

Welcome to Vivery!

Kickoff Webinar



We take care of the tech.

You can focus on your mission.



Meet the Vivery Team



Meghan Zimmerman

Program Officer and Director of Product Strategy

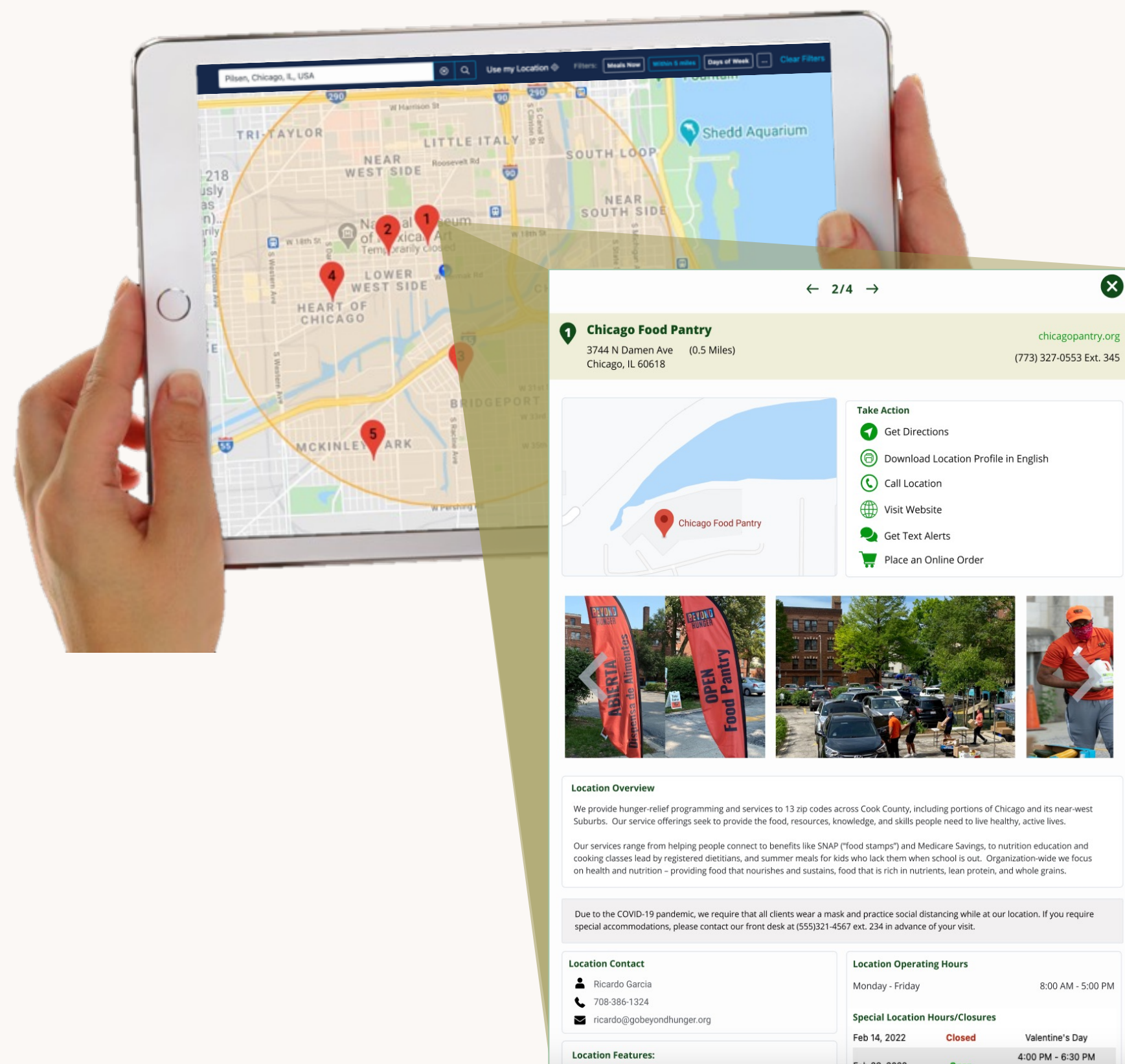


Lydia Church

Pantry Engagement and Support

What is Vivery?

Vivery is a series of technology solutions developed by the Thierer Family Foundation in partnership with food bank and pantries. Our mission is to ensure that every person is able to easily find and access food assistance near them, that meets their needs.



For neighbors:

An information-rich web & mobile food resource map that helps people easily find and access food assistance and support programs in their community.

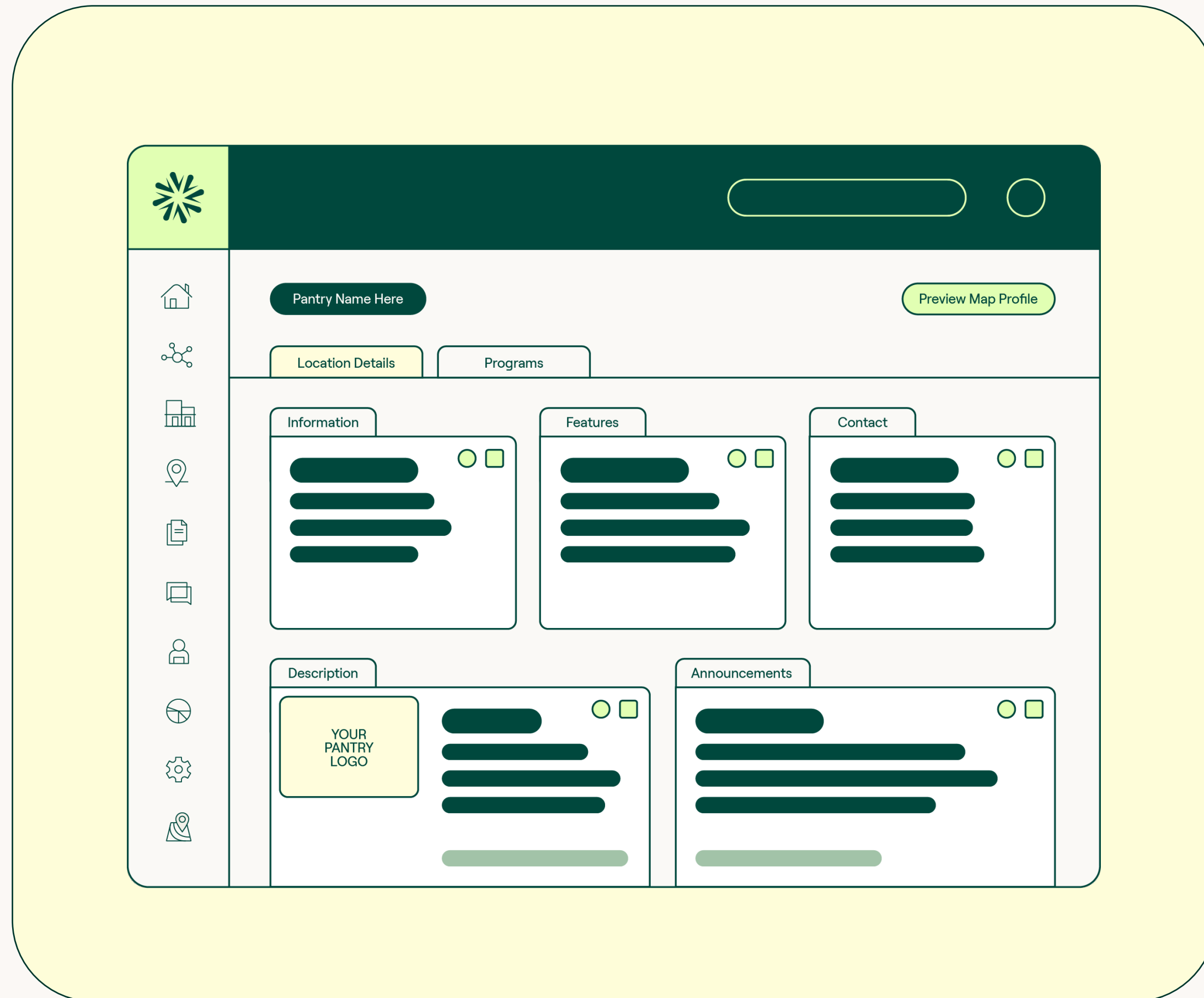
For pantries and other food assistance resources:

An easy-to-use portal that allows them to manage their own location and program information and a series of free digital tools that improve their ability to connect with and serve those in need without the need for a large technology budget or team.

For food banks:

A robust Food Resource Map for their website and online portal that allows food banks to engage and manage food resources while getting better visibility to their network and the needs of their community.

Location Profile



Control your information...

across all Vivery-powered Food Resource Maps from a single profile

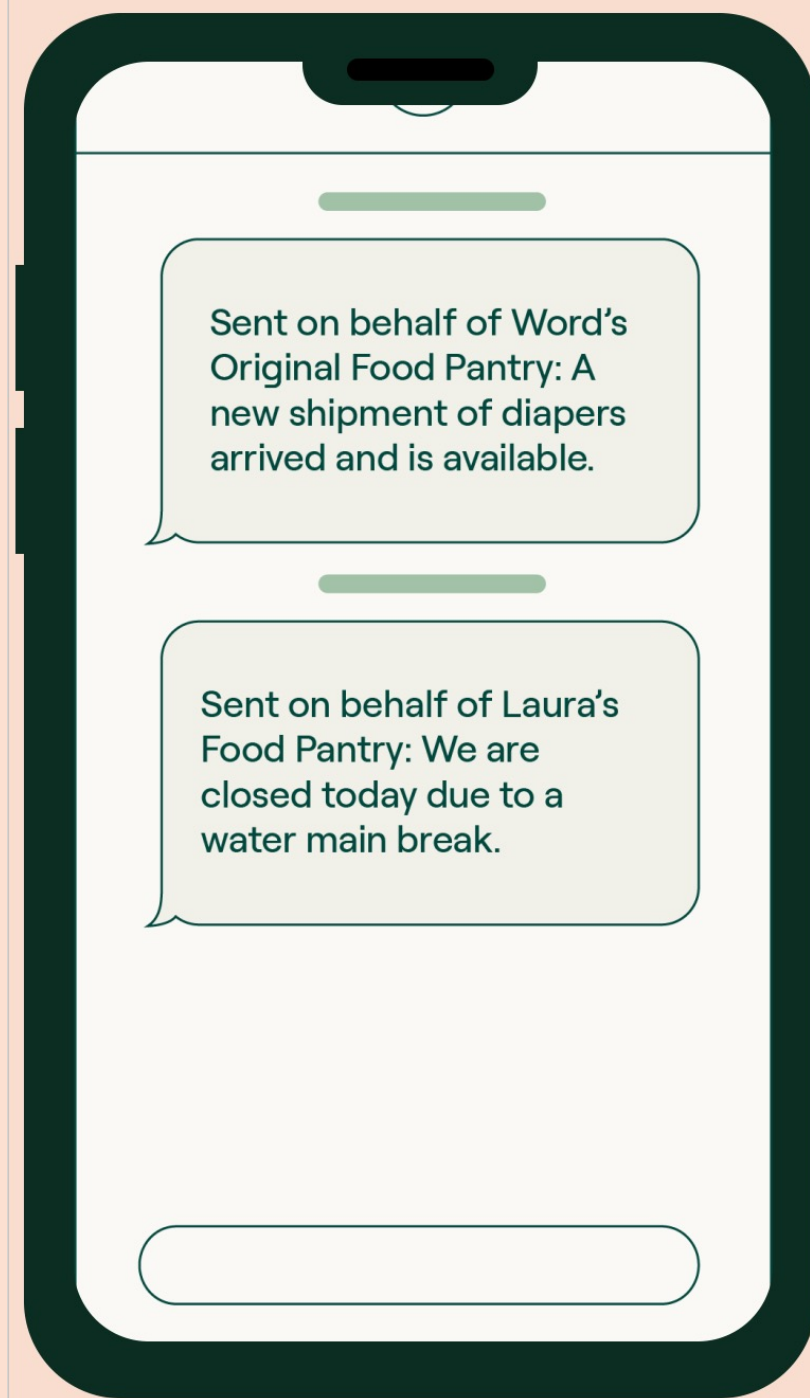
Showcase all the programs you offer...

including food programs, social service programs, public benefits assistance, etc.

Add in additional details...

like service area, items offered, languages spoken and much more

Text Messaging



Alert clients instantly...

of emergency closures, changes in service model, availability of special items, etc.

Send text alerts...

to groups or individuals for FREE

Enable text sign-up...

on Vivery-powered maps and on your own marketing materials via link and/or customized QR code

Automated Websites

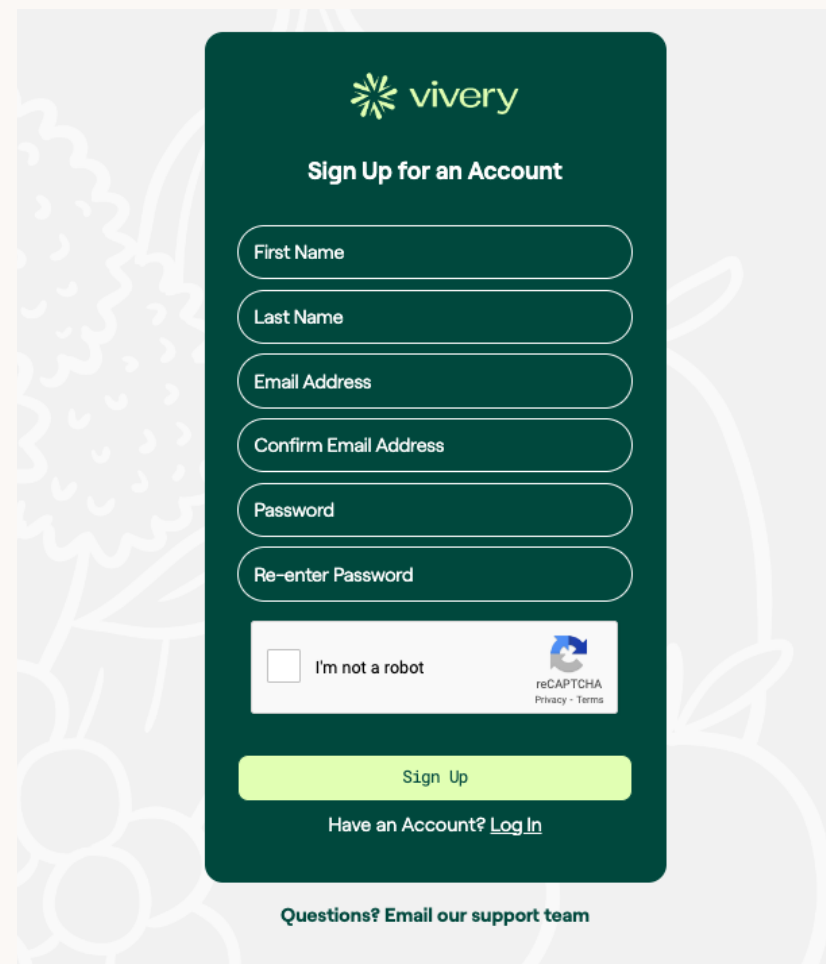


Quickly generate a website...
for your pantry in just a few clicks

Use information already entered...
in you profile to power your automated website

Customize the website...
with your logo, images, tagline and more

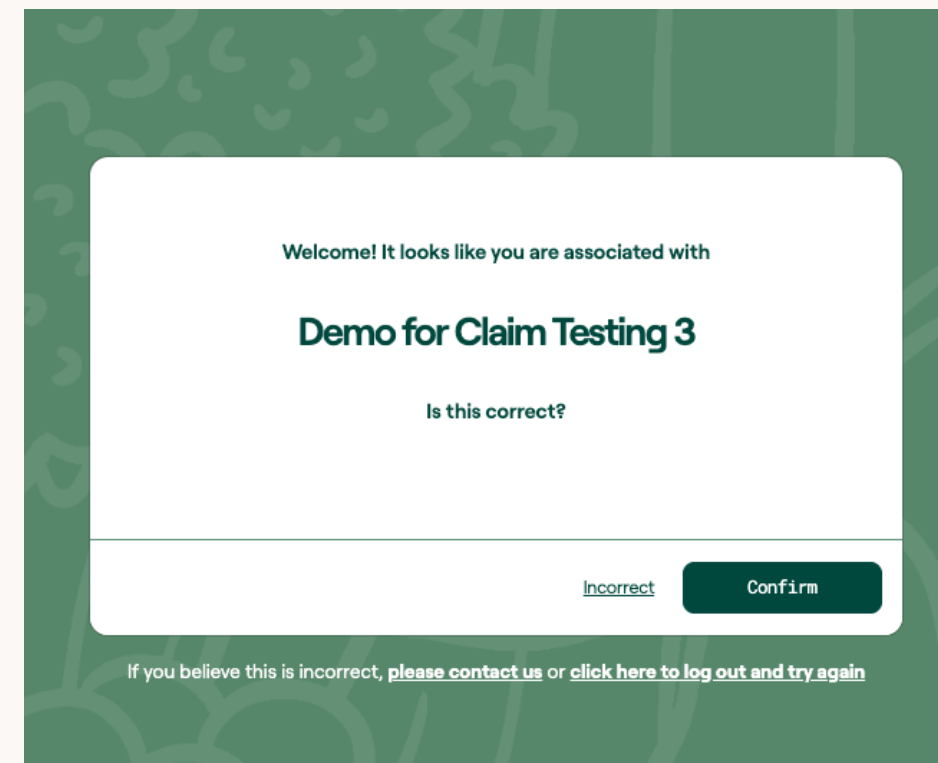
Quick Start Guide



The screenshot shows a dark green sign-up form with the Vivery logo at the top. The form is titled "Sign Up for an Account" and contains several input fields: "First Name", "Last Name", "Email Address", "Confirm Email Address", "Password", and "Re-enter Password". Below these fields is a reCAPTCHA checkbox labeled "I'm not a robot" and a "Sign Up" button. At the bottom, there is a link for "Have an Account? Log In" and a note "Questions? Email our support team".

Step 1: Create your account

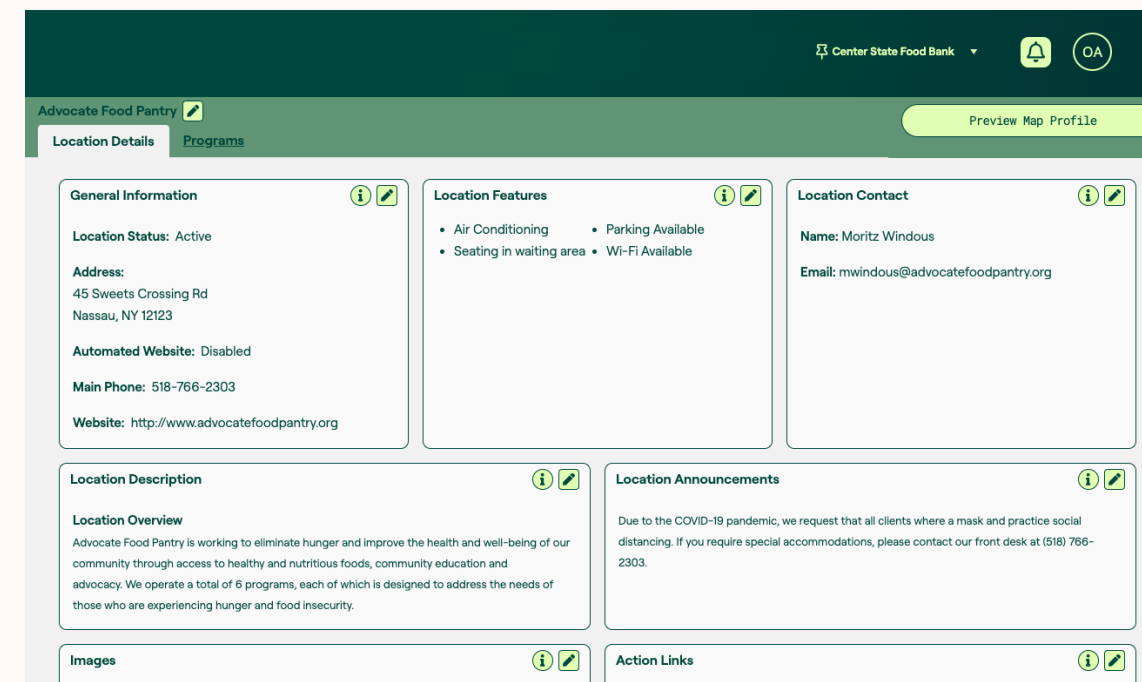
To get started using Vivery, keep an eye out for an email from go@vivery.org. Click the Get Started button and enter your information into the account page.



The screenshot shows a white verification box on a green background. The text inside reads: "Welcome! It looks like you are associated with Demo for Claim Testing 3. Is this correct?". Below the text are two buttons: "Incorrect" and "Confirm". At the bottom, there is a note: "If you believe this is incorrect, please contact us or click here to log out and try again".

Step 2: Verify your location

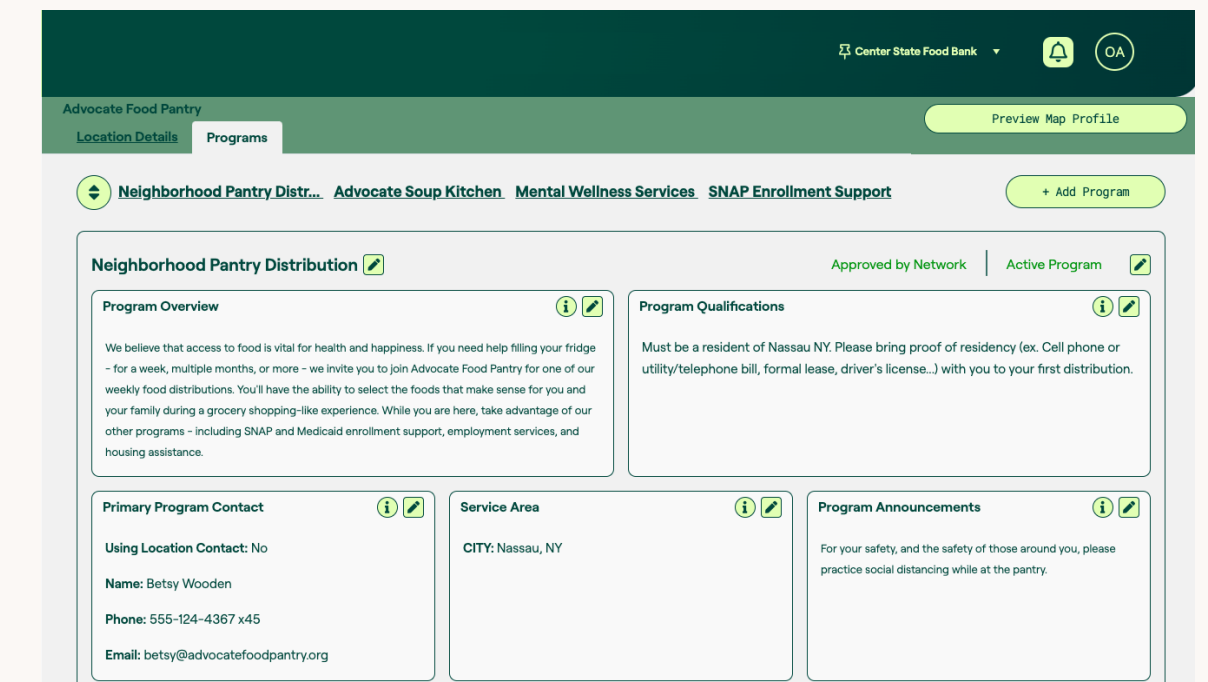
Once you have created your account, you will be prompted to verify your location in the portal. Check that information such as your address and contact information are accurate.



The screenshot shows a detailed location profile page. It includes sections for "General Information" (Location Status: Active, Address: 45 Sweets Crossing Rd, Nassau, NY 12123, Main Phone: 518-766-2303, Website: http://www.advocatefoodpantry.org), "Location Features" (Air Conditioning, Parking Available, Seating in waiting area, Wi-Fi Available), "Location Contact" (Name: Moritz Windous, Email: mwindous@advocatefoodpantry.org), "Location Description" (Location Overview), "Location Announcements" (COVID-19 pandemic notice), "Images", and "Action Links".

Step 3: Enhance your location profile

Fill in as many of the fields in your location profile as possible. Add a location overview, let neighbors know what features your location has, add custom action links to your profile, add images of your location and programs and more!



The screenshot shows a page for adding programs. It features a "Neighborhood Pantry Distribution" program profile. The profile includes a "Program Overview" (We believe that access to food is vital for health and happiness...), "Program Qualifications" (Must be a resident of Nassau NY...), "Primary Program Contact" (Name: Betsy Wooden, Phone: 555-124-4367 x45, Email: betsy@advocatefoodpantry.org), "Service Area" (CITY: Nassau, NY), and "Program Announcements".

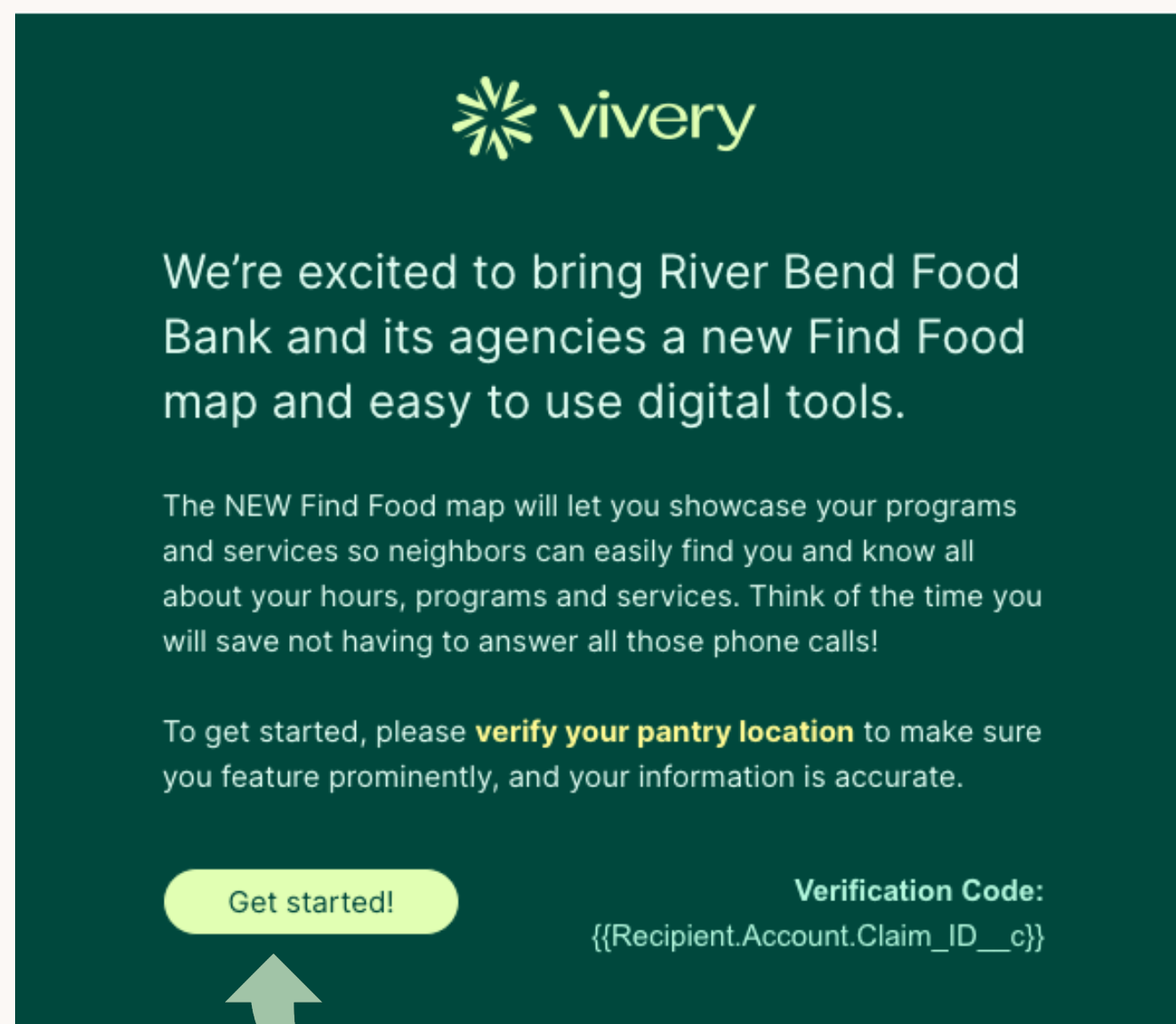
Step 4: Add your programs

Add program profiles for each program offered by your locations. Identify who neighbors should contact about the program, offer details about any qualifications/restrictions and what is offered, add hours to tell people when your program takes place and more!



How to sign up for Vivery with the Get Started Button

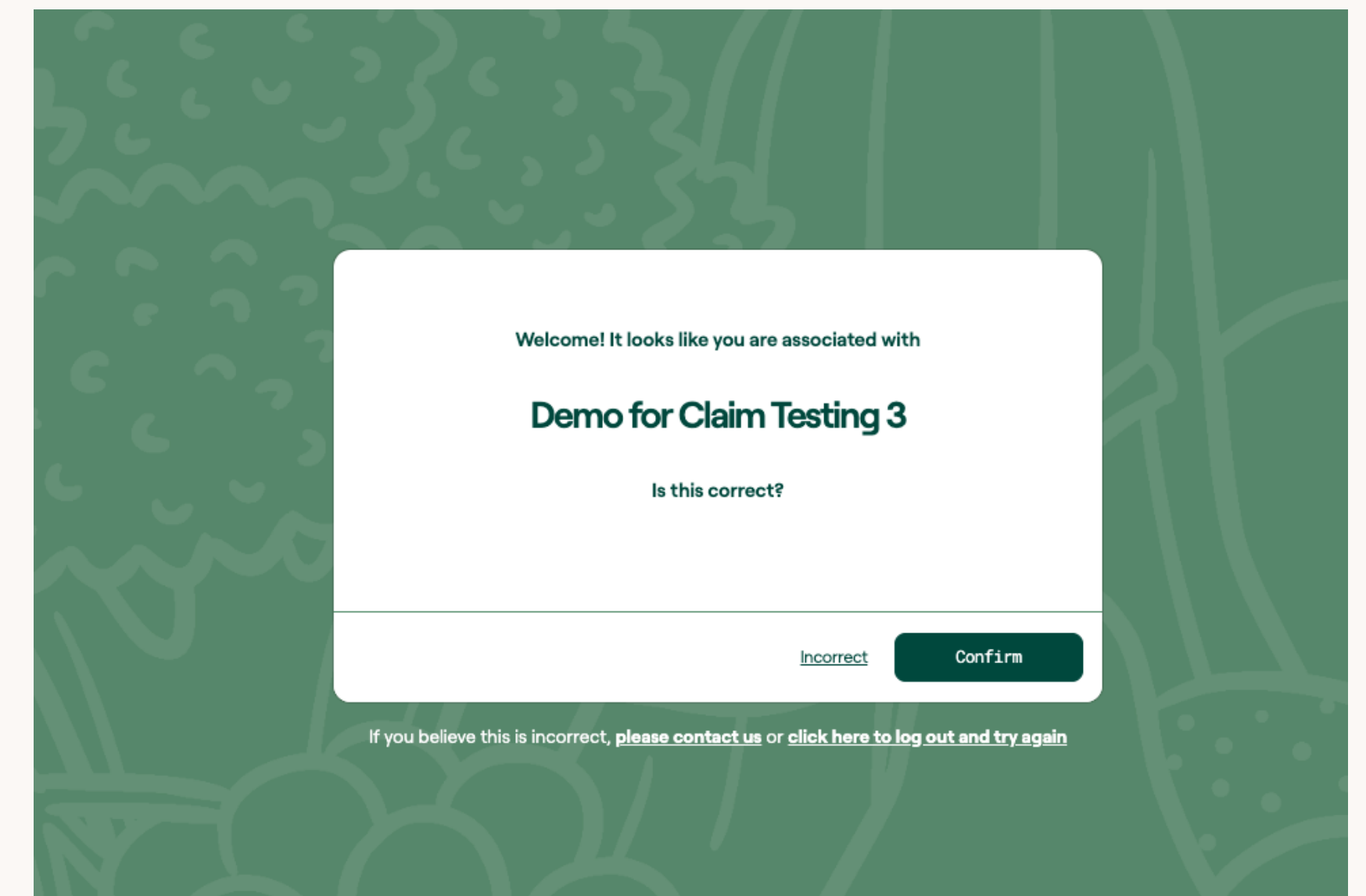
- 1 Keep an eye out for your location verification email from go@vivery.org



- 2 Click the "Get Started!" button

A screenshot of the Vivery "Sign Up for an Account" form. The form is dark green with white text and input fields. It includes fields for: First Name, Last Name, Email Address, Confirm Email Address, Password, and Re-enter Password. Below these fields is a reCAPTCHA "I'm not a robot" checkbox and a "Sign Up" button. At the bottom, there is a link: "Have an Account? Log In" and a footer: "Questions? Email our support team".

- 3 Sign up for your Vivery account

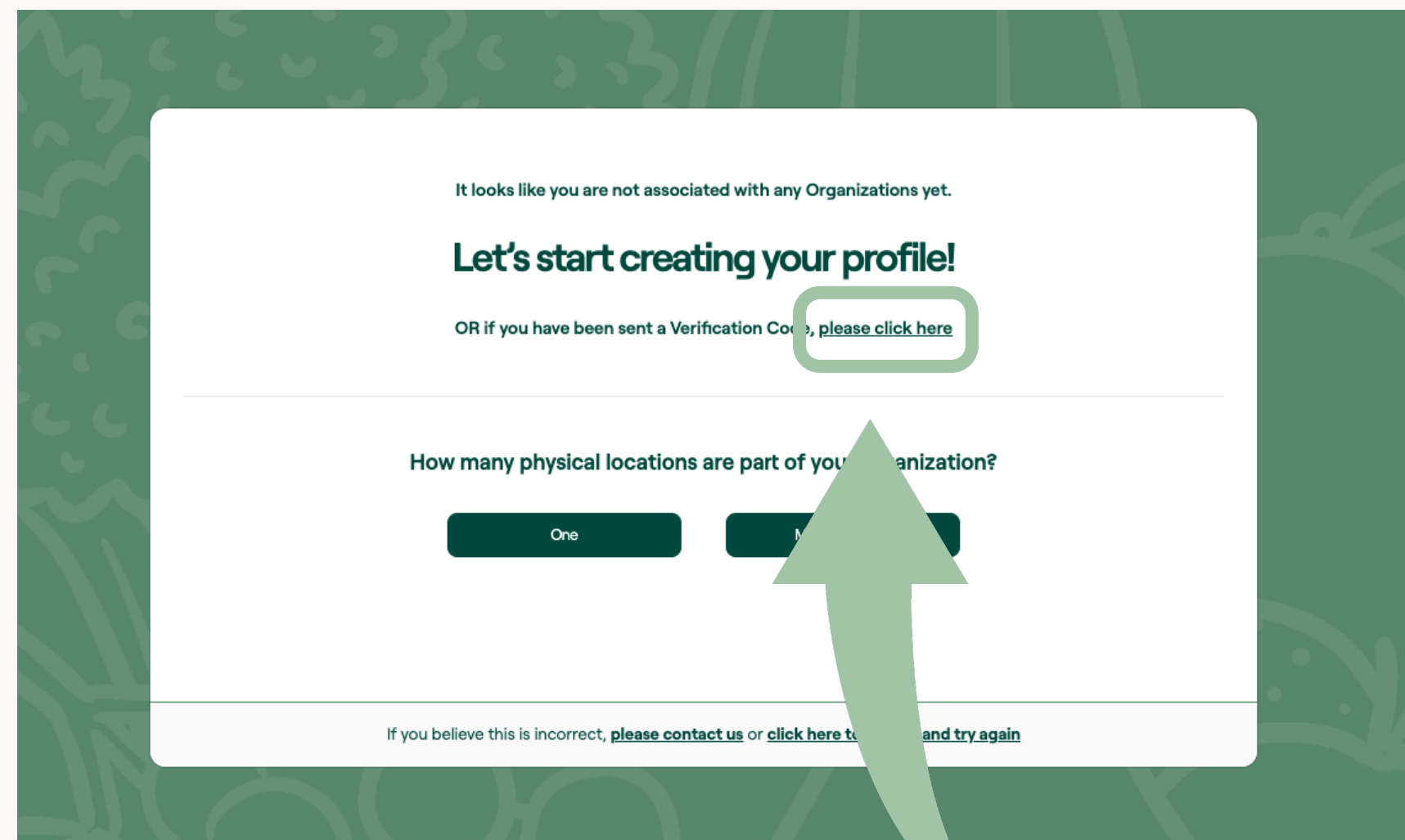


- 4 Confirm that you are being connected to the right organization

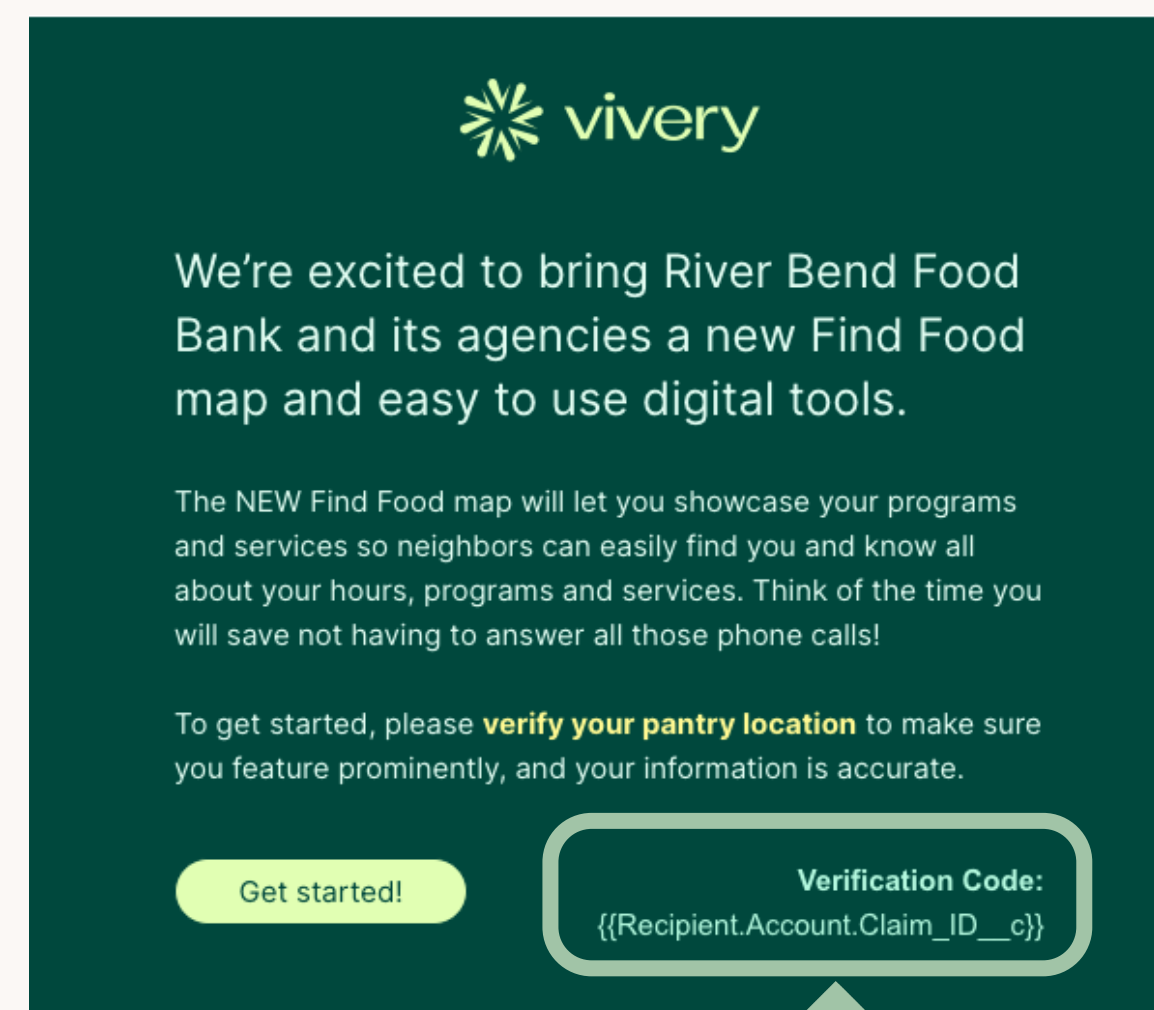
If the organization shown on your verification screen is incorrect, please contact support@vivery.org

How to sign up for Vivery with the Verification Code

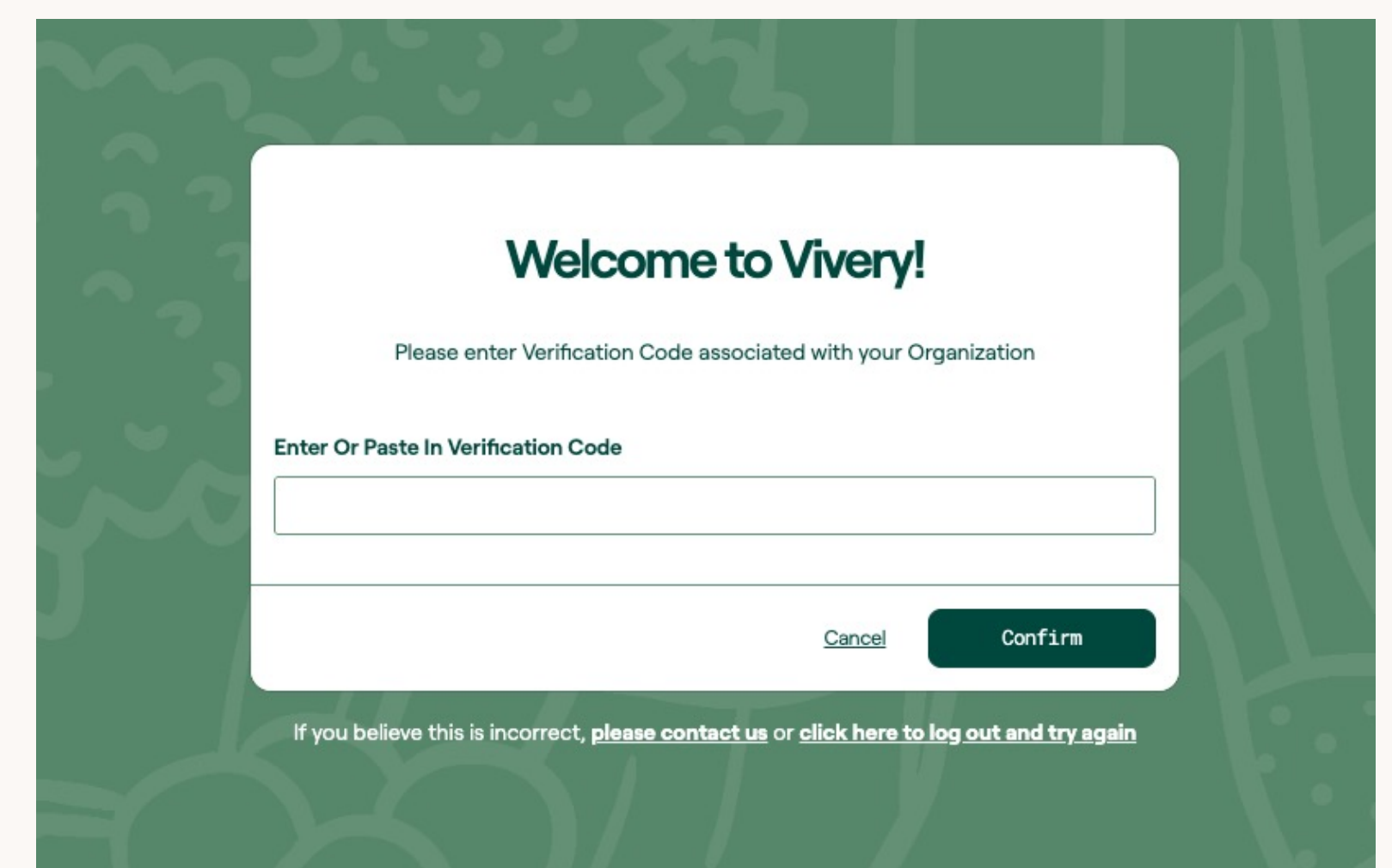
If you reach a landing page saying that you have an invalid verification link, you can use your verification code to get access to your organization profile.



- 1 Go to <https://manager.vivery.org/Identity/Account/SelfSignUp> and create your user account. Once you get into Vivery and see the screen above, click where it says "OR if you have been sent a Verification Code, please click here"



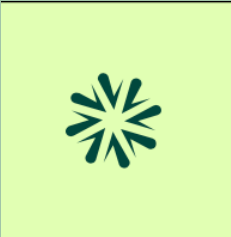
- 2 Copy the Verification Code from your email



- 3 Paste your Verification Code onto this page and hit Confirm

If you have not received any emails from go@vivery.org, please reach out to support@vivery.org with your name and the name of your organization and we will send you your custom verification link.

Basic Portal Navigation



Welcome Lydia Church

My Locations + Add Location

My Pantry Add Program Manage Location

My Network Contact Details:
Food Access Network
support@foodaccessportal.org

- ### Platform Resources
- Food Access Map
 - Food Providers (pantries, soup kitchens)
 - Communications Guide
 - Navigating Your Homepage
 - Managing Your Location Profile
 - How to Change Your Hours
 - Adding/Editing a Food Program
 - Adding a Non-Food Program
 - Communications Training – Part 1
 - Communications Training – Part 2
 - How to Find Food

- ### Network Resources
- Training Video
Food Access Network
 - Quick Start Guide
Food Access Network

Tips for building out your profile

- When adding photos of your location, consider adding pictures of your front door so people know where to go.
- Fill out as much information as possible. The more complete your profile, the more prepared your clients will be when they come to see you.
- Preview what your profile might look like on the map and ensure that everything looks the way you'd like it to.
- Make sure to fill out the location features section. This is where you can indicate things like wheelchair accessibility, proximity to public transportation, etc. to help clients know what to expect.
- Remember that location hours and program hours are different. Location hours reference the time your facility is open, and program hours references the hours of operation for a program hosted by that location. For example, the Location may have staff and be open to take questions on M-F 10:00-4:00, but the food program where people can come gather groceries may be open M,W,F 11:00-3:00. This is an especially helpful distinction if your location hosts more than one program.

How to get additional support

Have other questions or need help getting started? Check out these options:

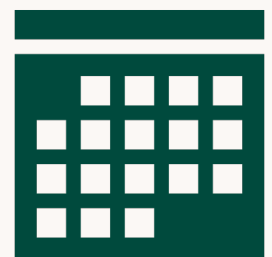


Live Training Sessions:

Come join us for a 1-hour long live training session to get your bearings on how Vivery can elevate your mission. We will cover the ins and outs of how to use our various tools, best practices, and what to expect during your set up process and beyond. Live training sessions are available every other Thursday at 1pm. Upcoming sessions include:

- **Thursday, Oct. 6**, 1pm – 2pm Central
- **Thursday, Oct. 20**, 1pm - 2pm Central
- **Thursday, Nov. 3**, 1pm – 2pm Central

To register: https://calendly.com/engagement_support/vivery-live-training



One-on-One Training Appointments:

Need help completing your profile or have specific questions? Sign up for a 30-minute individual training session and we can walk you through everything you need to know about using Vivery.

To register: https://calendly.com/engagement_support/pantry-live-training



Vivery Help Center/Knowledgebase:

Browse our database of helpful articles and videos to assist you as you begin using Vivery.

To access the Help Center: <https://vivery.zohodesk.com/portal/en/home>



Support@vivery.org:

Send us an email with questions and/or feedback and we'll get back to you as soon as possible!



