TECHNICAL ASSISTANCE FOR STRENGTHENING CAPACITY OF THE MINISTRY OF FAMILY, LABOUR AND SOCIAL SERVICES FOR PUBLIC – CSO COOPERATION PROJECT

Contract No. TR2014/DG/04/A2-01/001

Project Development & Support Desk

User Manual
Version 1.0.
1. The objective of the Project Development Support Desk (PDSD) is to bring different experts together to provide direct and customized support to the CSOs through an online platform.

2. The communication process is guided by the “Local Public Civil Society Cooperation Experts” (LPCSCE) of the TA. A preliminary assessment is made by those experts. The support request is then directed/sent to relevant sector experts who will be responsible to answer the questions.

3. Questions and Answers about the common concerns of public civil society cooperation are published in the frequently asked questions (FAQ) section of the project website.
REGISTRATION
and
SUPPORT REQUEST
REGISTRATION / CREATE ACCOUNT

1. The project development support desk can be used only by the registered NGOs.
2. The registration phase requires brief information about the CSO and its applicant.
3. Applicants must provide their ID Number when signing up the system.

GUIDELINES

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<tbody>
<tr>
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<td>Confirm Password:</td>
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Weak

Save
CSO REGISTRATION 1

GUIDELINES

1. The contact person (user) provides some basic information about the CSO once he/she accesses the password protected area.

2. This information consists of registration details and some explanations about services provided.

3. First, the target groups of the CSO selected. This information is collected to identify the areas of activity and it is used also for monitoring activities. There are 10 target groups identified.

4. Second, the user determines the CSO service areas, a maximum of three 3 again. This information is used for monitoring activities as well. There are 15 default services areas. Other service than these fields can be indicated in the other box.
CSO REGISTRATION 1

GUIDELINES

1. The contact person is the sole person for communication. He/she is asked to provide basic information for further communication via phone or mail, when required. This information should be corporate contact information.

2. In the second screen, the applicant selects the demographic and professional information about him/herself. The data is collected for monitoring purpose.

3. Finally the applicant provides additional address information if it is different from the institutional one.
SUPPORT REQUEST

GUIDELINES

1. The support request begins with selecting one of seven predefined topics.
2. Once the support request selected; the user is required to write the subject outlining the request. It should summarize the need.
3. The third phase concentrated on the support request as well as the details of the problem. The user briefly defines the problem with symptoms and underlying causes.
PROJECT SUPPORT

1. Who are the beneficiaries and stakeholders of the project? *

2. Why is the project important for the target groups? Which benefit they will get from this project? *

3. Have you identified project partners? Are they public institutions? Are they no-profit organisation? Why should a community be interested in this project? *

4. What are the specific objectives of the project? Which results you want to achieve? What changes will the project imply? *

5. Can you shortly describe the activities to be implemented? *

6. Have you estimated the duration of the project? *

GUIDELINES

1. When the user selects "project development supports" from the support types menu, he/she answers additional questions about their project idea.

2. The stakeholders are affected by an activity, either as positively or adversely. The first question encourages thinking on different interest groups.

3. Second question is about the importance of the project idea for the target groups. It helps the user think about the benefit that the project will provide.

4. The third question is about partnership. It requires an answer about potential partnerships during project implementation period. The interests of each partner should be explained.

5. Fourth question helps the user formulate the project objectives. What are the desired results after the project is implemented? The user is expected to formulate the expected change with reference to the current situation.

6. The user outlines the project activities and generates answers about the results of the activities.

7. Foreseen project duration is written in months or years.
PROJECT SUPPORT, CONSENT /PRIVACY STATEMENT, TICKET VIEW

7. What will be the geographical location of the project activities?

8. Have you already implemented other projects supported by public funds? If yes, please give details of it.

I agree that my personal data here provided is processed in a confidential manner, in compliance with the provisions herein and the prevailing privacy laws. I have read the privacy policy and accept it.

☐ Yes
☐ No

Submit Clean View old tickets

Your Tickets

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
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<th>Assignee</th>
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<tr>
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GUIDELINES

1. Geographical spread of the project activities.
2. A summary of ongoing and completed projects.
3. The registration form should be submitted if all information is correct.
4. The form must be cleaned prior to new registration/
5. Previous ticket records can also be viewed. When the "View old tickets" button clicked, the system brings a table showing the support subject, date of request, person in charge and status of the ticket.