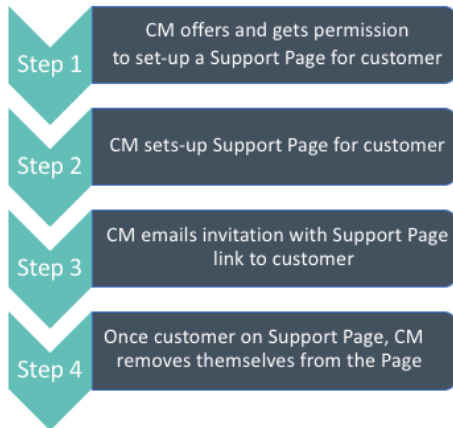
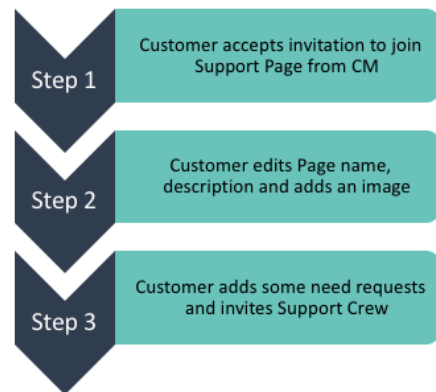


## Process overview and AMP customer map

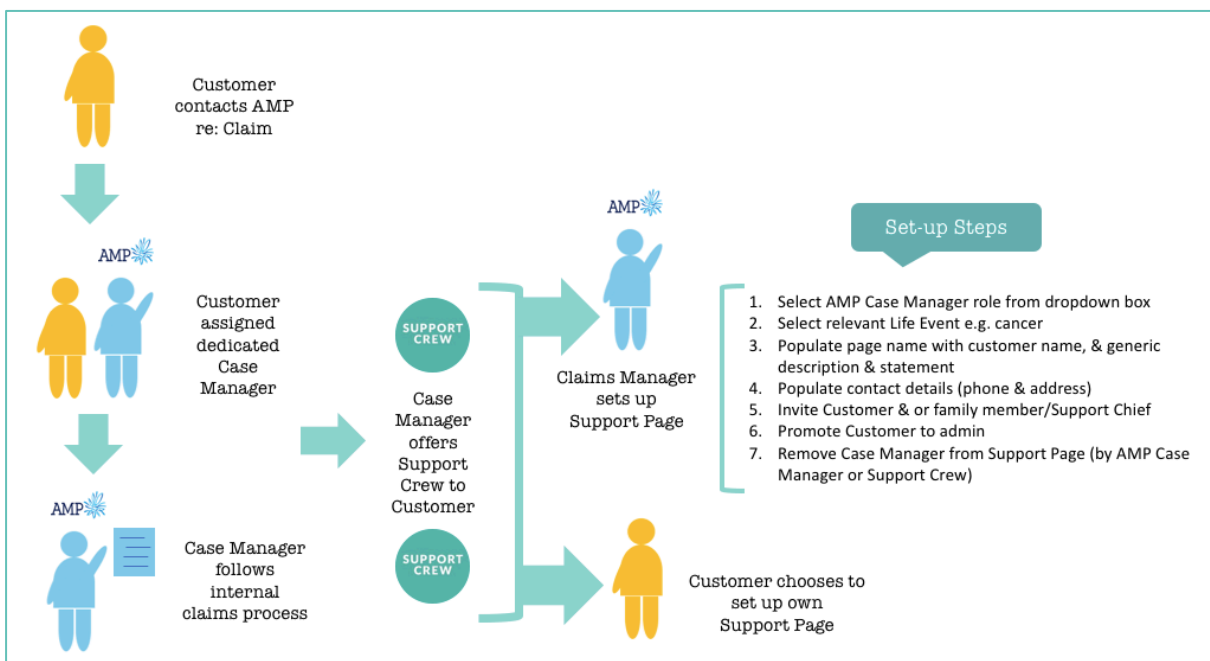
### AMP Case Manager Process



### AMP Customer Process



## AMP Customer Map



## Support Page guidelines for AMP Customer

### **Step 1: AMP Customer accepts invitation to join Support Page**

AMP customer will receive an email invitation from Support Crew with a link to invite them to join their Support Page. They will create a profile to sign up to Support Crew and will be taken to their page.

Once the customer has joined their page, the CM will appoint the customer as an 'admin' to their page so that they can manage their own Page. The AMP Case Manager will then be removed from the Support Page.

**Tools available for customer:** Link to website, e-brochure, In real life (case studies).

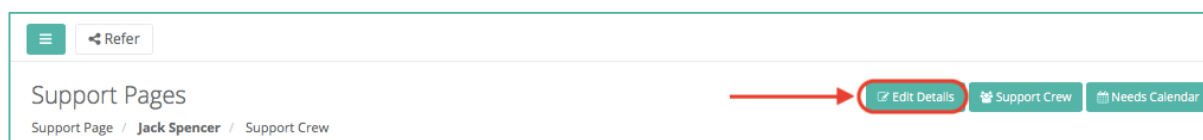
### **Step 2: AMP Customer edits the Support Page name and description**

The customer can choose to edit the following details on their Support Page as required:

- Page name
- Page statement
- Page description
- Upload an image

### **Steps for editing a Support Page**

1. Select 'Edit Details' in the top right-hand corner of the Page



2. The customer can then update or edit their Support Page Details and manage visitors and phone calls.
3. Save changes and the page is ready to go!

The screenshot shows two main sections: 'Support Page Details' and 'Visitors and Calls'.

**Support Page Details:**

- Life Event:** Cancer
- Page Name:** Jack Spencer (indicated by a red arrow)
- How did you hear about Support Crew?:** AMP Case Manager
- External Page e.g Givealittle:** e.g https://givealittle.co.nz/cause/yourgivealittlepage
- Allow your Support Crew to join via a secret link
- Secret join link:** (with refresh and copy icons)
- Page Statement:** Jack's Support Page (indicated by a red arrow)
- Page Description/Status:** Making it easy to co-ordinate offers of help and support needed during this time. (indicated by a red arrow)

**Visitors and Calls:**

- Accepting Visitors
- Accepting Calls
- Message to Visitors:** e.g I'd love to be prepared for visitors so please just give me a couple of days notice by giving me a call or text. Thanks!
- Message to Callers:** e.g I'd love to chat over the phone but I'm not always well enough to hold a good conversation so please just send me a text before calling. Thanks!

### Step 3: Customer adds some need requests and invites Support Crew

We recommend that customers add a few 'Need Requests' before inviting their Support Crew to their page. That way when their friends and family join the page, they can instantly see how they can help.

The screenshot shows the 'Upcoming need requests' section with two requests:

Request Title	To be met on	Action
<b>Family Dinner for four</b> Would be great to have dinner for 2 adults and 2 kids please. No lasagne please. Thanks so much.	Mon 16 Apr 6:00pm in 20 days	<input checked="" type="checkbox"/> Accept
<b>Family Dinner for four</b> Would be great to have dinner for 2 adults and 2 kids please. No lasagne please. Thanks so much.	Mon 23 Apr 6:00pm in a month	<input checked="" type="checkbox"/> Accept

When the customer is ready, they can then invite their support network. This can be family, friends, colleagues, neighbours or anyone in the community. We recommend that customers invite as many people to their page as they feel comfortable – the more people on the page the more likely they are to get the help they need.

### Invite your Support Crew

How would you like to invite your Support Crew?

Enter email addresses

Share a secret link

Cancel