

Get-Support User Guide

Welcome to Get-Support, a user-friendly, browser-based tool to get assistance or assist those in need.

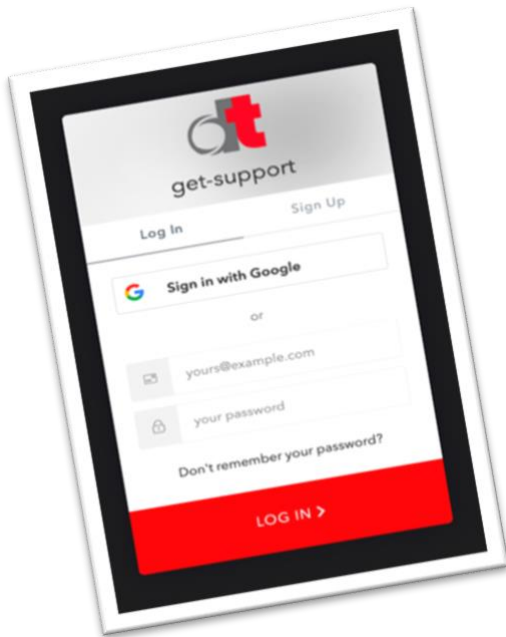
Throughout the evolving COVID-19 pandemic, people everywhere are finding themselves increasingly isolated, coping with health concerns, school closures, economic shocks and a host of other disruptions. The scope of this challenge requires groups to come together in new ways to support each other, increasing support networks far beyond existing pools of friends and family.

The Get-Support website is designed to do just this, matching those in need with those willing to help within groups such as churches, temples, and mosques, and other community organizations. Individuals can request both goods and services through Get-Support, from the delivery of daily living requirements such as groceries and toiletries, to assistance with services such as yard work, childcare, or even just to reach out for a compassionate call.

Note: *While the Get-Support platform can be used to request and support a variety of needs, please refrain from requesting assistance that lists specific medicines or medical equipment that might be considered sensitive medical information. Donors and recipients can coordinate information of this nature directly between both parties. For questions on how best to coordinate sensitive requests, please contact your organization leader directly.*

How to Create a Get-Support Account:

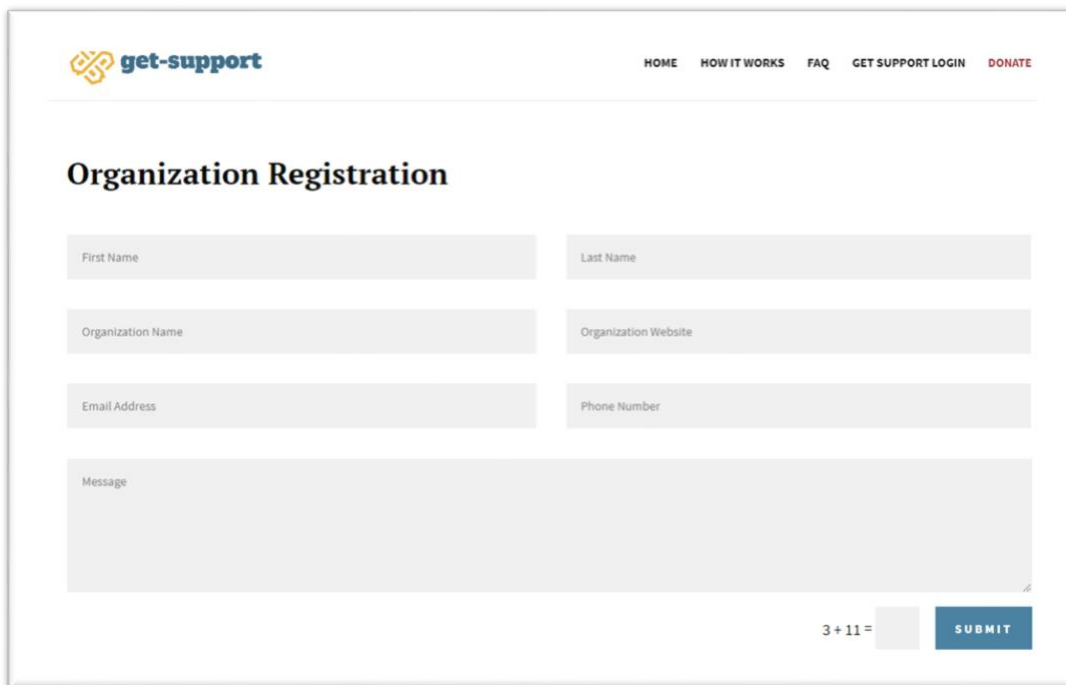
- 1) On your web browser, go to Get-Support.US
- 2) Click on the Get-Support Login button
- 3) Sign up for a user account using your email and a password or via the other available choices.




When signing in for the first time you will need to enter your name and provide an Organization Key to complete your registration.

This key will be provided by your organization and will limit your access to only those individuals in your group. When you receive the organization key, place the key in the appropriate form field and click the “Finalize Registration” button.

Leaders can register their organizations on the Get-Support.us site:

A screenshot of the 'Organization Registration' form on the Get-Support.us website. The page header includes the get-support logo and navigation links: HOME, HOW IT WORKS, FAQ, GET SUPPORT LOGIN, and DONATE. The form title is 'Organization Registration'. It contains several input fields: 'First Name', 'Last Name', 'Organization Name', 'Organization Website', 'Email Address', and 'Phone Number'. There is also a large 'Message' text area. At the bottom right, there is a CAPTCHA question '3 + 11 =' and a blue 'SUBMIT' button.

When an organization registers for an account they will receive a separate Leader Key allowing them to administer requests across their organization. Leaders will need to enter both the Organization Key and the Leader Key at the same time to finalize registration.

 **get-support** [SIGN OUT](#)

Finalize Your Registration:

Full Name
Enter your name.

Organization Key
Enter the Organization Key that was provided to you.

Leader Key
Enter your leader key. If you were not provided a leader key, leave this blank.


I consent to the [Terms of Service](#).

Subscribe me to the World Hope International newsletter.


FINALIZE REGISTRATION


To Create a Request

- 1) Click “Request Form” on the upper left-hand side of your browser window.

 **get-support** [SIGN OUT](#)


Eastside Church - 14520 100th Ave. NE, Bothell, WA 98011

REQUEST FORM 

Request Alerts for Donors
Do you want to receive immediate alerts for new requests, or have them summarized into daily or tri-daily emails? You will still receive emails about your requests and donations.
No Email Summaries 

Notify me immediately for any urgent requests:

• [Click Here for Request Table Instructions:](#)

Show 10  entries Search:

Request	Priority	Note	Name	Contact Info	Status	Address	Submitted
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	John Smith	202 555 1234 johnsmith2020@yahoo.com	Awaiting Review	500 Anywhere Ave, Alexandria, VA 22314	2020-03-21 18:59:59

Showing 1 to 1 of 1 entries Previous Next

2) Fill out the form provided. Please be as complete and accurate as possible to best facilitate potential donor decision making. For each request provide:

- The specific request for goods or services
- Your full name
- Your phone number, email, and best contact information for your organization and donors to reach you
- The full address where you are requesting goods or services to be delivered

Request Form:

Request Information

Enter your request for goods or services here. Please be as thorough as possible. You may edit your request after submission, but if it has been approved and you edit your request, it will need approval again before it is available for donors to see.

Cleaning supplies such as bleach, sponges, and window cleaner

Your Full Name

Full name is required for third-party delivery services. It will only be revealed to donors when they state their intention to fulfill your request.

John Appleseed

Contact Information

Please provide phone number or email address. Contact information for donors will only be revealed to them when they state their intention to fulfill your request.

202-838-3176
john.appleseed@gmail.com

Notes

Optional notes to send to donors, separate from request or contact info

I live in an apartment. You need to walk in the backyard to get to the door. Please open the gate, it is unlocked.

Priority High

Street Address

Your address will only be revealed to a donor after they declare their intention to fulfill your request.

500 High Street

City

Washington

State

DC

Zip Code

20024

3) Please use the “Notes” field to provide any additional information that donors may require to your request. Notes can include specific

instructions for how donors should deliver items, whether the request is sensitive and requires further direct communication, or other items.

- 4) Once all information has been entered click the “Submit Request” button at the bottom of the page.

Note: There are not separate requestor and donor accounts.

On your requests page you will see the active status of your request, as well as the active approved requests of others in the group. This allows all group members to both support others as desired and able, while also requesting help for themselves.

Note: At any time before a donor accepts your request, you may withdraw the request by clicking the “Withdrawn” selection in the “Status” table cell. Group members will no longer be able to see the request once a request has been withdrawn.

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Request	Priority	Note	Name	Contact Info	Status	Address	Submitted
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	John Smith	202 555 1234 johnsmith2020@yahoo.com	<input checked="" type="checkbox"/> Awaiting Review <input type="checkbox"/> Withdrawn	500 Anywhere VA 22314	03-21 59

Showing 1 to 1 of 1 entries Previous 1 Next

Leaders must Approve and Accept Requests before Donations can be Made

- 5) Once a member request has been submitted, the designated group leader must submit the request as “Accepted” or “Rejected” using the Status drop

down menu. Only after a group leader approves a request for fulfillment will other members of the group be able to see specific requests with their associated notes, town, and zip code.

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Immediate



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Show 10 entries Search:

Request	Priority	Note	Name	Contact Info	Status	Address	Submitted
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	*	*	<div style="border: 1px solid gray; padding: 2px;"> <input checked="" type="checkbox"/> Awaiting Review <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected <input type="checkbox"/> In Progress <input type="checkbox"/> Delivered <input type="checkbox"/> Received <input type="checkbox"/> Withdrawn </div>		10-03-21 15:59:59

Showing 1 to 1 of 1 entries Previous Next

Provided by  Powered by 

Accepted Requests can be Seen by all Donors

Any “Accepted” requests by the organization leader will then be made available for review by all registered group members.

- 6) Once a donor decides to support a request, they change the status to “In Progress.” This will then provide the rest of the information fields to the donor that are required to fulfill the request.

Note: At this point the request will no longer be viewable by other members of the group. Once a request is selected to “In Progress”, only the group leader can return it to a lower status.

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REQUEST FORM

Request Alerts for Donors

Do you want to receive immediate alerts for new requests, or have them summarized into daily or tri-daily emails? You will still receive emails about your requests and donations.

No Email Summaries ▾

Notify me immediately for any urgent requests:

▸ [Click Here for Request Table Instructions:](#)

Show **10** ▾ entries Search:

Request ▾	Priority ▾	Note ▾	Name ▾	Contact Info ▾	Status ▾	Address ▾	Submitted ▾
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	*	*	<div style="display: flex; gap: 5px;"> ✓ Accepted In Progress </div>		2020-03-21 12:59

Showing 1 to 1 of 1 entries Previous **1** Next

7) The requester will be sent an email that a donor has agreed to complete the request, along with the donor’s contact information. This information will also be made available to the group leader.

Get-Support Request In Progress Inbox x

noreply@app.get-support.us via sendgrid.net 10:51 PM (0 minutes ago) ☆ ↶ ⋮

to me ▾

A request you submitted has been marked In Progress by Kris Meyer (1kmyr1@gmail.com). The request is as follows: Childcare for my 7yo son, Thursday afternoon 3/26, 12-5pm

↶ Reply ➡ Forward

8) Once a donor has fulfilled the request, the donor selects “Delivered” in the request’s Status column.

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No Email Summaries ⌵

Notify me immediately for any urgent requests:

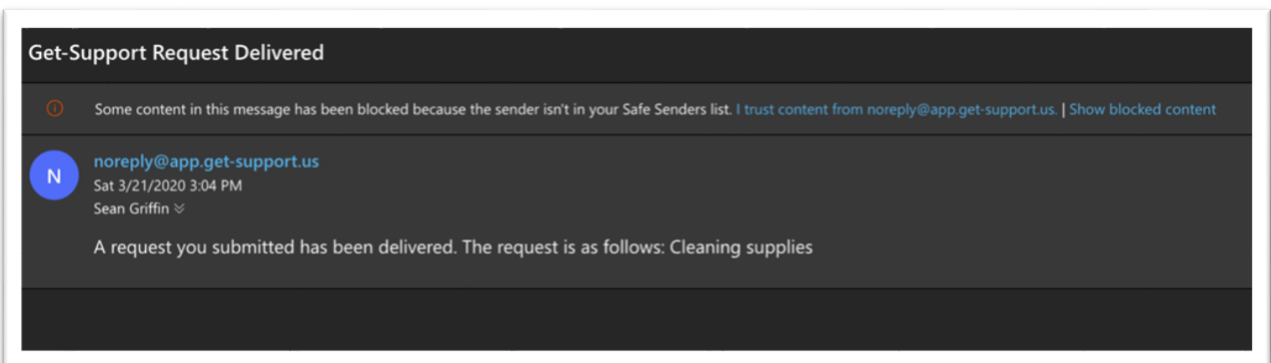
▸ [Click Here for Request Table Instructions:](#)

Show **10** ⌵ entries Search:

Request ⌵	Priority ⌵	Note ⌵	Name ⌵	Contact Info ⌵	Status ⌵	Address ⌵	Submitted ⌵
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	John Smith	202 555 1234 johnsmith2020@yahoo.com	Delivered	500 Anywhere Ave, Alexandria, VA 22314	2020-03-21 18:59:59

Showing 1 to 1 of 1 entries Previous **1** Next

9) The requester will then receive an email that the donor has delivered or fulfilled the request.




10) Once the good or service has been received, the recipient selects “Received” on the status and the request is closed! The donor and the recipient will no longer see the request that was delivered and received.

[Click Here for Request Table Instructions:](#)

Show entries Search:

Request ^	Priority	Note	Name	Contact Info	Status	Address	Submitted
Cleaning supplies	Low	Please ring the door bell above the mailbox on the front porch.	John Smith	202 555 1234 johnsmith2020@yahoo.com	<div style="border: 1px solid blue; padding: 2px; display: inline-block;"> ✓ Delivered Received </div>	500 Anywhere Ave, Alexandria, VA 22314	2020-03-21 18:59:59

Showing 1 to 1 of 1 entries Previous Next

 [SIGN OUT](#)

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REQUEST FORM

Email Digest

Select to get a scheduled email digest of all unfulfilled Requests within your organization.

[Click Here for Request Table Instructions:](#)

Show entries Search:

Request ^	Priority	Note	Name	Contact Info	Status	Address	Submitted
No data available in table							

Showing 0 to 0 of 0 entries Previous Next

Request Alerts for Donors

Group members can select to receive an immediate, once daily, or three-times-a-day email at 6 a.m., 12 p.m., and 6 p.m. (all local time) listing all active unfulfilled requests using the frequency drop-down box under “Request Alerts for Donors” on the request page. Members may also turn off all notifications or add a function to get immediate notifications for any designated **urgent** requests by clicking the box below the drop down.

 **get-support** SIGN OUT

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REQUEST FORM

Request Alerts for Donors

Do you want to receive immediate alerts for new requests, or have them summarized into daily or tri-daily emails? You will still receive emails about your requests and donations.

6AM, 12PM, 6PM
No Email Summaries
Immediate
6AM, 12PM, 6PM
Daily Summary (Noon)

gent requests:

Table Instructions:

Show 10 entries Search:

Request	Priority	Note	Name	Contact Info	Status	Address	Submitted
No data available in table							

Showing 0 to 0 of 0 entries Previous Next

Note: Group leaders will have the ability to change the status of any request at any time.

Additional Help Needed

Technical support for the Get-Support tool will be available 24/7 at the following email address:

support@disastertech.com