

The background features several large, abstract orange shapes. A prominent one is a large, rounded triangle pointing to the right, filled with a gradient from light orange to dark orange. Another similar shape is at the bottom left. The background is also decorated with thin, white, rounded lines that create a sense of movement and depth.

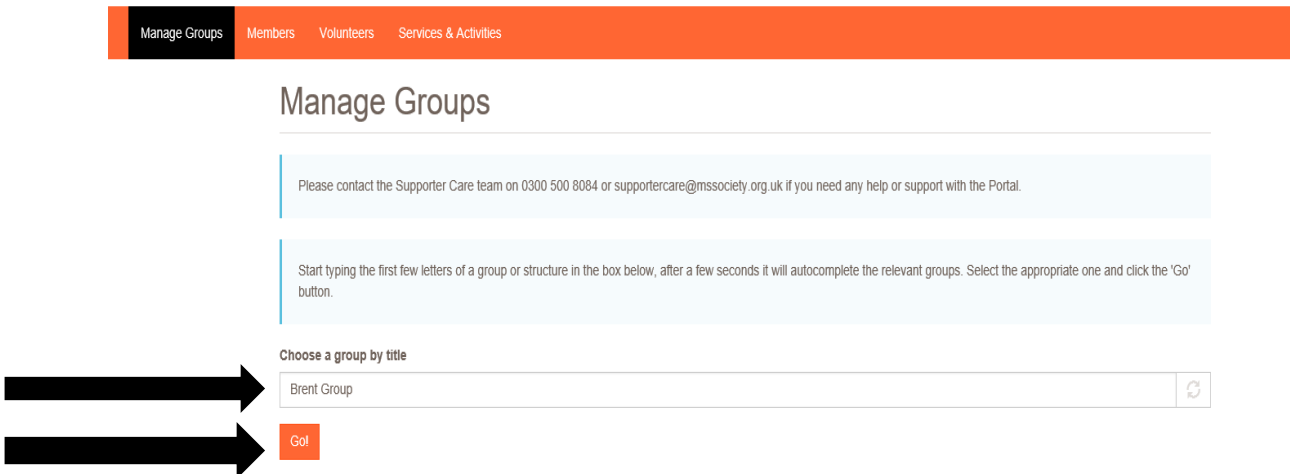
**Portal: How to guide  
9. How to remove an event or  
service**

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

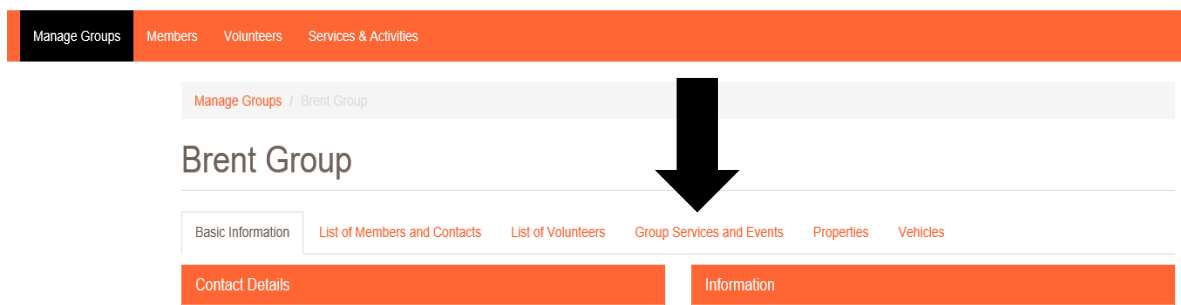
## How to remove an event or service

You may want to make a service inactive (so it is removed from your group page on our website) if it was a one off event or if it's an event or activity that is no longer running.

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. You should then see a list of events or services the group provides already on the Portal (see example on following page). You need to click on the title of the service/event you wish to make inactive/remove from the Portal so it is not shown on the MS Society website and visible to the public. If you cannot see

the service/event you're looking for on this list, please 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:    Active:

| 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 cannot see the "Edit" button, please contact the Supporter Care Team on 0300 500 8084 or [supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)

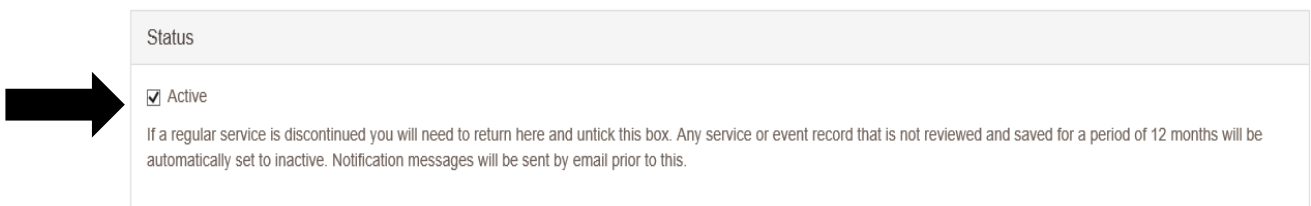


View   **Edit**

**Basic Information**

Group:

6. You will now see all the event details shown in the same format as when the service/event was originally added. You need to scroll to the bottom of the page until you see the status box shown below:



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.

This box is usually ticked to show the service/event is "active". If the event/service is in the past or no longer happening, you need to untick the box. This then means the event/service is inactive.

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



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.)



8. You will then go back to the event confirmation screen and your event has been amended to being inactive. This means if your event/service was shown on the website before, it will not appear there from the next day.

### Why does my service/event not appear?

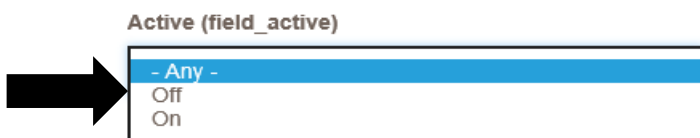
If you cannot locate your service/event on the Portal (step 4), this may be due to your Portal settings. You should see some drop-down boxes above the "New Service" button. Look at the one which says "Active (field\_active)".

### Services

Category: - Any -  
Group / Structure: Brent Group  
Active (field\_active): On

New Service    Reset

The Portal is set by default to show only services/events which have been marked as active. If your services/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.



If you were wanting to mark the service/event as inactive (the reason for following this procedure) and it did not show until you changed your settings, it means the service/event has already been set to inactive! If you would like to double check, please return to step 4 and follow the procedure until the end.

If you experience any difficulties when marking a service or event inactive 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.



[Download Guidance](#) [My Account](#) [Change Password](#) [Logout](#)



## **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**

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### **MS Society Northern Ireland**

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### **MS Society Cymru**

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

Multiple Sclerosis Society.  
Registered charity nos. 1139257 / SC041990.  
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 **Let's stop MS together**