

Trusted Networks Self-Service Tool

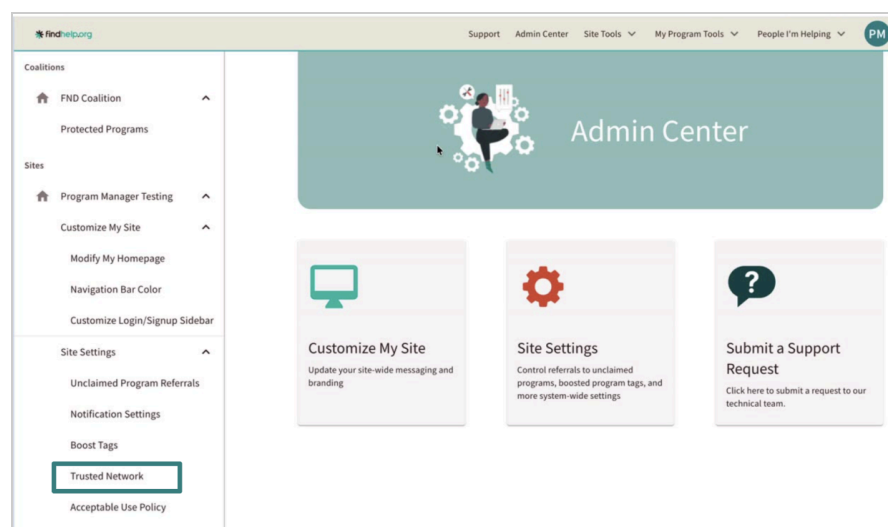
Quick-Start Guide

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Accessing the Trusted Network Tool

Go to **Site Settings** in the admin center and look for **Trusted Network** on the left-hand menu.

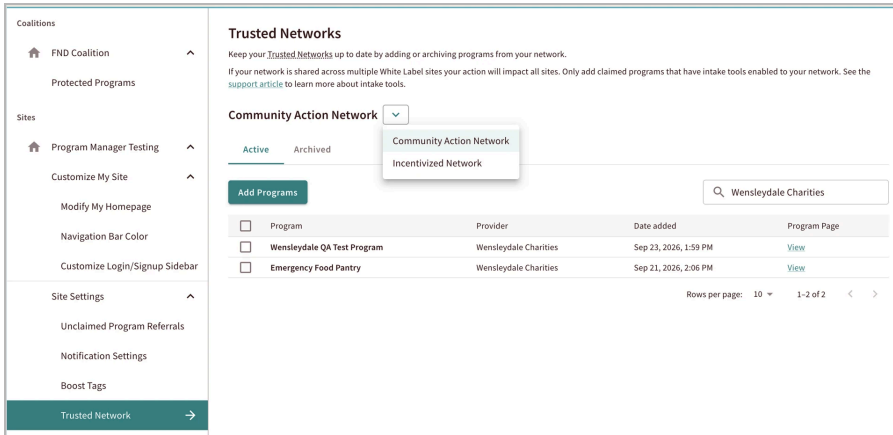


Note - This option only appears if a trusted network has already been configured for your site.

Managing Your Trusted Network

Use these steps to add or remove a program from your trusted network.

Step 1: Select the network you want to manage.



Trusted Networks

Keep your [Trusted Networks](#) up to date by adding or archiving programs from your network. If your network is shared across multiple White Label sites your action will impact all sites. Only add claimed programs that have intake tools enabled to your network. See the [support article](#) to learn more about intake tools.

Community Action Network (Selected)

Active | Archived

[Add Programs](#)

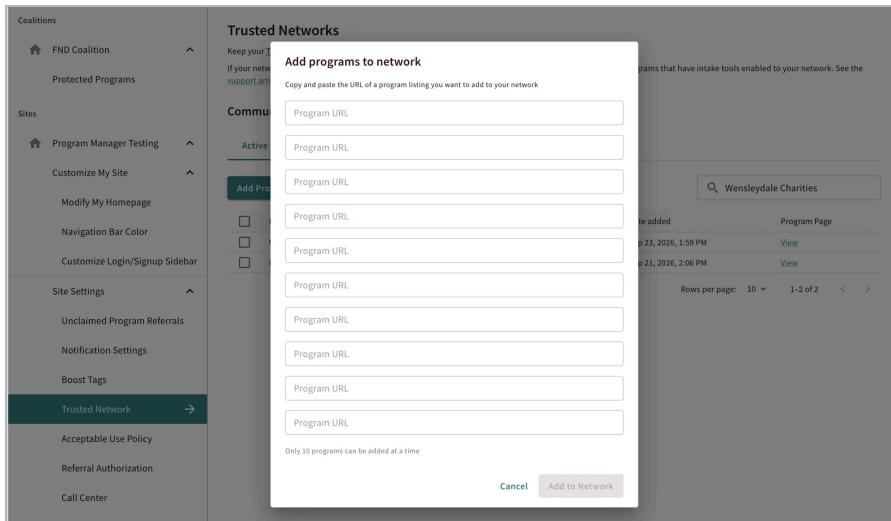
Wensleydale Charities

Program	Provider	Date added	Program Page
☐ Wensleydale QA Test Program	Wensleydale Charities	Sep 23, 2026, 1:59 PM	View
☐ Emergency Food Pantry	Wensleydale Charities	Sep 21, 2026, 2:06 PM	View

Rows per page: 10 | 1-2 of 2

If more than one trusted network is available, use the dropdown to choose the specific network you want to work with. The selected network will load its current program list.

Step 2: Add a program to the trusted network.



Add programs to network

Copy and paste the URL of a program listing you want to add to your network

Program URL

Program URL

Program URL

Program URL

Program URL

Program URL

Program URL

Program URL

Program URL

Program URL

Only 10 programs can be added at a time

[Cancel](#) [Add to Network](#)

Choose the trusted network, then enter either a **program URL** or **program ID**. Only claimed programs with intake tools enabled can be added successfully.

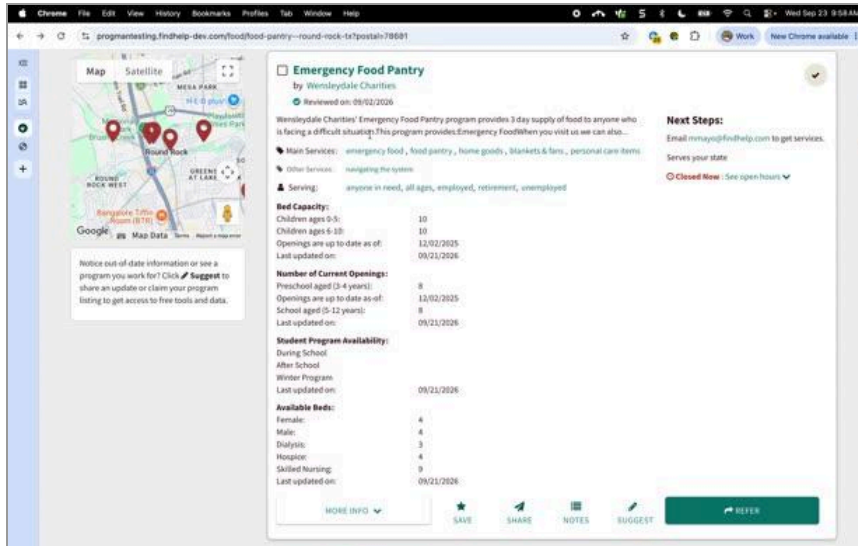
Note:

You can get the program URL you need by clicking on the program name inside of the program card. Then copy the web address in your search bar! The program ID is also found in that web address.



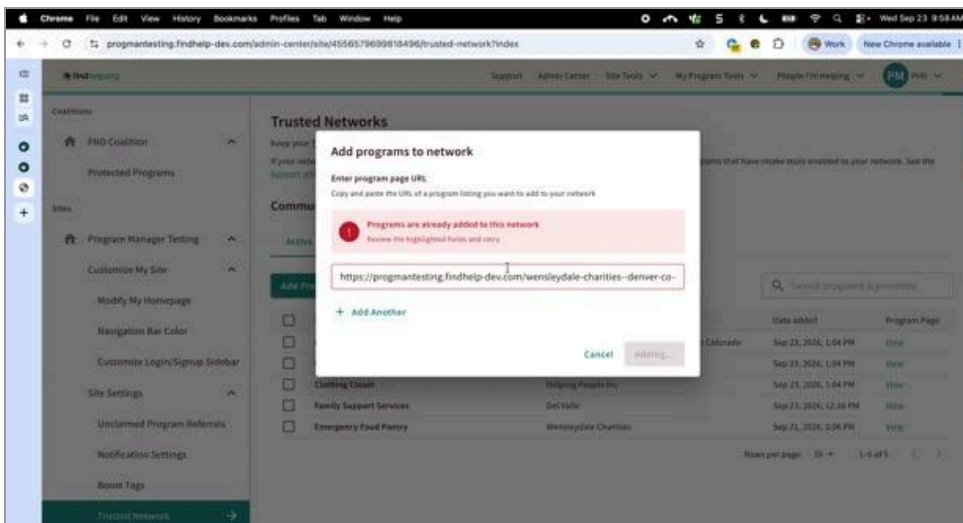
Ex: <https://www.findhelp.org/austin-extreme-weather-shelter-program/4765308357312512?postal=78731>

Step 3: Confirm the program is eligible.



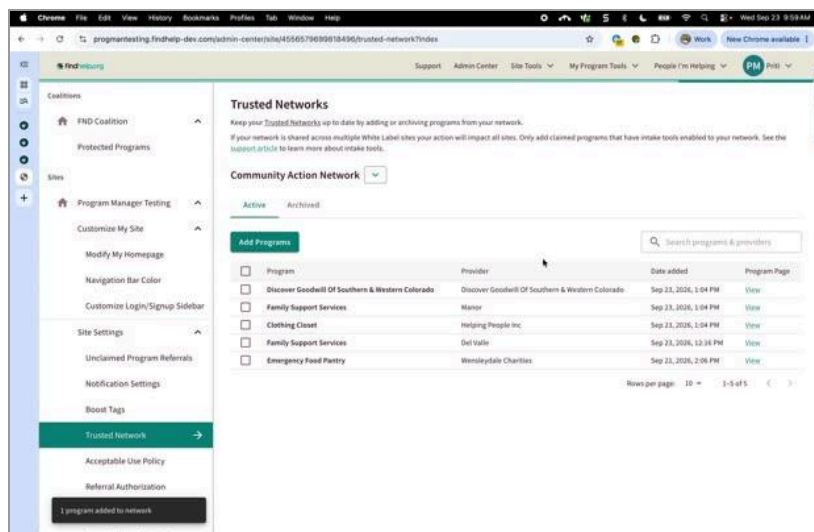
Make sure the program is claimed and has an enabled intake method before adding it. Use the **program URL**, not the provider URL.

Watch for duplicate-program warnings!



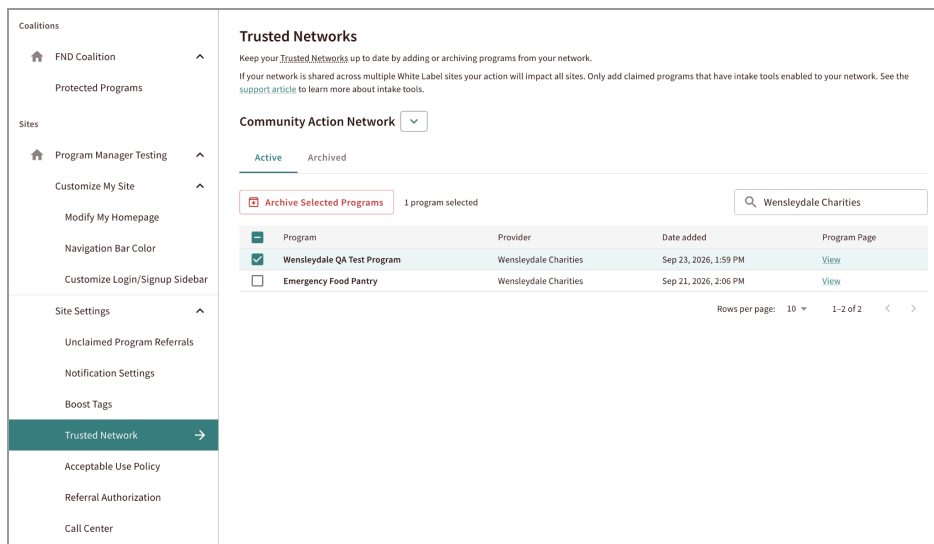
If the program is already in the network, the system will display a message that it has already been added. This prevents duplicate entries.

Step 4: Verify a successful add



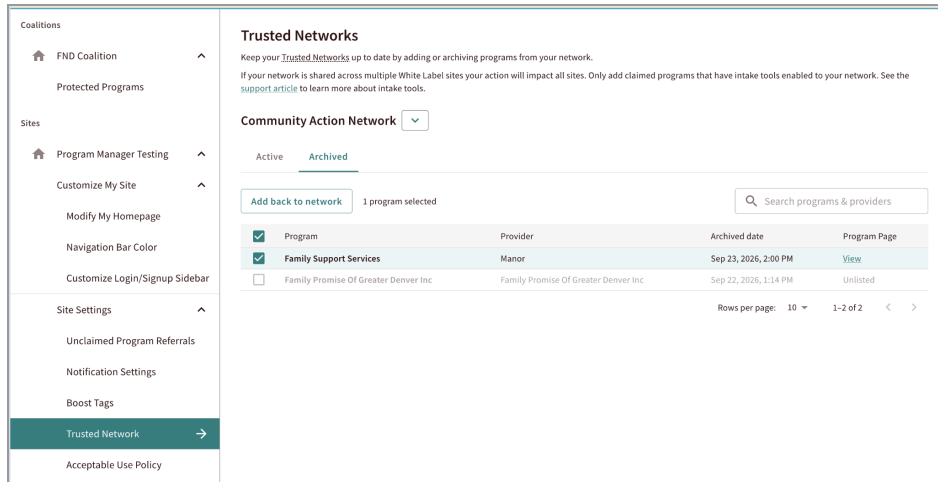
When the add is successful, a confirmation message appears in the bottom snackbar, and the program's added date is shown in the list.

Archiving Programs You No Longer Partner With



Select the checkbox next to one or more programs, then click **Archive Selected Programs** to remove them from the active network list.

Unarchiving Programs



Trusted Networks

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Community Action Network ▼

Active Archived

[Add back to network](#) 1 program selected

Search programs & providers

Program	Provider	Archived date	Program Page
☒ Family Support Services	Manor	Sep 23, 2026, 2:00 PM	View
☐ Family Promise Of Greater Denver Inc	Family Promise Of Greater Denver Inc	Sep 22, 2026, 1:14 PM	Unlisted

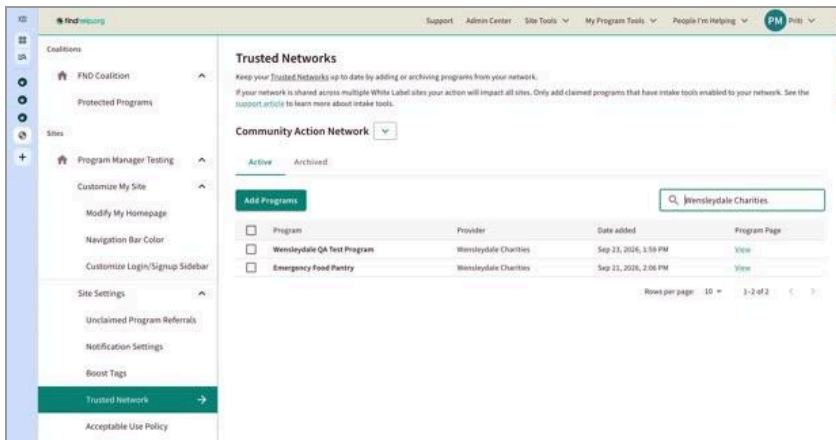
Rows per page: 10 1-2 of 2

Open the **Archive** tab to view programs that have been removed from the active network. Archived programs remain visible in this section.

If the program still exists on Findhelp, select it and choose **Add back to the network**. Programs no longer on Findhelp cannot be restored.

Search Tips and Support

1. You can search for active programs.



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Community Action Network ▼

Active Archived

[Add Programs](#)

Search programs & providers

Program	Provider	Date added	Program Page
☐ Wensleydale QA Test Program	Wensleydale Charities	Sep 21, 2026, 1:59 PM	View
☐ Emergency Food Pantry	Wensleydale Charities	Sep 21, 2026, 2:06 PM	View

Rows per page: 10 1-2 of 2

Use the search bar to find programs in the active list by name. This helps you quickly locate entries as your network grows.

- Keep in mind:** Changes to a shared trusted network affect all white label sites using that same network. Customers also cannot create their own trusted network name; this must be configured by a Customer Success Team Manager.
- Boosted Programs:** Boosting a Trusted Network on your whitelabel ensures that all programs you add to the network automatically become boosted and have your Trusted Network label attached.
- Reach out for help when needed!** If you need support managing your trusted network, contact your Customer Success Manager for assistance.