

Severe Weather Impacts Monitoring System

SWIMS Org Admin

Guide

Interreg
North Sea Region
FRAMES
European Regional Development Fund



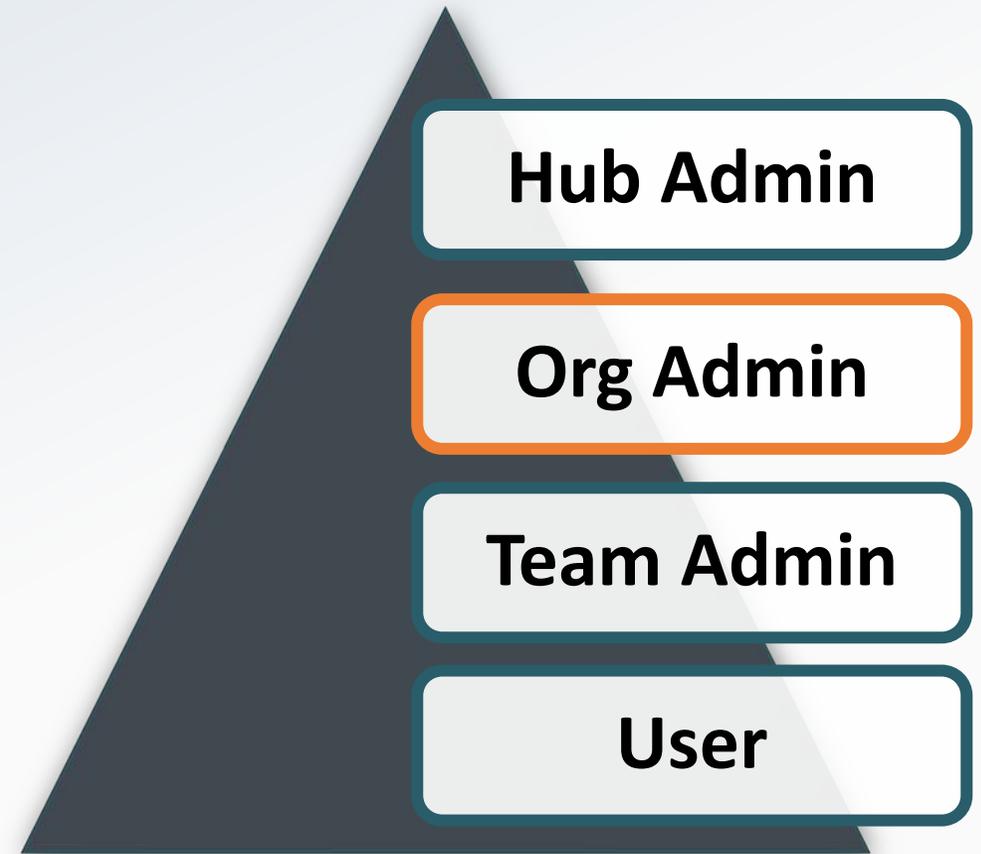
**Kent
County
Council**
kent.gov.uk



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](#)



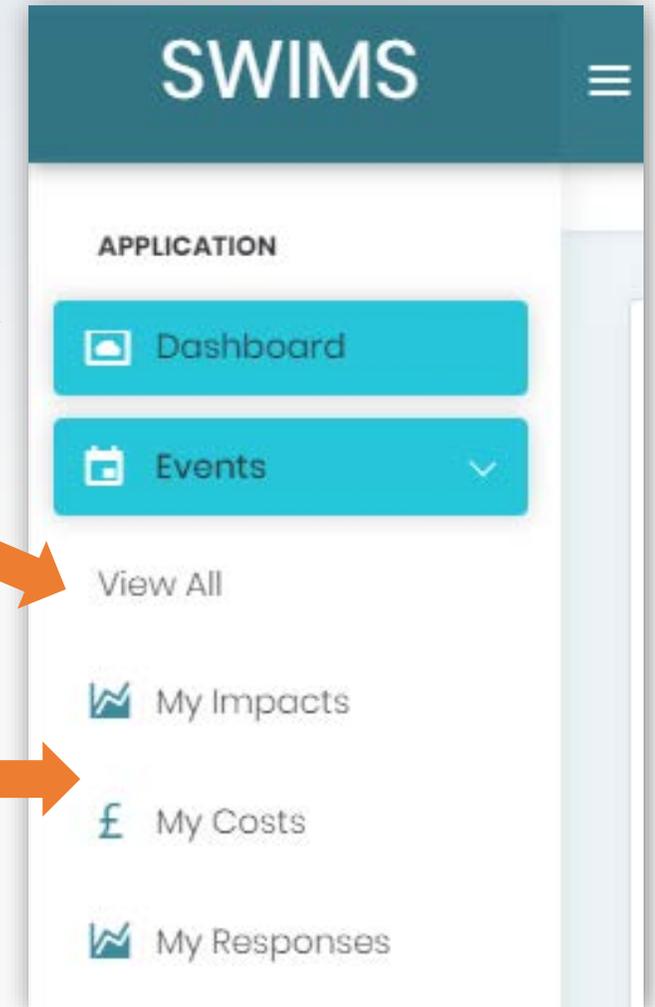
For information on all other functions in SWIMS please see the User Guide

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

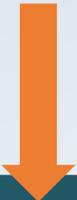


Mailing Address

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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

The screenshot displays the SWIMS dashboard interface. The top navigation bar is teal with the 'SWIMS' logo and a menu icon. A left-hand navigation menu is visible, with an orange arrow pointing to the 'Dashboard' option. The main content area is divided into three columns. The first column, titled 'APPLICATION', lists various menu items: Dashboard, Events, My Impacts, My Costs, My Responses, and an 'ADMINISTRATION' section containing Users and Roles. The second column, titled 'Pending Users', shows a list of new user registration requests with counts and organization names. The third column, titled 'Top user responders', features a pie chart showing the top 5 users by event participation.

Count	Organization
4	UAT Organisation
1	Kent Police
1	Sam organisation
1	bruno test

User	Count
adminName adminLNar	17
Jovan Poposki	13
Test T	12
christine gmail wissink gr	8
Umadevi Thirugnanad	8

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

The screenshot displays the SWIMS dashboard interface. On the left is a navigation menu with sections for 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles). The main content area features three widgets: 'Pending Users' (Review new user registration requests), 'Top user responders' (Top 5 users that logged most responses across all Events), and 'Notifications'. The 'Pending Users' widget lists four entries: 'UAT Organisation' (4), 'Kent Police' (1), 'Sam organisation' (1), and 'bruno test' (1). The 'Top user responders' widget includes a pie chart with five segments: 'adminName adminLName' (19), 'Jovan Poposki' (17), 'Test Test' (13), 'christine gmail wissink gmail' (12), and '8' (8). The 'Notifications' panel on the right shows three items, including 'New registration request' for 'Matt Tolliday' and 'bruno kj'. An orange arrow points from the number '2' to the 'UAT Organisation' entry in the Pending Users widget. Another orange arrow points from a speech bubble icon in the top right corner of the dashboard to the 'Top Tip' box below.

Top Tip

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

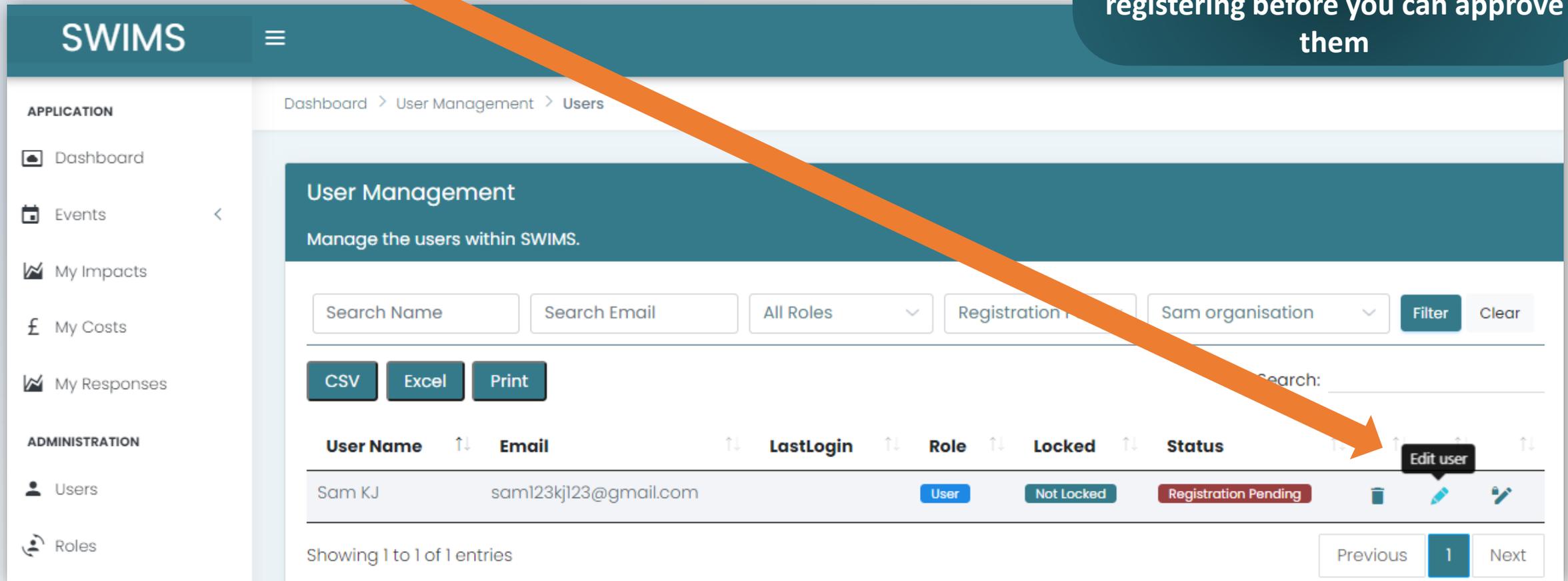
Approve a New User for your Organisation

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 displays the SWIMS User Management interface. The left sidebar contains navigation options under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles). The main content area shows the 'User Management' section with a breadcrumb trail: Dashboard > User Management > Users. Below the breadcrumb is a header 'User Management' and a sub-header 'Manage the users within SWIMS.' A search and filter section includes input fields for 'Search Name' and 'Search Email', dropdown menus for 'All Roles' and 'Sam organisation', and buttons for 'Filter' and 'Clear'. Below this are buttons for 'CSV', 'Excel', and 'Print'. A table lists users with columns: 'User Name', 'Email', 'LastLogin', 'Role', 'Locked', and 'Status'. The table contains one entry for 'Sam KJ' with email 'sam123kj123@gmail.com', role 'User', and status 'Registration Pending'. To the right of the user row are icons for delete, edit, and another edit function. A tooltip labeled 'Edit user' is visible over the pencil icon. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has pagination controls for 'Previous', '1', and 'Next'. An orange arrow points from the text instruction to the pencil icon.

Approve a New User for your Organisation

4

Click approve account request

The screenshot shows the 'Edit User' interface in the SWIMS application. The breadcrumb trail is 'Dashboard > User Management > Edit User'. The form contains the following fields and controls:

- Email:** Input field containing 'test@gmail.com'
- First Name:** Input field containing 'Test'
- Last Name:** Input field containing 'one'
- Phone Number:** Empty input field
- User Role:** Dropdown menu with 'User' selected
- Organisation:** Dropdown menu with 'Sam organisation' selected
- Teams:** Dropdown menu with 'Sam organisation' selected

At the bottom of the form, there are four buttons: 'Approve account request' (highlighted in cyan), 'Reject request' (red), 'Save' (teal), and 'Cancel' (teal).

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 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 > User Management > Users'. The left sidebar lists 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles). The main content area is titled 'User Management' and contains search filters for Name, Email, Roles, Unconfirmed status, and Organisations. Below the filters are buttons for CSV, Excel, and Print, and a search input field. A table lists users with columns for User Name, Email, LastLogin, Role, Locked, and Status. One user, Calin Lupoiu, is shown with the status 'Unconfirmed Email'.

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

Top Tip

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

SWIMS

Interreg North Sea Region FRAMES

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

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 displays the 'Edit User' interface in the SWIMS application. The header includes the SWIMS logo and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar lists navigation options under 'APPLICATION', 'ADMINISTRATION', and 'MASTER DATA MANAGEMENT'. The main content area shows the following fields:

- Email: CreateUser2@tes.com
- Organisation: UAT Organisation
- First Name: CreateTestUser2
- Teams: UAT Team
- Last Name: CreateTestUser2
- Phone Number: (empty field)
- User Role: User

At the bottom of the form, a message reads: "User has not yet confirmed the email address!". Below this message is a blue button labeled "Resend email confirmation.".

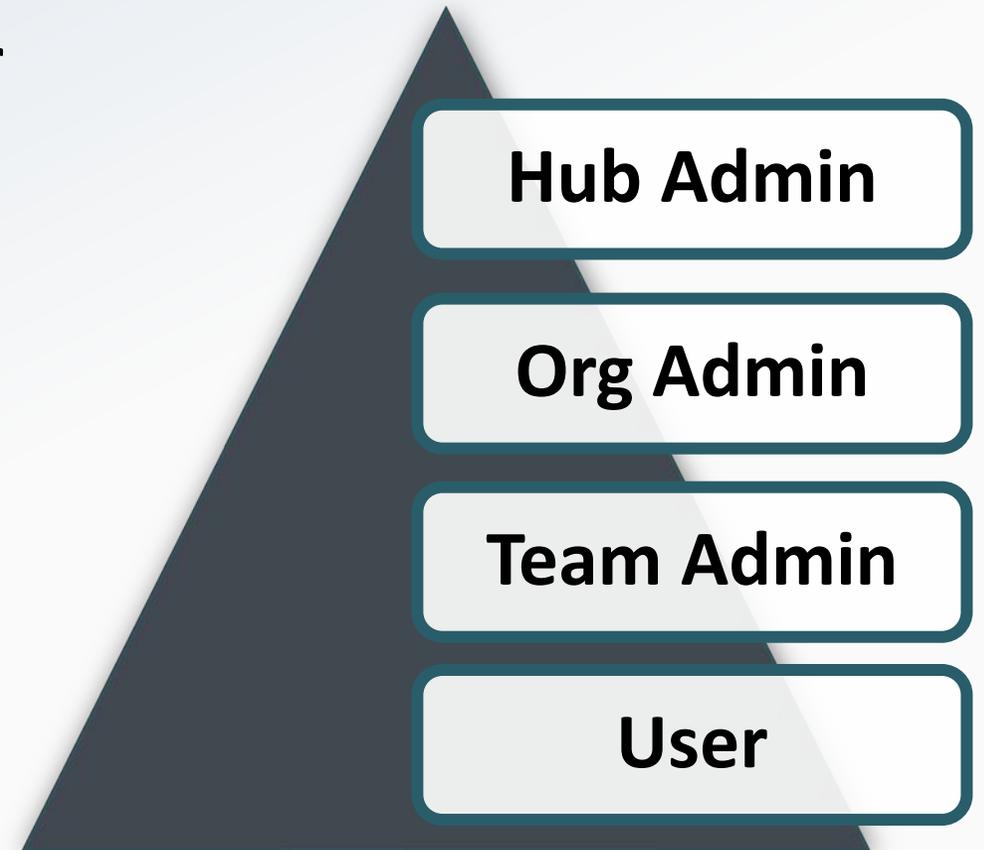
The user will now receive the registration confirmation email again. They can now confirm their email address and you can then [approve their registration](#).

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 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 European Regional Development Fund EUROPEAN UNION

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	Not Locked	Pending

Change a User's Role

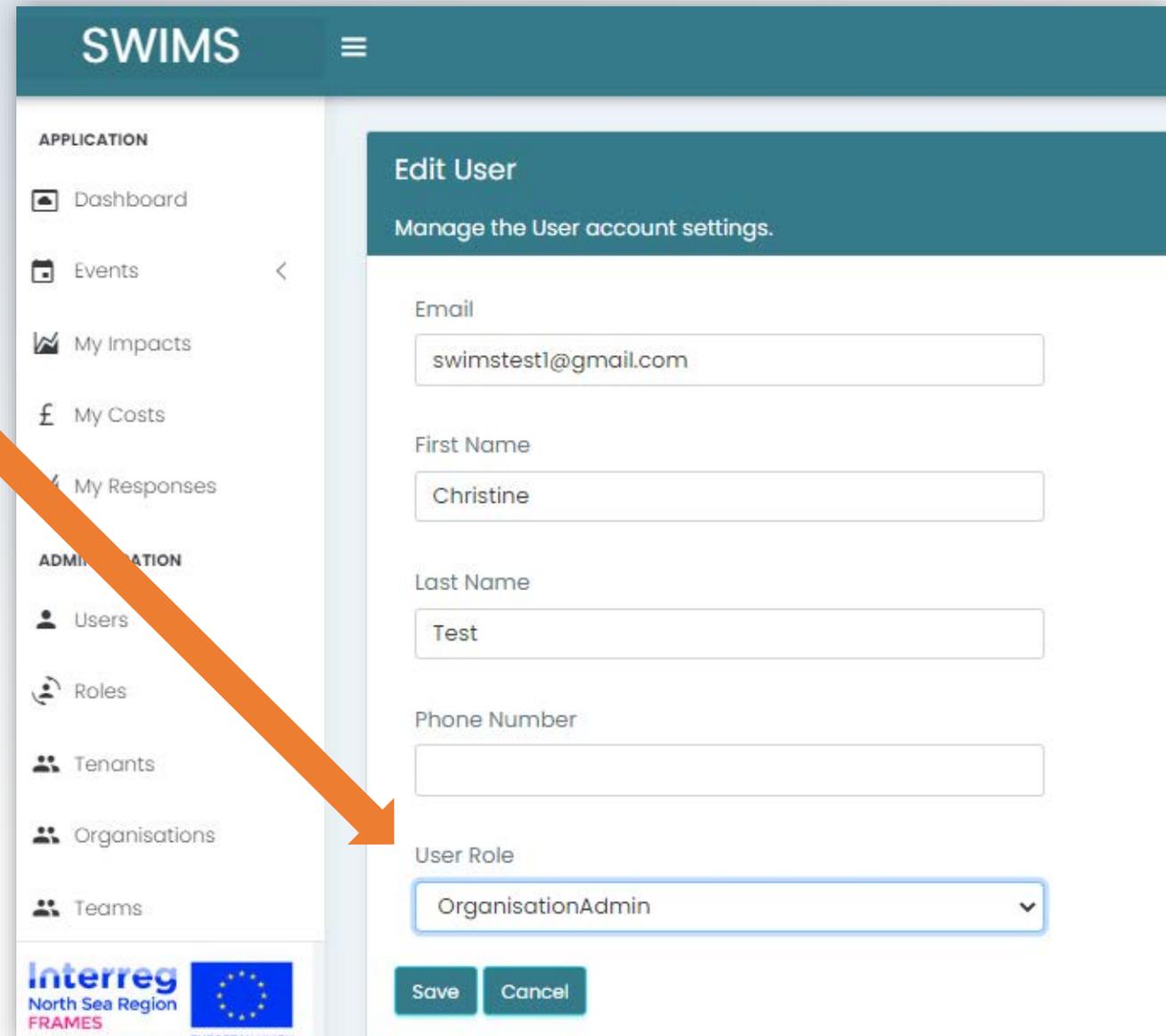
4

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



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

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 menu is divided into 'APPLICATION' and 'ADMINISTRATION' sections. The 'Teams' menu item is highlighted in blue. The main content area displays a list of teams with columns for team name and associated organization. At the bottom right, a 'Create new team' button is visible.

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

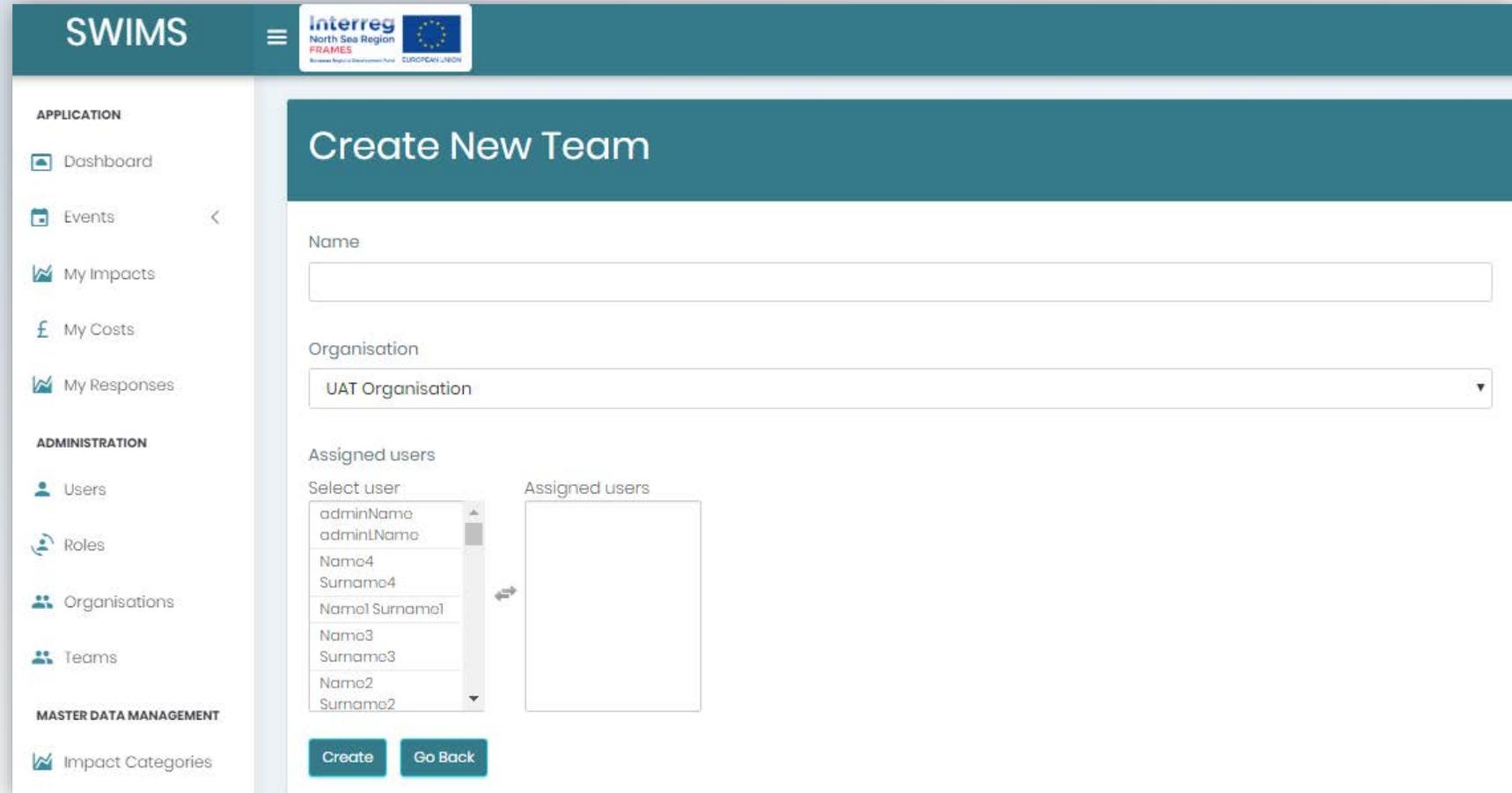
Create a New Team

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' form in the SWIMS application. The form is titled 'Create New Team' and is located in the 'APPLICATION' section of the sidebar. The form includes the following fields and sections:

- Name:** A text input field for the team name.
- Organisation:** A dropdown menu currently set to 'UAT Organisation'.
- Assigned users:** A section with a 'Select user' dropdown list and an 'Assigned users' box. The 'Select user' list contains the following entries: adminName, adminName, Name4, Surname4, Name1 Surname1, Name3, Surname3, Name2, and Surname2. An arrow points from the dropdown to the 'Assigned users' box.
- Buttons:** 'Create' and 'Go Back' buttons at the bottom of the form.

The sidebar on the left contains the following navigation items:

- APPLICATION:** Dashboard, Events, My Impacts, My Costs, My Responses.
- ADMINISTRATION:** Users, Roles, Organisations, Teams.
- MASTER DATA MANAGEMENT:** Impact Categories.

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

Dashboard > User Management > Users

APPLICATION

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

ADMINISTRATION

- Users**
- Roles

Interreg North Sea Region FRAMES European Regional Development Fund EUROPEAN UNION

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 adminLName	dotnetdev@influentialsoftware.com	04/05/2020	Admin	Not Locked	Active	🗑️	✎️
Bob Test	SWIMS@kent.gov.uk	18/05/2020	HubAdmin	Not Locked	Active	🗑️	✎️

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

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

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 lists various application and administration options. The main form area is titled 'Edit User' and includes the following fields:

- Email:** dotnetdev@influentialsoftware.com
- Organisation:** UAT Organisation
- First Name:** adminName
- Last Name:** adminLName
- Phone Number:** (empty field)
- User Role:** Admin

The 'Teams' dropdown menu is highlighted, showing 'UAT Team' as the selected option. 'Save' and 'Cancel' buttons are located at the bottom of the form.

Top Tip

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

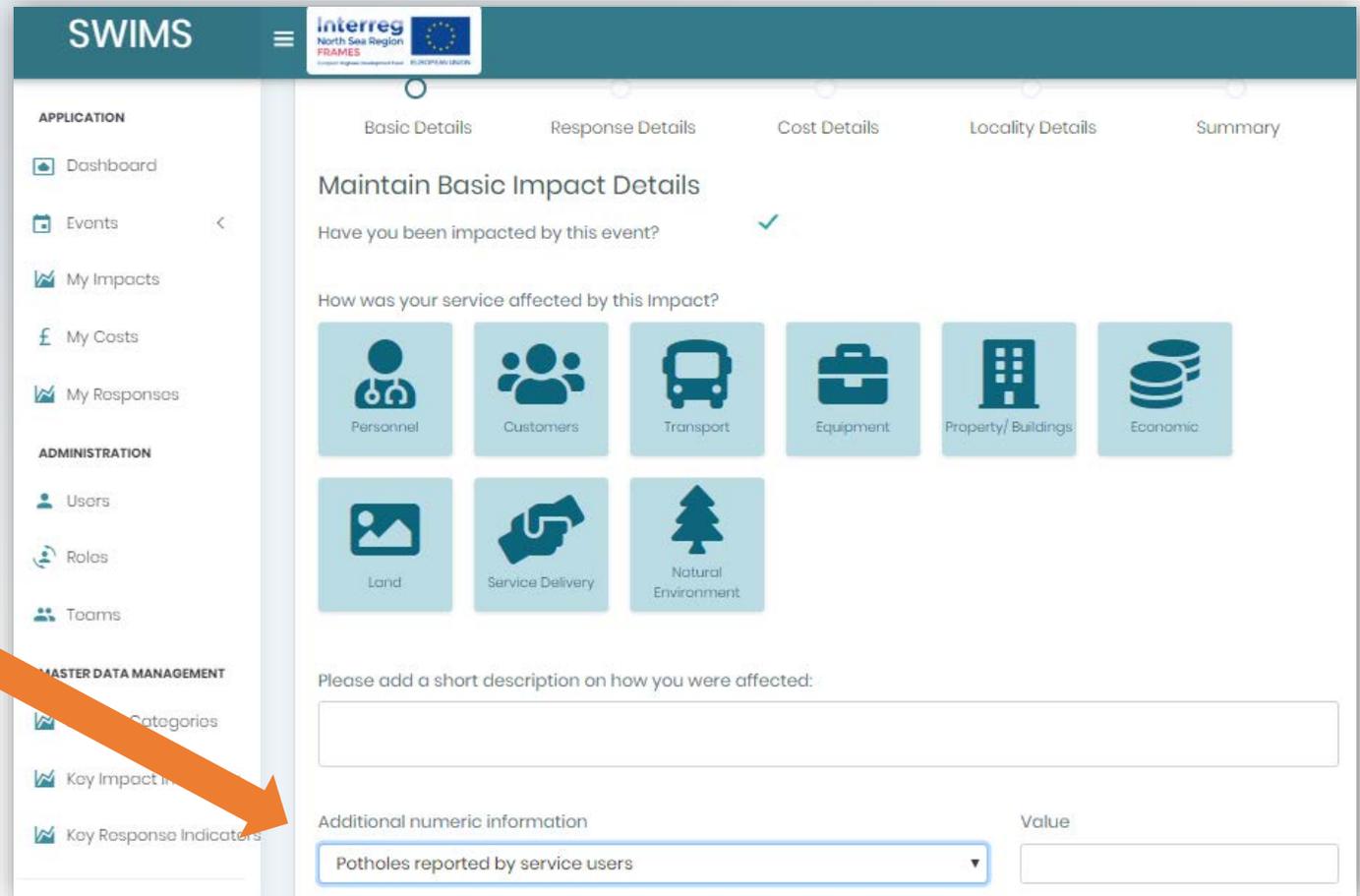
The user will now be **assigned to the new team** when they log in

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



The screenshot displays the SWIMS application interface. The header includes the SWIMS logo, a hamburger menu, and logos for Interreg North Sea Region FRAMES and the European Union. The sidebar menu is visible on the left, listing various application and administration options. The main content area shows the 'Maintain Basic Impact Details' form, which includes a dropdown menu for 'Additional numeric information' and a text input field for 'Value'. The dropdown menu is currently set to 'Potholes reported by service users'.

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 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 left sidebar lists various application and administration options. The main content area shows the 'Key Impact Indicators Management' page, which includes a breadcrumb trail, a title, a description, a table of indicators, and a 'Create' button.

APPLICATION

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

ADMINISTRATION

- Users
- Roles
- Teams

MASTER DATA MANAGEMENT

- Impact Categories
- Key Impact Indicators

Dashboard > Key Impact Indicator Management > Key Impact Indicators

Key Impact Indicators Management

Manage the key impact indicators within SWIMS.

Show 10 entries

Name	Status	Actions
KeyImpactIndicator1	Active	
Test	Active	

Showing 1 to 2 of 2 entries

Create

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 icon, 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. Below the input field 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 displays the SWIMS application interface. The header includes the SWIMS logo and the Interreg North Sea Region FRAMES logo. The sidebar on the left lists navigation options under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles, Teams). The main content area shows the 'Maintain Response Details' form, which is divided into tabs: 'Basic Details', 'Response Details', 'Cost Details', 'Locality Details', and 'Summary'. The 'Response Details' tab is active, showing a 'Maintain Response Details' section with a description field and a table for adding key response indicators. An orange arrow points from the 'Top Tip' text to the 'Add key response indicator' dropdown menu.

Add key response indicator	Value
Gritters dispatched	4

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

The screenshot shows the SWIMS application interface. The header includes the SWIMS logo and logos for Interreg North Sea Region FRAMES and the European Union. The sidebar menu is open, showing categories like APPLICATION, ADMINISTRATION, and MASTER DATA MANAGEMENT. The 'Key Response Indicators' option is highlighted. The main content area is titled 'Key Response Indicators Management' and contains a table with one entry: 'Test Key Response Indicator' with a status of 'Active'. A 'Create' button is visible at the bottom left of the main content area.

Name	Status	Actions
Test Key Response Indicator	Active	 

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

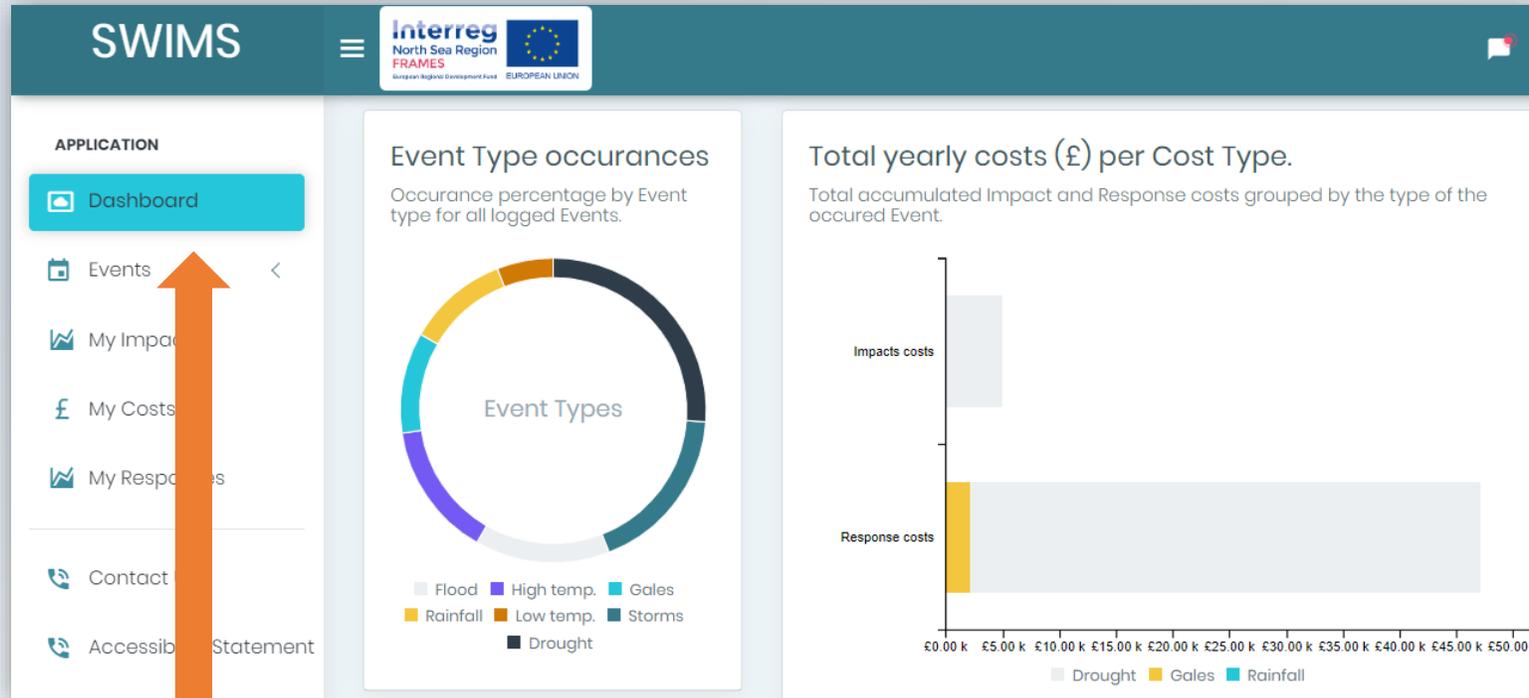
Key Response Indicators you add will be added to the inbuilt dropdown list in Step 2 Response Details of the Impacts Wizard for all users in your Organisation

The screenshot displays the SWIMS web application interface. The top navigation bar 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. On the left, an 'APPLICATION' sidebar lists: Dashboard, Events, My Impacts, My Costs, Responses, and ADMINISTRATION. The main content area features a teal header for 'Create New Key Response Indicator', a 'Name' label, an empty text input field, and 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

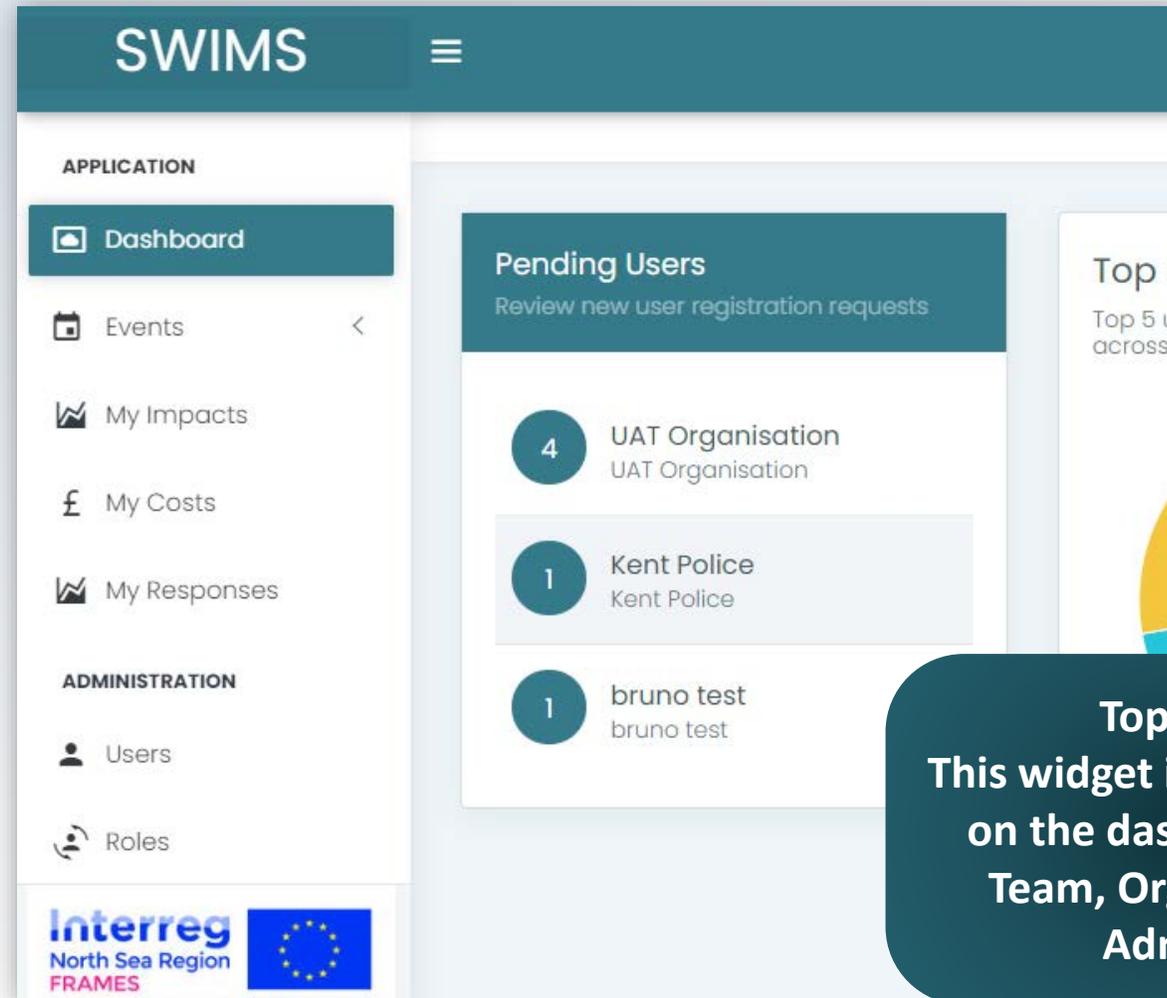
Data is displayed in different **widgets** on the dashboard which can be accessed from the menu.

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



The screenshot shows the SWIMS dashboard interface. The top navigation bar includes the SWIMS logo and a menu icon. The left sidebar contains navigation options under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles). The main content area features a 'Pending Users' widget with the subtitle 'Review new user registration requests'. The widget displays a list of pending users:

Count	Organisation	User Name
4	UAT Organisation	UAT Organisation
1	Kent Police	Kent Police
1	bruno test	bruno test

At the bottom of the dashboard, there is a logo for 'Interreg North Sea Region FRAMES' and the European Union flag.

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

