



Onboarding for Administrators of Organizational Accounts



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1. Getting Started

Your organization will need to appoint an **Organizational Nursery Administrator (ONA)**, who will register your organization on Nursery and be in charge of your Nursery account. We recommend that this Administrator be a Senior ICT Official of your institution or organization.

Your ONA will need:

1. a computer (recommended), a tablet, and/or a mobile phone;
2. an institutional email (for example: admin@yourinstitution.com);
3. a duly registered work email (we will send OTP details to this email) and phone number;
4. your organization's official website; and
5. relevant documents such as a Corporate Affairs Commission (CAC) business or company registration certificate, university charter, identification document, and a letter of authority authorizing the ONA to serve as the administrator of your Nursery account (these documents are currently set to be optional but will greatly serve to accelerate your company's Nursery account approval).



2. Registering Your Organization

Registering your organization is easy. Simply **visit www.nursery.ng/register-organization**, fill the requested details and submit. We will receive, review, and approve your submission.

We may reach out to your organization through you, if we need more details to approve your registration.



3. Logging In

Once your registration is approved, you will receive a link via the work email you supplied to set up your admin and organization account. This short activity will include verification of your work email and/or work phone number, and the creation of a password to access your organization's Nursery account.

Thereafter, you will be prompted to log in with your work email and the password you created.



4. Managing Your Organization

You (**the ONA, the Admin**) can manage the entirety of your organization in the 'Organization' section on the left panel.

To modify your organization's details such as its name, description, website, and official email, tap on the 'Edit Profile', make your changes, and click the 'Save Changes' button.

4-1 Understanding permissions and roles

As an Admin, you have complete control over your organization's account on Nursery. This is because you have been automatically granted all the permissions associated with the actions your organization needs to perform on Nursery. Specifically, you have the following permissions:

1. Equipment: full permissions to list, manage, modify, and delete equipment;
2. Bookings: full permissions to respond to, delete, review, and manage bookings for your equipment;
3. Availability: full permissions to set and modify equipment availability;
4. Members: full permissions to invite, manage, and remove members; and
5. Analytics & Reviews: full permissions to view, review, and manage analytics and reviews received by your organization.

As an Admin, you can choose to singlehandedly manage your organizational account alone, or delegate some or all of your powers to other designated members of your organization. In other words, you could decide to invite a co-worker to also serve as an **Admin** (granting them all the permissions you have), or as a **Staff** (granting them some of the powers you have), or as an ordinary **Member** (granting them very limited powers; this should be the case, when you are inviting a researcher at your institution to be part of your organization but should possess no powers to perform any or most of the aforementioned actions).

ACADEMIC AND RESEARCH INSTITUTIONS: *If you are an Admin of an academic or research institution, you can invite the heads of laboratories across several departments in your institution as 'Staff', and then grant them the additional permission to invite other 'Staff' (such as other laboratory technologists within their respective departments) to serve as equipment managers, booking managers, and/or other roles you want them (or they ought) to perform by modifying their permissions. This way, you can decentralize and streamline operations across the length and breadth of your institution, no matter how large it is.*



Managing Your Organization

As you manage permissions and roles, take note of the following:

1. An individual with 'Staff' access can manage equipment, bookings & availability but cannot manage members; and
2. An individual with 'Member' access can only browse equipment and create booking requests.

As an Admin, you can grant a Staff permissions to list but not modify or delete equipment; grant another Staff permissions to only respond to bookings; grant another staff permissions to set equipment availability and/or manage reviews. In short, you have the power to define the role of your team members by granting them a unique set of permissions.

As an Admin, you further have the power to grant, modify, and revoke any or all of the permissions you grant to the individuals you invite to help run or be part of your organization's Nursery account.

We've already implemented enforcements for ONAs to use their work emails for Nursery-related activities, Admins (including ONAs) should remember to remind the users to use their work email for all organizational activities on Nursery. In fact, ONAs are strongly advised to only invite team members using their work emails.





Managing Your Organization

4-2 Inviting and managing organizational users

To invite a user to help you run your organization's Nursery account or to simply affiliate them as a member of your organization on Nursery. Go to the *'Organizations'* tab and navigate to *Organization Members* section. Click *'Invite'*, follow the prompt, and invite the colleague you intend to.

If you are unsure what role you want them to play. Invite them as a *'Member'* first. You can always modify their roles and permissions later on. The invited personnel will have to accept your invitation via the email sent to the email address you supplied. You can completely grant, modify, and fully revoke all or some of the permissions of an invited *Admin, Staff, or Member* at any time by clicking the *'Permissions'* tab at any time. You can also remove them completely from your organization's account at any time by using the delete icon.

NOTE: When you remove a user, they will not be able to perform any activity on behalf of your organization on Nursery. However, they will be defaulted to an individual Nursery account and can do what other normal individual Nursery users can do.

USE CASE EXAMPLE: the ONA of a University invites the Head of Labs (HoL) of the Chemistry Department as *'Admin'* and all lab technologists of the department as *'Staff'*. The ONA collaborates with the HoL to define the functions of each lab technician and create the right set of permissions for them.



Managing Your Organization

4-3 Setting payment policy

Nursery allows you the flexibility to set when and how you intend to collect payments associated with bookings for the equipment, facilities, or services you have listed. This can all be managed under the 'Payment Policy' within the 'Organization' section. **Users are only prompted to pay after you must have approved their booking.**

PAYMENT TIMING: You can require users to *Pre-pay*: that is, to pay before the booking activates (that is, before they can present themselves to use the equipment/service); *Post-pay*: that is, collect payment after the booking is complete (user must have utilized the equipment/infrastructure/service); *Deposit*: require some upfront payment, with the balance required after the booking is completed; or set to *Free*, requiring no payment for the booking to be completed (implying that users do not need to pay to use your organization's equipment. This is a good option if you intend to use Nursery internally within your organization as a scheduling/reservation tool.).

COLLECTION METHOD: Through our payment provider, Paystack, we can help you process and remit your earnings to the bank account you have designated. This method is particularly great for organizations that need to automate payments and receipts. Note that Nursery will deduct 1% of the fee you listed and remit the remaining 99% to the account you designated. Also note that Paystack may charge the customer a processing fee.

Alternatively, you may collect payment yourself by specifying some other payment method using the 'Offline/Bank Transfer' policy. You will be asked to provide some additional payment instructions to guide users seeking to make payments to you.

REFUND POLICY: Where applicable, we encourage you to communicate with your users to process refunds in a timely and effective manner. We are currently working to implement features that will help you streamline refunds.





5. Listing and Managing Equipment and Facilities

Your organization can only list equipment and/or facilities/infrastructure used for scientific, technological, and manufacturing activities.

You, the *Admin*, or the individuals you designate (*Staff, Members*) with the right permissions can list, modify, manage, and even delete equipment. So, be a little cautious when you grant permissions.

5-1 Uploading equipment/facility list

You can upload equipment or facilities using the '*List Equipment*' button on the left panel and on the '*Equipment*' modal. **You can upload equipment one-by-one or upload in bulk, using the designated Excel sheet.** Be sure to read the instructions page on the Excel sheet. Also note that you cannot add images to listings uploaded using the bulk upload function. You will have to go back to modify such listings to add images. All equipment/facility you upload become instantly searchable and discoverable by researchers and users on Nursery.

You can require your organization's approval before bookings for a particular equipment are confirmed. If you do not indicate this during upload, bookings will be immediately confirmed using the *Instant Booking feature*. Additionally, you may require that users give you advance notice to book the equipment. To set this, simply set the number of days you require to be notified. Once a user intends to book, they'll only be allowed to book into the future but you will receive the notice of their intended booking immediately.

Additionally, for each equipment you upload, Nursery will allow you specify its hourly and daily charges.

IMPORTANT: When you list an equipment, you can indicate who should manage the equipment during upload. This individual will be the one to receive all email notifications regarding bookings associated with the equipment, although other team members can still handle your bookings (if they have the permissions to do so). This listed individual's contact will also be displayed to users, in the event users need to contact someone in your organization regarding the equipment. If you decide not to indicate a team member, the *Admin* becomes the equipment manager. Edits to, and deletion of listed equipment can still be handled by a user, other than the one who listed the equipment (insofar they have the appropriate permissions).



Listing and Managing Equipment and Facilities

5-2 Setting statuses

The status of an equipment is set to available, once you list it. We expect that the status of the equipment be reviewed and modified very regularly and to reflect the true status of the equipment in real time. We expect that an equipment under maintenance should have its status set to *'Maintenance'*; those that are offline should be set to *'Offline'*. Other status updates such as *'In Use'* and *'Retired'* should be used accordingly. Nursery reserves the right to delist or sanction any organization, who refuses to regularly update the status of their equipment.





6. Managing Bookings

6-1 Setting booking availability and handling bookings

Nursery has implemented a robust equipment availability feature that allows you to specify when a particular equipment is available for booking or otherwise. You are allowed to set recurring or one-time availability/unavailability. Only equipment managers are able to modify this settings, so make sure you grant them the right permissions! The options to manage the availability of an equipment are available on the *'Manage Availability'* on the equipment's details page after you list the equipment.

We have implemented features to automate bookings. Once your equipment is booked, your equipment manager (indicated when the equipment was listed, or the *Admin* if none was indicated) will receive an email notifying them of the booking. The equipment manager then has the option to review, accept, or reject the booking. The booking user will receive the appropriate email, notifying them of the manager/Admin's decisions. The manager also receives a notification if a booking user cancels their booking. Note that other members of your organization with the right permissions will essentially be capable of viewing, accepting or rejecting bookings through the *'Bookings'* modal, only that they will not receive any email notifications if they are not the listed managers.

Booking managers have the functionality to indicate when a booking user shows up for their booking, do not show up for their booking (a no-show), and when the booking user completes their booking: *'Mark complete'*. These functionalities are in place to enable you to make the best of the booking service on Nursery.

Remember that you can set when your equipment is available or unavailable for booking by using the *'Manage Availability'* feature. You can set a recurring or one-time availability or unavailability. This way, you can set your schedule and ensure you can reserve time for instrument maintenance and repair. In addition, **once you approve a booking slot for an equipment, Nursery automatically blocks that time slot from being reserved by other users, saving you the resources of having to manually implement reservation notices.**

7. Exploring Analytics

Nearly every section, feature, listing, section, equipment, booking on Nursery has its dedicated data that you can collect. These are spread all over to give your organization granular details about the use of its equipment.

Globally, your *'Overview'* modal presents you with a comprehensive and representative view of several analytics automatically generated from you and your user's use of Nursery.

Subject to possessing the right subscription, the *'Analytics'* modal presents you the option to get insights from the entire Nursery platform. You can see what equipment categories are getting more bookings than others, explore the volume of bookings across the entire platform, see the equipment heatmaps per state, and other relevant platform-wide data.

More analytics tools will be available in due time.

8. Audit Trails

The Admin can completely track the activities of all the users under an organizational account. This allows the Admin to see exactly who did what and when with and on behalf of the organization on Nursery. Click on the *'Audit Logs'* modal to explore.



9. Other Things You Can Do

1. You can set your booking rules when uploading equipment, payment rules under the *'Organization'* section, use Nursery as an internal inventory without offering them for booking (make sure you set your equipment's status to something other than *'Available'*). Remember that equipment and facilities are automatically set to *'Available'* when they are uploaded.
2. You can explore other equipment listed by other organizations for reasons best known to you, and to derive analytics for your business needs.
3. You can also export your bookings for your review. Go to *'Bookings'* and click on the *'Export CSV'* tab.
4. You can see the reviews for all your equipment use under the *'Reviews'* modal. Only users that used your equipment are asked to provide reviews.



10. Providing Support

Your users may reach out to you using the contact information they find listed alongside equipment and facility listings. Ensure that these details are up-to-date and that you respond to user enquiries promptly.

If you require any help from us in setting up or troubleshooting a problem, check the *'Help'* sections on the menu list for useful tips and/or kindly contact us at support@nursery.ng.



1 1. Understanding the Terms of Use and Privacy Policy

We encourage you to regularly review the Terms of Use and Privacy Policy on behalf of your organization. Your organization's use of Nursery indicates acceptance of the terms and policies. These terms and policies will be updated regularly. We may or may not provide notices about such updates, depending on how materially significant they are.



12. What's Next?

Go explore Nursery! Go to www.nursery.ng to begin! Keep an eye out for updates!



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