Connect Buttons

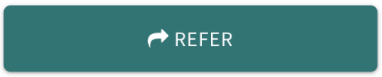
The "connect" button on each program card is dynamic, adapting its label and function to match the organization's unique intake workflow. By reflecting the program's specific referral type and established next steps, it shows Seekers and Navigators how to initiate outreach and access services.

Live Versus Logged Referrals

Depending on if the referral is live or logged, the connect button language will vary.

Live Referrals: The connect button language reflects an action taken within the platform. This indicates a direct, digital hand-off where information is sent through the system to the organization.

Logged Referrals: The connect button language reflects an action taken outside the platform. This is used to document a real-world interaction, such as a phone call, an email, or an in-person visit that has already occurred.

Live Referral Connect Buttons		
		
The 'REFER' connect button appears to logged-in Navigators when sending a live referral directly to the program is the best way to contact them.	The 'CONTACT HERE' connect button functions the same as 'REFER'; however, the language on the button changes based on the type of user. Non-logged-in users / logged-in Seekers will see 'CONTACT HERE'.	The 'APPLY HERE' connect button shows on program cards when a Findhelp screener is enabled for a program. Seekers complete the initial connect form before moving directly into the screener.

Logged Referral Connect Buttons	
	
The 'CONTACT ON THEIR SITE' connect button indicates the best way to reach a program is via a contact form on their external website.	The 'SCHEDULE ON THEIR SITE' connect button appears when the best way to connect with a program is through a scheduling tool, typically hosted on their external website.
	
The 'APPLY ON THEIR SITE' connect button appears when the best way to reach a program is through an external application, typically hosted on their website.	The 'SEE NEXT STEPS' connect button shows when the best way to reach a program involves calling, emailing, or visiting in person.