## ADDING ASSISTANCES

### HOW TO ADD AN ASSISTANCE

1. Visit [www.nwafoodbank.oasinsight.net](http://www.nwafoodbank.oasinsight.net) and log in with your personal credentials.

2. Search the client name in the database using at least two methods, and add the case into the system if necessary.

3. Once the case and all relationships are added, navigate to the orange “Assistance” tab.

4. Click on the “ADD ASSISTANCE” box in the upper right banner and be sure that you enter the number of boxes that correspond to your agency’s guidelines and choose the correct category. For any questions on how your agency does this, please ask the center’s director.

5. Once all information is entered appropriately, go ahead and select add.
   - If you’ve made any errors or need to change the type of assistance, use the edit feature located just above the assistance added.
   - If the assistance being added is USDA, you would have been prompted to ask the client to sign on the following screen.

To backlog:

- Enter all client information as normal, and then navigate to the “Assistance” tab.
- Select “ADD ASSISTANCE”.
- Enter the correct number of boxes given and the category of food, then select “Edit Date/Time” which is just below the description in blue underlined lettering.
- Here, you can enter the date and time that food was actually distributed.
- Select the green “Add” button at the bottom of the pop-up.