Adding Service Providers to SPN:

Add organizations, documents, weblinks and videos for your state to SPN. If you don’t have an organization’s details, send them an invitation to submit their own details.

1. Login to SPN with your Primary Email and Password.

2. At the top of the SPN page, click SPN Management.

3. To add a resource, from the SPN Management page, click Add Resource. This allows you to add an organization, document, weblink or video.

4. Select the Type and Topic of the organization, document, weblink or video you want to add.

5. Complete the details:
   - For an organization, complete the Details, Location and Contact Info sections and if you wish, Staff Users Comments.
   - For a document, complete the same information, along with the mandatory Attach Document section.
   - For a weblink, complete the same information, along with the mandatory URL section.
   - For a video, complete the same information, along with the mandatory Attach Video section.

6. Click Add Resource to publish your new service provider or resource for addition to SPN.

7. To invite an organization to join SPN, from the SPN Management page, click Invite Organization at the top of the page. The Invitation to Join SPN page appears.

Enter an Organization Email, Name (optional) and Message, and click Send to send the invitation via email to the organization.

NOTES
- Prior to accessing the Add Resource page, you can also select your resource Type—Organization, Document, Weblink or Video—by clicking the drop-down arrow next to Add Resource at the top of the SPN Management page.
- If you check National as the service area for a new resource, your resource is submitted to JCF National staff for approval.
- Organizations who submit their details to SPN are assigned a status of Pending. Only after a review by SPN state staff will they appear in SPN.
Managing SPN
Maintaining Current, Relevant and Accurate Service Provider Information

Reviewing and Approving Service Providers and Resources:
Review pending organizations from your email inbox or maintain organizations, documents, weblinks and videos directly in SPN.

1. Check your email inbox for incoming approved requests—organizations who have submitted their details to SPN and are waiting your approval. Click the link provided in each email to open the service providers details in SPN, and either approve or decline them.

2. If you prefer to maintain service providers directly in SPN, navigate to the SPN Management page.

3. From the SPN Management page, locate the organization, document, weblink or video you want to approve, reject, edit/view, hide or delete using the drop-down filters, the sorting columns or the Quick Search field.

4. Hover over your service provider/resource and click *** on the right.

5. In the drop-down menu that appears, click one of the following:
   - Publish to publish previously hidden service providers and add them to SPN.
   - Edit/View to review, update, approve or reject pending service providers. Alternatively, you can also update published service providers.
   - Unpublish to hide it from the SPN Map and List view.
   - Delete to remove it from SPN altogether.

NOTES:
- You can choose how often you would like to receive Resource Approval Requests and Referral Requests in Account Settings. Available options include Daily and Real Time, and if you are JCF National Staff or a JCF State Administrator with assigned staff to assist you, also Weekly and Monthly. For more information on staff permissions in SPN, see the Managing State Staff Quick Start Guide.
- Approved organizations will receive email reminders every six months, asking them to update their information in the system. If they do not update their information, they will be hidden from SPN after another month of additional reminders.
- You can continue to maintain unpublished/hidden service providers and resources on SPN, and re-publish them at any time.
- Organizations can add themselves to SPN by clicking Feature Your Organization on the public user homepage.
- When adding a video to SPN, you can attach a video file up to 100MB in size in one of the following formats: .flv, .mp4, .mov, .m4v and .f4v.
- When adding a document, you can attach a document in any standard file format, up to a maximum of 100MB. For a list of standard file formats supported by SPN, see the SPN documentation in the JSS Learning Center.
- You can maintain organizations, documents, weblinks and videos from the SPN Management page. Staff contacts are maintained through JSS User Management.
- For more help with all your SPN maintenance tasks, see the Managing SPN Resources User Guide.

Version 1.3

www.jointservicessupport.org/SPN