Global Protection Cluster Community of Practice: How to Use Guide

What are the main features of the GPC Community of Practice?

- **The GPC Cluster Coordination** page is a dedicated space for protection cluster coordinators, AoRs, sub-coordinators, and co-facilitators. This closed space is where technical and policy discussions as well as field experiences are shared to improve, enhance, and consider innovative approaches to protection response.
    - A log-in name and password are required to access this page. If you have not received log-in details please email us at (Gpc@Unhcr.Org). If you wish to participate, please click on the "Registration" button and follow the instructions to receive your log-in details.

- **Field Practices:** Stories and practices from the field allow us to hear directly from the protection clusters and other protection actors about the practical challenges and opportunities they face and how they handle specific projects in the field. These stories and practices offer windows on the richness and complexity of work in the field.

- **Exchange:** We know that exchanging experiences, sharing practices and guidance developed across operations can be extremely useful and a request that we regularly receive from a considerable number of field operations. The GPC Exchange space is a forum for colleagues to share their questions, knowledge, and to engage in collaborative problem-solving.
    - To post your question or share your experience, click on the **"Post a question"** tab to ask the community for advice on challenges you've had in your day to day work, questions on training, information on best practices or a broader humanitarian challenge that you'd like your colleagues' input on.
    - You can also utilize the search option to look through everyone's questions and challenges or use the **"View All Conversations"** tab to respond to the questions that you have experience with. In this space you can share your expertise and input with comments, votes, and additional questions. You can also upload videos, photos, and presentations.
    - A log-in name and password are required to access this page. If you have not received your log-in details please email us at (Gpc@Unhcr.Org). If you wish to participate, please click on the "Registration" button and follow the instructions to receive your log-in details.

- **Exchange- Arabic:** We know that exchanging experiences, sharing practices and guidance developed across operations can be extremely useful and a request that we regularly receive from a considerable number of field operations. The GPC Exchange space is a forum for colleagues to communicate in **Arabic**, share their questions, knowledge, and to engage in collaborative problem-solving.
    - A log-in name and password are required to access this page. If you have not received your log-in details please email us at (Gpc@Unhcr.Org). If you wish to

participate, please click on the "Registration" button and follow the instructions to receive your log-in details.

- **Resources:** The Global Protection Cluster has numerous documents, best practices, and training material available. We've identified five main themes of the most important resources to share across the community. These themes include legal instruments, IASC guidance, GPC guidance and thematic round table discussion papers. On the Resources page, you will find up-to date and reliable information on protection work, guidance, policies, as well as external reports.This page is open to the public and is updated on a regular basis. You can also share reports that you find interesting.

- **Protection Challenge:** The protection challenge will be launched in the upcoming period. In the meantime if you have feedback on challenges faced in the field, please send us an email at (Gpc@Unhcr.Org).

How can I access the Community of Practice?

Registering to the platform

- **Step 1**: If you don't already have an account on the GPC Community of Practice – registering is a simple process. Go the platform homepage located here: https://gpccommunity.unhcrideas.org/Page/Home

- **Step 2:** Click the register button in the top tight corner.

- **Step 3:** Fill in <u>all</u> of the required information within the Create Account page. Please note the mandatory fields with an asterisk located next to them. You will not be able to register if you do not provide this information in the form. Also please follow the guidelines for password requirements.

Create Account

First Name *

Last Name *

Username*

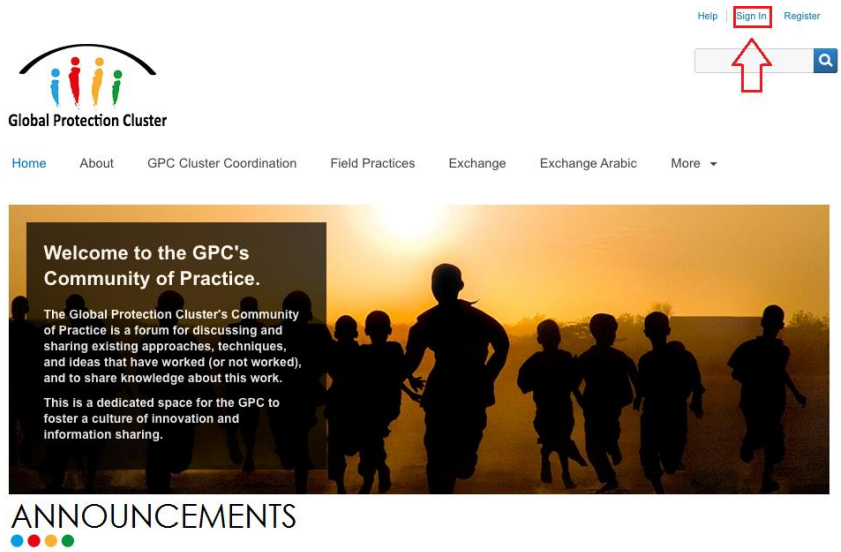Email*

Password*

Re-type Password*

Please do not use numbers or special characters in your First and Last Names and do not use special characters in your Password. If you receive an error message, please refresh your browser screen and re-register and follow the guidelines above on numbers and special characters.

- **Step 4:** Submit your information. You have now registered for the platform successfully. If you require access to the GPC Coordination section of the platform please email gpc@unhcr.org for access.

Logging into the platform

You must be logged into the platform to add your questions, comments, votes and to respond to others users.

- **Step 1:** Click the right hand button "Sign In" to access the platform and all features. Please see the image below.

GLOBAL
PROTECTION
CLUSTER
Community of Practice

- **Step 2:** Enter your unique username and password and press "Sign In". If you have trouble logging in please email gpc@unhcr.org

Accessing the mobile version of the GPC Community of Practice

You must be logged into the platform to add your questions, comments, votes and to respond to others users.

- **Step 1:** Type in the GPC Community's URL: gpccommunity.unhcrideas.org on your mobile.
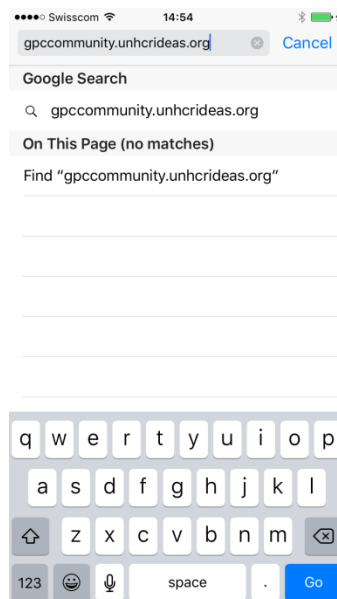
- **Step 2:** You will be taken to the general mobile app page (see below) – we recommend that you access the desktop version which can be accessed by clicking on the icon highlighted in the red box.
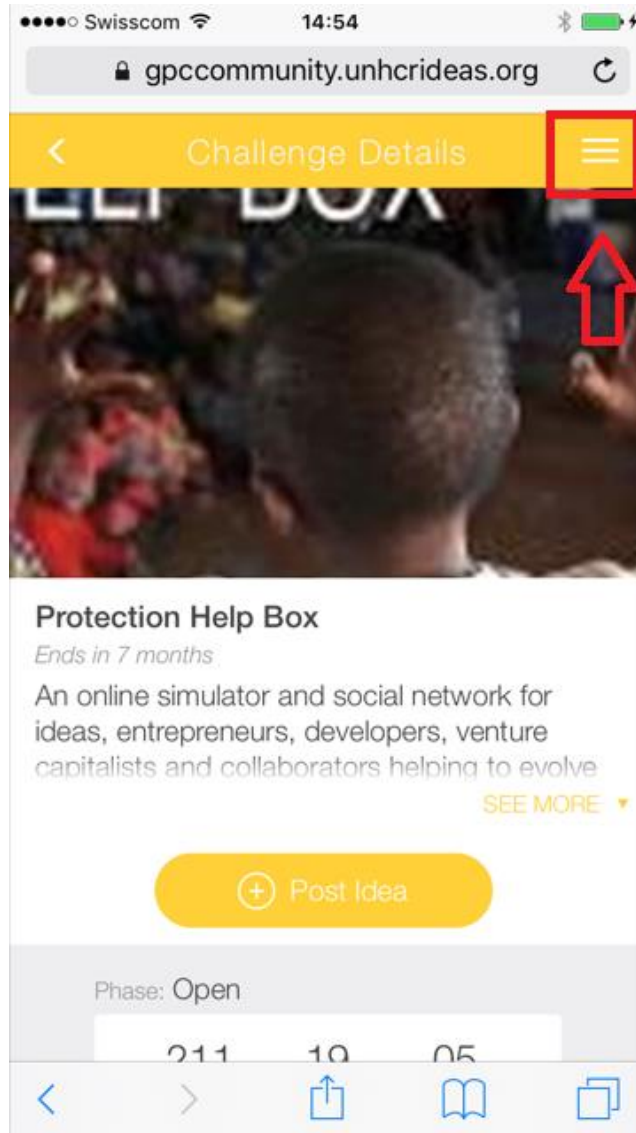
- **Step 3:** At the bottom of the opened page, you will see a "Desktop Version" button. Click this to access the entire GPC Community platform.
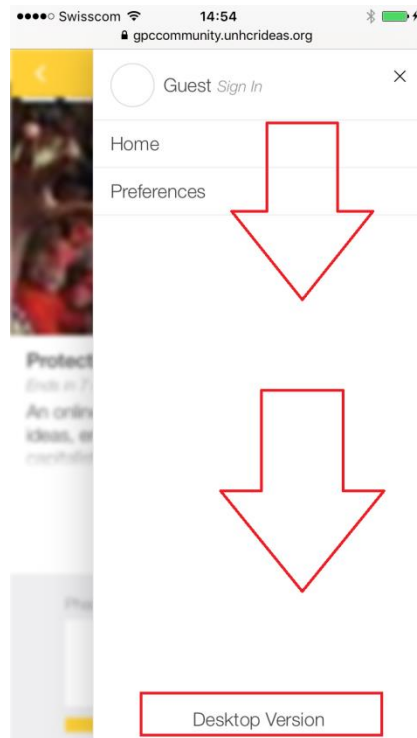
Joining a Team on the GPC Community of Practice

Collaborating around a question

If there is a question that you want to collaborate on as a team within one of the Exchange spaces – you can invite team members or request to be a part of the team that helps solve or discuss the question.

- **Step 1:** Click on the question that you are interested in collaborating around.

The GPC Exchange is a forum for colleagues in the Global Protection Cluster to share their questions, knowledge, and to engage in collaborative problem-solving.

How to collaborate:

- **Post a question:** Use the "post a question" form to ask the community for advice on challenges you've had in your day to day work, questions on training, information on best practices or a broader humanitarian challenge that you'd like your colleagues' input on.
- **Share your experiences:** Look through everyone's questions and challenges below or in the "View All Conversations" tab, and respond to the questions that you have experience with. Share your expertise and input with comments, votes, and additional questions.

Expert Review:

- Experts will review the top questions and provide input into the protection space. Questions that have been answered will be archived once they have been considered "solved" into a knowledge management and FAQ page. However, if a question is generating a lot of interest from the community, it may be chosen to be launched into a global protection challenge.

- **Step 2:** Once you're on the question page – on the right hand side you will see "Idea Team Members" Section. Click on "Invite Members" or "Become a team member" to participate and formulate your team.

- **Step 3:** Search for the GPC Community Team members by their name or username. Send the invitation for them to join!

Do you have more questions? Send us an email at: gpc@unhcr.org.