



Pantry Guidebook

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You've been invited by your food bank to join Vivory, a free solution that allows you to easily manage information about your food pantry on your food bank's Find Food Map. Once registered, you can also send FREE text messages to your clients, and even launch a website in a few clicks!

Here's what you get with your FREE Vivory account

 <p>Location Profile</p> <p>Control the information about your location and programs that appears on your food bank's Vivory-powered maps.</p>	 <p>Automated Website</p> <p>Create an optional website in just a few clicks using the information already entered in Vivory</p>	 <p>Text Messaging</p> <p>Alert clients instantly of emergency closures, changes in service model, availability of special items, etc.</p>
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How to get started

It takes less than 5 minutes to claim your pantry's profile and start saving time and helping more neighbors through Vivory.



- 1 Claim your location**

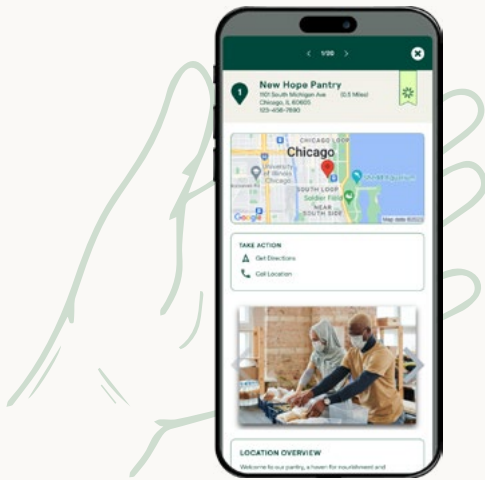
Reach out to your Food Bank or support@vivory.org to get your claim link, click the link, fill out some basic account information, and confirm that you are being connected to the right organization.
- 2 Verify your information**

Confirm that the address, hours, and contact information that have already been entered into Vivory are correct.
- 3 Enhance your profile**

Add additional details about your location and programs to your profile to help neighbors prepare for their visit.
- 4 Activate digital tools *(optional)***

Turn on free digital tools like Automated Websites and Text Messaging with just a few clicks.

Location Profile



Control the information that appears on your food bank's Find Food Map

Control your information across all Vivery-powered Find Food Maps from a single profile

Showcase all of the programs you offer including food programs, social service programs, public benefits assistance, etc.

Add in additional details like service area, items offered, languages spoken and much more

Important information to add to your Profile

Location Features

Fill out the location features section to indicate things like wheelchair accessibility, proximity to public transportation, etc. to help prepare guests for their visit to your location.

Who can be served

Complete the Service Area, Program Qualifications, and Audiences Served sections to help neighbors understand what areas and audiences your programs serve.

What is available

Complete fields like items offered, food program features and dietary options available to let neighbors know what they can receive from your programs.

Photos

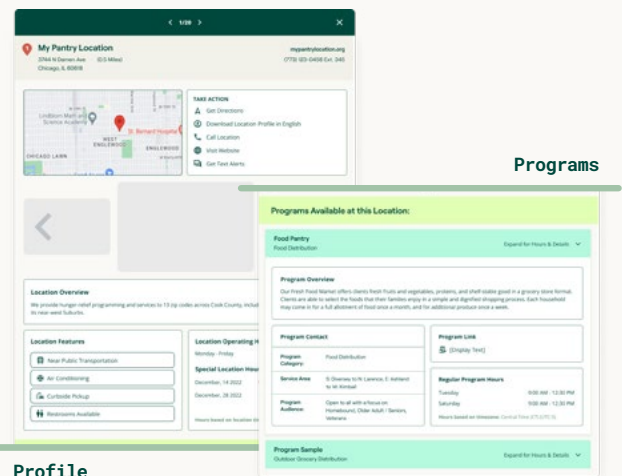
Add photos of the entrance of the building and pictures of your programs in action to make your profile stand out in search and help neighbors know where to go and what to expect.

What information appears on the map?

Organizations are accounts structures in Vivery that allow users to manage multiple locations. Organization-level information is not shown on the map.

Locations are individual places that show as listings on the map. All information entered into the location profile will be visible on the map as the main section on the more information page.

Programs are food programs and other social support programs offered at a location. Programs are visible at the bottom of the more information page.



Profile

Programs

Text Messaging









Alert clients instantly of emergency closures, changes in service model, availability of special items, etc.

Send free text alerts to groups or individuals.

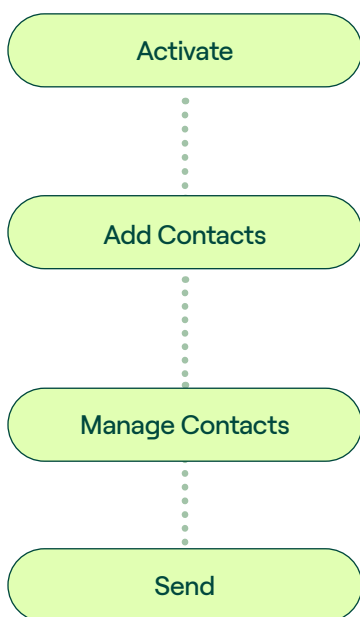
Upload contacts you already have via .csv upload or manual entry.

Clients can easily sign up for text alerts on Vivory-powered maps and on your own marketing materials when you add the link and/or customized QR code.

What you can use text messaging for

-  Emergency closures
-  Availability of special items
-  Changes in service dates or model
-  Extreme weather alerts
-  General communication with clients
-  Order pick up reminders

How to use text messaging



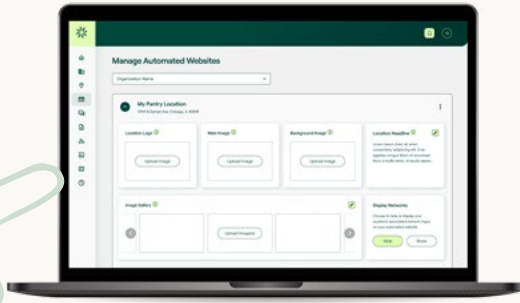
In the side navigation of the Vivory Portal, click 'Communication' and then 'Activate Locations'. Select the correct organization from the dropdown and click "Enabled" for the location you would like to turn on text messaging for.

Under the 'Communication' menu, select 'Manage Contacts'. Download the CSV or Excel import template and add your data to the file as directed. Save the file and click Import to upload your contacts into Vivory. You could also add individual contacts using the '+ Add a Contact Button' above the contact list. Please make sure you have consent to message any contacts uploaded into Vivory.

Under the 'Communication' menu, select 'Manage Contact Groups.' Create new groups by clicking the '+ Add Group' button. Add users to the group by clicking the three-dot menu and selecting "Edit Group" and moving contacts from the "Available Contacts" list to the "Added Contacts" list.

Under the 'Communication' menu, select 'Send Messages.' Select whether you would like to send your message to all contacts, specific groups or individuals. Type out your message and hit send.

Automated Websites



Quickly create a website for your pantry in just a few clicks using the information already entered in Vivory.

Get found on Google and other search engines by neighbors looking for food assistance.

Customize the website with your logo, images, tagline and more.

Have your parent organization/church add the link to their website to provide community members with more accurate information about your hours and programs.

How to use Automated Websites

Activate

In the side navigation of the Vivory Portal, click 'Automated Websites' and then 'Activate Locations'. Select the correct organization from the dropdown and then click 'Enabled' for the location you would like to create an Automated Website for.

Customize

Under the 'Automated Websites' menu, select 'Manage Websites'. If desired, add a logo, main image, background image and image gallery to your site. You can also add a location headline and turn on/off language translation and the networks section of your page.

View

On the 'Manage Websites' page, click the 'Visit Website' button to view your website. You can direct neighbors to the URL of this page for more information about your location and programs.

My Pantry Location Profile
1234 Address Street
Town, State 00000
502-502-1024

LOCATION OVERVIEW
[Location Headline] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed et vehicula odio. Fusce feugiat mauris id nibh volutpat pharetra.
[Location Overview] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed et vehicula odio. Fusce feugiat mauris id nibh volutpat pharetra. Vivamus facilisis orci ex, eget malesuada risus vestibulum vitae. Morbi elit nisi, facilisis vel mi vel, fermentum placerat turpis. Praesent aliquam, nibh at posuere scelerisque, lectus justo fringibus meque, eget varius lorem purus et ligula. Integer conwallis turpis maximus molestie vehicula. Aenean pulvinar faucibus euismod. Pellentesque nec ipsum lobortis ex ultricies tempor et at lorem. Vivamus facilisis orci ex, eget malesuada risus vestibulum vitae.

LOCATION FEATURES
Air Conditioning, Outdoor Seating, Safe Space, Wi-Fi Available, Curbside Pickup, Parking Available, Seating in Waiting Area, Near Public Transportation, Restrooms Available, Wheelchair Accessible

LOCATION OPERATING HOURS
Open Today
Sunday 10:00AM - 7:00PM
4th Sunday of the Month
Monday 5:30AM - 11:30AM
5th Monday of the Month
Tuesday 10:00AM - 3:30AM
Wednesday 10:00AM - 3:30AM
Saturday 10:00AM - 7:00PM
4th Saturday of the Month
Hours in Location Timezone: Hawaii - Akutan Time (HMT) (GMT-12)

NOTICED MEAL PROGRAM
Fresh Food Market
[Location Announcement] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed et vehicula odio. Fusce feugiat mauris id nibh volutpat

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We're here to help! —

Access your Vivory profile at

manager.vivory.org

Have a question?

Vivory Help Center/Knowledgebase

Browse our database of helpful articles and videos to assist you as you begin using Vivory.

To access the Help Center

support.vivory.org

Sign up for a live training

Live Group Training Sessions

Join us for a 1-hour live training session to learn how to use Vivory, best practices, and what to expect during your set up process and beyond. Training sessions occur every other week.

Register

https://calendly.com/engagement_support/vivory-live-training

One-on-One Support Appointments

Need help completing your profile or have specific questions? Sign up for a 30-minute individual support session and we can walk you through everything you need to know about using Vivory.

Register

https://calendly.com/engagement_support/pantry-live-training

Contact our Support Team

Support@vivory.org

Send us an email with questions and we'll get back to you as soon as possible!

