



Bring Your Bills — running the program

For the SECL program manager. Ordered by how often you'll do each thing.

The website does four jobs: it tells the community when and where the events are, it lets services register to come, it records what help was given on the day, and it reports on all of it. You will spend most of your time in one place — the review queue — and about two minutes a week everywhere else.

1. Your two passcodes

You need both. Neither is written down on the website or in this document — **ask your site administrator** (whoever set the site up) for the current values.

Passcode	What it opens
Staff passcode	The review queue, the registrations list and the impact dashboard. Everyone shares one code, so each page also asks your <i>name</i> — type your real one; it's recorded against what you view, export, change or delete.
SECL passcode	The event form and the on-the-day survey, with no review step — what you submit is live within a minute or two. Treat it like a real password.

Never put a passcode in an email, a shared document or a chat message

Say it out loud, or use whatever password manager SECL uses. If one is ever sent by mistake, treat it as public and ask the site administrator to change it — it takes them two minutes, and both passcodes live in Supabase under Edge Functions → Secrets.

2. Getting in

- 1 Go to bringyourbills.org.au/hub.html and bookmark it. It's the only address you need.
- 2 Type your name, then the staff passcode, and press **Sign in**.
- 3 Your pages appear as links. They won't ask for the passcode again while that browser tab is open. Closing the browser signs you out, and so does the **Sign out** button.

The staff pages aren't listed anywhere else on the site, and search engines are told to ignore them. Knowing an address doesn't get anyone in — every page checks the passcode with the server on every single request — but there's no reason to advertise them either.

3. The thing you'll do most: approving what services send in

Nothing a partner submits appears on the public site until you approve it. Check the queue a couple of times a week, and the day before an event.

- 1 Sign in at the hub and open **Review requests**.

- 2 Read the card: who sent it, what they want, how many staff they're bringing, and the "how we can help" line that will appear publicly.
- 3 **Read the amber box if there is one.** It appears when a service is new to the directory, when a registration would replace an existing organisation's logo, or when the contact address is a personal one rather than a work one. None of those mean reject — they mean check you know who this is.
- 4 **Approve** puts it on the live site automatically. **Reject** removes it from the queue.
- 5 If it's that service's **first** approval, their service code appears on screen with a **Copy email text** button. **The website does not email it. You do.** The panel stays put until you press "I've sent this", so it can't scroll away.

Approving is the only identity check there is

Registering needs no code — deliberately, so a small service isn't locked out. That means your approval is the step between an imposter and a real organisation's name and logo appearing on our website. It's five minutes of care, once per new service.

4. Getting a service registered

Send them the one-page handout, or just this line:

To register your service for a Bring Your Bills event, go to bringyourbills.org.au/register.html — it takes about five minutes and you don't need a code or a login.

That's genuinely all they need. Everything else follows from it: approving their registration is what creates their service code, and the code is what opens the survey, their numbers page and the event form.

The email you'll send most often

Hi [name],

Great to have [organisation] coming along to Bring Your Bills.

Could you register your service here? It takes about five minutes and needs no login:

bringyourbills.org.au/register.html

Pick the event, tell us how many of you are coming, and write a sentence or two on how you can help — that line appears on the event page so people know to come and see you. A logo is optional (PNG or JPEG, under 60KB).

I'll approve it and send you a service code. You'll need that on the day to record who you helped, and afterwards to see your own numbers.

Thanks,

[you]

The three questions services actually ask

"What's my login?" — There isn't one. The first form needs no code at all.

"I've lost my code." — You can look it up: hub → Registrations → Service codes. Read it out or email it. Only replace a code if it's been shared outside their organisation — replacing it stops the old one working immediately, including on a device mid-event.

"Can we bring a stall to the next one too?" — Same form, about two minutes; their details are already saved.

5. Before an event

- Check the review queue is empty.
- Hub → **Registrations**: how many community members have said they're coming, how many need an interpreter and in what languages, and what they need help with. Use it to brief staff and book interpreters.
- Same page, **Stallholders**: which services are coming and how many people each is bringing — there's a total per event, which is the number for catering. **Export stallholders CSV** gives you the run sheet.
- Remind services to open the survey page on their own device *before* they travel, so a blocked corporate network is discovered the day before rather than on the morning.

6. After an event

- Hub → **Impact dashboard**: people helped, estimated community benefit, and breakdowns by service, event and issue. This is your funder reporting.
- Each service can see its own numbers with its own code, and no service can see another's.
- The dollar figure is **a worker's estimate, not a verified amount**, and the interaction count is not the same as a count of people. The impact page spells out wording that's safe to quote — use it.

7. Privacy, in the two places it will come up

- **Someone asks you to delete their details.** Hub → Registrations, find them, press **Delete**. Don't wait for the automatic purge. There's a Delete on service registrations too — for an approved one it also takes the service off the public event page, and the confirmation says so before you agree.
- **An exported CSV is personal information the moment it lands in your Downloads folder.** Save it to SECL's network drive and delete the local copy. The activity log records that the export happened; it can't follow the file.

Everything the site promises the public is at bringyourbills.org.au/privacy.html. If the site ever behaves differently from that page, one of the two is wrong and it needs fixing — tell whoever maintains the site.

8. When something goes wrong

What you see	What to do
"That staff passcode isn't recognised"	Check for a stray space at the start or end — a copy-paste often brings one. Then confirm the current passcode with your site administrator.

A service says their code doesn't work	Look it up on the registrations page and read it back to them. Codes are three groups, like ANGE - 7K2M - BQF ; any capitalisation works.
An event isn't on the map	It probably has no street address, or the address couldn't be found. Edit the event and give a fuller address. Unplaced events are listed at the bottom of the map page, so they're never lost.
A button seems to do nothing	It should show a spinner and change its label while it's working. If it's been more than a few seconds, check your connection before pressing again.
Anything else	Email byb@secl.org.au and ask for the full staff guide, which has more detail than this one. Deliberately not linked here: this page gets printed and forwarded, and that guide names every staff-only URL.

Bring Your Bills · South East Community Links · byb@secl.org.au
 All the guides: bringyourbills.org.au/docs/guides/