

Severe Weather Impacts Monitoring System

SWIMS User Guide

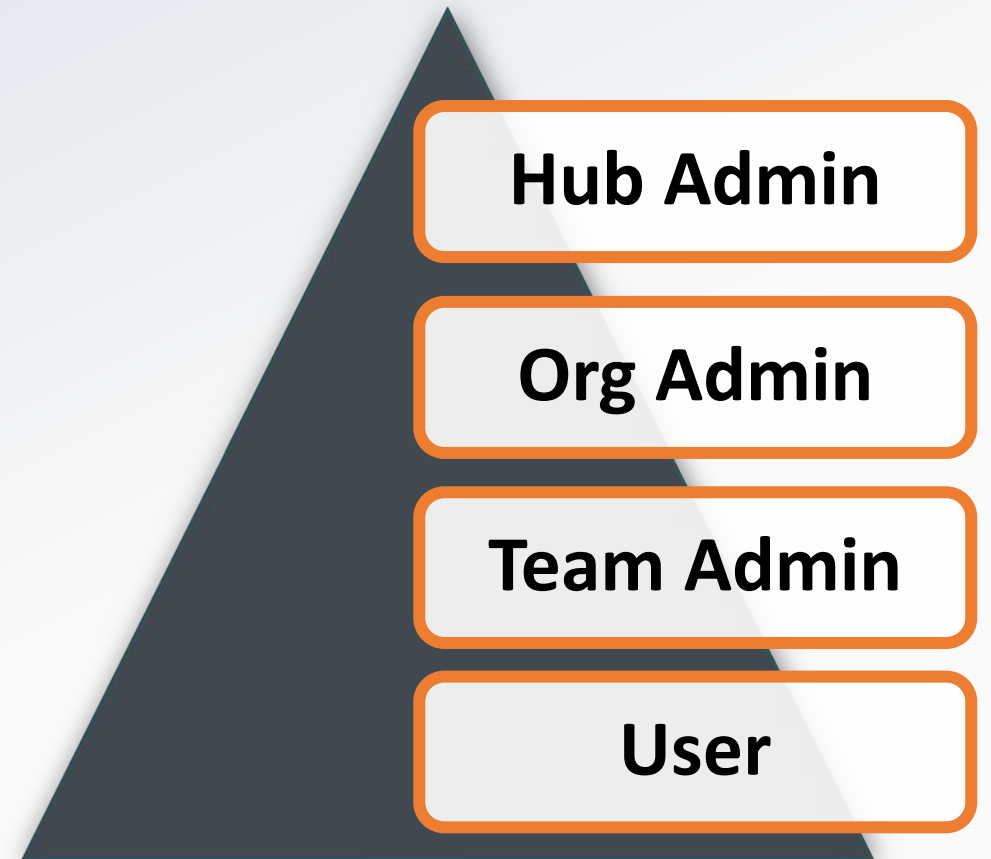
Interreg
North Sea Region
FRAMES
European Regional Development Fund



What is the user guide and who should use it?

This user guide has been produced for **All User Roles** of SWIMS. It covers the actions all User Roles can perform in SWIMS, including:

- [Introduction to SWIMS](#)
- [Registering](#)
- [Logging Impacts and Responses](#)
- [The Dashboard](#)
- [My Impacts, Costs and Responses](#)
- [View all events](#)
- [Exporting Data](#)
- [FAQs](#)
- [Glossary](#)
- [Contact us](#)



For information on additional functions that Hub, Org and Team Admins can perform in SWIMS please see the supplementary Hub, Org and Team Admin Guides

Contact Us

SWIMS is a multi regional application. Please contact the administration centre closest to you.



Email us on:

SWIMS@kent.gov.uk



Mailing Address

Sustainable Business & Communities
Kent County Council
Invicta House
County Hall
Maidstone
Kent
ME14 1XX

What is SWIMS

SWIMS is an **online portal** enabling teams, organisations and businesses to record how they are have been affected by current and past **severe weather events**. Key data that can be captured through the system includes:

- **Impacts** (Information on how your team has been affected during an event)
- **Responses** (Information on how you have responded to an event)
- **Costs** (Information on the cost of impacts from and responses to an event)

All users can export their data into excel, and view in the system on the **dashboard** to see how their team, Organisation or Business has been affected by severe weather.

How SWIMS works: The Process

After registering, you will receive email alerts when a severe weather event occurs.

Users can then log into the portal, search for the severe weather event (a code will be provided in the email alert), and record the impacts and responses for their team.



How SWIMS works: Roles

SWIMS has a user role hierarchy. All users are allocated one of four roles and can perform different functions in SWIMS based on their role.

Top Tip:

All roles can perform the main functions in SWIMS including logging impacts and responses, accessing the dashboard and reporting



Hub Admin

Org Admin

Team Admin

User

SWIMS Role Functions

Role name	Functions role can perform in SWIMS
Hub Admin	View and modify all users and all data entered by teams and organisations in their hub, create events and record impacts and responses to events
Org Admin	View and modify all users in their organisation and all data entered by teams in their organisation and record impacts and responses to events
Team Admin	View and modify all users in their team and all data entered by their team and record impacts and responses to events
User	View and modify data entered by themselves and record impacts and responses to events

Registering for SWIMS

1

Visit [SWIMS portal](#) and click register at bottom of page

2

Add in personal details

3

Create a password

4

Select the administrative centre that's nearest to you, in this case Kent Tenant should be selected

Request an account

Personal Details

First Name

Last Name

Email Address

Password

Confirm Password

Administrative centre

KCC tenant

Top Tip

Register using the email address you want to receive the severe weather alerts

Password Policy

We impose the following password rules:

- Your password has to be at least 6 characters long
- Must contain at least one lower case letter
- Must contain at least one upper case letter
- Must contain at least one digit
- Must contain at least one of these special characters ~!@#\$\$%^&*()_

Your password will expire from time to time.

Registering for SWIMS

6

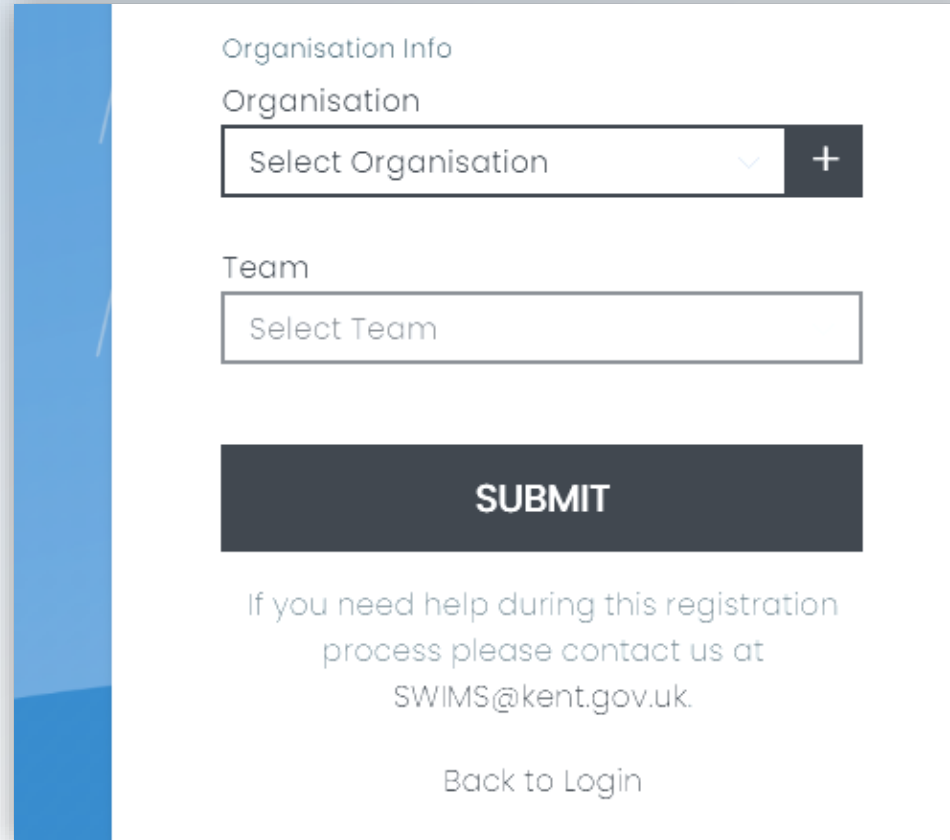
Select your organisation and team from drop down menu

7

Click submit

8

Check your inbox for an email asking you to confirm your email address and click on the link in the email

A screenshot of the SWIMS registration form. The form is titled 'Organisation Info' and contains two dropdown menus: 'Organisation' and 'Team'. The 'Organisation' dropdown has a placeholder text 'Select Organisation' and a plus sign icon. The 'Team' dropdown has a placeholder text 'Select Team'. Below the dropdowns is a large dark blue button labeled 'SUBMIT'. At the bottom of the form, there is a line of text: 'If you need help during this registration process please contact us at SWIMS@kent.gov.uk.' and a link 'Back to Login'.

Top Tip

Check your junk mailbox for email confirmation. Your registration request will not be received by the Admins until you click on the link in the email to confirm your email address

Your Team, Org or Hub Admin will then approve or reject your registration request

You will receive an email notifying you that your registration has been approved. You can now log in to SWIMS

I haven't received a registration confirmation email

Your registration **wont be approved until you have confirmed your email address** by clicking the link in the email you receive after submitting your registration to Admins

If you have not received an email confirmation **contact your team, organisation or [hub admin](#) who can re-send it to you**. Once you have received the email and confirmed by clicking on the link in the email the Team, Org or Hub Admins will approve your request.

Top Tip
Registration confirmation emails can go into your junk mailbox by mistake. Check your junk mail for the email before contacting Admins

Registering as part of a new Team

If you want to register as part of a new team from an Organisation that's already registered on SWIMS, **the team must be approved and setup by Org or Hub Admins before you can complete registration.**

To request the setting up of a new team either:

- Contact your **Org Admin** via email
- Contact the **Hub Admins** via [email](#)

Top Tip

Remember to provide the name of the team to be set up on SWIMS when you email your Org or Hub Admins

Your Hub or Org Admins will then add your team to the drop down list that appears on the registration page, and notify you to continue with registration.

Registering as part of a new Organisation

If you are creating a new organisation when registering, **you will automatically be assigned into a placeholder team with the same name as the new Organisation.** For example if you register Kent Test Organisation you will be assigned to Kent Test Team.

- You can change the name of the placeholder team to reflect your real team name by **Contacting your Hub Admins via [email](#)**

Top Tip

Remember to provide the name of the team to be set up on SWIMS when you email the Hub Admins

The Hub Admins will change the team name for you. Once an Org Admin has been established for the new organisation, further requests for setting up new teams should be directed to them.

Step 1 - Log into SWIMS

1

Visit the [SWIMS Portal website](#) and enter your log in details (email and address and password used to register)

2

Click log in

Severe Weather Impacts Monitoring System

E-mail address

Password

☐ Remember me

LOGIN

[Register](#)
[Forgot your password?](#)

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Step 2 – Search for an event

When a severe weather event occurs, KCC Emergency Planning log the event in SWIMS. You will then be alerted via automated email. The email alert will contain a reference code for the event and a link, as shown below:

Top Tip

Event reference codes are generated by HUB-EVENT-YEAR-MONTH-DAY/FIRST LETTER OF EVENT TYPE

SWIMS

New Event Notification

A new event with the following event code
UAT-EV-20200422/S has been logged in the
system.

Please click the [link](#) to log in.

Step 2 – Search for an event

- 1 Click on link in email and [log in](#)
- 2 Click on Events then View All in the Menu to access the view all events page

Top Tip

You can also use the notification speech bubble icon to see new events that have been logged

Top Tip
For other functionalities of this page see the '[View All Events page](#)' section

SWIMS

Dashboard > Events Management > View All

View All Severe Weather Events

Search Code From To Filter Clear ☐ Show deleted

Print CSV Excel

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event(£)	Status	Actions
UAT-EV-20200422/G	22/04/2020		0	0	0	Active	
UAT-EV-20200422/E	22/04/2020		0	0	0	Active	
UAT-EV-20200422/E	22/04/2020	22/04/2020	0	0	0	Active	
UAT-EV-20200422/F	21/04/2020	23/04/2020	0	0	0	Active	
UAT-EV-20200422/R	21/04/2020		0	0	0	Active	
UAT-EV-20200422/S	21/04/2020		0	0	0	Active	
UAT-EV-20200422/S	21/04/2020		0	0	0	Active	
UAT-EV-20200420/S	20/04/2020		0	0	0	Active	

Step 2 – Search for an event

3 Search for the severe weather event by entering the reference code from the email or the event start or end date into the search bar

4 When you have located the event click on the person icon in the action column of the table. This will take you to the Basic Details screen

Dashboard > Events Management > View All

View All Severe Weather Events

UAT-EV-20200422/S From To [Filter](#) [Clear](#) ☐ Show deleted

[Print](#) [CSV](#) [Excel](#) Search:

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event(£)	Status	Actions
UAT-EV-20200422/S	21/04/2020		0	0	0	Active	
UAT-EV-20200422/S	21/04/2020		0	0	0	Active	

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)

Step 3 – Recording Impacts

SWIMS allows users to capture information through a 5-stage Impact wizard. Information that can be captured includes **basic information** about the type of impact experienced, **responses to impacts** experienced, associated **costs** and the **location** where the impacts occurred

The screenshot displays the SWIMS application interface for creating a new impact record. The top navigation bar is teal with the 'SWIMS' logo and a menu icon. Below it, a breadcrumb trail shows 'Dashboard > Events > New Impact'. A left-hand sidebar lists application sections: 'Dashboard', 'Events', 'My Impacts', 'My Costs', and 'My Responses'. The main content area features a horizontal progress bar with five stages: 'Stage 1 Basic Details', 'Stage 2 Response Details', 'Stage 3 Cost Details', 'Stage 4 Locality Details', and 'Stage 5 Summary'. Stage 1 is currently active, indicated by a blue circle. Below the progress bar, the heading 'Maintain Basic Impact Details' is followed by the question 'Have you been impacted by this event?' with a green checkmark icon to its right.

Top Tip

Recorded data will not be saved until stage 5 of the wizard. If you navigate away from or refresh the pages in the wizard your data will be lost

Stage 1: Basic Details

The maintain basic impact details page enables you to **record information on the type of impact** you have experienced and **add a Key Impact Indicator** associated with your impact

1

Select an impact category tile e.g. Property/Buildings

2

Add a description of how you were impacted

Top Tip

You can add multiple impacts for each event. Simply fill out the form for one impact, click add impact then choose another impact category tile and fill out the form again

The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. A left sidebar lists navigation options: Dashboard, Events, My Impacts, My Costs, My Responses, Contact Us, and Accessibility Statement. The main content area is titled 'Maintain Basic Impact Details' and features a progress bar with five steps: Basic Details (active), Response Details, Cost Details, Locality Details, and Summary. Below the progress bar, there is a question 'Have you been impacted by this event?' with a green checkmark icon. Another question 'How was your service affected by this Impact?' is followed by a grid of nine impact category tiles: Personnel, Customers, Transport, Equipment, Property/Buildings (highlighted in dark blue), Economic, Land, Service Delivery, and Natural Environment. At the bottom, there is a text input field with the placeholder 'Please add a short description on how you were affected:' and the text '15 properties were damaged' entered.

Stage 1: Basic Details

3

Select one Key Impact Indicator per impact category tile from the drop down list

4

Add a numerical value associated with the Key Impact Indicator

The screenshot shows the SWIMS application interface. On the left is a sidebar with a menu under 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles). The main area displays a list of potential Key Impact Indicators: Damaged hectares, Days of service disruption, Staff members being late/delayed, Lost revenue, Staff sent home due to illness, Staff unable to carry out role due to event, Staff delivering service from temporary location, Fatalities, Number of services unable to be delivered, Property/buildings without electricity reported, Drains overflowing reported by customers, Injuries reported, Missed bin collections, Railway point failures, and Animals killed/injured. The 'Property/buildings damaged' option is highlighted in blue. Below this list is a dropdown menu also showing 'Property/buildings damaged'. To the right of the dropdown is a 'Value' input field containing the number '15'. At the bottom right is a blue 'Add Impact!' button. A 'Reset' button is located below the dropdown menu.

Top Tip
Contact your Team
or Org Admin if
you want a new
Key Impact
Indicator added to
the dropdown

To choose your Key Impact Indicator think about any **key numerical indicators that are associated with your impact** that you would like to record. **Selecting 1 Key Impact Indicator is mandatory** for each impact

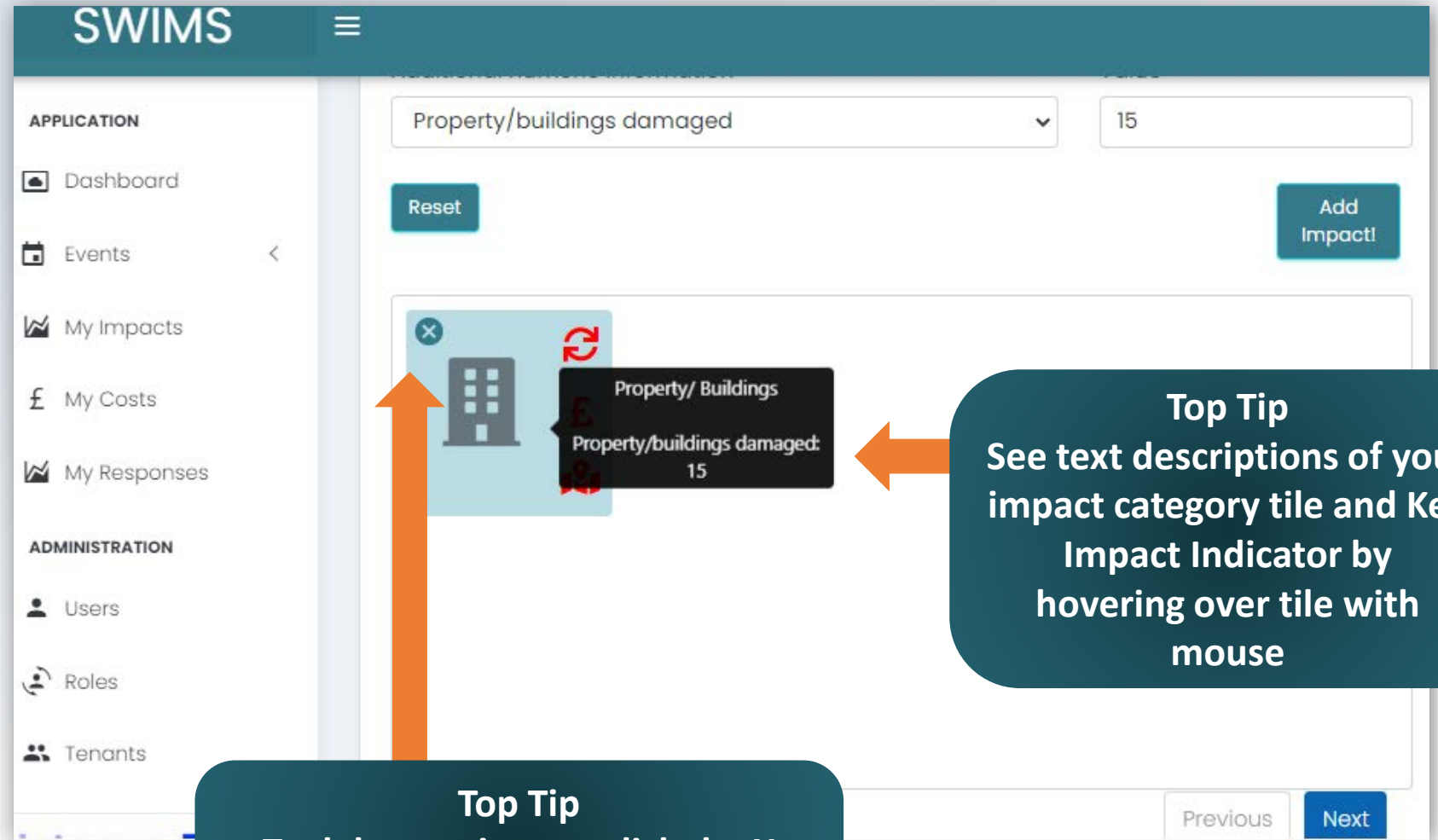
Stage 1: Basic Details

5

Click Add Impact

6

Click next to navigate to the 'Maintain Response Details' screen



Top Tip

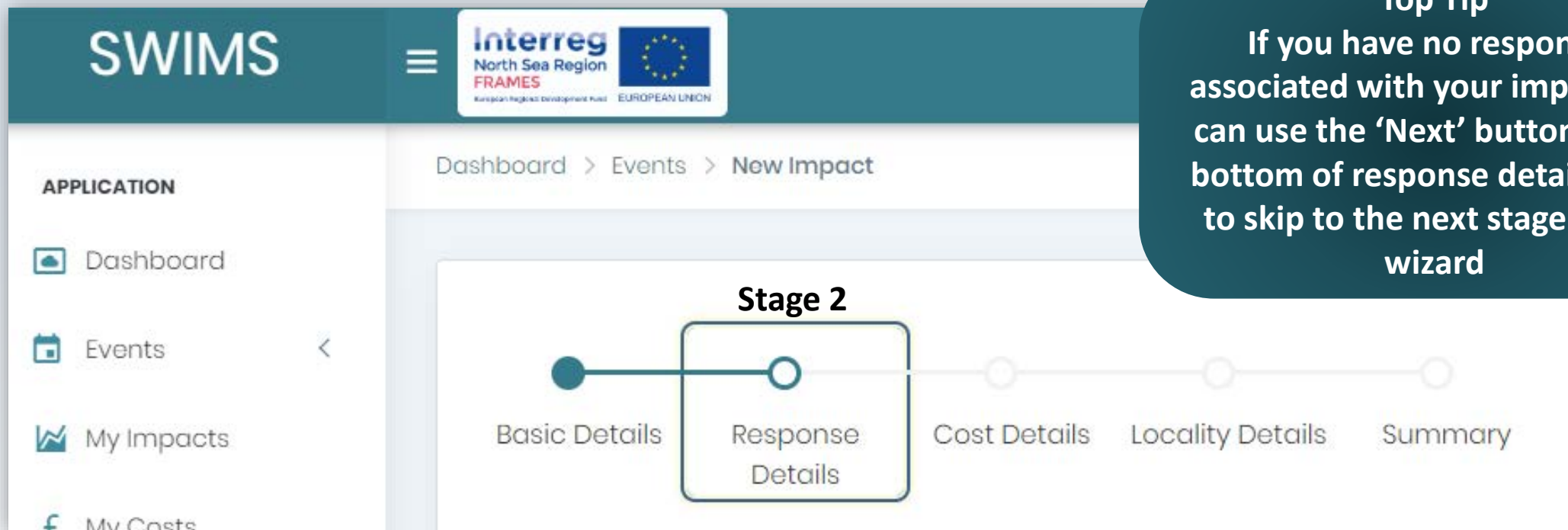
See text descriptions of your impact category tile and Key Impact Indicator by hovering over tile with mouse

Top Tip

To delete an impact click the X button on the impact tile

Stage 2: Response Details

The maintain response details page enables you to capture information on your teams **response** to the impact from the event by adding **multiple Key Response Indicators** and a text **description** to each impact you have recorded in Stage 1



Top Tip
If you have no responses associated with your impact you can use the 'Next' button at the bottom of response details page to skip to the next stage of the wizard

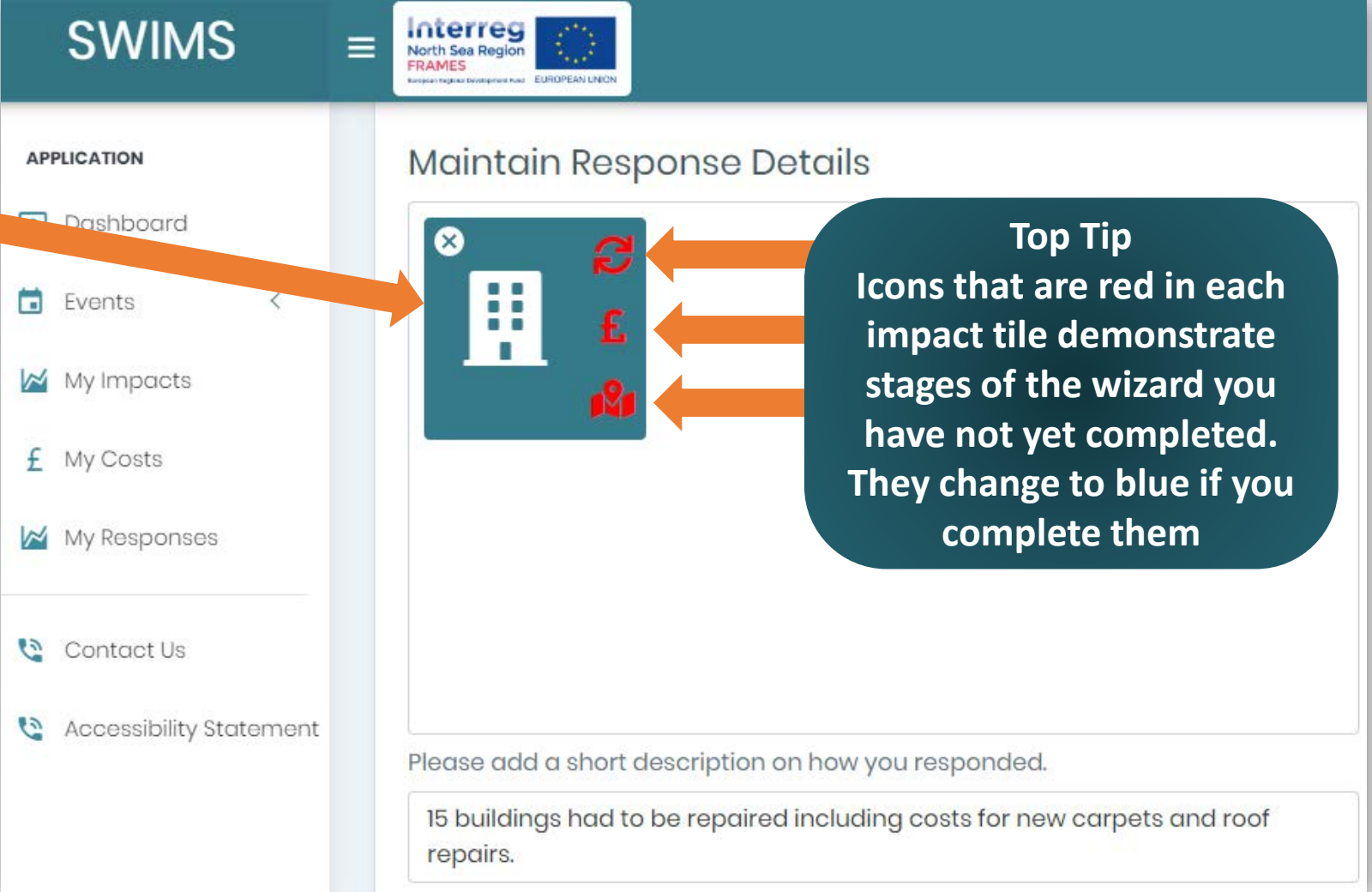
Stage 2: Response Details

1

Click on the impact tile you want to record a response to

2

Add a description of how you responded



The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar lists navigation options: Dashboard, Events, My Impacts, My Costs, My Responses, Contact Us, and Accessibility Statement. The main content area is titled 'Maintain Response Details' and features a wizard with four steps, each represented by an icon: a building, a refresh symbol, a pound sterling symbol, and a location pin. Three orange arrows point from a 'Top Tip' box to the red icons. Below the wizard, there is a text input field for a short description of the response.

Top Tip
Icons that are red in each impact tile demonstrate stages of the wizard you have not yet completed. They change to blue if you complete them

Please add a short description on how you responded.

15 buildings had to be repaired including costs for new carpets and roof repairs.

Stage 2: Response Details

3

Select a Key Response Indicator from the drop down list

4

Add a numerical value for the indicator

5

Click Add Response

The screenshot shows the SWIMS application interface. The left sidebar contains a navigation menu with sections 'APPLICATION' and 'ADMINISTRATION'. Under 'APPLICATION', there are links for 'Dashboard', 'Events', 'My Impacts', 'My Costs', and 'My Responses'. Under 'ADMINISTRATION', there is a link for 'Users'. The main content area shows the 'My Responses' form. A dropdown menu is open, displaying a list of Key Response Indicators: 'Staff on standby for response', 'Property/buildings closed', 'Property/buildings repaired' (highlighted), 'Staff hand salting', 'Emergency/business continuity plan deployed', 'Vulnerable residents visited/called', 'Vulnerable residents relocated', 'Transport management/diversions instated', 'Staff sent home', 'Gritters dispatched', 'Property/buildings reconnected to utilities', 'Transport infrastructure repaired', 'Warning signage deployed', and 'Equipment deployed'. Below the dropdown, there is a 'Value' input field containing the number '15'. At the bottom right, there is a blue 'Add Response' button. A 'Reset' button is also visible at the bottom left of the form area.

SWIMS

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses

ADMINISTRATION

- Users

Staff on standby for response

Property/buildings closed

Property/buildings repaired

Staff hand salting

Emergency/business continuity plan deployed

Vulnerable residents visited/called

Vulnerable residents relocated

Transport management/diversions instated

Staff sent home

Gritters dispatched

Property/buildings reconnected to utilities

Transport infrastructure repaired

Warning signage deployed

Equipment deployed

Property/buildings repaired

Reset

Value

15

Add Response

Top Tip
Contact your Team or Org Admin if you want a new Key Response Indicator added to the dropdown

To choose your Key Response Indicator think about any **key numerical indicators** that are associated with your teams **responses to your impact**, that you would like to record.

Stage 2: Response Details



Your response will now appear in the table below the Add Response button

6

Click next to navigate to the 'Maintain Cost Details' screen

Top Tip
You can add multiple responses for each impact. Fill out the form again and click Add Response as many times as needed

The screenshot shows the SWIMS application interface. The header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar lists navigation options: Dashboard, Events, My Impacts, My Costs, My Responses, and Contact Us. The main content area features a form with a dropdown menu set to 'Property/buildings repaired' and a text input field containing '15'. Below the form is a 'Reset' button and an 'Add Response' button. A table below the form displays the added response:

Description	Response Indicator	Value	Actions
15 buildings had to be repaired including costs for new carpets and roof repairs.	Property/buildings repaired	15	 

At the bottom of the table are 'Previous' and 'Next' buttons. An orange arrow points from a tip box to the action icons in the table.

Top Tip
To delete or edit your response use the pencil and dustbin icons in the action column of the table

Stage 3: Cost Details

The maintain cost details page enables you to capture information on the **financial costs** of the **impacts** of an event and **responses** made by your team during and after the event.



The screenshot displays the SWIMS application interface. The top header features the 'SWIMS' logo, a menu icon, and logos for 'Interreg North Sea Region FRAMES' and the 'EUROPEAN UNION'. The breadcrumb trail indicates the path: 'Dashboard > Events > New Impact'. On the left, the 'APPLICATION' sidebar lists 'Dashboard', 'Events', and 'My Impacts'. The main content area shows a progress bar with five stages: 'Basic Details', 'Response Details', 'Cost Details', 'Locality Details', and 'Summary'. The 'Cost Details' stage is highlighted with a box and labeled 'Stage 3' above it. A 'Top Tip' callout box on the right provides guidance on using the 'next' button.

Top Tip
If you have no costs associated with your impact and response/s use the next button at the bottom of the page to skip to the next stage of the wizard

Stage 3: Cost Details

1

Click the impact tile you want to record costs to

2

Choose a cost type (Impact or response) from the drop down list

3

Enter the cost value

4

Add cost description

5

Click add cost

The screenshot shows the 'SWIMS' application interface. The left sidebar contains a menu with 'Dashboard', 'Events', 'My Impacts', 'Costs', 'My Responses', 'Contact Us', and 'Accessibility Statement'. The main content area is titled 'Maintain Cost Details' and features a large blue tile with a building icon and a red location pin. Below this, there is a form with the following fields:

- 'What is the type of the cost?' with a dropdown menu showing 'Response'.
- 'Please enter the Cost value:' with a text input field containing '5000'.
- 'Please add details on the cost type and amount.' with a text input field containing 'cost of new carpets for building A'.
- An 'Add Cost' button at the bottom right.

Orange arrows point from the numbered instructions to the corresponding elements in the form: from step 1 to the building icon tile, from step 2 to the 'What is the type of the cost?' dropdown, from step 3 to the 'Please enter the Cost value:' input field, from step 4 to the 'Please add details on the cost type and amount.' input field, and from step 5 to the 'Add Cost' button.

Top Tip
You can add multiple costs for each impact. Fill out the form again and click **Add Cost** as many times as needed

Stage 3: Cost Details

Your cost will now appear in the table below the Add Cost button

6

Click next to navigate to the Locality Details screen

Top Tip
To delete or edit your cost use the pencil and dustbin icons in the actions column of the table

SWIMS

APPLICATION

Dashboard

Events

My Impacts

My Costs

My Responses

ADMINISTRATION

Users

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Please enter the Cost value:

Please add details on the cost type and amount.

Add Cost

Type	Description	Value (£)	Actions
Response	Cost of new carpets for building A	5000	

Previous

Next

Stage 4: Locality Details

The locality details page enables you to you to **identify where the impact you are recording has occurred**



Stage 4: Locality Details

1

Click the impact tile you want to add a location to

2

Select location from drop down list

3

Click Add Location

4

Click next to navigate to summary screen

Top Tip

To change your location use the 'Reset' button at the bottom left hand side of the page

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APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses
- Contact Us
- Accessibility Statement

Basic Details Response Details Cost Details **Locality Details** Summary

Which location was impacted? Ashford

Reset Add Location! Previous Next

Top Tip
You can only add one location per impact tile. Select Kent from the dropdown list if your impacts are county wide

Stage 5: Summary

The summary page allows you to **view the information you have recorded** during stages 1-4 of the wizard

1 Click submit to save your data

After clicking submit your **data will be saved** and you will be directed back to the dashboard page

Top Tip

Your data entered in stage 1-4 of wizard will only be saved after clicking submit button. If you navigate away from the page or refresh the page all data will be lost

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APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses
- Contact Us

Stage 5

Basic Details Response Details Cost Details Locality Details Summary

1 TOTAL IMPACTS RECORDED

1 TOTAL RESPONSES RECORDED

£5,000.00 TOTAL COST

SUMMARY

Impact Type	Key Impact Indicator	KII Value	Responses	Cost of Impacts (£)	Cost of Responses (£)	Location	Recorded Date
Property/Buildings	Property/buildings damaged	15	1	£0.00	£5,000.00	Ashford	19/05/2021 12:34:49

Previous Submit

Recording a nil Response

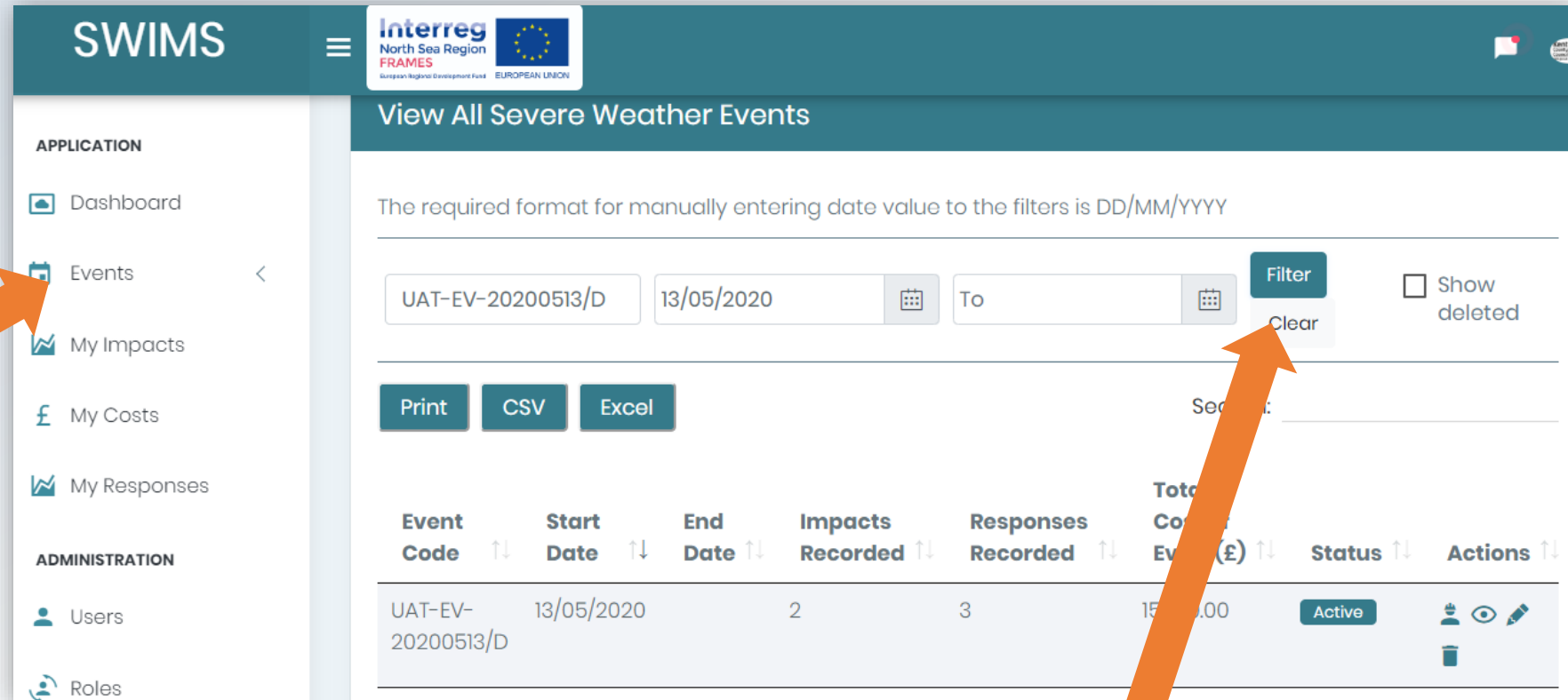
If you have not been impacted by an event **you must log in and record this**

1

Click on link in event notification email and log into SWIMS

2

Click events, view all from the menu



The screenshot shows the SWIMS application interface. The left sidebar contains a menu with 'Events' highlighted. The main content area is titled 'View All Severe Weather Events'. It includes a search bar with the event code 'UAT-EV-20200513/D' and a date filter set to '13/05/2020'. Below the search bar are buttons for 'Print', 'CSV', and 'Excel'. A table lists the events, with the first row showing the event code, start date, end date, impacts recorded, responses recorded, total cost, status, and actions. The 'Filter' button is located in the top right corner of the table area.

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost (£)	Status	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15,000.00	Active	

3

Search for the severe weather event, using the reference code from the email alert or the event start or end date. Click on the filter button to filter your search results to find the correct event

Recording a nil Response

- 4
- When you found the event click on the person icon in the action column of the table to navigate to stage 1 (Basic Details) of the impacts wizard

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UAT-EV-20200513/D

13/05/2020

To

Filter

Clear

☐ Show deleted

Print

CSV

Excel

Search:

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event(£)	Stage	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15000.00	Active	<div><div>Log Impacts</div><div><div></div><div></div><div></div></div></div>

Showing 1 to 1 of 1 entries

Previous

1

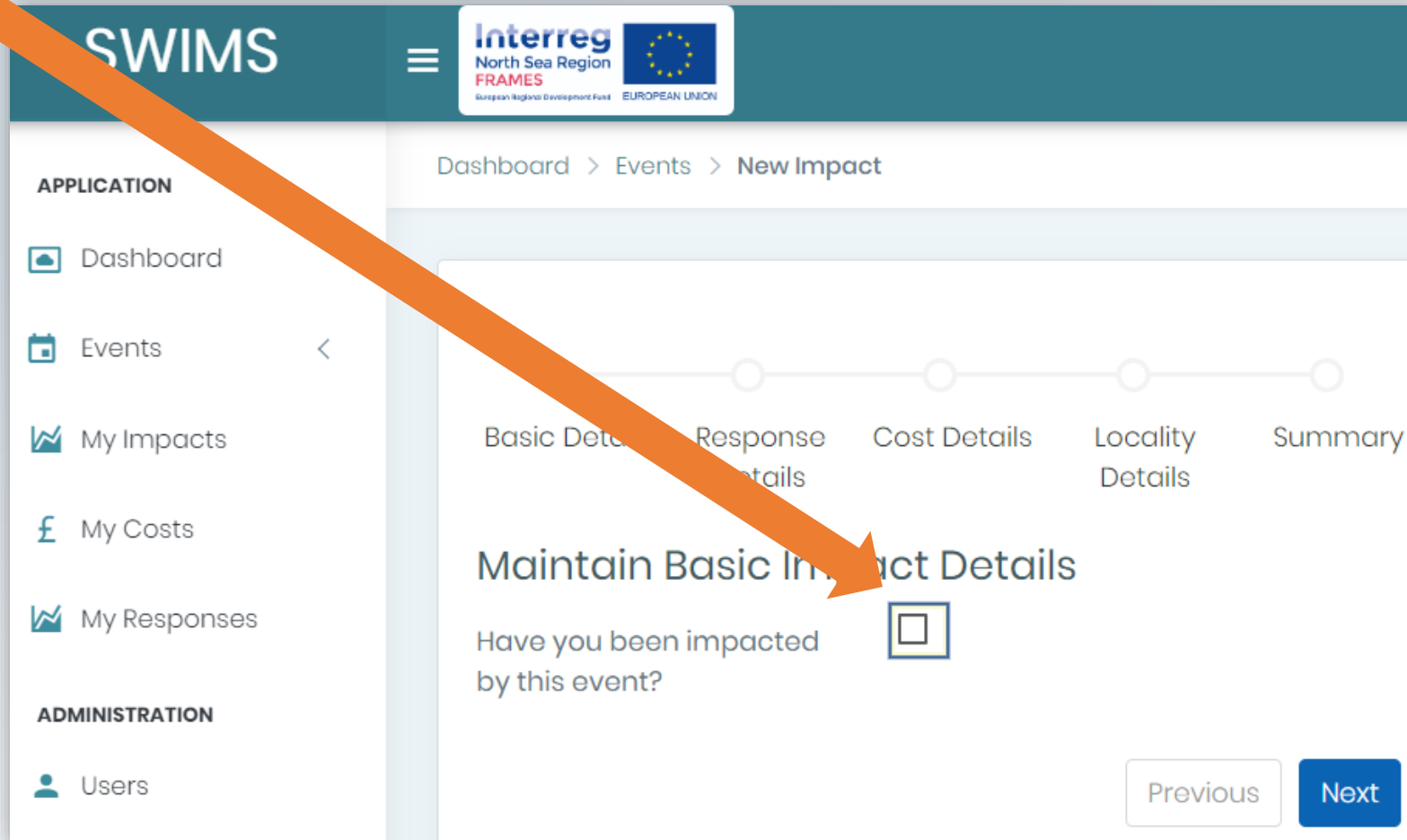
Next

Top Tip
You can also
search for
recent
events by
clicking on
the
notifications
button

Recording a nil Response

5

Uncheck the tick box for Have you been impacted by this event at the top of the page and click next



The screenshot shows the SWIMS application interface. The top header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The breadcrumb trail reads 'Dashboard > Events > New Impact'. The left sidebar contains sections for 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users). The main content area shows a progress bar with five steps: Basic Details, Response Details, Cost Details, Locality Details, and Summary. The 'Basic Details' step is active. Below the progress bar, the title 'Maintain Basic Impact Details' is displayed. A question 'Have you been impacted by this event?' is followed by an unchecked checkbox. At the bottom right, there are 'Previous' and 'Next' buttons. An orange arrow points from the number '5' in the top left to the checkbox.

Top Tip
The system will record an impact for 'not Impacted' against the event you were not impacted by. This will be visible on the View All Severe Weather Events page as 1 Impact

Recording a nil Response

You will now be directed to stage 5 (summary) of the Impact wizard

6

Click
submit

Top Tip
Nil responses
recorded will
appear on the
dashboard and
my Impacts
pages as 'Not
Impacted'

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Dashboard > Events > New Impact

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses

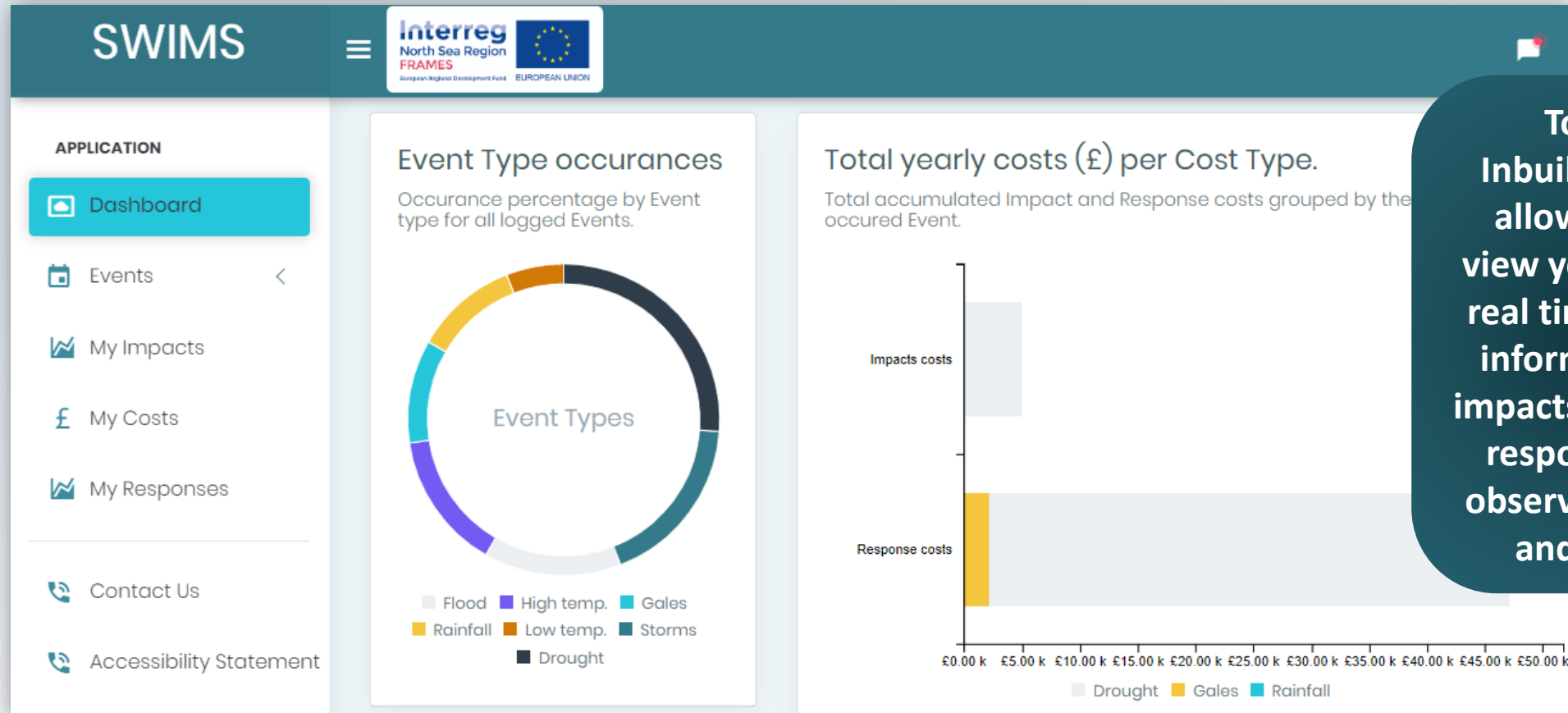
Basic Details Response Details Contact Details Locality Details **Summary**

Previous Submit

You will now be directed back to the dashboard and have recorded a nil response to the event

Overview of the Dashboard

The Dashboard is a **quick and easy** way to **view key data** recorded in SWIMS



Data is displayed in different **widgets** on the dashboard which can be accessed from the menu

Dashboard Data Permissions

Your user role in SWIMS will dictate the data you have **permission to access** on the dashboard page

Users: Can view data they have entered into SWIMS

Team Admins: Can view data entered by themselves and other users in their team

Org Admins: Can view data entered by themselves and all teams in their organisation

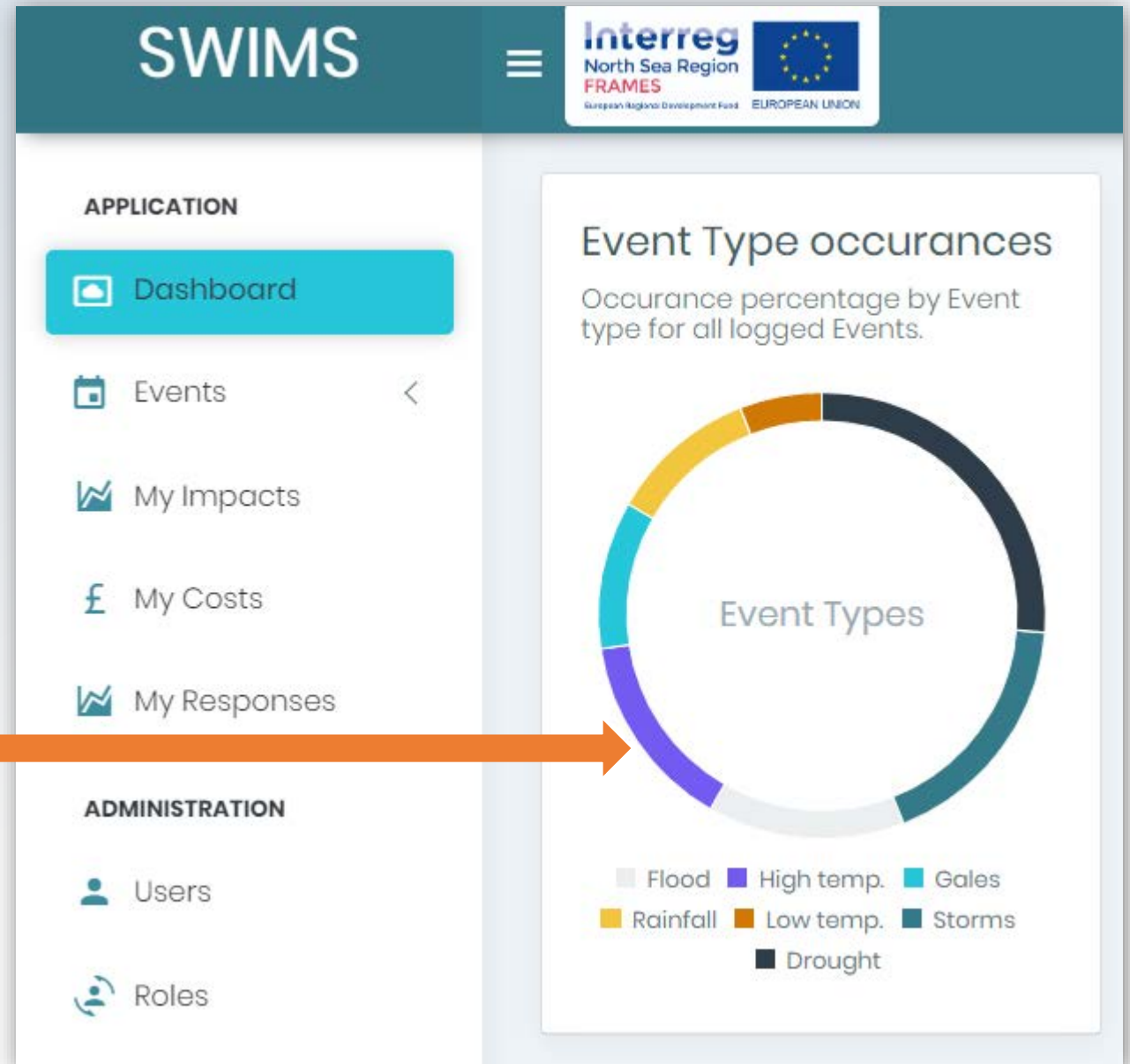
Hub Admins: Can view data entered by themselves, all organisations and teams in their hub

Event Type Occurrences Widget

This widget shows the **occurrence % by event type of all logged events**

In this example Drought events have been logged the most frequently and low temperature events the least frequently

Top Tip
By hovering over the widget with your mouse, you can see % occurrence rate of each primary event type

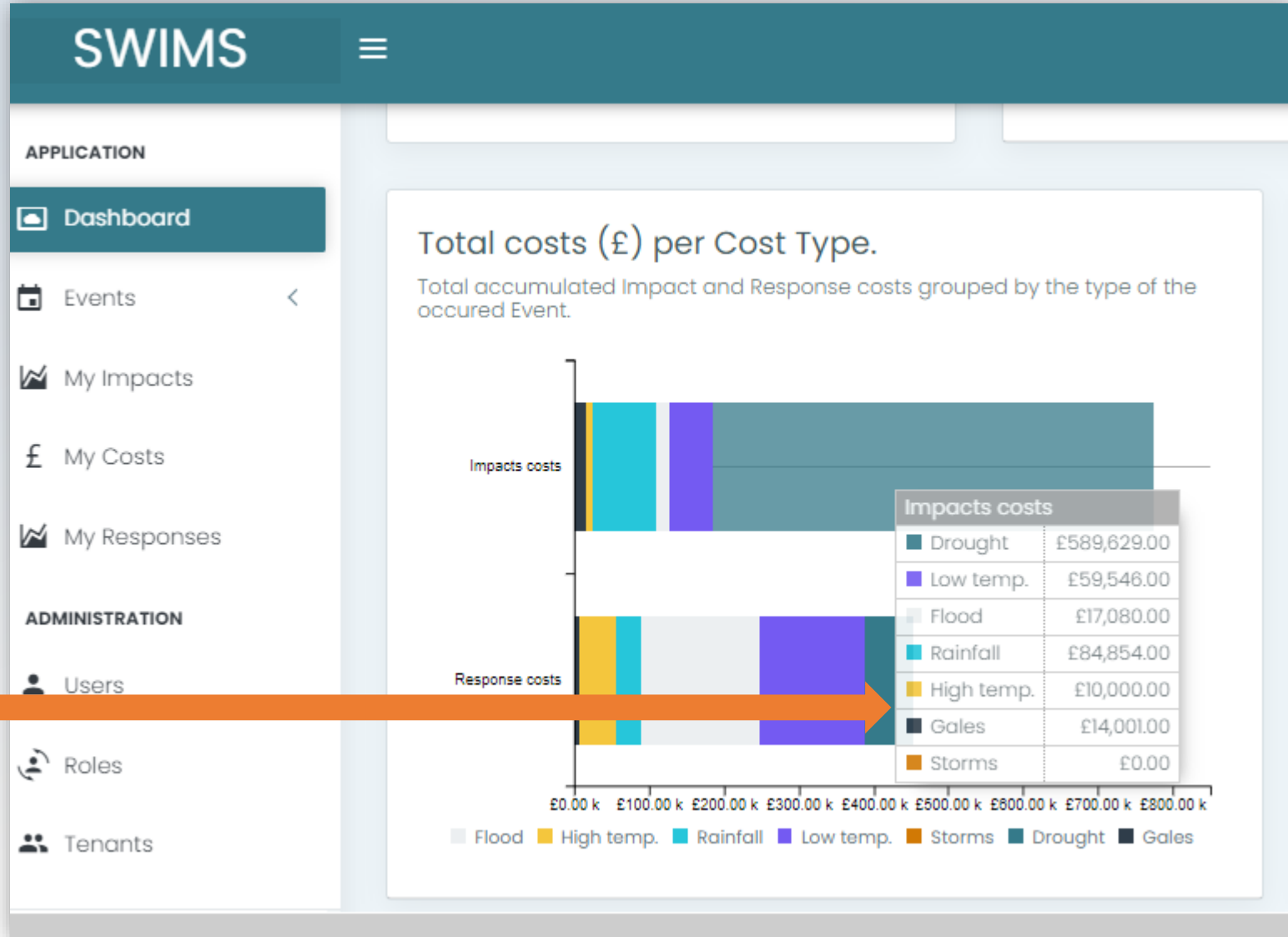


Total Costs per Cost Type Widget

This widget shows the **total accumulated impact and response costs** grouped by event type

In this example total accumulated impact costs from drought events have cost the user £589,629

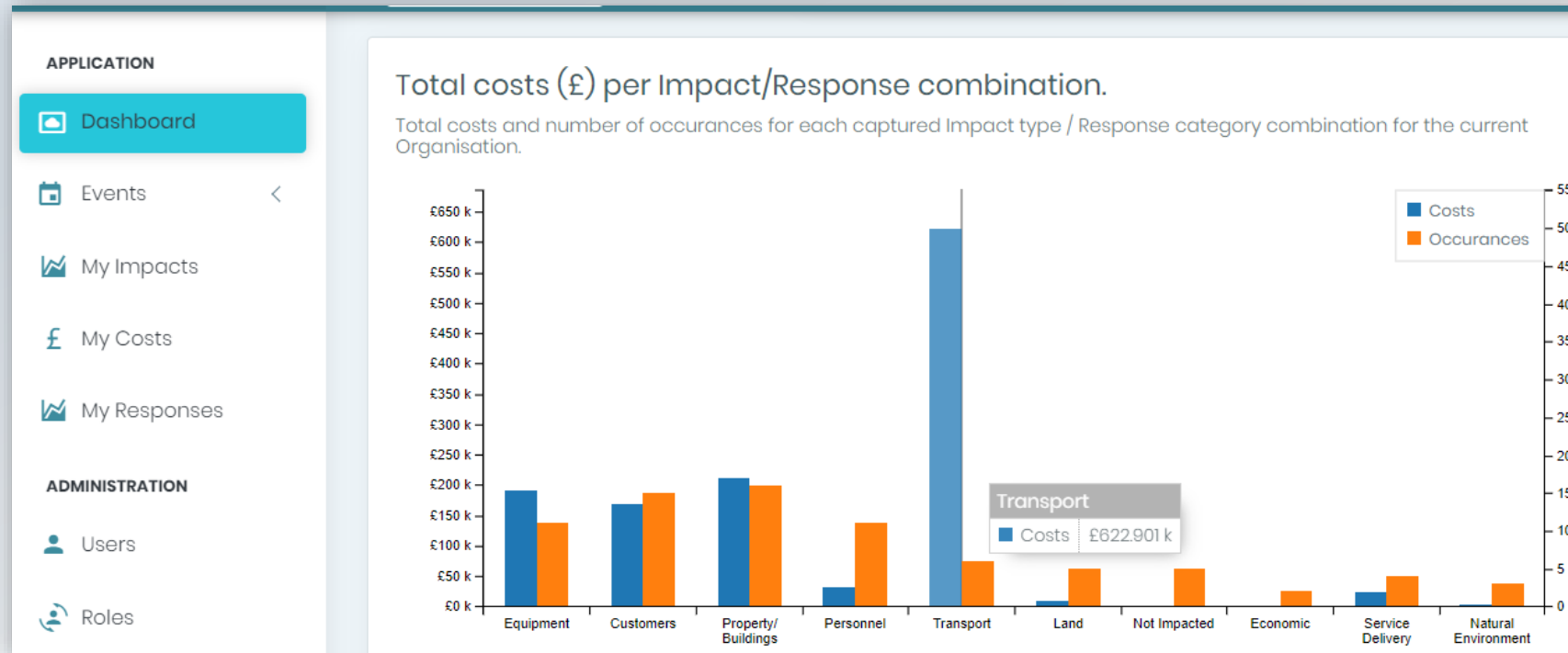
Top Tip
To see the breakdown of all recorded impact and response costs hover over bars with your mouse



Total Costs per Impact/Response Combination Widget

This widget shows the **total costs and number of occurrences for each Impact category/Response category combination**

Top Tip
Total costs in the widget are combined impact and response costs

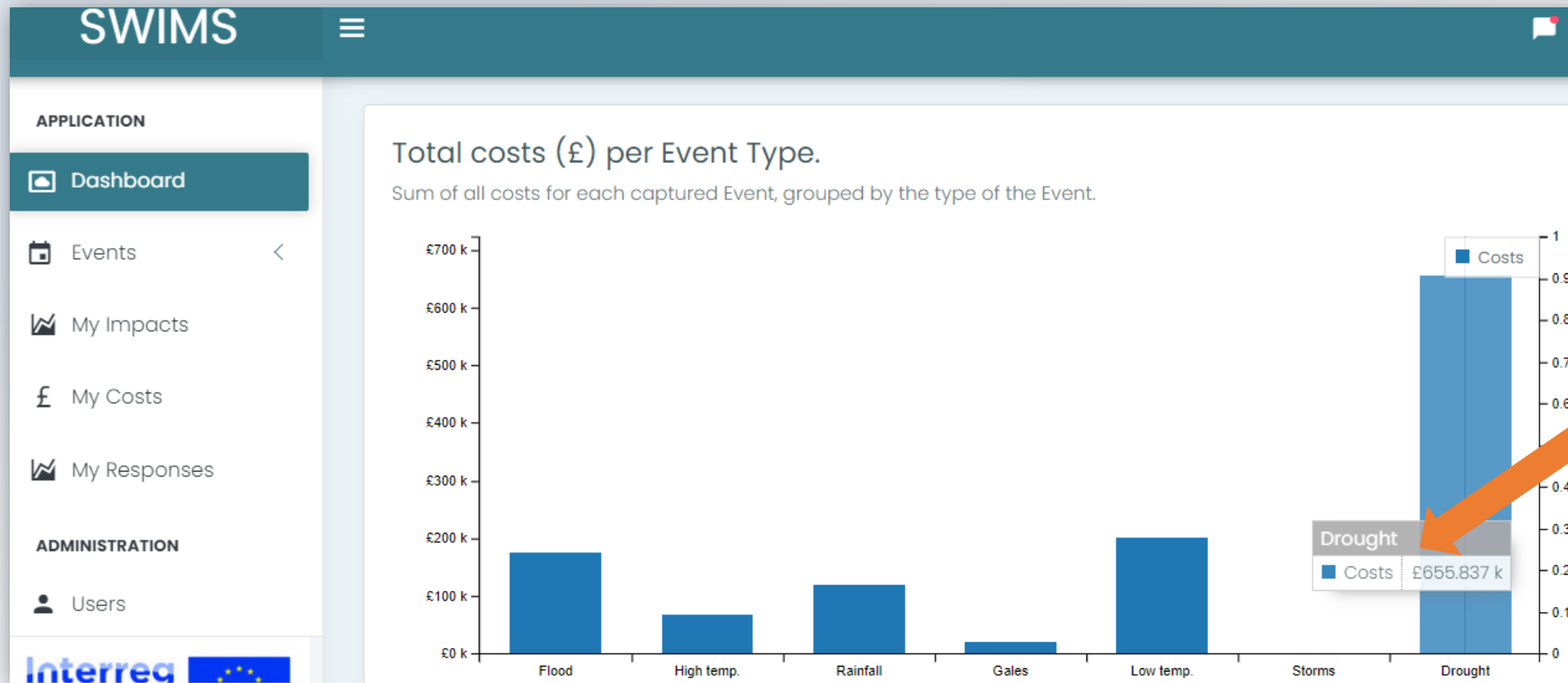


Top Tip
Hover over the bars with your mouse to see the total costs recorded and number of occurrences for each impact category events

In this example the transport impact category has the highest costs recorded and the property/buildings Impact category has been impacted the most

Total Costs per Event Type Widget

This widget shows the **total accumulated Impact and Response costs** for each event grouped by event type



Top Tip
Hover over the bars with your mouse to see total impact and response costs for each event type

In this example drought events have the highest associated costs

Overview of My Impacts, Costs and Responses Pages

The My Impacts, My Costs and My Responses pages allow you to **view and manage data** recorded in SWIMS

Top Tip
View, edit and delete your data using these pages



SWIMS

Interreg North Sea Region FRAMES

European Regional Development Fund

EUROPEAN UNION

APPLICATION

Dashboard

Events

My Impacts

My Costs

My Responses

ADMINISTRATION

Users

Roles

Organisations

81

TOTAL IMPACTS RECORDED

£

£1,326,036.00

TOTAL COST OF MY IMPACTS

33

EVENTS YOU HAVE LOGGED IMPACT TO

My Impacts

View and manage your organisation impacts within SWIMS.

☐ Show deleted

Print

CSV

Excel

Search:

Event Code ↑↓	Primary Event Type ↑↓	Key Impact Indicator ↑↓	KII Value ↑↓	Cost of Impact(£) ↑↓	Recorded On ↑↓	Recorded By ↑↓	Team ↑↓
EV-20200221170030	Flood	Hospital admissions	1000	13500.00	21/02/2020	Jovan Poposki	Register Test Team

All data entered in SWIMS is displayed in **the My Impacts, Costs and Responses** pages which can be accessed from the menu

My Impacts, Costs and Responses Data Permissions

Your user role will dictate the data you have permission to access on the My Impacts, Costs and Responses pages:

Users: Can view, edit and delete data they have entered into SWIMS

Team Admins: Can view, edit and delete data entered by themselves and other users in their team

Org Admins: Can view, edit and delete data entered by themselves and all teams in their organisation

Hub Admins: Can view, edit and delete data entered by themselves, all organisations and teams in their hub

Top Tip
Admins can delete and edit data entered by other users. Make sure you check data before you edit or delete it to avoid deleting another users data accidentally

How to use My Impacts Page

Use this page to **view, edit and delete** all the impacts you have recorded in the system and to view total costs you, your team or org has entered into SWIMS

SWIMS Interreg North Sea Region FRAMES European Regional Development Fund EUROPEAN UNION

APPLICATION

- Dashboard
- Events
- My Impacts**
- My Costs
- My Responses

ADMINISTRATION

- Users
- Roles
- Organisations

Summary Cards:

- 81 TOTAL IMPACTS RECORDED
- £1,326,036.00 TOTAL COST OF MY IMPACTS
- 33 EVENTS YOU HAVE TO

My Impacts

View and manage your organisation impacts within SWIMS.

☐ Show deleted

Print **CSV** **Excel** Search: _____

Event Code ↑↓	Primary Event Type ↑↓	Key Impact Indicator ↑↓	KII Value ↑↓	Cost of Impact(£) ↑↓	Recorded On ↑↓	Recorded By ↑↓	
EV-20200221170030	Flood	Hospital admissions	1000	13500.00	21/02/2020	Jovan Poposki	Register Test Team

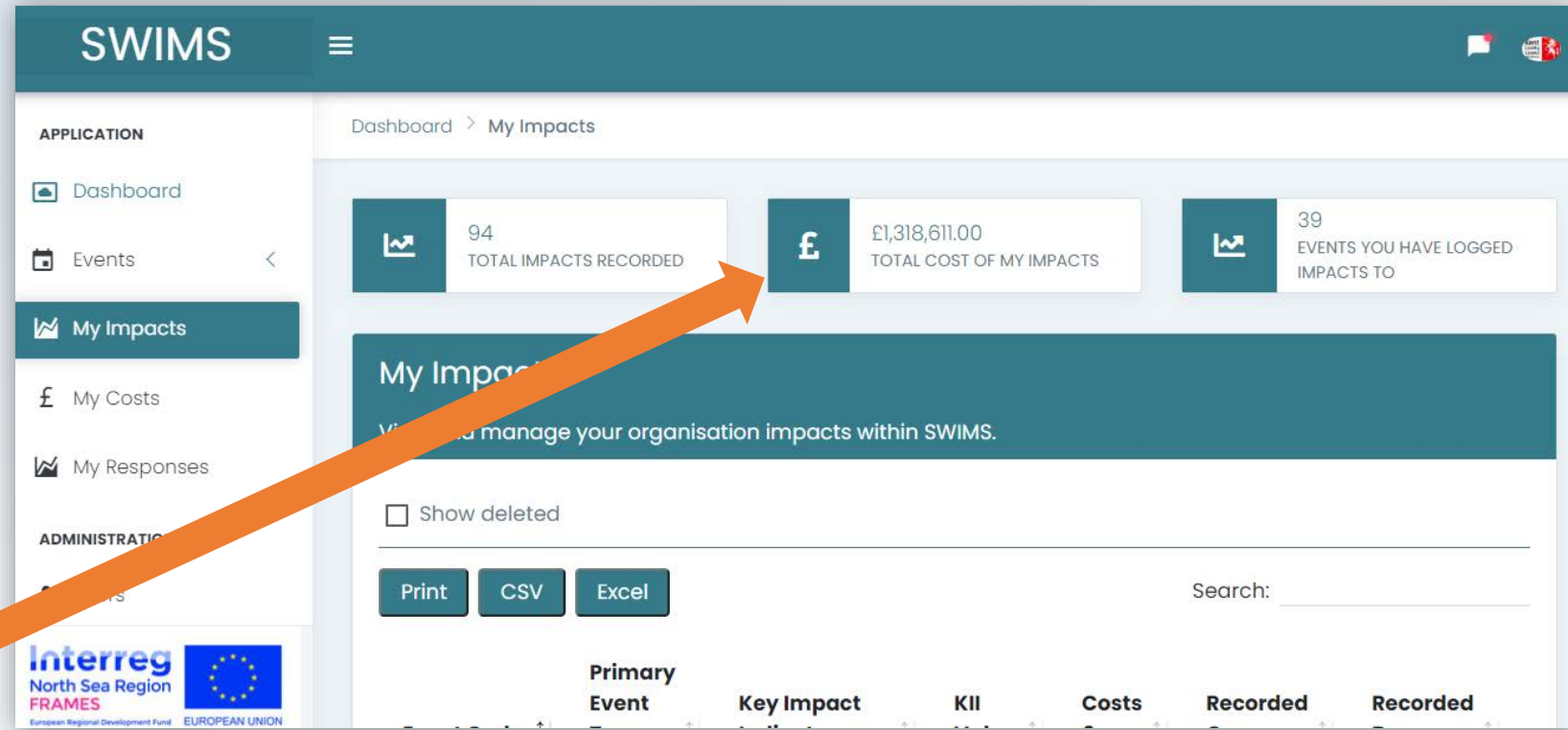
Top Tip
The table shows one row per impact recorded. If you have recorded multiple impacts for an event these will show as multiple rows in the table

How to use My Impacts Page

1

Click My Impacts from menu to access the page

Top Tip
The total costs of my impacts widget is calculated from adding up all impact and response costs you have recorded in SWIMS



The three widgets at the top of the page show **total number of impacts recorded** for all events, **total costs recorded in SWIMS** for all events and **number of events you recorded impacts to**

How to use My Impacts Page

Each row of the table is 1 Impact recorded per event. The table shows Event Code, Primary Event type, Key Impact Indicator, value and total accumulated impact and response costs for that impact

SWIMS

APPLICATION

Dashboard

Events

My Impacts

My Costs

My Responses

ADMINISTRATION

Event Code	Primary Event Type	Key Impact Indicator	KII Value	Costs £	Recorded On	Recorded By	Team	Organisation	Status	Actions
EV-20200221170030	Flood	Property/buildings damaged	55000	700.00	24/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	<div><div></div><div></div><div></div></div>
EV-20200221170030	Flood	Hospital admissions	1000	100.00	24/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	<div><div></div><div></div><div></div></div>
EV-20200221170030	Flood	Hospital admissions	1000	100.00	25/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	<div><div></div><div></div><div></div></div>
EV-20200221170030	Flood	Hospital admissions	1000	500.00	25/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	<div><div></div><div></div><div></div></div>

Top Tip

Click on the eye icon to see which impact category has been selected for each impact


Top Tip

Pencil and dustbin icons can be used to edit and delete impacts. If you delete an Impact all associated costs and responses will also be deleted

How to use My Costs Page

Use this page to **view, edit and delete** all costs you have recorded in the system

SWIMS



APPLICATION

Dashboard

Events

My Impacts

My Costs

My Responses

ADMINISTRATION

Users

Roles

Organisations

My Costs

View and manage your organisation costs within SWIMS.

☐ Show deleted

Print

CSV

Excel

Event Code ↑↓	Primary Event Type ↑↓	Key Impact Indicator ↑↓	Cost Type ↑↓	Description ↑↓	Value(£) ↑↓	Recorded On ↑↓
EV-20200221170030	Flood	Hospital admissions	Impact	TEST	10000.00	21/02/2020
EV-20200221170030	Flood	Hospital admissions	Response	test	3500.00	21/02/2020

Top Tip
If you have logged multiple costs for 1 Impact these will show as multiple rows in the table



















How to use My Costs Page

1

Click My Costs from menu to access the page

Top Tip
Use the eye icon to view
the cost details

Top Tip
Use the pencil
and dustbin
icons to edit
and delete
recorded costs

SWIMS												
APPLICATION												
Dashboard												
Events												
My Impacts												
My Costs												
My Responses												
ADMINISTRATION												
Users												
Roles												
Tenants												
Event Code	Primary Event Type	Key Impact Indicator	Cost Type	Description	Value(£)	Recorded On	Recorded By	Team	Organisation	Status	Action	
EV-20200221170030	Flood	Hospital admissions	Impact	test	5000	21/02/2020	adminName adminLName	UAT Team	UAT Organisation	Inactive	  	
EV-20200221170030	Flood	Hospital admissions	Response	test	1000	21/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	  	
EV-20200221170030	Flood	Property/buildings damaged	Impact	test	200	24/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	  	
EV-20200221170030	Flood	Property/buildings damaged	Response	test	500	24/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	  	
EV-20200221170030	Flood	Hospital admissions	Impact	test	100	24/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	  	
EV-20200221170030	Flood	Hospital admissions	Impact	test	100	25/02/2020	adminName adminLName	UAT Team	UAT Organisation	Active	  	

Each row of the table is 1 cost recorded for an impact. For each cost you can view the event code, event type, Key Impact Indicator, Cost type, cost description and cost value

How to use My Responses Page

Use this page to **view, edit and delete** all responses you have recorded in the system

SWIMS

APPLICATION

Dashboard

Events

My Impacts

My Costs

My Responses

ADMINISTRATION

Users

Roles

Tenants

Interreg
North Sea Region
FRAMES

EUROPEAN UNION

96
TOTAL RESPONSES RECORDED

37
EVENTS YOU HAVE LOGGED RESPONSES TO

My Responses

View and manage your organisation responses within SWIMS.

☐ Show deleted

Print

CSV

Excel

Search:

Event Code	Primary Event Type	Key Impact Indicator	Key Response Indicator	KRI Value	Recorded On	Recorded By	Team	Organisat
EV-20200303133254	Flood	Hospital admissions	Days of service disruption	456.00	04/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organis
EV-20200302110656	Low temp.	Hospital admissions	All weather vehicles dispatched	234.00	09/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organis
EV-	Low temp.	Hospital	Staff deployed to	213.00	09/03/2020	Umadevi	UAT	UAT Organis

Top Tip
If you have logged multiple responses for 1 Impact these will show as multiple rows in the table

How to use My Responses Page

1

Click My Responses from menu to access the page

The screenshot shows the SWIMS application interface. On the left is a sidebar menu with sections 'APPLICATION' and 'ADMINISTRATION'. The 'My Responses' option is highlighted in the 'APPLICATION' section. An orange arrow points from the number '1' to this menu item. The main content area is titled 'Dashboard > My Responses'. At the top of this area are two summary widgets: '96 TOTAL RESPONSES RECORDED' and '37 EVENTS YOU HAVE LOGGED RESPONSES TO'. Two orange arrows point from the text below to these widgets. Below the widgets is a teal header 'My Responses' with the subtitle 'View and manage your organisation responses within SWIMS.' Below this is a 'Show deleted' checkbox, 'Print', 'CSV', and 'Excel' buttons, and a search bar. At the bottom, a table header is visible with columns: 'Primary Event', 'Key Impa', 'Key Response', 'KRI', 'Record', and 'Reci'. Logos for 'Interreg North Sea Region FRAMES' and the 'EUROPEAN UNION' are in the bottom left corner.

SWIMS

Dashboard > My Responses

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses**

ADMINISTRATION

- Users

Interreg North Sea Region FRAMES

EUROPEAN UNION

96 TOTAL RESPONSES RECORDED

37 EVENTS YOU HAVE LOGGED RESPONSES TO

My Responses

View and manage your organisation responses within SWIMS.

☐ Show deleted

Print CSV Excel











Search:

Primary Event	Key Impa	Key Response	KRI	Record	Reci
---------------	----------	--------------	-----	--------	------

The two widgets at the top of the page show **total number of responses recorded** and **total number of events you recorded responses to**

How to use My Responses Page

Each row of the table is 1 response recorded for an impact. The table shows event code, primary event type, Key Impact Indicator, Key Response Indicator and value

SWIMS											
APPLICATION											
Dashboard											
Events											
My Impacts											
My Costs											
My Responses											
ADMINISTRATION											
Users											
Roles											
Event Code	Primary Event Type	Key Impact Indicator	Key Response Indicator	KRI Value	Recorded On	Recorded By	Team	Organisation	Status	Actions	
EV-20200303133254	Flood	Hospital admissions	Days of service disruption	456.00	04/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organisation	Active	  	
EV-20200302110656	Low temp.	Hospital admissions	All weather vehicles dispatched	234.00	09/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organisation	Active	  	
EV-20200302110656	Low temp.	Hospital admissions	Staff deployed to respond	213.00	09/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organisation	Active	  	
EV-20200302110656	Low temp.	Crimes reported	All weather vehicles dispatched	24.00	09/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organisation	Active	  	
EV-20200302110656	Low temp.	Crimes reported	Transport management/diversions instated	34.00	09/03/2020	Umadevi Thirugnanam	UAT Team	UAT Organisation	Active	  	

Top Tip
Click the eye icon to view the response details

Top Tip
Use the pencil and dustbin icons to edit and delete recorded responses

Overview of View all Events Page

All **Events** are listed in the **View all events page** which can be accessed from the menu

On the page you can:

- **Search** for events
- View **total costs** for events
- View **total impacts and responses** recorded for events
- View **summary page** for each event
- Access the **Impacts Wizard** to record impacts and responses

SWIMS Interreg North Sea Region FRAMES European Regional Development Fund EUROPEAN UNION

View All Severe Weather Events

The required format for manually entering date value to the filters is DD/MM/YYYY

Search Code From To Filter Clear

Print CSV Excel Search:

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event (£)
UAT-EV-20200513/D	13/05/2020		2	3	15000.00

Top Tip

For guidance on using the impacts wizard to record impacts and responses to a severe weather event read the 'Logging Impacts and Responses' section of this guide

View all Events Data Permissions

Your user role will dictate the data you have permission to access on the View All Events page:

Users: Can only view data they have entered into SWIMS

Team Admins: Can view data entered by themselves and other users in their team

Org Admins: Can view data entered by themselves and all teams in their organisation

Hub Admins: Can view data entered by themselves, all organisations and teams in their hub

Top Tip
Hub Admins can also delete and edit events using this page. For more information read the Hub Admin guide

Search for an event

1

Click on events, then view all from menu

2

Search for an event using search function or scroll through pages to see the full list

Top Tip
The arrows next to each column title can be used to filter the table

The screenshot shows the SWIMS application interface. The left sidebar contains a menu with the following items: Dashboard, Events (highlighted with a blue bar and a dropdown arrow), View All, Create Event, My Impacts, My Costs, and My Responses. The main content area displays a header with the Interreg North Sea Region FRAMES logo and the European Union flag. Below the header, there is a search bar with the text "The required format for manually entering date value to the filters is DD/MM/YYYY". The search bar includes fields for "Search Code", "From", and "To", along with "Filter" and "Clear" buttons. Below the search bar, there are buttons for "Print", "CSV", and "Excel". A table of events is displayed below the buttons. The table has the following columns: Event Code, Start Date, End Date, Impacts Recorded, Responses Recorded, Total Cost of Event (£), Status, and Actions. The first row of data shows an event with the code "UAT-EV-20200513/D", a start date of "13/05/2020", 2 impacts recorded, 3 responses recorded, a total cost of 15000.00, and a status of "Active". The Actions column for this event contains icons for a user, a magnifying glass, a pencil, and a trash can. An orange arrow points from the "Events" menu item to the search bar. Another orange arrow points from the "Top Tip" box to the arrows next to the column titles in the table.

APPLICATION

- Dashboard
- Events**
- View All
- Create Event
- My Impacts
- My Costs
- My Responses

The required format for manually entering date value to the filters is DD/MM/YYYY

Search Code From To Filter Clear

Print CSV Excel Search:

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event (£)	Status	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15000.00	Active	

View total costs for an event

1

Click on events, then view all from menu

2

Search for an event using search function or scroll through pages to see all events

Top Tip
In this example, the user has recorded a total of £150,000 of costs for event: UAT-EV-20200513/D

The required format for manually entering date value to the filters is DD/MM/YY

Search Code From To Filter Clear ☐ Show deleted

Print CSV Excel

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event (£)	Status	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15000.00	Active	

3

Use the total cost of event column to see total accumulated costs of impacts and responses recorded for each event

View total recorded Impacts and Responses per event

1

Click on events, then view all from menu

2

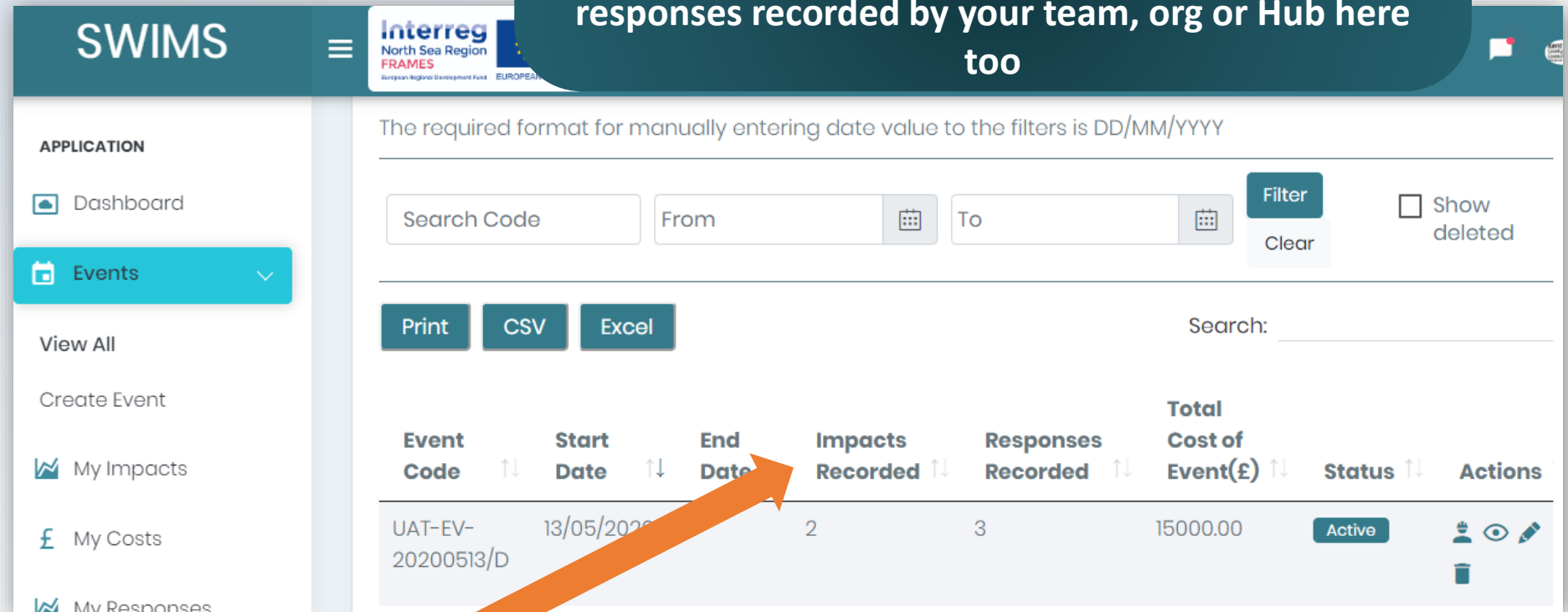
Search for an event using search function or scroll through pages to see all events

3

Use the Impacts and Responses recorded columns to see total number of impacts and responses recorded for each event

Top Tip

This is a useful function for checking which events you have logged impacts and responses to. If you are a Hub, Org or Team Admin you will see impacts and responses recorded by your team, org or Hub here too







The screenshot shows the SWIMS application interface. The left sidebar contains the 'APPLICATION' menu with options: Dashboard, Events (selected), View All, Create Event, My Impacts, My Costs, and My Responses. The main content area displays a table of events with columns: Event Code, Start Date, End Date, Impacts Recorded, Responses Recorded, Total Cost of Event (£), Status, and Actions. A search bar and filters are at the top. An orange arrow points to the 'Impacts Recorded' column.

The required format for manually entering date value to the filters is DD/MM/YYYY

Search Code From To Filter Clear ☐ Show deleted

Print CSV Excel Search: _____

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event (£)	Status	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15000.00	Active	   

View summary page for event

1

Click on events, then view all from menu

2

Search for an event using search function or scroll through pages to see all events

3

Click on eye icon in action column of tool for event to navigate to the 'View Event' page

The screenshot displays the SWIMS application interface. The top header includes the SWIMS logo, a hamburger menu, and logos for Interreg North Sea Region FRAMES, European Regional Development Fund, and the European Union. A notification icon is in the top right. The left sidebar, under the 'APPLICATION' heading, lists: Dashboard, Events (highlighted with a dropdown arrow), View All, Create Event, My Impacts, My Costs, and My Responses. The main content area features a date format instruction: 'The required format for manually entering date value to the filters is DD/MM/YYYY'. Below this are search filters: 'Search Code', 'From' (with a calendar icon), 'To' (with a calendar icon), a 'Filter' button, a 'Clear' button, and a 'Show deleted' checkbox. Action buttons for 'Print', 'CSV', and 'Excel' are present, along with a 'Search:' input field. A table lists events with columns: Event Code, Start Date, End Date, Impacts Recorded, Responses Recorded, Total Cost of Event (£), Status, and Actions. The first row shows event 'UAT-EV-20200513/D' with a start date of 13/05/2020, 2 impacts, 3 responses, and a cost of 15000.00. Its status is 'Active'. The Actions column for this event contains three icons: a person, an eye, and a pencil. A large orange arrow points from the bottom right towards the eye icon in the Actions column.

Event Code	Start Date	End Date	Impacts Recorded	Responses Recorded	Total Cost of Event (£)	Status	Actions
UAT-EV-20200513/D	13/05/2020		2	3	15000.00	Active	

View summary page for event

On this page you can see details of event including **total number of impacts** recorded and the **total Impact and Response costs** for each event



Overview of Exporting data

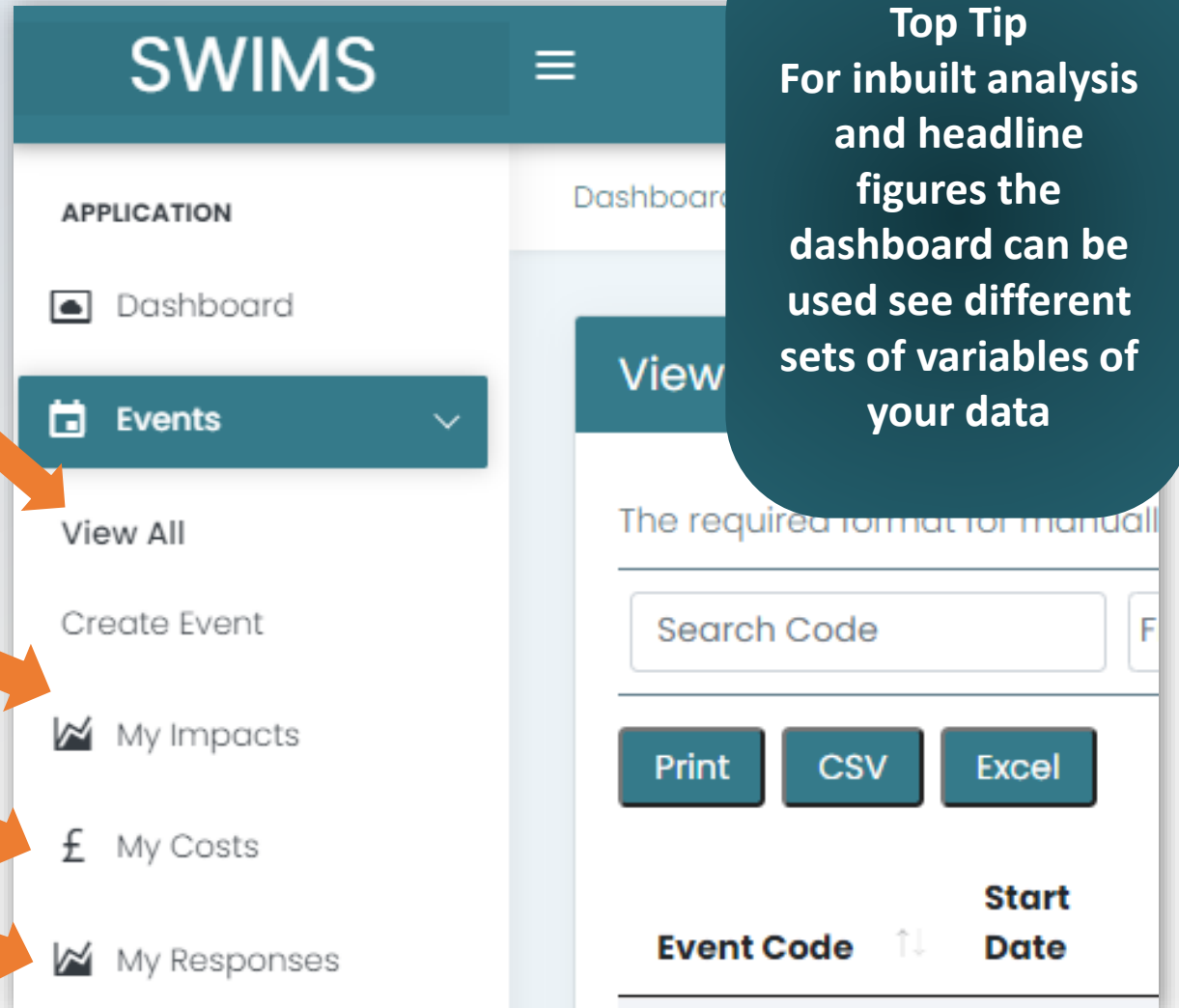
All data can be printed or exported as an excel or CSV file from 4 pages:

View all Severe Weather Events

My Impacts

My Costs

My Responses



How to Export data

1

Decide what data you want to export and click on relevant page to locate the data (View All events, My Impacts, My Costs or My Responses)

2

Click Print, Excel or CSV button to download data

3

Save data to desired location on your computer

The screenshot shows the SWIMS interface. The left sidebar contains a menu with 'My Responses' highlighted. An orange arrow points from the 'My Responses' menu item to the 'Print', 'CSV', and 'Excel' buttons on the main page. The main content area is titled 'My Responses' and includes a table of response data.

SWIMS

APPLICATION

- Dashboard
- Events
- My Impacts
- My Responses**

ADMINISTRATION

- Users

96
TOTAL RESPONSES RECORDED

37
EVENTS YOU HAVE LOGGED RESPONSES TO

My Responses

View and manage your organisation responses within SWIMS.

☐ Show deleted

Print **CSV** **Excel** Search: _____

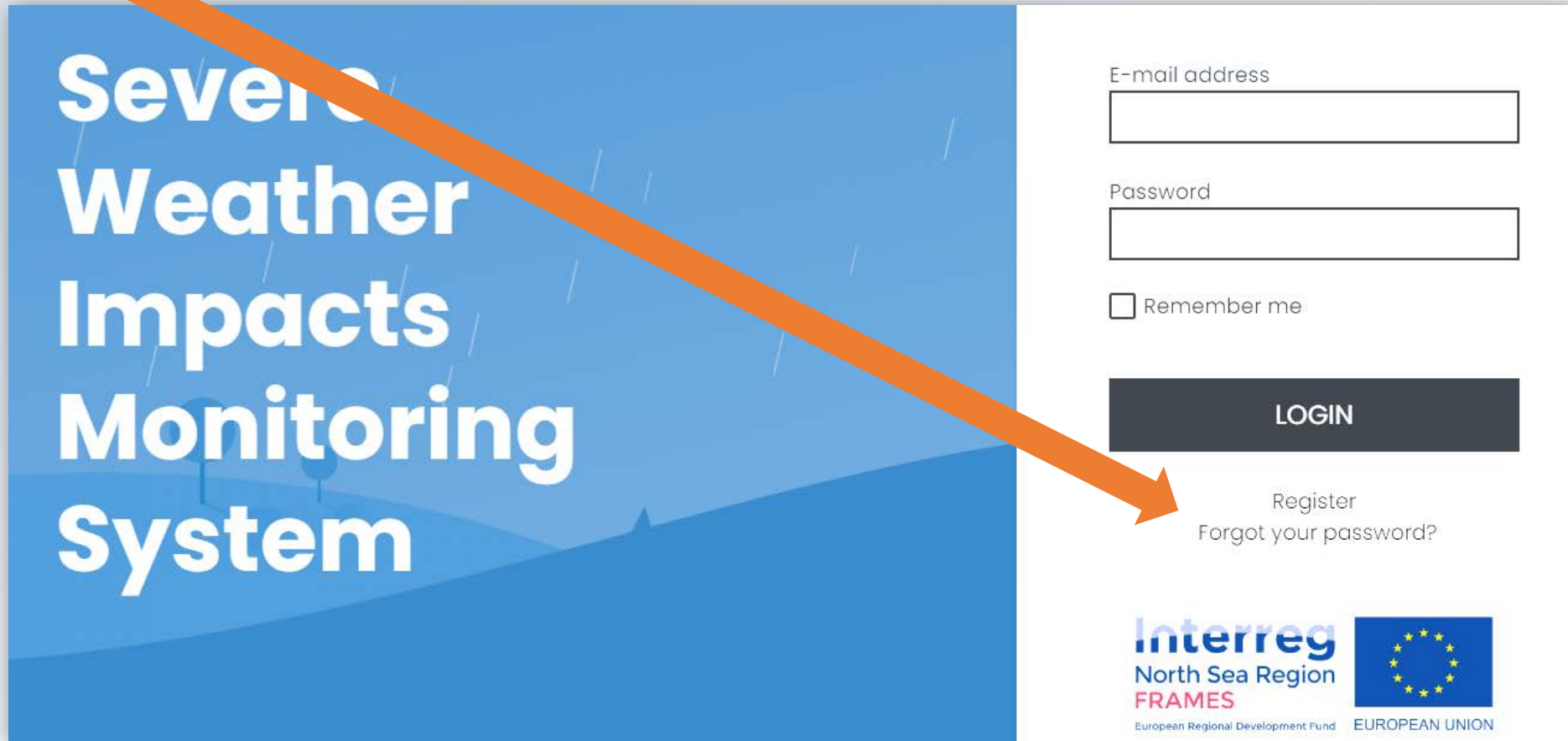
Event Code	Primary Event Type	Key Impact Indicator	Key Response Indicator	KRI Value	Recorded On
EV-	Flood	Hospital	Days of service	456.00	04/03/2020

Interreg North Sea Region FRAMES European Regional Development Fund EUROPEAN UNION

Forgotten your password

1

Go to [SWIMS portal](#) and click the link for forgotten your password



The screenshot shows the SWIMS portal login interface. On the left, a blue banner features the text "Severe Weather Impacts Monitoring System" in white. On the right, the login form includes fields for "E-mail address" and "Password", a "Remember me" checkbox, and a "LOGIN" button. Below the login button, there are links for "Register" and "Forgot your password?". At the bottom, the logos for "Interreg North Sea Region FRAMES" and the "EUROPEAN UNION" are displayed. A large orange arrow originates from the "Forgot your password?" link and points towards the top-left corner of the slide.

Severe Weather Impacts Monitoring System

E-mail address

Password

☐ Remember me

LOGIN

Register
Forgot your password?

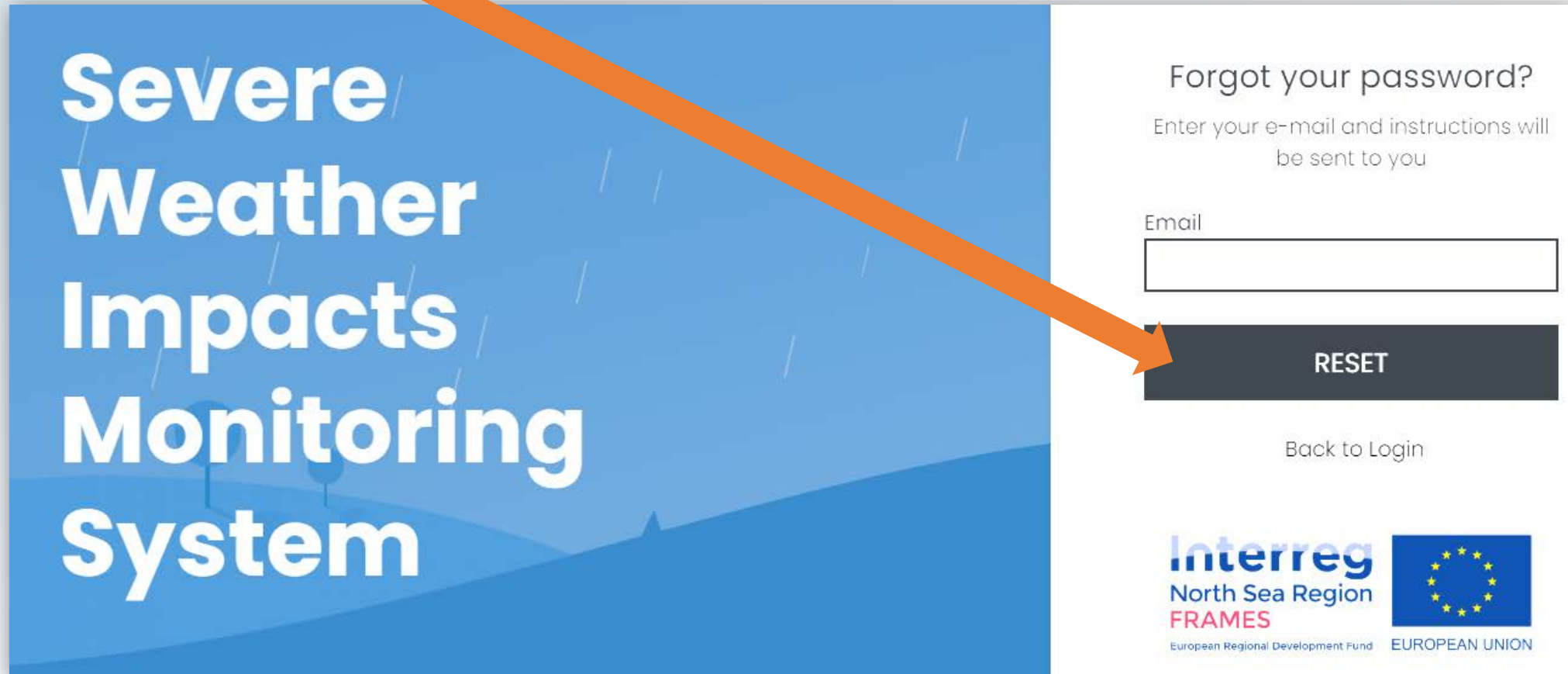
Interreg
North Sea Region
FRAMES
European Regional Development Fund

EUROPEAN UNION

Forgotten your password

2

Enter the email address you used to register and click reset to send yourself a reset password email



Severe Weather Impacts Monitoring System


Forgot your password?
Enter your e-mail and instructions will be sent to you

Email

RESET

[Back to Login](#)

Interreg
North Sea Region
FRAMES
European Regional Development Fund



EUROPEAN UNION

Forgotten your password

3

Click the link in the email to access the reset password page

SWIMS

Reset Password

Hello Freya Kingsland-Joy,
Please reset your password by clicking the following [link](#)

4

Enter a new password and click reset

New password

Confirm password

Reset

You will now be able to log into SWIMS using your new password

Changing your password

1 Log in and click on the person icon in top right hand corner

2 Click my profile

3 Click password

4 Enter a new password and click update password

The screenshot displays the SWIMS application interface. At the top, the header includes the 'SWIMS' logo, a menu icon, and logos for 'Interreg North Sea Region FRAMES' and the 'EUROPEAN UNION'. A user profile icon is located in the top right corner. On the left, a sidebar menu lists 'APPLICATION' items (Dashboard, Events, My Impacts, My Costs, Responses) and 'ADMINISTRATION' items (Users, Roles, Organisations). The main content area shows the 'Profile > My Password' path. The profile card displays 'KCC SWIMS HubAdmin' and the email 'swims@kent.gov.uk'. The 'My Password' tab is active, showing fields for 'Current password', 'New password', and 'Confirm new password', followed by an 'Update Password' button. An orange arrow points from the first instruction to the user profile icon, and another orange arrow points from the third instruction to the 'Password' tab.

Checking your user role

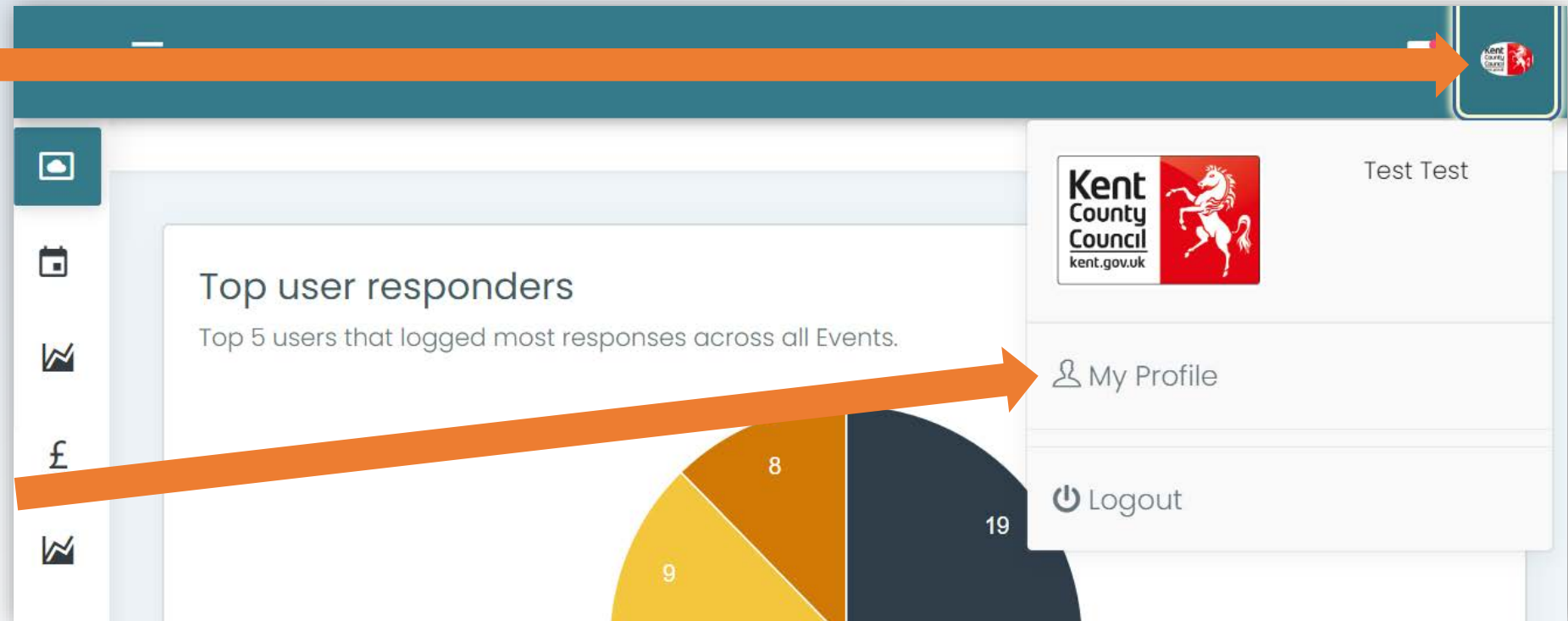
SWIMS has a user role hierarchy. All users are allocated one of four roles and can perform different functions in SWIMS based on their role. To check your role:

1

Click on the profile button on the top right hand corner of the main header bar at the top of the screen

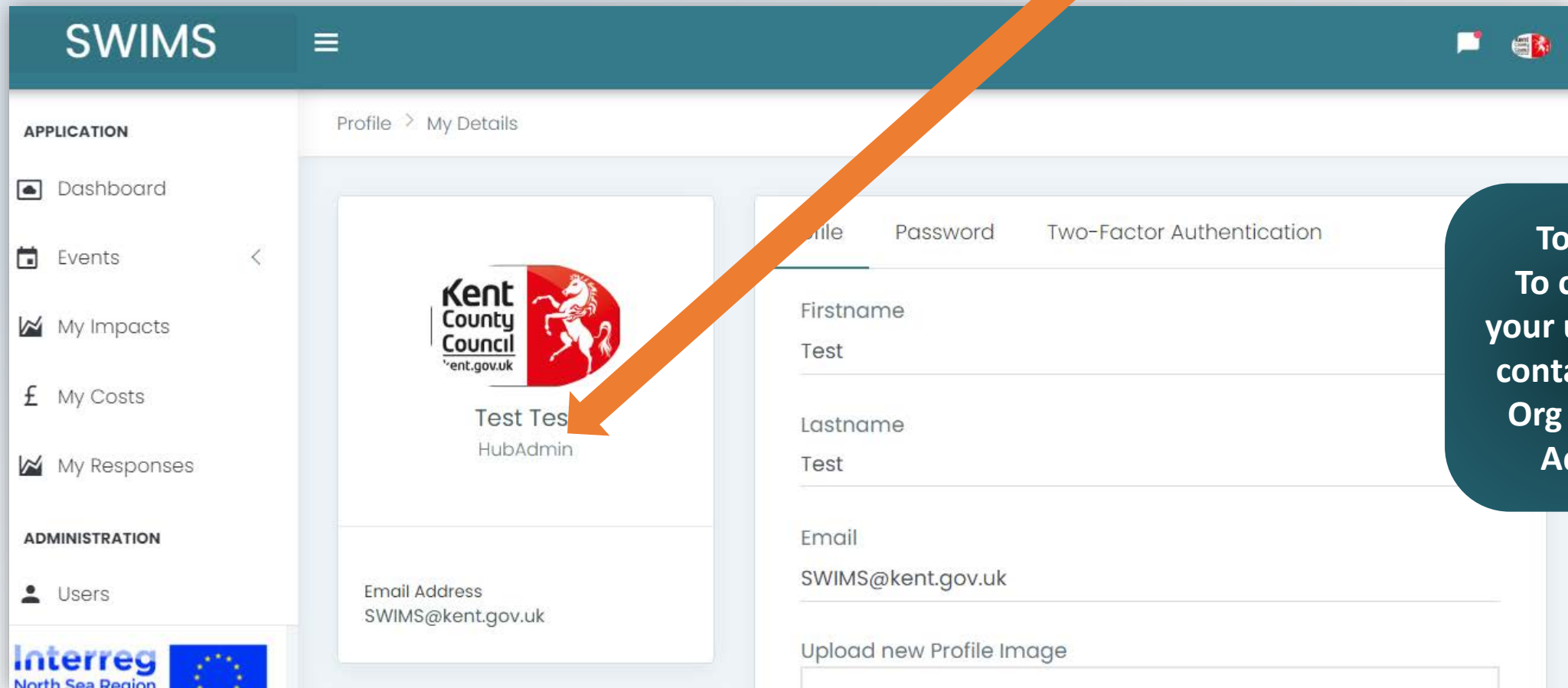
2

Click on my profile to access your profile page



Checking your user role

View your user role underneath the your name on the left hand side of the screen



The screenshot shows the SWIMS application interface. On the left is a navigation menu with sections 'APPLICATION' and 'ADMINISTRATION'. The 'APPLICATION' section includes links for Dashboard, Events, My Impacts, My Costs, and My Responses. The 'ADMINISTRATION' section includes a link for Users. The main content area is titled 'Profile > My Details'. It features a profile card on the left with the Kent County Council logo and the text 'Test Test HubAdmin'. An orange arrow points from the top right towards this profile card. To the right of the profile card are tabs for 'Profile', 'Password', and 'Two-Factor Authentication'. The 'Profile' tab is active, showing fields for Firstname (Test), Lastname (Test), Email (SWIMS@kent.gov.uk), and an option to 'Upload new Profile Image'. At the bottom left, there is a logo for 'Interreg North Sea Region' and the European Union flag.

Top Tip
To change
your user role
contact your
Org or Hub
Admin

Changing your user role

During the registration process **all users are automatically assigned the 'user' role**. This may not be the correct role you should have in SWIMS, for example if you are the only user in a new organisation you should be the Org Admin.

If you think you have not been assigned the correct role either:

1. **Contact your Org Admin via email** who can assign you a different role
2. Use the **contact us page** from menu in SWIMS to **send a message to the hub admins** who can assign you a different role

Key Impact Indicator (KII)

A Key Impact Indicator is a **customisable indicator used to measure a numerical value** associated with each impact you record. The KII you choose for each impact is recorded on the My Impacts, My Costs and My Responses pages.

In this example the user has selected the Property/Buildings Impact category and chosen 2 buildings damaged as their KII



Top Tip
It is mandatory to select a KII for each Impact you record in SWIMS

Top Tip
If your chosen KII is not in the drop down list contact your Team or Org Admin who can add new KII's for you

Key Response Indicator (KRI)

A Key Response Indicator is a **customisable indicator used to measure numerical values** associated with the responses you record for each impact. The KRI you choose for each response to an impact is recorded on the My Responses page.

In this example the user has selected the Property/Buildings Impact category and chosen 2 buildings repaired as their KRI



Top Tip
It is mandatory to select a KRI for each Response you record in SWIMS

Top Tip
If your chosen KRI is not in the drop down list contact your Team or Org Admin who can add new KRI's for you

Contact Us Page

1

Click on contact us from menu

2

Fill out the form and add a description of your issue

3

Click send

The screenshot shows the SWIMS (Sustainable Business & Communities) contact form. The header includes the SWIMS logo, a menu icon, and logos for Interreg North Sea Region FRAMES and the European Union. The left sidebar contains a menu with 'APPLICATION' (Dashboard, Events, My Impacts, My Costs, My Responses) and 'ADMINISTRATION' (Users, Roles, Organisations). The main form area has fields for 'Your Name', 'Your Email', and 'Subject', followed by a large text area for 'Please add a short description of your issue.' At the bottom are 'Send' and 'Go Back' buttons. The right sidebar contains a message about contacting the administration centre, an email contact box with 'Email us on: SWIMS@kent.gov.uk', and a mailing address box for Sustainable Business & Communities, Kent County Council, Invicta House, County Hall, Maidstone, Kent.

SWIMS

Interreg North Sea Region FRAMES

EUROPEAN UNION

APPLICATION

- Dashboard
- Events
- My Impacts
- My Costs
- My Responses

ADMINISTRATION

- Users
- Roles
- Organisations

Your Name

Your Email

Subject

Please add a short description of your issue.

Send Go Back

application. Please contact the administration centre closest to you.

Email us on:
SWIMS@kent.gov.uk

Mailing Address

Sustainable Business & Communities
Kent County Council
Invicta House
County Hall
Maidstone
Kent

An email will be sent to the hub admins who will contact you to discuss your issue