SWIMS Hub Admin Guide

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Kent County Council
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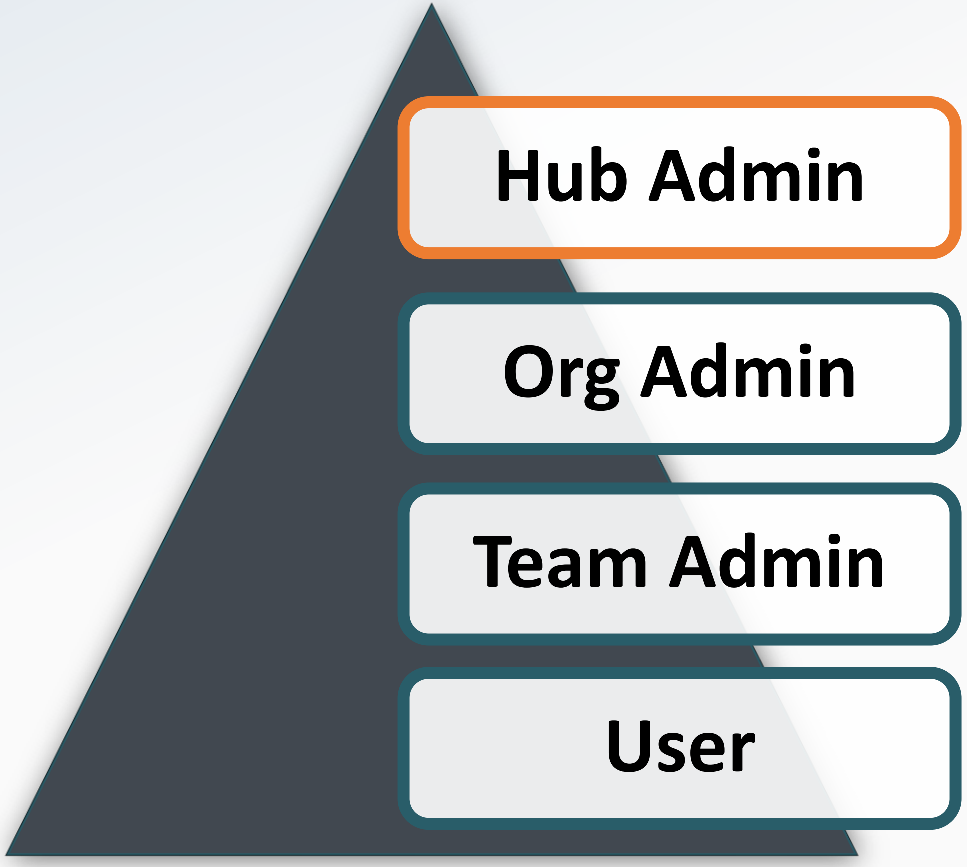
What is the user guide and who should use it?

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

- Log an Event
- Approve a new User
- Re-send registration confirmation email to new User
- Change a User's role
- Create a new Organisation or Team
- Change a User's team or Organisation
- Add Key Impact and Key Response Indicators
- Hub Admin Widgets



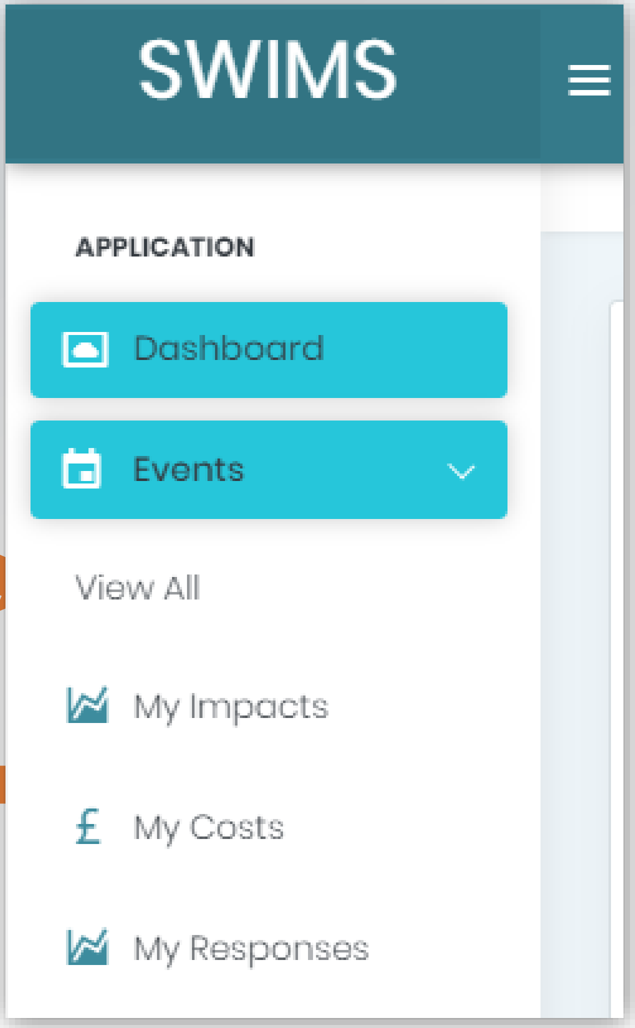
For information on all other functions in SWIMS please see the User Guide

Data you can view as Hub Admin

Hub Admins can see all the data entered by themselves, all teams and organisations in their hub on the **dashboard**.

Hub Admins can see the total cost per event for costs entered by all teams and organisations in their hub on the **View All** events page.

Hub Admins can see all the data entered by themselves, all teams and organisations in their hub 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:

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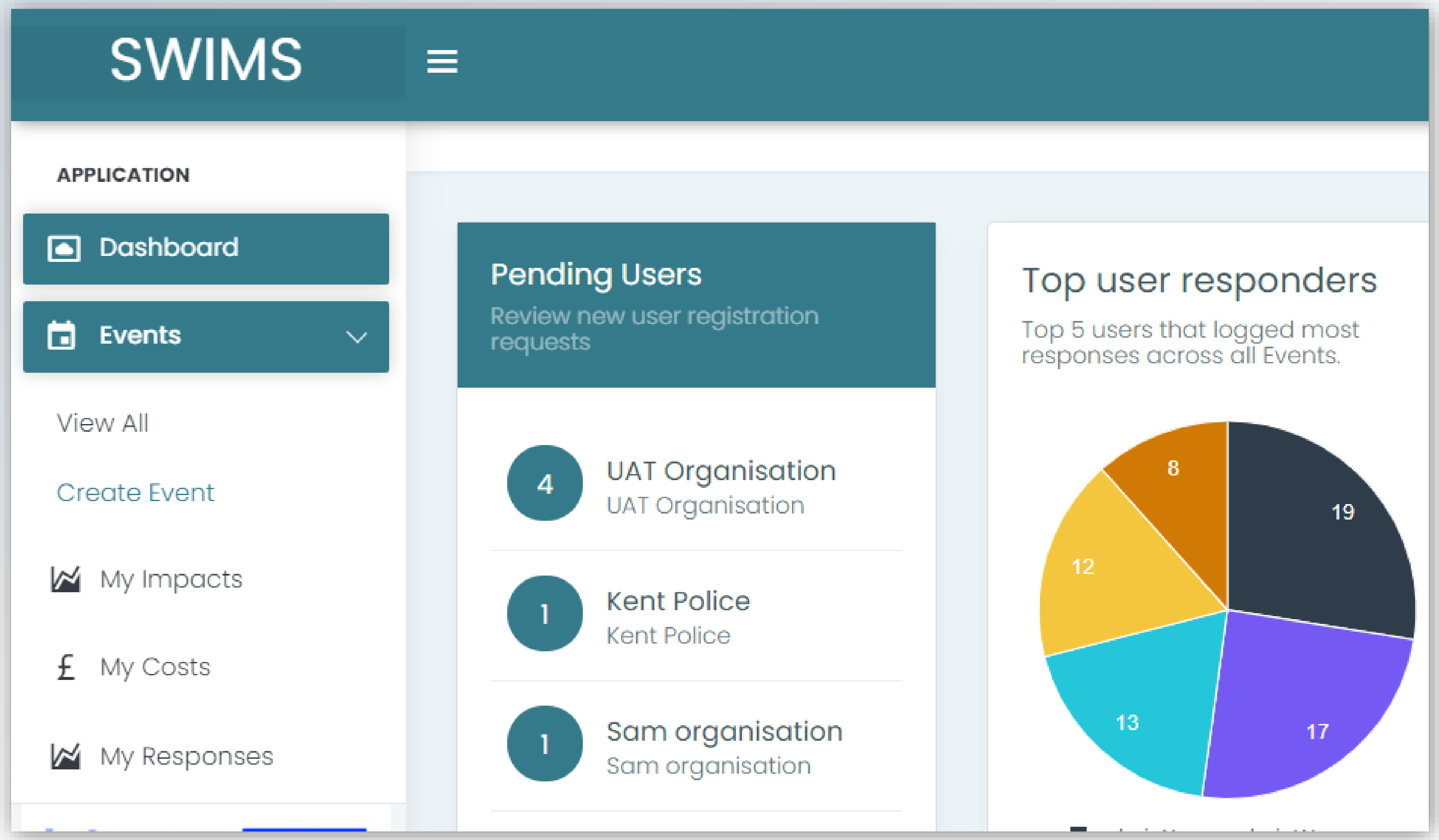
Log an Event

Hub Admins can log severe weather events onto SWIMS through the event creation tool.

1. In the menu, select **Events**

2. Click **Create Event** to open the event creation tool



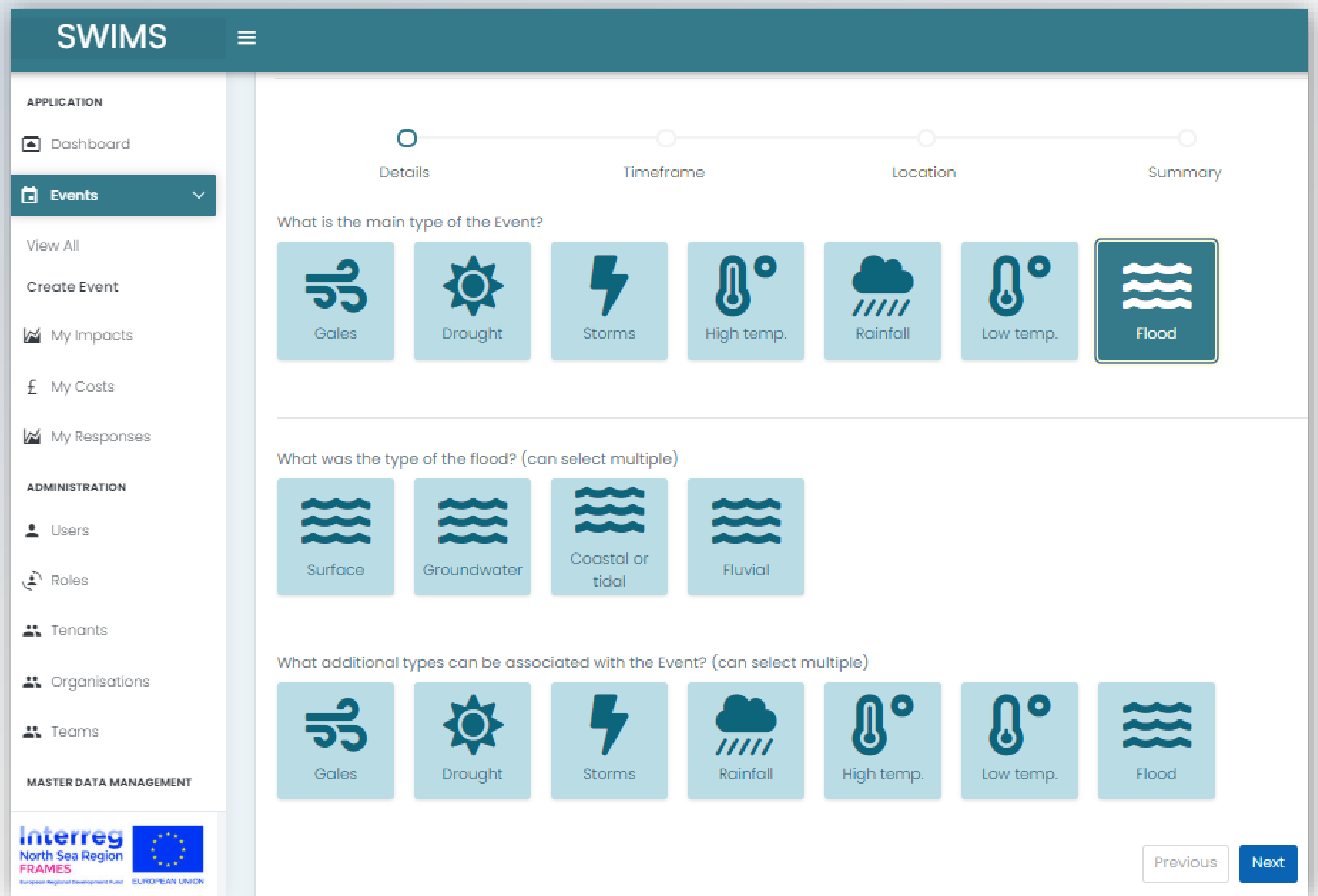
Log an Event – Event Type

3 Click the tile that best describes the event

3a If Flood is selected as the primary event category, you will be prompted to select a flood type

4 If the event has multiple severe weather types, you can select multiple secondary event types

5 Click Next



Top Tip

Only primary events types are required and reported in the Dashboard

Log an Event – Event Dates

6 Select the date the event started by typing it in to the available field, or using the calendar picker

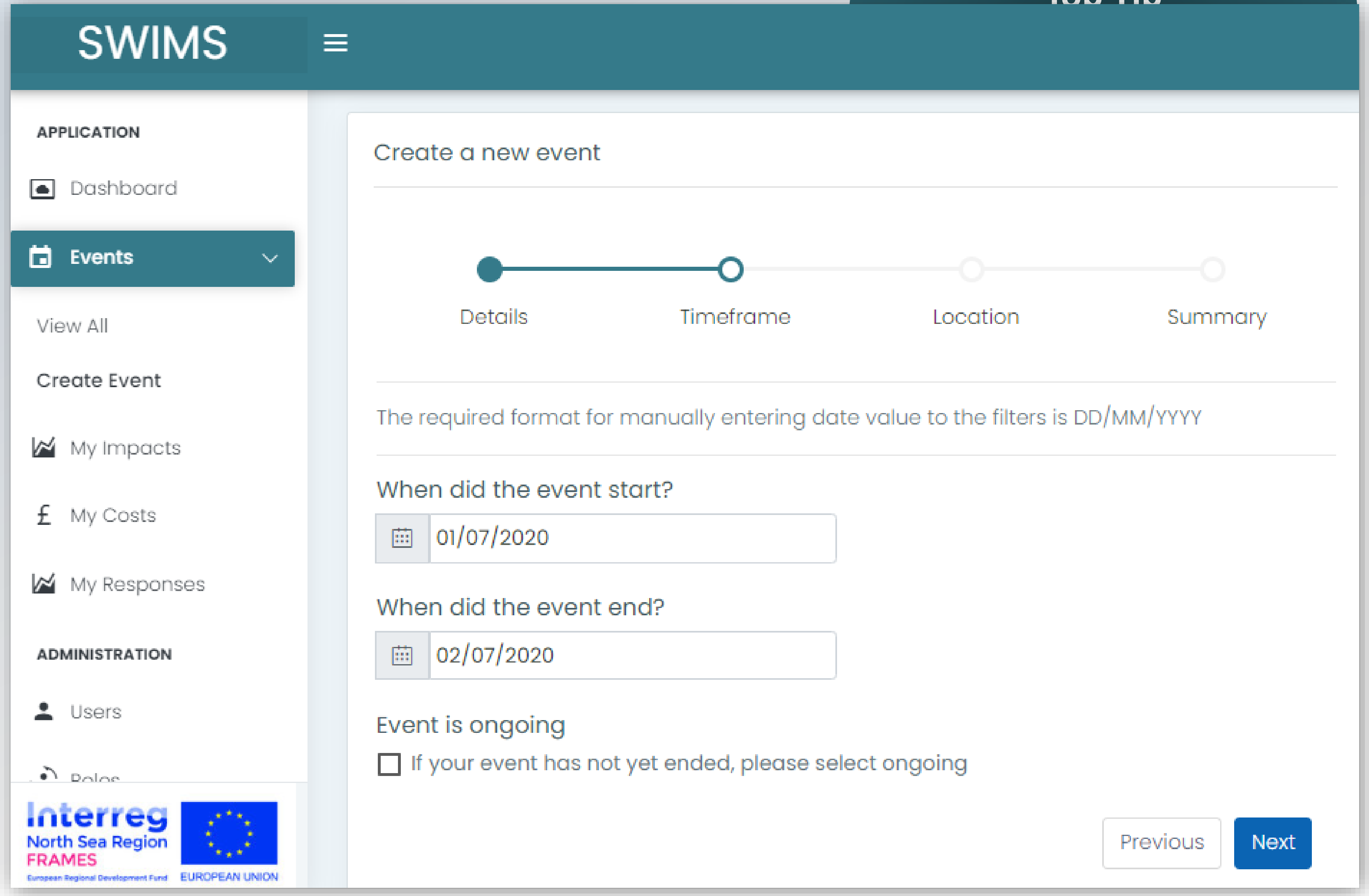
7 To add an end date for the event uncheck the tick box ‘Event is ongoing’ and use the calendar picker to add an end date

8 Click Next

Top Tip

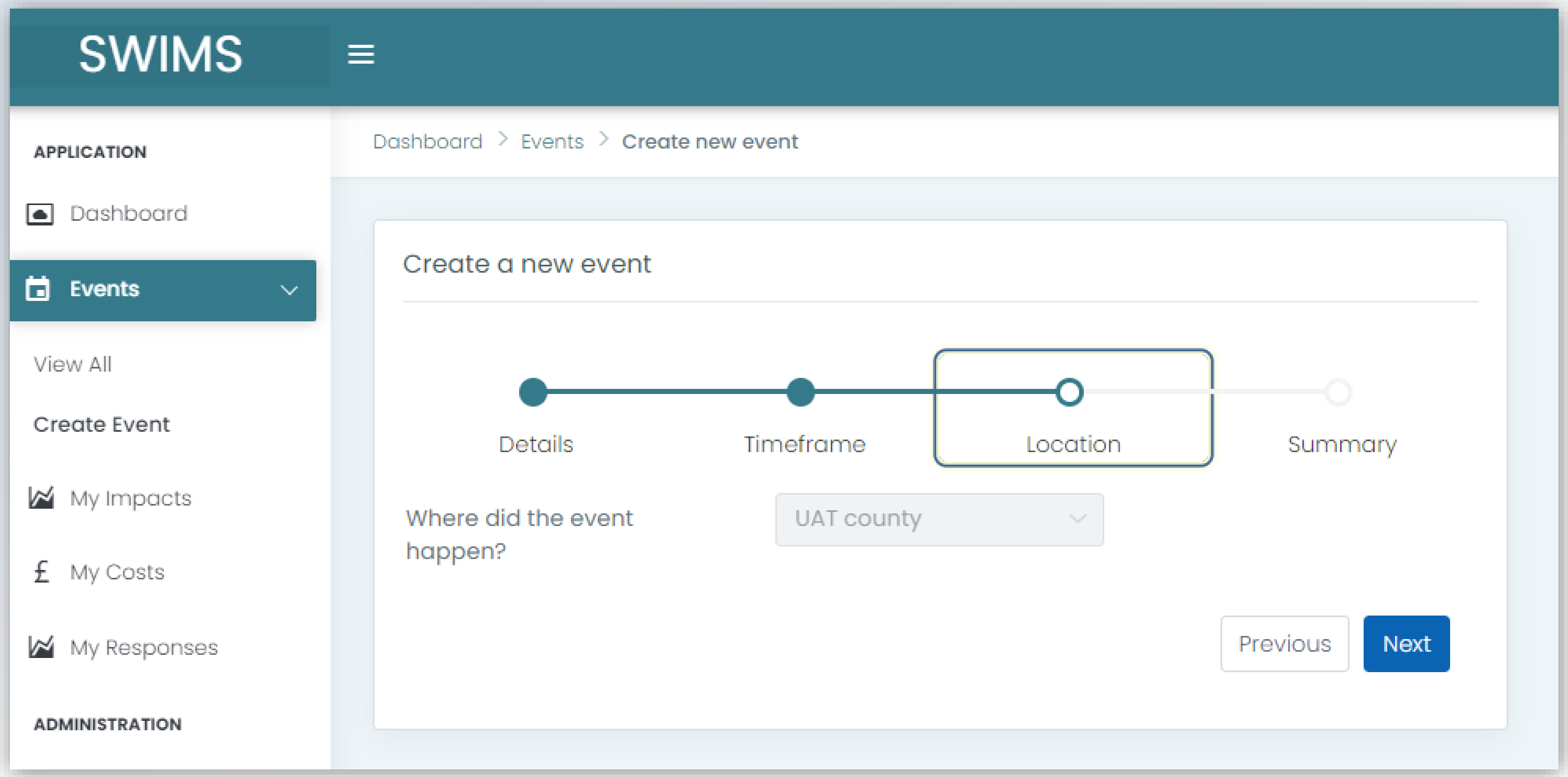
You must select a start date for the event in order to proceed in logging the event

Top Tip



Log an Event – Event Location

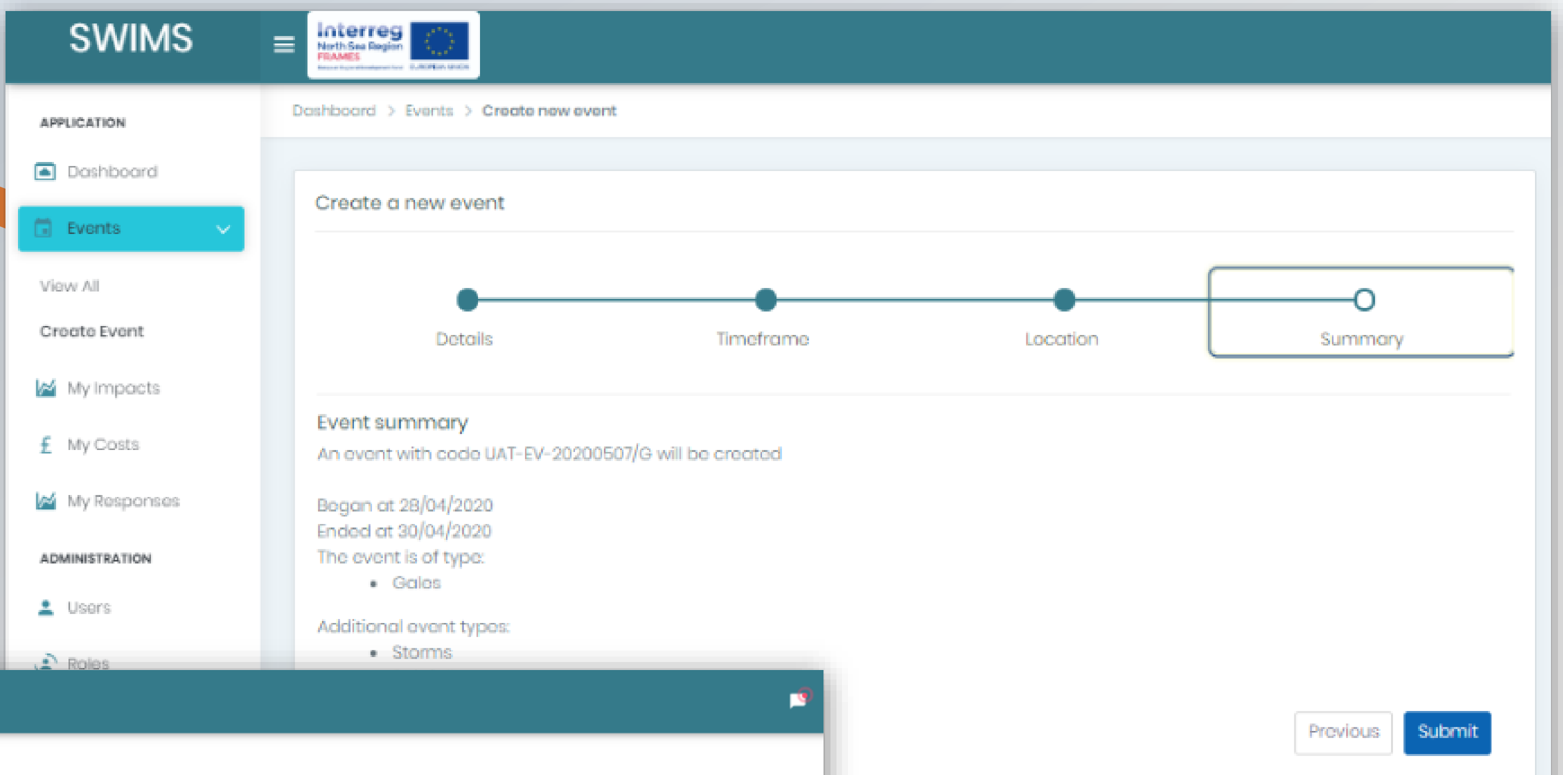
The location of the event is set to Kent wide by default and cannot be changed.



Log an Event – Event Summary

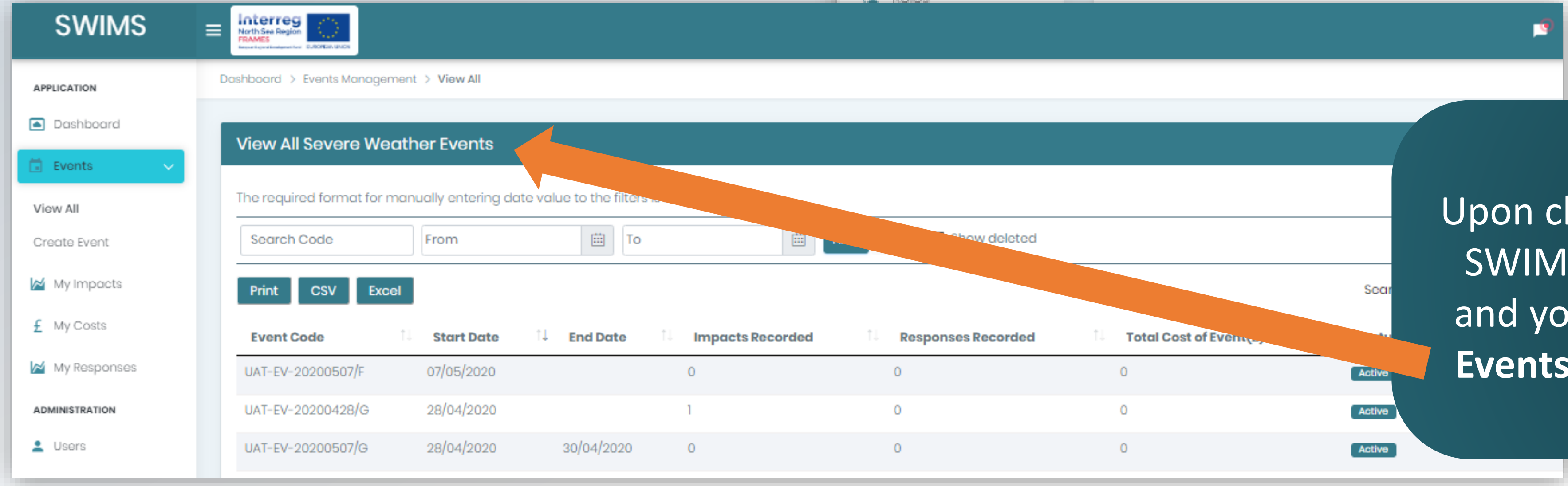
9

Check the event details you have entered are correct on the summary page and click **Submit** to create the event



Top Tip

Unique event reference codes are generated by HUB-EVENT-YEAR-MONTH-DAY/FIRST LETTER OF EVENT TYPE



Top Tip

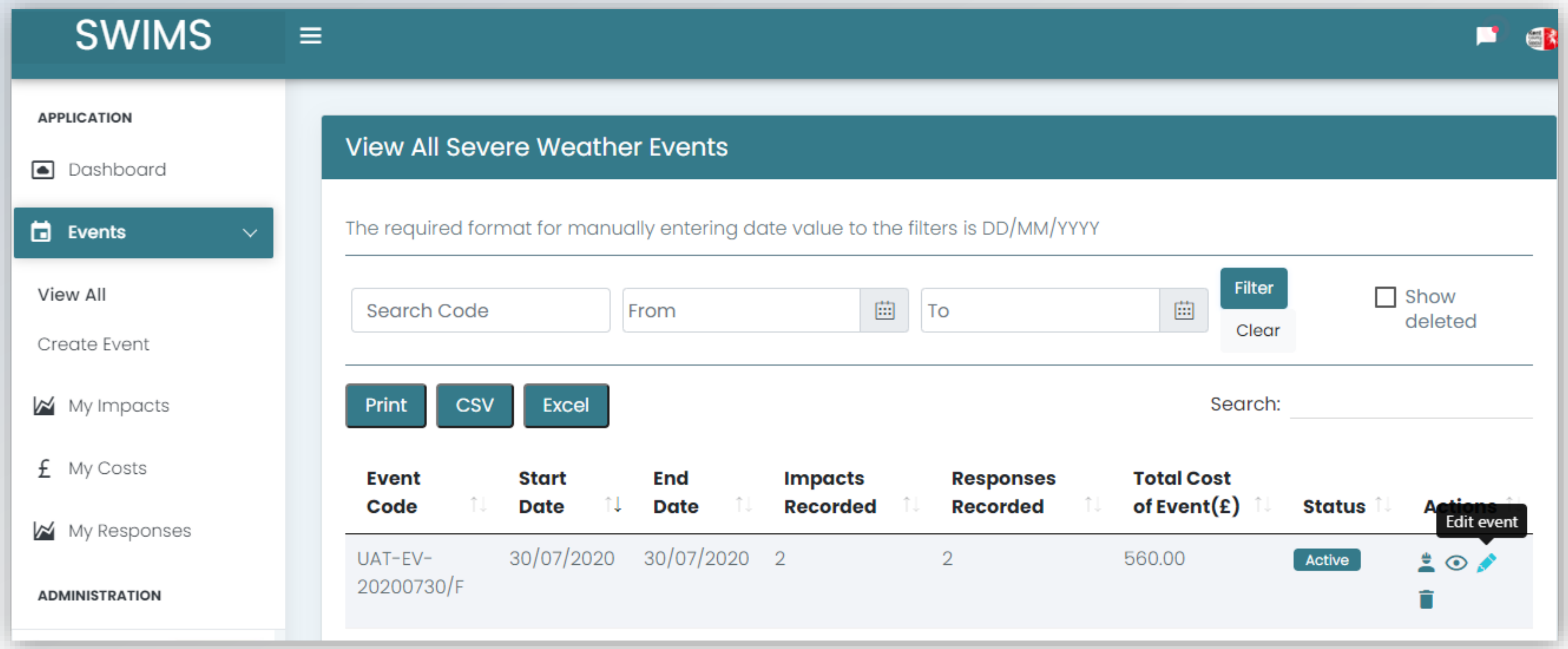
Upon clicking **Submit** all registered users of SWIMS will receive the event alert email and you will be redirected to the **View All Events** page where the event you created will appear in the table

Log an Event - Modify Events

In the **View All** events page, you can delete and modify events that have been created.

1 To **delete** an event, click the **bin** icon

2 To **modify** an event, click the **pencil** icon



Approve a New User for your Hub

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

Hub Admins **MUST approve** registration requests for new **users in their hub who are part of a new organisation** that isn't already registered on SWIMS

Top Tip

When requesting an account users can choose to add themselves to an already existing organisation or create a new one. You can tell if they have created a new organisation when registering because their team and organisation will have the same name when you approve them on the Edit User page

Top Tip

Team or Org Admins should approve new users for their teams/organisations. However, Hub Admins can also approve anyone in the system if needed.

Hub Admins may need to approve new users in teams or organisations if:

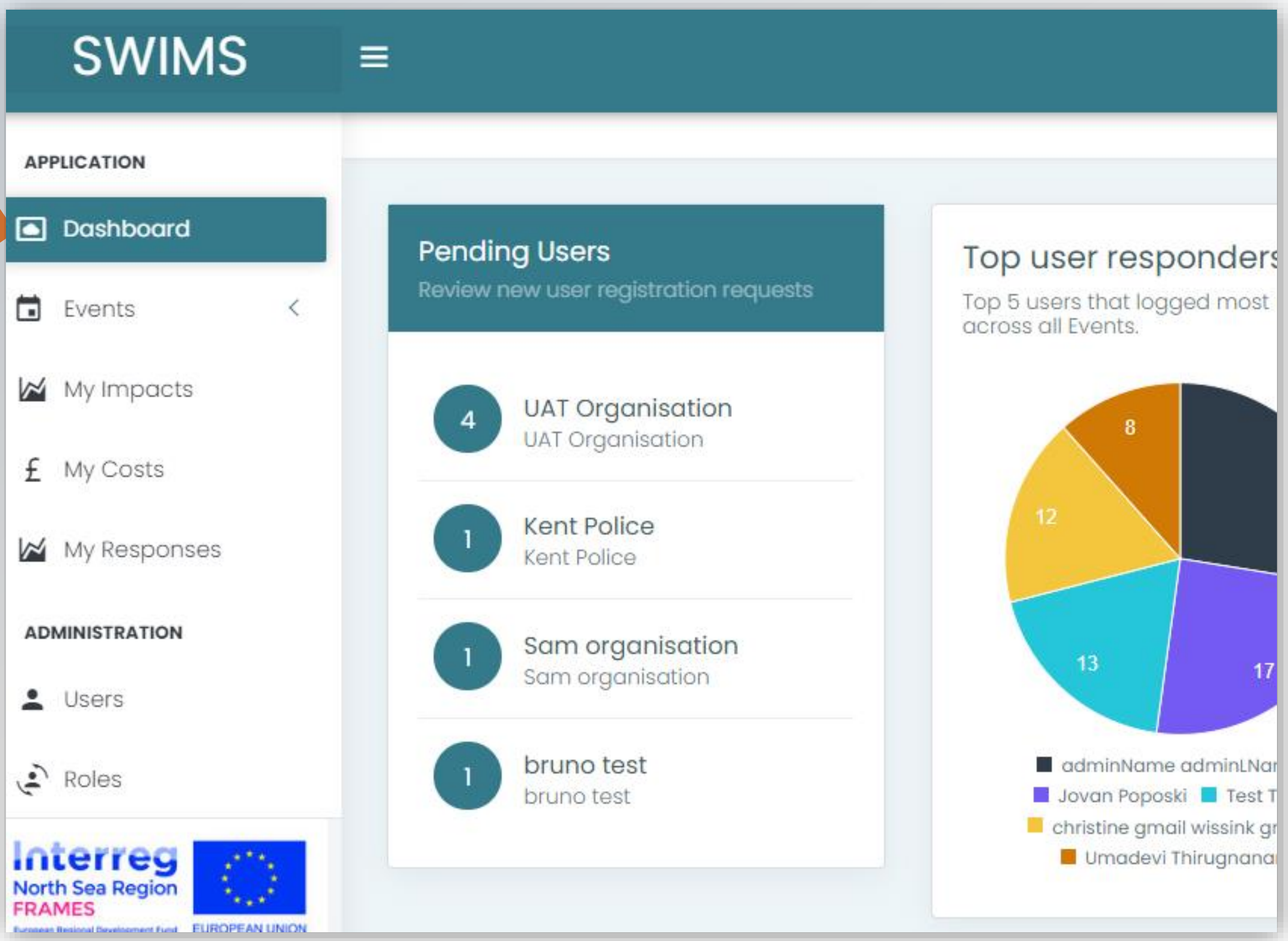
- **The Org or Team Admins have not approved the user.**
- **The user has registered as part of new organisation on SWIMS**

Approve a New User for your Hub (1)

You will receive a **notification email** when a new user registers to your Hub.

1

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



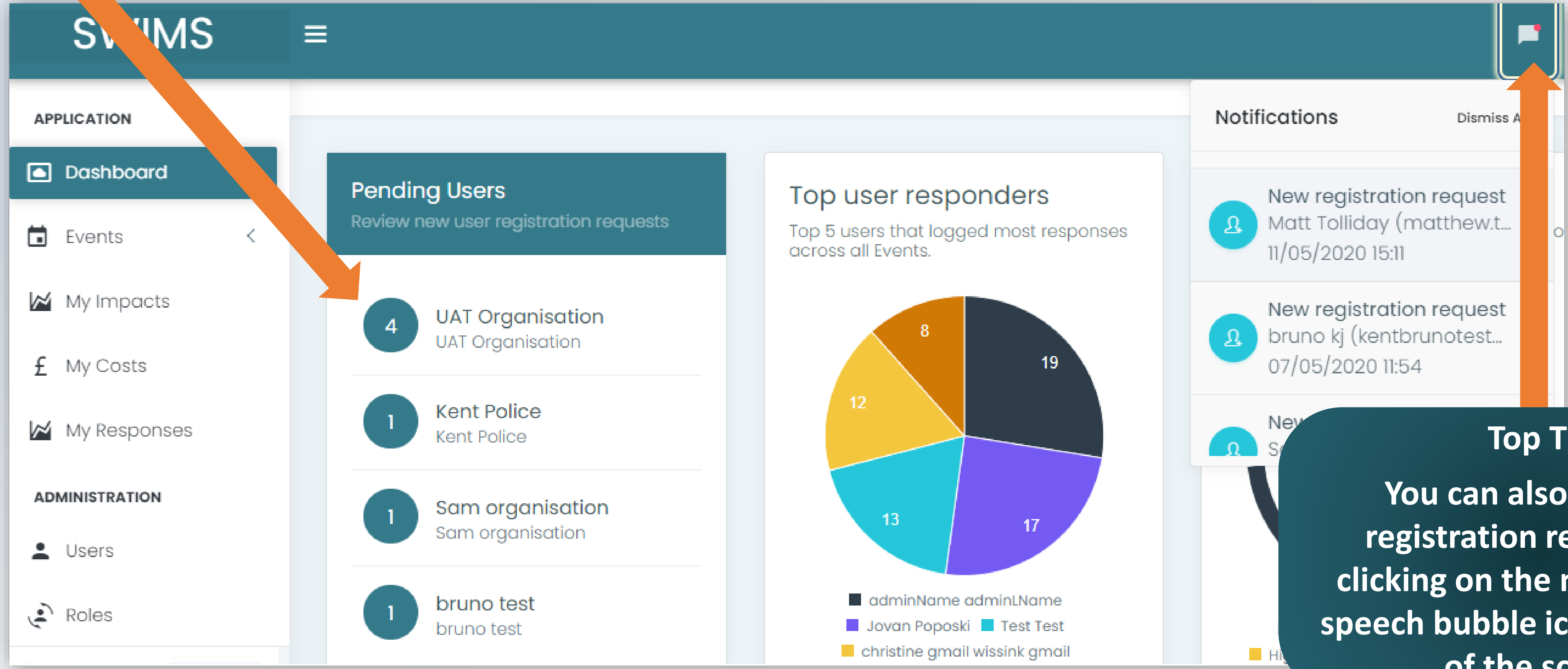
Approve a New User for your Hub (2)

2

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

Top Tip

New users are grouped by organisations in the pending users widget. In this example there are 4 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

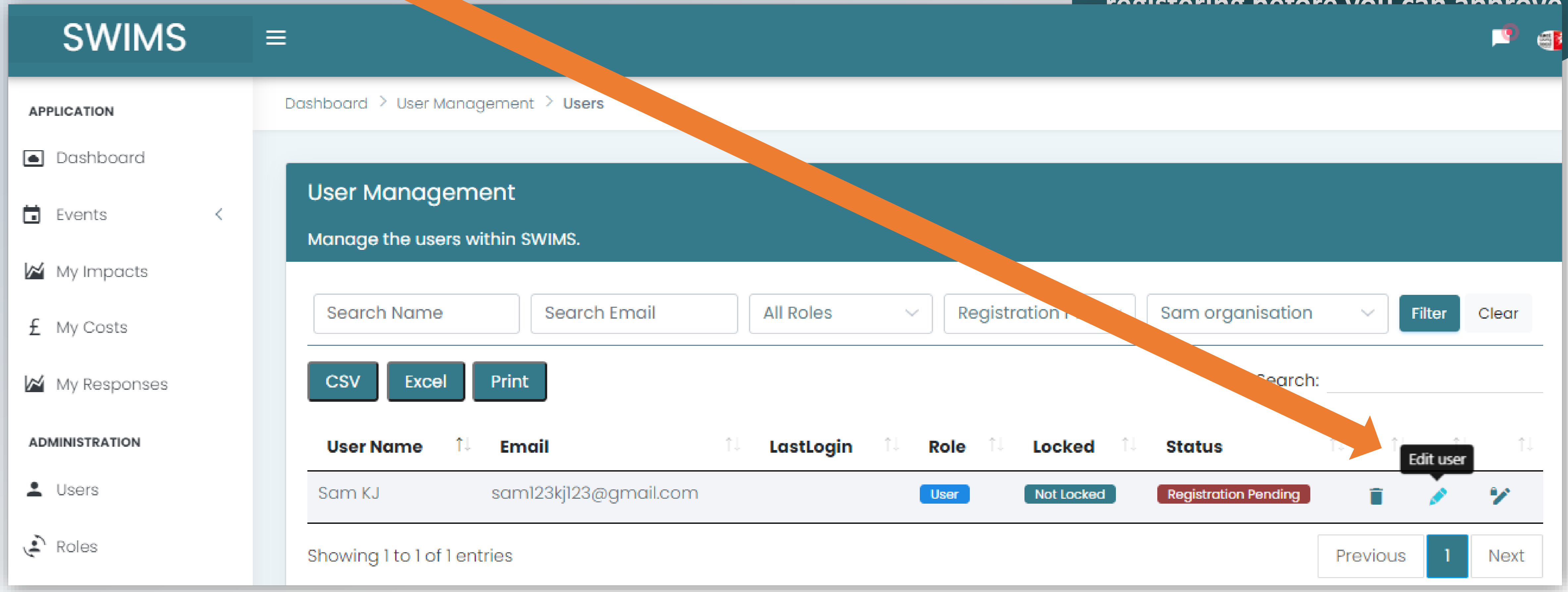
Approve a New User for your Hub (3)

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

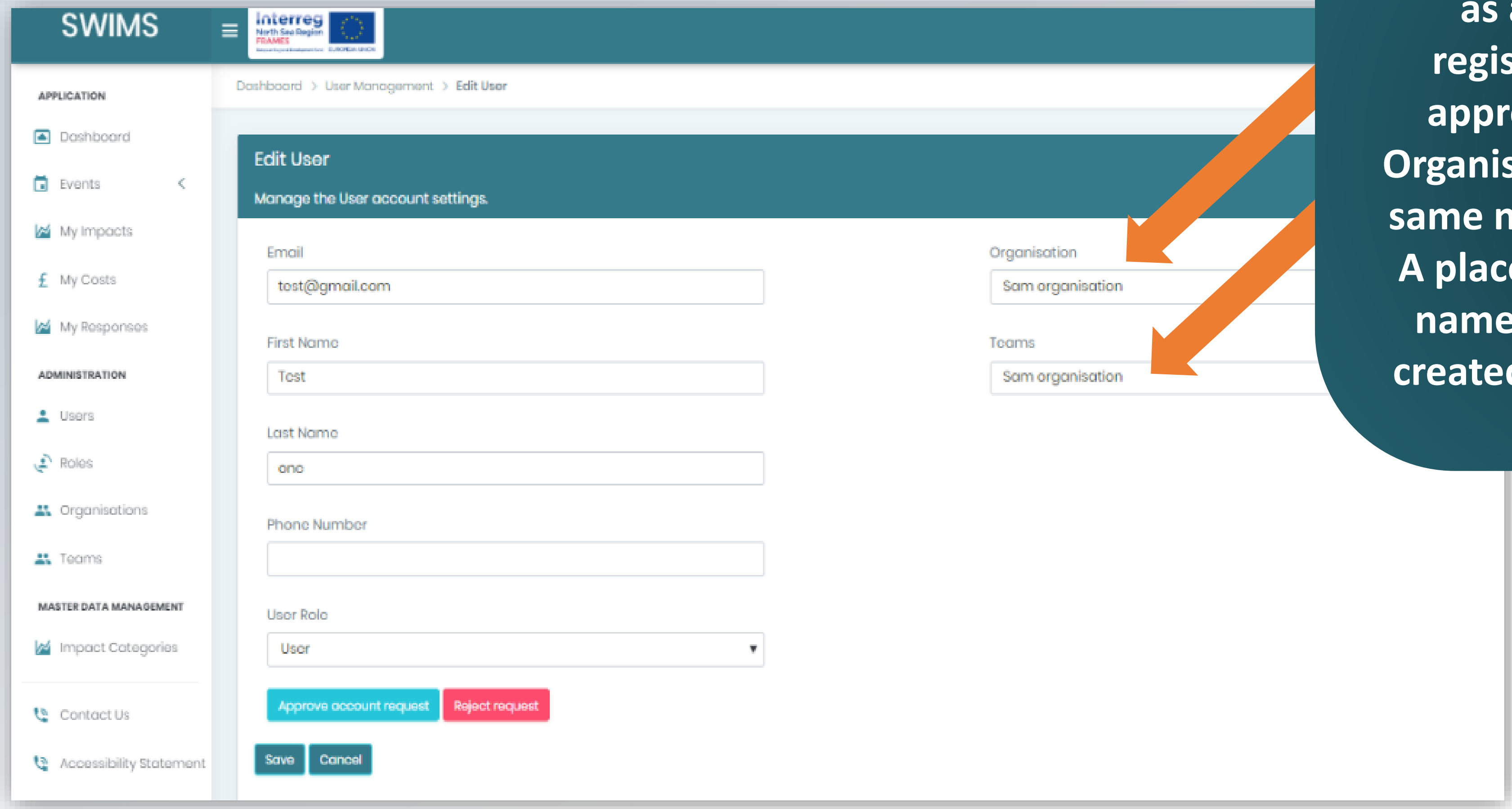
New users must confirm their registration by clicking the link in the email they receive when



Approve a New User for your Hub (4)

4

Click approve account request



Top Tip

You can tell if a user has registered as a new organisation upon registration (Hub Admins must approve request) because their Organisation and team will have the same name on the 'Edit User' page. A placeholder team with the same name as the new Organisation is created when users register as part of a new organisation

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

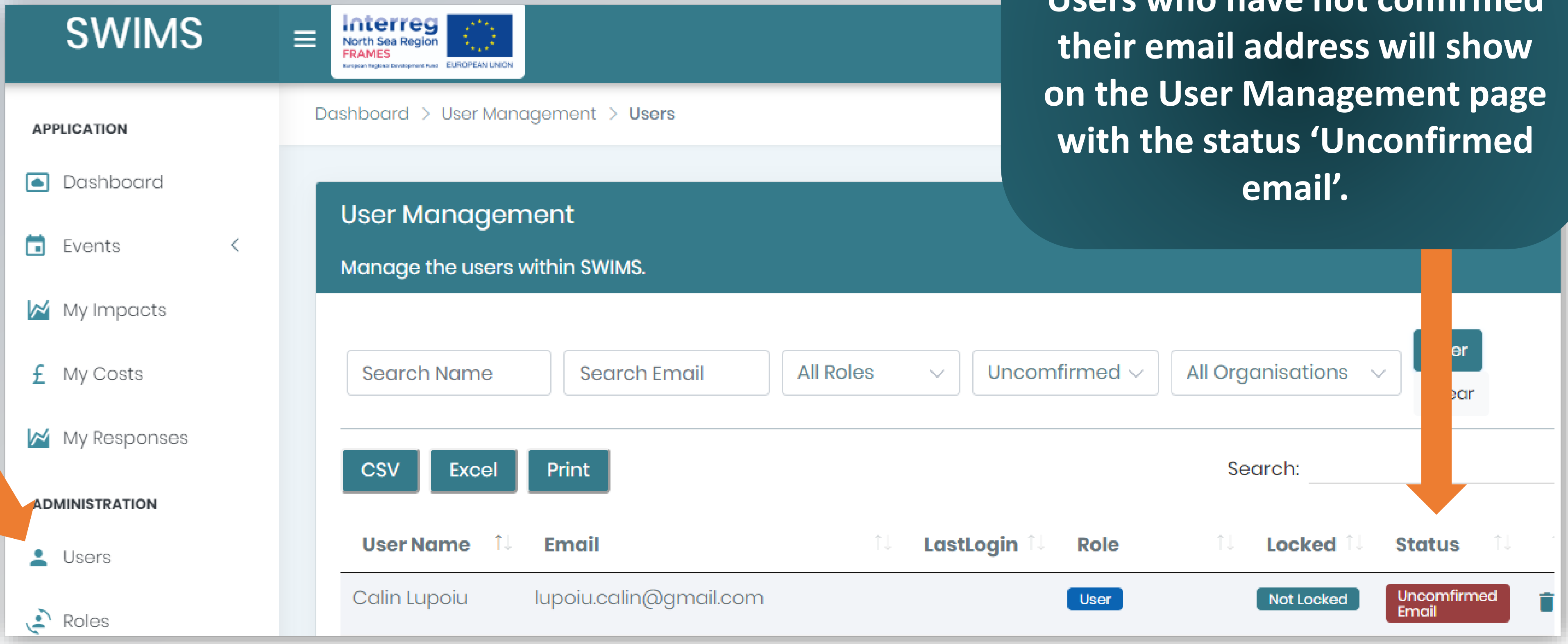
Re-send a registration confirmation email to a new user

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**.

Top Tip

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

1 Select Users from menu to access the User Management page



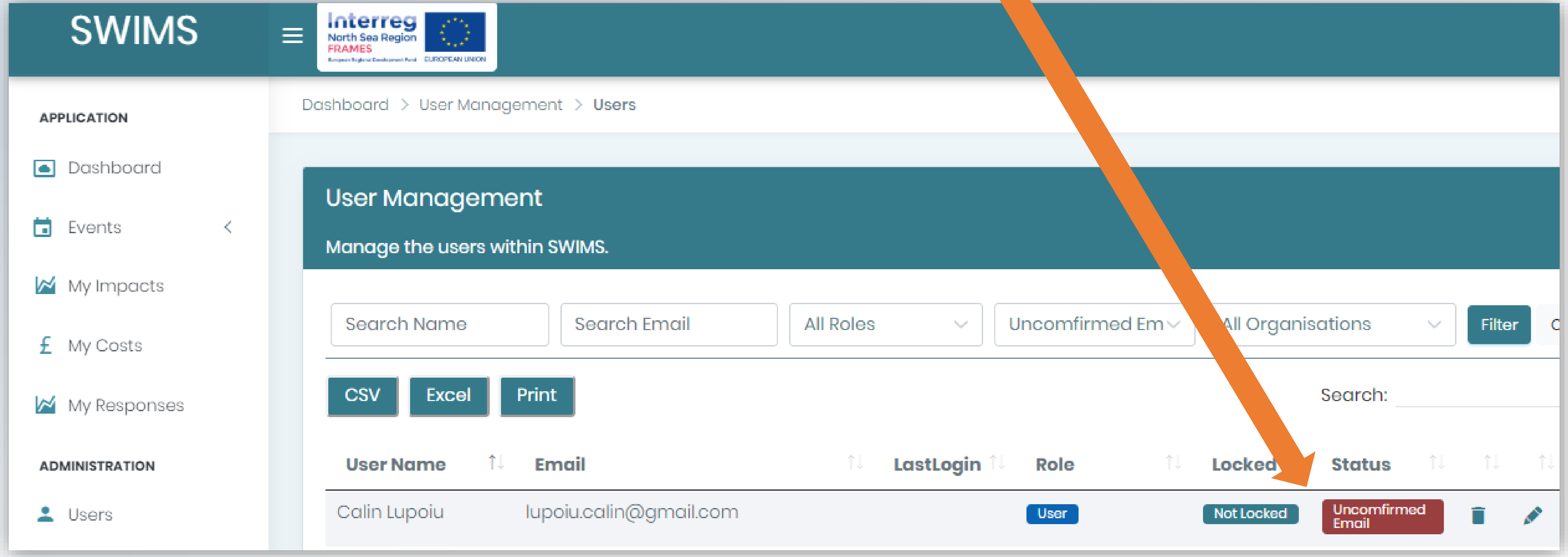
Re-send a registration confirmation email to a new user (1)

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

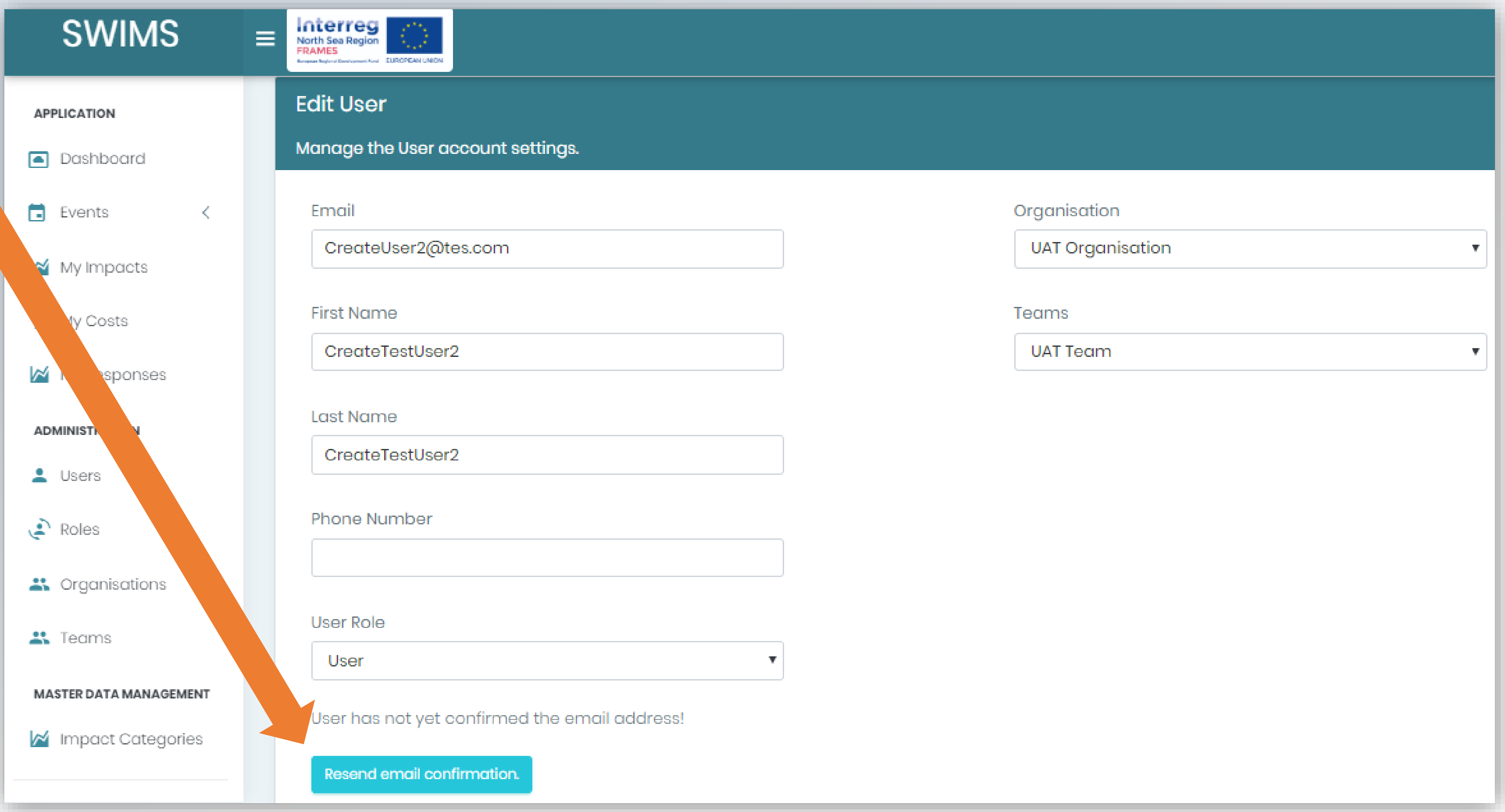
Check with users that their registration confirmation email is not in their junk mailbox



Re-send a registration confirmation email to a new user

3

On the edit user page click resend email confirmation



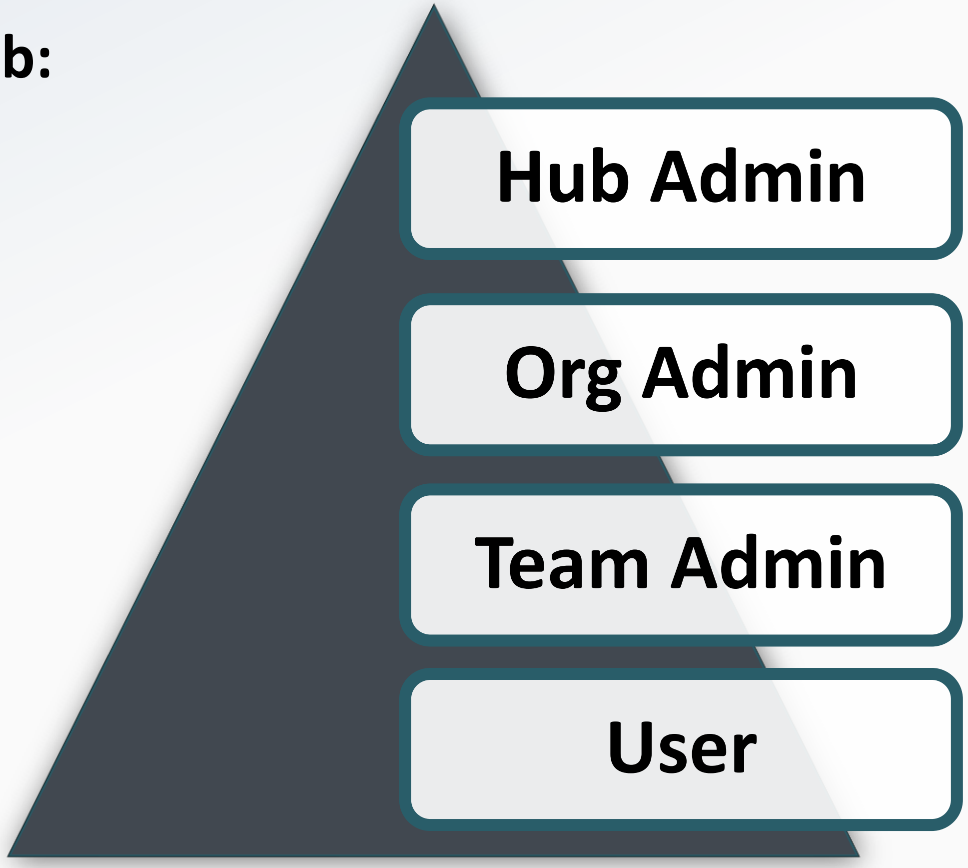
The user will now receive the registration confirmation email again. They can now confirm their email address and you can then approve their registration.

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 an Org Admin has left an Organisation and you need to assign another user as Org Admin for that Organisation.

You can change the roles of users registered to your Hub:

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

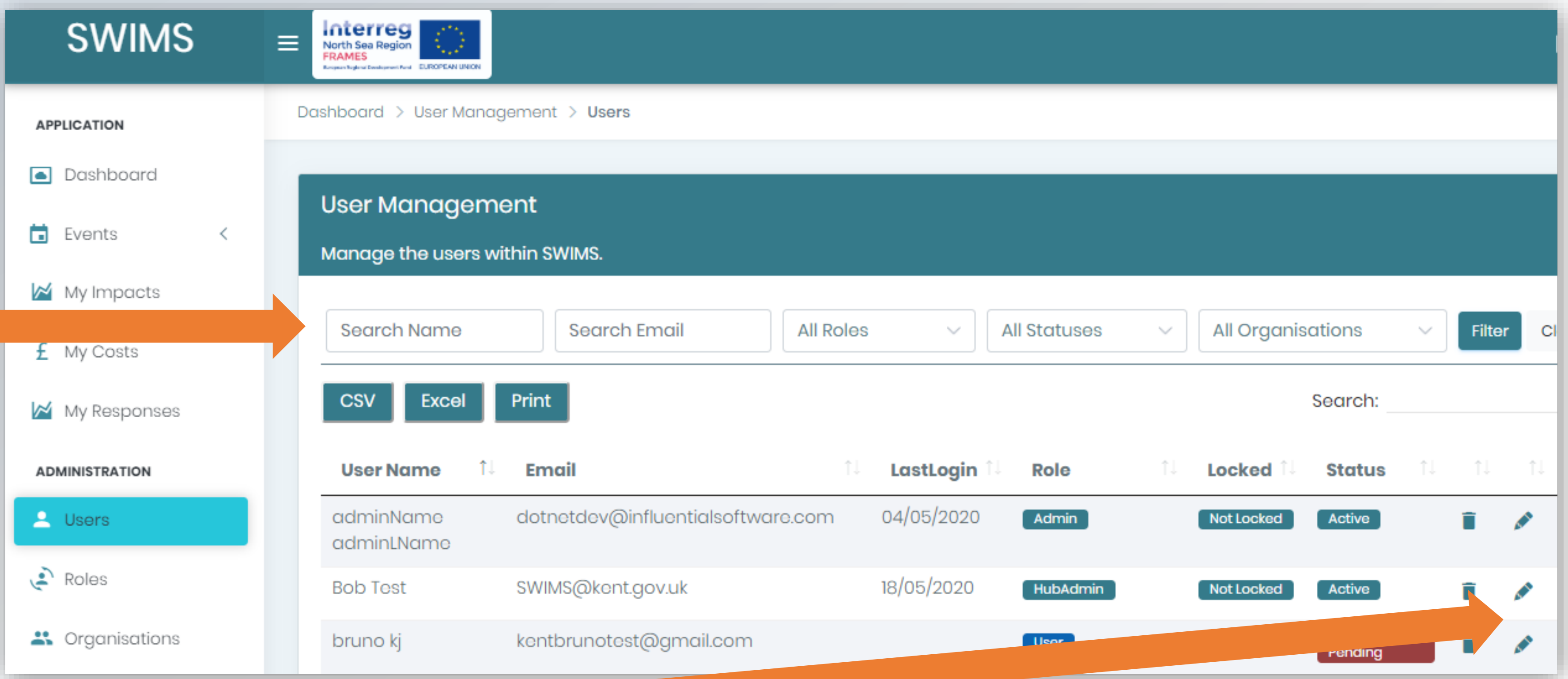


Change a User's Role (1)

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

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

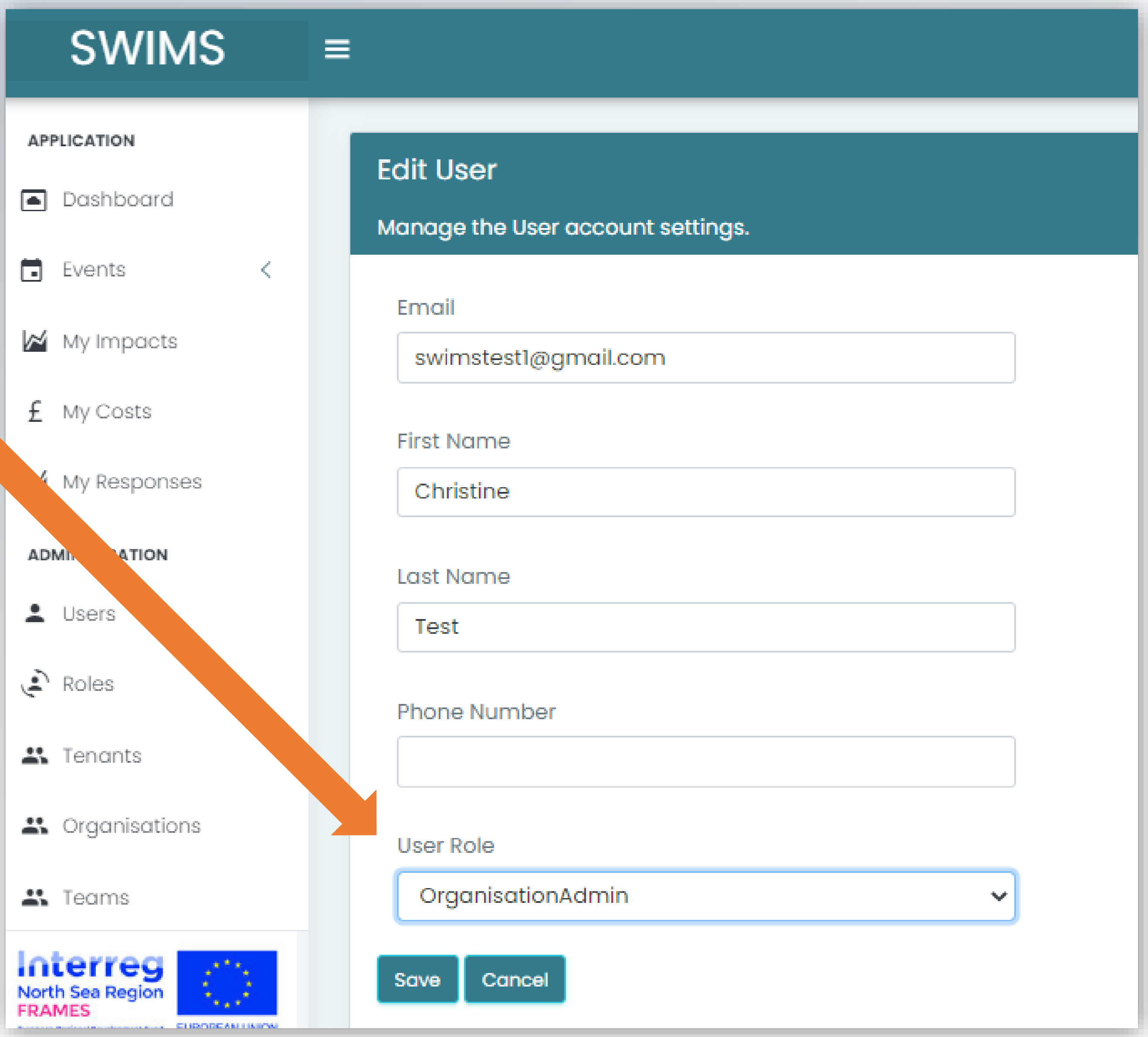


Change a User's Role (2)

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



Create a New Organisation or Team

As an Hub Admin **you are responsible for approving and creating new Organisations** for your Hub.

Hub Admins must **add new organisations** to their hub.

Top Tip

Hub Admins are only user role that can create new organisations for their hub

Top Tip

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

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

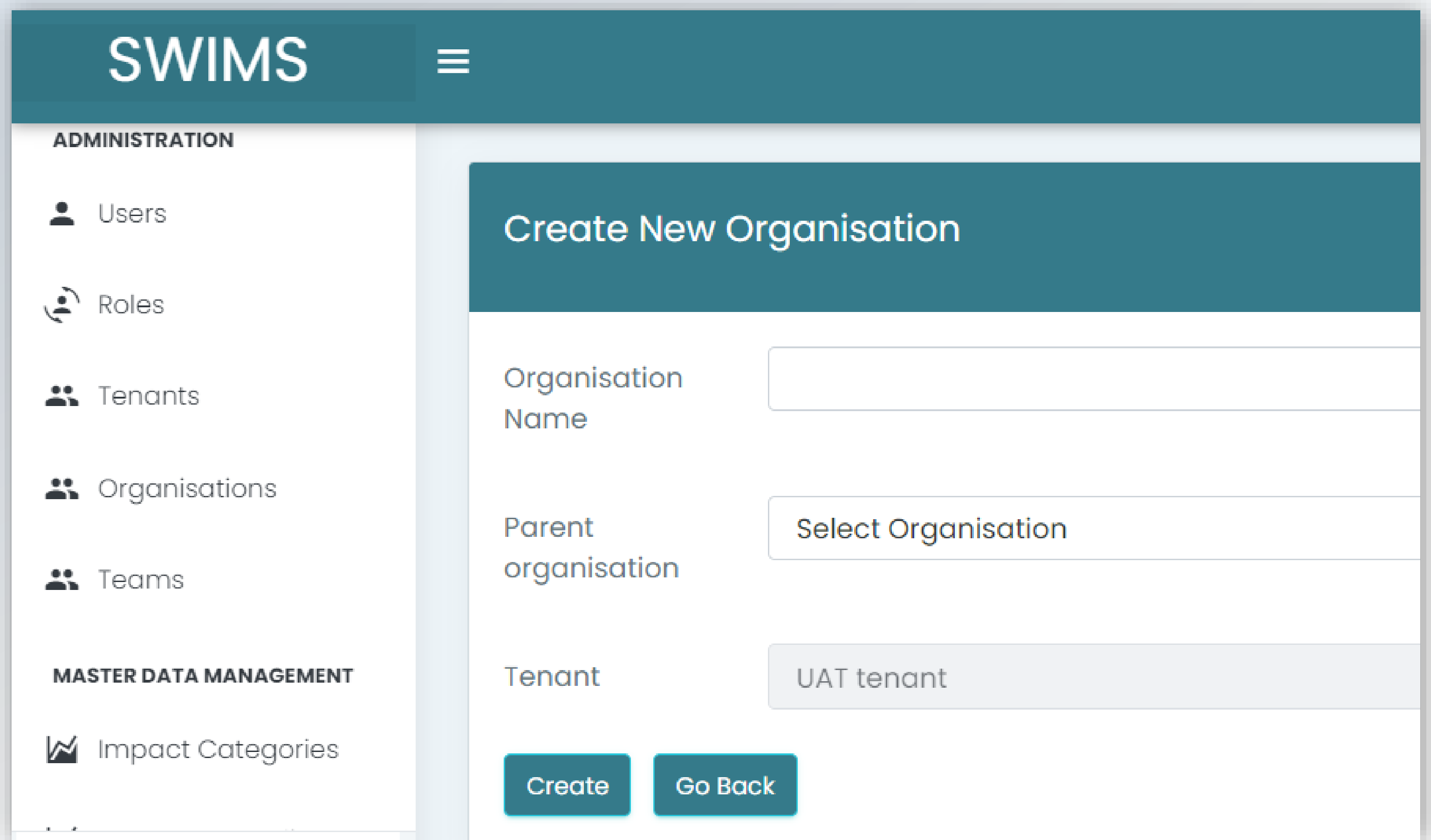
Create a New Organisation

1 Click on **Organisations** in the menu

2 Scroll down and click on the **Create new Organisation** button at the bottom of the page

3 Name the Organisation and select a parent organisation if required

4 Click **Create**. Your new organisation will now be saved.



Top Tip

Parent Organisations are for Organisations that are affiliated with each other e.g. an independent care home that has been commissioned by KCC to provide a service

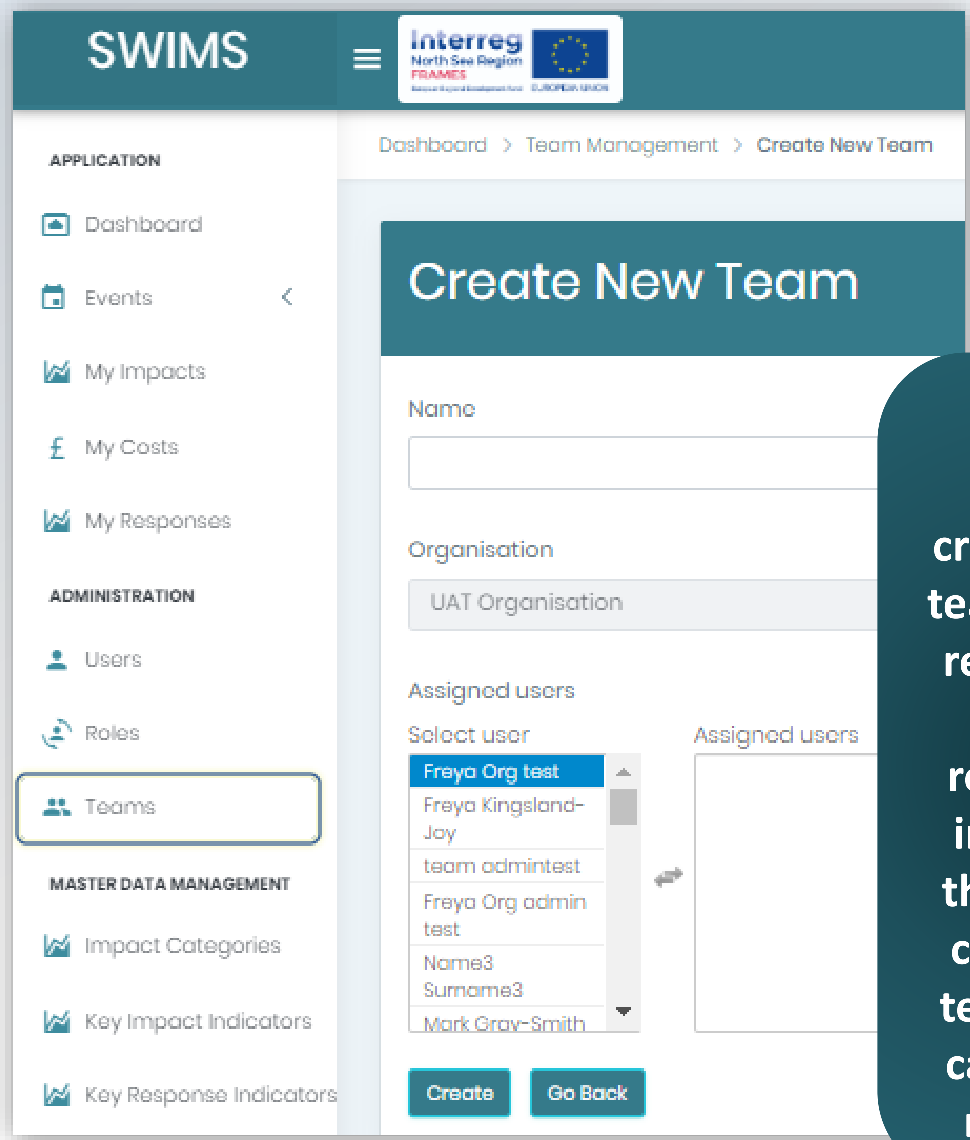
Create a New Team

1 Click on **Teams** in the menu

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

3 **Name the team** and select the organisation its from and **assign users to the team** from current users in your hub 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 new team will now be saved



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

Change a User’s Team or Organisation

Users select their team when registering but may need to change team or organisation at a later date. **You can assigns users registered to your hub to different teams and organisations.**

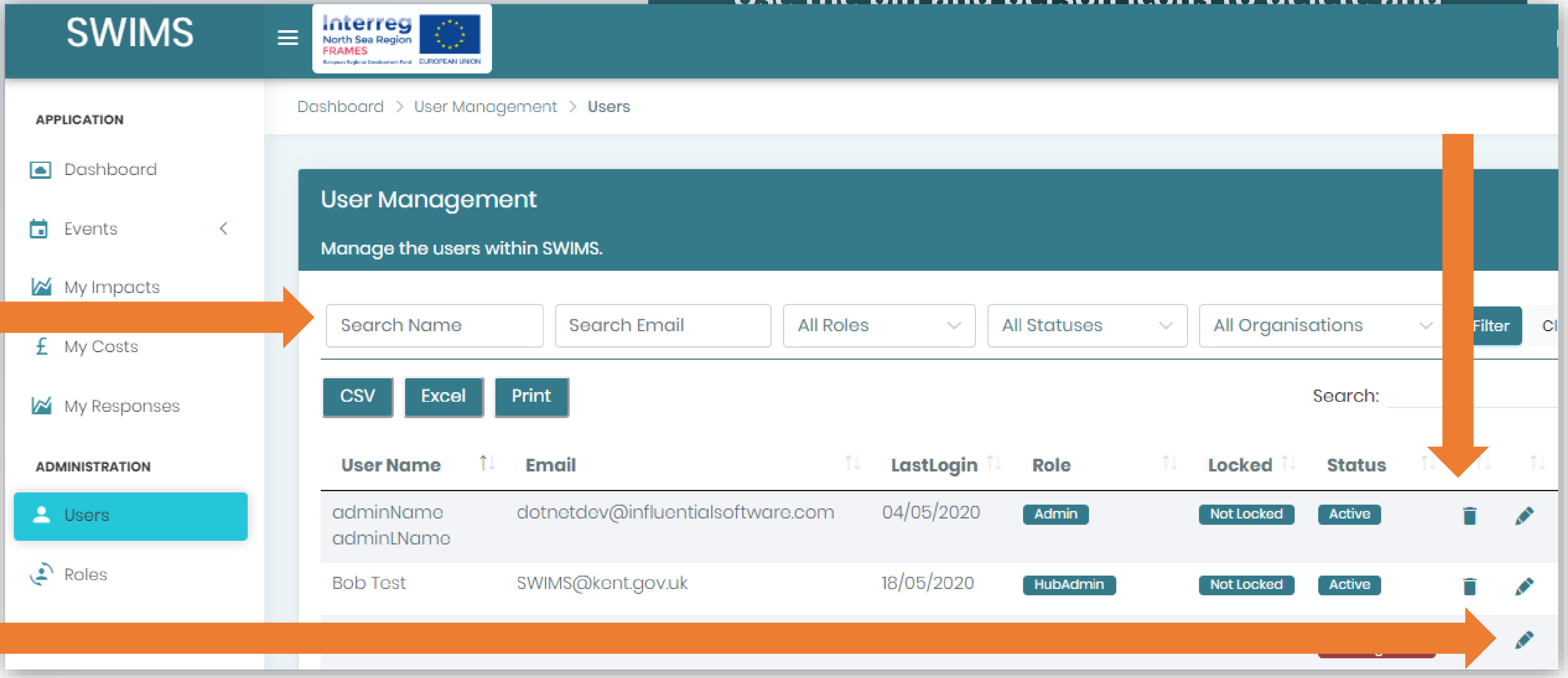
Top Tip

Use the bin and person icons to delete and

1 Click on **Users** in the menu

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

3 Click on the pencil icon for the user



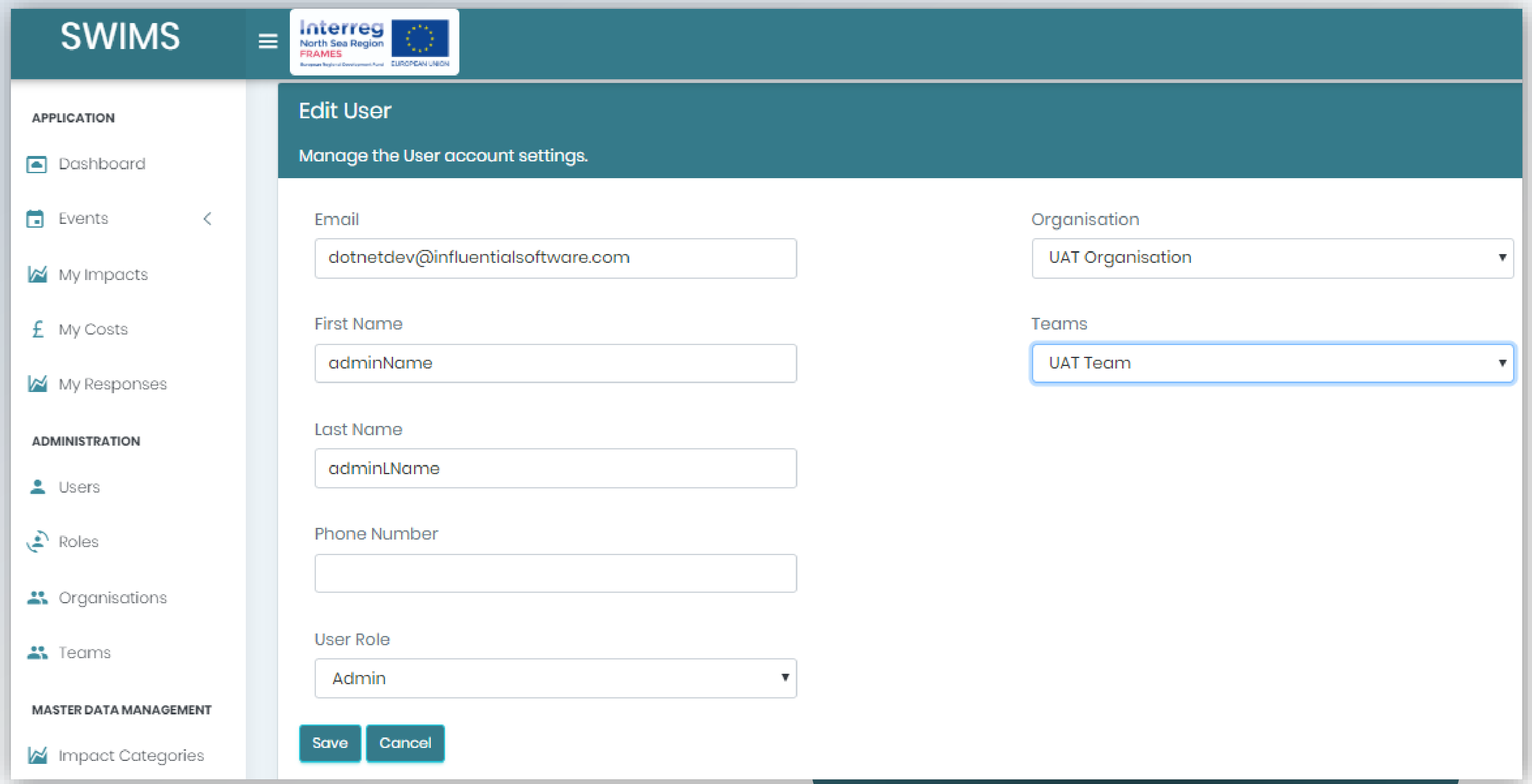
Change a User's Team or Organisation (1)

4 Choose a new team or org 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



own

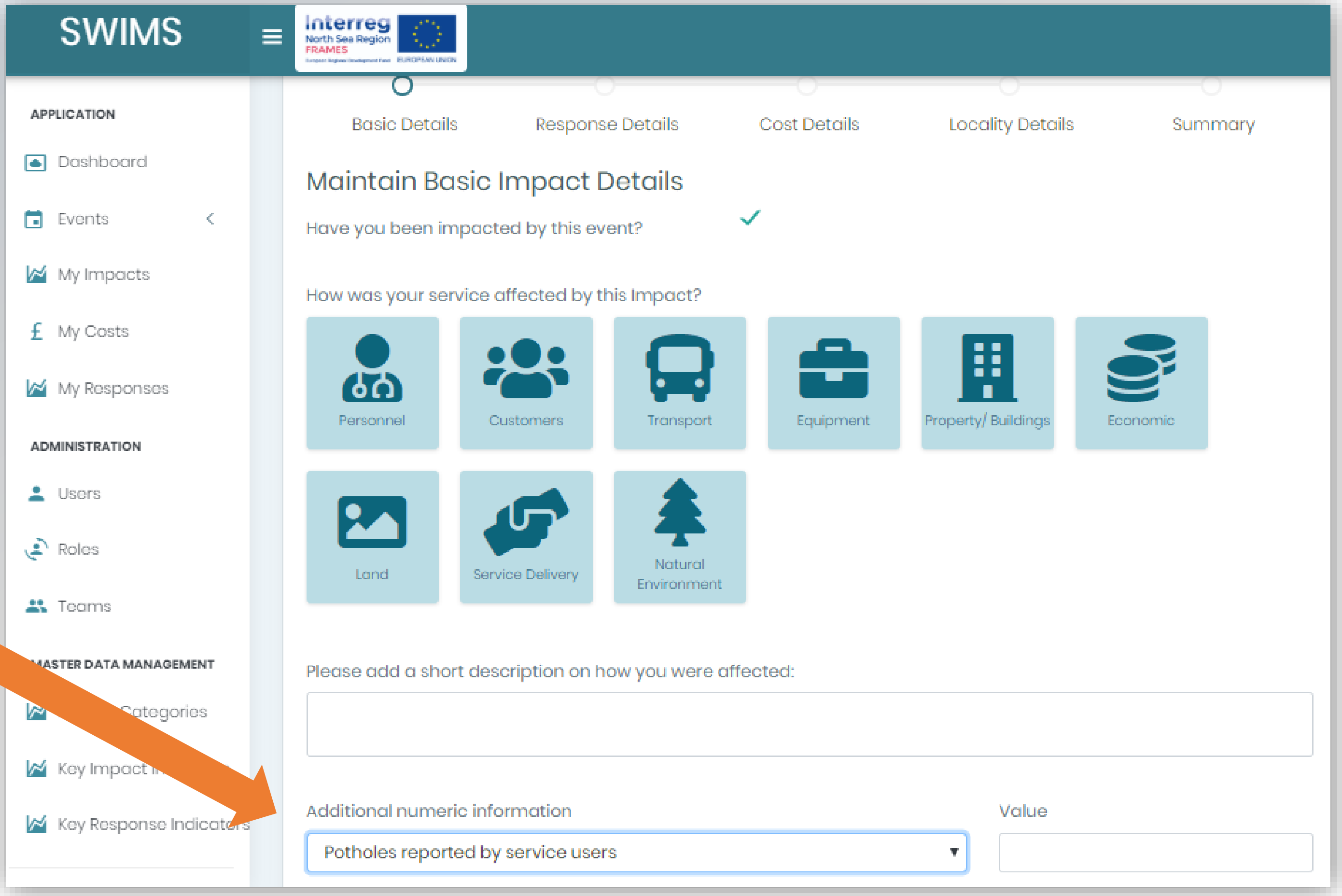
The user will now be **assigned to the new team or organisation** when they log in

Add a Key Impact Indicator (KII) for your Hub

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 Hub**

Top Tip

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



Add a Key Impact Indicator (KII) for your Hub (1)

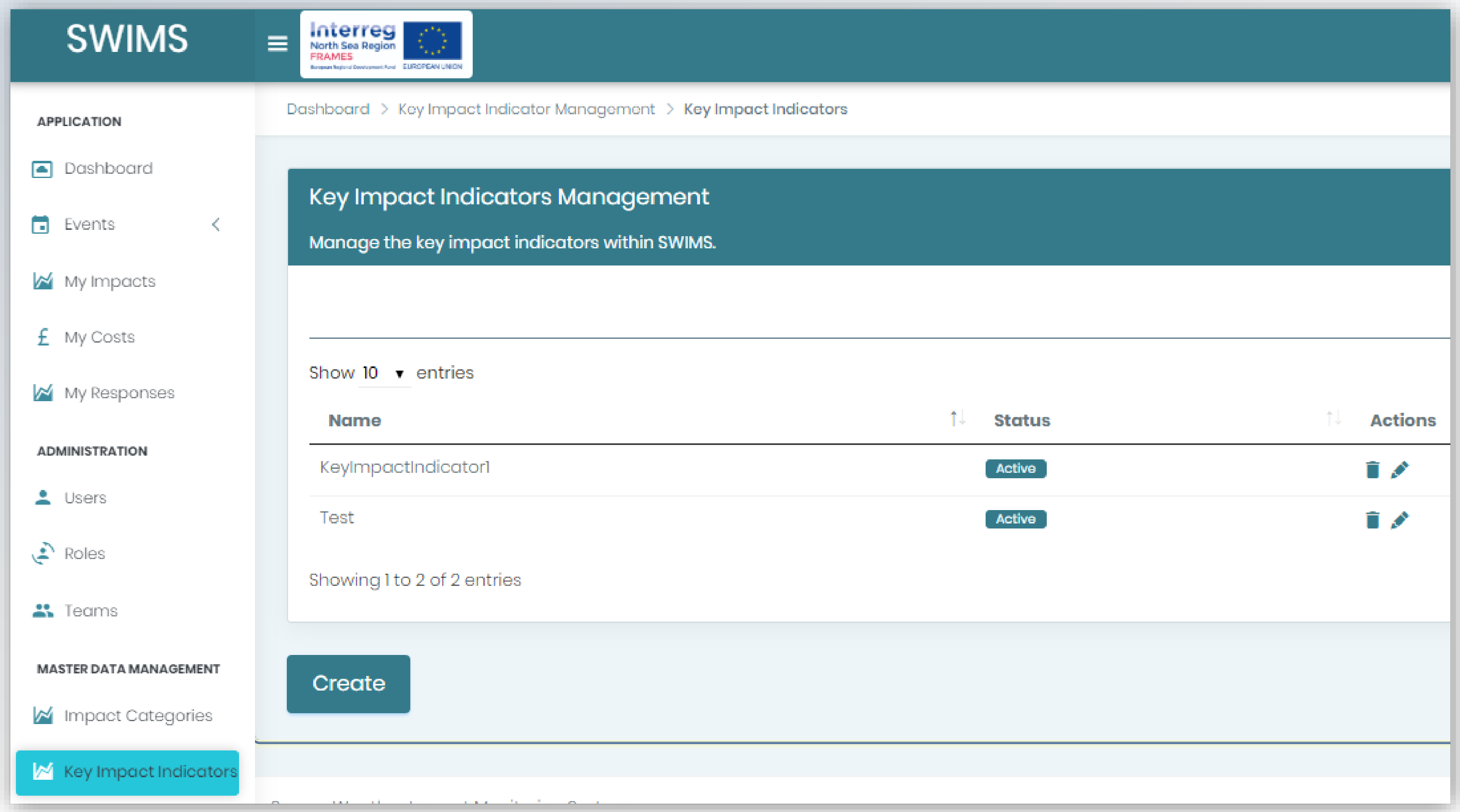
Users from your hub will send you an email with name of Key Impact Indicator to be added.

1. Click on Key Impact Indicators from menu

2. Click Create

Top Tip

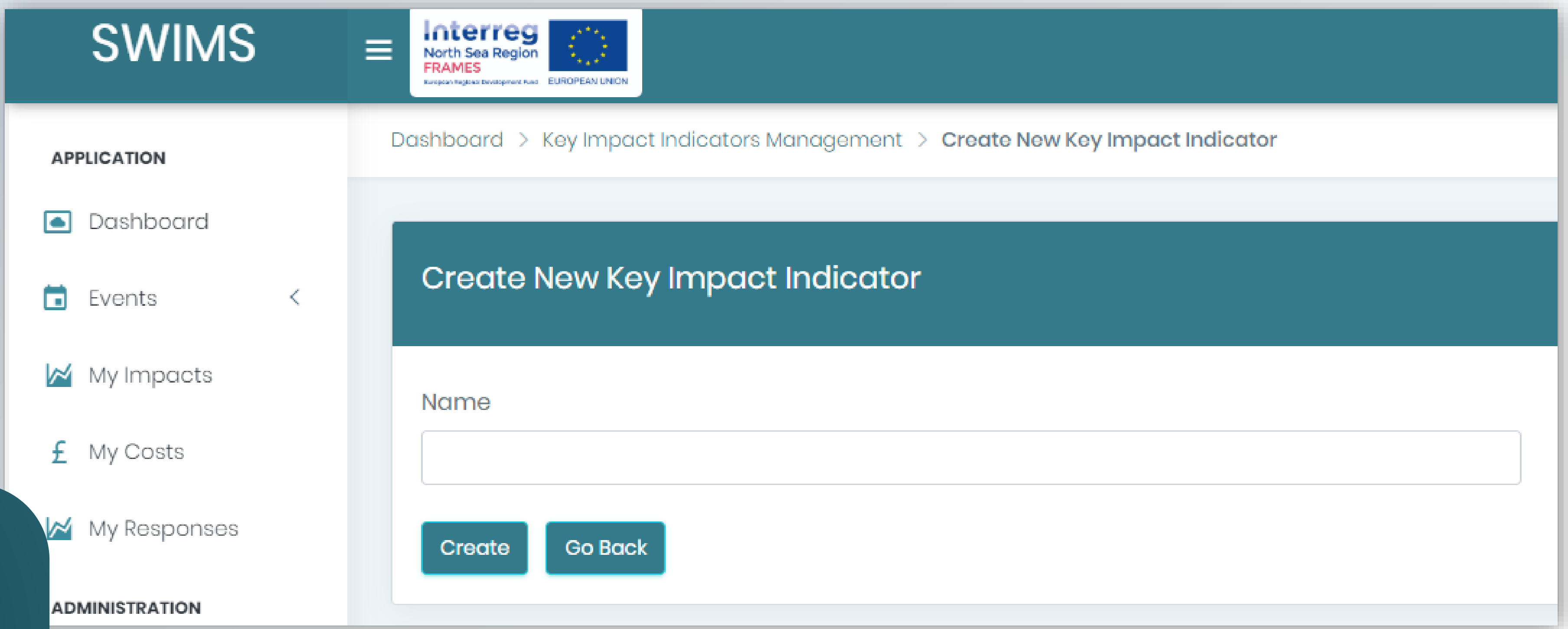
You can also edit Key Impact Indicators you have created on this page using the pencil icon. Do not delete any KII's from this page because they will be deleted for all users in your Hub



Add a Key Impact Indicator (KII) for your Hub (2)

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 Hub

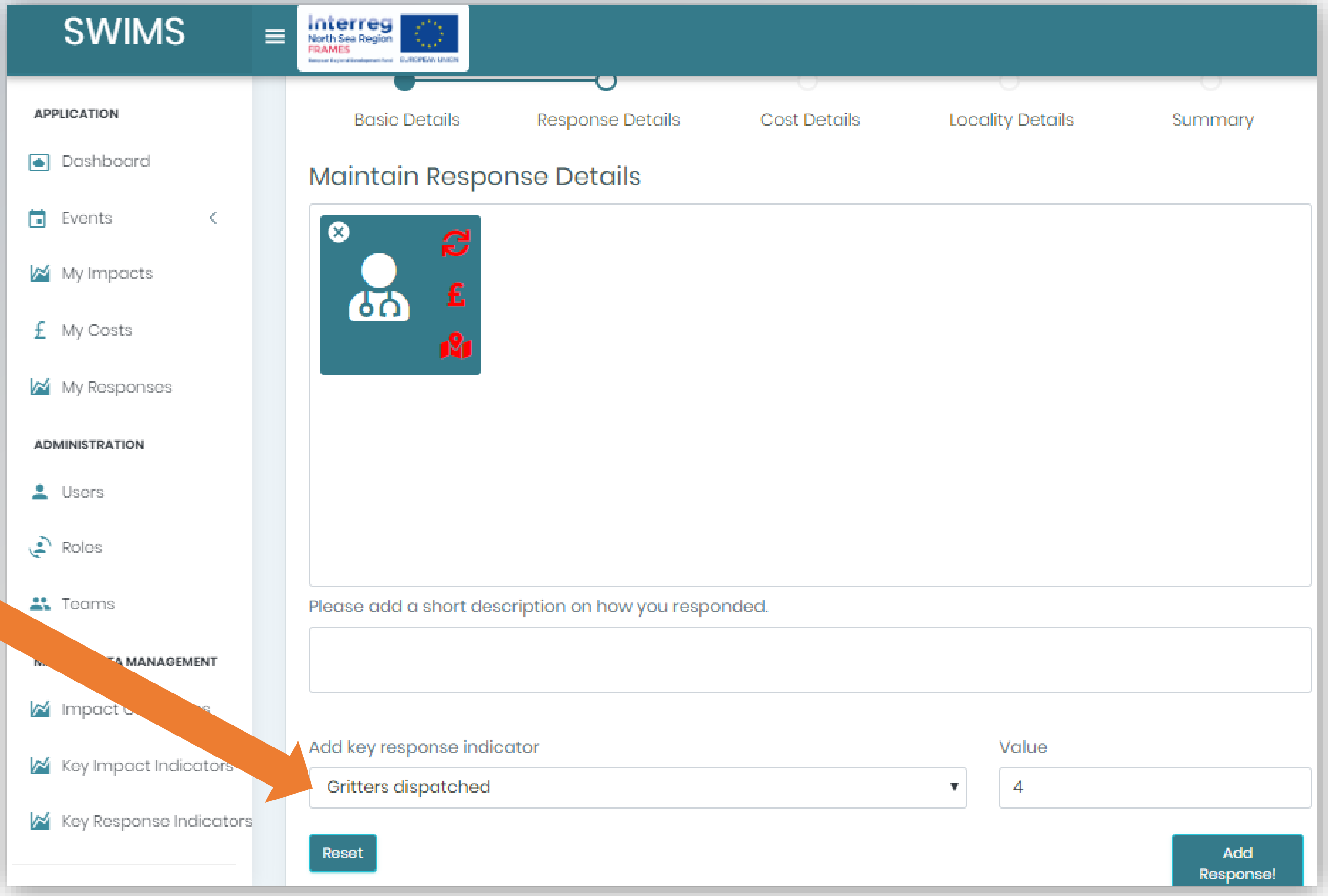
New KII will now be populated in the drop down list for **Step 1 Basic Details of Impact Wizard**

Add a Key Response Indicator (KRI) for your Hub

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 Hub**

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

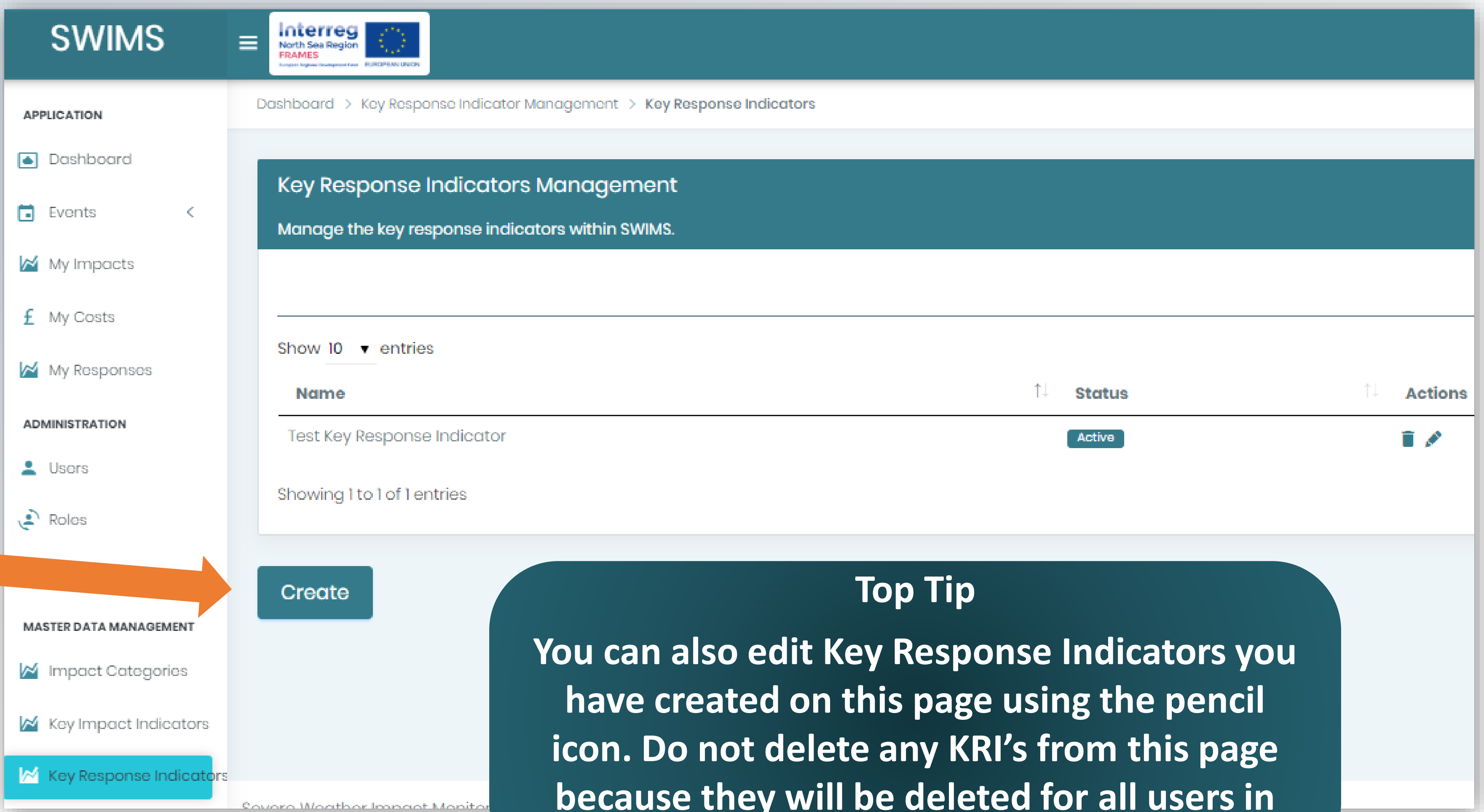


Add a Key Response Indicator (KRI) for your Hub (1)

Users from your Hub 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



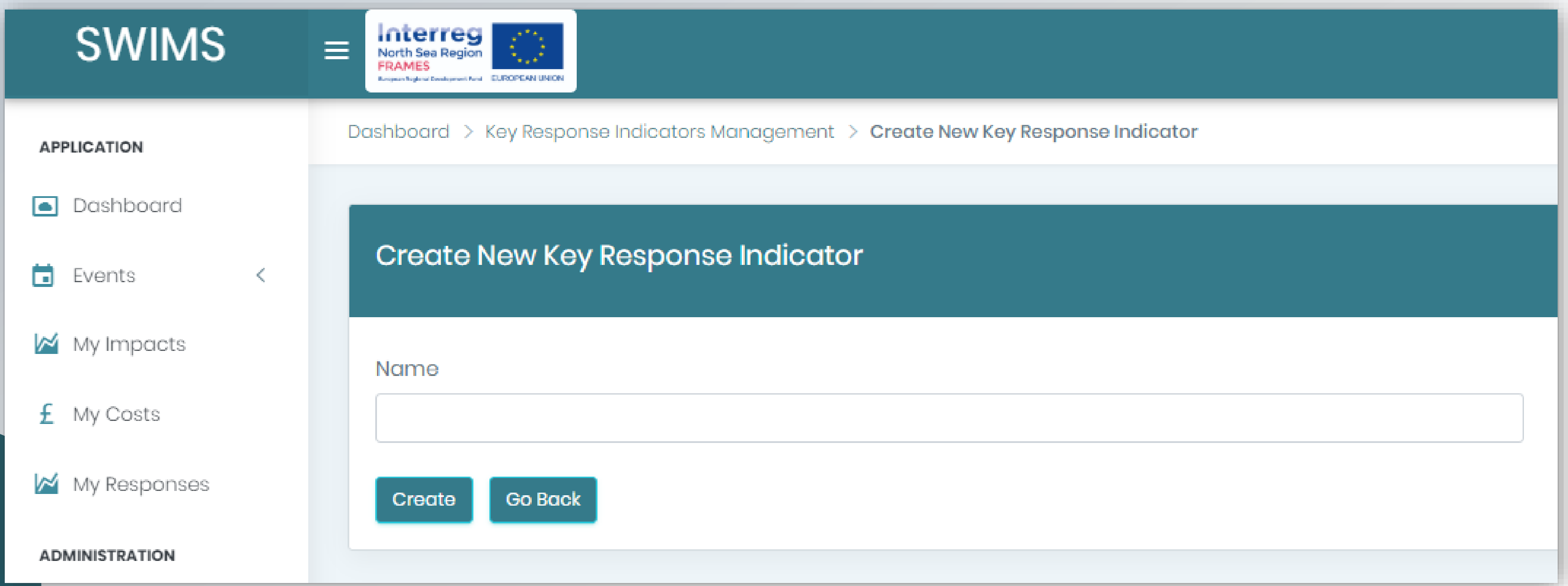
Top Tip

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 Hub

Add a Key Response Indicator (KRI) for your Hub (2)

3 Add name of new KRI

4 Click Create



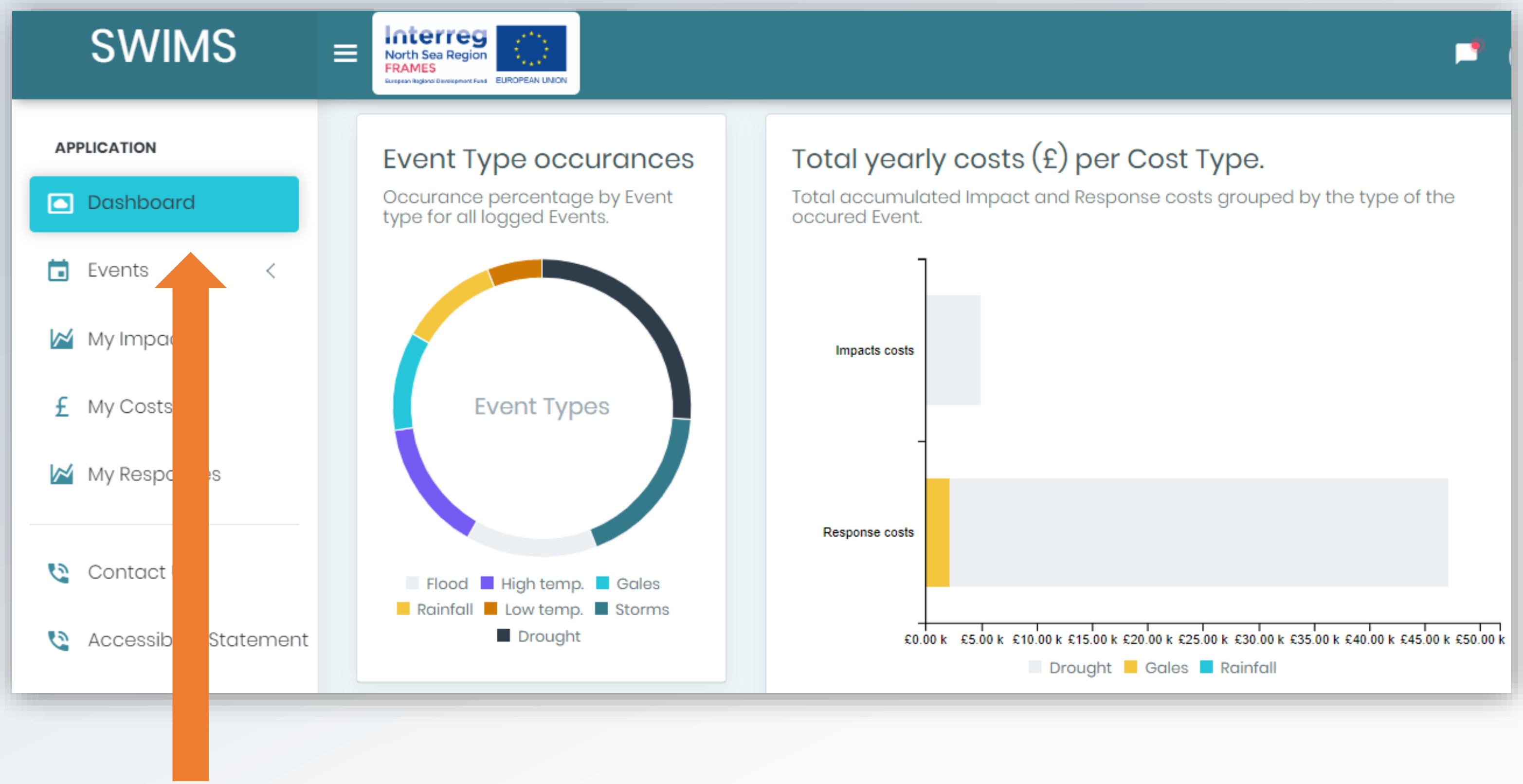
Top Tip

Key Response Indicators you add will be added to base list in impact wizard for all users in your hub

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

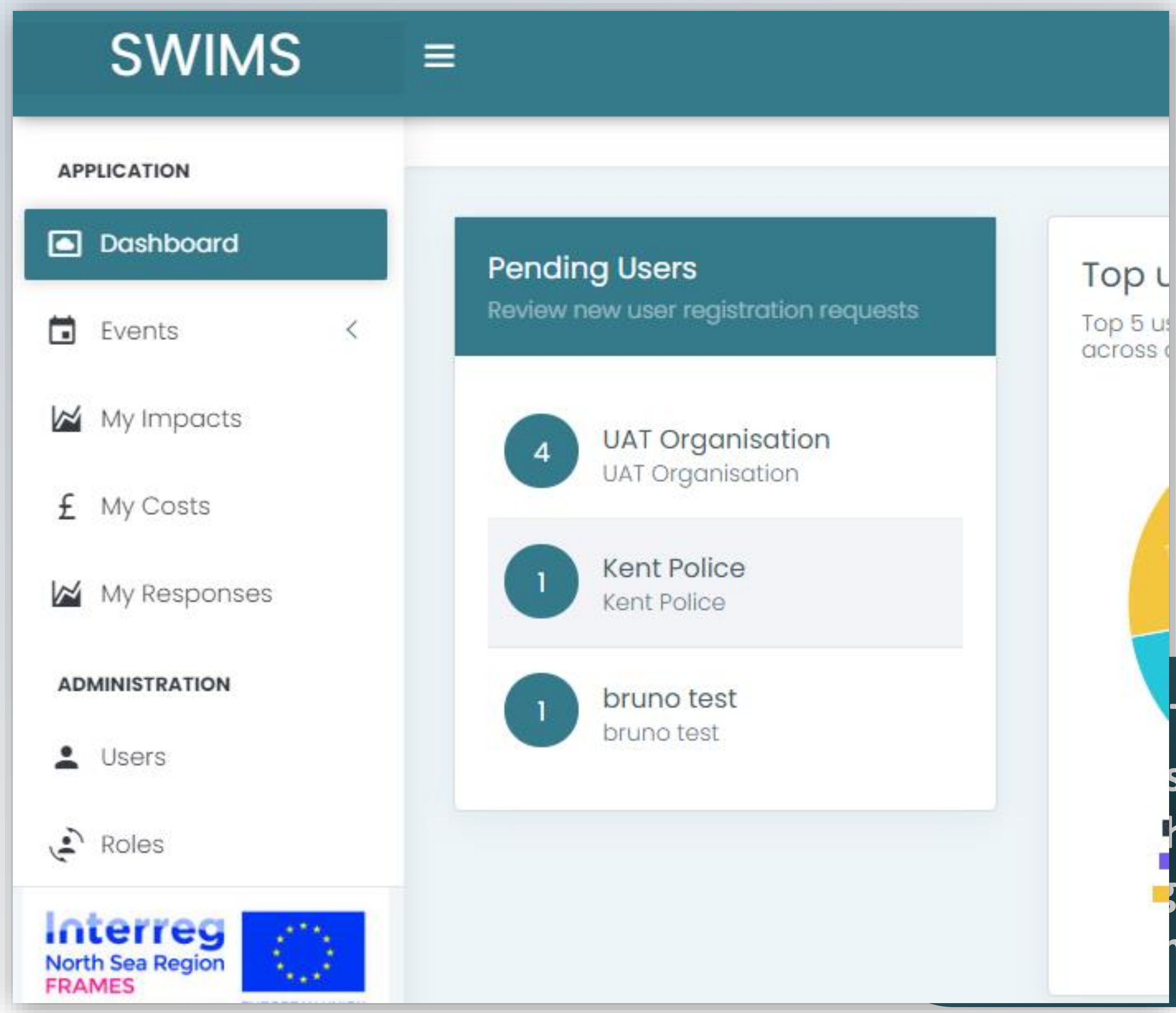
Data is displayed in different **widgets** on the dashboard which can be accessed from the menu.

As a Hub 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



Tip:
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and Hub
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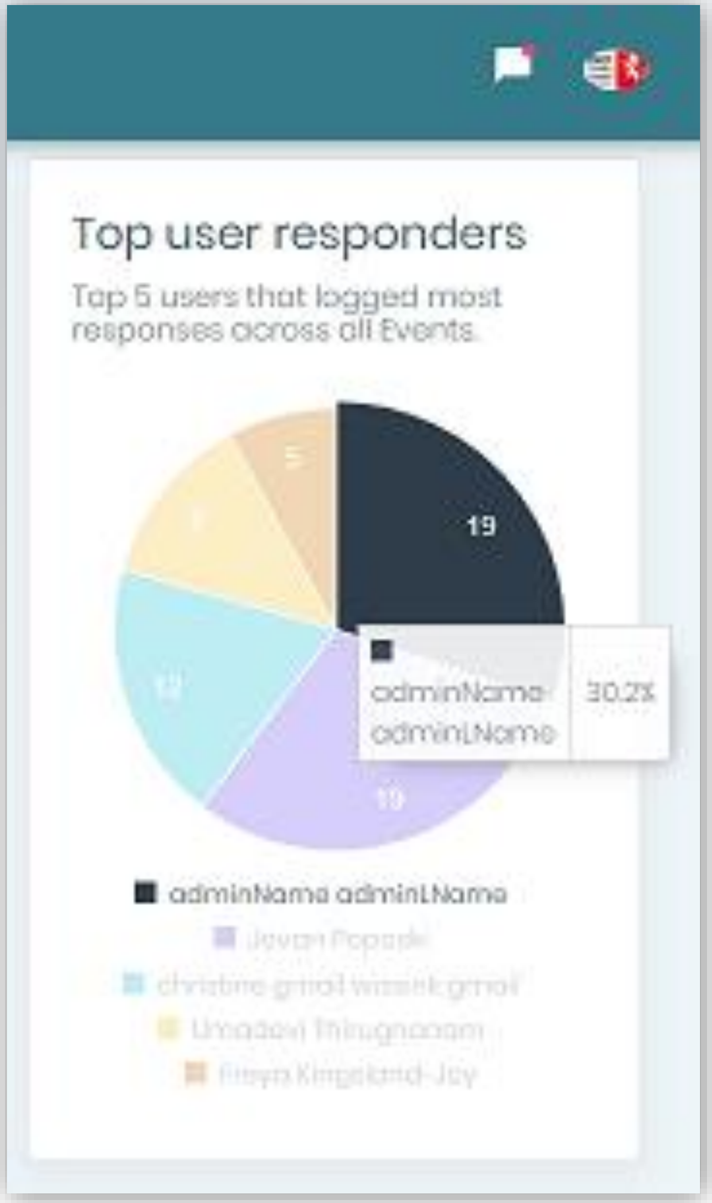
For more information on **approving registrations** please visit the [Approve New Users for your Hub](#) Page

Top User Responder Widget

This widget demonstrates the **top 5 users from your Hub** 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