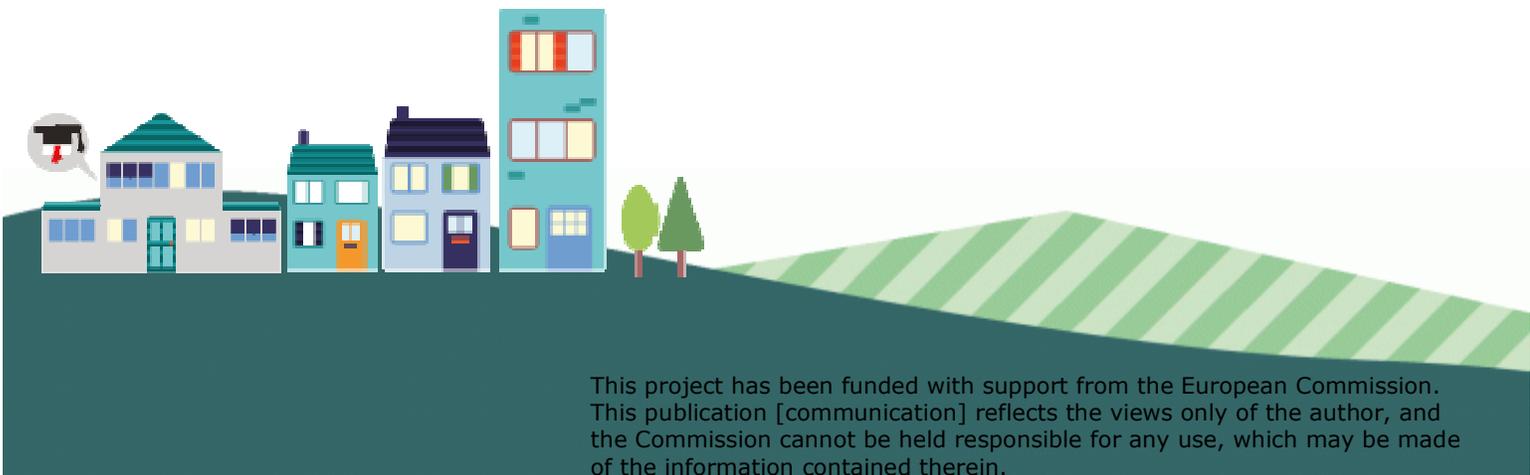




# User Handbook

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Info4Migrants



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## The Info4Migrants Online Resource

### What is it?

The I4M online resource is a one-stop shop of information and tools for advisers working with incoming migrants. It includes practical information on all aspects of the host country – from employment, finance, legal advice, accommodation to culture and customs, responsibility and rights. The site aims to support integration of migrants in the host country whatever their background and status.

The website can be accessed at <http://ce-web02.hosted.mazarsit.support/i4m/>

(Note: this will later be changed to [www.info4migrants.com](http://www.info4migrants.com))

### Who is it for?

The resource is designed for use by advisers working with incoming migrants, and for the migrants to use independently.

### How do I find information that is relevant to me?

The I4M website is divided into two main sections according to user profile - advisers and migrants.

Resources for advisers:

- Country profiles – to help understand the background of clients from different countries
- Developing their understanding of the different “statuses” of migrants (eg. Refugee, Asylum Seeker, EU) and their rights in the partners’ countries
- Tools to aid communication with clients who cannot speak English
- Information on migrant organisations, campaigns and professional training

Resources for migrants, information on:

- working
- living
- education
- statuses and rights
- useful organisations
- where they can get advice in the partners’ countries

Eventually the content of the website will be translated into a range of the most common languages. The information will also be condensed into downloadable/printable PDFs so that the adviser can give it to the client to take away with them (there are currently 23 languages in Eisodus)

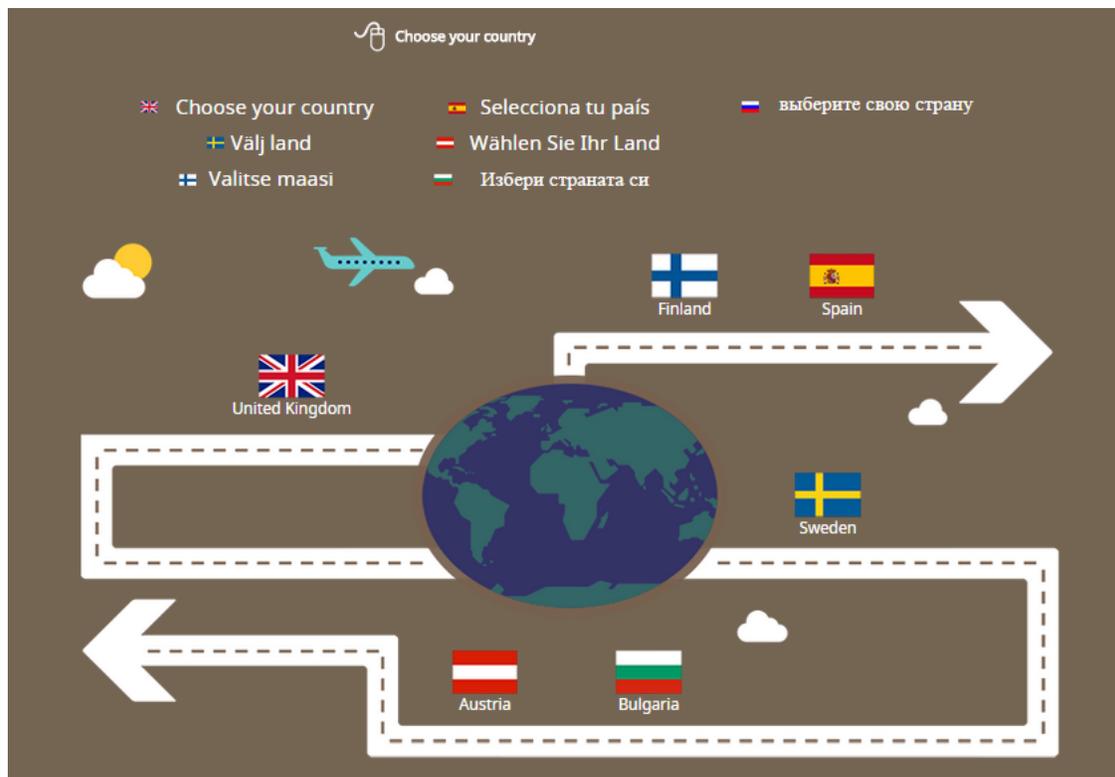
### What devices are compatible with the I4M website?

The website is optimised for use on a range of devices – including tablets, mobile phones, PCs and laptops.

### How do I navigate around the site?

When you type in the web address you will be directed to a page where you can choose your country.

Click on a flag to choose a country.



## Home Page



Once you have chosen your country, you will be directed to the national version of the website, which will contain information about your country in your native language.

From the Home Page you can access information by either clicking on 'I'm an adviser' or 'I need advice'. This will direct you to the information that is most relevant to you.

There are quick links to important information at the bottom of the page.

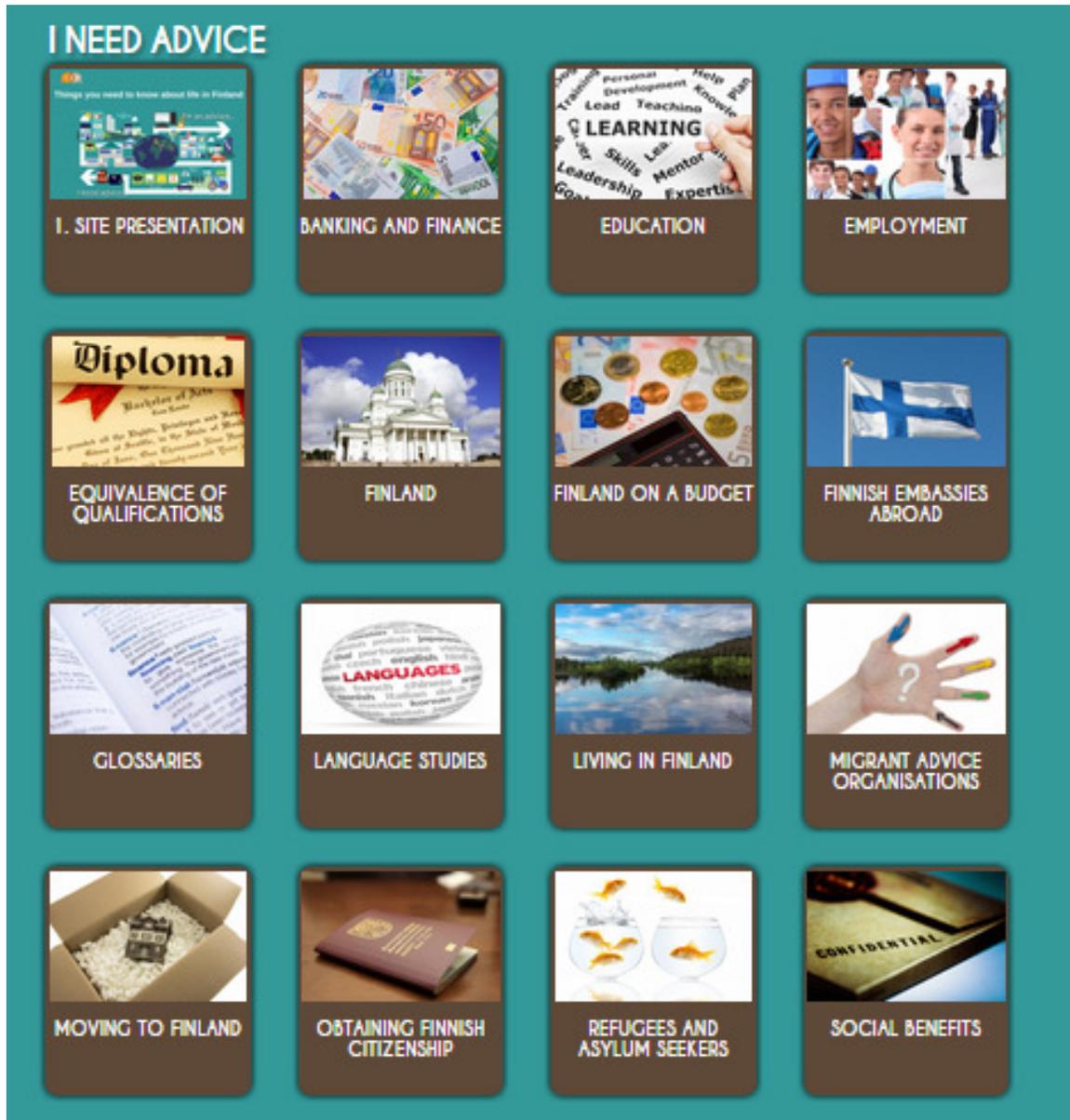


## I need advice & I am an advisor



The 'I Need Advice' section is primarily focused on practical information about the host country.

Information has been divided into subcategories and images have been used to help migrants who don't understand the native language.



## Returning to the Home Page

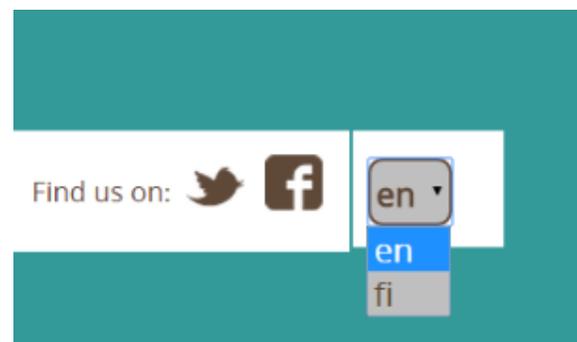
You can return to the Home Page at any point within the site by simply clicking on the I4M Logo at the top left corner of every page.



## I4M in different languages

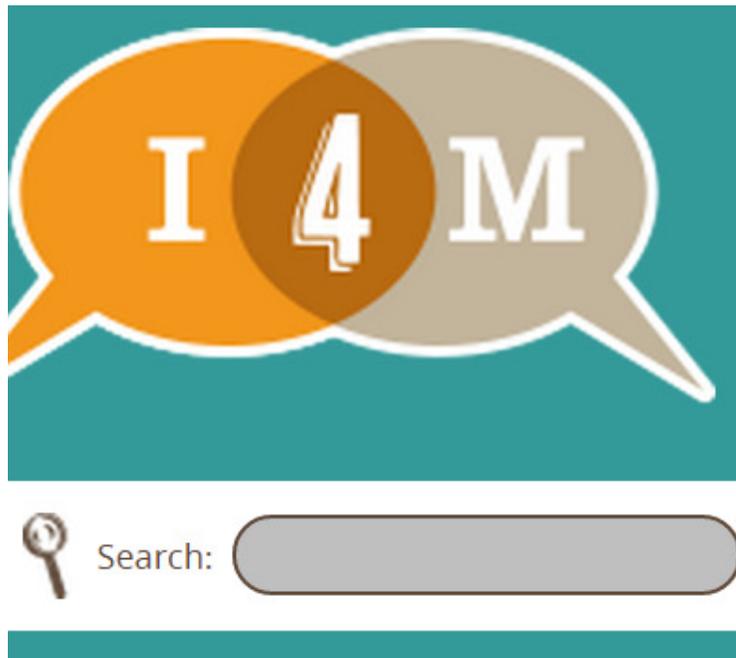
Some of the national websites have been developed as multilingual websites, for example the Finnish website has been entirely translated into English for migrants who can speak English but not Finnish.

You can change the language at any point by clicking on the tab at the top right corner of the page.



## Search

You can use the search bar at the top of the page to find answers to specific questions quickly and easily. The search bar appears on every page so there is no need to go back to the Home Page.



## User pathway through the site

The I4M website tracks your pathway through the site so you can easily return to recent pages or back to an earlier page you visited. The path can be found underneath the I4M logo near the top of the screen. The text in white indicates your current page.



Home > I need advice > Living in Finland > Accommodation

## Contact Us

If you have a question about the website or any of the content, or if you would like to contribute to the site in some way, a contact form can be found at the bottom of the website

### CONTACT US

Name: \*

Email: \*

Message: \*

Organization:

Human verification: \*  
Two + 3 =

## Links to social media

You can also contact us through social media

Feeds from our social media sites are visible at the bottom of the website and include recent articles and news updates.

Twitter: @info4migrants

Facebook: <https://www.facebook.com/info4migrants>

Google+: <http://bit.ly/1zqNTyY>

SlideShare: <http://www.slideshare.net/info4migrants>

