Find Help NI .com
Find the right help at the right time

Frequently Asked Questions

How does sign up work?

1. **Complete the Online Membership Form:** Fill out our simple online form to become a member. It will only take a few minutes of your time. If you aren't sure which type of membership you need see FAQ's below.
2. **Confirmation Email:** You'll receive an email confirming that we've received your application. Don't forget to check your junk/spam folder and mark us as a "safe sender" or "Not Junk" so that you continue to receive communication in relation to your account. (We won't spam you!)
3. **Fast Verification:** Within 3 working days, we'll verify your information, make any necessary edits/formatting changes, and set your subscription level. If we need any clarification or are missing information required, we may need to contact you which might cause a slight delay to the verification process.
4. **Sign in to your Dashboard:** Once your profile has been verified, we'll send you an email with a link to set your password and sign in to your Membership Dashboard for the first time. This will grant you access to manage your account and add further information such as your social channels, your charity number, professional body or qualification information etc.

Sign in at any time to Access Your Dashboard: Once the above steps are complete, you can sign in to your Membership Dashboard at any time to make updates, and changes as required.

I can't see my listing on the "Find Help Near Me" Directory!

This can occur for several reasons. It may be that we have not been able to verify your information, are awaiting clarification from you or that you haven't yet paid for your subscription.

It may be possible that you are using incorrect search terms, or that your organisation name has been spelt incorrectly. If you are having any difficulty please reach out to us on updates@findhelpni.com

I haven't received a confirmation email!

- The email address you gave us may be incorrect or misspelled.
- Our email might have gone into to your junk or spam folder (or is hidden within another folder if your system automatically labels or categorise emails).

In any case, please contact us by email updates@findhelpni.com, letting us know about the problem you are experiencing, be sure to reference your Organisation name. We can find your submission, check/update the details or provide you with your sign in details manually.

I want to add more than one category!

At initial sign up we request only one category (main category), we then read the information provided in your description & services to determine which other categories may be suitable, sometimes this is multiple. However, we like to avoid too many categories as this muddies the search results for our users.

We set the categories based on how users search for services and your organisations specific requirements. As an example, you may run an organisation that provides services for those with addiction issues, your service might include peer support, support with employment, and training for employability. In this circumstance, we would choose only "Addiction" category in this example. The reasoning is that in order for a member of the public to avail of this service their presenting issue may need to be Addiction. We are happy to discuss this though.

If you feel that other categories are more suitable, please get in touch with our membership team by emailing updates@findhelpni.com to make a request. As our directory grows we intend to add more categories and a filter results function. We will let you know when this feature is released so that your categories can be updated as required.

I don't belong to a Membership Body!

That's no problem, not all services will have a membership body. Once signed in, on your Membership dashboard you can submit professional body references if applicable or you can add any qualifications or experience instead!

I'm not sure I am on the right subscription!

Any organisation, business, professional, or group that benefits health & wellbeing in anyway is welcome to become a member.

- Services listed must contribute to the wellbeing, health, or mental health of people living in Northern Ireland.
- Services should be accessible to the general public via a self-referral pathway or similar.
- You must offer services that can be accessed online, by phone, or in person.

Eligibility for a Free Membership:

In the interest of fairness we ascertain who is eligible for a free membership & profile by assessing how an organisation is constituted. You're eligible for free membership if your organisation is:

- A voluntary or community organisation
- A registered charity
- A constituted group or club
- local community group or association
- not-for-profit company or Community Interest Company
- school (as long as your project is not within school hours or considered part of the curriculum and has wider community benefit)
- A group set up for community, and not personal benefit
- A group set up for community, and not intended for the advancement of religion

If you aren't sure if you qualify for a membership, or are not sure which plan you should go for please contact eva@findhelpni.com to request a call back.

I want to change my subscription!

Maybe you have signed up to a monthly subscription and would like to change to annually. Maybe your organisation has grown, become a registered charity or has more locations. If this is the case please contact us by emailing updates@findhelpni.com giving as much detail as possible. We will reach out to you to discuss your options and guide you through the process of updating your subscription.

I want to add another location!

You can have one main "parent" Profile and additional "child" profiles. These will be linked to your Parent Profile, and vis versa. This is a great option for large organisations as you can change any other details as required. Please note that each profile would have to have a different direct contact email address. If you'd like to do this just fill in a Become A Member Form for each location (be sure to include the location in the organisation name *e.g. "Addiction Support Group - Ballygowan"*).

Alternatively, you can add locations to the "Area Specific locations" field of your Member Dashboard. We can only accept short descriptions here such as town names, postcodes, or council areas for example.

ArKe Sure Start

Keady, Callanbridge, Downs, Derrynoose, Abbey Park and parts of the Mall and Observatory ward areas

🌐 Area Specific   💷 Free

The project aims to provide a central point for children's services/programmes within the area, providing support to families from the antenatal stage to when your youngest child turns 4. The…

View Further Details For ArKe Sure Start

If you'd like to show that you can work anywhere in Northern Ireland, simply email updates@findhelpni.com to request that your profile is listed as *"National"*.

ASSIST NI

🌐 Nationally   💷 Free

We are a Northern Ireland wide advocacy service passionate about supporting victims of domestic and sexual abuse crime who primarily are engaging with the criminal justice system. We provide guidance…

View Further Details For ASSIST NI

Can I add 2 profiles for different services?

Yes, this is usually the case with large organisations that offer a lot of different services for different demographics. For example, if you have a specific service for young people, it can be helpful to have a separate profile for this, that way they can find your service easily. Please note that different direct contact email address must be used for each profile.

I'm not sure if I should select Locally, Area Specific, Nationally or Online.

You can select more than one option depending on your organisation or businesses individual circumstances. This is quite important as it allows users to easily tell if a service is available to them. Some public funded organisations can only offer services in certain areas others can offer their services NI wide while they may have one main office address. Some private professionals have a limit to how far they would travel to deliver a service, others can offer services in person NI wide.

- **Locally -** Select this if your services are available at a brick and mortar/drop in premises. You can also select if you don't have a premises but you provide services to those in your area.
- **Area Specific -** Select this if your services are only available in certain areas (e.g. council, HSCT, town, or postcode areas).
- **Nationally -** Select this if your services are available all over Northern Ireland.
- **Online -** Select this if you offer services online.

I'm leaving the organisation and I'd like to pass the membership onto a colleague!

Don't worry, we can help you with this. Firstly, ask a colleague to "Claim This Listing" (you will find this at the bottom of your membership profile via "Find Help Near Me"), we will receive this notification and make contact with both the original manager of the profile and the new prospective manager. This helps us ensure that ownership is being transferred with knowledge of both parties. Once we verify this information we can change the contact details so that the new owner can now sign in to make updates, changes, or delete the listing.