

Partner User FAQ

What is a Partner User?

A Partner User is a User Type in the ALERT Platform that has highly customisable permission settings.

It was designed with idea that some NGOs might have local partners that do not want to have their own agency account on ALERT, or feel that they are not yet ready to have their own independent account. These partner users might be members of local NGOs or small community-based organisations that are implementing partners of a much larger NGO. They can also be an independent consultant/individual not associated with any agency.

Partner Users can have access to the Country Office accounts of multiple agencies that have created a Partner User account for them, using the same log-in information (same email address).

What can a Partner User do?

A Partner User has quite a high degree of flexibility in terms of what they can and can't do on the platform. Please see the User Access and Restrictions Specifications document for more detail regarding this.

These settings can be modified for each Partner User that is added to the platform. It should be noted that what a Partner User can and can't do is set entirely by the host agency partner which created their account on the platform.

We are a small organisation. Should we be a Partner User of another agency or should we have our own independent agency account on the ALERT Platform?

This is entirely up to your organisation to decide, and this decision can be influenced by how your organisation is set up and the relationships you have with other agencies.

The advantage of having your own independent agency account on ALERT is that you have access to the full suite of functionalities that the platform has to offer, and you have greater freedom to customise your settings to suit your organisation. This may be the better option if you have a fairly unique system and ways of working that differ from those of your partners. Having your own account also means that you have your own identity on the platform and other agencies and donors on the platform can see you, which can catalyse further collaboration.

However, we understand that some organisations are perfectly happy to work within the system of another agency. The advantage of this option is that you know there is a bigger agency maintaining the system and your collective preparedness, with resources and expertise you can leverage. As mentioned above, the limitation of this option is that you have no control over your permission settings, as this is set by the agency that added you to their ALERT account.

If I set up a Partner User account now with another agency, can I still have my own agency account later on?

Yes. You can even have a Partner User account on the platform (linked to your partners) and your own agency account running simultaneously. The only restriction here is that you cannot use the same log-in credentials. You will have to use different email addresses.

If I decide to set up my own agency account, how will I then be able to collaborate with my other NGO partners?

There are various ways in which you can collaborate with others on the ALERT Platform. In this situation, you can either maintain a separate Partner User account, or you and your partner/s can form a Network account. If your organisation is a member of a Network, you can work together with other member agencies and split the workload on monitoring hazards and completing preparedness actions. You can also develop joint response plans and escalate alert levels as a network of agencies. In a nutshell, the Network Module allows multiple agencies to operate as if they were one big agency.

If you are part of a Network, you still maintain your own organisational identity on ALERT, so you can create your own actions, monitor your own hazards and form your own plans, independent of other agencies. You can also choose what information to share with your Network members. Your own agency privacy settings take priority over the Network's privacy settings.

To know how to set up a Network, please refer to the Network section in the User Manual.