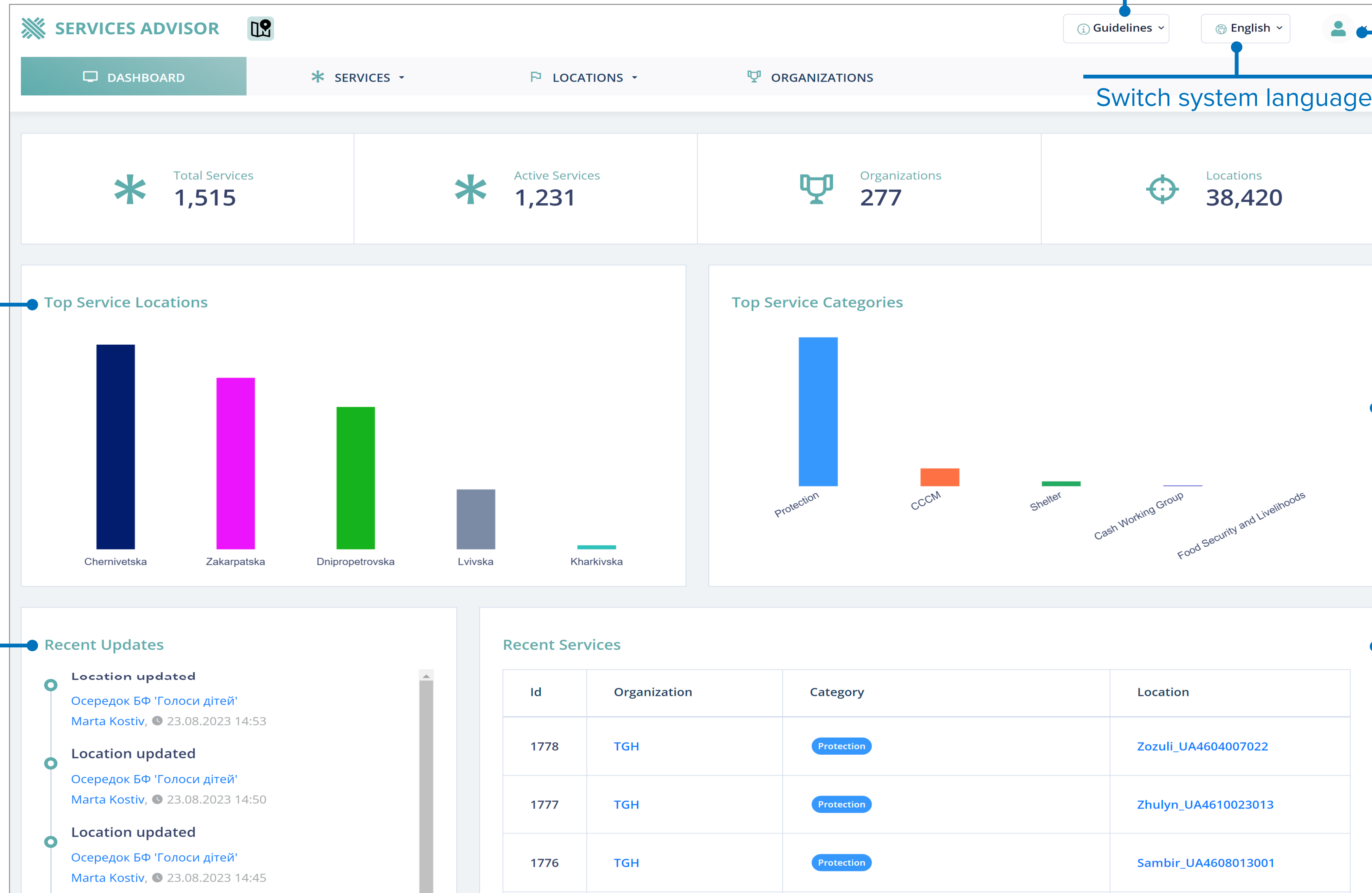
- If you forget your password, you can request a new password by clicking on **“Forgot Password”** button and enter your registered email address
- You can set a new password by using the password reset link that will be emailed to you



Back End/User Panel - Dashboard

In the Dashboard users can view the number of services available, organizations, locations, and users registered in the system

[Download Step by Step Guidance](#)



Access User Settings: Users can access this page to edit their profile (username, password..etc)

Switch system language

Top Service Categories: The number of services added by each cluster

Recent Services: All services that were recently added

Top Service Locations: Oblasts with the highest number of service locations

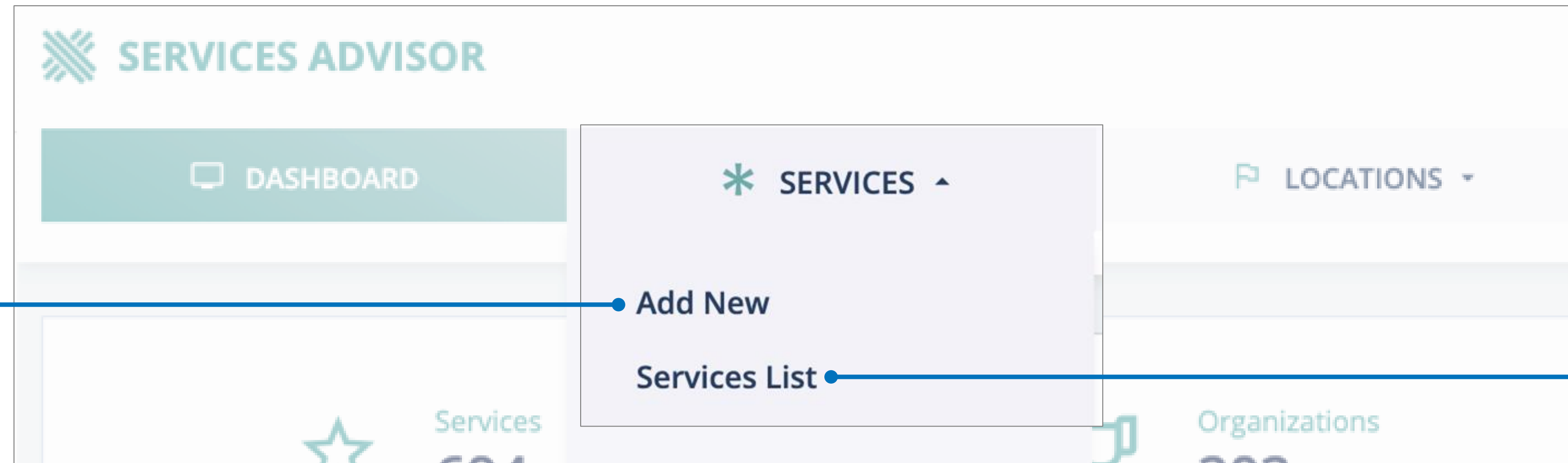
Recent Updates: The latest items created or updated on the system

Add New Services

ADD NEW SERVICES – MENU

Add New Service

Access to the data entry form to create new service locations on the system/main map



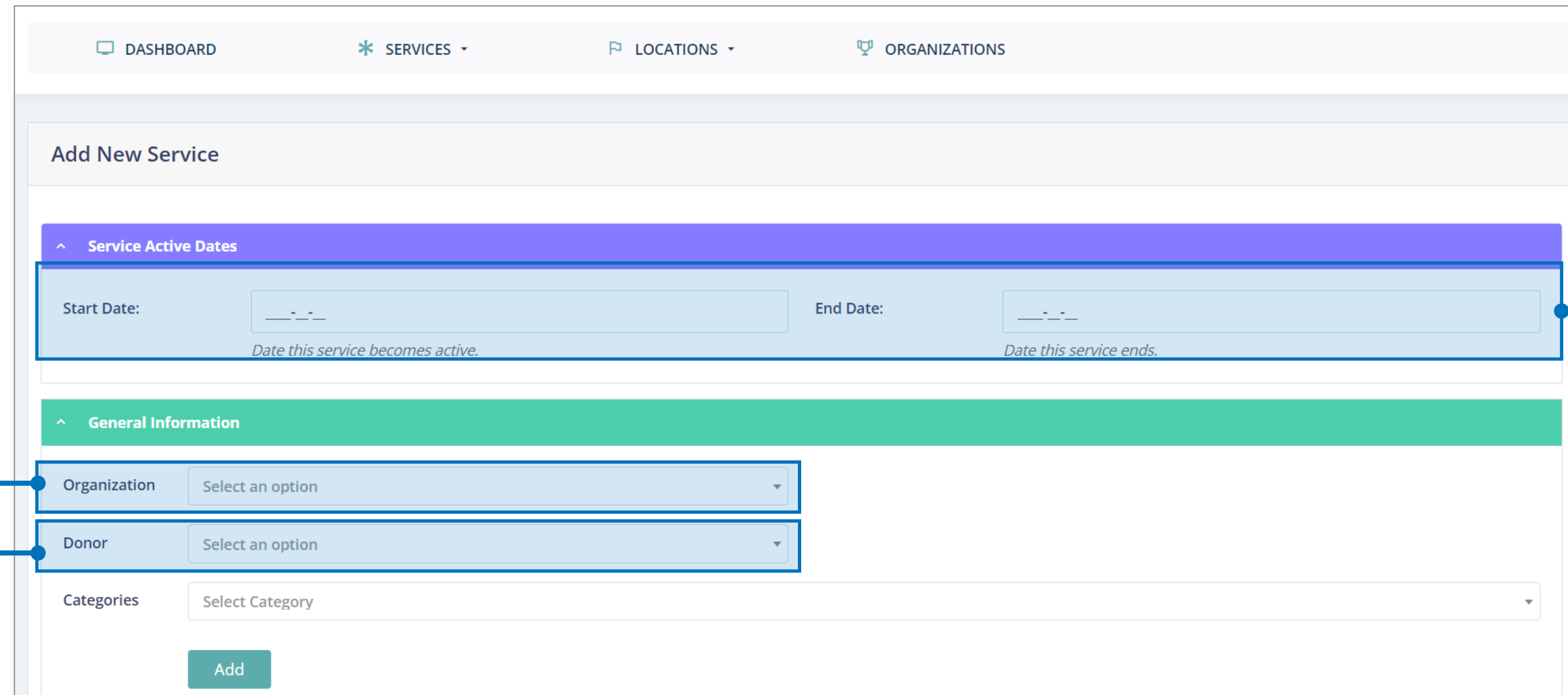
Services List

Allows users to search for any of the services available on the system (by cluster, type of service, location, etc.). Users can also **export** services information they filter [See details](#)

Through **Services List** users can edit, delete and duplicate existing services under their organizations

ADD NEW SERVICES – DATA ENTRY FORM

Date, Organization, and Donor



Organization

Users can only view and select the organization associated with their account

Donor (Optional)

Users have the option to add Donor/Funding agency for each service location/project

Services/Project Duration

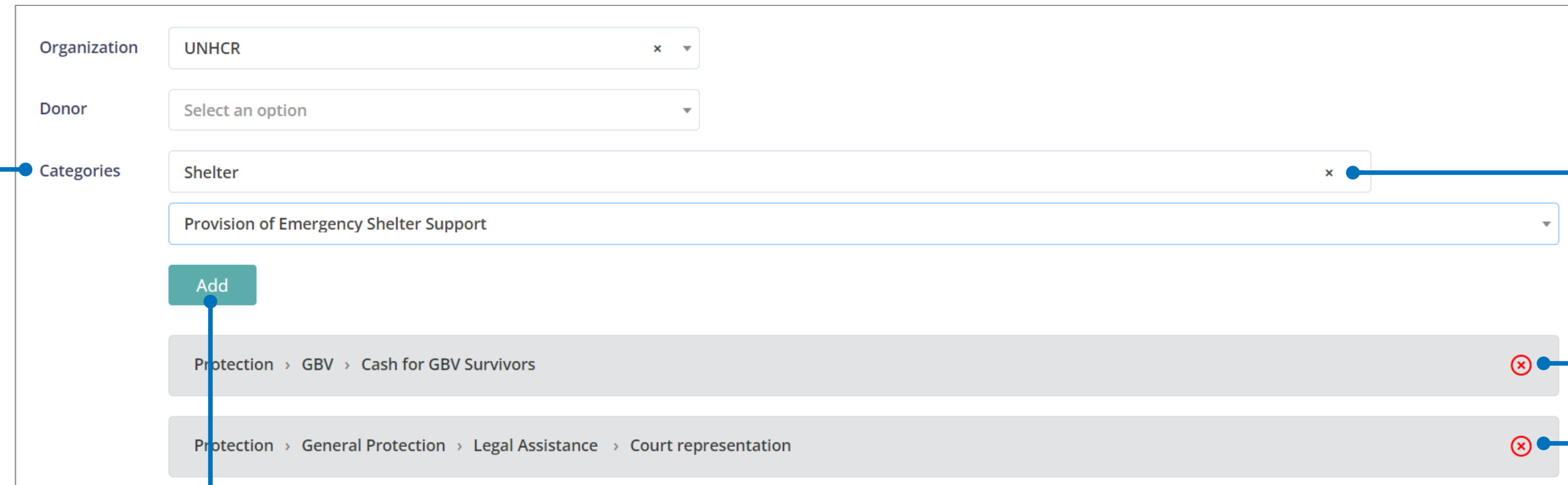
Add a Start and End Date for the project/service. Services Advisor will show the service location on the **map view** during the dates specified by the user (location will disappear after the end date)

ADD NEW SERVICES – DATA ENTRY FORM

Category

Select Services Category

Users can add multiple service categories at one time. Full list of the service categories/taxonomy can be accessed [HERE](#)



Organization UNHCR x ▾

Donor Select an option ▾

Categories Shelter x ●

Provision of Emergency Shelter Support ▾

Add

Protection > GBV > Cash for GBV Survivors x ●

Protection > General Protection > Legal Assistance > Court representation x ●

Users can select categories from more than one cluster (e.g. Protection, Shelter) under one location

Click **X** to delete your selection

After each category choice, click the **Add** button before adding another service

ADD NEW SERVICES – DATA ENTRY FORM

Service Hours

Available Days and Hours

Users can turn the button **On** for working days and turn it **Off** for unavailable days. Users can also set an exact time services are available

Service Accessibility

Users can select the service accessibility type, for other system users to know how they can access the service

^ Service Availability

Hours

<input type="checkbox"/> Sunday	00 : 00 - 00 : 00	+
<input checked="" type="checkbox"/> Monday	08 : 00 - 17 : 00	+
<input checked="" type="checkbox"/> Tuesday	08 : 00 - 17 : 00	+
<input checked="" type="checkbox"/> Wednesday	08 : 00 - 17 : 00	+
<input checked="" type="checkbox"/> Thursday	08 : 00 - 17 : 00	+
<input checked="" type="checkbox"/> Friday	08 : 00 - 17 : 00	+
<input type="checkbox"/> Saturday	00 : 00 - 00 : 00	+

Service Accessibility

All the above

Audio and Video Conferencing (WhatsApp, WebEx, Zoom..etc) - (remote implementation)

Home visits

Hotline

Hotline and follow up home visit

Other: Please specify

Outreach

Referrals only

Social Media Platforms (remote implementation)

Walk-in

Walk-in & Outreach

Select All

Press “+” button to specify **breaks** during working hours (e.g. lunch break)

Users can select all options from “**Select All**” button

ADD NEW SERVICES – DATA ENTRY FORM

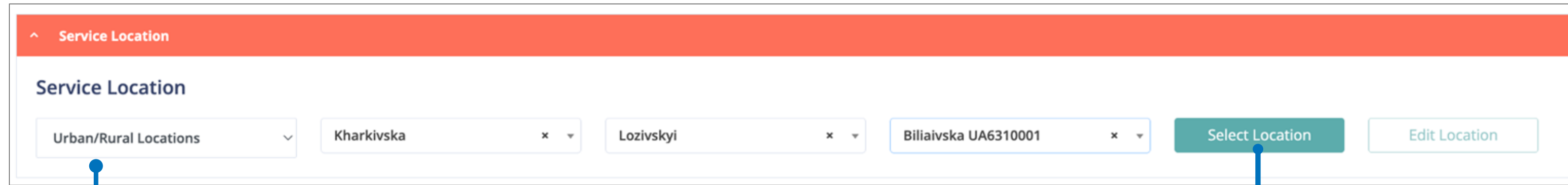
Select Location - Urban/Rural Locations

Note: For Urban/Rural service locations, selecting the **Settlement (Admin 4)** is required.

Add your location

Select Oblast, Raion, Hromada, and click **“Select Location”** button to view location at the **Settlement** level

1



Select location type

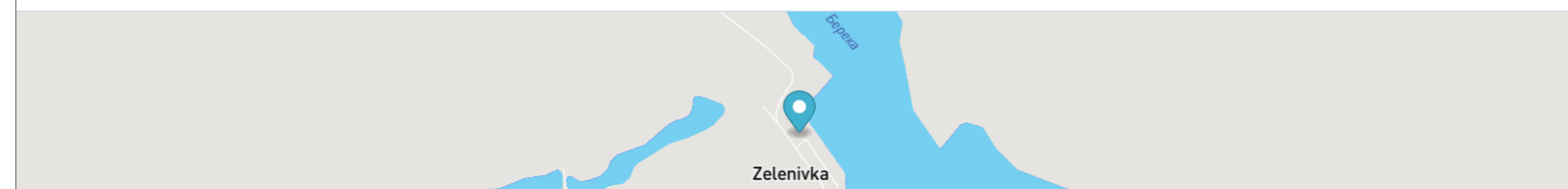
Select **“Urban/Rural Locations”**

2

Urban/Rural Locations						Add New
Name	Oblast	Raion	Hromada	Settlement	Action	
Zelenivka_UA6310001008	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Zelenivka UA6310001008	Select	
Zakutnivka_UA6310001007	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Zakutnivka UA6310001007	Select	
Zadorozhnie_UA6310001006	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Zadorozhnie UA6310001006	Select	
Vesele_UA6310001004	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Vesele UA6310001004	Select	
Verkhnia Orilka_UA6310001003	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Verkhnia Orilka UA6310001003	Select	
Tymchenky_UA6310001022	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Tymchenky UA6310001022	Select	
Sudanka_UA6310001021	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Sudanka UA6310001021	Select	
Shulske_UA6310001024	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Shulske UA6310001024	Select	
Rozdollia_UA6310001020	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Rozdollia UA6310001020	Select	
Pobieda_UA6310001019	Kharkivska	Lozivskiyi	Biliaivska UA6310001	Pobieda UA6310001019	Select	

Showing 1 to 10 of 25 entries

Previous **1** 2 3 Next



If you would like to specify the exact address (within the settlement) of the service location, click **Add New** to add your location. [See Details](#)

Select Settlement Location

Click the **“Select”** button to add the settlement of your service location

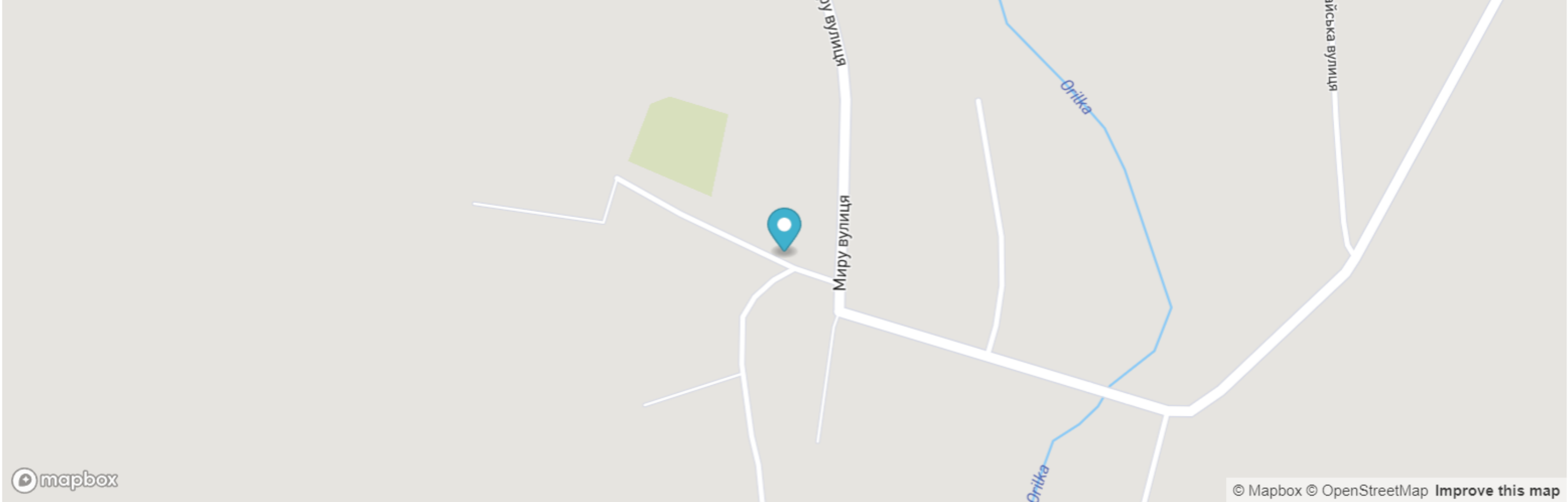
ADD NEW SERVICES – DATA ENTRY FORM

Select Location - Urban/Rural Locations

Service Location

Urban/Rural Locations Kharkivska Lozivskiyi Biliaivska UA6310001

GPS Coordinates : Zakutnivka_UA6310001007



© Mapbox © OpenStreetMap Improve this map

Example of selected location

ADD NEW SERVICES – DATA ENTRY FORM

Select Location - Collective Center Location

1

Service Location

Collective Centers ▾ Lvivska × ▾ Stryiskyi × ▾ Stryiska UA4610... × ▾ Settlement ▾

Add your location

Select Oblast, Raion, Hromada, and click **“Select”** button to view location at the **Settlement** level

Select location type

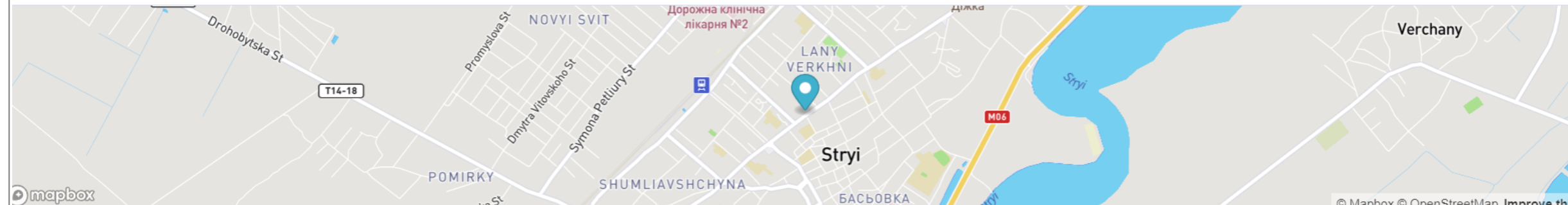
Select **“Collective Centers”** if you are adding a service location in collective centers

2

Name	Oblast	Raion	Hromada	Settlement	Action
unfinished_abandoned_building_Dubrivlyanska_13	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
school_Lvivska_169	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
school_Bolekhivska_29	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
hostel_hotel_Stryiska_4	Lvivska	Stryiskyi	Stryiska UA4610023	Dashava UA4610023002	<input type="button" value="Select"/>
government_building_Shevchenka_7	Lvivska	Stryiskyi	Stryiska UA4610023	Dashava UA4610023002	<input type="button" value="Select"/>
government_building_Shevchenka_32	Lvivska	Stryiskyi	Stryiska UA4610023	Dobriany UA4610023012	<input type="button" value="Select"/>
dormitory_Symona Petlyury_82	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
dormitory_Lvivska_141	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
dormitory_Kravetska_5	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>
dormitory_Gayidamatska_15	Lvivska	Stryiskyi	Stryiska UA4610023	Stryi UA4610023001	<input type="button" value="Select"/>

Showing 1 to 10 of 10 entries

Previous 1 Next



Select Collective Center Location

Click the **“Select”** button to add a location to your service

Note: some selected Settlements may not have any collective centers under them and the system will not allow you to choose the location.

ADD NEW SERVICES – DATA ENTRY FORM

Documentations and Specific Needs

^ Documentations and Specific Needs

Service Legal Documents Required Select All

<input type="checkbox"/> Birth certificate	<input type="checkbox"/> Copy of ID document(s)	<input type="checkbox"/> Court decision
<input type="checkbox"/> Death certificate	<input type="checkbox"/> Guardianship deed/decision	<input type="checkbox"/> Housing ownership card
<input type="checkbox"/> ID Card/Local Passport	<input type="checkbox"/> Inheritance allotment/decision	<input type="checkbox"/> Lease/rental agreement
<input type="checkbox"/> Marriage/divorce certificate	<input type="checkbox"/> National Passport	<input type="checkbox"/> No ID document(s) required
<input type="checkbox"/> Other, please specify:	<input type="checkbox"/> Passport	<input type="checkbox"/> Power of attorney
<input type="checkbox"/> Tax Number		

Service Available Population Group Select All

<input type="checkbox"/> All IDPs (Registered/Non Registered)	<input type="checkbox"/> Host communities	<input type="checkbox"/> No restriction
<input type="checkbox"/> Non registered IDPs	<input type="checkbox"/> Non-displaced persons	<input type="checkbox"/> Registered IDPs
<input type="checkbox"/> Returnees (IDPs)		

Service Intake Criteria Select All

<input type="checkbox"/> Adolescent mothers	<input type="checkbox"/> Child at risk (e.g Children out of school)	<input type="checkbox"/> Children recruited by armed forces/groups
<input type="checkbox"/> Female headed households	<input type="checkbox"/> GBV survivors	<input type="checkbox"/> Legal needs (e.g.documentation, detention, family law, etc.)
<input type="checkbox"/> Legal needs (HLP)	<input type="checkbox"/> Older persons at risk	<input type="checkbox"/> Open to all
<input type="checkbox"/> Other (please specify in Comments)	<input type="checkbox"/> Parent or caregiver	<input type="checkbox"/> Persons at risk of Explosive Ordnance
<input type="checkbox"/> Persons at risk of GBV	<input type="checkbox"/> Persons with disabilities	<input type="checkbox"/> Psycho-social support needs
<input type="checkbox"/> Serious medical condition / chronic illness	<input type="checkbox"/> Specific Vulnerability Criteria	<input type="checkbox"/> Unaccompanied or separated child
<input type="checkbox"/> Victims of Explosive Ordnance	<input type="checkbox"/> Vulnerability (general)	<input type="checkbox"/> Youth/Adolescents

Select the documents required to access the service(s)

Select the population groups who are eligible to access the service(s)

Select the intake criteria (specific needs) required to access the service(s)

Users can select all options from “Select All” button

26

ADD NEW SERVICES – DATA ENTRY FORM

Referral and Feedback

Select **referral method(s)** and referral follow ups for the service

Select **feedback and complaint mechanism(s)** for the service

Users can select all options from “**Select All**” button

^ Referral and Feedback

Service Referral Method Select All

<input type="checkbox"/> Email on a per case basis	<input type="checkbox"/> Inter-Agency Referral Form (IARF)	<input type="checkbox"/> Platform - Website
<input type="checkbox"/> Referral is not required	<input type="checkbox"/> Referral through a letter (mailing box in community)	<input type="checkbox"/> Referrals not accepted
<input type="checkbox"/> Telephone on a per case basis		

Immediate Next Step After Referral Select All

<input type="checkbox"/> Beneficiary approaches receiving organization	<input type="checkbox"/> Follow up call by organization to the beneficiary	<input type="checkbox"/> Follow up home visit by organization
--	--	---

Response Delay After Referral

None
▼

Feedback Mechanism Select All

<input type="checkbox"/> Email to referring organisation	<input type="checkbox"/> Excel Tracking table	<input type="checkbox"/> No feedback mechanism
<input type="checkbox"/> Phone call to referring organisation	<input type="checkbox"/> Sending back signed Inter-Agency Referral Form (IARF)	<input type="checkbox"/> To be requested by the sending organisation
<input type="checkbox"/> With consent of the beneficiary		

Complaints Mechanism Select All

<input type="checkbox"/> Central email for receiving complaints/feedback	<input type="checkbox"/> Client feedback survey	<input type="checkbox"/> Complaints/feedback collection box in offices/community center
<input type="checkbox"/> Donbas SoS Hotline	<input type="checkbox"/> GBV hotline	<input type="checkbox"/> Hotline (organizational)

27

ADD NEW SERVICES – DATA ENTRY FORM

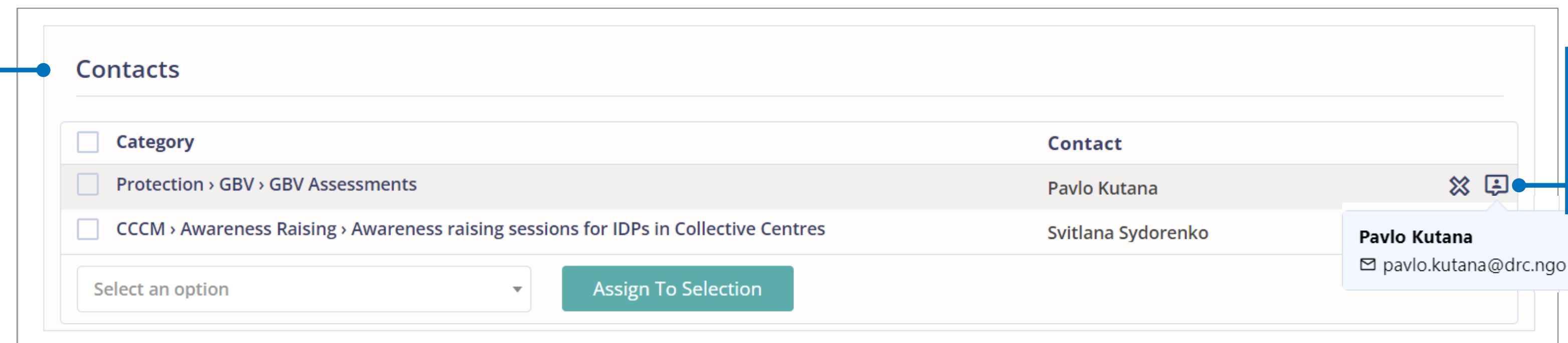
Contacts – Specifying focal points for individual services

Service Contacts

Assign individuals from your organization who will be responsible/focal point for each service selected in the service location

Service contact/Focal point needs to be added on the system as “**Contact**” user type

Adding service contact/Focal point can be requested from glushko@unhcr.org shehadeg@unhcr.org



Category	Contact
<input type="checkbox"/> Protection > GBV > GBV Assessments	Pavlo Kutana
<input type="checkbox"/> CCCM > Awareness Raising > Awareness raising sessions for IDPs in Collective Centres	Svitlana Sydorenko

Select an option Assign To Selection

Pavlo Kutana
pavlo.kutana@drc.ngo

Contact card will show the service contact name, email and phone number (if available)

Note: This information will only be visible on the **admin/backend** side (Not visible publicly)

ADD NEW SERVICES – DATA ENTRY FORM

Focal Points – Adding focal point for the entire service location

Focal Points

You can add individual(s) that are responsible for the entire service location

This information will only be visible on the admin side (Not visible publicly)

Users can add more than one focal point for the service location

Adding service location focal point details is **Mandatory**, the service can not be saved if left blank

Focal Point Contact Detail Add New

Name	Job Title	E-Mail	app.Phone	Action
No data available in table				

To add a focal point to a service, click the “**Add New**” button

Contact

Name:

Job Title:

Email:

Phone:

Save Cancel

After clicking “**Add New**”, complete the form to add a new focal point contact details

Focal Point Contact Detail Add New

Contact updated successfully.

Name	Job Title	E-Mail	app.Phone	Action
Pavlo Kutana	Protection Manager	pavlo.kutana@drc.ngo	+38099061235	✎ 🗑️

After filling out and saving the information, it will be shown in the list

ADD NEW SERVICES – DATA ENTRY FORM

Additional Information

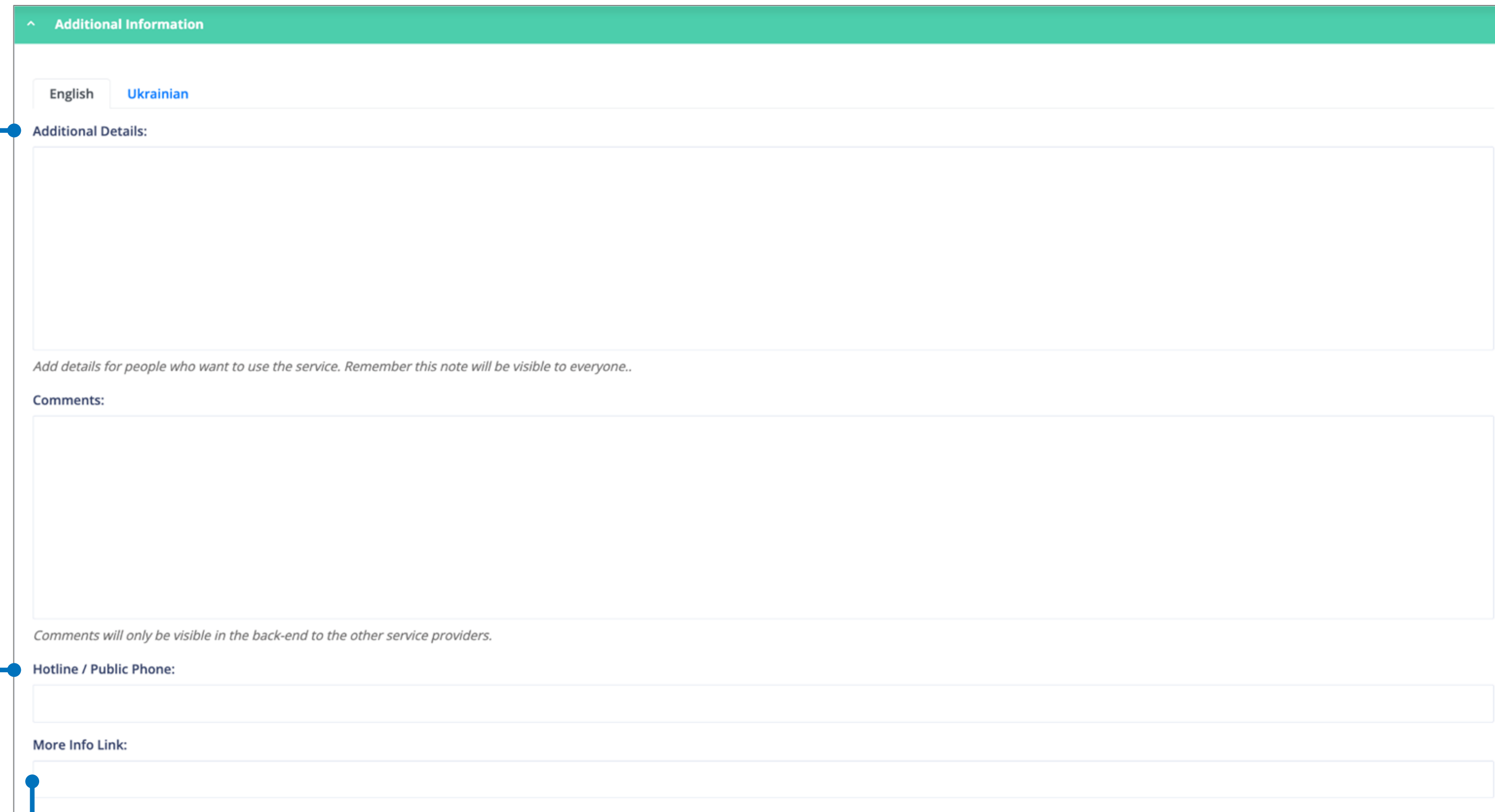
Additional Details

Add relevant additional information for the services/location, this appears publicly

***Recommended** to add additional information in both English and Ukrainian for users to have a better understanding of the service's details

Add public phone number/hotline and/or link to a service specific website (this information will be visible on the public map).

If you are indicating a Hotline as one of your services please make sure you add the number here.



Add a **link** that provides more information about your organization or service location (Please note that website link should start with **“https://”** at the beginning). To make sure you don't make mistakes, you can open the relevant link in your browser and copy and paste it into this field.

ADD NEW SERVICES – DATA ENTRY FORM

Saving and Publishing

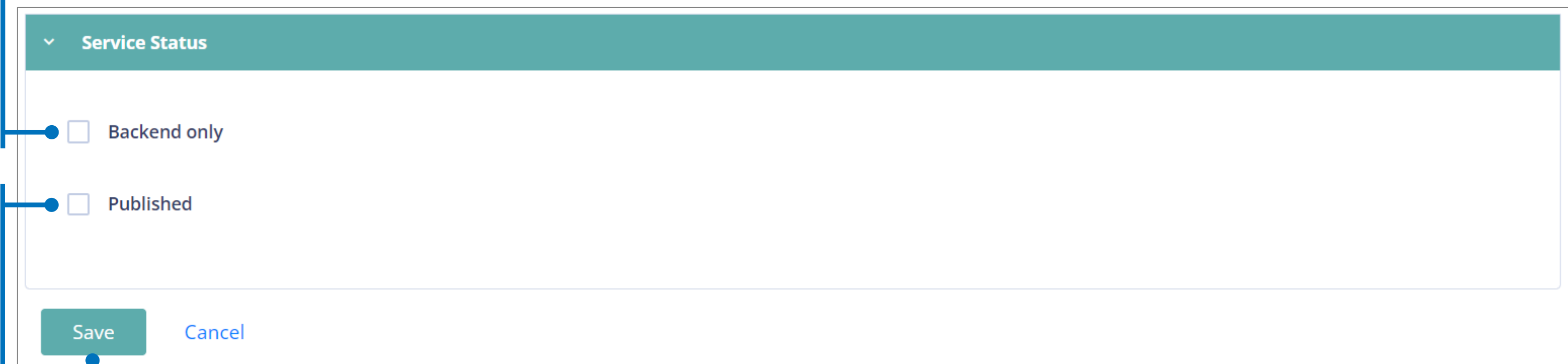
Backend only option

If you select “**Backend only**”, your services will only be visible to other organizations/panel users

This is applicable for services with sensitive nature – i.e., some GBV services)

Publish Publicly

To publish the service immediately, ensure “**Published**” is selected before saving



The screenshot shows a form titled "Service Status" with a dropdown arrow on the left. Below the title are two checkboxes: "Backend only" and "Published". At the bottom of the form are two buttons: "Save" (in a teal box) and "Cancel" (in a light blue box). Blue lines with circular endpoints point from the text on the left to the "Backend only" checkbox, the "Published" checkbox, and the "Save" button.

Important: Clicking “**Save**” without **checking** one of the boxes above does not publish the service on the map

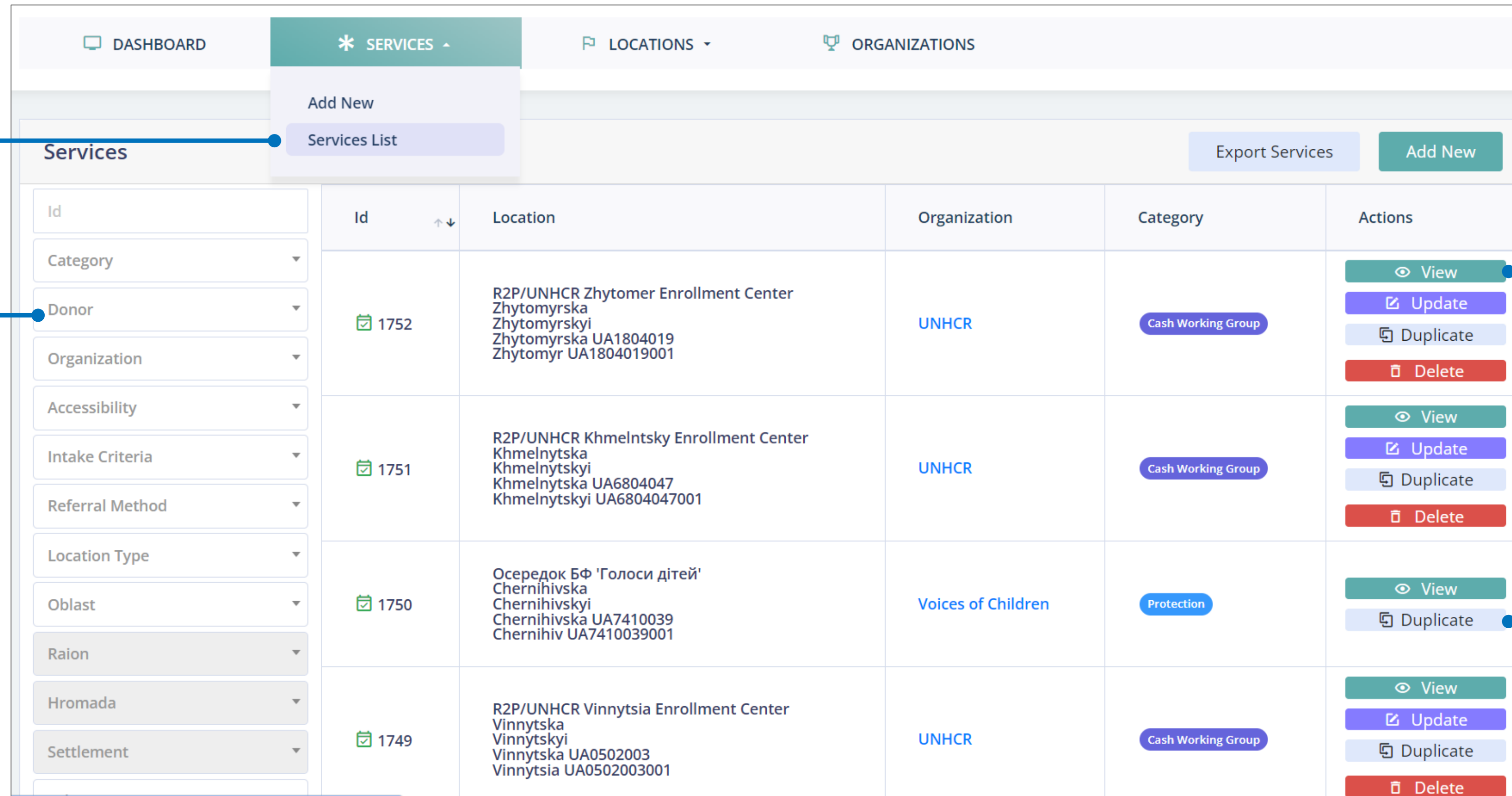
Duplicate Service

Duplicate feature enables users to clone any of the services they created, which is very useful when organizations provide same services in different locations. It is very important to ensure that the information in the duplicated location is relevant to the new location (adjusting start and end date, service categories, location, service contacts/focal points, etc.)

DUPLICATE SERVICES

1 From the Services dropdown select “Services List”

2 Filter your organization service locations list



The screenshot shows a web application interface for managing services. At the top, there are navigation tabs: DASHBOARD, SERVICES (selected), LOCATIONS, and ORGANIZATIONS. A dropdown menu is open under SERVICES, showing 'Add New' and 'Services List'. Below this is a table with columns: Id, Location, Organization, Category, and Actions. The table contains four rows of service data. On the left side, there are several filter dropdowns: Category, Donor, Organization, Accessibility, Intake Criteria, Referral Method, Location Type, Oblast, Raion, Hromada, and Settlement. On the right side, there are buttons for 'Export Services' and 'Add New'. Annotations 1, 2, 3a, and 3b point to specific elements in the interface.

Id	Location	Organization	Category	Actions
1752	R2P/UNHCR Zhytomer Enrollment Center Zhytomyrska Zhytomyrskyi Zhytomyrska UA1804019 Zhytomyr UA1804019001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete
1751	R2P/UNHCR Khmelntsky Enrollment Center Khmelnytska Khmelnytskyi Khmelnytska UA6804047 Khmelnytskyi UA6804047001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete
1750	Осередок БФ 'Голоси дітей' Chernihivska Chernihivskyi Chernihivska UA7410039 Chernihiv UA7410039001	Voices of Children	Protection	View, Duplicate
1749	R2P/UNHCR Vinnytsia Enrollment Center Vinnytska Vinnytskyi Vinnytska UA0502003 Vinnytsia UA0502003001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete

3a Find the service you want to duplicate, by filtering or searching, and click “View”

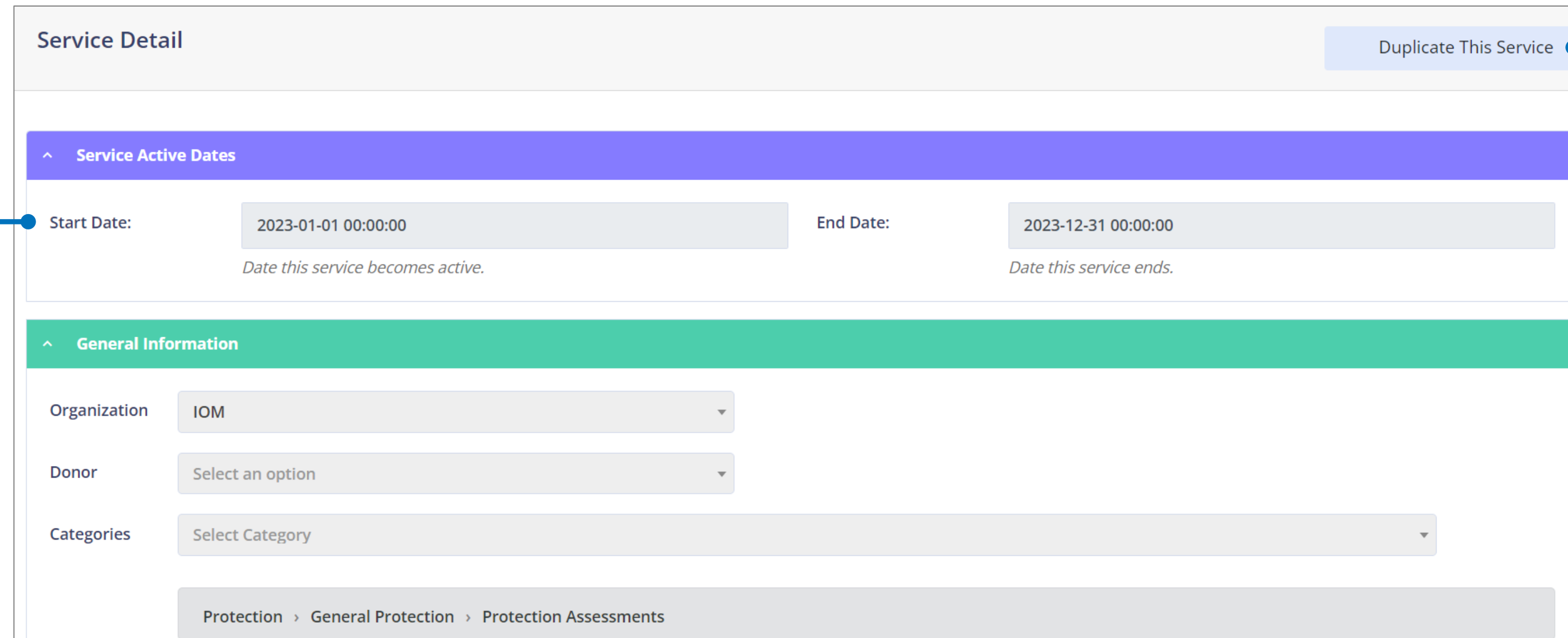
3b If you are sure which service you want to duplicate, you can click “Duplicate” from the list

DUPLICATE SERVICES

5

Adjust Service Details

Make sure to adjust list of **start/end date, services, location, and focal point details** for individual services and for the overall location. Select **“Published”** and click **“Save”** and the duplicated service will appear on the map



The screenshot shows a 'Service Detail' form with the following sections:

- Service Active Dates** (purple header):
 - Start Date: 2023-01-01 00:00:00 (Date this service becomes active.)
 - End Date: 2023-12-31 00:00:00 (Date this service ends.)
- General Information** (green header):
 - Organization: IOM
 - Donor: Select an option
 - Categories: Select Category
- Bottom navigation: Protection > General Protection > Protection Assessments

A 'Duplicate This Service' button is located in the top right corner of the form.

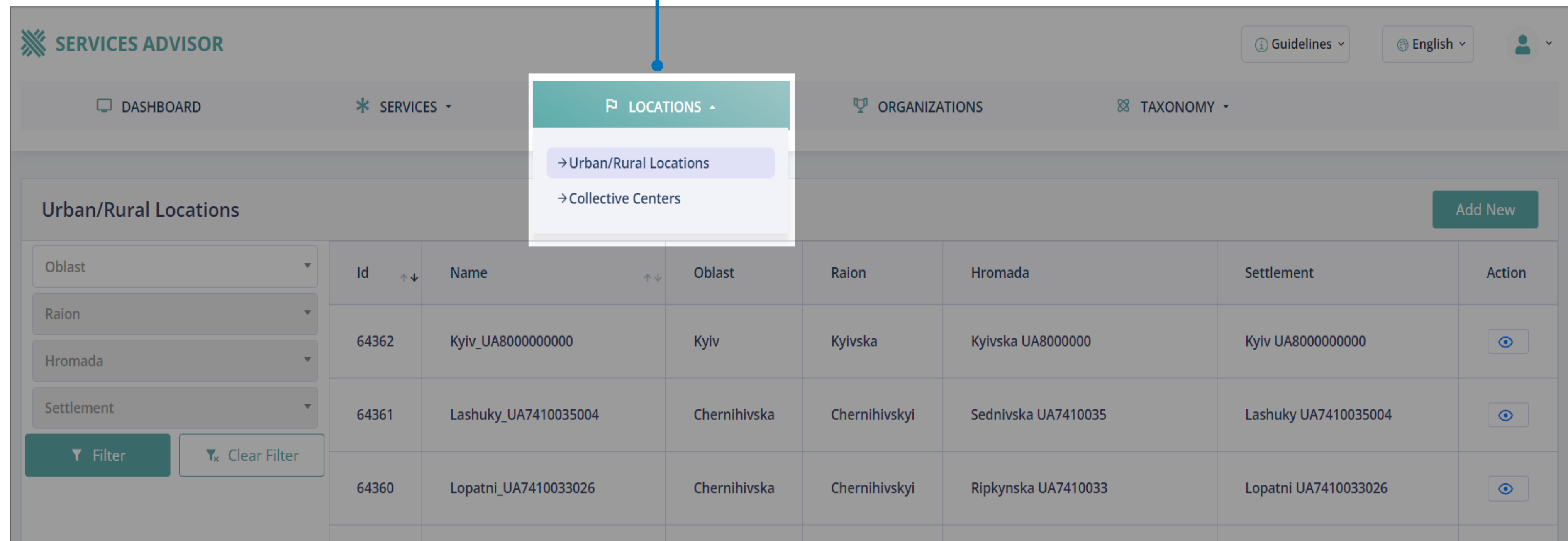
4

In the selected Service Detail screen, click **“Duplicate This Service”** button.

Locations

LOCATIONS LIST

Users can choose between Urban/Rural Locations and Collective Centers to view the full list of locations already added to the system



The screenshot displays the SERVICES ADVISOR interface. The top navigation bar includes 'DASHBOARD', 'SERVICES', 'LOCATIONS', 'ORGANIZATIONS', and 'TAXONOMY'. The 'LOCATIONS' menu is open, showing options for 'Urban/Rural Locations' and 'Collective Centers'. The 'Urban/Rural Locations' section is active, showing a table with columns for 'Oblast', 'Raion', 'Hromada', 'Settlement', and 'Action'. The table contains three rows of data. Below the table are 'Filter' and 'Clear Filter' buttons. An 'Add New' button is located in the top right corner of the table area.

Oblast	Id	Name	Oblast	Raion	Hromada	Settlement	Action
	64362	Kyiv_UA8000000000	Kyiv	Kyivska	Kyivska UA8000000	Kyiv UA8000000000	
	64361	Lashuky_UA7410035004	Chernihivska	Chernihivskyi	Sednivska UA7410035	Lashuky UA7410035004	
	64360	Lopatni_UA7410033026	Chernihivska	Chernihivskyi	Ripkynska UA7410033	Lopatni UA7410033026	

LOCATIONS LIST

Urban/Rural Locations

SERVICES ADVISOR

Guidelines English

DASHBOARD SERVICES LOCATIONS ORGANIZATIONS

Urban/Rural Locations Add New

Name	Name	Oblast	Raion	Hromada	Settlement	Actions
Копичинці, Кейсменеджмент	Ternopil'ska	Chortkiv'skyi	Kopychynetska UA6106025	Kopychyntsi UA6106025001		
Клішковецька сільська рада	Chernivetska	Dnistrov'skyi	Klishkovetska UA7304005	Klishkivtsi UA7304005001		
Кейсменеджмент, Розтоки	Chernivetska	Vyzhnytskyi	Ust-Putyl'ska UA7302017	Roztoky UA7302017009		
Кейсменеджмент, Кременець	Ternopil'ska	Kremenetskyi	Kremenetska UA6102007	Kremenets UA6102007001		

Use the **filter** options to search for locations by Name, Oblast, Raion, Hromada and Settlement

Users can view the full list of locations on the locations page

Full list of Urban/Rural locations of Ukraine can be accessed [HERE](#)

LOCATIONS LIST

Collective Centers

SERVICES ADVISOR

Guidelines English

DASHBOARD SERVICES LOCATIONS ORGANIZATIONS

Collective Centers

Name	Name	Oblast	Raion	Hromada	Settlement	Actions
TOV Pryvat-Kabel'_1 D		Dnipropetrovska	Dniprovskiyi	Dniprovska UA1202001	Dnipro UA1202001001	
sport_center_Izhakovskogo_1		Odeska	Odeskyi	Vyhodianska UA5110009	Paliivka UA5110009010	
sport_center_Ivana Franka_6		Zakarpatska	Uzhhorodskiyi	Uzhhorodska UA2110023	Uzhhorod UA2110023001	
sport_center_Ivana Franka_25		Chernivetska	Cnernivetskyi	Chernivetska UA7306061	Chernivtsi UA7306061001	
sport_center_Ioanna Pavla II_21 a		Chernivetska	Cnernivetskyi	Petrovetska UA7306045	Nyzhni Petrivtsi UA7306045003	

Use the filter options to search for a specific Collective Center

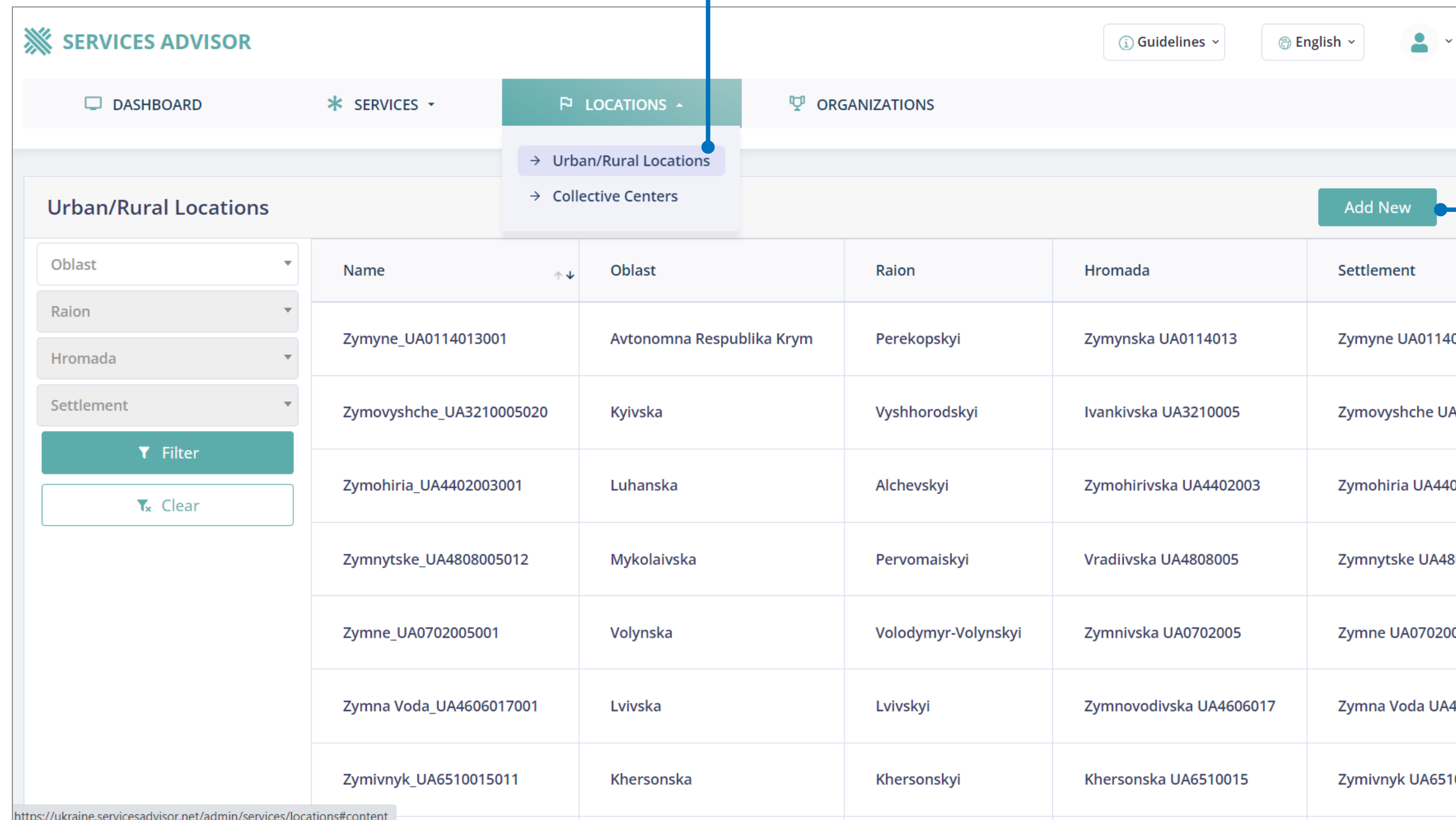
Users can see the complete list of Collective centers on this page
To add new collective center locations, please fill out this [form](#).

Add New Locations

ADD LOCATION

Urban/Rural Locations

Select “Urban/Rural Locations”
from the Locations dropdown



The screenshot shows the SERVICES ADVISOR interface. The top navigation bar includes 'DASHBOARD', 'SERVICES', 'LOCATIONS', and 'ORGANIZATIONS'. The 'LOCATIONS' dropdown menu is open, showing 'Urban/Rural Locations' and 'Collective Centers'. The 'Urban/Rural Locations' page is displayed, featuring a table with columns for Name, Oblast, Raion, Hromada, and Settlement. On the left side, there are filters for Oblast, Raion, Hromada, and Settlement, along with 'Filter' and 'Clear' buttons. An 'Add New' button is located in the top right corner of the page content.

Name	Oblast	Raion	Hromada	Settlement
Zymyne_UA0114013001	Avtonomna Respublika Krym	Perekopskyi	Zymynska UA0114013	Zymyne UA01140
Zymovyshche_UA3210005020	Kyivska	Vyshhorodskyi	Ivankivska UA3210005	Zymovyshche UA
Zymohiria_UA4402003001	Luhanska	Alchevskyi	Zymohirivska UA4402003	Zymohiria UA440
Zymnytske_UA4808005012	Mykolaivska	Pervomaiskyi	Vradiivska UA4808005	Zymnytske UA480
Zymne_UA0702005001	Volynska	Volodymyr-Volynskyi	Zymnivska UA0702005	Zymne UA070200
Zymna Voda_UA4606017001	Lvivska	Lvivskyi	Zymnovodivska UA4606017	Zymna Voda UA4
Zymivnyk_UA6510015011	Khersonska	Khersonskyi	Khersonska UA6510015	Zymivnyk UA6510

Click “Add New” to
add a location

<https://ukraine.servicesadvisor.net/admin/services/locations#content>

ADD LOCATION

Urban/Rural Locations

1 Add Oblast, Raion, Hromada, and Settlement

Oblast:

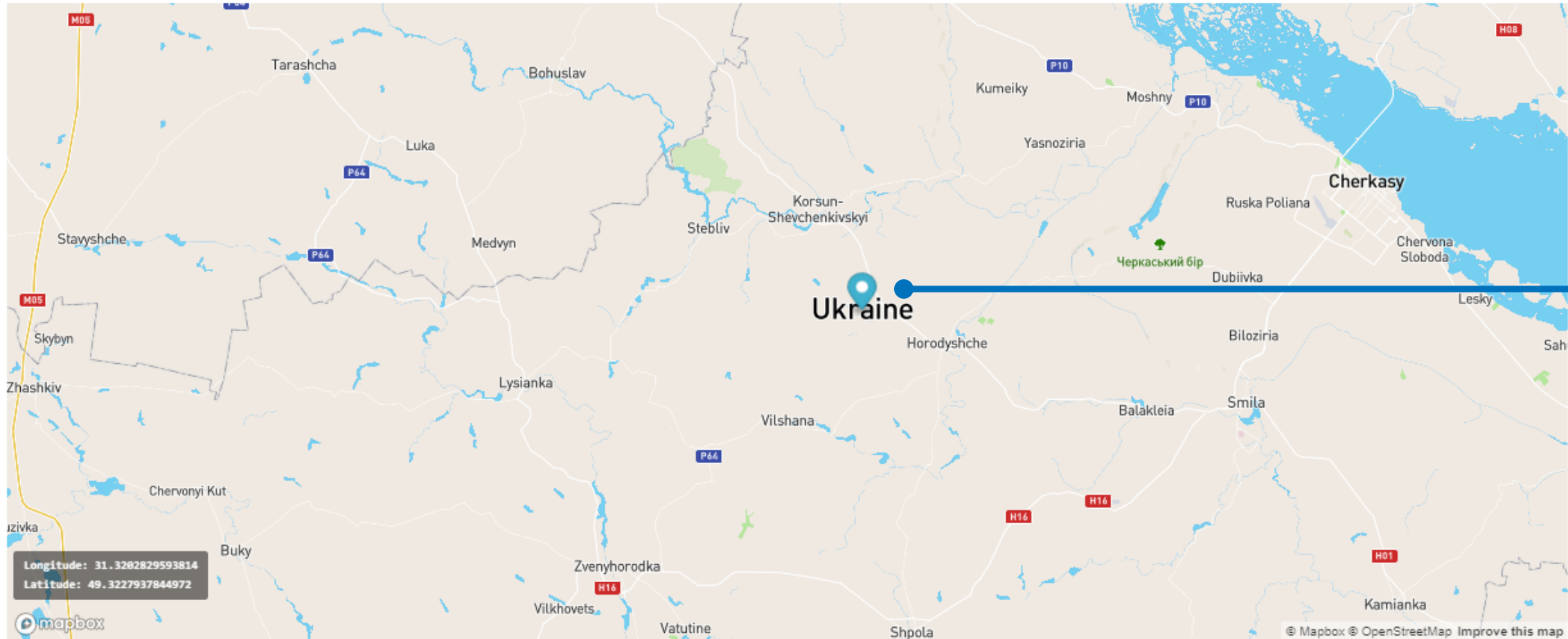
Raion:

Hromada:

Settlement:

Latitude:

Longitude:



English Ukrainian

Title:

Address:

Direction:

2 After adding the settlement, make sure to add the correct GPS coordinates

Users can also move the **pin manually** as an alternative to adding GPS coordinates

3 Add the Title, address, and directions in both languages

4 Add specific address

5 Add specific directions if applicable

6 Add name in both languages. You can click **“Copy to other languages”** to copy the address details to the Ukrainian version. This will ensure the location appears when system is used in Ukrainian.

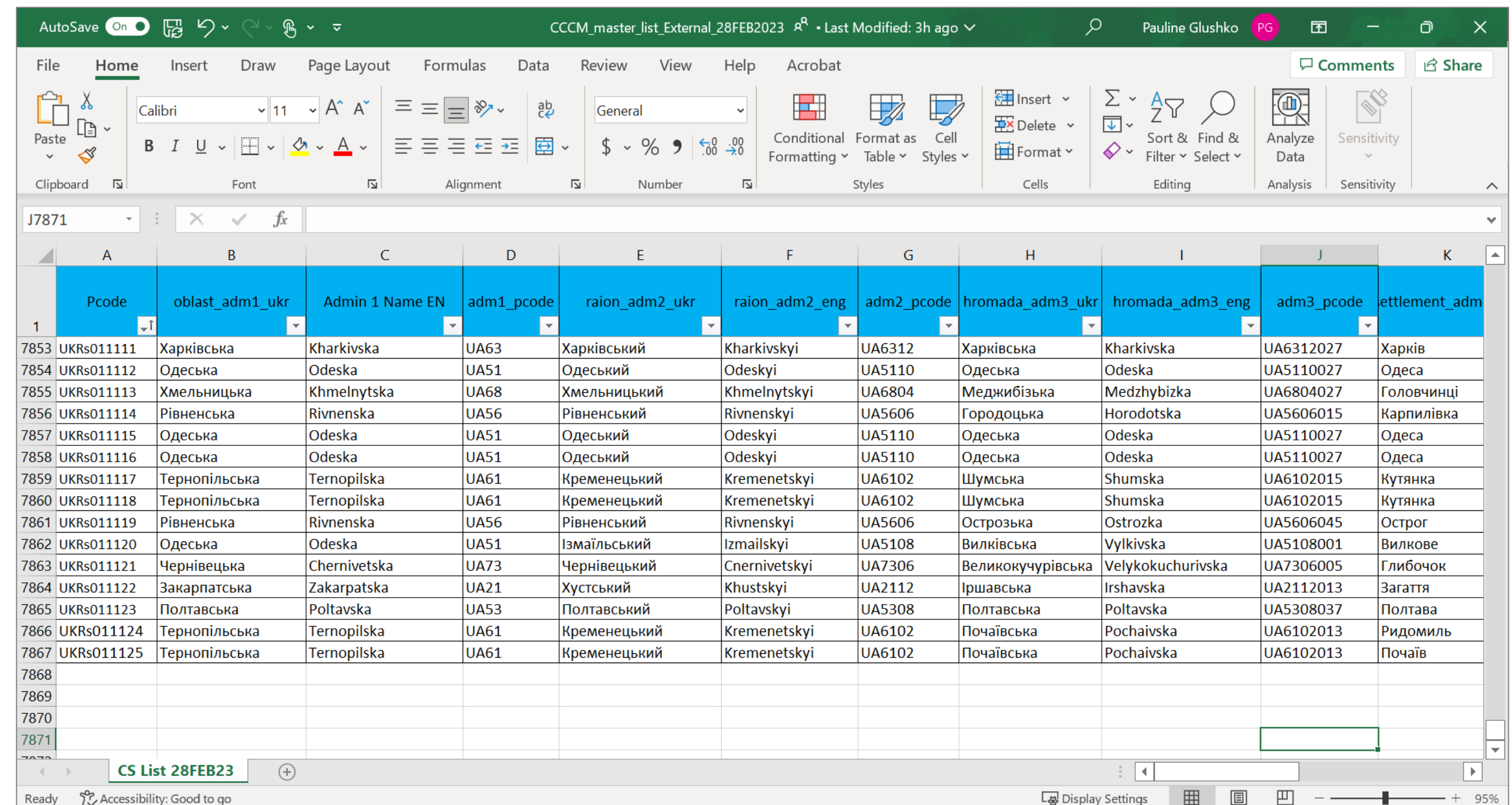
ADD LOCATION

Collective Centers

Collective Centers list is managed and defined by the **CCCM Cluster**; users **will not be able to add a new location to this list**. To add new collective center locations, please fill out this [form](#) or reach out to Focal Points below

Daigo Takagi
Information Management Officer
takagid@unhcr.org

Rustam Saifutdinov
Asst. Information Management Officer
saifutdi@unhcr.org

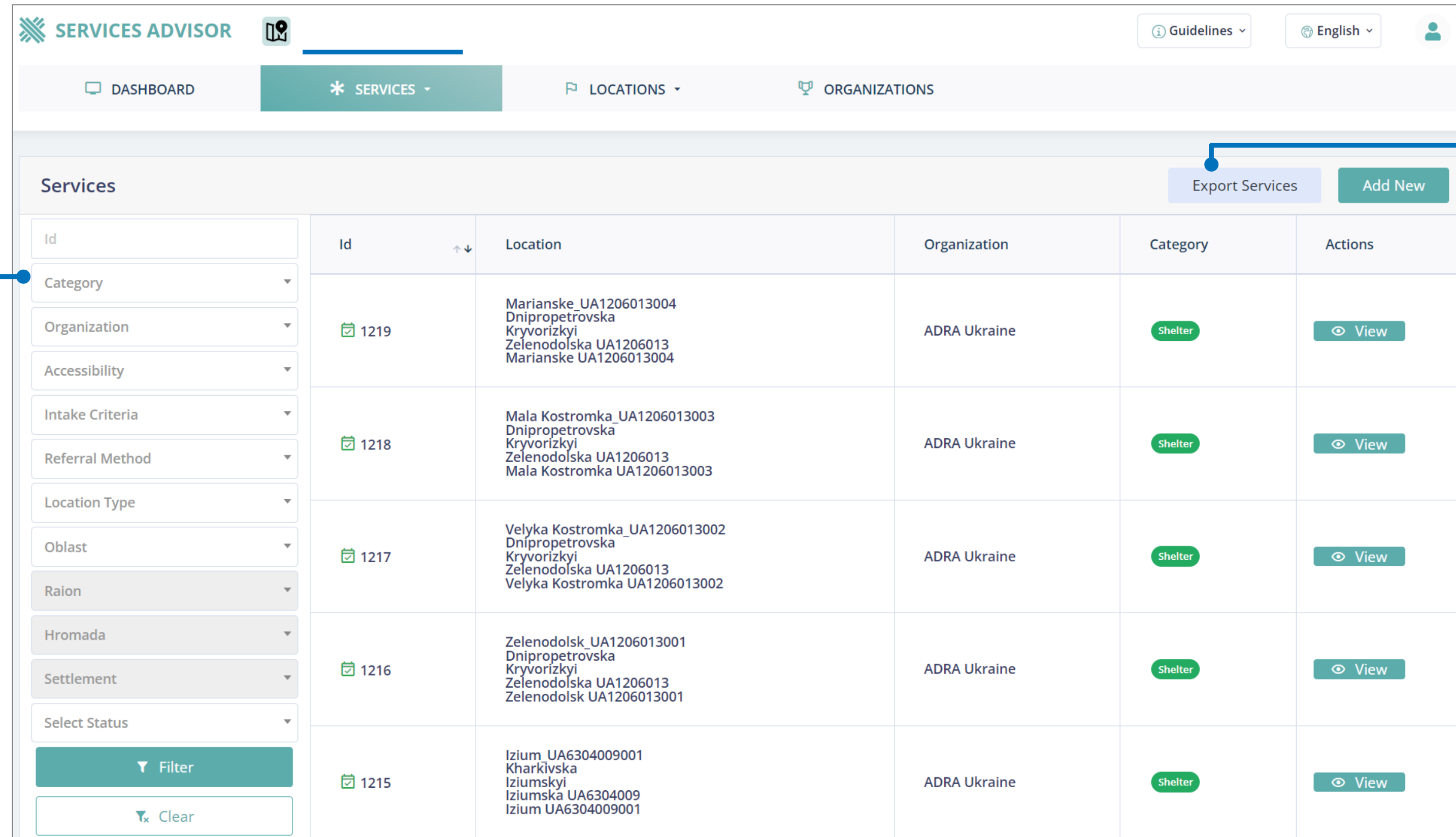


	A	B	C	D	E	F	G	H	I	J	K
	Pcode	oblast_adm1_ukr	Admin 1 Name EN	adm1_pcode	raion_adm2_ukr	raion_adm2_eng	adm2_pcode	hromada_adm3_ukr	hromada_adm3_eng	adm3_pcode	ettlement_adm
7853	UKRs011111	Харківська	Kharkivska	UA63	Харківський	Kharkivskiy	UA6312	Харківська	Kharkivska	UA6312027	Харків
7854	UKRs011112	Одеська	Odeska	UA51	Одеський	Odeskiy	UA5110	Одеська	Odeska	UA5110027	Одеса
7855	UKRs011113	Хмельницька	Khmelnyska	UA68	Хмельницький	Khmelnyskiy	UA6804	Меджибізька	Medzhibyzka	UA6804027	Головчинці
7856	UKRs011114	Рівненська	Rivnenska	UA56	Рівненський	Rivnenskiy	UA5606	Городоцька	Horodotska	UA5606015	Карпилівка
7857	UKRs011115	Одеська	Odeska	UA51	Одеський	Odeskiy	UA5110	Одеська	Odeska	UA5110027	Одеса
7858	UKRs011116	Одеська	Odeska	UA51	Одеський	Odeskiy	UA5110	Одеська	Odeska	UA5110027	Одеса
7859	UKRs011117	Тернопільська	Ternopilska	UA61	Кременецький	Kremenetskiy	UA6102	Шумська	Shumska	UA6102015	Кутянка
7860	UKRs011118	Тернопільська	Ternopilska	UA61	Кременецький	Kremenetskiy	UA6102	Шумська	Shumska	UA6102015	Кутянка
7861	UKRs011119	Рівненська	Rivnenska	UA56	Рівненський	Rivnenskiy	UA5606	Острозька	Ostrozka	UA5606045	Острог
7862	UKRs011120	Одеська	Odeska	UA51	Ізмаїльський	Izmailskiy	UA5108	Вилківська	Vylkivska	UA5108001	Вилкове
7863	UKRs011121	Чернівецька	Chernivetska	UA73	Чернівецький	Chernivetskiy	UA7306	Великокучурівська	Velykokuchurivska	UA7306005	Глибочок
7864	UKRs011122	Закарпатська	Zakarpatska	UA21	Хустський	Khustskiy	UA2112	Іршавська	Irshavska	UA2112013	Загаття
7865	UKRs011123	Полтавська	Poltavska	UA53	Полтавський	Poltavskiy	UA5308	Полтавська	Poltavska	UA5308037	Полтава
7866	UKRs011124	Тернопільська	Ternopilska	UA61	Кременецький	Kremenetskiy	UA6102	Почаївська	Pochavivska	UA6102013	Ридомиль
7867	UKRs011125	Тернопільська	Ternopilska	UA61	Кременецький	Kremenetskiy	UA6102	Почаївська	Pochavivska	UA6102013	Почаїв
7868											
7869											
7870											
7871											

Export Services

EXPORT SERVICES

1



The screenshot shows the 'SERVICES ADVISOR' interface. At the top, there are navigation tabs: DASHBOARD, SERVICES (selected), LOCATIONS, and ORGANIZATIONS. On the right, there are links for Guidelines, English, and a user profile. The main content area is titled 'Services' and contains a table with columns: Id, Location, Organization, Category, and Actions. The table lists five service entries, each with a 'View' button. To the left of the table is a filter sidebar with various criteria like Category, Organization, Accessibility, Intake Criteria, Referral Method, Location Type, Oblast, Raion, Hromada, Settlement, and Select Status. At the bottom of the filter sidebar are 'Filter' and 'Clear' buttons. An 'Export Services' button is located at the top right of the table area, and an 'Add New' button is next to it.

Id	Location	Organization	Category	Actions
1219	Marianske_UA1206013004 Dnipropetrovska Kryvorizkyi Zelenodolska_UA1206013 Marianske_UA1206013004	ADRA Ukraine	Shelter	View
1218	Mala Kostromka_UA1206013003 Dnipropetrovska Kryvorizkyi Zelenodolska_UA1206013 Mala Kostromka_UA1206013003	ADRA Ukraine	Shelter	View
1217	Velyka Kostromka_UA1206013002 Dnipropetrovska Kryvorizkyi Zelenodolska_UA1206013 Velyka Kostromka_UA1206013002	ADRA Ukraine	Shelter	View
1216	Zelenodolsk_UA1206013001 Dnipropetrovska Kryvorizkyi Zelenodolska_UA1206013 Zelenodolsk_UA1206013001	ADRA Ukraine	Shelter	View
1215	Izium_UA6304009001 Kharkivska Iziumskiyi Iziumska_UA6304009 Izium_UA6304009001	ADRA Ukraine	Shelter	View

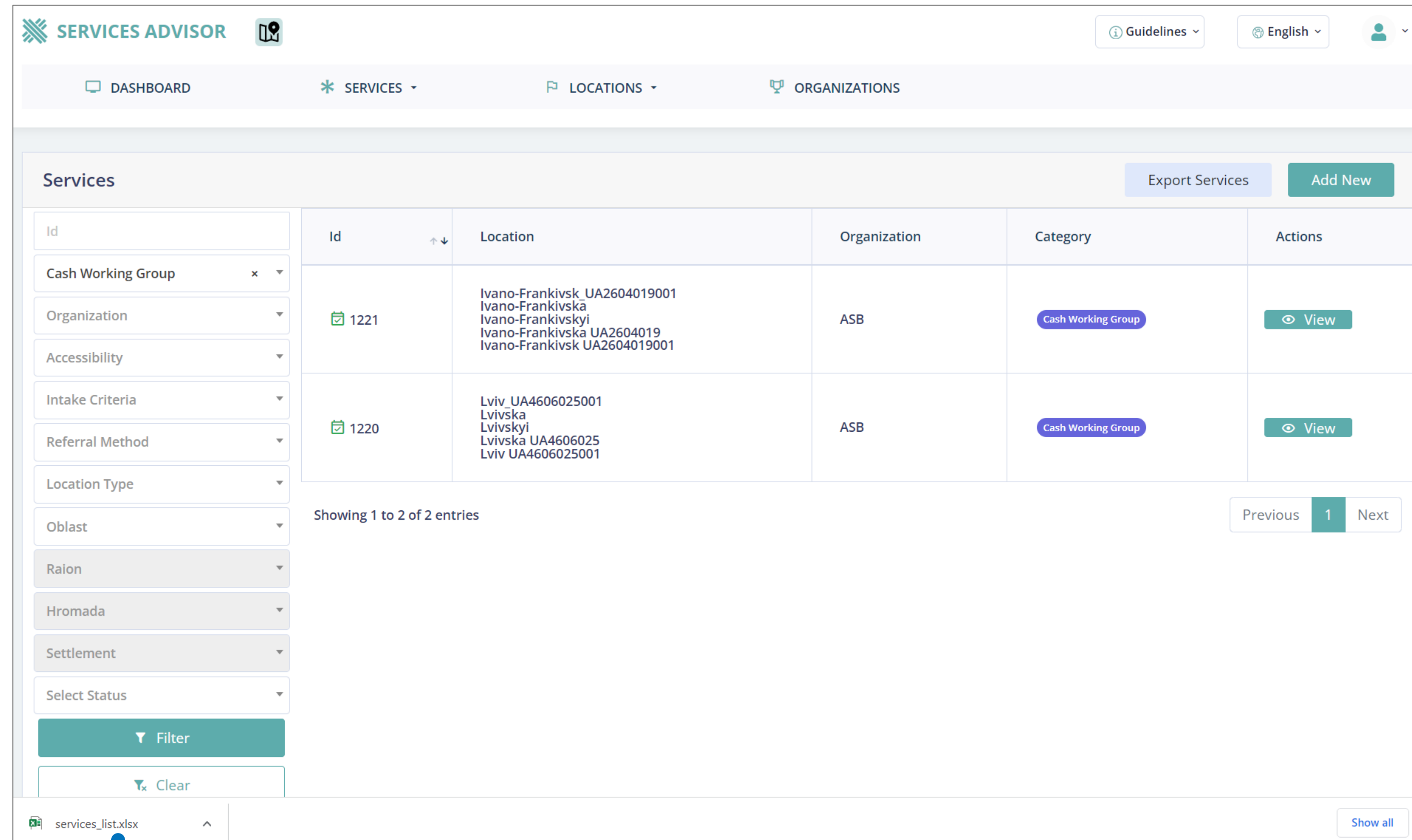
2

From “**Services List**” search or filter for services you want to export. You can filter by any of the criteria/filters you see on the screen.

3

To export the services from the selected filter, click the “**Export Services**” button

EXPORT SERVICES



The screenshot shows the 'SERVICES ADVISOR' interface. At the top, there are navigation tabs: DASHBOARD, SERVICES (selected), LOCATIONS, and ORGANIZATIONS. The main content area is titled 'Services' and contains a table with the following columns: Id, Location, Organization, Category, and Actions. The table lists two entries:

Id	Location	Organization	Category	Actions
1221	Ivano-Frankivsk UA2604019001 Ivano-Frankivska Ivano-Frankivskiy Ivano-Frankivska UA2604019 Ivano-Frankivsk UA2604019001	ASB	Cash Working Group	View
1220	Lviv UA4606025001 Lvivska Lvivskiy Lvivska UA4606025 Lviv UA4606025001	ASB	Cash Working Group	View

Below the table, it says 'Showing 1 to 2 of 2 entries' and 'Previous 1 Next'. On the left side, there are several filter dropdowns: Cash Working Group, Organization, Accessibility, Intake Criteria, Referral Method, Location Type, Oblast, Raion, Hromada, Settlement, and Select Status. A 'Filter' button is below these, and a 'Clear' button is below that. At the bottom left, a download icon is next to the filename 'services_list.xlsx'. At the bottom right, there is a 'Show all' button.

4 The file will automatically download and will be available in your downloads

Refer Services

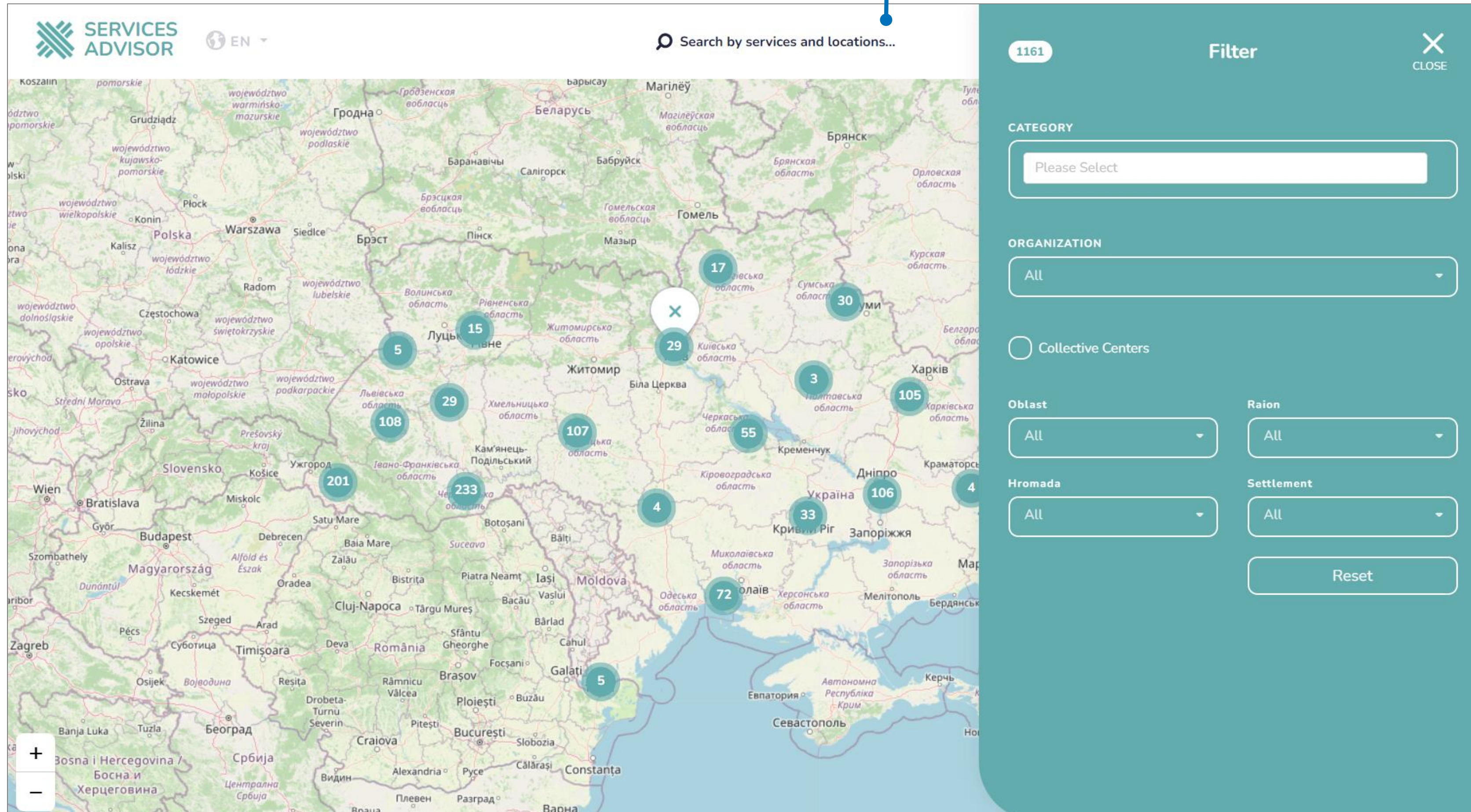
Services Advisor is **NOT** a referral system, it supports referrals between organizations by providing necessary information on services available (service contacts/location focal points). This system **DOES NOT** replace any existing systems in place such as GBV and CP case management referral tools/mechanisms and other clusters specific modalities of referral.

This process requires access to the backend (to request access click [Here](#)), users can search for services in the map/public view or the backend and then access the desired service details to view the contact details.

FINDING CONTACT PERSON AND FOCAL POINT

User Interface / Map View

1 From the user interface/map view, use the filters or the search bar to find the needed service locations



The screenshot displays the 'SERVICES ADVISOR' interface. At the top left is the logo and language selector (EN). A search bar at the top center is labeled 'Search by services and locations...'. The main area is a map of Eastern Europe with numerous green circular markers, each containing a number representing service locations. A filter sidebar is open on the right, showing 1161 total results. The sidebar includes a 'Filter' title, a 'CLOSE' button, and several filter options: 'CATEGORY' (Please Select), 'ORGANIZATION' (All), 'Collective Centers' (radio button), 'Oblast' (All), 'Raion' (All), 'Hromada' (All), 'Settlement' (All), and a 'Reset' button.

Search to find service locations (by location, service name, organization name).

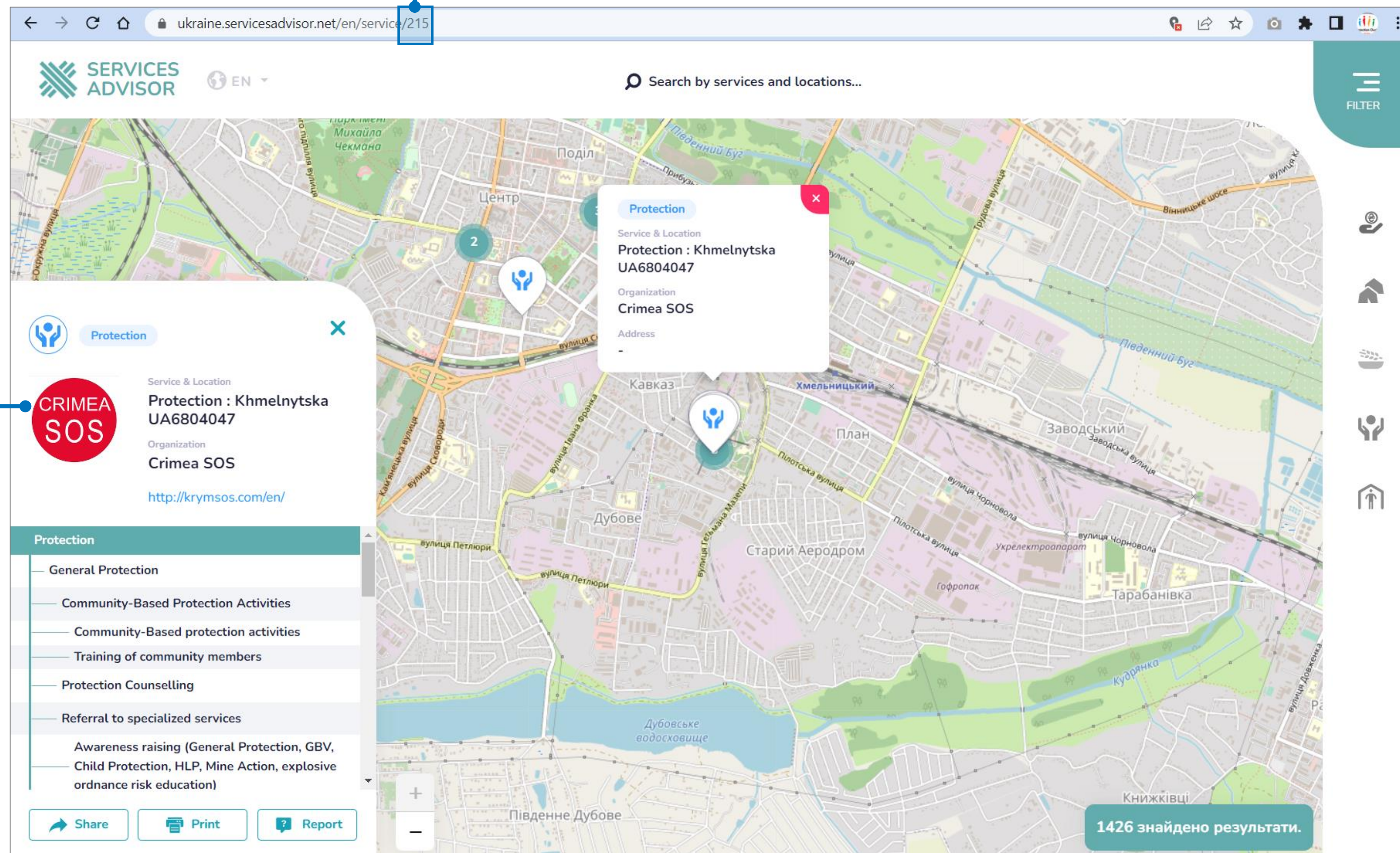
Filter to find service locations by service category, organization name and location (urban/rural and collective centers)

FINDING CONTACT PERSON AND FOCAL POINT

User Interface / Map View

2 Once the desired service location is found, copy the ID number from the URL

Each service has a **unique ID** number that appears in the URL



The screenshot shows the 'SERVICES ADVISOR' web application interface. The browser address bar displays the URL: `ukraine.servicesadvisor.net/en/service/215`. The main map area shows a city street view with a blue location pin. A sidebar on the left displays the details for the selected service:

- Service & Location:** Protection : Khmelnytska UA6804047
- Organization:** Crimea SOS
- Address:** -
- URL:** <http://krymsos.com/en/>

Below the details, a list of service categories is shown under the heading 'Protection':

- General Protection
- Community-Based Protection Activities
- Community-Based protection activities
- Training of community members
- Protection Counselling
- Referral to specialized services
- Awareness raising (General Protection, GBV, Child Protection, HLP, Mine Action, explosive ordnance risk education)

At the bottom of the sidebar, there are buttons for 'Share', 'Print', and 'Report'. A search bar at the top right of the map area shows '1426 знайдено результати.'

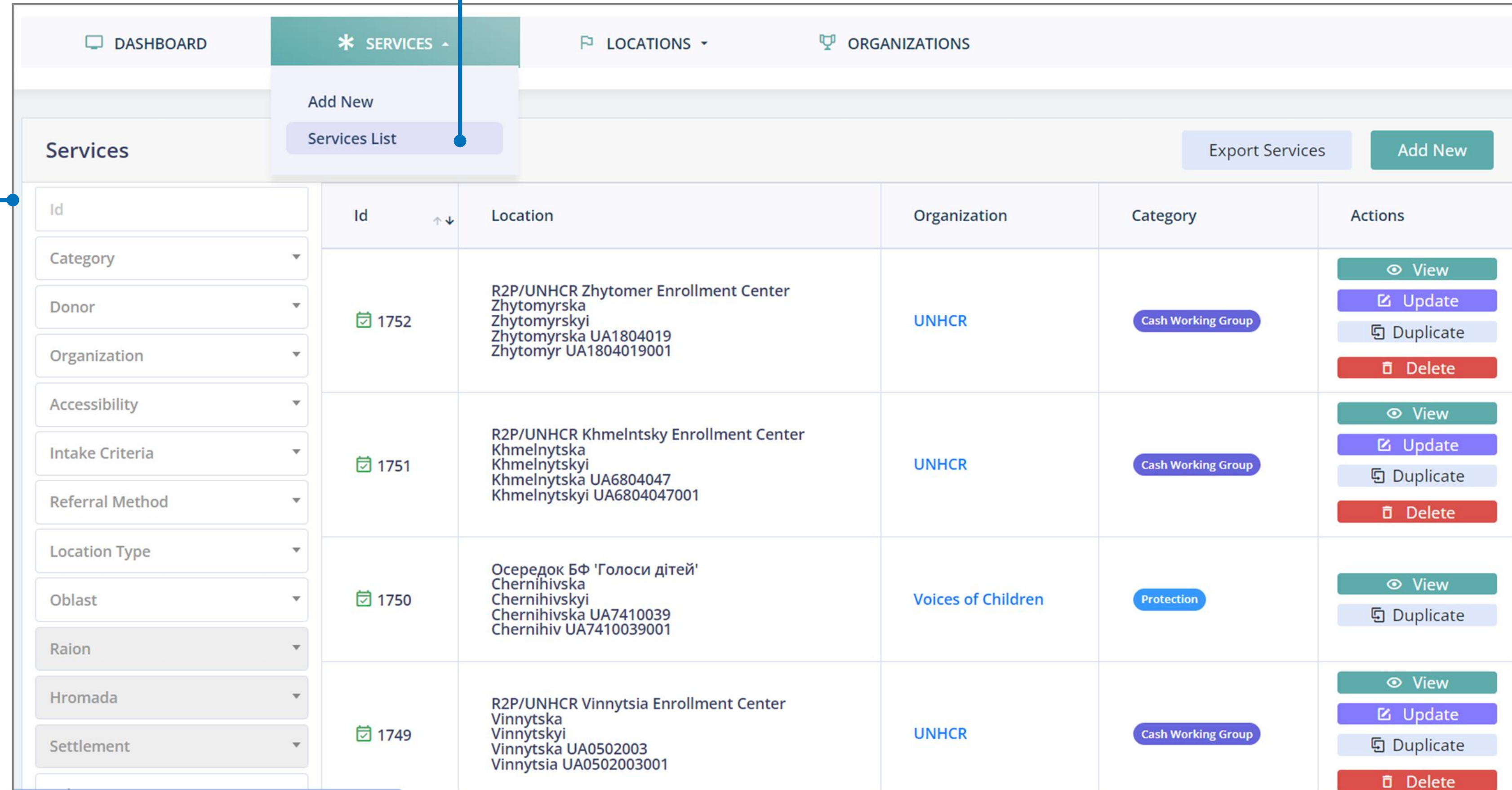
FINDING CONTACT PERSON AND FOCAL POINT

Backend

3 Once logged in to the backend, from the main menu select “Services List”

4

Services List will allow users to view all services in the system (published and unpublished). To find the desired service that were found on the public map, search by “ID” – in this tutorial we are searching for service ID #215 that was found in the [map](#). Alternatively, users can search for the needed services they find on map by organization, location, service category, etc. from any of the available filters.





Id	Location	Organization	Category	Actions
1752	R2P/UNHCR Zhytomer Enrollment Center Zhytomyrska Zhytomyrskyi Zhytomyrska UA1804019 Zhytomyr UA1804019001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete
1751	R2P/UNHCR Khmelntsky Enrollment Center Khmelnytska Khmelnytskyi Khmelnytska UA6804047 Khmelnytskyi UA6804047001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete
1750	Осередок БФ 'Голоси дітей' Chernihivska Chernihivskyi Chernihivska UA7410039 Chernihiv UA7410039001	Voices of Children	Protection	View, Duplicate
1749	R2P/UNHCR Vinnytsia Enrollment Center Vinnytska Vinnytskyi Vinnytska UA0502003 Vinnytsia UA0502003001	UNHCR	Cash Working Group	View, Update, Duplicate, Delete

FINDING CONTACT PERSON AND FOCAL POINT

Backend

5 Search by **Service ID** field to quickly find the service location

SERVICES ADVISOR  Guidelines English 

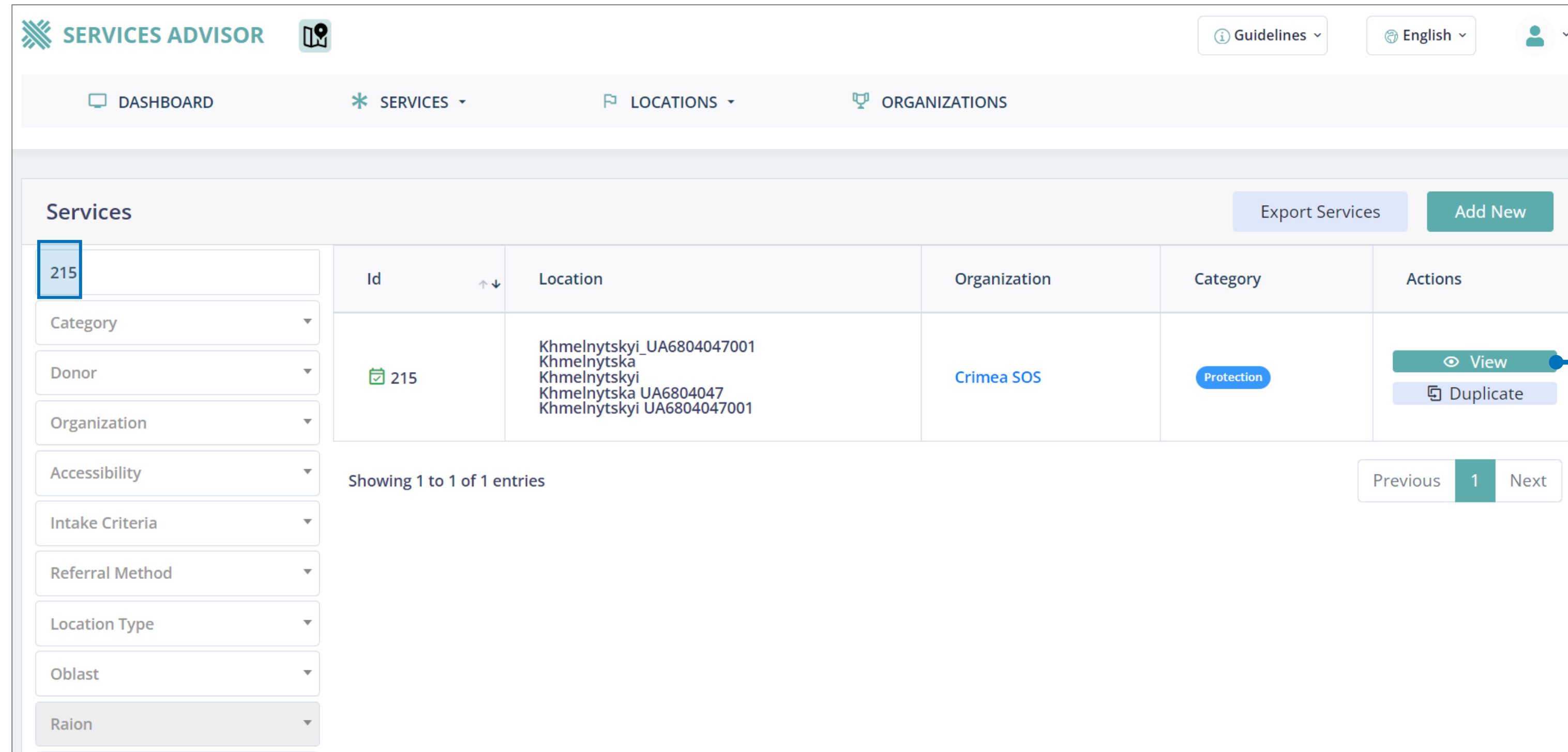
DASHBOARD * SERVICES LOCATIONS ORGANIZATIONS

Services Export Services Add New

Id	Id	Location	Organization	Category	Actions
Category	1781	Zelenianka_UA0502017019 Vinnytska Vinnytskyi Nemyrivska UA0502017 Zelenianka UA0502017019	TGH	Protection	View Duplicate
Donor	1780	ЮрФем Lvivska Lvivskyi Lvivska UA4606025 Lviv UA4606025001	TGH	Protection	View Duplicate
Organization	1779	Zolotonosha_UA7104009001 Cherkaska Zolotoniskyi Zolotoniska UA7104009 Zolotonosha UA7104009001	TGH	Protection	View Duplicate
Accessibility	1778	Zozuli_UA4604007022 Lvivska Zolochivskyi Zolochivska UA4604007 Zozuli UA4604007022	TGH	Protection	View Duplicate
Intake Criteria					
Referral Method					
Location Type					
Oblast					
Raion					
Hromada					
Settlement					

FINDING CONTACT PERSON AND FOCAL POINT

Backend



The screenshot shows the 'SERVICES ADVISOR' backend interface. At the top, there is a navigation bar with 'DASHBOARD', 'SERVICES', 'LOCATIONS', and 'ORGANIZATIONS'. The 'SERVICES' section is active, displaying a table of services. The table has columns for 'Id', 'Location', 'Organization', 'Category', and 'Actions'. A single service with ID 215 is listed, associated with 'Crimea SOS' and 'Protection' category. The 'Actions' column for this service contains 'View' and 'Duplicate' buttons. A blue circle highlights the 'View' button, with a callout box containing the number '6' and the text 'Click "View" button to access service location details and focal point details'. On the left side, there are several filter dropdowns, with '215' selected in the first one. At the bottom right of the table, there are 'Previous', '1', and 'Next' navigation buttons.

Id	Location	Organization	Category	Actions
215	Khmelnytskyi-UA6804047001 Khmelnytska Khmelnytskyi Khmelnytska UA6804047 Khmelnytskyi UA6804047001	Crimea SOS	Protection	View Duplicate

6

Click “**View**” button to access service location details and focal point details

FINDING CONTACT PERSON AND FOCAL POINT

Backend - Contacts



Contacts listed next to each service are responsible for a **specific** service/activity listed in the service location, users can refer cases to these contacts or contact them directly for information.

This information is only available in the backend.

Complaints Mechanism Select All

- Central email for receiving complaints/feedback
- Client feedback survey
- Complaints/feedback collection box in offices/community center
- Donbas SoS Hotline
- GBV hotline
- Hotline (organizational)

Contacts

Category	Contact	
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Community-Based protection activities	Yuliia Volianska	 
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Supporting community centers	Olha Suprun	
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Training of community members	Bahri Akin	

Yuliia Volianska

✉ yuliia.volianska@peopleinneed.net

Select an option ▼ Assign To Selection

Focal Point Contact Detail Add New

Name	Job Title	E-Mail	Phone	Action

7.1

Contacts for specific services

Click on the icon to view contact card with contact name, email, and phone number

FINDING CONTACT PERSON AND FOCAL POINT

Backend – Focal Point

7.2

Focal Points are responsible for the whole location/site regardless of the activity, users can refer cases to these contacts or contact them directly for information.

This information is only available in the backend.

Note: it is mandatory to add at least one focal point contact. The system will not allow you to save the service location without completing this step.

Contacts

<input type="checkbox"/> Category	Contact
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Community-Based protection activities	Yuliia Volianska ✕ 🗨️
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Supporting community centers	Olha Suprun ✕ 🗨️
<input type="checkbox"/> Protection › General Protection › Community-Based Protection Activities › Training of community members	Bahri Akin ✕ 🗨️

Select an option ▼

Assign To Selection

Focal Point Contact Detail Add New

Name	Job Title	E-Mail	app.Phone	Action
Pauline Glushko	IMO	glushko@unhcr.org	+38099061235	✎ 🗑️

Services Advisor Technical Support

For technical support please contact:

Pauline Glushko

glushko@unhcr.org

Skype: pauline_ua

Ghassan Shehadeh

shehadeq@unhcr.org

Skype: ghassan87