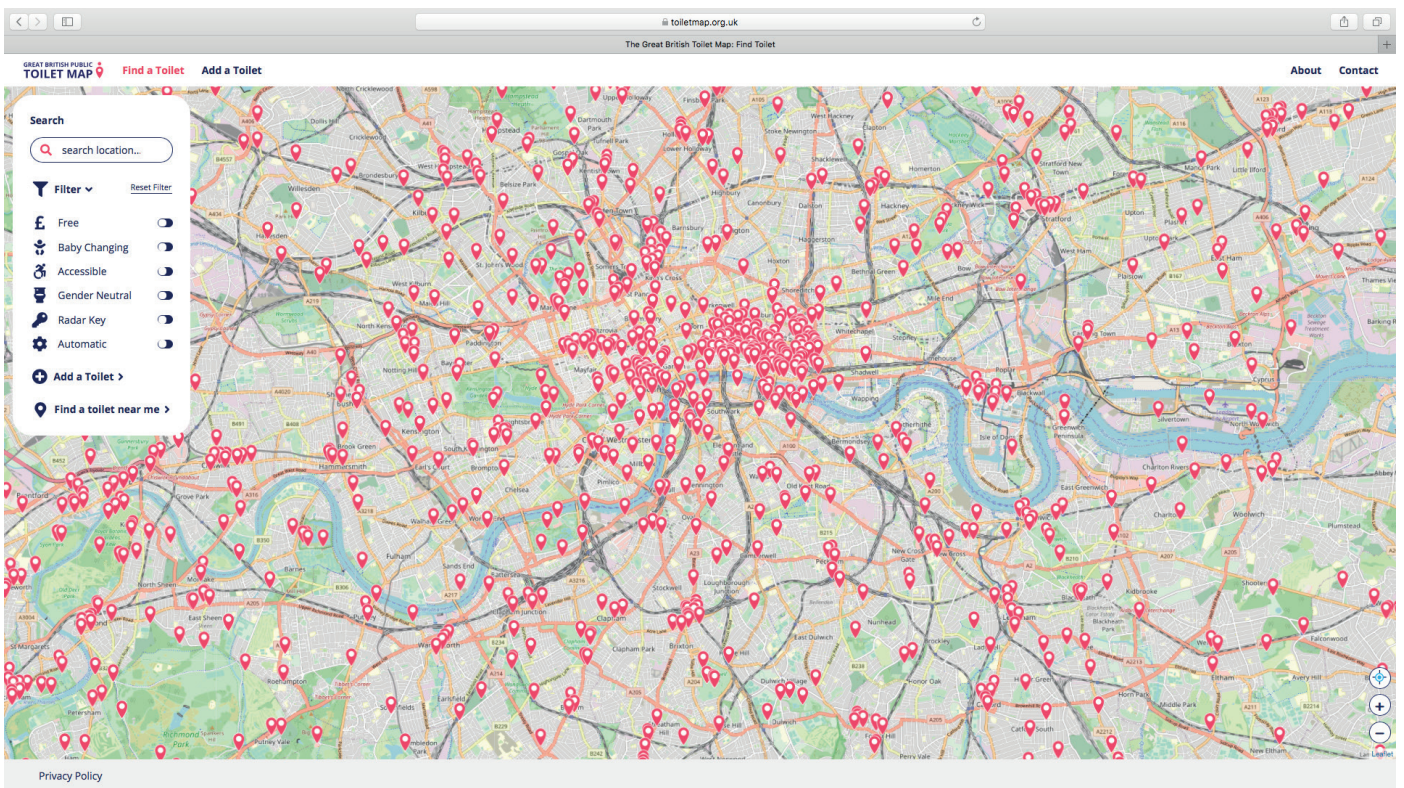




Volunteer Help Guide



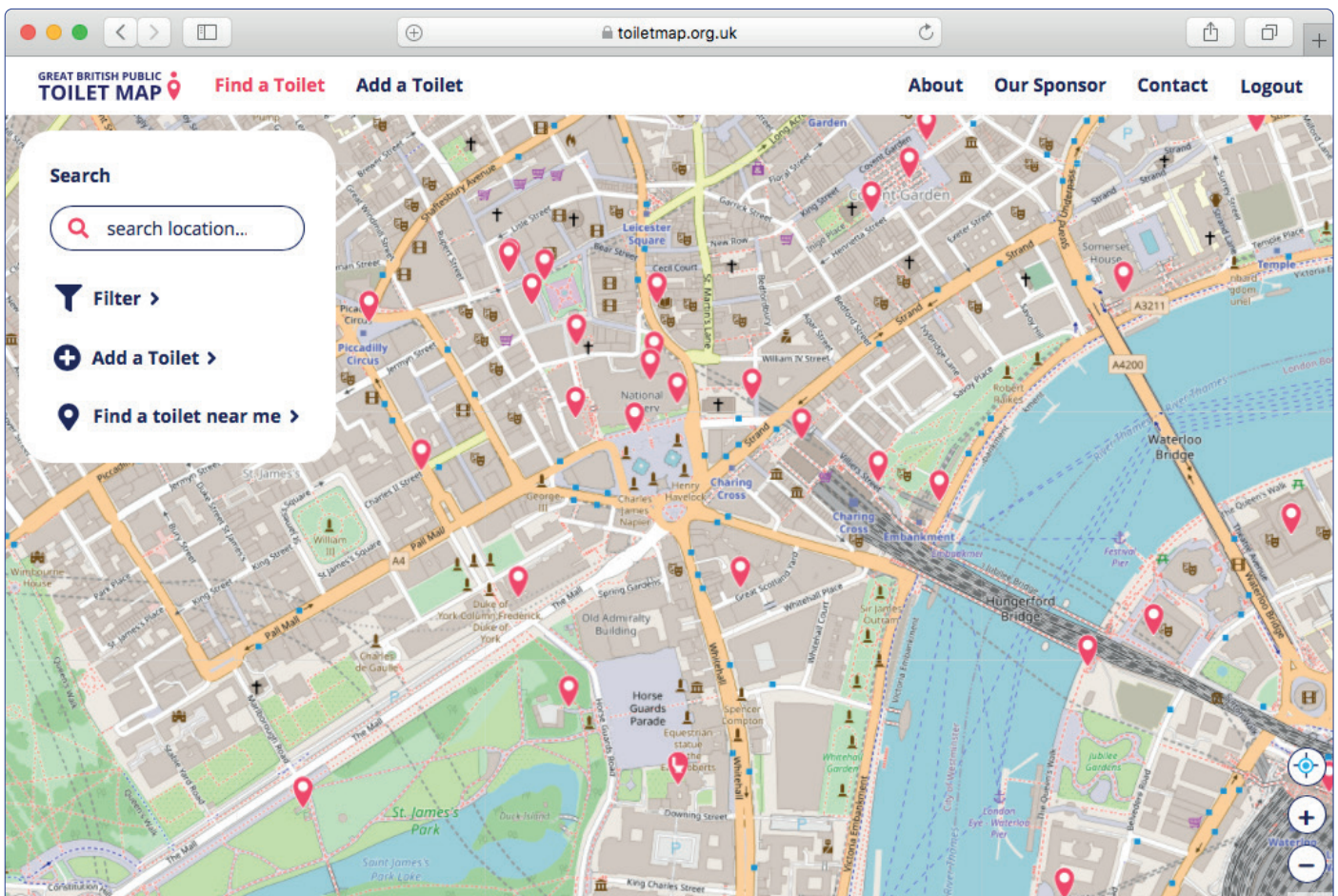
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Opening the toilet map: Desktop

The Great British Public Toilet Map is a website which can be found at <https://toiletmap.org.uk>.

You can use it to **find** a toilet, **add** a toilet that is not shown, **edit** wrong or missing information about a toilet that is already shown, or **remove** it from the map entirely. The Find a toilet and Add a toilet buttons can be found directly on the home page.

The **'Filter'** button allows you to choose to only show toilets that match a specific criteria (eg. wheelchair accessible),



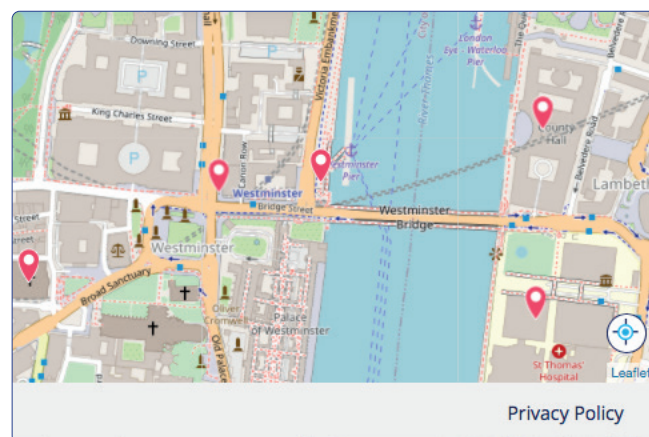
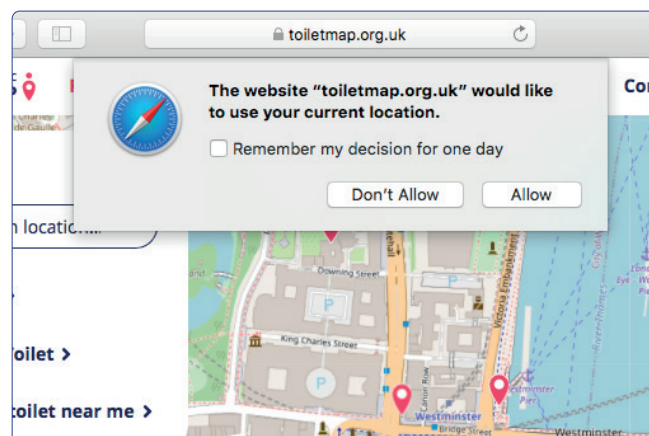
“Find a toilet near me”

The ‘**Find a toilet near me**’ button recentres the map in your current location.

This only works if your browser has ‘location services’ enabled - not all computers can do this, but it should work on most smartphones.

If it is possible, then a ‘pop-up’ menu might appear asking for you to allow “toiletmap.org.uk” to use your current location. Click **Allow** to centre the map where you are.

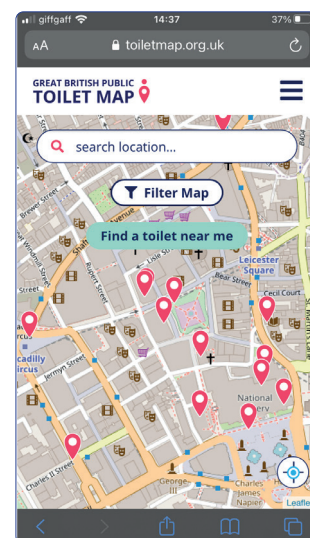
The light blue **crosshairs** button (bottom right of screen) also recentres the map where you are.



Opening the toilet map: Smartphone

The map is opened the same way on a smartphone as any other website.

On the next page, we’ll show how to save it to your home screen, so that it has its own icon and shortcut, like an app.

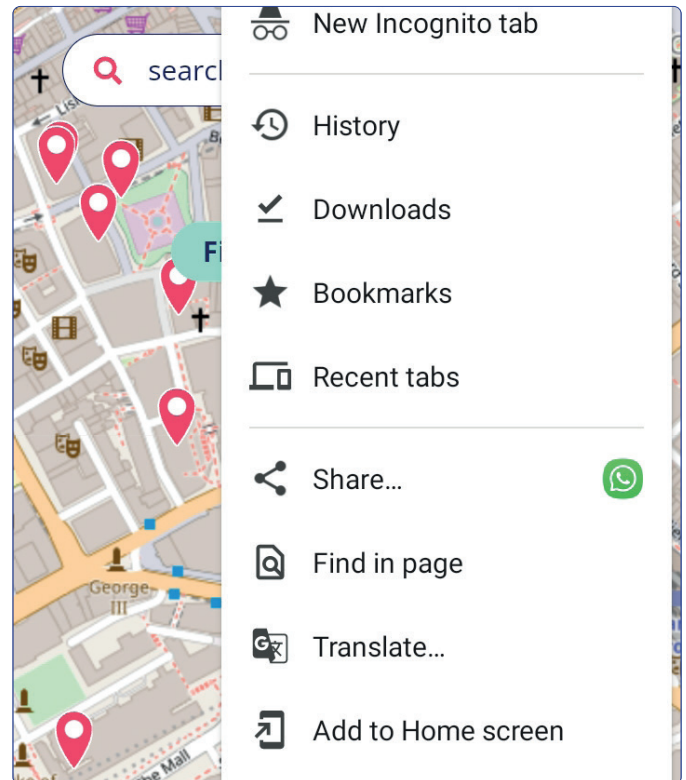
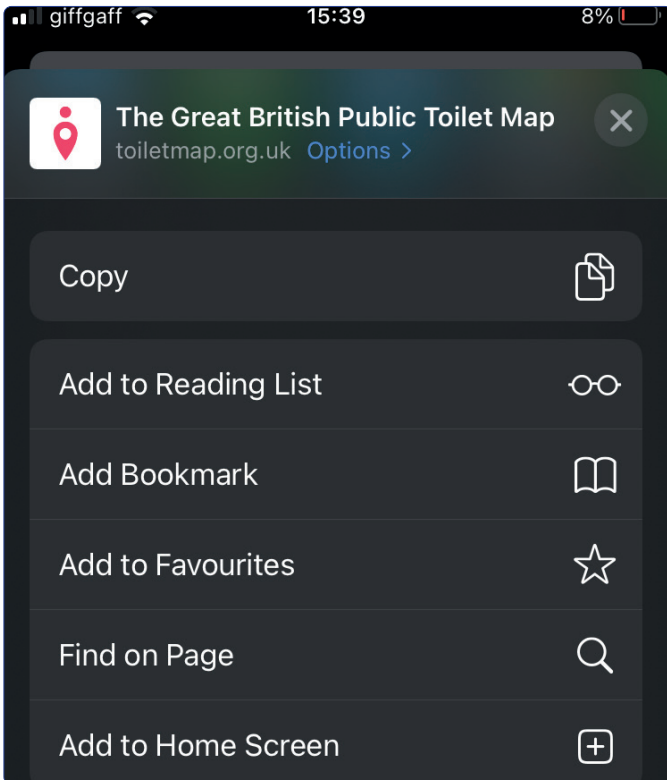
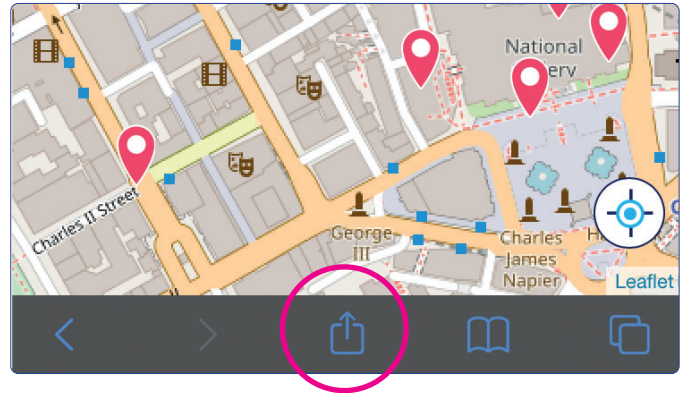


Save to Home Screen

To add a shortcut to the Toilet Map on your phone's home screen:

Click the 'share' button (circled), then scroll down to 'Add to Home Screen'.

The screenshots show this on Safari (on an iPhone) and In Chrome (on an Android):



The Toilet Map logo - a red pin / pictogram - will appear as the icon. Whilst it now looks like an app, clicking on this button will open the Toilet Map website directly in your default browser.



Which toilets to add?

You are welcome to add the following facilities:

- **Public toilet blocks, automatic public toilets, urinals**
- **Shopping centre** toilets
- **Department store / superstore** toilets
- **Supermarket** toilets
- **Petrol station** and **service station** toilets
- Restricted opening hours eg: **market-day** or **night-time toilets / urinals**
- Toilets in **public buildings** that the public can freely access. This could include libraries, town halls, hospitals, museums, leisure centres
- Toilets on the **public transport network** including train stations, bus stations, tube stations, visitor-side airport toilets, ferry terminals etc, **including toilets beyond the gateline**, e.g. on the platform, as the information is useful to passengers mid-journey, especially when many trains don't have toilets onboard. The restriction on access can be added in the 'notes' field.
- Toilets in **Community Toilet Schemes** or **Comfort Schemes**, which tend to be run by councils, and include shops, cafes, supermarkets, restaurants, hotels and pubs who have stated, by being a member, that non-customers can use their toilets.

Please do not include:

- **toilets where you need to ask permission to use it**, and those that are for **customers-only** such as in small shops/cafes.
- *public buildings and attractions where **access is restricted to users**, e.g. **beyond a security desk or gateline, needing an admission ticket, or 'members only'**.*
- toilets/urinals for **temporary events** (though market-day or nighttime pop-up facilities can be added).

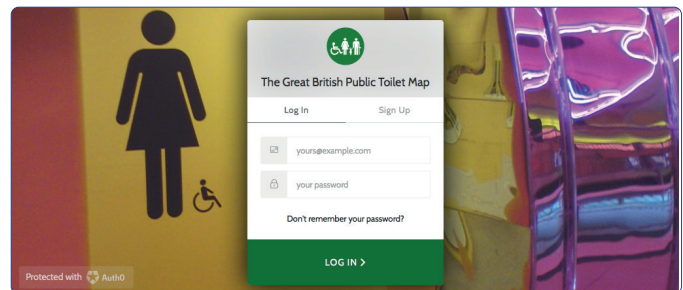
Creating an Auth0 account

To add or edit a toilet, you need to sign up for an account.

You can do this by clicking 'Add a toilet' on the home screen. You'll then see a button 'Sign up/Log in'.

The system we use is called Auth0.

For the Auth0 sign up process, you will need an email address and a password.

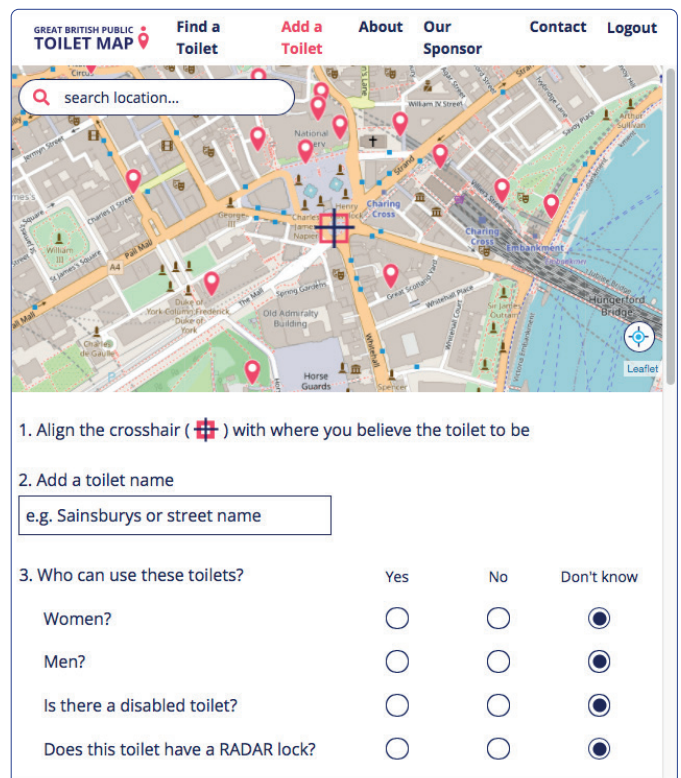


How to add a new facility

Once logged-in, the Add a Toilet webpage is displayed.

The top half shows a map. This is centred on the same view that you had before you pressed 'Add a Toilet'. The bottom half shows all the pieces of information ('fields') that you can complete about the toilet. The next page explains how to change the location and fields.

You do not have to complete all (or any) of the fields to add a toilet. The minimum that you need is a location.

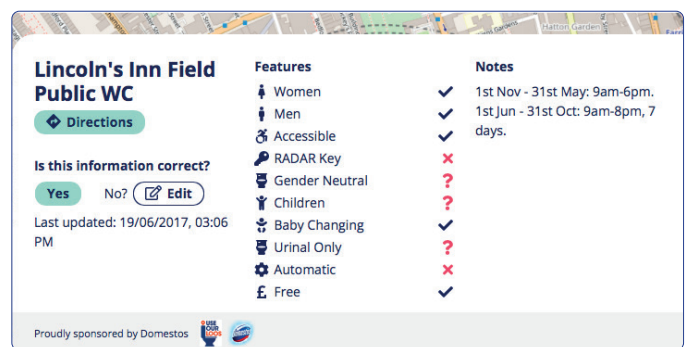


How to edit an existing facility

To edit a toilet, first click on the red 'pin' for that toilet, then click Details.

Under 'Is this information correct?', click 'Edit'. (if it is perfect - click 'yes'! This is useful to us, to confirm it is up-to-date).

Clicking on Edit will either open the 'Sign up/Log in' page, or if you are already logged in, the Edit a Toilet webpage - similar to Add a Toilet, but pre-filled with the latest information.

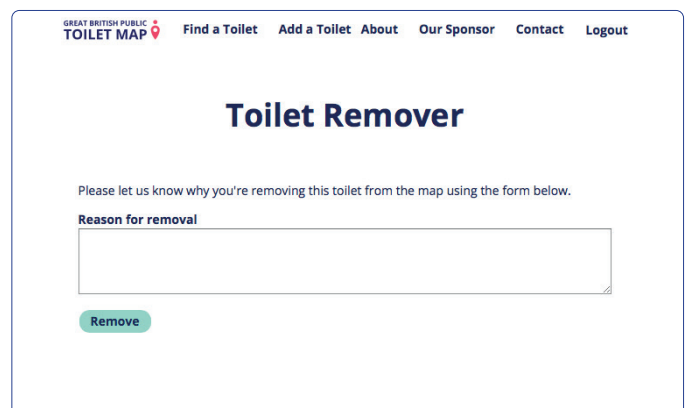
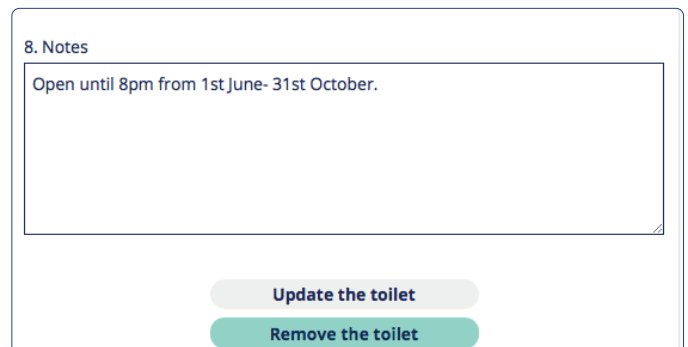


How to remove an existing facility

To remove a toilet, first click on the 'Edit a Toilet' button. Scroll down to the end of the Edit a Toilet webpage for the button 'Remove the toilet'.

Clicking this button will not remove the toilet straight away. First it will open the Toilet Remover page. Here, please enter a reason - it need not be long. (e.g. 'closed' down', 'error', 'duplicate' or in your own words.)

Once you click Remove, the toilet should be gone!

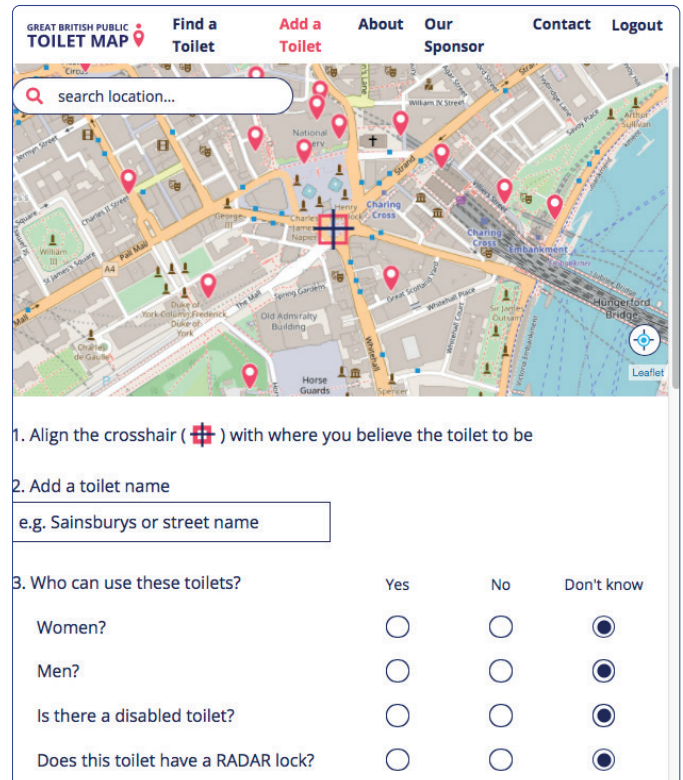



1. Adding or editing a location.

On the Add or Edit page, the crosshair [red box with blue cross] shows where the toilet pin will be placed.

To reposition it, move the map by clicking/pressing and dragging, rather than the crosshair. The crosshair will always stay locked to the centre of the map

It's very easy to accidentally reposition the map so be certain it is still correct before completing the page. Also, don't forget to set it! The Toilet Map's default location is Nelson's Column, London - there is often a toilet showing there by mistake!



1. Align the crosshair () with where you believe the toilet to be

2. Add a toilet name

3. Who can use these toilets?

	Yes	No	Don't know
Women?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Men?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Is there a disabled toilet?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Does this toilet have a RADAR lock?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

2. Toilet Name

The Toilet Name is a very useful field.

It is the only information shown when someone clicks on a toilet pin. For everything else, the user must click 'Details'.

Therefore names such as:

- Cannock Sainsbury's
- West Park Public Toilets
- Promenade (Automatic Toilet)
- Urinal (24 hour)
- BP Garage

..can tell people a lot about whether this is a toilet that they would be happy or able to access and use, before they find out more.

3. Who can use these toilets?

The first two questions are about who has access to a facility, *not* whether there are separate mens/womens toilets.

It is about men/women who do not need the disabled toilet.

However it may be about that toilet if it is the only toilet *and* intended for all users (a 'universal' toilet).

3. Who can use these toilets?	Yes	No	Don't know
Women?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Men?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is there a disabled toilet?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does this toilet have a RADAR lock?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Click yes to both women/men if there is:

- a unisex/gender-neutral toilet(s)
- separate womens and mens toilets

Click no to women or men if:

- there is only a womens *or* mens toilet(s) (or if the other facility is far enough away that is mapped separately)
- only a urinal

Click no to both if the facility is

- only a children's toilet
- only a disabled toilet not intended for wider use

If adding toilets listed online (eg council webpage), it is safe to assume that both men/women can access a toilet. Websites will normally state clearly if a location has only a womens or mens toilet, or only a urinal.

The **disabled toilet** is almost always unisex/gender-neutral so we do not collect data about whether men and/or women can access it, just if there is one. The map can be filtered by 'accessible' (disabled toilets). In rare cases where the disabled toilet is gender-separate, e.g. within a womens and/or mens facility, this can be added in the Notes field at the end of the form.

Disabled toilets sometimes have a **RADAR lock** to limit access to people who need them, via a RADAR key, also known as NKS key. These keys are available to people with disabilities or health conditions through a scheme now operated by Disability Rights UK. Including this information means that users are able to filter results by 'RADAR key'.

4. At this toilet is there...?

This is about the design of the facility itself.

A **gender-neutral toilet** is also called a **unisex** toilet. This only includes disabled toilets if they are intended to be used by everyone, e.g men, women & disabled toilet signs on the door.

4. At this toilet is there ...	Yes	No	Don't know
A gender neutral toilet?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
A children's toilet?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Baby Changing?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Only a urinal?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
An automatic / self-cleaning toilet?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Click 'yes' here even whether the gender-neutral toilet is the only toilet or it is provided in addition to mens/womens toilets.

It is often not possible to know if there is a gender-neutral toilet from online information (eg council websites). This needs on-the-ground information. The toilet map can be filtered to show 'gender-neutral toilets'.

A **children's toilet** is a cubicle with a smaller toilet. It can be found within a main facility, or as a child-only facility, eg in some playgrounds. For both cases, click 'yes' here. Children-only facilities would also be reflected in your answers to Qu 3 (women / men *cannot* use this toilet), and the Toilet Name or notes section. Children-only facilities will be indicated online, but the presence of a child toilet in a cubicle needs on-the-ground information.

Baby-changing tables. Often indicated through a sign on the door. This may be in womens, mens and/or disabled toilet, or their own space. Use the notes field to give exact location, along with presence of any baby-feeding rooms.

If there is *only* a **urinal** this is usually indicated in online information. Some city centres distribute additional 'pop-up' urinals at night-time. These can be added if consistently located and if 'opening times' are also provided.

Automatic toilets, also called 'superloos', are on-street unisex public toilets with automatic doors and self-cleaning cycles between use. We collect this data as some people have a strong dislike of them.

5. Is this toilet free?

This data is used to filter the map to show **payment-free toilets**. Write what you like in the box: 20p, £0.20, "cards accepted...". Longer descriptions ("free but donations accepted") go in 'notes' field.

5. Is this toilet free? Yes No Don't know

Payment Details

The amount e.g. 20p

6. Opening Hours

If you know the **opening hours** and it says 'no' underneath, click this to toggle it to 'yes', It will show the days.

The toggle switch next to each day changes that day from 'closed' to the hh:mm to hh:mm fields.

6. Do you know the opening hours? Yes

Monday	<input type="radio"/>	09:00	to	17:00
Tuesday	<input type="radio"/>	09:00	to	17:00
Wednesday	<input type="radio"/>	09:00	to	17:00
Thursday	<input type="radio"/>	09:00	to	17:00
Friday	<input type="radio"/>	09:00	to	17:00
Saturday	<input type="radio"/>	09:00	to	17:00
Sunday	<input type="radio"/>	09:00	to	17:00

The format **hh:mm** must be used. If not, the 'Update this toilet' button at the end of the form will not work.

For **seasonal opening**, enter one season's opening hours in the form, and give the alternative hours, or closed period, in the Notes field.


For **variable (eg. dawn-dusk) opening**, click 'no' to Qu 6, and write this in the Notes field.

7. Use Our Loos & 8. Notes

Qu 7 will be changed to '...belong to a **community toilet scheme?**'. Answer yes if so.

Qu.8 is for **any other useful info**, e.g. postcodes for Sat-Nav systems, additional facilities, barriers to access, or advice if it is hard to find.

7. Do you know if the toilet belongs to the Use Our Loos Scheme? No



Use our loos is a national campaign working to unlock the loos that are hidden in high street cafes, restaurants, coffee shops and bars. [Read more here.](#)

8. Notes

Add any other useful information about the toilet here

Update the toilet
Remove the toilet



What we see when you add/edit a toilet.

When you add, edit or remove a toilet, the database updates immediately. You should be able to see the changes straight-away yourself.

Each time someone adds, edits or removes a toilet, it appears in the **Toilet Map Explorer** - a chronological database of edits, with most recent edits shown first.

You (and anyone else) can view this at:

<https://www.toiletmap.org.uk/explorer/search>

The contributor's identity is hidden, shown only as 'Anonymous'.

A few people within the Toilet Map team can see the 'names' of a contributors - this is the first part of the email that you register with on Auth0. Toilets that have been edited more than once will have all prior contributors listed next to them. We can then see the changes that the latest contributor has made. We very rarely change information submitted by contributors - you are in a better position than us to know what's happening with toilets near to you!

Name	Area	Contributors
the Hub cafe, Oasis Centre	Lambeth Local Authority	Anonymous
Blakeney Harbour	North Norfolk Local Authority	Anonymous
Newgates Lane Public Toilets	North Norfolk Local Authority	Anonymous
Stearmans Yard Car Park Public Toilets	North Norfolk Local Authority	Anonymous
Walsingham High St Public Toilets	North Norfolk Local Authority	Anonymous
Bridge Street car park public toilets	North Norfolk Local Authority	Anonymous
Queens Road Car Park public toilets	North Norfolk Local Authority	Anonymous
Highfield Road Car Park	North Norfolk Local Authority	Anonymous
Albert Street Public Toilets	North Norfolk Local Authority	Anonymous
New Road Car Park Toilets	North Norfolk Local Authority	Anonymous

Need some help?

If you have any questions, comments or concerns, or need help making changes yourself, please email:

gbitoiletmap@gmail.com

and I (Gail Ramster, The Great British Public Toilet Map) will respond as soon as possible.

Thank you!