

42nd Street's online support platform will soon be getting a new interface to help make it more user-friendly. It will still work in the same way, but how it looks and how it's laid out will be changing!

This document will talk you through the changes, from logging in to accessing your sessions, to help you get familiar with the new site and locate everything you need.

You can use the headings below to skip to the section you want to see.

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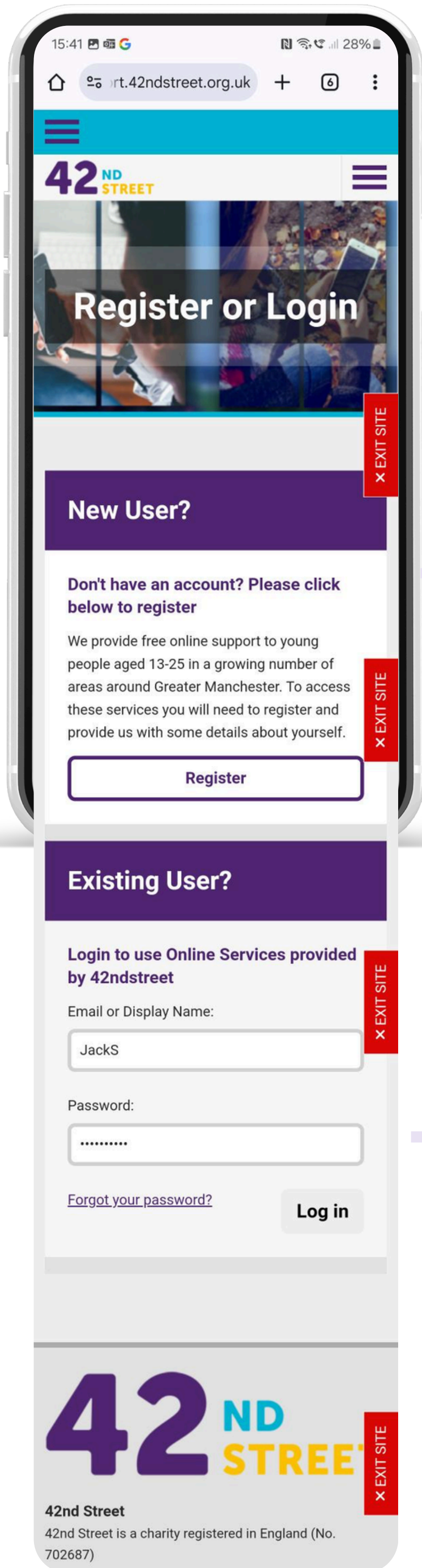
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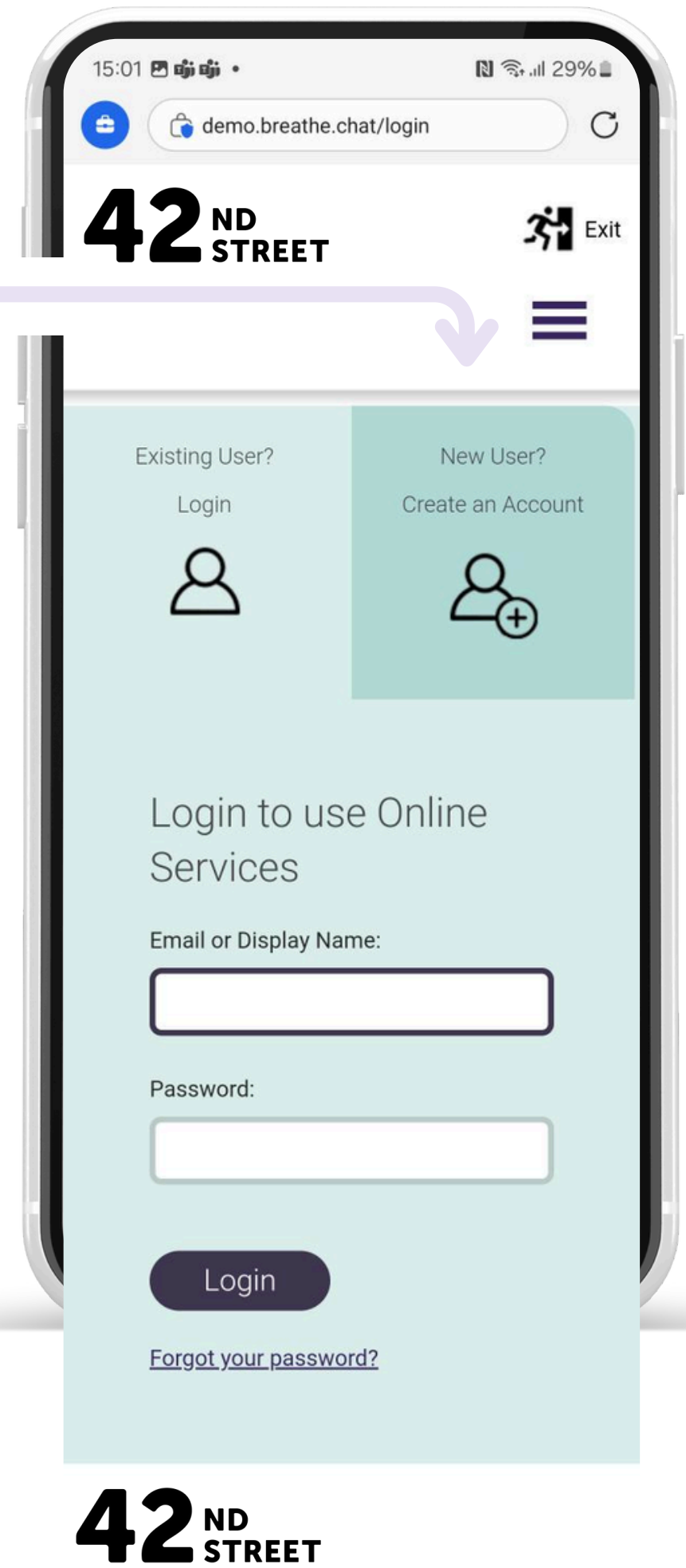
## Logging In

The login page for the Online Platform has got a new look! Here's a comparison of the changes that have been made.



The registration button for new users has moved. If you need to create an account, you can click here to do so.

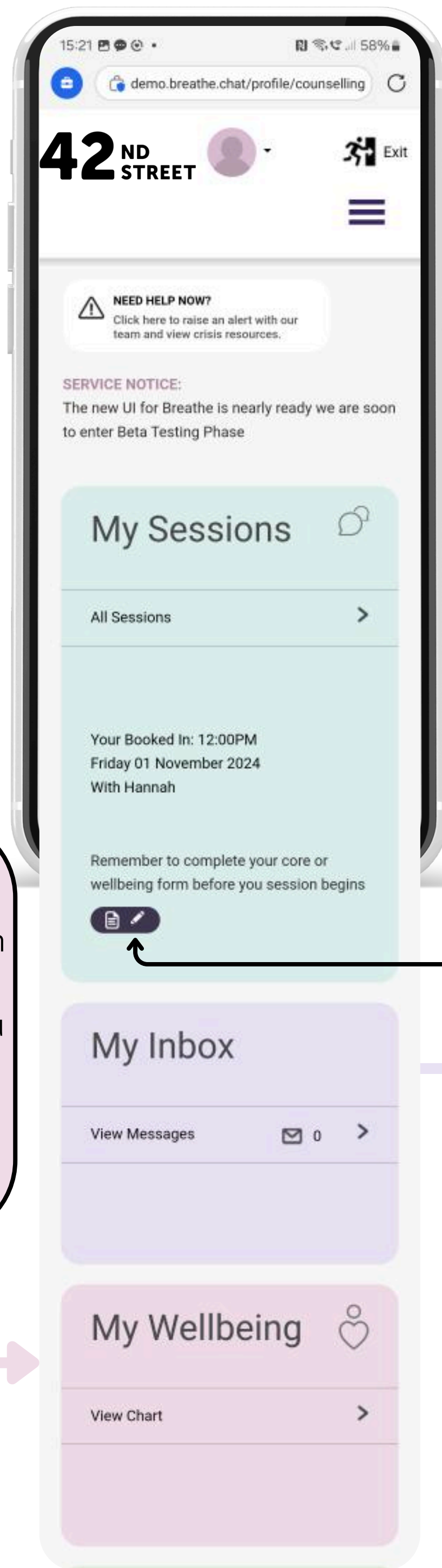
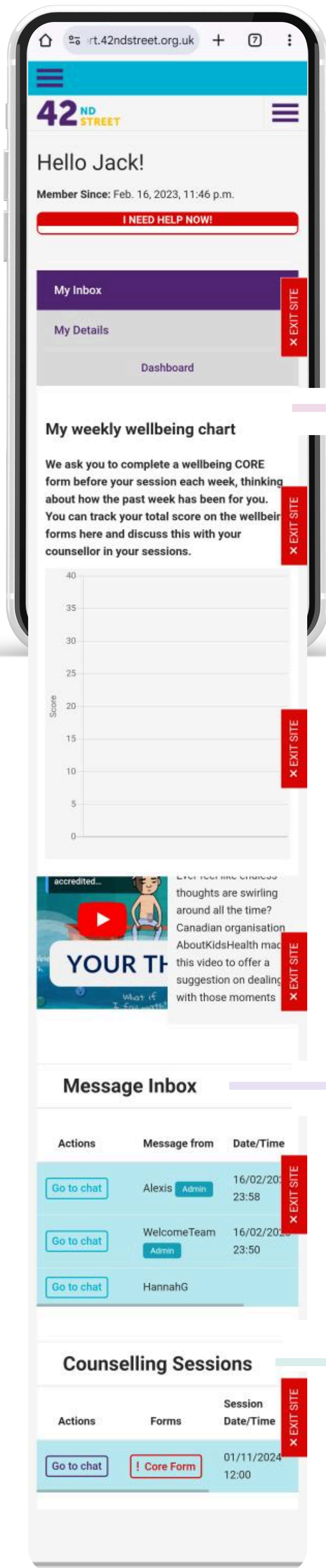
If you already have an account, this is what the new login page will look like.





# My Dashboard

Once you have logged in, the site will take you to 'My Dashboard'. This is where you access your sessions, check for messages, and track your progress on your wellbeing chart. The layout of this page is changing - here's a comparison of the old dashboard and the new dashboard to help you find everything you need!



On your dashboard, My Sessions will come up first. You can access your scheduled sessions, by clicking on the 'All Sessions' button. This box will also tell you when your next session is booked, and will have a link to wellbeing forms you need to fill out before your session. You can click on the icon of the form to complete these.

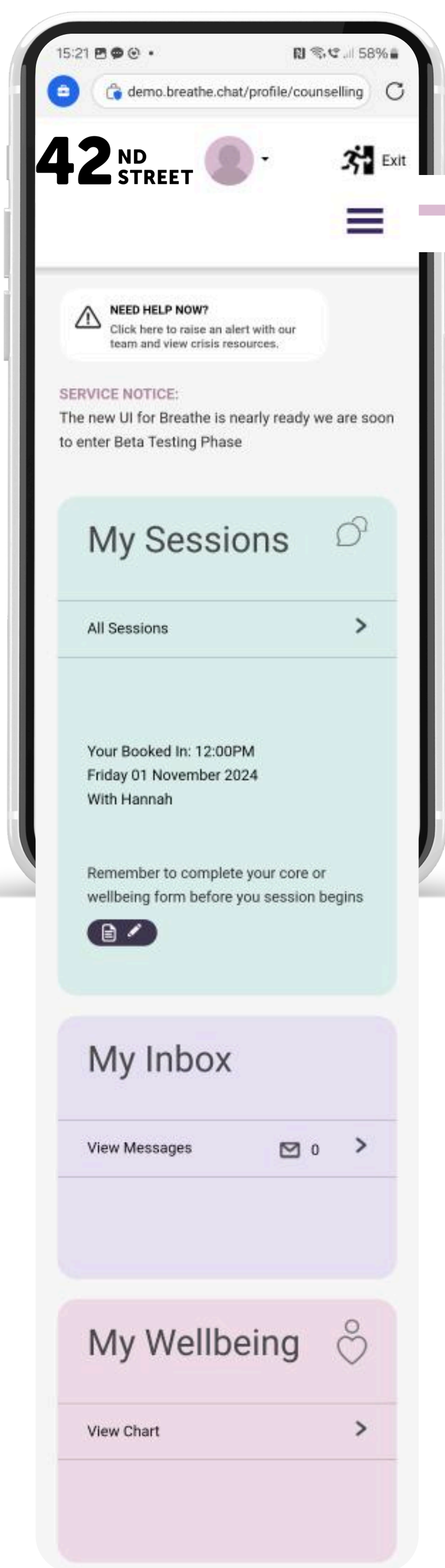
Your Weekly Wellbeing Chart won't show up on your dashboard anymore, but you can see it by clicking 'View Chart' in the My Wellbeing box.

My Inbox is where you can find any messages that you have been sent. You will see a number which tells you how many messages you have, and if you click on 'View Messages' it will take you to the page where you can read these.



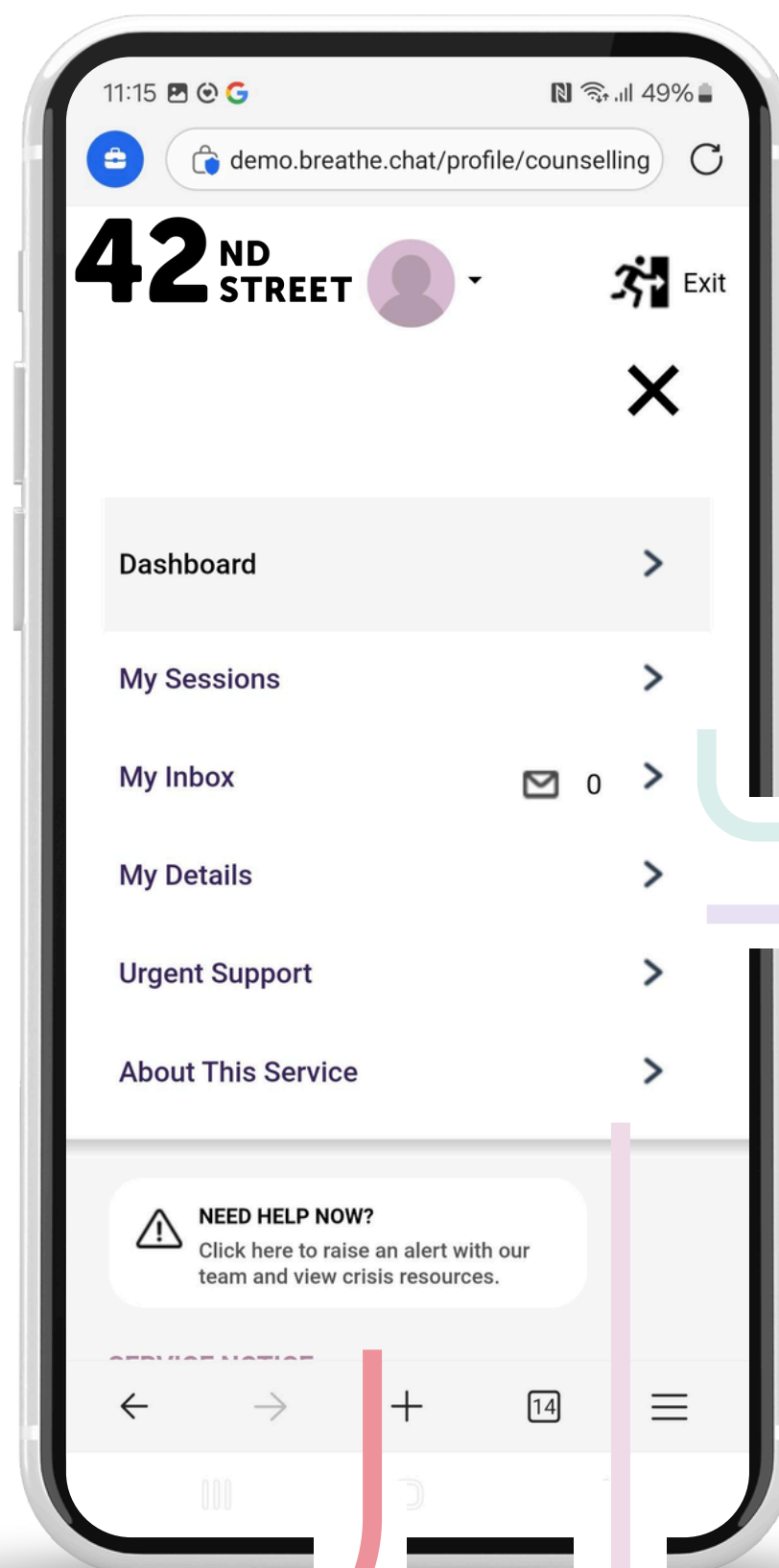
## Main Menu

You can also navigate the new site using the main menu. This can take you to all of the areas you might need when you are accessing your support. Here's a guide on how to find the menu and what all the options mean!



Click the three black lines (burger button) at the top of the screen to access the main menu.

You can use the 'Exit' button at the top of the screen if you need to immediately leave the page. This will take you back to your browser homepage.



From here, you can get to My Sessions and My Inbox by clicking on them, just like if you used your dashboard.

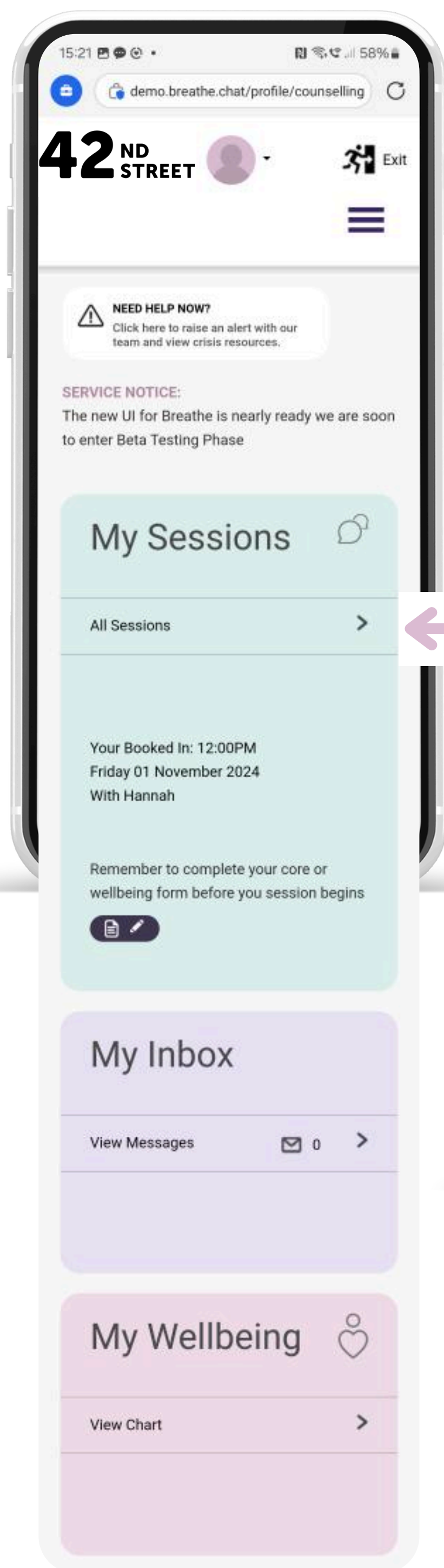
My Details is where you can find your personal information, in case you need to update anything! It is also where you can find out about how your information is held safely.

Clicking on 'Urgent Support' will take you to a page which has information what to do if you are experiencing crisis or are feeling unsafe. You can also click 'Need Help Now?' to view crisis resources.

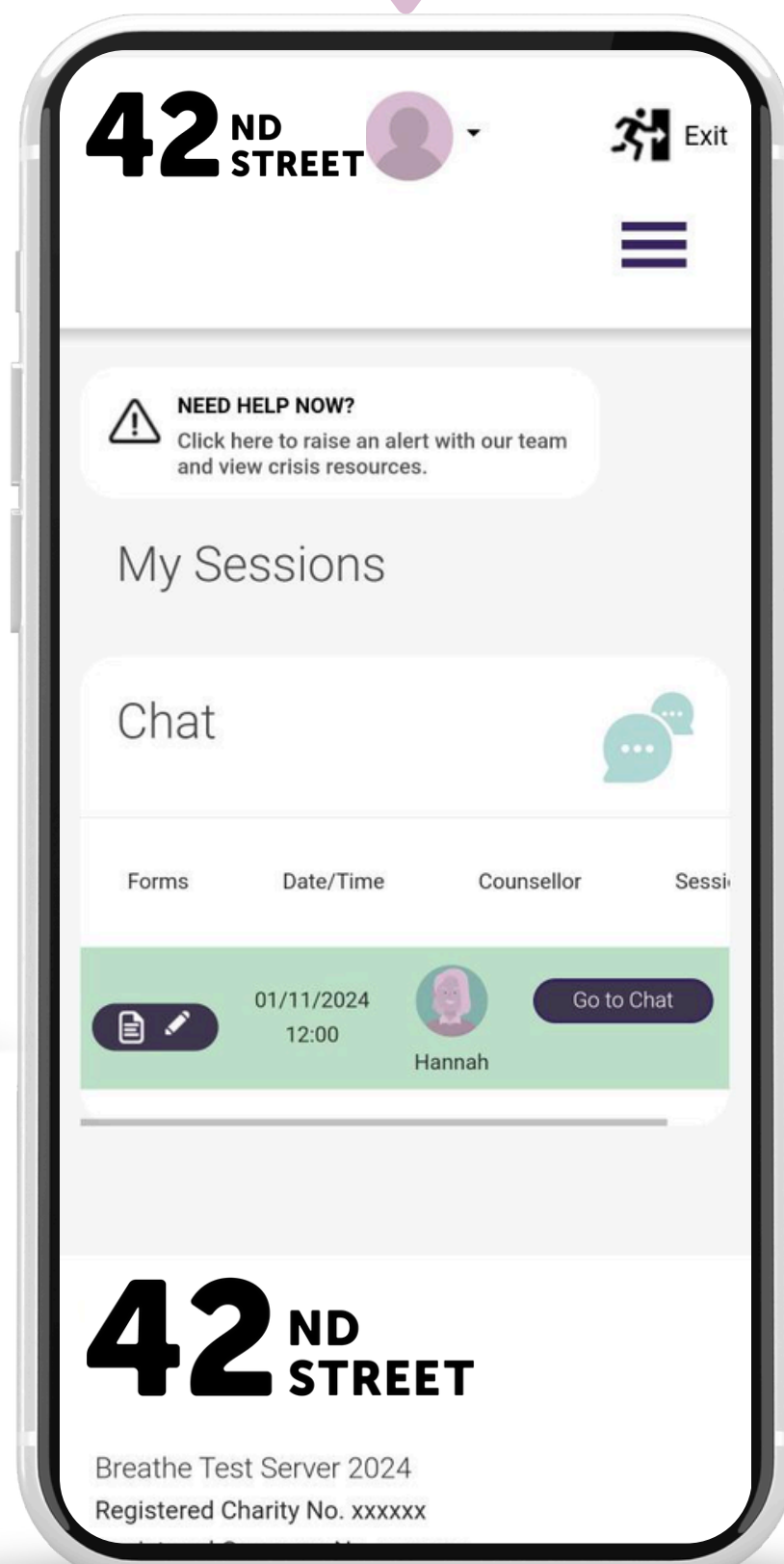
'About This Service' is where you can find out more information about 42nd's Street's Online Support.

## My Sessions

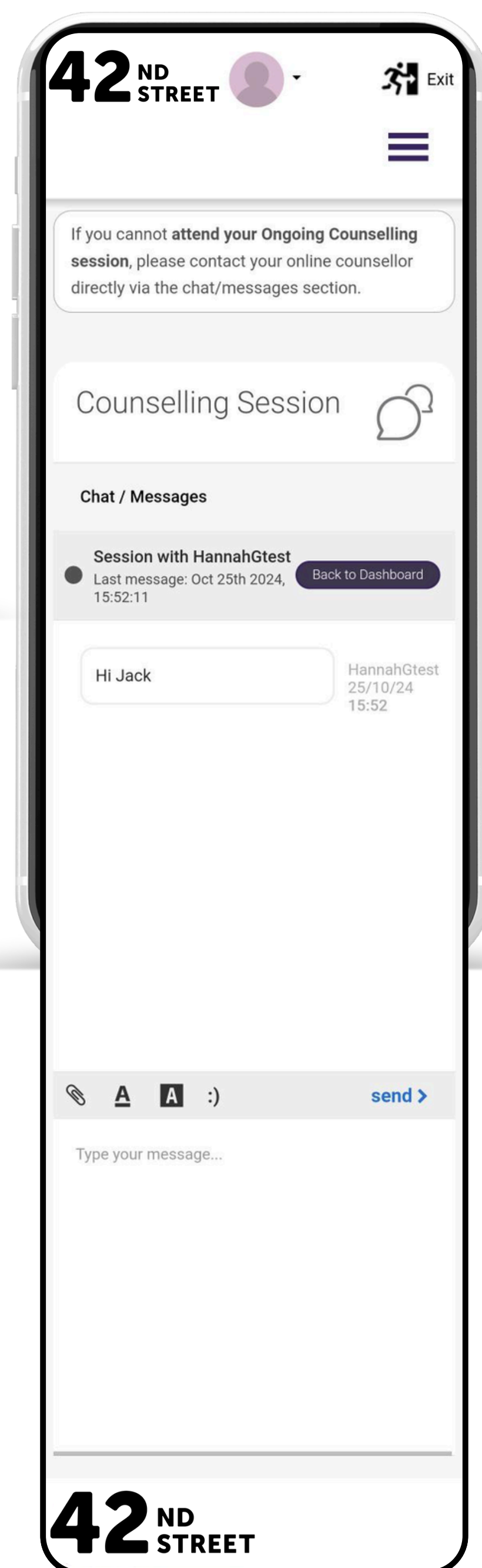
This is what the new site will look like when you have a session. Here's a quick guide on how to access your session from the main dashboard.



Once you've logged in, click the 'All Sessions' button in the My Sessions box on your dashboard. This will take you to the page below.



Here you can see any forms you might need to do for your session, alongside the date and time of your session and who it is with. If you click on the 'Go to Chat' button, this will take you to your webchat, where you can send and receive messages during your session, just like before.

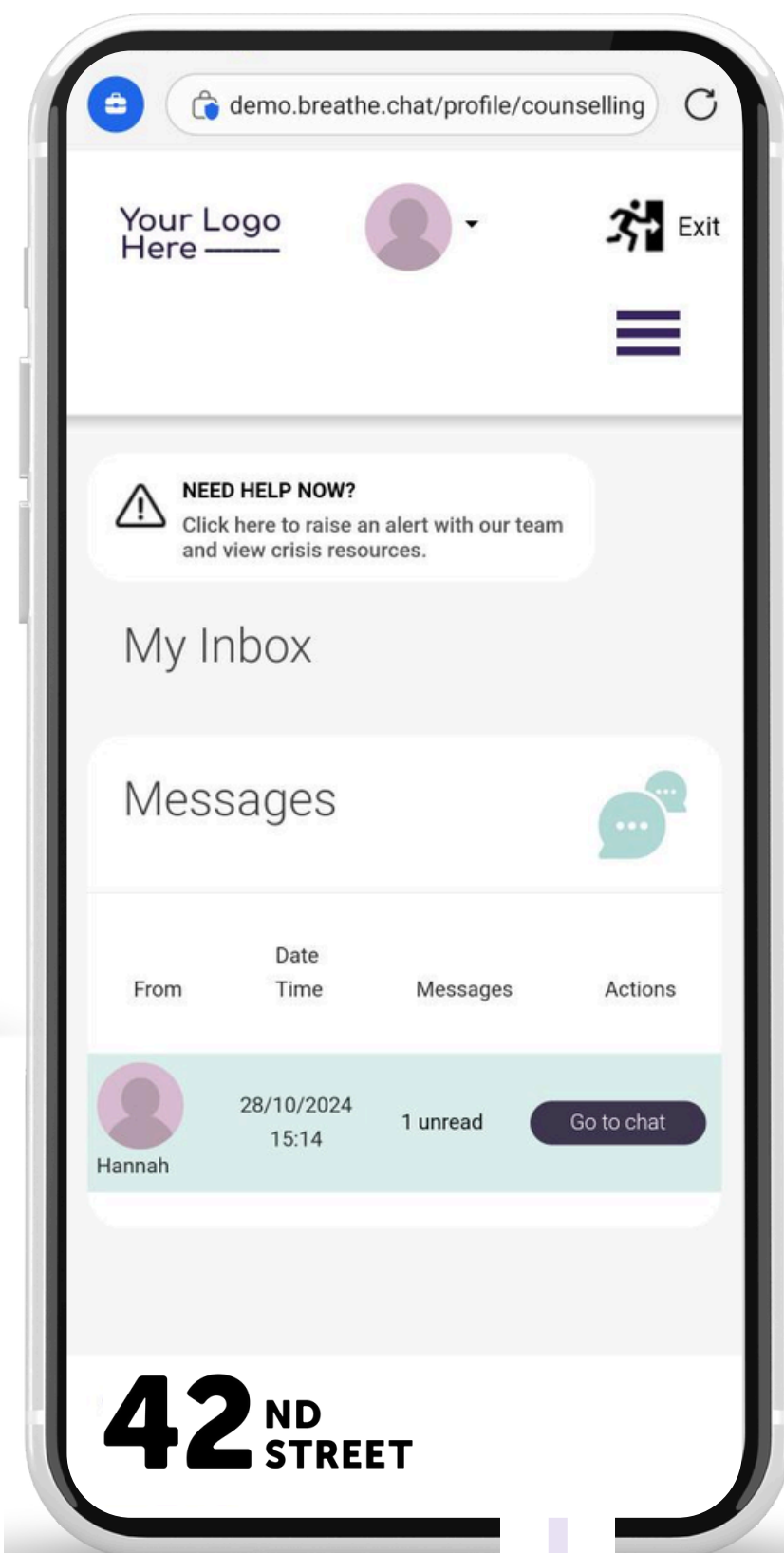
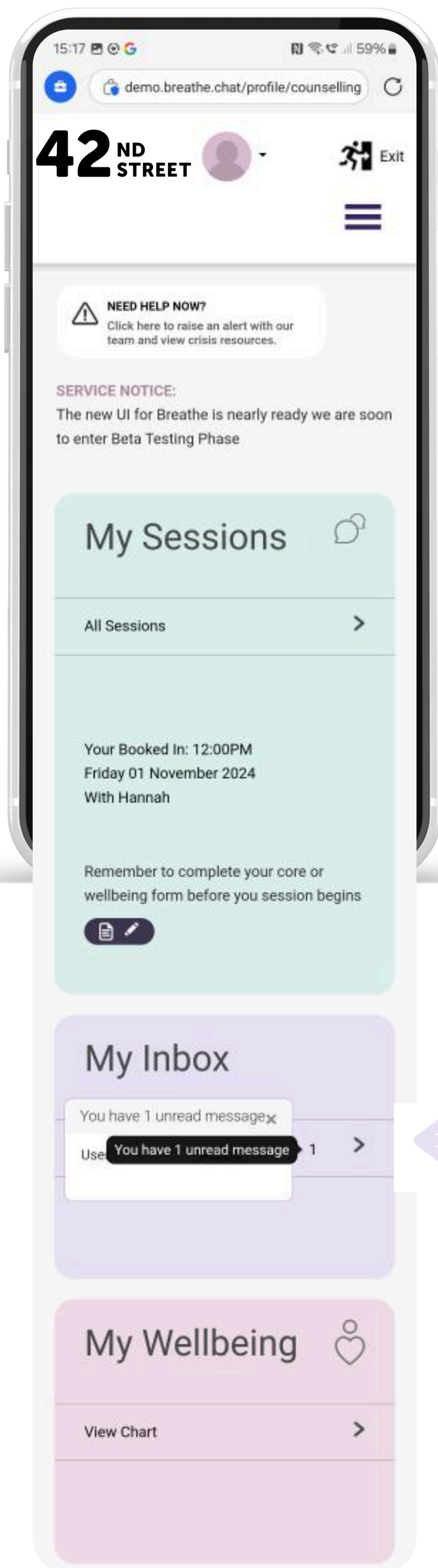


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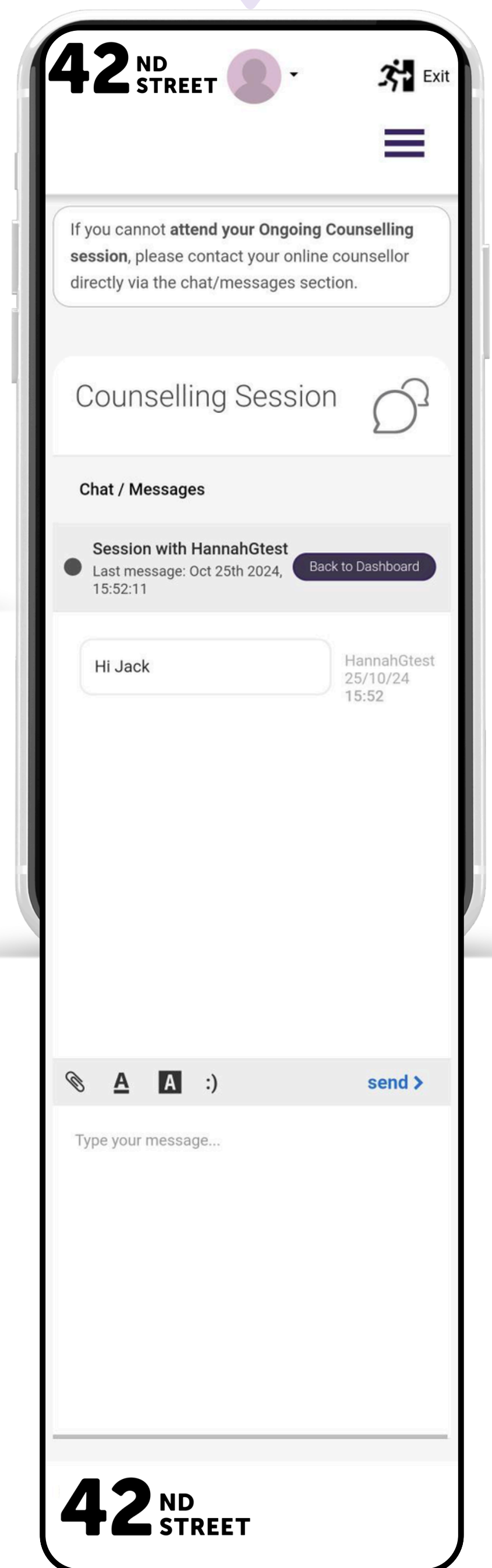


## My Inbox

On the new platform, you won't be able to see all your messages on the main dashboard, like you used to. But, they will still be easy to access from the dashboard! This page shows you where to find and reply to your messages.



From there, you can click 'Go to Chat' to read and respond to messages.

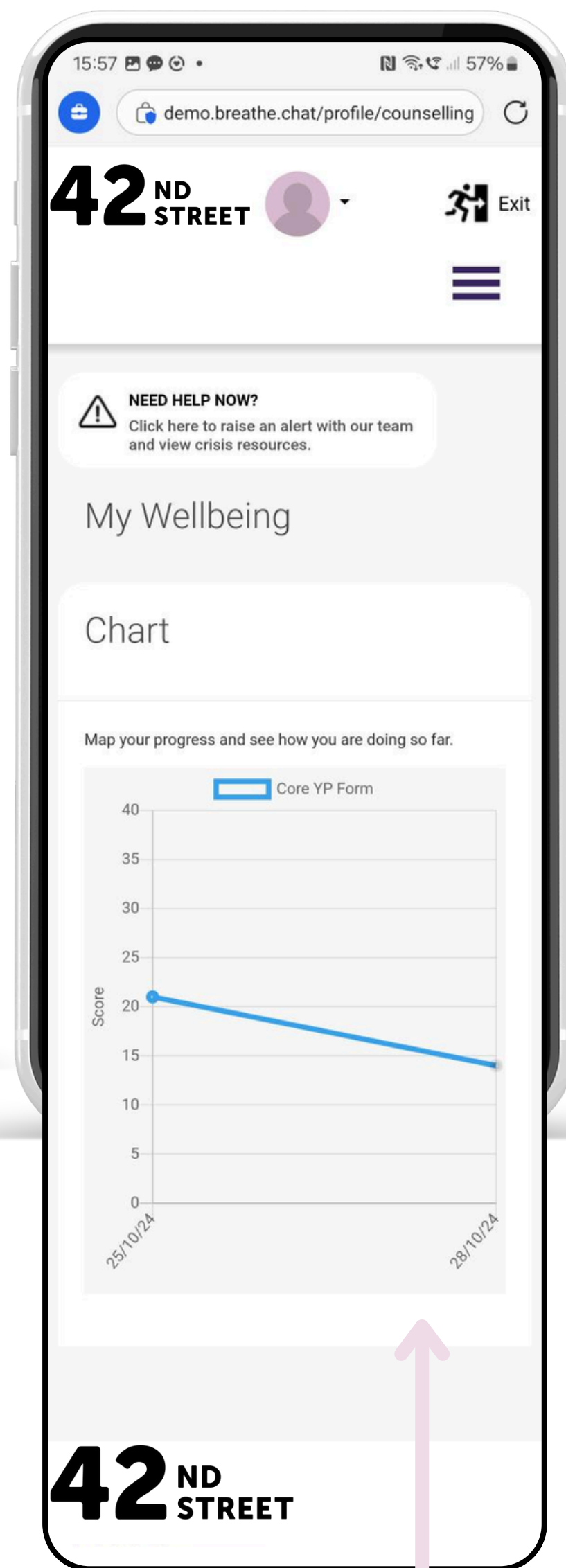
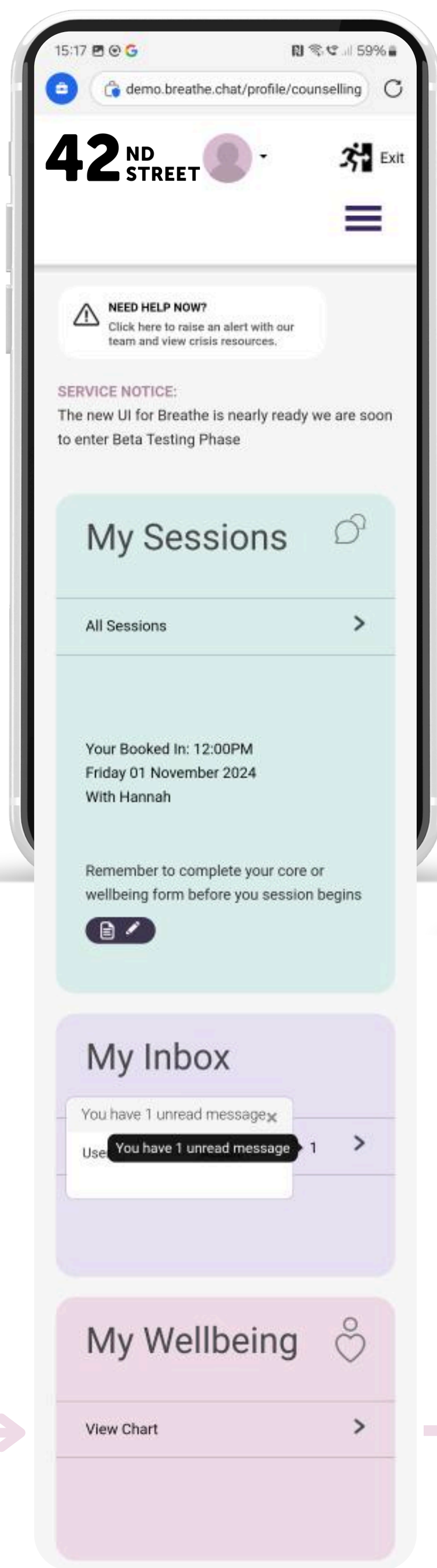
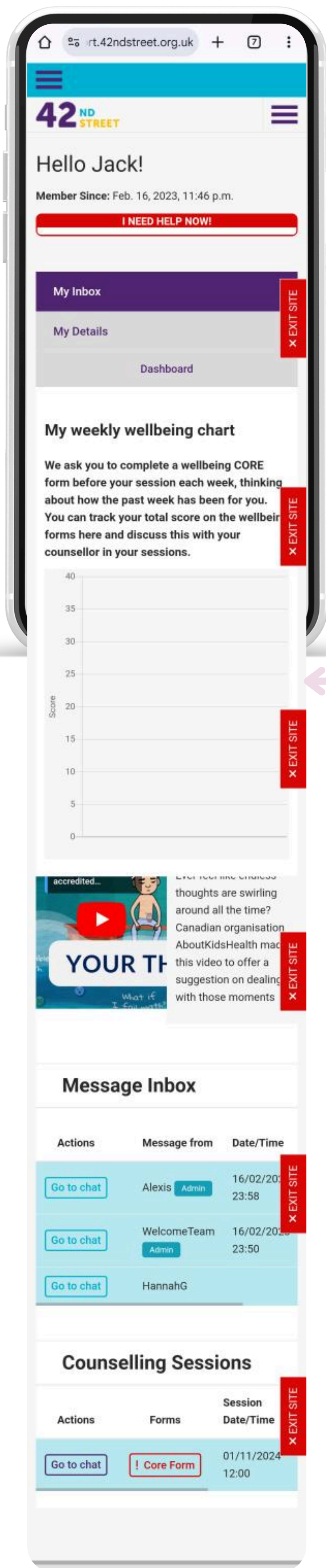


On your dashboard, you can hover over the 'View Messages' button to see how many unread messages you have. If you click it, it will take you to the page above, where you will see all of your messages.



# My Wellbeing

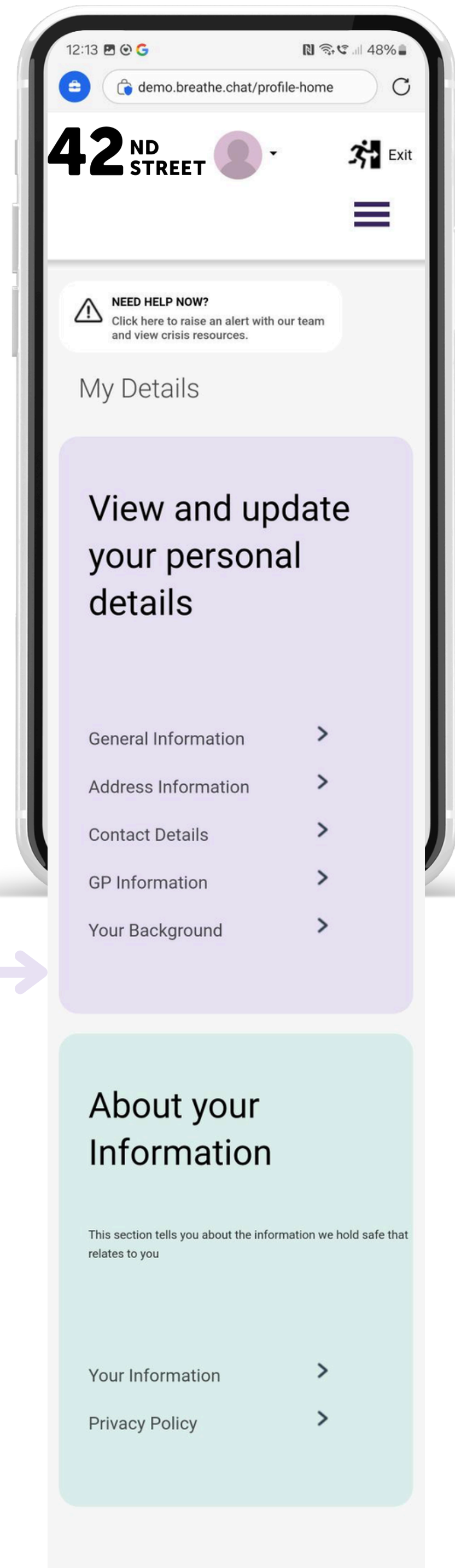
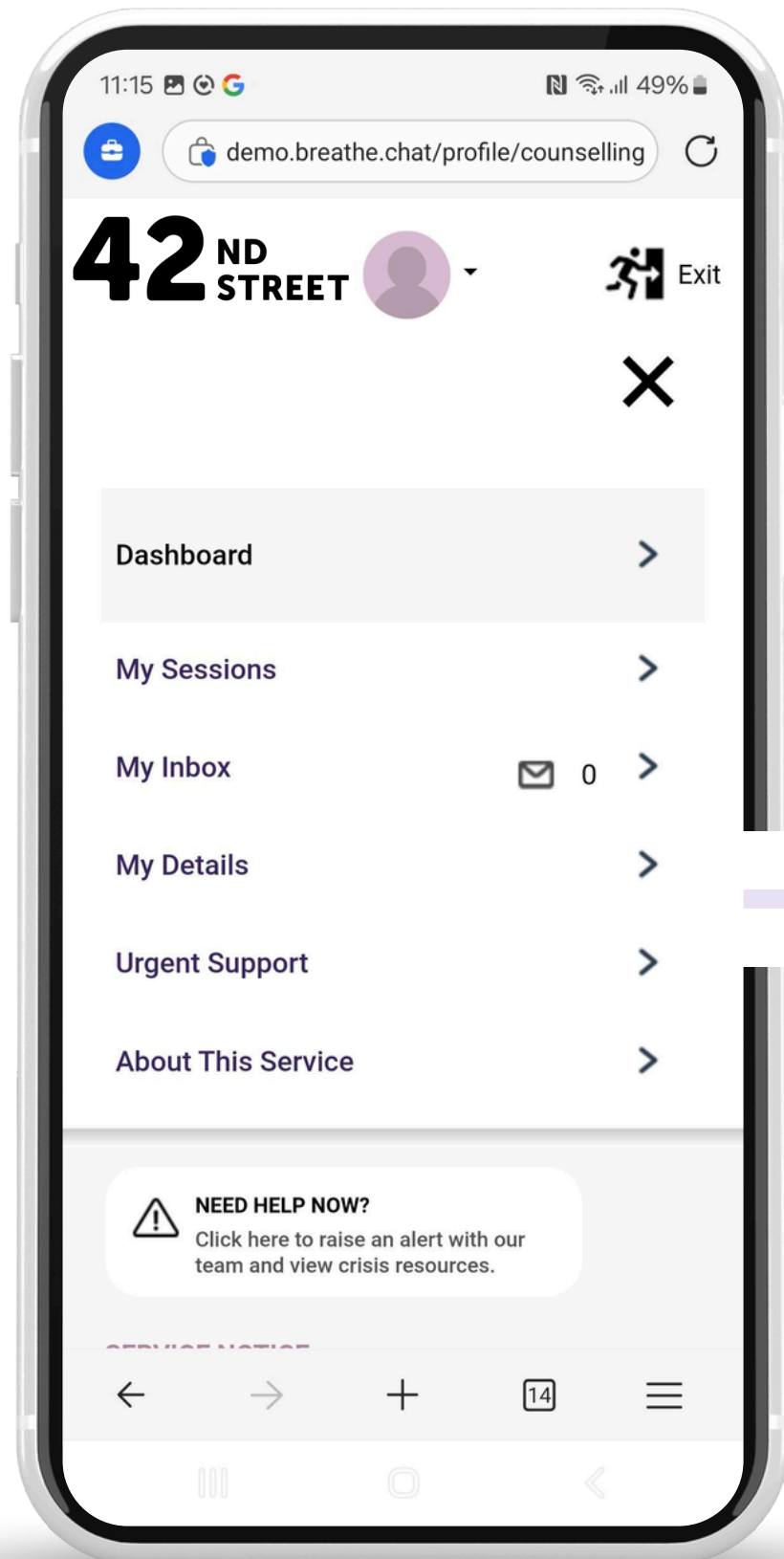
Your Weekly Wellbeing Chart won't be visible on your dashboard anymore, but you will be still able to view it. Here's a comparison of the old site and the new site, so you know where to find it.



On the new site, you can view your Weekly Wellbeing Chart by clicking on 'View Chart' in the My Wellbeing box on your dashboard. Here, you'll be able to track your progress and how you are doing based on the forms you fill out before your session.

## My Details

This is where you can find and update your personal information, as and when you need to, by following the steps below!



Open the Main Menu by clicking on the three black bars (burger button) at the top right of the screen, then click on 'My Details'. From here, you can see all of your personal details, grouped under their different categories, and you can update them whenever you need to.

**42**ND  
STREET