

USER GUIDE

REGISTRATION REQUESTS

The actions described in this Guide can be performed by the following roles:

Admin GA**Admin GA Donor**

When a new user requests to register for STOCKHOLM, the Administrator of the Geographical Area (Admin GA) from the same organisation will receive a notification.

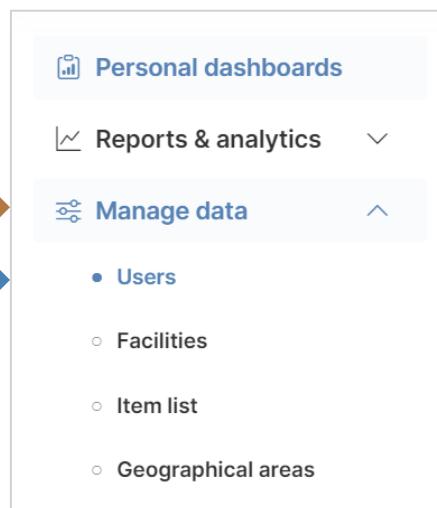
The registration request will be sent via email and/or SMS, like the one below.

[Stockholm] A new registration request [REDACTED] is pending your action. Please check your dashboard to process.

The Admin GA needs to approve the request to finalise the registration process.

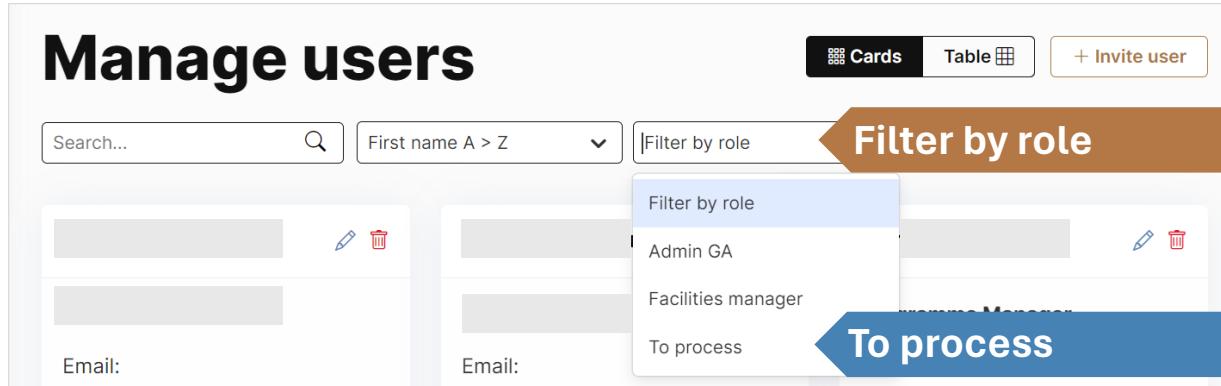
HOW TO APPROVE A REGISTRATION REQUEST

1. Open the **Manage Data** section of the menu.
2. Select **Users**.

 **Manage data** **Users**

3. Click on the drop-down menu **Filter by role**.

4. Select the option “To Process”.



Manage users

Search... First name A > Z Filter by role + Invite user

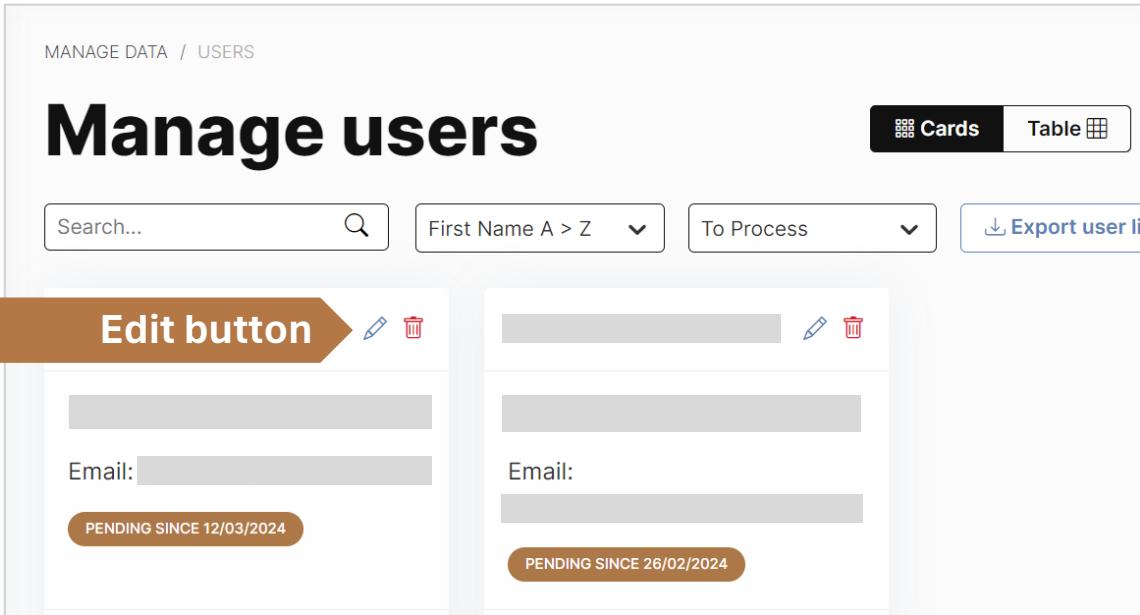
Filter by role

- Filter by role
- Admin GA
- Facilities manager
- To process**

To process

This will filter out all users who have been already approved, leaving only the requests that need to be processed.

5. Select the user you want to approve by clicking on the **blue pencil icon** on the related card. A card with the user details will open.



MANAGE DATA / USERS

Manage users

Search... First Name A > Z To Process

Edit button

Email:

PENDING SINCE 12/03/2024

Email:

PENDING SINCE 26/02/2024

6. **Verify the information** provided by the registrant: name, job title and mobile number.

A **mobile number** is necessary to enable numerous STOCKHOLM functionalities.

7. If the information is correct, select the **Role** you want to give to the user (see [Roles User Guide](#)).

The screenshot shows a user registration form titled 'Edit this user'. It includes fields for First name*, Last name*, Job title*, Email address*, Mobile phone*, Role*, and Agency & Geographical Area*. There is also a 'Select or type Role' dropdown and a 'Select or type Agency & Geo Area(s)' dropdown. A 'Remove role' checkbox is present next to the Role field. A 'Select all' link is located next to the Agency & Geographical Area* field. A 'ADD ROLE' button is at the bottom. A brown arrow on the left points to the 'Role' field, and a blue arrow below it points to the 'Agency & GA' field.

► Admin GA: Administrator of a Geographical Area

Assign the user to the **Agency** and **Geographical Area** for which they are responsible by choosing from the related drop-down menu.

You can assign **more than one Geographical Area** to a user.

Only previously-created Geographical Areas will appear in the drop-down menu (see the [Geographical Areas User Guide](#)).

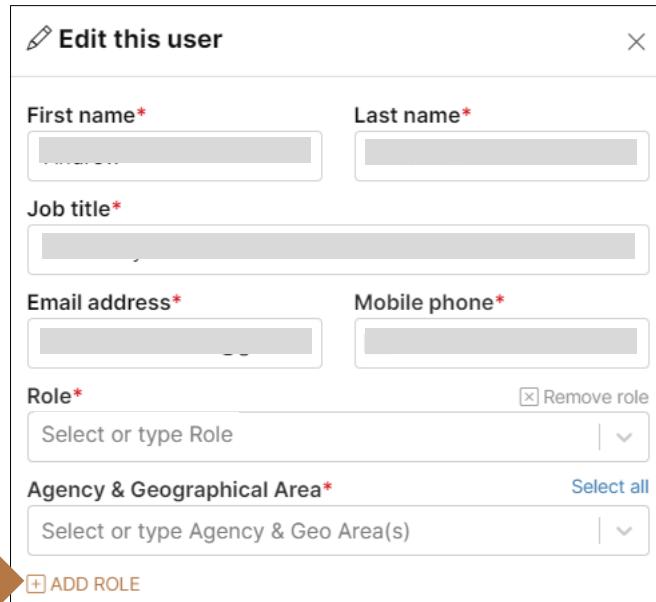
► Facility Manager: Responsible for one or more facilities in a Geographical Area

Assign the user to the **Agency** and **Storage Facility** for which they are responsible by choosing from the related drop-down menu.

You can assign **more than one Storage Facility** to a user.

Only previously-created facilities will appear in the drop-down menu (see the [Facilities User Guide](#)).

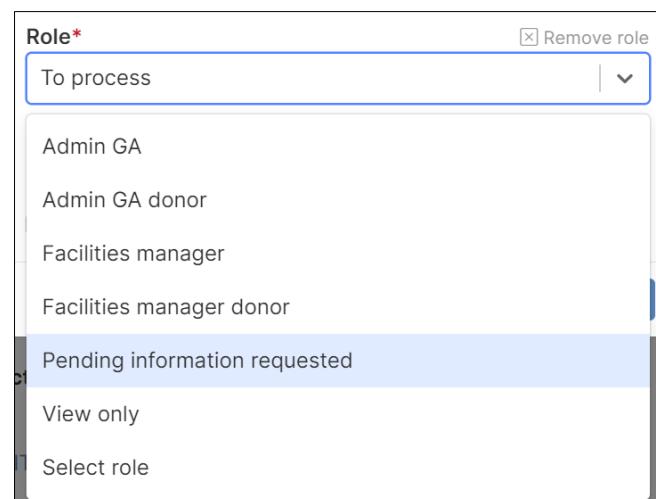
You can also assign **multiple roles** of Admin GA and Facility Manager to the same user if required. Click on “Add role” after you created the first one, as many times as needed.



The screenshot shows the 'Edit this user' form. It includes fields for First name*, Last name*, Job title*, Email address*, Mobile phone*, and Role*. There is a 'Remove role' checkbox and an 'Add role' button. A brown arrow points to the 'Add role' button.

8. If any of the registrant's **information is incorrect, missing or unclear**, use their email address to request further clarifications outside the STOCKHOLM platform.

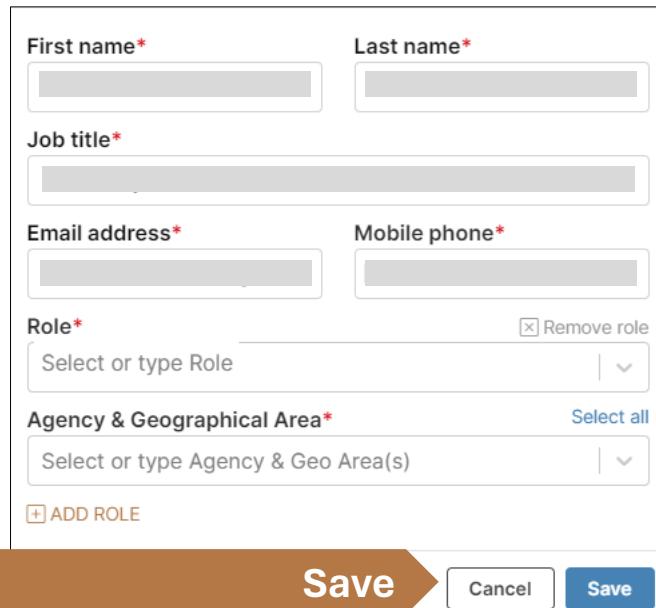
In that case, update the status of this registration request by clicking **Role** and change from “To process” to “Pending information requested” until the required information is received.



The screenshot shows a dropdown menu for 'Role*'. The options are: To process, Admin GA, Admin GA donor, Facilities manager, Facilities manager donor, Pending information requested, View only, and Select role. 'Pending information requested' is highlighted with a blue background.



9. Press **Save** once the information is correct and complete.

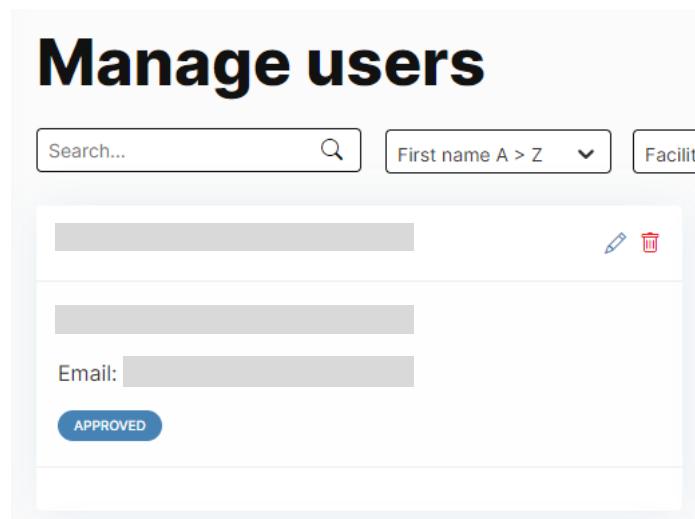


The form contains fields for First name*, Last name*, Job title*, Email address*, Mobile phone*, Role*, Agency & Geographical Area*, and a large text area for Select or type Agency & Geo Area(s). It includes a 'Remove role' checkbox, a 'Select all' checkbox, and an 'ADD ROLE' button. At the bottom is a large orange 'Save' button with a right-pointing arrow, and smaller 'Cancel' and 'Save' buttons.

First name*	Last name*
Job title*	
Email address*	Mobile phone*
Role*	<input type="checkbox"/> Remove role
Select or type Role	
Agency & Geographical Area*	Select all
Select or type Agency & Geo Area(s)	
+ ADD ROLE	

Save

The registration request is now processed. The status of the card will change from “PENDING SINCE [DATE]” to “APPROVED”.



The interface shows a list of users with columns for First name, Last name, Email, and Status. The status column for the first user shows a blue 'APPROVED' button. The interface includes a search bar, sorting dropdowns, and a 'Faciliti' button.

First name	Last name	Email	Status
John	Doe	john.doe@example.com	APPROVED
Jane	Doe	jane.doe@example.com	

The user whose request has been approved will receive confirmation via email and SMS.

FURTHER ASSISTANCE

For support with registration requests, [contact the ESUPS team](#).