



FREE TOOLS FOR COMMUNITY ORGANIZATIONS

CLAIMING YOUR PROGRAM

Get access to your programs!

1. Go to www.413cares.auntbertha.com/claims
2. Enter the name of your program or organization, then click “search”
3. Select the programs you’d like to claim and click the “claim” button
4. Create an account by entering your name, work email, and password.

SUGGEST A PROGRAM

Not seeing your program?

1. Go to www.413cares.auntbertha.com/find_a_program
2. Search and verify your program isn’t listed
3. Fill out the section titled “review the program you searched for”
4. Click the “suggest program” button at the bottom of your screen.

You should hear from an Aunt Bertha representative within two business days.

MY PROGRAM TOOLS



Once you’re logged into your account, navigate to the top right corner and locate “My Program Tools”.

This menu is your central navigation. You have access to all your tools, reporting, and editing capabilities from here!

INBOUND REFERRALS

1. Go to “My Program Tools” > “Inbound Referrals”
2. Click the folder of the program with a new referral
3. View the details of the person reaching out
4. Update the status for each referral (this translates to your program analytics)

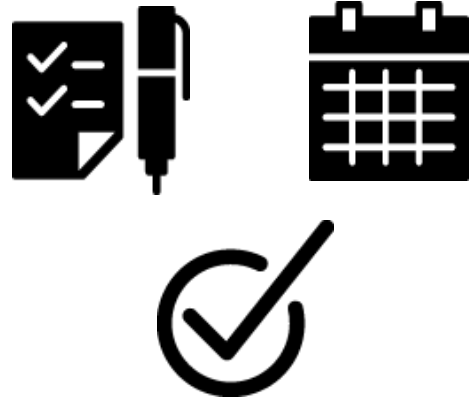
ANALYTICS

- ❖ **Screener Dashboard:** Reporting on screening form (must be enabled before use).
- ❖ **My Activity Dashboard:** An overview of your search activity.
- ❖ **Claimed Program Dashboard:** Find search trends and inbound referral statistics on your claimed programs.

EDIT YOUR PROGRAM LISTINGS

In “Edit Contact Settings” you can make changes and updates to programs, hours and locations, and contact information.

Make sure there is an email address in the second box labeled “what address should we send their info to?” This email address only gets notifications from Aunt Bertha letting your program know someone has reached out. It is NOT visible in public search.



SCREENING FORM

Go to Edit Program Listings

- > Edit Contact Settings
- > Customized Screening Form

You'll be able to create and customize your screening form, with over 80 standard questions available to help you get started!

SCHEDULER

Go to Edit Program Listings

- > Edit Contact Settings
- > Schedule and Appointment

An Aunt Bertha team member will help you configure this tool.

- Set custom availability for individual team members,
- People in need can book appointments directly on the platform.
- Includes Google Calendar and Outlook Integrations.

MY TEAMS

Give members of your organization access to edit programs, see analytics, and benefit from all other claimed provider resources without having to go through the process of claiming the program(s).

To add a team member, click the “Invite Team Member” button in the top right.

- **Admin:** Full access to view and edit details associated with your programs.
- **Worker:** Same as above, except workers cannot add additional team members.