Iraq National Protection Cluster

Services Advisor Platform

Instructions on how to use Service Advisor for referrals
What is Services Advisor:

• An online web platform for Cluster Coordinators and protection service providers (service mapping tool)

• Provides up-to-date information about availability of humanitarian assistance/protection services in precise locations in Iraq

• Services Advisor is available in English, Arabic and Kurdish

• For now, Service Advisor will only include National Protection Cluster services (GP, GBV, CP, HLP, MA).
Advantages of Services Advisor:

• Comprehensive service mapping tool that covers National Protection Cluster/sub-clusters

• Organizations are able to visualize their services on an interactive map

• Services Advisor support the referrals among humanitarian protection partners

• Services Advisor is user friendly and provides the ability to add many services in one location

• Partners are able to add many details/information about their services

• Add details about the service that are not available usually in the 4Ws

• Services are uploaded **one** time only on the Services Advisor Platform
  • However, partners will be requested to revise/update their services every **6 months** and/or every time there are changes in programming/services offered by their organisation
How does it work:

• Link to Services Advisor:
  • https://iraq.servicesadvisor.org/#/

• Users of Services Advisor can filter by:
  • category of service (such as GBV, CP, GP, HLP and Mine Action services),
  • location,
  • service provider and,
  • eligibility/referral criteria.
MAIN FEATURES

- Search by category and organization
- Find services that do not require referral
- Desktop and mobile web app version
- Language localization
- List view and zoomable map view of services info
- Find the service provider closest to you
- Analytics to see most accessed services
- Easily create and download reports
Frontend (interactive map) is accessible publicly.

There are 5 main components of the system frontend:

1. The interactive map section
2. The category (sector) section
3. The region (governorate) section
4. The Organization
5. The filter section
Frontend (interactive map) is accessible publicly

The tool will indicate the user's current location.

The tool allows you to filter on the available required services (based on a pre-defined taxonomy of services, location or by organization).

Based on the selected filter, the tool will show the list of service locations close to your location.
Frontend (interactive map) is accessible publicly

Filter by **location:**

- you can filter by camp and non-camp service locations
- When you click a location, the map will automatically zoom in the services available in that area
Frontend (interactive map) is accessible publicly

Filter by organization:

you can filter by the organization and see what services are provided

When you select an organization, the map will automatically zoom in the services available in that area.

In this example – legal clinic network was selected
Frontend (interactive map) is accessible publicly

When a service is selected based on the filters, the system will zoom in the service available on the map (e.g., “GBV awareness raising” activity).

The tool will list all the services on the right side of the screen; you will be able to scroll down or zoom in through the map to see more information about the service.
Frontend (interactive map) is accessible publicly

When you click on one of the services, the tool will show more details on the service (e.g., we selected IID organization that provides GBV Awareness Raising activities).

You can switch to Arabic or Kurdish from here.
Frontend (interactive map) is accessible publicly - Arabic view of the service

If you decide to refer cases to this service provider, you can find the focal point details in the back end of the system.

To login to the back end
https://admin-iraq.servicesadvisor.org/

*please contact shehadeg@unhcr.org
How to login to Service Advisor – Back end

- Admin features and referrals options can be found in the “back end” of Service Advisor system
  - Users need to have access to it;
  - In order to request access, please contact shehadeg@unhcr.org

- **Back end - https://admin-iraq.servicesadvisor.org/**
  - Click “login here”
  - Login with your password
  - If you forgot your password, click “request new password” and then add the email address you registered with the first time
  - You will receive an email with the link on how to change your password; click the link and then add your new password

*Please see upcoming slides on how to access the “back end” of Service Advisor*
Enter the Username and Password you received to login to Service Advisor.

If you forgot the password, you can request a new one here.
You can also choose the language from here (Kurdish, Arabic or English)

You can navigate among four pages within the user page:

- Services (Data entry page and referrals)
- My account/User page
- Organization page
- Log out from Service Advisor
You can search by service title, location, organization, population group.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Services Provided</th>
<th>Accessibility</th>
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<td>Choose some options</td>
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<th>Coverage</th>
<th>Location</th>
<th>Population Group</th>
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<td>Choose some options</td>
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<th>In-Take Criteria</th>
<th>Partner Type</th>
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<td>Choose some options</td>
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- Exclude Expired Service Locations
- Show Only Expired Service Locations
Services Page (for data entry and referrals)

You can search by service title, location, organization, population group.

In this example we will filter by the organization “IID”. The tool will show all IID services – click the service based on location.
Once you click on the desired service, the tool will show you all the details, including the focal point details (which are not available on the public view); in this way you will be able to refer the case based on the listed service requirements.
For technical support please contact:

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Thank you

National Protection Cluster Team