

## Process for Help Line Form

If a neighbor fills out an online help form on the SEAS website an email is sent to all the helpline members. The helpline member volunteer that day will process the respond to the neighbor as if it is a telephone call to the Helpline. Within the email, will be a link that can be selected and will take you to the request in the database.

The email will look like this

SVdP Help form - Help\_XXX.txt

Web address of Help Form in database:[https://parishplus.com/cgi-bin/DB\\_SVDP.cgi?P=S&U=M&submit=Help%20Form](https://parishplus.com/cgi-bin/DB_SVDP.cgi?P=S&U=M&submit=Help%20Form)

Clicking on the link will display the help forms that need to be processed.

**The following will explain the remainder of the process as well as how to access the request not using the link but finding it in the database.**

In the Functions drop down, select Help Form.

Select under View Help File "click here" for the file.

File name	Add record	Delete Help File	View Help File
Help_980.txt	<a href="#">click here</a>	<a href="#">click here</a>	<a href="#">click here</a>

The request for assistance will be displayed. The database has automatically checked for a record by individual name and telephone number listed.

If the person is in 75023 or a parishioner, (confirm by calling SEAS office) and there is not a record, the helpline person can use the back arrow

Under Add record "click here" to create a new record. Process as if a normal call. When a help form file is used to add a record, the help form file is automatically deleted.

File name	Add record	Delete Help File	View Help File
Help_980.txt	<a href="#">click here</a>	<a href="#">click here</a>	<a href="#">click here</a>

If the person is outside of 75023 and not a parishioner, we should handle as if a phone call from someone outside our area and give them available resources and/or the Catholic church in their area.

The Help Form can now be deleted:

By clicking on “click here” under Delete Help File.

File name	Add record	Delete Help File	View Help File
Help_980.txt	<a href="#">click here</a>	<a href="#">click here</a>	<a href="#">click here</a>