GETTING STARTED WITH HELPSEEKER
JOIN AS A SERVICE PROVIDER

Visit helpseeker.org and click on “Join Us”:

Enter your contact details, and click “Start Your FREE Account Now”

Once we receive your details, we will be in touch via email to set up your account.

Note: The email and telephone number you provide on the sign-up form will not be visible to the public.
AGENCY
Sign-in

Visit helpseeker.org & click “Sign In” located at the top right corner of your screen. Log in using the info that you were sent by HelpSeeker.

DASHBOARD HOMEPAGE

You will be taken to a world map, which may not have any locations recorded yet.

Using the menu on the left-hand side click on “Listings” and select “Add new” from the drop-down menu.

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HERE IS WHERE YOU ADD YOUR ORGANIZATION’S INFORMATION AND THE PROGRAMS YOU OFFER.
TIPS WHEN ENTERING YOUR INFORMATION

At the top you will either select “Location” or “Program”.

HOW DO I KNOW WHETHER TO SELECT A LOCATION OR PROGRAM?

A location is the “bricks and mortar” of an organization: the geographical location and/or organization/agency’s name.

A program is a service offered by that organization or agency.

Hint: You cannot change an entered location to a program or vice versa without deleting and re-entering, please double check your selection before you continue to the next step.

Fill out every field with an asterisk *, including: Listing name, Full address (more on that below), and a helpful description of up to 1000 characters. Enter as much information as possible to ensure that clients can access the program details and information.
Make sure you enter the address in the field directly above the map: the "find address by the map" space. This will auto generate the location and will pop up a list of possible addresses - click on the correct one, and the address will then populate the line above.

See example below for how to enter 123 Main St, Toronto.

See how typing “123 Main” on the “find address by the map” line brings up several options?

If I click on the one in Toronto, the address will be entered in the “address clarification” line and a pin will appear on the map.
Ensure all extra spaces are removed, including spaces in the hours field. If there are any white spaces, you will not be able to create or save your listing!

Once all the necessary fields are complete, click on the highlighted blue button “Create Listing”.

Once you have created your listing, tag all relevant categories, including a population focus and a service/need. The more tags you add, the easier it will be for people to find your service. All other information following is recommended but optional.

Click “Save”.

Repeat these steps for additional programs you want to add to your location. If you are adding programs to a location, you can choose “attached location” under the categories (tags) line.

DO YOU NEED HELP OR HAVE QUESTIONS?

For technical support, please contact Nicole, Systems Mapping Analyst at email: info@helpseeker.org

For any concerns or information regarding HelpSeeker please contact Co-founder Travis at travis@helpseeker.org