User Guide for ContactHub

ContactHub is an application developed by the Information Management team of the Inter-Agency Coordination unit, in UNHCR, Beirut Office. It is an online system which objectives are to:

a) Centralize all mailing lists used within the Inter-Agency in Lebanon through a web-based system that allows greater accountability toward partners.

b) Streamline the use of various sector-specific mailing lists by giving sector coordinators control over the mailing list that corresponds to their area of operation and sector of work.

c) Give partners and the wider audience interested in the Lebanon response, the option to choose which distribution list they would want to be included in as well as the option to unsubscribe at any time.

Instructions for subscribers:

Everyone who would like to receive regular updates from the Inter-Agency, Lebanon operation – per sector and area – is strongly encouraged to subscribe to the mailing list here.

- The link takes you to the subscription page (see figure 1), where you are requested to fill in your personal contact information. Although you are encouraged to fill in all the required fields, only the full name and email fields are mandatory to complete your subscription.

![Figure 1](image1.png)

- You will then receive an email which includes another link through which you continue your subscription by choosing the area and sector of interest (see figure 2). If you do not complete this step, you will only be included on the Inter-Agency global list, which is managed at the central level and used to communicate non-sector-specific updates related to the Lebanon response.

![Figure 2](image2.png)
To unsubscribe from the Inter-Agency mailing list, click here.

Instructions for ContactHub users i.e individuals who manage mailing lists on the system:

- If you do not have access to ContactHub, please reach out to Raffi at kouzoudj@unhcr.org who will give you your log in details. Please note that sector coordinators and area focal points are only given access to the relevant mailing lists.
- Click here to log in (see figure 3), you will be redirected to the welcome page, where you will see the mailing lists that you manage (see figure 4).

![Application Support](attachment://Application_Support.png)

Use this number in case you need technical support

![Figure 3](attachment://Figure_3.png)

Click on View to see the mailing list that you need

![Figure 4](attachment://Figure_4.png)

- Click on excel (see figure 5), to export the selected mailing list to excel to view all subscribers along with their contact information.
Figure 5

The Inter-Agency unit handles the mailing lists with utmost discretion and does not share personal contact information with third parties.

Please do not hesitate to reach out to the Inter-Agency unit at lebbeia@unhcr.org if you have any question, suggestions or comments!