



User Guide For Volunteers

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1 Introduction

Thank you for your interest in the Claydon and Barham Good Neighbour Scheme (GNS) volunteering initiative. This document is a guide on how to use the GNS data system so that we can make the best use of your time and skills for the benefit of our clients.

The guide will explain how you can:

- edit the personal details the database holds on you;
- specify your availability for jobs over the next four to five weeks;
- select the skills you can offer the scheme;
- view the details of jobs you've been allocated;
- get an interactive snapshot of all your pending jobs in a "wall-chart" format;
- change your personal log-in password.

2 Security

The GNS system runs on a professionally-managed hosting system, and is accessed via a web browser. The interface employs encrypted transmission (known as SSL) to prevent information being intercepted by third parties. Your details will be held in a password-protected database. You'll need a personal password to access the system, which is further encrypted before being stored in the database. Your personal data will be held in accordance with the General Data Protection Regulations (GDPR) set out in our policies – this specifies that we will keep your data for one calendar year after you leave the scheme, at which point it will be irretrievably deleted.

3 Logging in

The volunteer portal into the GNS system is at:

www.claydonandbarhamgns.co.uk/user_login.php

You'll need to register your email address with the helpdesk before you log in so that they can create an account for you on the system. Once that's done, in order to get your first password, you should enter your email address in the "Username" box, and press the **Send Password** button. The system will send a random password to your inbox. Enter this password into the "Password box" *exactly* as it appears in the email, and press the **Login** button. Once logged in, you have the option to change the password to something more memorable (see Section 4.4).

4 Main Menu

Once you've entered the GNS system, you'll be presented with a menu containing four items.

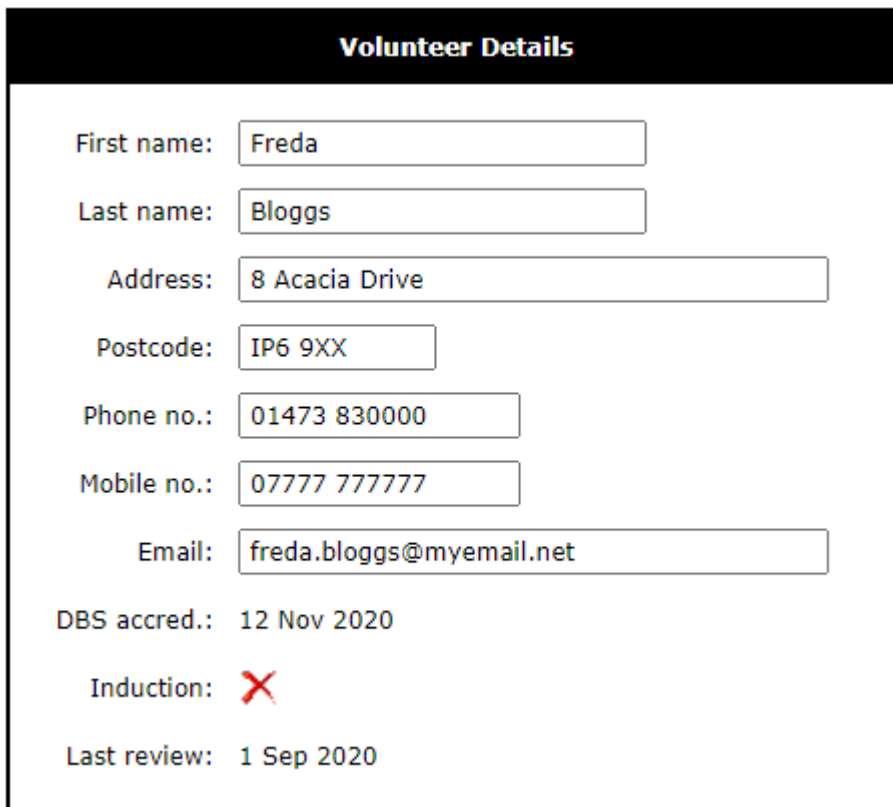
4.1 Personal Details

Click on the **Personal Details** button to access your personal page. This screen contains a lot of information, but divides into three basic sections, as follows:

4.1.1 Volunteer Details

This section is shown in Figure 1. The first four fields – first and last names, address, and postcode – are mandatory. You must also provide at least one means of contact by telephone. An email address is necessary for you to be able to use the system; however, if you don't have one, access can be arranged by other means. The last three fields are for management purposes, and can't be altered. These are:

- DBS accreditation. This is date on your DBS certificate, if you have one.
- Induction. This is ticked once you have had an induction.
- Last review. This refers to the date when you last updated us that you are happy to continue as a volunteer. (This is reviewed quarterly.)



The screenshot shows a form titled "Volunteer Details" with the following fields and values:

First name:	Freda
Last name:	Bloggs
Address:	8 Acacia Drive
Postcode:	IP6 9XX
Phone no.:	01473 830000
Mobile no.:	07777 777777
Email:	freda.bloggs@myemail.net
DBS accred.:	12 Nov 2020
Induction:	<input checked="" type="checkbox"/>
Last review:	1 Sep 2020

Figure 1: The personal-detail entry section.

If you try to save your settings when a mandatory field is left blank, or when one of the other fields has been entered incorrectly (for instance, a non-standard postcode or email format), the system will highlight the box concerned, and display a blue question mark alongside it; if you hover the cursor over the question mark, a pop-up will appear explaining the error. Figure 2 shows a typical error scenario.

4.1.2 Volunteer Skills

This section is shown in Figure 3, and is where you specify the skills you can offer the GNS. You should tick as many boxes as are appropriate. The "shopping" skill is considered to be "universal", and comes pre-checked; however, you can remove it if you wish, but at least one skill must be selected in order for you to be able to save your page and exit.

Address:	<input type="text" value="8 Acacia Drive"/>
Postcode:	<input type="text" value="IP6 X9X"/> ?
Phone no.:	<input type="text" value="01473 830000"/> Unrecognised postcode format.
Mobile no.:	<input type="text" value="07777 77777"/>

Figure 2: A typical data-entry error – the postcode has an invalid format.

Volunteer Skills

Dog-walking:	<input checked="" type="checkbox"/>
Form-filling:	<input type="checkbox"/>
Friendship / Company:	<input checked="" type="checkbox"/>
Handyman:	<input type="checkbox"/>
Meal preparation:	<input type="checkbox"/>
Prescription collection:	<input checked="" type="checkbox"/>
Shopping:	<input checked="" type="checkbox"/>
Technology:	<input type="checkbox"/>
Washing / Ironing:	<input type="checkbox"/>
Non-DBS activities:	<input type="checkbox"/>

At least one skill must be selected

Figure 3: The skills entry section.

4.1.3 Weekly Availability Schedule / Availability Calendar / Booking Availability

Your availability is specified in a combination of three ways:

1. A weekly schedule. Each day from Monday to Sunday is divided into four 3-hour timeslots between the scheme's operating hours of 9am and 9pm. You can indicate your availability for each timeslot by ticking the appropriate box on the appropriate day. This schedule is assumed to operate on a recurring basis, week on week.
2. A 4 / 5-week calendar. You can indicate your availability on each day over the next four to five weeks. If you tick a particular date, your availability on that date is deferred to the setting in the schedule for that weekday. If a date is not ticked, you're unavailable for the whole day. The example shown in the Figure 4 might be a typical scenario – here, the volunteer has decided to take the whole of week 3 as holiday. The calendar "rolls over" every Sunday midnight, at which point a new "week 4" is added and the availability pattern copied from the preceding week. So if your availability is the same from week to week, you don't need to do anything.

Weekly Availability Schedule				
	9 - 12 AM	12 - 3 PM	3 - 6 PM	6 - 9 PM
Monday:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sunday:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Availability Calendar				
Week 0	Week 1	Week 2	Week 3	Week 4
	21st <input checked="" type="checkbox"/>	28th <input checked="" type="checkbox"/>	4th <input type="checkbox"/>	11th <input checked="" type="checkbox"/>
15th <input checked="" type="checkbox"/>	22nd <input checked="" type="checkbox"/>	29th <input checked="" type="checkbox"/>	5th <input type="checkbox"/>	12th <input checked="" type="checkbox"/>
16th <input checked="" type="checkbox"/>	23rd <input checked="" type="checkbox"/>	30th <input checked="" type="checkbox"/>	6th <input type="checkbox"/>	13th <input checked="" type="checkbox"/>
17th <input checked="" type="checkbox"/>	24th <input checked="" type="checkbox"/>	31st <input checked="" type="checkbox"/>	7th <input type="checkbox"/>	14th <input checked="" type="checkbox"/>
18th <input checked="" type="checkbox"/>	25th <input checked="" type="checkbox"/>	1st <input checked="" type="checkbox"/>	8th <input type="checkbox"/>	15th <input checked="" type="checkbox"/>
19th <input checked="" type="checkbox"/>	26th <input checked="" type="checkbox"/>	2nd <input checked="" type="checkbox"/>	9th <input type="checkbox"/>	16th <input checked="" type="checkbox"/>
20th <input type="checkbox"/>	27th <input type="checkbox"/>	3rd <input type="checkbox"/>	10th <input type="checkbox"/>	17th <input type="checkbox"/>

Figure 4: The availability-entry blocks. (The booking availability block is not shown.)

3. A booking availability tickbox. This indicates your willingness to be assigned new jobs. If the box is ticked, you'll be eligible for any jobs which match your availability and skills; however, if the box is not ticked, then no further jobs will be allocated to you *with immediate effect*. You can use this if you need to take a break from volunteering, or if you want to terminate your involvement with the GNS; however, if you already have jobs booked and feel that you're unable to honour them, please liaise with the helpdesk to have them reassigned. (Also see Section 5).

When you've finished editing your personal details, press the **Save** button. If there are no errors, the screen will briefly "blink" to indicate that your information has been successfully saved to the database. Press the **Close** button to return to the menu. Note that if you press the **Close** button without saving your information first, any changes you've made will be lost.

4.2 Job Overview

Click the **Job Overview** button to access the list of jobs which are assigned to you. You can sort this list on any field by clicking the appropriate column header; clicking the same header a second time will reverse the order. You can download a list of your jobs as a CSV file using the link along the top of the overview page. Click on a magnifying-glass icon in the leftmost column to see the details of

the associated job; click the **Close** button to return to the overview from this page. Click on the **close** link above the leftmost column in the overview to return to the menu. The job details displayed on both pages are all read-only, and can't be changed

4.3 Job Calendar

Click the **Job Calendar** button to access the jobs which are assigned to you in a “wall-chart” format. The colour codes are described along the bottom of the chart. In particular, time allocated to jobs is shown in red; if you place the cursor over a red area, a pop-up will appear containing the essential information pertaining to the job. Click the **Return To Menu** button to return to the menu.

4.4 Change My Password

Click the **Change My Password** button to change your password. You'll need to enter your current password, and enter and confirm your new one. Passwords must be at least eight characters in length, and contain one upper-case letter, one lower-case letter, and one number. Click the **Submit** button to save your input – you'll get a confirmatory message, then you can click the **Return to Menu** link to return to the menu. Clicking the **Abort** button will return you to the menu without changing your password.

5 Cautions!

The software uses a complex algorithm to determine whether you're eligible for a particular job, involving:

- your availability on the day the job is required (your availability calendar);
- your availability at the time on the weekday on which the job is required (your weekly availability schedule);
- your willingness to take on new jobs (your booking availability);
- your availability in spite of the above – specifically, you can't be booked for a job which overlaps with one to which you're already assigned;
- your DBS status (if you don't have DBS accreditation, you'll only be eligible for jobs which don't require it);
- the skills you've specified (you'll only be eligible for a job if there's an overlap between the skill(s) you've selected and the skill(s) required by the job).

Clearly, you have the ability to alter some of these parameters on your personal page, and thereby unintentionally make yourself unavailable for a job to which you've already been assigned. The scheme's management are immediately alerted whenever this happens; however, should you find yourself in the position where you're unable to carry out a job to which you've been assigned, we ask to please contact the helpdesk *before* editing your personal page.

6 Version Control

Version 1: 23 February 2021.