

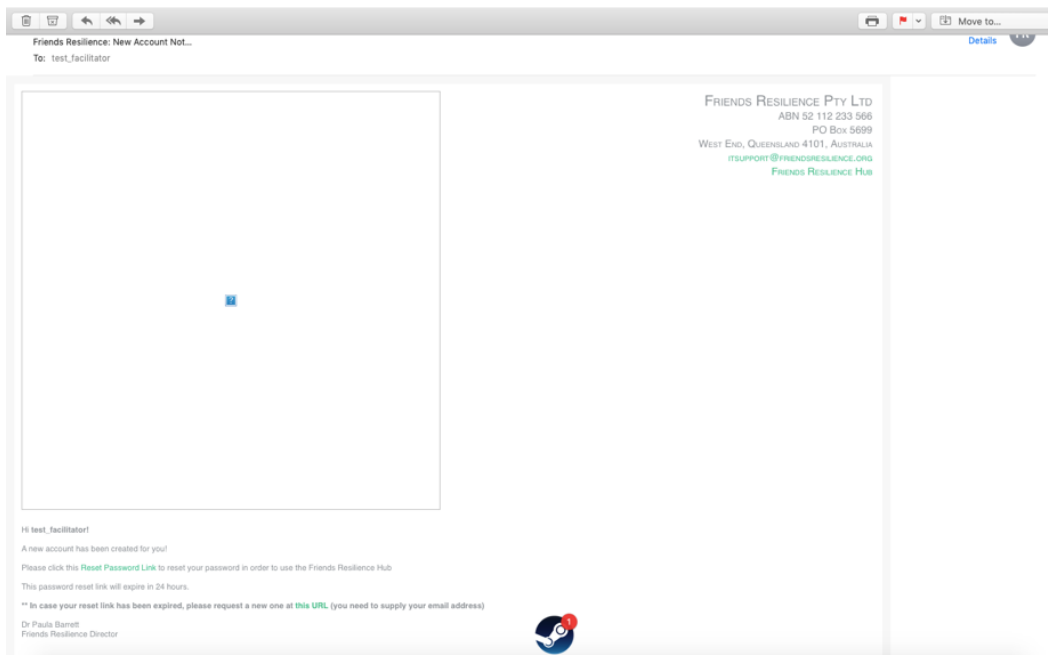


[www.friendsresilience.org/login](http://www.friendsresilience.org/login)

## FRIENDS Resilience Hub Guidelines for Facilitators

### Setting up your new FRIENDS Resilience Hub account

- 1) After you complete FRIENDS facilitator training, **you will receive an email with your personal facilitator login details** to access the FRIENDS Resilience hub as well as an individual certificate for every FRIENDS programme you have been trained in. Sometimes these emails go in to your junk folder, so please check there before contacting The Psychology Tree ([enquiries@thepsychologytree.com](mailto:enquiries@thepsychologytree.com)) to resend your login details. (NB. If you receive the email with your log in details, once you have logged in and activated your account you can resend your own certificates to your own email if you did not receive those).
- 2) To **set up your new FRIENDS Resilience Hub account**, click on the link in your log in details email and reset your password for the hub (<https://www.friendsresilience.org/login>)

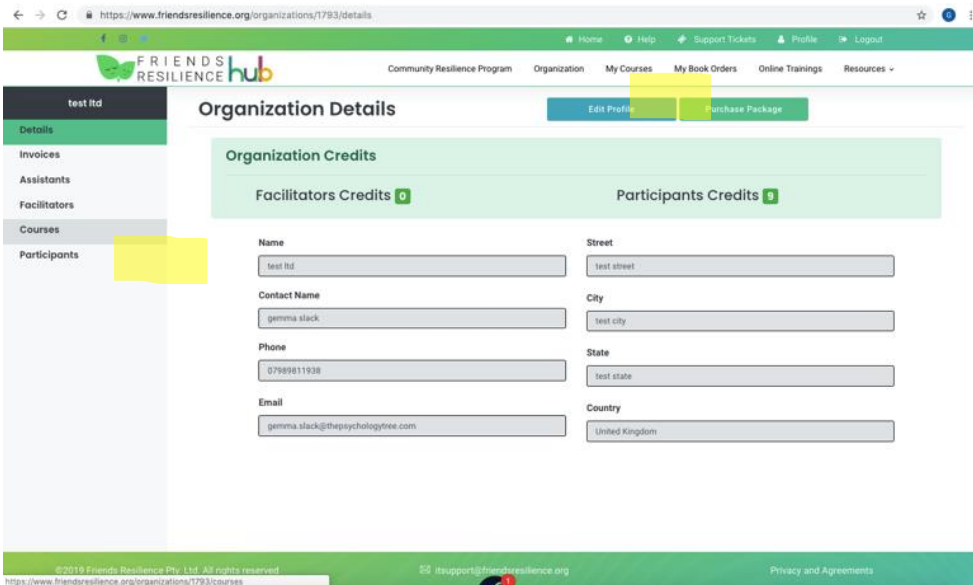


- 3) To **deliver a FRIENDS participant's course** (i.e. child/young person) you need:

- To ensure you have the certificates for FRIENDS programme you need for the course you want to run. The certificates you have correspond to the resources that are available to you in the Resource Library section of your FRIENDS Resilience Hub account.
- To access FRIENDS ebooks, you must purchase participant credits attached to your organisation (one participant credit can be exchanged for 1 ebook).
- Prepare your FRIENDS course by accessing FRIENDS course materials (facilitator manual and activity books and additional training resources). Find these by locating Resources in the black tab on the left of your screen in the FRIENDS Resilience Hub home page, and then clicking on the manual and activity book as needed. The manual tab contains electronic, annotable copies of the manuals for all the programmes you are trained in. The activity books tab contains the children’s workbooks for all the programmes you are trained in.

## Purchasing Participant Credits and setting up a FRIENDS course (e-books = online electronic activity books)

- 1) Participant credits can be purchased in quantities of 20 credits minimum accredited to the organisation level (so can be accessed by any within your organisation/school). The credits do not expire and can be used as needed in smaller amounts depending on the group size you are delivering to. Your FRIENDS Resilience Hub account will already have credits attached to it when you log in because you will be given complementary credits as part of your initial FRIENDS training from The Psychology Tree.
- 2) To purchase credits, click on Organization on the tab across the top of your screen and then click on Courses on the left hand side.



Organization Details

Organization Credits

Facilitators Credits 0      Participants Credits 9

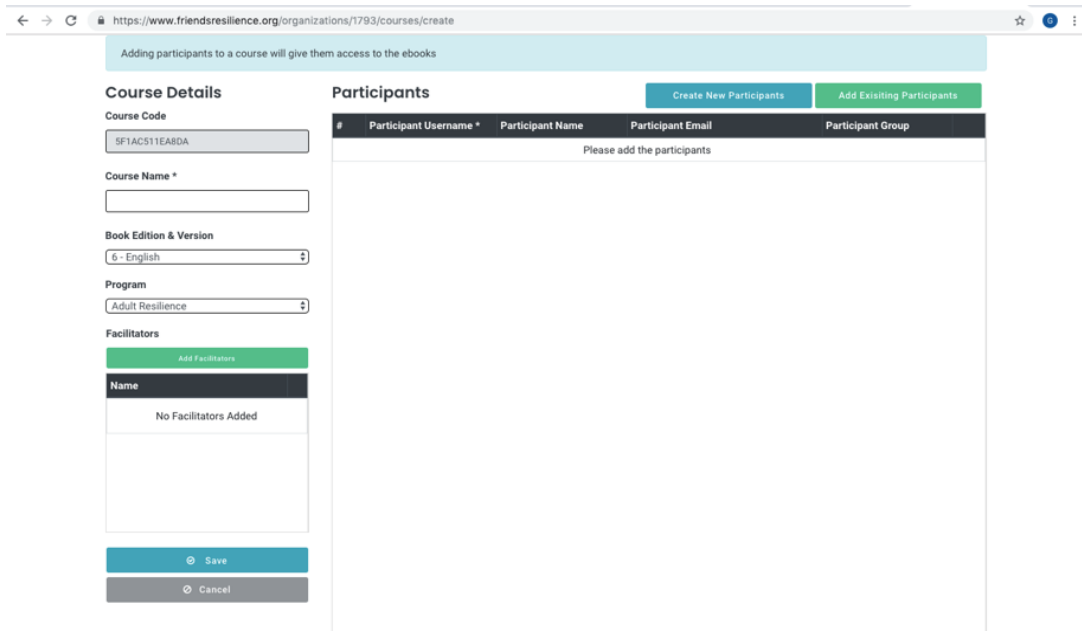
Name: test ltd      Street: test street

Contact Name: gemma slack      City: test city

Phone: 07999811938      State: test state

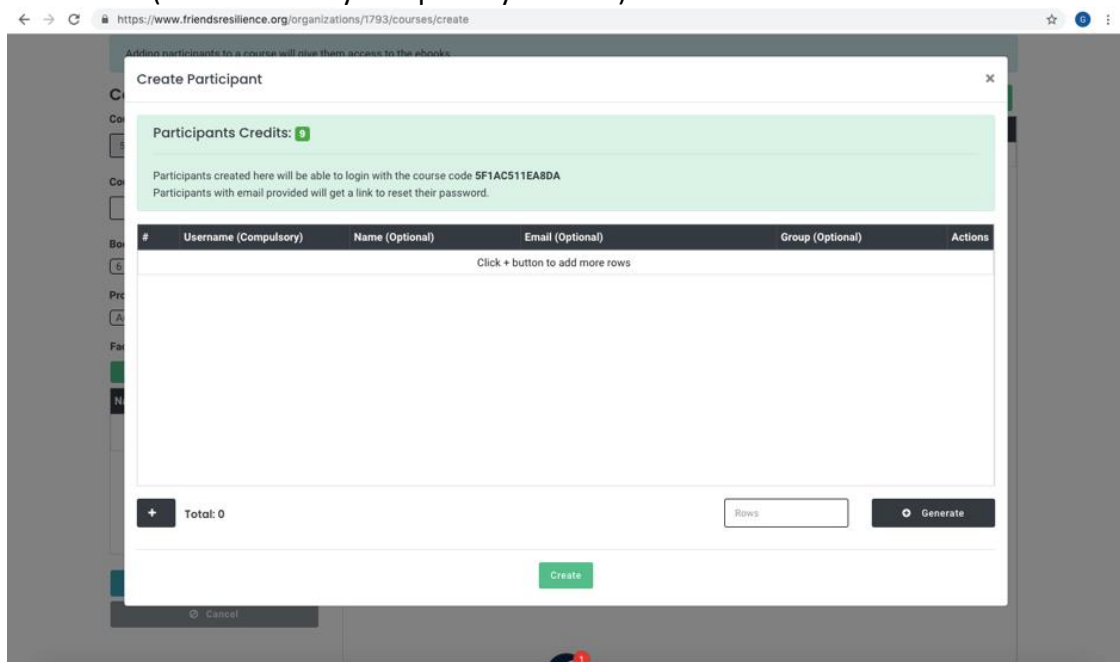
Email: gemma.slack@thepsychologytree.com      Country: United Kingdom

- 3) When you have participant credits in your organisation account, you can set up a course. To do this, press the +add button.



Complete the course name (e.g. year group, your name) so you can identify your group amongst others running in the school/organisation. Decide which FRIENDS edition and language you are using and which programme you are delivering. Then add yourself as the facilitator of the group. Click on Create New Participants to add each participant for your group.

- 4) Add each participant (i.e. child/young person) individually and give them each a unique username (that is the only compulsory column).

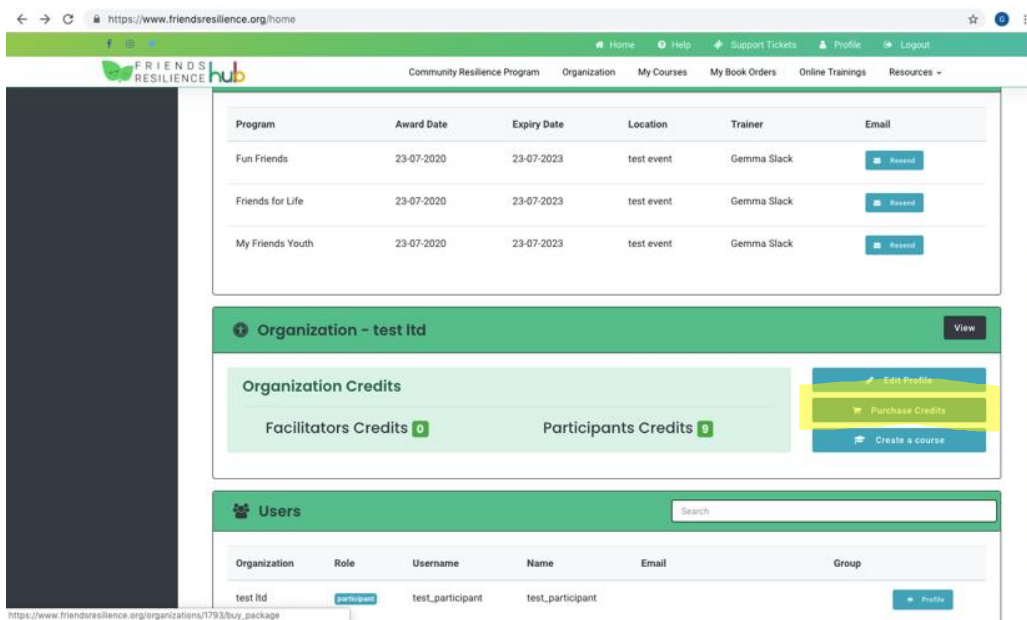


If you want to add an individual email for a participant you can and they will receive an email link to click on to access their individual e-book.

If you don't have an email for each child, the child can sign in to their own account at <https://www.friendsresilience.org> using the username you have assigned them and the unique course code associated with your group as the password.

## Buying more ebook credits

- 1) After the FRIENDS training, you will only need to buy participant credits. The facilitator credits are only needed by your trainer (The Psychology Tree) who are required to assign facilitator credits to your organisation initially to set you up as a facilitator. Once you are set up as a facilitator the credit is used to purchase a FRIENDS facilitator manual, so your organisation should have 0 facilitator credits.
- 2) Participant credits are bought at the organisation level, which means credits are accessible and available to use and be bought by any facilitator within that organisation e.g. your school or psychology service. Whoever purchases credits, will top up at the organisation level for all facilitators to use again.



Click on the Purchase Credits button on your home dashboard and top up the participant credits in increments of 20 (class), 100 (groups), 500 (community), 1000 (universal).

## Purchasing Hard Copy/Printed Books

On the FRIENDS Resilience Hub home page, click on the Resources tab in the bar across the top of your dashboard and click on 'Order Printed Books'. Click on the language, edition and FRIENDS programme manual or child's activity book that you want.

There are 2 options of child activity book to buy as a hard copy:

- A printed notebook (which is a condensed version of the electronic activity book) available in black and white or colour.
- A printed essentials notebook (which is an even further condensed version of the electronic activity book) available in black and white or colour.

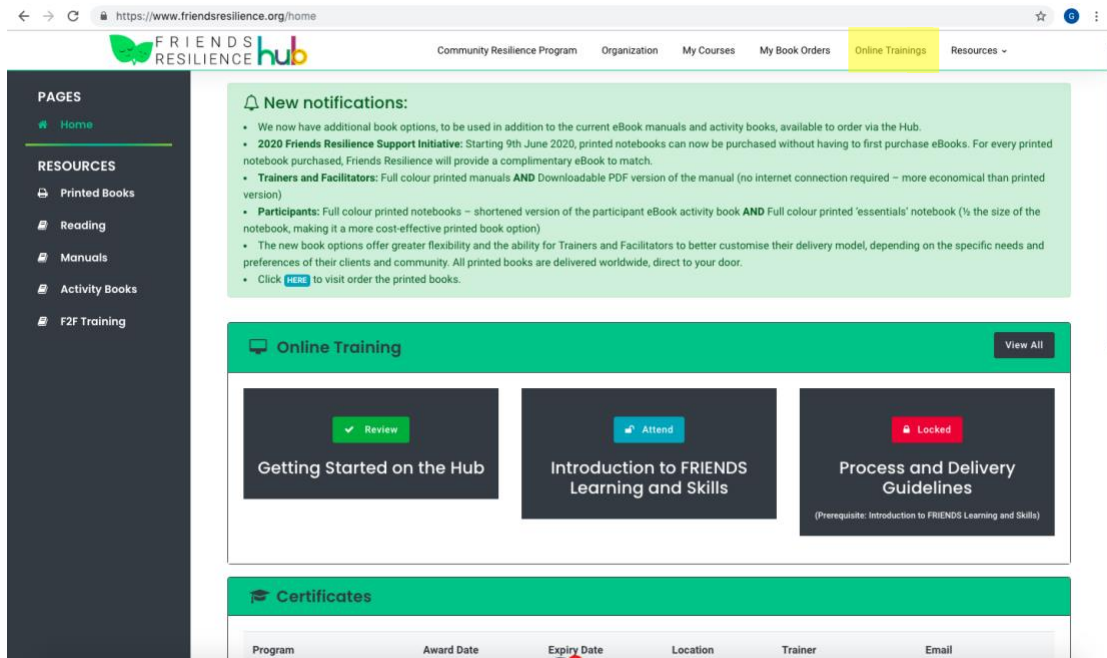
There are 2 options for the facilitator manual:

- Printed hard copy of the full manual.
- PDF (Downloadable so does not require internet access) and available for 12 months.

The electronic online version of the facilitators manual is freely available in your Resources tab after attending the FRIENDS training. You only have to purchase a hard copy or downloadable copy. There are also electronic activity books for your reference in the Resources section too. These should be used for your planning only and each child should have their own activity book (electronic or hard copy) to participate in the course.

## Other Helpful Hints and Tips

On your main FRIENDS Resilience Hub dashboard is a tab for Online Trainings which includes a 'Get Started on the Hub' module. This contains lots of very short videos showing you how to set up groups for FRIENDS delivery, buy more ebook credits etc. Other online training modules are also available there for a recap of key principles covered in the FRIENDS training. Some modules are locked if they are related to programmes you were not trained in.



The screenshot shows the FRIENDS Resilience Hub dashboard. The top navigation bar includes 'Community Resilience Program', 'Organization', 'My Courses', 'My Book Orders', 'Online Trainings' (highlighted), and 'Resources'. A left sidebar lists 'PAGES' (Home) and 'RESOURCES' (Printed Books, Reading, Manuals, Activity Books, F2F Training). The main content area features a 'New notifications' section with several bullet points about book options and a '2020 Friends Resilience Support Initiative'. Below this is the 'Online Training' section, which displays three modules: 'Getting Started on the Hub' (Review), 'Introduction to FRIENDS Learning and Skills' (Attend), and 'Process and Delivery Guidelines' (Locked). A 'Certificates' section is visible at the bottom, showing a table with columns for Program, Award Date, Expiry Date, Location, Trainer, and Email.