

The background features several large, overlapping orange shapes with a subtle grid pattern. These shapes are primarily in shades of orange and yellow, creating a warm and modern aesthetic. The shapes are arranged in a way that they seem to flow together, with some pointing towards the center and others towards the corners.

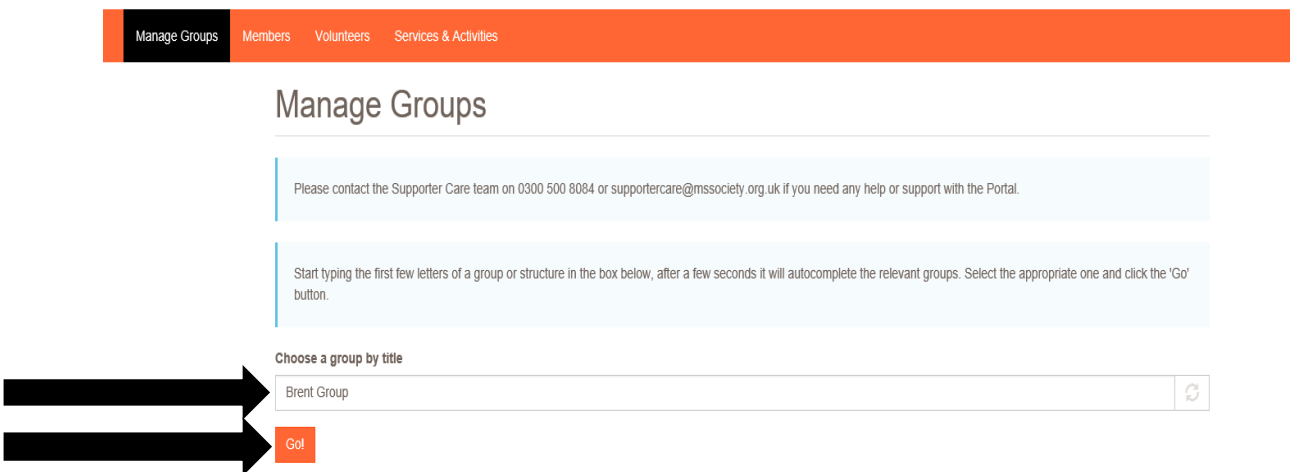
**Portal: How to guide  
7: How to add an event or  
service**

A guide to explain how to add an  
event or service on the Portal

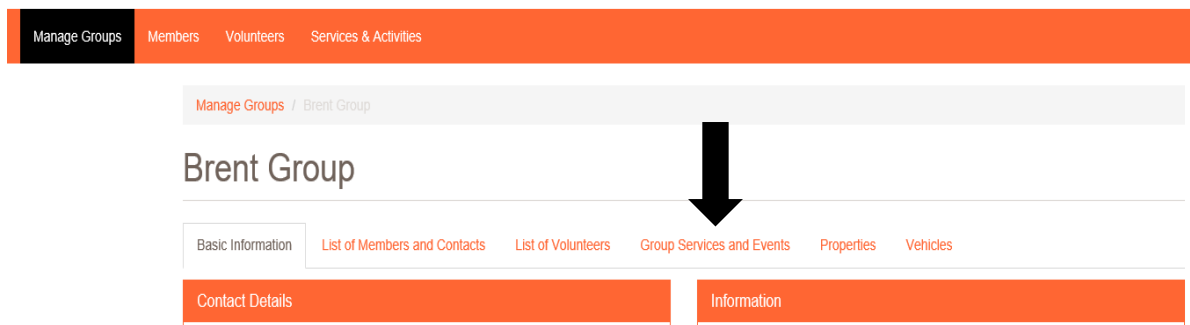
## How to add an event or service

Please add your group’s regular ongoing events (such as MS support or a regular social) and one-off events (such as a fundraising collection) to the Portal. By adding this information to the Portal, it pulls through to our main MS Society website so your group’s services have more visibility meaning that people can search for your group and see what services and support you offer.

1. To start, go to the Portal (<https://portal.mssociety.org.uk>) and login. If you can’t remember your password, please follow the “How to re-set your password” procedure.
2. Once you’re logged into the Portal, you should be on the “Manage Groups” page. Enter the group name you’re looking for (example used below of “Brent Group”) and click “Go”.



3. Next click on the tab that says “Group Services and Events”



4. Click on "Add New Service"

## Brent Group Services

The screenshot shows the 'Brent Group Services' page with several navigation tabs: 'Basic Information', 'List of Members and Contacts', 'List of Volunteers', 'Group Services and Events' (which is active), 'Properties', and 'Vehicles'. Below the tabs, there are two dropdown menus: 'Category' (set to '- Any -') and 'Active' (set to 'On'). A red button labeled 'Add New Service' is highlighted with a black arrow pointing to it from the left. A 'Reset' button is also visible.

5. The screen shown below will appear. You'll need to fill in all the details of your event/service.

### Create a new Service...

The screenshot shows the 'Create a new Service...' form with several fields and annotations:

- a.** Group/Structure – your Group's name should be populated here automatically (e.g. Brent Group). (Annotation points to the 'Brent Group' text in the 'Group / Structure' field.)
- b.** Title – Enter the name of the service or event you're providing (e.g. Coffee Morning). (Annotation points to the empty 'Title' field.)
- c.** Description – This is your opportunity to describe what the service or event is about. Enter the details (e.g. Social event with tea, coffee and cakes with a chance to meet others affected by MS). (Annotation points to the empty 'Description' text area.)
- d.** Type – Click on the arrow at the end of the type field and select the relevant option from the drop-down list (e.g. Regular Event/Service). (Annotation points to the arrow on the 'Type' dropdown menu, which is open to show options: Course, On demand service, One off event, and Regular Event/Service.)
- e.** Category – Click on the arrow at the end of the Category field and select the relevant option from the drop-down list (e.g. Socials and support groups). (Annotation points to the arrow on the 'Category' dropdown menu, which is open to show a list of categories including: Advice, Arts, crafts, and music, Beauty therapies, Complementary therapies, Direct financial support / Grants, Emotional and psychological wellbeing, Exercise, Fundraising, Group volunteer meeting, Information, MS Support, Other services – please specify, Physiotherapy, Shop, Socials and support groups, and Transport.)

Depending on what options you have selected for "Type" and "Category", you will see new fields added for you to fill in.

If you selected any of the following Categories, proceed to step f (on page 6 of this document)

- Arts, Crafts and Music
- Beauty Therapies
- Direct Financial Support/Grants
- Group Volunteer Meeting (Please note that events/services of this category will not be pulled through to the website)
- MS Support
- Shop

For all other categories, please continue below.

**Category**

Advice

If you selected "Advice", click the small arrow on the "Advice" box and make sure to select the type of advice from the drop-down list in the next box.

Please select...  
Citizen's Advice (CAB) partnership  
Other advice partnership

**Category**

Complementary therapies

If you selected "Complementary therapies", click the small arrow on the "Complementary therapies" box and make sure to select the type of complementary therapy from the drop-down list in the next box.

Please select...  
Acupuncture  
Aromatherapy  
Massage, shiatsu and acupressure  
Reflexology  
Reiki

**Category**

Emotional and psychological wellbeing

If you selected "Emotional and psychological wellbeing", click the small arrow on the "emotional and psychological wellbeing" box and make sure to select the type of emotional and psychological wellbeing from the drop-down list in the next box.

Please select...  
Cognitive behavioural therapy  
Counselling  
Meditation and Relaxation  
Mindfulness

**Category**

Exercise

If you selected "Exercise", click the small arrow on the "Exercise" box and make sure to select the type of exercise from the drop-down list in the next box.

Please select...  
Cardio/ Aerobic and choreography  
Mind and Body  
Strengthening and co-ordination

**Category**

Fundraising

Please select...

- Bucket Collections
- Fundraising Events

If you selected "Fundraising", click the small arrow on the "Fundraising" box and make sure to select the type of fundraising from the drop-down list in the next box. Please note that if you select "Bucket Collections" on the dropdown then this event will not be pulled through to the website.

**Category**

Information

Please select...

- Newly diagnosed
- Information and Signposting
- Information event
- Self-management course

If you selected "Information", click the small arrow on the "Information" box and make sure to select the type of information from the drop-down list in the next box.

**Category**

Other services – please specify

Further Category Details

Please enter further details regarding this category.

If you selected "Other Services – please specify", make sure to detail what sort of service is being provided in the "further category details" box. Please note that events/services of this category will not be pulled through to the website.

**Category**

Physiotherapy

Please select...

- Hydrotherapy
- Physiotherapy Assessment
- Physiotherapy treatment

If you selected "Physiotherapy", click the small arrow on the "Physiotherapy" box and make sure to select the type of physiotherapy from the drop-down list in the next box.

**Category**

Socials and support groups

Please select...

- Social networks - virtual e.g. Facebook
- Socials events
- Support groups

If you selected "Socials and support groups", click the small arrow on the "Socials and support groups" box and make sure to select the type of social or support group from the drop-down list in the next box.

**Category**

Transport

Please select...

- Transport service
- Vehicle loaning

If you selected "Transport", click the small arrow on the "Transport" box and make sure to select the type of transport from the drop-down list in the next box.

**f.** Depending on what option you have selected for the service or event "Type" in step d, you will now see different boxes below the category field you've just filled in.

Course Details

If you selected "Course", provide the course details in the box.

On demand service availability

E.g. Phone number, is open from 9:00 AM to 17:00 PM

If you selected "On demand service", please provide any details about the availability of the service in the box.

One-off time & date

Date

E.g., 06/03/2019

Time

E.g., 04:04 pm

If you selected "One-Off Event", ensure you add the date and time of the event in the boxes shown opposite.

Frequency

Regular Time

for example, every Monday at 8pm on every 2nd Sunday of the month

If you selected "Regular Event/Service", click the small arrow on the "Frequency" box and select how often the event happens from the drop-down list which will pop up (and shown opposite). Please also add details into the "Regular Time" field to show what days or times the service/event happens.

Frequency

- Annually
- Twice a year
- Three times a year
- Quarterly
- Every 2 months
- Monthly
- Every 2 weeks
- Weekly
- Twice a week
- Three times a week

**g.** Continue by adding the location of the event/service in the address fields shown below. Ensure you enter a valid postcode as otherwise the event/service will not be shown on the website.



Location / Venue

Address 1

Address 2

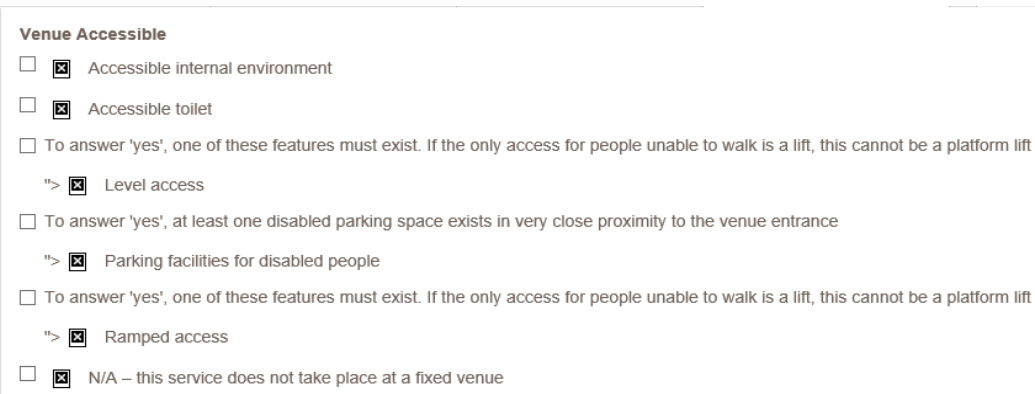
Town/City

County

Postcode

**h.** You will then need to tick the relevant boxes below to provide more details on the accessibility of the venue. Tick all the boxes which apply.

When selecting the boxes to say there is an accessible toilet, level access or parking facilitated for disabled people, please ensure you read the notes related to them.



**Venue Accessible**

Accessible internal environment

Accessible toilet

To answer 'yes', one of these features must exist. If the only access for people unable to walk is a lift, this cannot be a platform lift

Level access

To answer 'yes', at least one disabled parking space exists in very close proximity to the venue entrance

Parking facilities for disabled people

To answer 'yes', one of these features must exist. If the only access for people unable to walk is a lift, this cannot be a platform lift

Ramped access

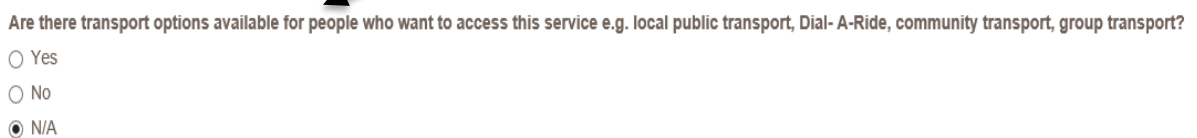
N/A – this service does not take place at a fixed venue

**Other ways to access this service**

- Home visits
- Online
- Telephone

You will also need to select from the options shown opposite if there are other ways to access your service/event.

**i.** You will now need to fill in some information about transport. Please select from the options shown below if there are transport options for people who want to access the service.



Are there transport options available for people who want to access this service e.g. local public transport, Dial- A-Ride, community transport, group transport?

Yes

No

N/A

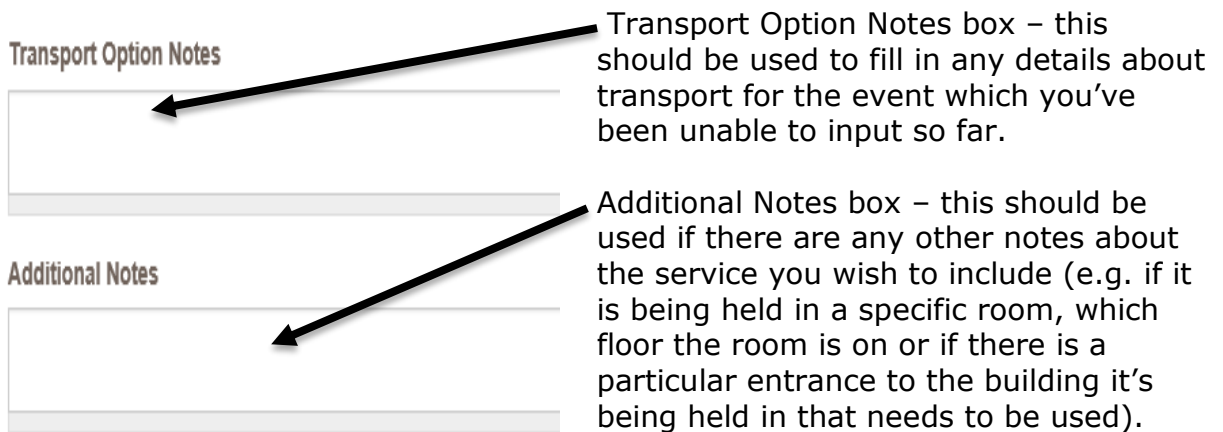
You also can use the two boxes shown below to enter any additional information about the event.

**Transport Option Notes**

Transport Option Notes box – this should be used to fill in any details about transport for the event which you’ve been unable to input so far.

**Additional Notes**

Additional Notes box – this should be used if there are any other notes about the service you wish to include (e.g. if it is being held in a specific room, which floor the room is on or if there is a particular entrance to the building it’s being held in that needs to be used).

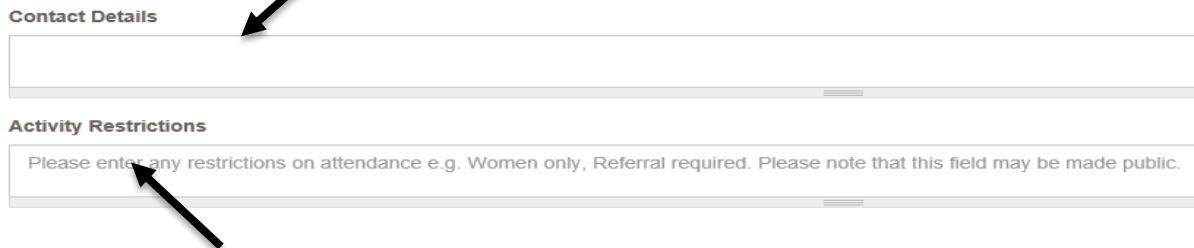


**j. Contact details** – Use this field to give the name and contact number of the person who can provide details of the service/event to enquirers. Please note this field may be made public so only use MS Society email addresses (rather than personal ones) and if a phone number is used, please make sure you have the permission of the person whose phone it is for their number to be shown on the website.

**Contact Details**

**Activity Restrictions**

Please enter any restrictions on attendance e.g. Women only, Referral required. Please note that this field may be made public.




**k. Activity Restrictions** – Use this field to enter any restrictions on attendance. Please note this field may be made public.

**l. Click the small arrow on the “target audience” box and select who the audience of the event/service is from the drop-down list which will pop up (and shown below).**

Target Audience

Target Audience


- People with MS
- Families and carers
- People with MS, families and carers
- Everyone





**m.** Click the small arrow on the "funding" box and select what funding the event/service is receiving from the drop-down list which will pop up (and shown below).

Funding

  
  
**Funding**

- Fully funded by MS Society
- Fully funded by MS Society Group, there are no fees or suggested donations for individuals attending
- Fully funded by external funding sources, there are no fees or suggested donations for individuals attending
- The service does not cost the MS Society group any money, there are no fees or suggested donations for individuals attending
- The service is fully funded by charging the individuals attending
- Partly funded by MS Society Group and partly by external funding sources, there is also a fee for individuals attending
- The service does not cost the MS Society group any money, the group charges individuals attending for refreshments only
- Partly funded by the MS Society Group, there is also a fee for individuals attending
- Partly funded by MS Society Group and partly by external funding sources, there are no fees or suggested donations for individuals attending
- Partly funded by the MS Society Group, there is a suggested donation for individuals attending
- The service is fully funded by the donations of the individuals attending

**n.** Enter into the "Service Cost" box what the cost of the service/event is

Service Cost

Delivered by


**o.** Click the small arrow on the "delivered by" box and select who is delivering the service/event from the drop-down list which will pop up (and shown below).

**Delivered by**

- MS Society Staff
- Professionals
- Volunteers
- Professionals and volunteers

**p.** Fill in how many people you expect to use the service/attend the event during the year

**Number of individuals you expect to use the service/activity during the year**


**Date service last discussed at a group meeting**

E.g., 07/03/2019

**q.** Enter the date the service was last discussed at a group meeting.

**r.** Attach any necessary risk assessment or SLA files for the event in this section. This field should not be used for any other files (e.g. pictures or newsletter).

Attach Files to this Service



**s.** You're almost finished – just a few more steps! This last section will assess the level of risk of this activity and may prompt you to complete a risk assessment if it's deemed a higher risk activity. Make sure you select if there will be a competent person responsible for setting up the venue, managing the venue and emergency arrangements

Will a competent person be responsible for setting up the venue, managing the venue and emergency arrangements throughout the event?

Yes

No

**t.** Select if the service/event will involve people other than the attendees, trainers, speakers or members of the public.

Will the event or service involve people other than the attendees, trainers, speakers or members of the public?

Yes

No

**u.** Select if volunteers or staff will be providing personal care usually delivered by a carer?

Will MSS volunteers or staff be providing personal care normally delivered by a carer?

Yes

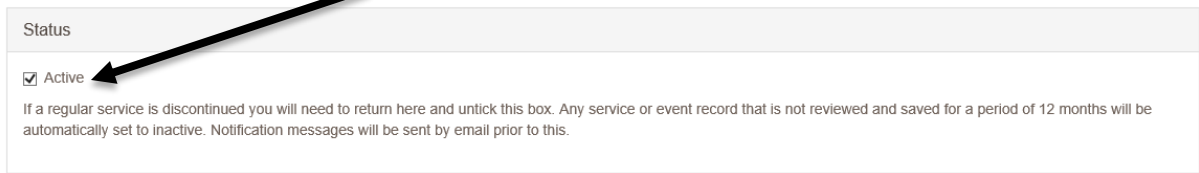
No

**v.** You may need to tick the box shown below with regards to a completing a risk assessment. If this box has appeared for you, please ensure you follow the guidance given before ticking the confirmation box shown below.

This activity/service is considered low risk and does not require a full risk assessment provided the appropriate guidance is followed, which must be confirmed below. The guidance can be found [here](#). (PLEASE NOTE, this will open a new page which may take you away from this screen. Please ensure that you return to save the form otherwise the information you've entered will be lost.)

I confirm that I will follow the guidance to the best of my ability.

**w.** You will see the box below about the activity status – make sure this box is ticked to say the event is active. If, at some point in the future, the event will no longer be running, you'll need to return to this point and untick the box. This will make the service inactive and stop it pulling through on our website under the services for your group.



Status

Active

If a regular service is discontinued you will need to return here and untick this box. Any service or event record that is not reviewed and saved for a period of 12 months will be automatically set to inactive. Notification messages will be sent by email prior to this.

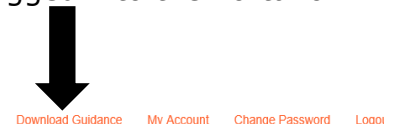
**x.** Lastly, press save!



**6.** You will then be taken to a confirmation screen which shows your event details.

If you experience any difficulties when adding a new service or event and so cannot follow the procedure above, please email the Supporter Care Team at [supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk) or give us a call on 0300 500 8084 (Monday-Friday, 9am-5pm).

You can also check the Portal Guidance document for the answers to the most frequent Portal questions. It is available for download once logged into the Portal on the top right hand side of the screen.



**We're the MS Society.**  
Our community is here for you

through the highs, lows and  
everything in between.  
We understand what life's like with MS.

Together, we are strong enough to stop MS.

[mssociety.org.uk](http://mssociety.org.uk)



### Contact us

MS National Centre 020 8438 0700  
[info@mssociety.org.uk](mailto:info@mssociety.org.uk)

MS Helpline Freephone 0808 800 8000 (weekdays 9am-9pm)  
[helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)

### Online

[mssociety.org.uk](http://mssociety.org.uk)  
[facebook.com/MSSociety](https://facebook.com/MSSociety)  
[twitter.com/mssocietyuk](https://twitter.com/mssocietyuk)

### MS Society Scotland

0131 335 4050  
[msscotland@mssociety.org.uk](mailto:msscotland@mssociety.org.uk)

### MS Society Northern Ireland

028 9080 2802  
[nireception@mssociety.org.uk](mailto:nireception@mssociety.org.uk)

### MS Society Cymru

[mscymru@mssociety.org.uk](mailto:mscymru@mssociety.org.uk)

Multiple Sclerosis Society.  
Registered charity nos. 1139257 / SC041990.  
Registered as a limited company by guarantee  
in England and Wales 07451571.

▶ Let's stop MS together