

Severe Weather Impacts Monitoring System

SWIMS Org Admin Guide

Interreg
North Sea Region
FRAMES
European Regional Development Fund



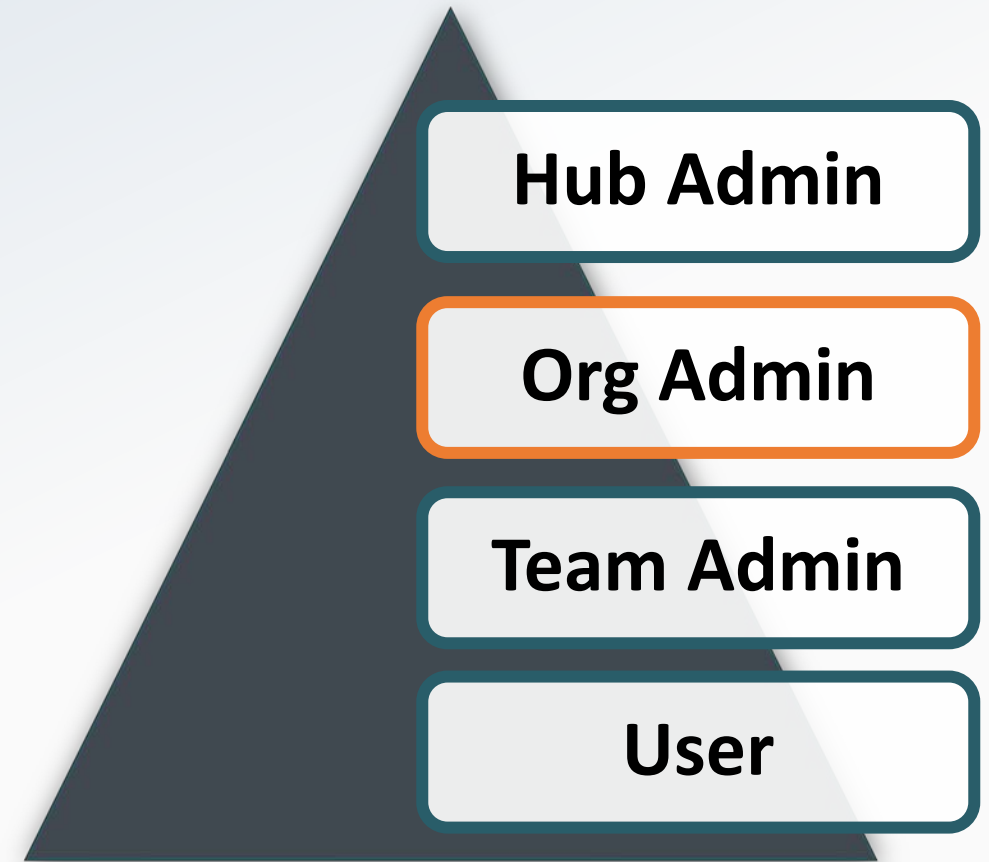
**Kent
County
Council**
kent.gov.uk



What is the user guide and who should use it?

This user guide has been produced for **Org Admins** of SWIMS. It is supplementary guidance **covering additional functions that only Org Admins can perform in SWIMS**, including:

- [Approve a new User](#)
- [Re-send registration confirmation email to new User](#)
- [Change a User's role](#)
- [Create a new Team](#)
- [Change a User's Team](#)
- [Add Key Impact and Key Response Indicators](#)
- [Org Admin Widgets](#)



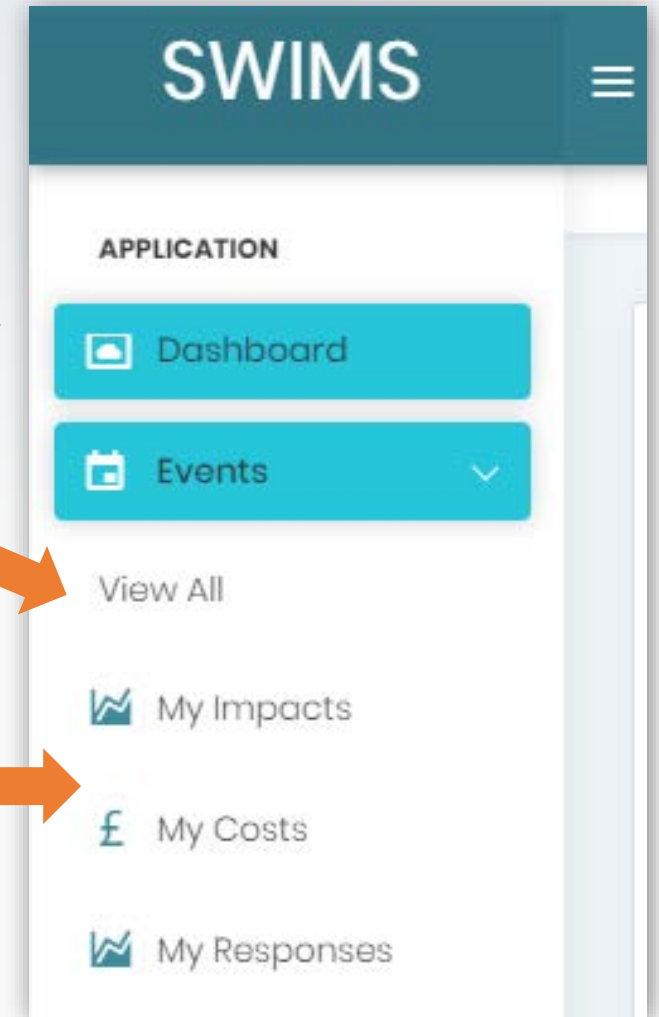
For information on all other functions in SWIMS please see the User Guide

Data you can view as Org Admin

Org Admins can see all the data entered by themselves, and all teams in their organisation on the **dashboard**.

Org Admins can see the total cost per event for costs entered by all teams in their Organisation on the **View All** events page

Org Admins can see all the data entered by themselves, and all teams in their organisation on the **My Impacts, My Costs and My Responses** pages.



Contact Us

SWIMS is a multi regional application. Please contact the administration centre closest to you.



Email us on:


SWIMS@kent.gov.uk




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Approve a New User for your Organisation

Org admins **can approve** registration requests for **all new users** from their Organisation requesting an account. 

Org Admins **MUST approve** registration requests for new **users from their Organisation who are part of a new Team** that isn't already registered on SWIMS. 

Top Tip

A User cannot create a new team when registering. The new team must be set up by the Org Admin first before the new user can register to the team. As per the User Guide Registration section, the new user will contact you with the new team name to be set up during registration process. After they have registered you can then approve their registration.

Top Tip

Team Admins should approve new users for their teams. However, Org Admins can also approve any user registering as part of their organisation in the system if needed.

Org Admins may need to approve new users in teams if:

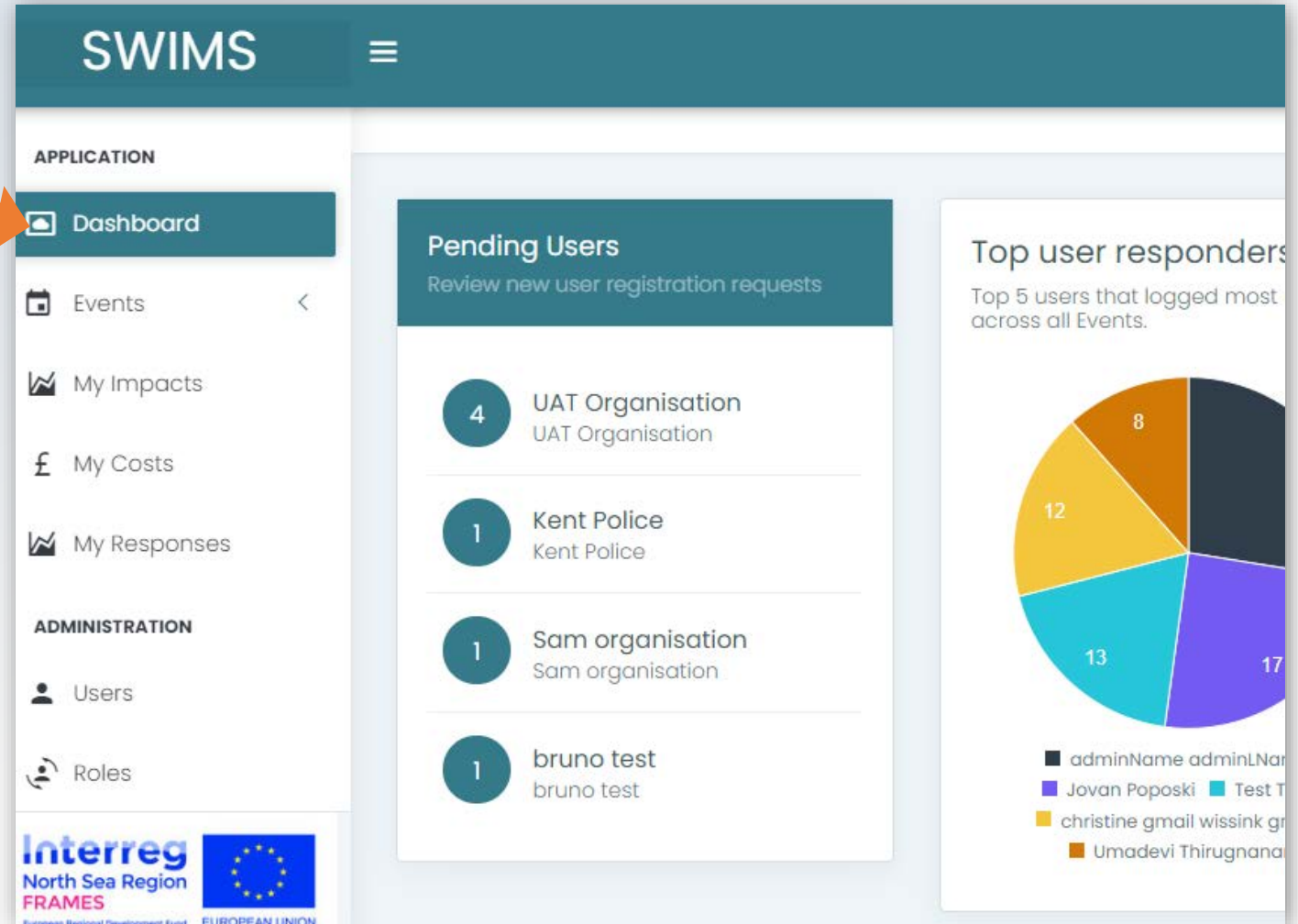
- The Team Admins have not approved the user.
- The User has registered as part of a new team in your organisation.

Approve a New User for your Organisation

You will receive a **notification email** when a new user registers as part of your Organisation.

1

Click the link in the email you receive, log into SWIMS and go to the dashboard using the menu



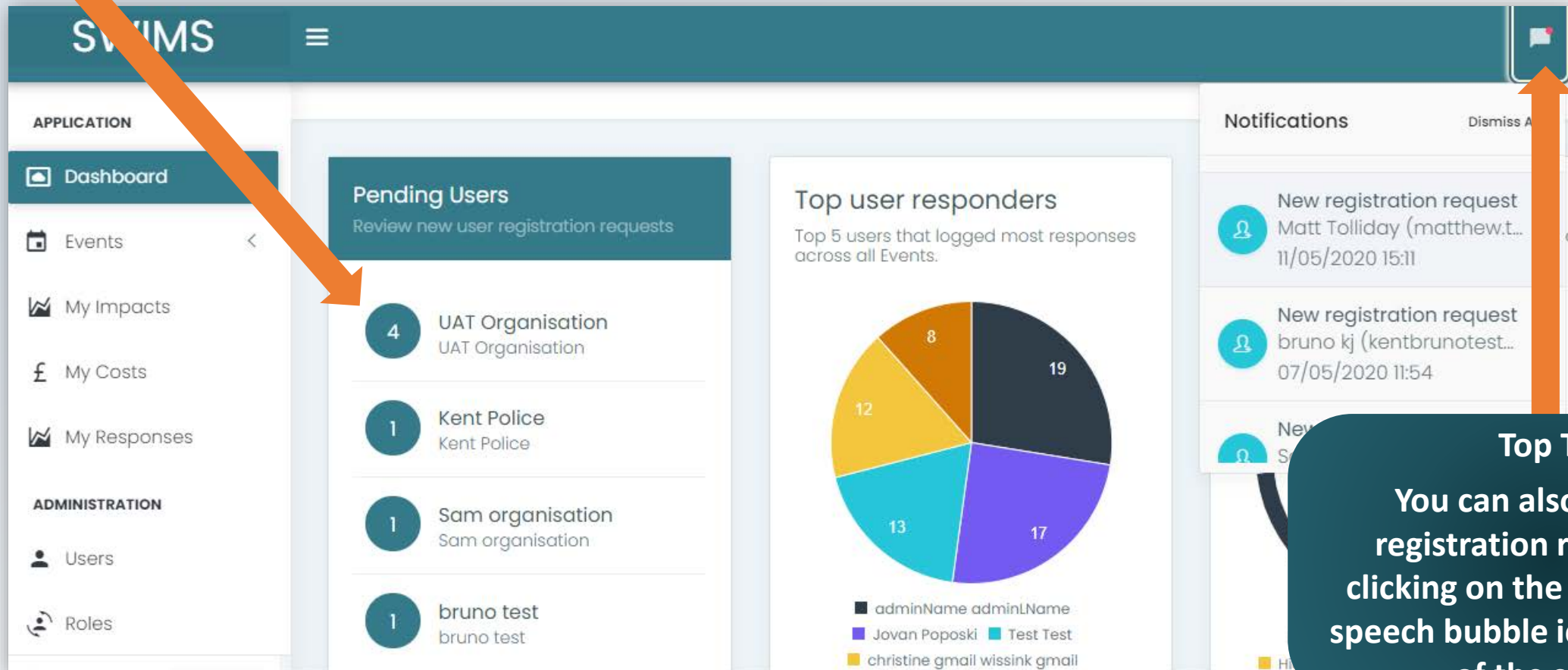
Approve a New User for your Organisation

2

Click on your organisation in the pending user widget to navigate to the User Management page

Top Tip

New users are grouped by Organisation in the pending users widget. In this example there are 4 pending registration requests from users in UAT Organisation



Top Tip

You can also see new registration requests by clicking on the notifications speech bubble icon at the top of the screen

Approve a New User for your Organisation

3

Click on the pencil icon on right of page, for the new user you want approve, to navigate to the 'Edit User' page

Top Tip

New users must confirm their registration by clicking the link in the email they receive when registering before you can approve them

The screenshot shows the SWIMS application interface. The left sidebar contains navigation links for Dashboard, Events, My Impacts, My Costs, My Responses, Users, and Roles. The main content area is titled 'User Management' and includes search filters for Name, Email, Roles, and Organisation. Below the filters are buttons for CSV, Excel, and Print. A table lists users with columns for User Name, Email, LastLogin, Role, Locked, and Status. One user, 'Sam KJ', is listed with a 'Registration Pending' status. An orange arrow points from the instruction text to the pencil icon in the actions column of the 'Sam KJ' row, which is labeled 'Edit user' in a tooltip. The bottom of the page shows pagination controls indicating 'Showing 1 to 1 of 1 entries'.


SWIMS

Dashboard > User Management > Users

User Management
Manage the users within SWIMS.

Search Name Search Email All Roles Registration Status Sam organisation Filter Clear

CSV Excel Print

User Name	Email	LastLogin	Role	Locked	Status	
Sam KJ	saml23kj123@gmail.com		User	Not Locked	Registration Pending	 Edit user

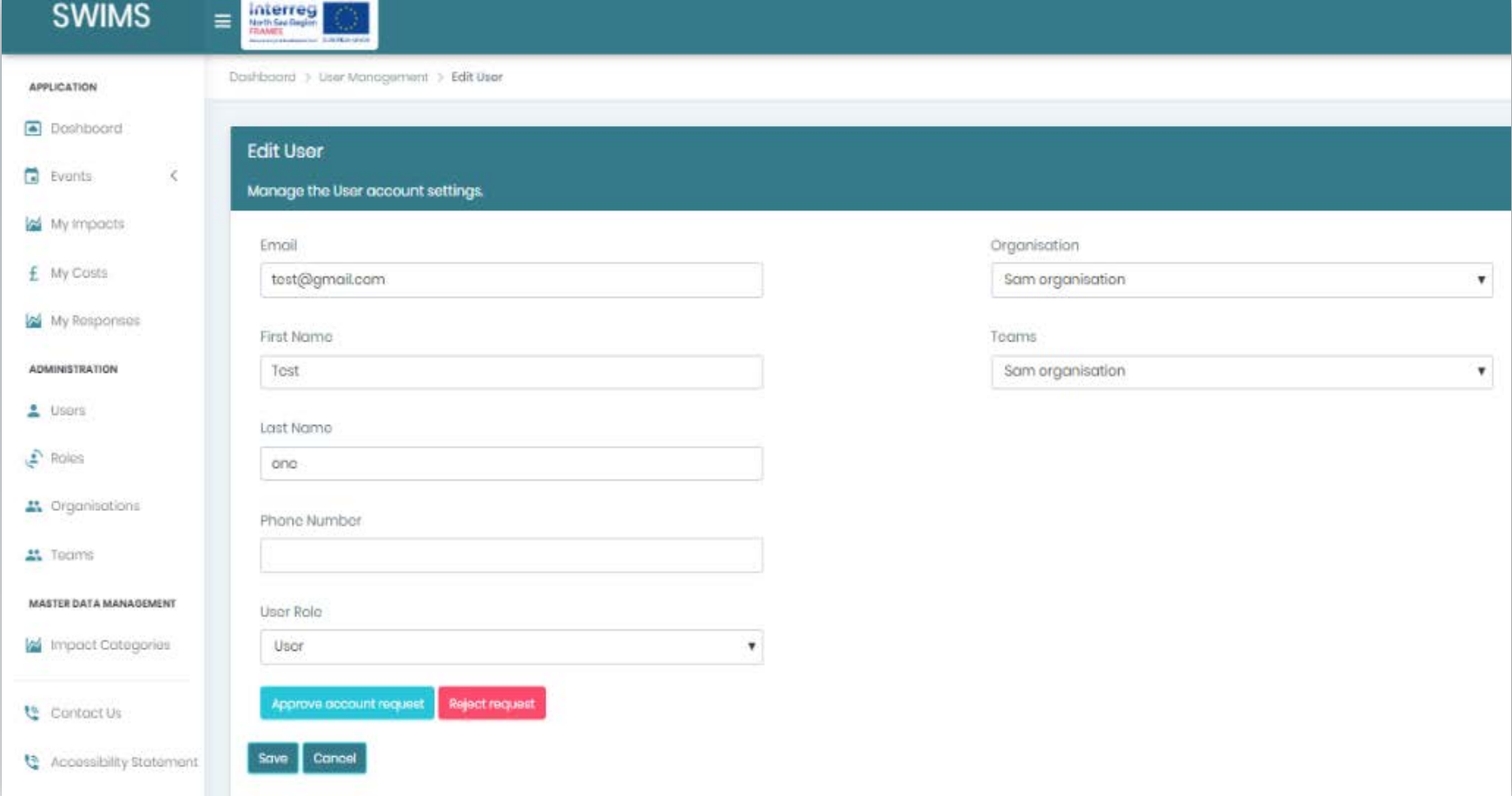
Showing 1 to 1 of 1 entries

Previous 1 Next

Approve a New User for your Organisation

4

Click approve account request



The screenshot displays the 'Edit User' interface within the SWIMS application. The left sidebar contains navigation links under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses), 'ADMINISTRATION' (Users, Roles, Organisations, Teams), and 'MASTER DATA MANAGEMENT' (Impact Categories, Contact Us, Accessibility Statement). The main content area shows the 'Edit User' form with the following fields: Email (test@gmail.com), Organisation (Sam organisation), First Name (Test), Teams (Sam organisation), Last Name (one), Phone Number, and User Role (User). At the bottom, there are three buttons: 'Approve account request' (blue), 'Reject request' (red), and 'Save' (blue) next to a 'Cancel' button.

SWIMS

interreg North East England LEADER

Dashboard > User Management > Edit User

Edit User

Manage the User account settings.

Email: test@gmail.com

Organisation: Sam organisation

First Name: Test

Teams: Sam organisation

Last Name: one

Phone Number:

User Role: User

Approve account request Reject request

Save Cancel

The user will now receive an email notifying them that they can log into SWIMS

Re-send a registration confirmation email to a new user

You cannot approve a user's registration request until the user has confirmed their email address by clicking the link in the email they received upon registering. **You can re-send the email to the user if its been lost or deleted.**

1

Select Users from menu to access the User Management page

The screenshot shows the SWIMS application interface. The left sidebar contains a menu with 'APPLICATION' and 'ADMINISTRATION' sections. Under 'ADMINISTRATION', the 'Users' option is highlighted. The main content area is titled 'User Management' and includes search filters for Name, Email, Roles, and Status (set to 'Unconfirmed'). Below the filters are buttons for 'CSV', 'Excel', and 'Print'. A table lists users, with the first user, Calin Lupoiu, having an 'Unconfirmed Email' status. An orange arrow points from the 'Users' menu item to the 'Unconfirmed Email' status in the table.

Top Tip
Users who have not confirmed their email address will show on the User Management page with the status 'Unconfirmed email'.

User Name	Email	LastLogin	Role	Locked	Status
Calin Lupoiu	lupoiu.calin@gmail.com		User	Not Locked	Unconfirmed Email

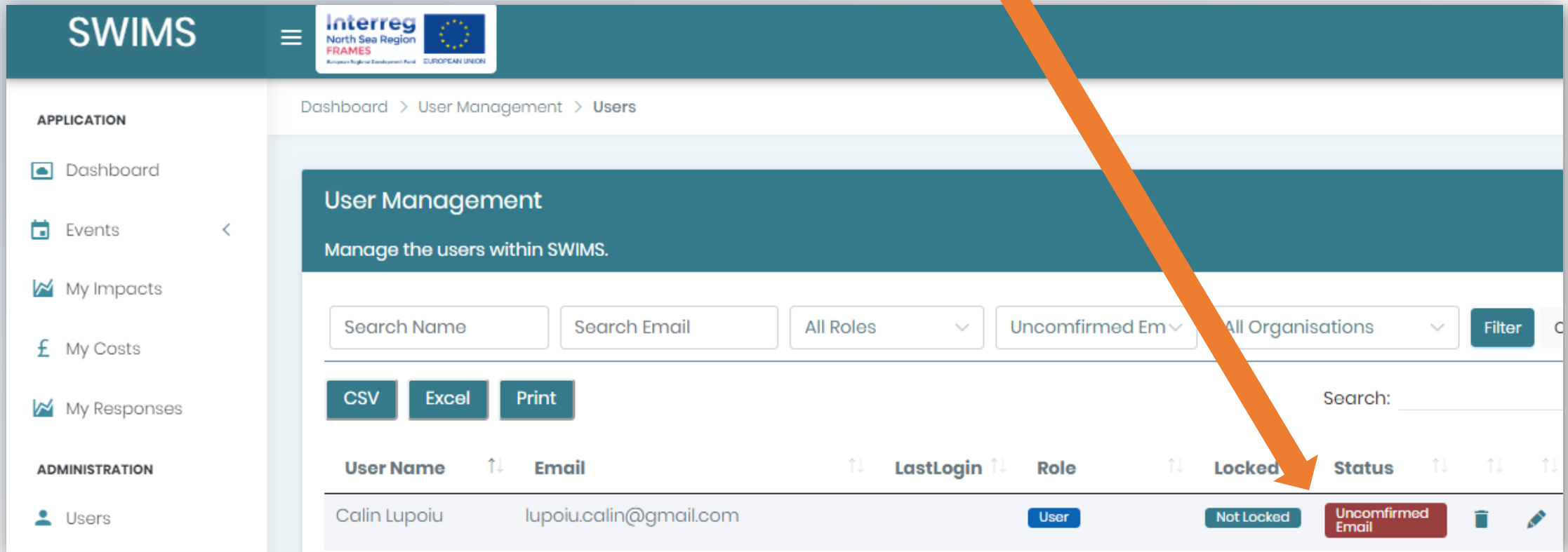
Re-send a registration confirmation email to a new user

2

On the user management page, click on the pencil icon for the user you want to re send the email to, to access the edit user page

Top Tip

Check with users that their registration confirmation email is not in their junk mailbox



The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo and the Interreg North Sea Region FRAMES logo. The left sidebar lists various application and administration options. The main content area is titled 'User Management' and contains a table of users. An orange arrow points from the 'Top Tip' box to the pencil icon in the user management table.

Dashboard > User Management > Users

User Management
Manage the users within SWIMS.

Search Name Search Email All Roles Unconfirmed Em All Organisations Filter

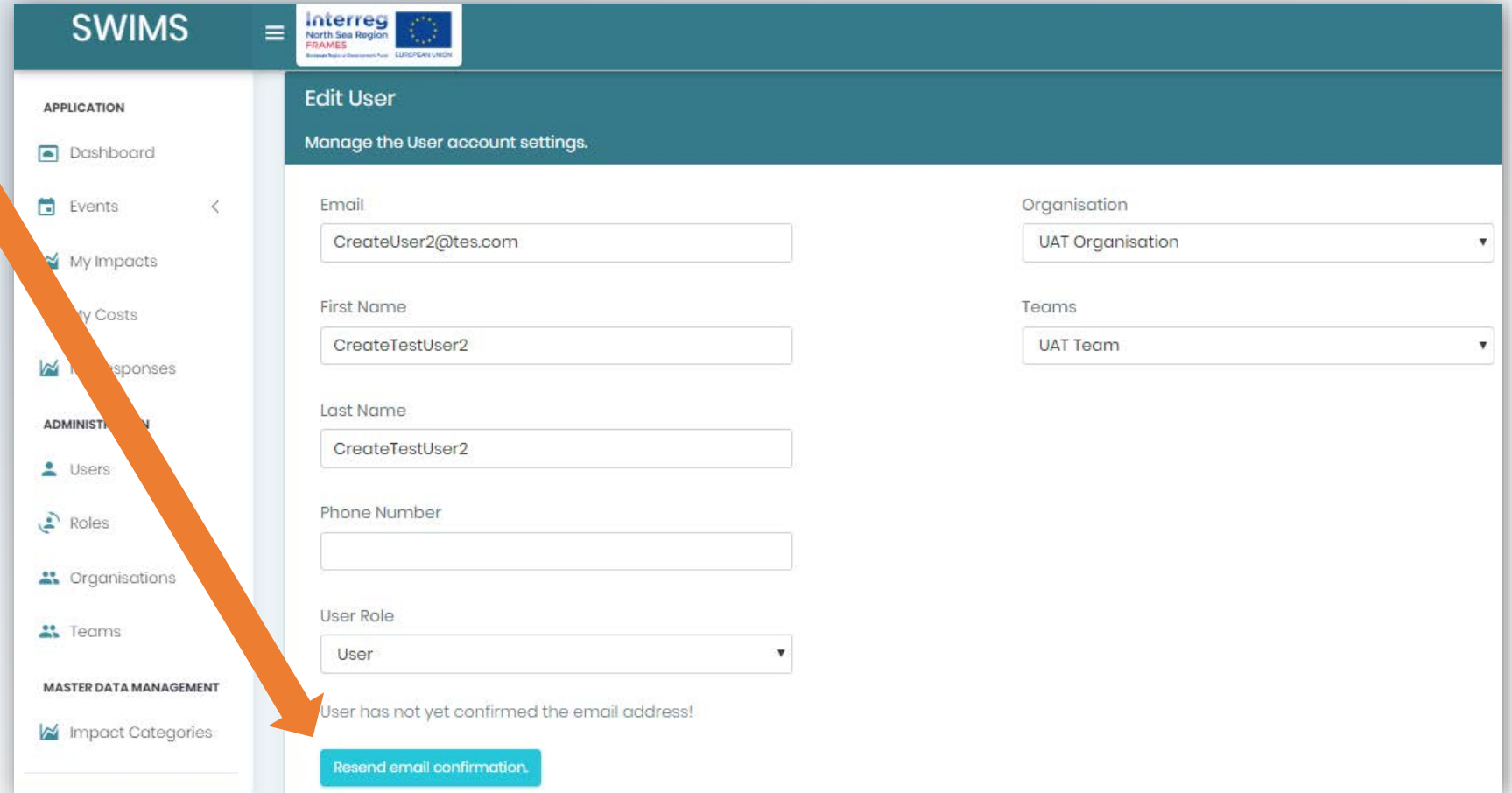
CSV Excel Print Search:

User Name	Email	LastLogin	Role	Locked	Status
Calin Lupoiu	lupoiu.calin@gmail.com		User	Not Locked	Unconfirmed Email

Re-send a registration confirmation email to a new user

3

On the edit user page
click resend email
confirmation



The screenshot shows the 'Edit User' interface in the SWIMS application. The left sidebar contains a menu with sections: APPLICATION (Dashboard, Events, My Impacts, My Costs, Responses), ADMINISTRATION (Users, Roles, Organisations, Teams), and MASTER DATA MANAGEMENT (Impact Categories). The main content area is titled 'Edit User' with the subtitle 'Manage the User account settings.' It contains several input fields: Email (CreateUser2@tes.com), First Name (CreateTestUser2), Last Name (CreateTestUser2), and Phone Number (empty). On the right, there are dropdown menus for Organisation (UAT Organisation) and Teams (UAT Team). Below these is a 'User Role' dropdown set to 'User'. A status message at the bottom states 'User has not yet confirmed the email address!'. A blue button labeled 'Resend email confirmation.' is located at the bottom right of the form.

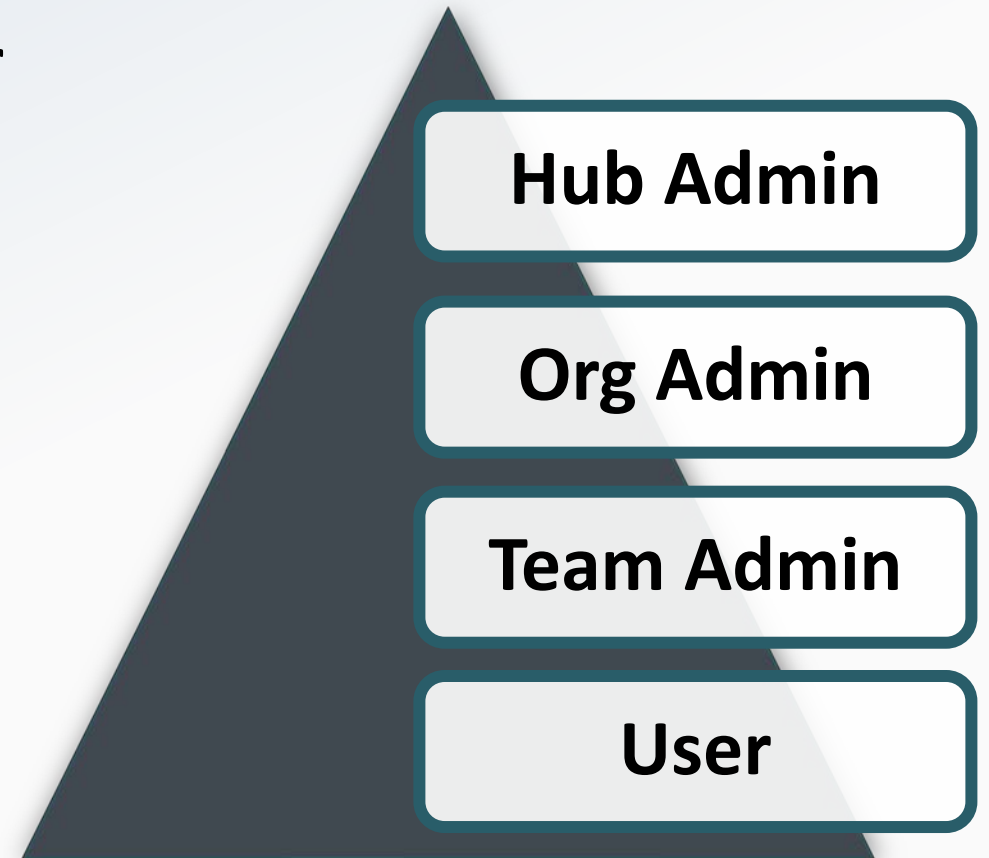
The user will now receive the registration confirmation email again. They can now confirm their email address and you can then [approve their registration](#).

Change a User's Role

All users are assigned the **User** role by default when registering on SWIMS. There may be occasions when you need to assign a user a different role, for example if a Team Admin has left your Organisation and you need to assign another user as the Team Admin for that team.

You can change the roles of all users registered to your Organisation:

- **Org Admin** Role
- **Team Admin** Role
- **User** Role



Change a User's Role

1

Click on Users from the menu to see all users in your Organisation

2

Search for the user you want to assign a different role using the search function

3

Click on the pencil icon for the user you want to assign a new role to navigate to edit user page

SWIMS

Interreg North Sea Region FRAMES

Dashboard > User Management > Users

User Management

Manage the users within SWIMS.

Search Name Search Email All Roles All Statuses All Organisations Filter

CSV Excel Print

User Name	Email	LastLogin	Role	Locked	Status
adminName adminLNamo	dotnotdev@influentialsoftware.com	04/05/2020	Admin	Not Locked	Active
Bob Test	SWIMS@kont.gov.uk	18/05/2020	HubAdmin	Not Locked	Active
bruno kj	kontbrunotest@gmail.com		User	Pending	

Change a User's Role

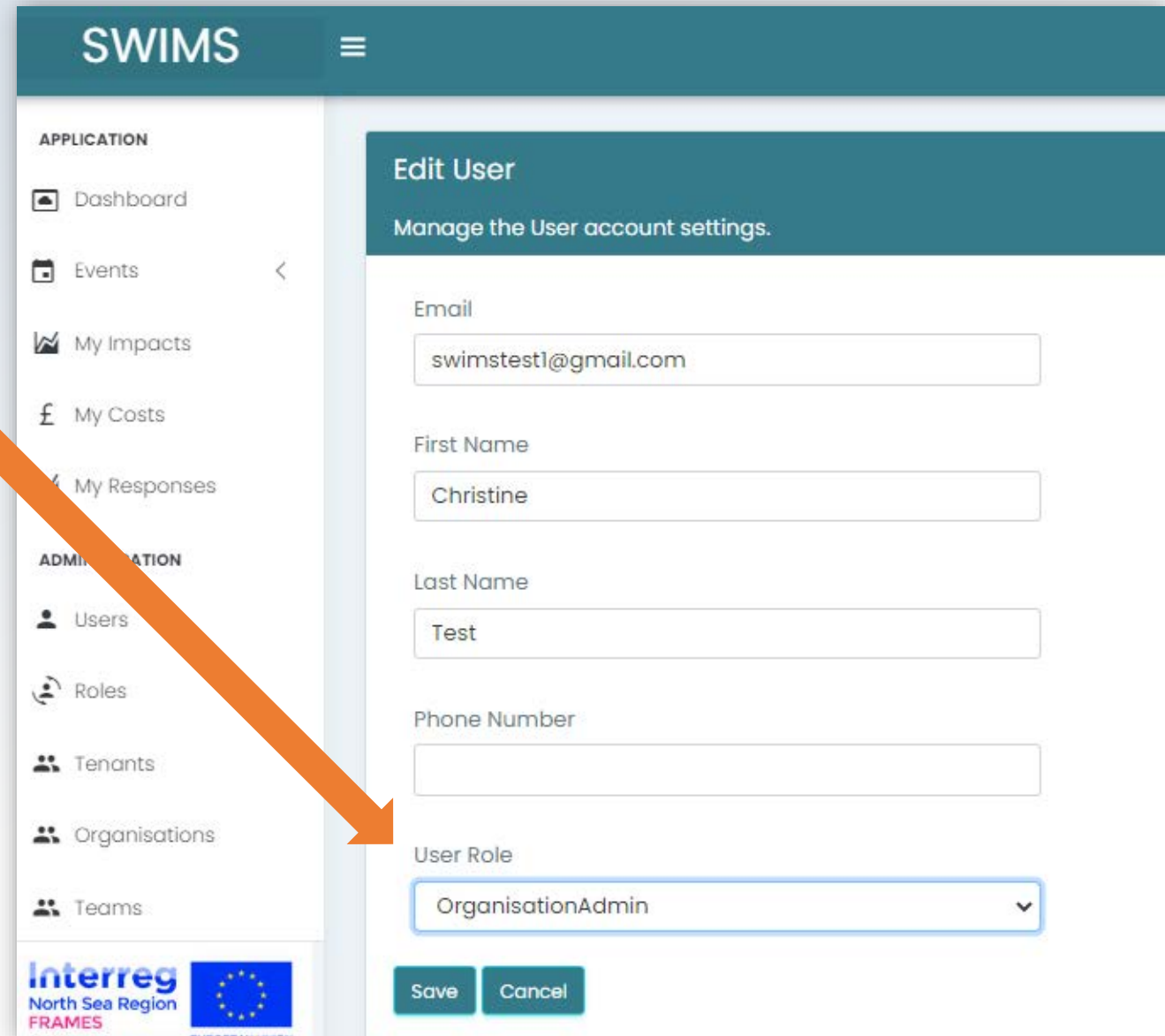
4

Select a new role for the user using the drop down list

5

Click save

The user will be assigned the new role when they log in



The screenshot shows the 'Edit User' interface in the SWIMS application. The left sidebar contains a menu with 'APPLICATION' items (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' items (Users, Roles, Tenants, Organisations, Teams). The main panel is titled 'Edit User' and 'Manage the User account settings.' It contains input fields for Email (swimstest1@gmail.com), First Name (Christine), Last Name (Test), and Phone Number. The 'User Role' dropdown menu is currently set to 'OrganisationAdmin' and is highlighted by an orange arrow originating from the instruction text. At the bottom are 'Save' and 'Cancel' buttons. Logos for Interreg North Sea Region FRAMES and the European Union are at the bottom left.

SWIMS

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses

ADMINISTRATION

- Users
- Roles
- Tenants
- Organisations
- Teams

Edit User

Manage the User account settings.

Email
swimstest1@gmail.com

First Name
Christine

Last Name
Test

Phone Number

User Role
OrganisationAdmin

Save Cancel

Interreg North Sea Region FRAMES

EUROPEAN UNION

Create a New Team

As an Org Admin **you are responsible for approving and creating new teams** for your Organisation.

Org Admins must **create new Teams** for their Organisation.

Hub Admins can also **add new teams** to organisations in their hub however **this function should be performed by Org Admins** in most circumstances.

Top Tip

A User cannot create a new team when registering. The new team must be set up by the Org Admin first before the new user can register to the team. As per the User Guide Registration section, the new user will contact you with the new team name to be set up during registration process. After they have registered you can then approve their registration.

Top Tip

To avoid duplication, before creating a new team make sure the team does not already exist in SWIMS by checking the Teams page from the menu

Create a New Team

1

Click on **Teams** in the menu

2

Scroll down and click on the **Create New Team** button at the bottom of the page

Top Tip

If you are creating a new team for a user requesting an account, remember to inform them that you have created their teams so they can complete registration

The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo, a hamburger menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar contains a menu with sections: APPLICATION (Dashboard, Events, My Impacts, My Costs, My Responses), ADMINISTRATION (Users, Roles, Organisations), and Teams (highlighted in blue). The main content area displays a table of existing teams. At the bottom right, there is a 'Create new team' button.

APPLICATION
Freya org test
register new organisation
NEW ORG USER Team
Kent Team
gravesend team
Sam organisation
bruno test
Organisation1
UAT Team

ADMINISTRATION
Freya org test
register new organisation
NEW ORG USER
UAT Organisation
UAT Organisation
Sam organisation
bruno test
Organisation1
UAT Organisation

Teams

MASTER DATA MANAGEMENT

Create new team

Create a New Team

3

Name the team and assign users to the team from current users in your Organisation using the dropdown list or leave the team without users until a new user registers to the team when requesting an account

4

Click **Create**

The screenshot shows the 'Create New Team' interface in the SWIMS application. The left sidebar contains navigation links under three categories: APPLICATION (Dashboard, Events, My Impacts, My Costs, My Responses), ADMINISTRATION (Users, Roles, Organisations, Teams), and MASTER DATA MANAGEMENT (Impact Categories). The main content area has a teal header 'Create New Team'. Below this, there is a 'Name' text input field, an 'Organisation' dropdown menu currently set to 'UAT Organisation', and an 'Assigned users' section. The 'Assigned users' section includes a 'Select user' dropdown list with options like 'adminName', 'adminName', 'Name4 Surname4', 'Name1 Surname1', 'Name3 Surname3', 'Name2 Surname2', and an empty box for 'Assigned users'. At the bottom of the form are 'Create' and 'Go Back' buttons. Logos for 'Interreg North Sea Region FRAMES' and the 'EUROPEAN UNION' are visible in the top right corner of the application header.

The **new team** will now be **saved**

Change a User's Team

Users select their team when registering but may need to change team at a later date. **You can assign users registered to your Organisation to different teams.**

1

Click on **Users** in the menu

2

Search for the user you want to assign a different team using the search function

3

Click on the pencil icon for the user

The screenshot shows the SWIMS User Management interface. The left sidebar contains a menu with 'Users' highlighted. The main area displays a table of users with columns for User Name, Email, LastLogin, Role, Locked, and Status. Two users are listed: 'adminName' and 'Bob Test'. An orange arrow points from the 'Users' menu item to the search bar. Another orange arrow points from the pencil icon in the 'Status' column of the 'Bob Test' row to the 'Top Tip' callout.

Top Tip

Use the bin and person icons to delete and reactivate users. Once a user has been deleted their status will be set to 'inactive' in the status column on the user management page and they will no longer be able to log into SWIMS

User Name	Email	LastLogin	Role	Locked	Status
adminName adminLName	dotnetdev@influentialsoftware.com	04/05/2020	Admin	Not Locked	Active
Bob Test	SWIMS@kent.gov.uk	18/05/2020	HubAdmin	Not Locked	Active

Change a User's Team

4

Choose a new team for the user using the drop down list

5

Click save

Top Tip

You can also use this page to edit user details e.g. change an email address

The screenshot shows the 'Edit User' interface in the SWIMS application. The left sidebar contains navigation links under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses), 'ADMINISTRATION' (Users, Roles, Organisations, Teams), and 'MASTER DATA MANAGEMENT' (Impact Categories). The main content area is titled 'Edit User' and 'Manage the User account settings.' It contains several input fields: Email (dotnetdev@influentialsoftware.com), Organisation (UAT Organisation), First Name (adminName), Last Name (adminLName), Phone Number, and User Role (Admin). The 'Teams' dropdown menu is highlighted, showing 'UAT Team' as the selected option. At the bottom are 'Save' and 'Cancel' buttons.

Top Tip

If the team you want to assign a user is not in the dropdown list you can [create your own](#)



The user will now be **assigned to the new team** when they log in

Add a Key Impact Indicator (KII) for your Organisation

KII's are numerical indicators that are associated with impacts from severe weather events that you want to record. SWIMS has an inbuilt list of popular Key Impact Indicators however **you can add new Key Impact Indicators for your Organisation**

Top Tip

To avoid duplicating Key Impact Indicators you can check the inbuilt dropdown list by accessing Step 1 Basic Details of the Impacts Wizard

SWIMS  

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses

ADMINISTRATION

- Users
- Roles
- Teams

MASTER DATA MANAGEMENT

- Categories
- Key Impact Indicators
- Key Response Indicators

Basic Details | Response Details | Cost Details | Locality Details | Summary

Maintain Basic Impact Details

Have you been impacted by this event? ☒

How was your service affected by this Impact?

Personnel

Customers

Transport

Equipment

Property/ Buildings

Economic

Land

Service Delivery

Natural Environment

Please add a short description on how you were affected:

Additional numeric information

Potholes reported by service users

Value

Add a Key Impact Indicator (KII) for your Organisation

Users from your Organisation will send you an email with name of Key Impact Indicator to be added.

1

Click on Key Impact Indicators from menu

2

Click Create

Top Tip

You can also edit Key Impact Indicators you have created on this page using the pencil icon. Do not delete any KII's from this page because they will be deleted for all users in your Organisation

The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo, a hamburger menu, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar contains a menu with sections: APPLICATION (Dashboard, Events, My Impacts, My Costs, My Responses), ADMINISTRATION (Users, Roles, Teams), and MASTER DATA MANAGEMENT (Impact Categories, Key Impact Indicators). The main content area is titled 'Key Impact Indicators Management' and includes the subtitle 'Manage the key impact indicators within SWIMS.' Below this, there is a 'Show 10 entries' dropdown and a table with columns: Name, Status, and Actions. The table lists two entries: 'KeyImpactIndicator1' and 'Test', both with a status of 'Active'. Each entry has a trash can icon and a pencil icon in the Actions column. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries'. A 'Create' button is located at the bottom left of the main content area.

Name	Status	Actions
KeyImpactIndicator1	Active	
Test	Active	

Add a Key Impact Indicator (KII) for your Organisation

3

Add name of new KII

4

Click Create

Top Tip

Key Impact Indicators you add will be added to the inbuilt dropdown list in Step 1 Basic Details of the Impacts Wizard for all users in your Organisation

The screenshot displays the SWIMS application interface. The top navigation bar includes the SWIMS logo, a hamburger menu, and logos for Interreg North Sea Region FRAMES and the European Union. The breadcrumb trail reads: Dashboard > Key Impact Indicators Management > Create New Key Impact Indicator. On the left, an 'APPLICATION' sidebar lists: Dashboard, Events, My Impacts, My Costs, and My Responses. The main content area features a teal header 'Create New Key Impact Indicator' and a form with a 'Name' label and an empty text input field. At the bottom of the form are two buttons: 'Create' and 'Go Back'.

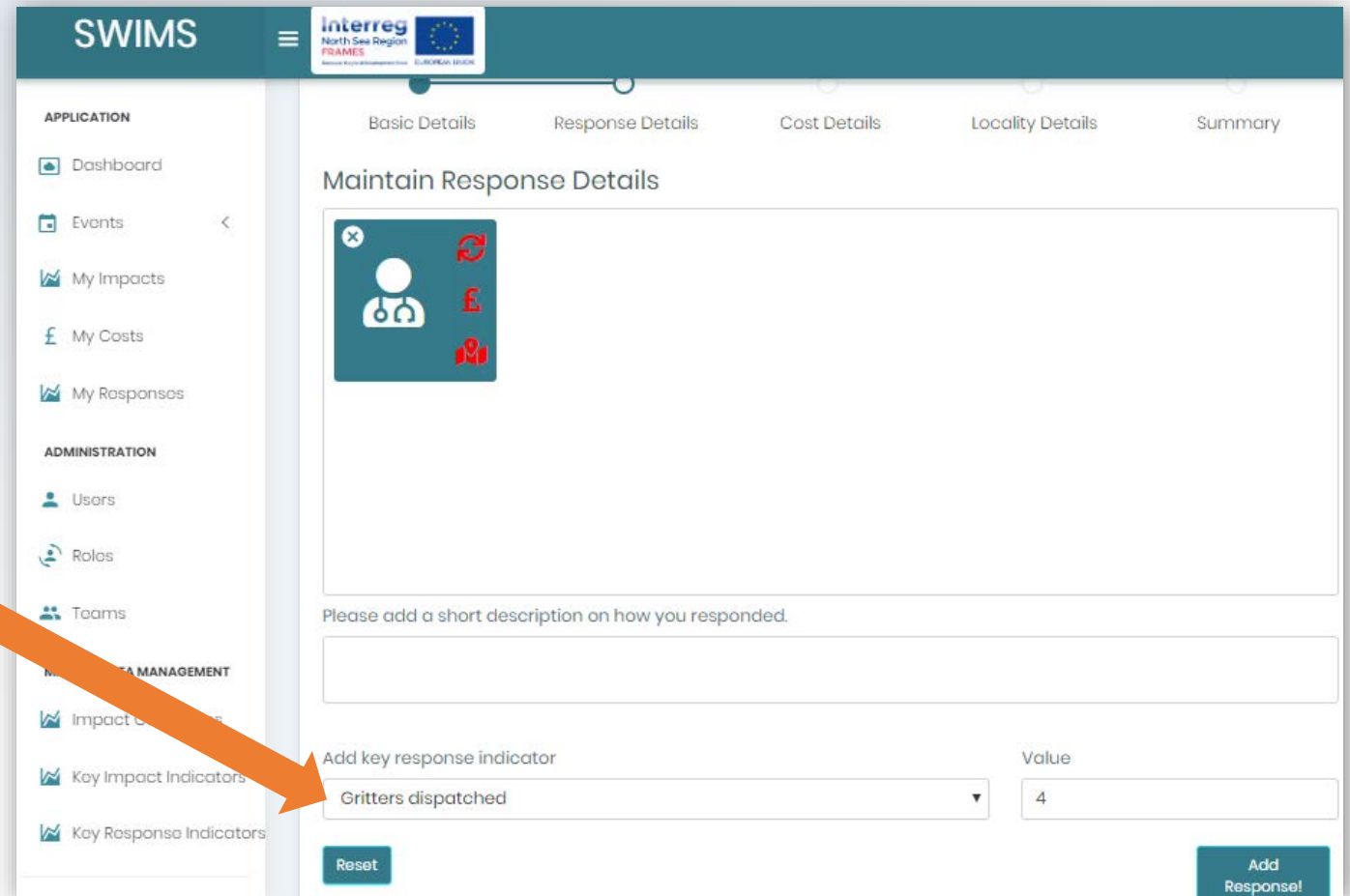
New KII will now be populated in the drop down list for **Step 1 Basic Details of Impact Wizard**

Add a Key Response Indicator (KRI) for your Organisation

KRI's are numerical indicators that are associated with responses to each impact from severe weather that you want to record. SWIMS has an inbuilt list of popular Key Response Indicators however **you can add new Key Response Indicators for your Organisation**

Top Tip

To avoid duplicating Key Response Indicators you can check the inbuilt dropdown list by accessing Step 2 Response Details of the Impacts Wizard



The screenshot shows the SWIMS application interface. The top navigation bar includes the SWIMS logo, a hamburger menu, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar lists various application and administration options. The main content area is titled 'Maintain Response Details' and features several tabs: Basic Details, Response Details (selected), Cost Details, Locality Details, and Summary. Below the tabs, there is a section for adding a key response indicator. This section includes a dropdown menu with the selected option 'Gritters dispatched' and a 'Value' field containing the number '4'. A 'Reset' button is located below the dropdown, and an 'Add Response!' button is at the bottom right. An orange arrow points from the 'Top Tip' text to the 'Add key response indicator' dropdown menu.

Add a Key Response Indicator (KRI) for your Organisation

Users from your organisation will send you an email with name of Key Response Indicator to be added.

1

Click on Key Response Indicators from menu

2

Click Create

SWIMS

Interreg North Sea Region FRAMES

Dashboard > Key Response Indicator Management > Key Response Indicators

Key Response Indicators Management

Manage the key response indicators within SWIMS.

Show 10 entries

Name	Status	Actions
Test Key Response Indicator	Active	

Showing 1 to 1 of 1 entries

Create

Top Tip

You can also edit Key Response Indicators you have created on this page using the pencil icon. Do not delete any KRI's from this page because they will be deleted for all users in your Organisation

Add a Key Response Indicator (KRI) for your Organisation

3

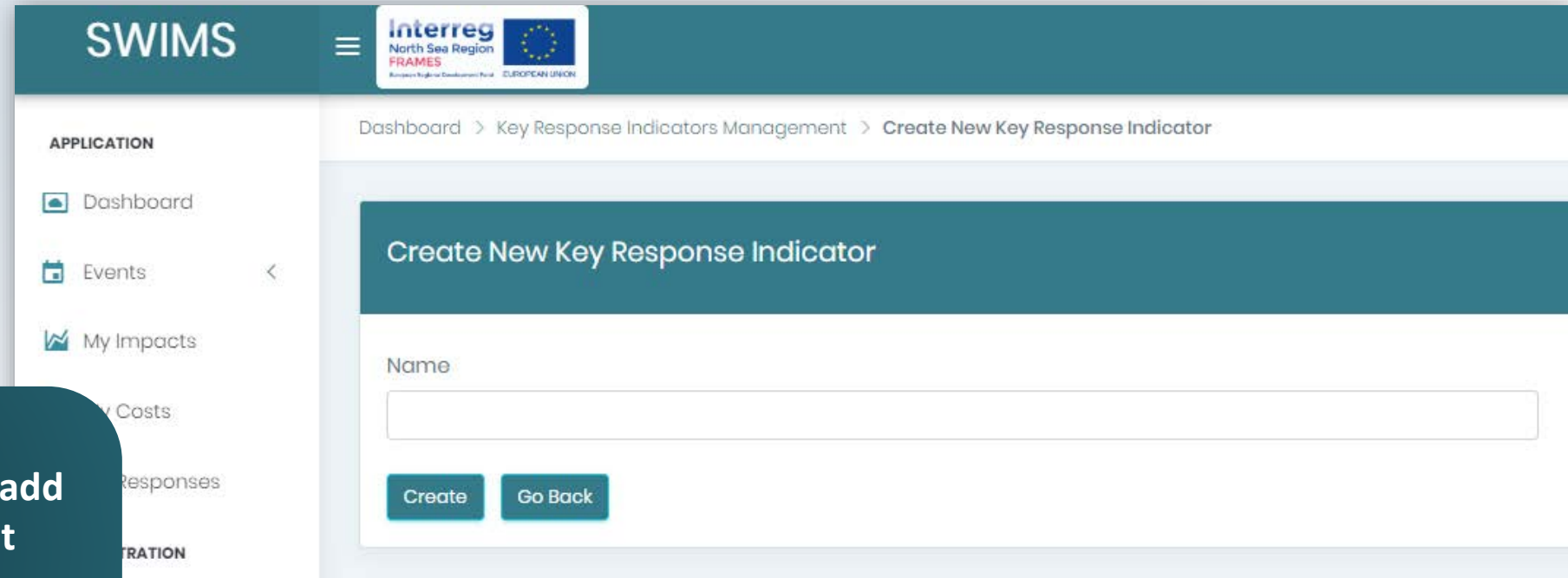
Add name of new KRI

4

Click Create

Top Tip

Key Response Indicators you add will be added to the inbuilt dropdown list in **Step 2 Response Details of the Impacts Wizard** for all users in your Organisation

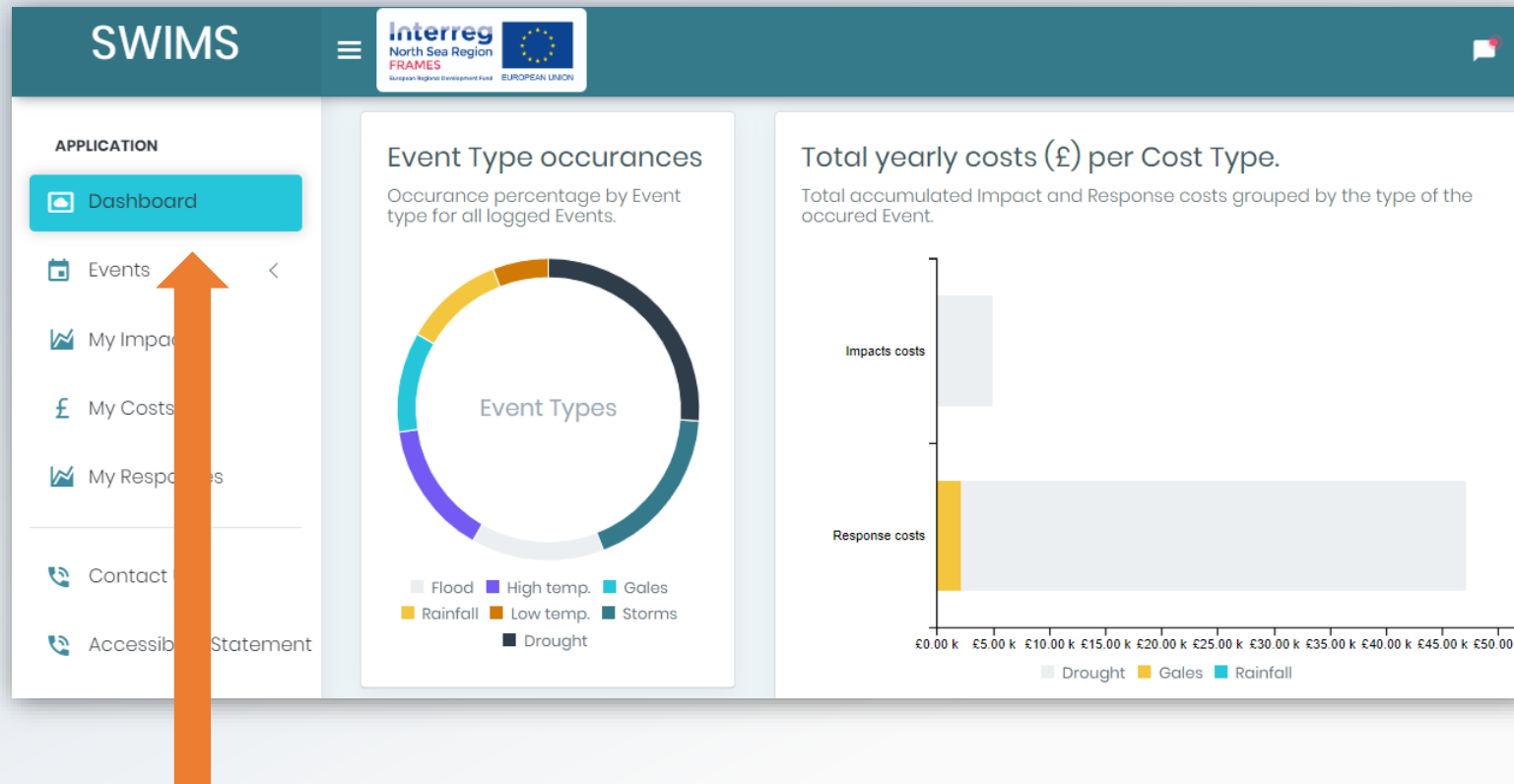


The screenshot shows the SWIMS web application interface. The header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The breadcrumb trail reads: Dashboard > Key Response Indicators Management > Create New Key Response Indicator. The left sidebar lists navigation options: Dashboard, Events, My Impacts, My Costs, Responses, and ADMINISTRATION. The main content area is titled 'Create New Key Response Indicator' and features a 'Name' label above a text input field. At the bottom of the form are two buttons: 'Create' and 'Go Back'.

New KRI will now be populated in the drop down list for **Step 2 Response Details of Impact Wizard**

Overview of the Dashboard

The Dashboard is a **quick and easy** way to **view key data** recorded in SWIMS.



Top Tip
Inbuilt analysis allows you to view your data in real time, gather information on impacts, costs and responses and observe patterns and trends

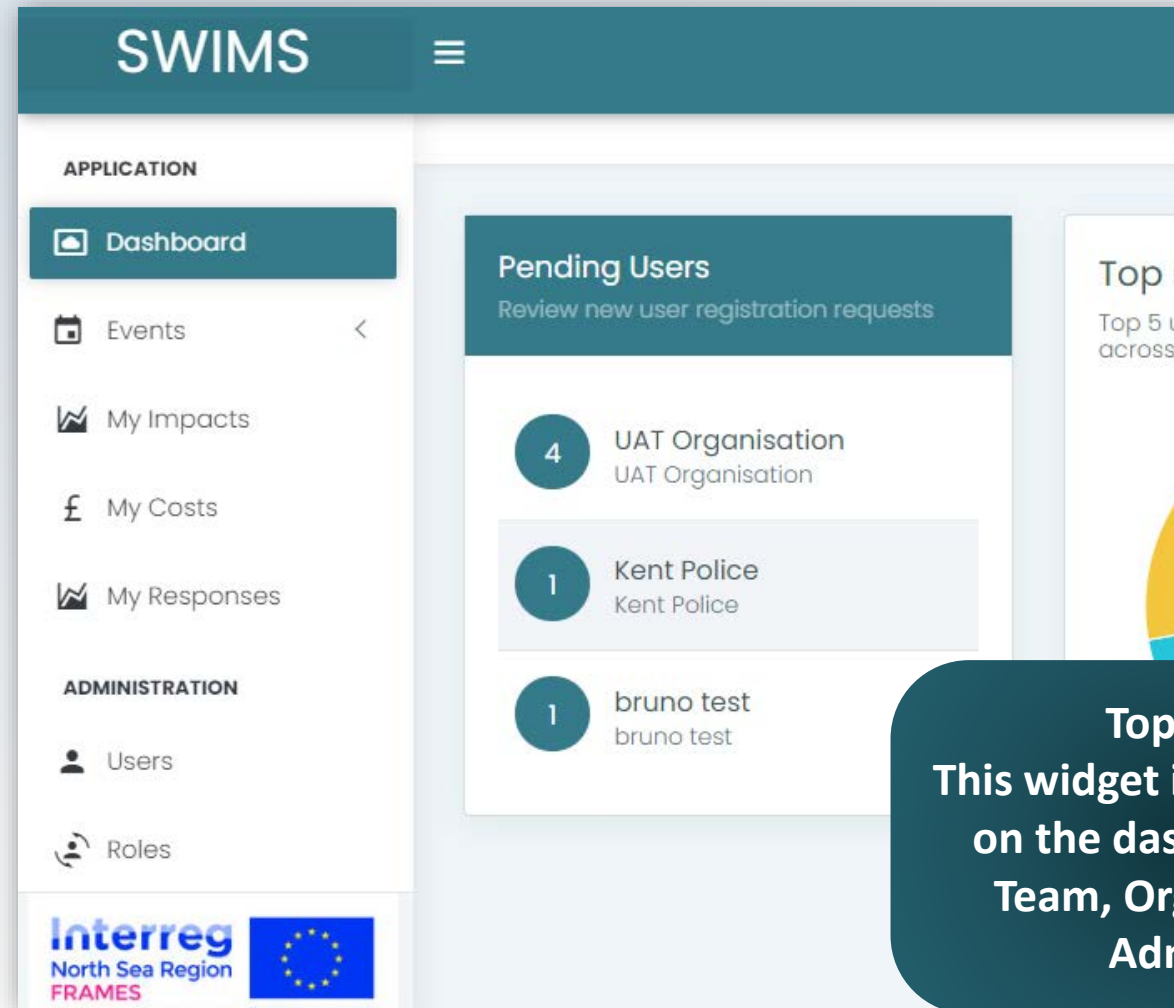
Data is displayed in different **widgets** on the dashboard which can be accessed from the menu.

As an Org Admin there are **two widgets that you can access that the User Role cannot**.

Pending User Registration Widget

This widget shows the user **total pending user registration requests**

Hub admins can see pending requests for their hub, **Org Admins can see pending requests for their organisation** and Team Admins can see pending request for their team



Top Tip:
This widget is only visible
on the dashboards of
Team, Org and Hub
Admins

For more information on **approving registrations** please visit the [Approve New Users for your Org](#) section.

Top User Responder Widget

This widget demonstrates the **top 5 users in your Organisation** that have logged the most responses across all events

Top Tip:
This widget is only visible
on the dashboards of
Team, Org and Hub
Admins

Top Tip:
By hovering over the widget
with a mouse, you can see
the % response rate of the
top 5 user responders. In
this example the top
responder has responded to
events 19 times and makes
up 30.2% of the top 5
responders

Hub admins can see the top responders for their Hub, **Org Admins** can see the **top responders for their organisation** and Team Admins can see the top responders in their team

