Portal: How to guide
8. How to amend an event or service

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

Let's stop MS **together**

How to amend an event or service

1. To start, go to the Portal here (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".
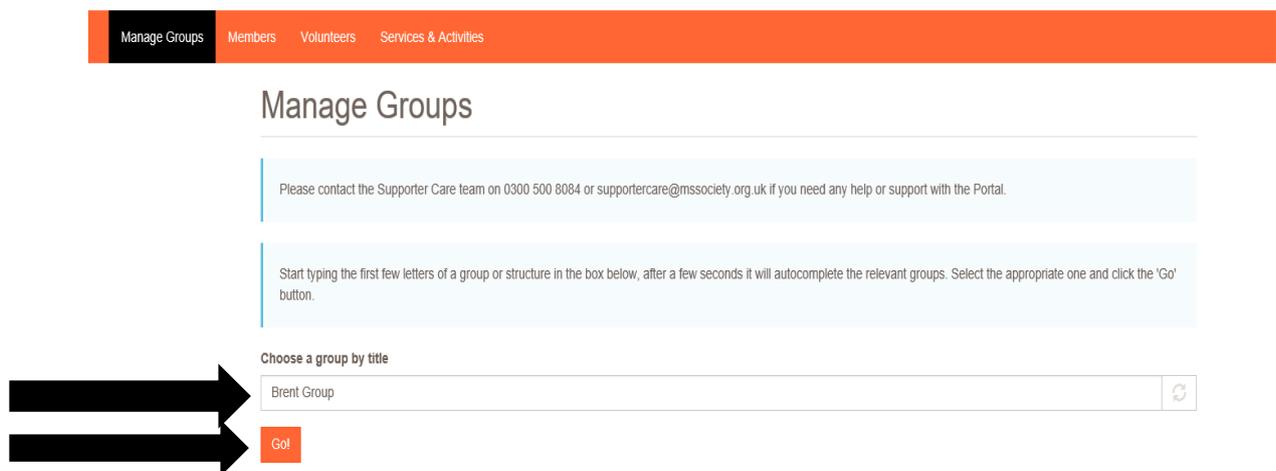
3. Next click on the tab that says "Group Services and Events"
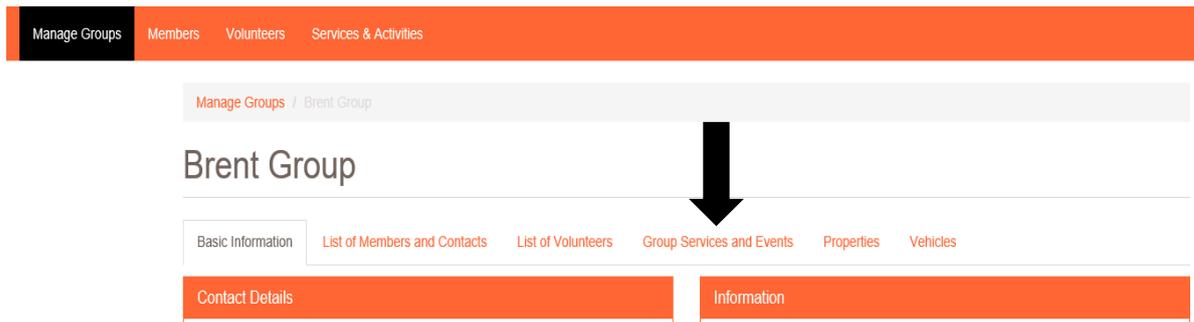
4. You should then see a list of events or services that you/another member of your group has already created for your group (see example on following page). You need to click on the title of the service/event you wish to change. If you do not see the service/event you wish to amend, go to the "why does my service/event not appear?" section of this document.

Brent Group Services

Basic Information   List of Members and Contacts   List of Volunteers   Group Services and Events   Properties   Vehicles

Category
- Any -   ▾

Active
On   ▾

Add New Service   Reset

Title	Category	Group	Member
MS Support - Brent Group	MS Support		Fotini Angelidou
Canal Boat Trip	Socials events		Jo Webber
Theatre Outing to 'One Flew Over The Cuckoo's Nest'	Socials events		Jo Webber
Cake Break 2018	Fundraising Events		Anna Zastryzna
Monthly Pub Lunch	Socials events		Anna Zastryzna
Theatre Outing to 'Calamity Jane'	Socials events		Anna Zastryzna

5. You will then see the event summary page. Just under the event title and before the "Basic Information" box, you should see a small "View" button and a small "Edit" button as shown on the image below. Please click on the "Edit" button. If you do not have the "Edit" button, please contact the Supporter Care Team on 0300 500 8084 or supportercare@mssociety.org.uk

View   Edit

Basic Information

Group:

6. You will now see all the event details shown in the same format as when the event was originally added. You will then need to click into the section you wish to amend and make the necessary change.

7. Once you have made the change, you need to scroll to the bottom of the page and click the save button.

✔ Save

Depending on the details of your activity, you may see a box to tick (example shown below) with regards to a risk assessment. If this box has appeared for you, please ensure you follow the guidance given before ticking the confirmation box shown below. After this has been ticked, you can then press save as mentioned above.

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.

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8. You will then go back to the event confirmation screen and your event has been amended.

Why does my service/event not appear?

If you can't locate your service/event on the Portal (step 4), this may be due to your Portal settings. You should see some drop-down boxes above the "new service" button. Look at the one which says "Active (field_active)".

Services

Category	Group / Structure	Active (field_active)
- Any - ⌄	Brent Group ⌄	On ⌄ ⬅
New Service	Reset	

The Portal is set by default to show only services/events which have been marked as active. If your service/event has been marked as inactive, please change the drop-down list to either "off" or "any" to see a full list of all the services/events that have been added to the Portal for your group.
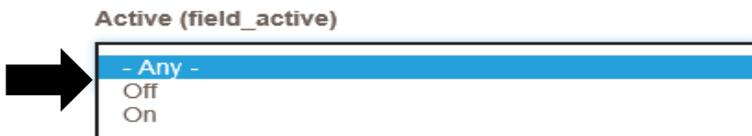
Active (field_active)

⬅
- Any -
Off
On

Once you have located your service/event, please return to step 4.

If you experience any difficulties when amending a service or event and so cannot follow the procedure above, please email the Supporter Care Team at 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.

⬇

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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

Contact us

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