

# volunteero APP USER GUIDE

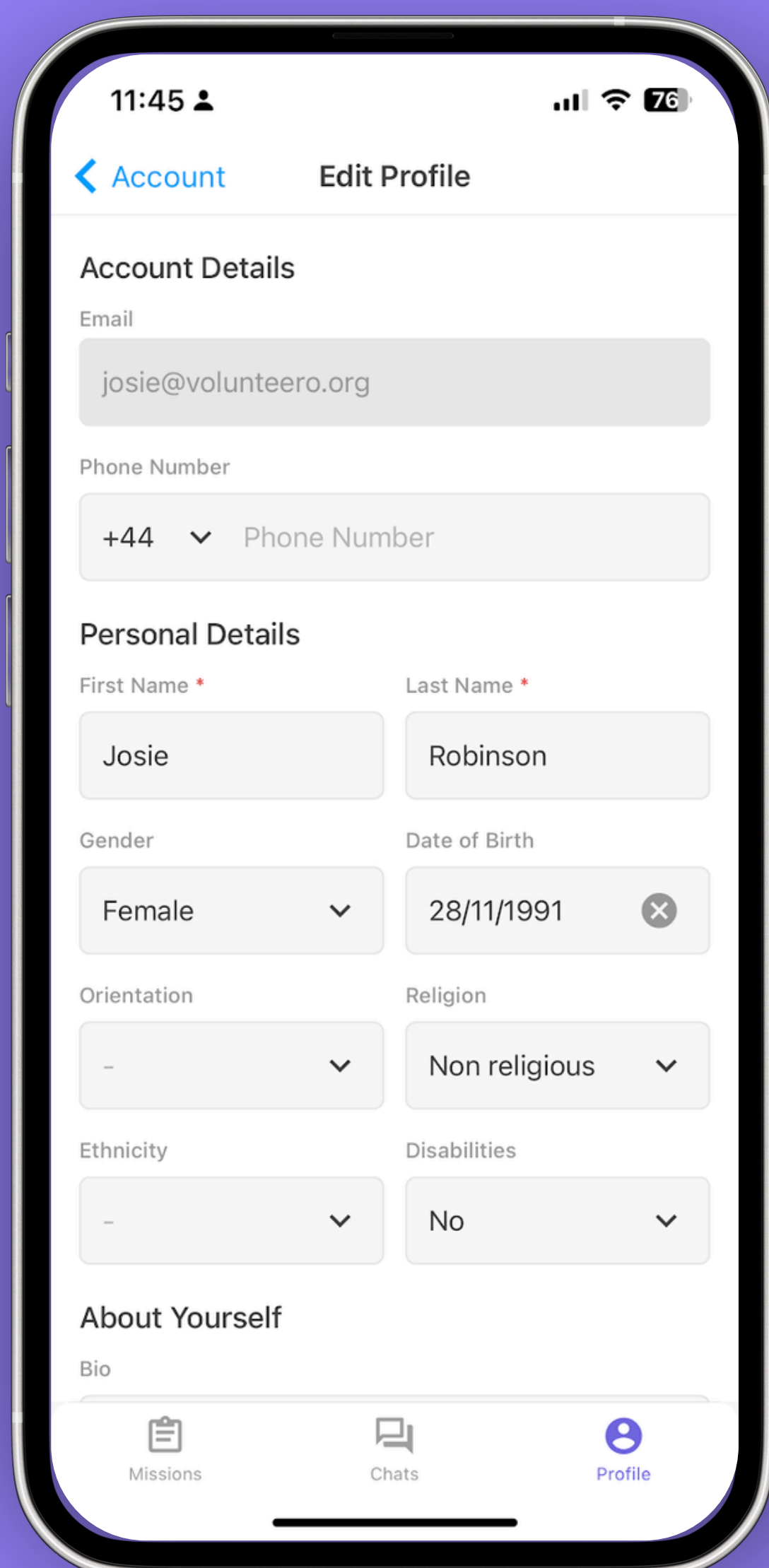
## GETTING STARTED

Download the Volunteero app from your device's app store or visit the web browser version.

Sign into the app or web platform using the login details in the email you receive from [support@volunteero.org](mailto:support@volunteero.org)

Please check your junk/spam and if you have not received an email.

There are three tabs visible: 'Missions' 'Chat' and 'Profile'



11:45

< Account Edit Profile

Account Details

Email

josie@volunteero.org

Phone Number

+44 Phone Number

Personal Details

First Name \* Last Name \*

Josie Robinson

Gender Date of Birth

Female 28/11/1991

Orientation Religion

- Non religious

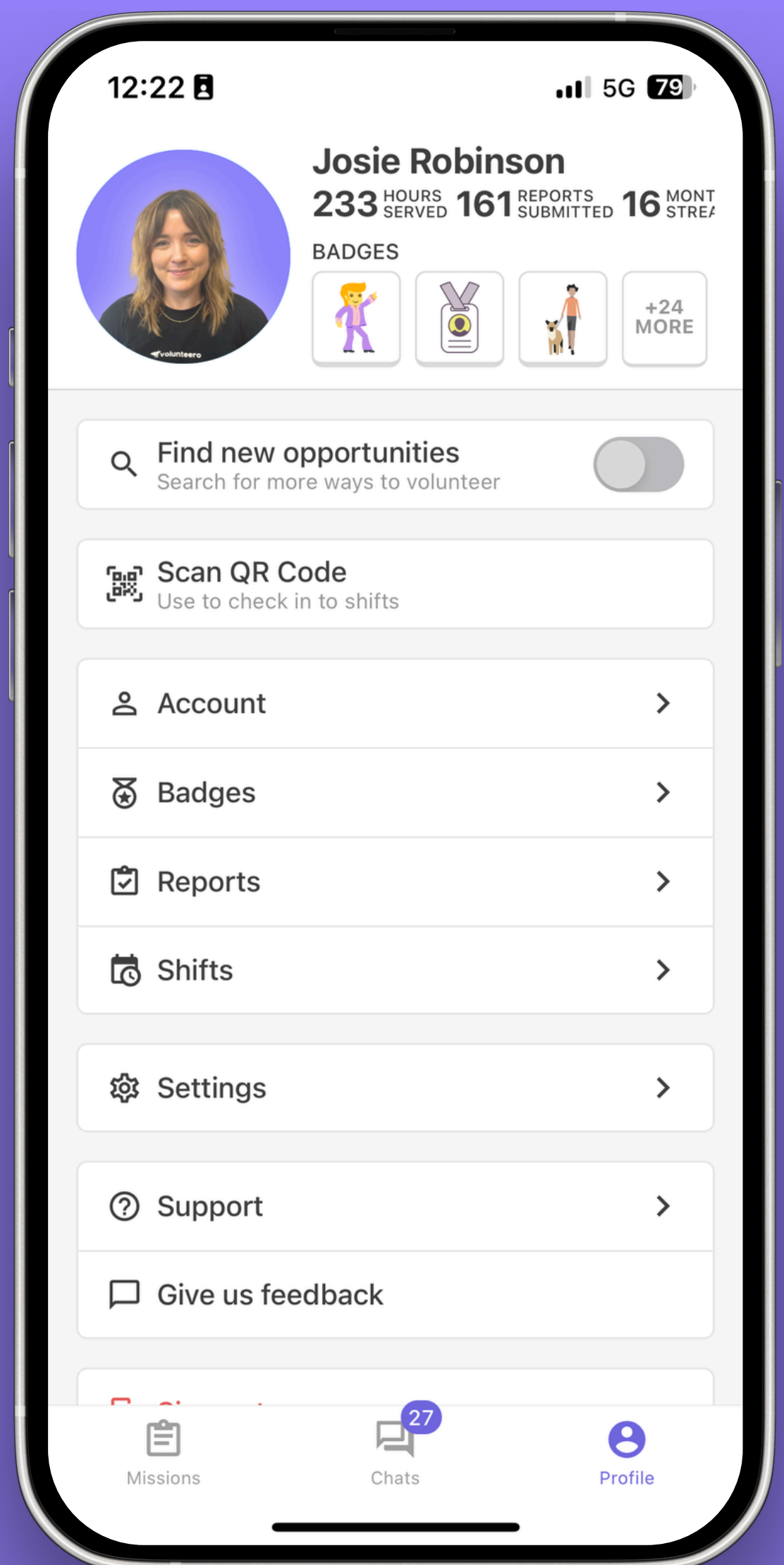
Ethnicity Disabilities

- No

About Yourself

Bio

Missions Chats Profile



## YOUR ACCOUNT

You will be prompted to enable preferences such as location and notifications when you first sign in. You will also have the option to enable two factor authentication, this means you'll need a code in addition to your password when signing in.

Your profile tab has your details and allows you to update your profile information, manage your notification preferences and see your previous reports.

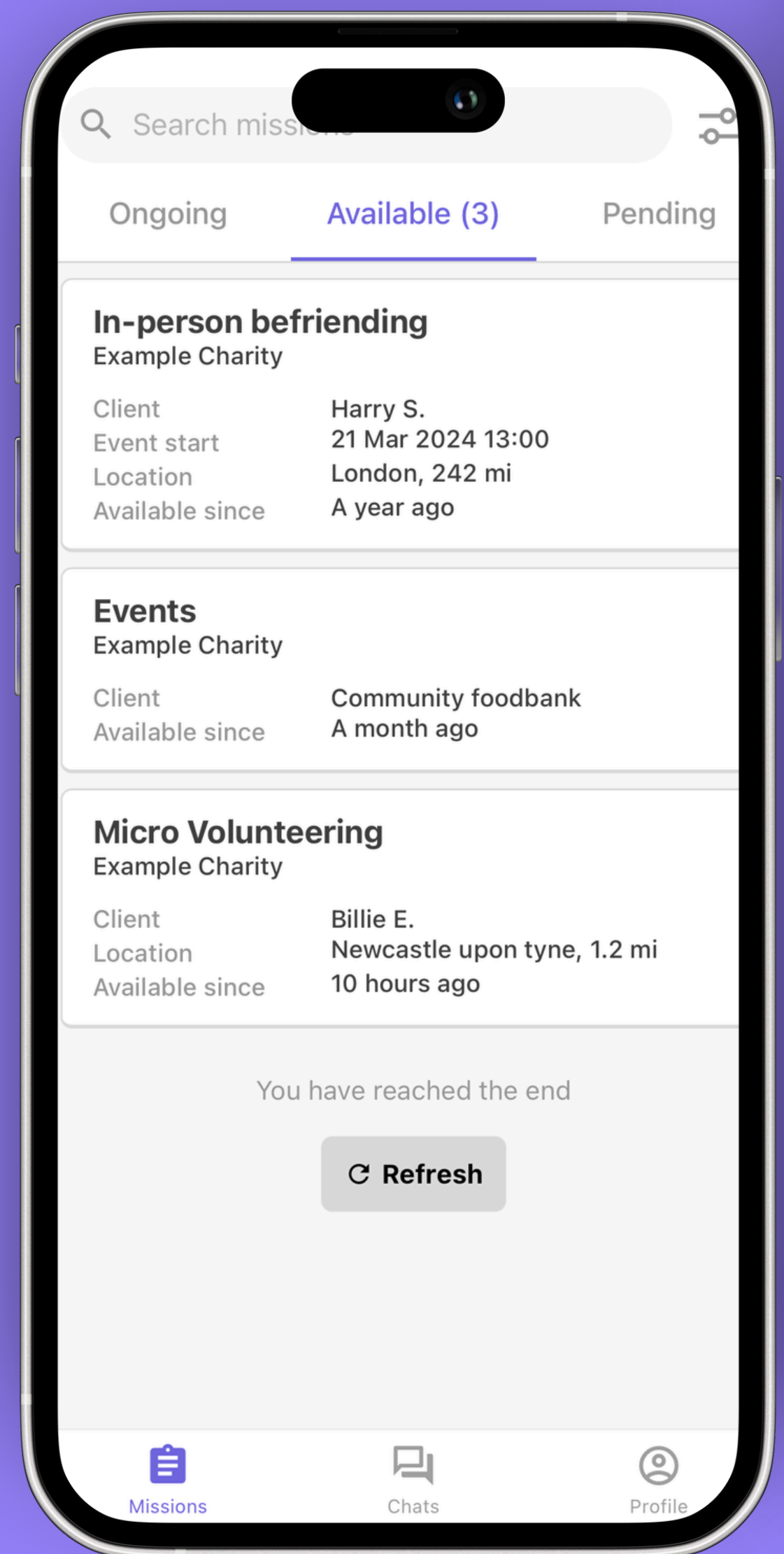
You can also see what version of the app you are using here and you can check for any updates.

## MISSIONS

**Available** - This tab shows you the missions (activities or tasks) available to you as a volunteer. For some missions, you may need to 'request approval' first. Only accept as many as you can handle.

**Ongoing** - This tab is where you will find your accepted missions.

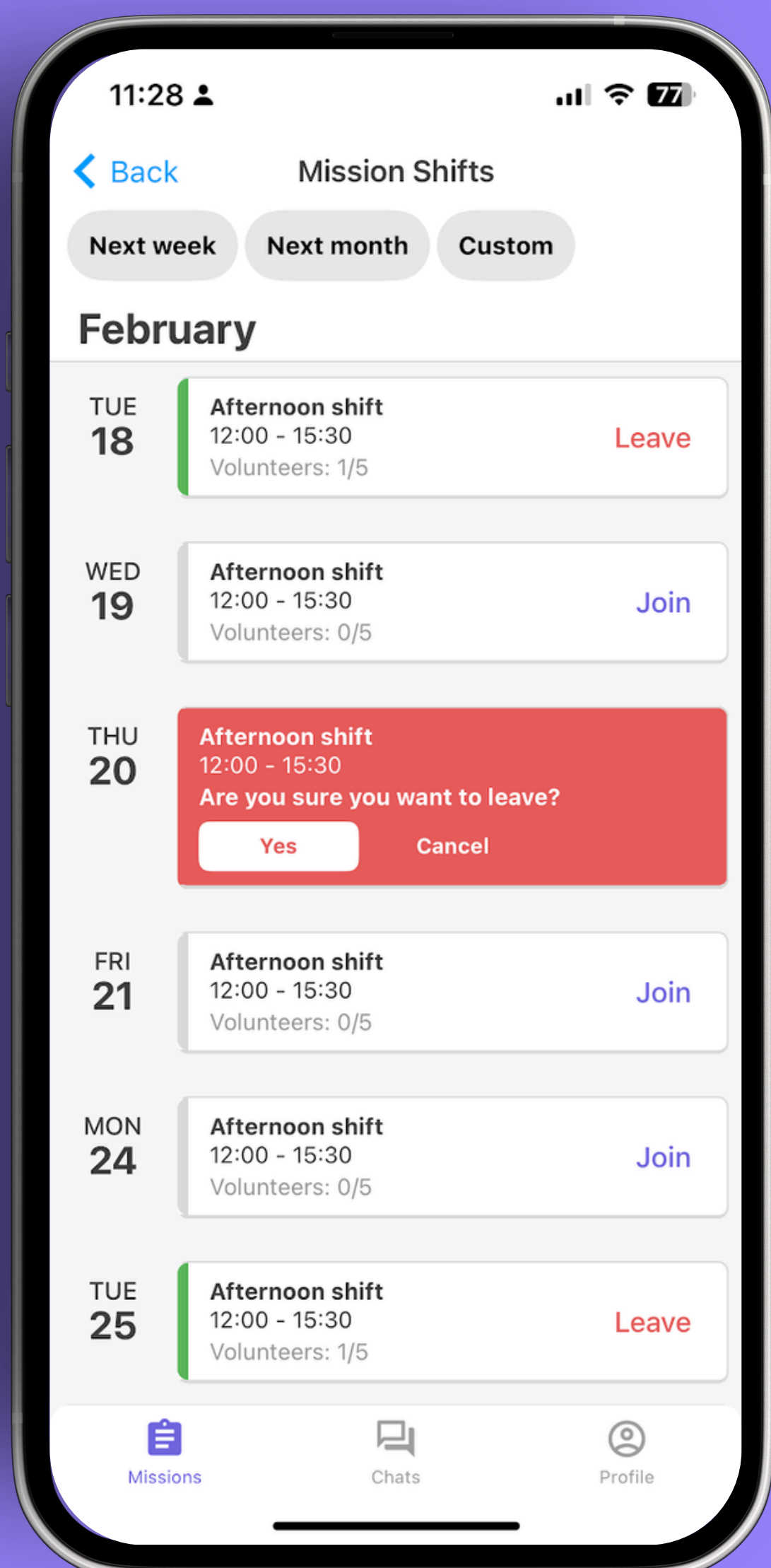
**Pending** - This tab is for any missions you have requested to join and are waiting for approval from your organisation.



## SHIFTS

Shifts may be available for certain missions and allow you to select from a certain day or time that you are going to volunteer. Click **join** for any shifts you would like to join. You may need to '**request**' certain shifts.

The shifts you have joined will appear along the top row of your 'ongoing missions' tab. Click '**leave shift**' against any days or times you are no longer able to do.





## MISSION DETAILS

After accepting a mission, you'll be able to view specific details of your task including exact location, phone numbers etc Add any missions or shifts to your personal calendar.

Only click **"leave mission"** if you can no longer do the activity.

## LOCATION

You will see an address under "location". Pressing the link to show on the map will open your maps provider and allow you to get directions on your phone.

## SHIFTS

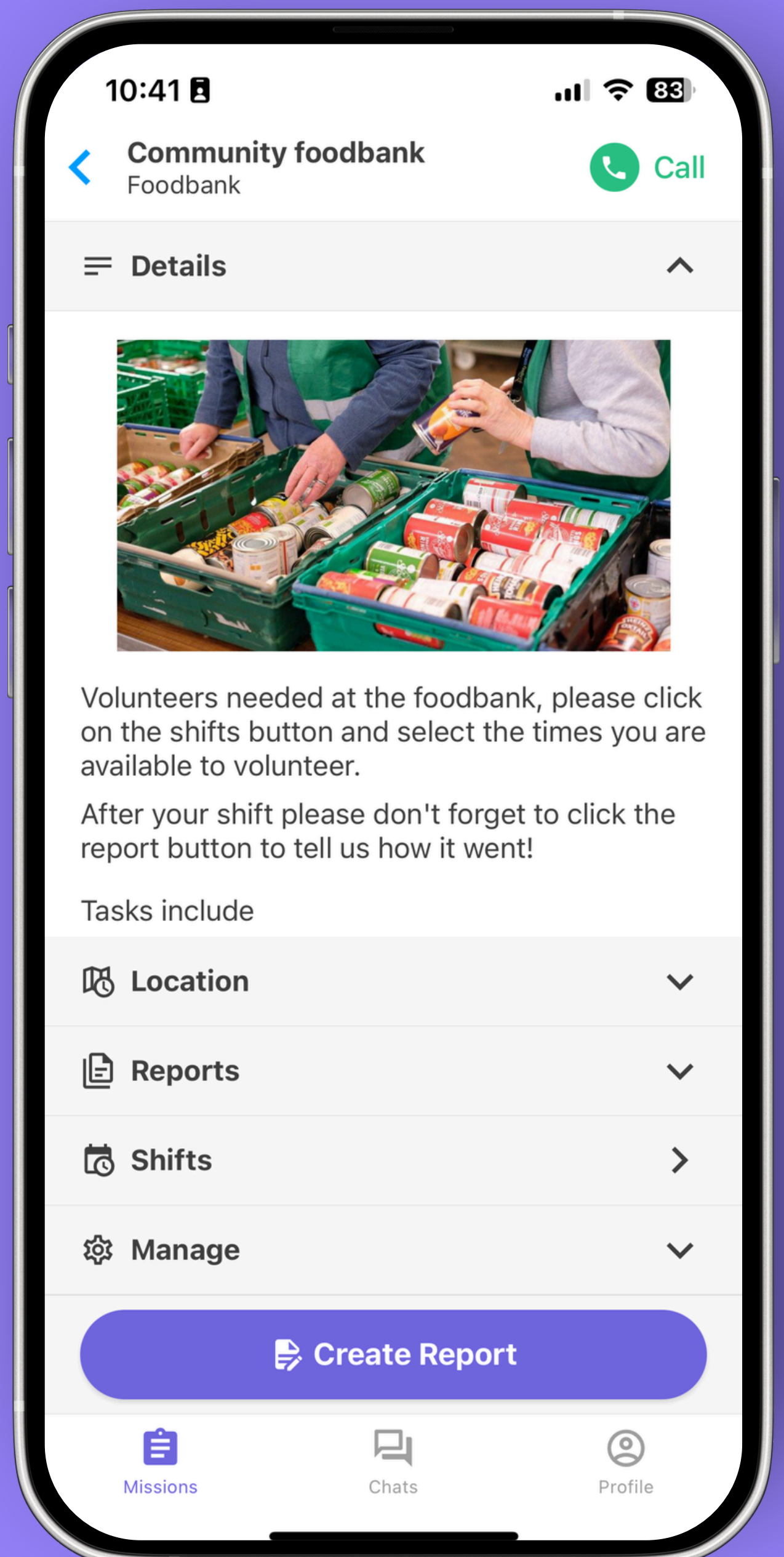
Some missions may have shifts on them, this is where you can choose from a rota, and claim in which shifts you're able to do.

## CALL

This button allows you to dial out from the app. Please note that it will still be from your number and call allowance. You will be asked if you want to hide your number when you tap it.

## REPORT

This is where you will submit your reports. Please submit a report any time you do volunteering, this helps your charity keep track and measure their impact.



## REPORTS

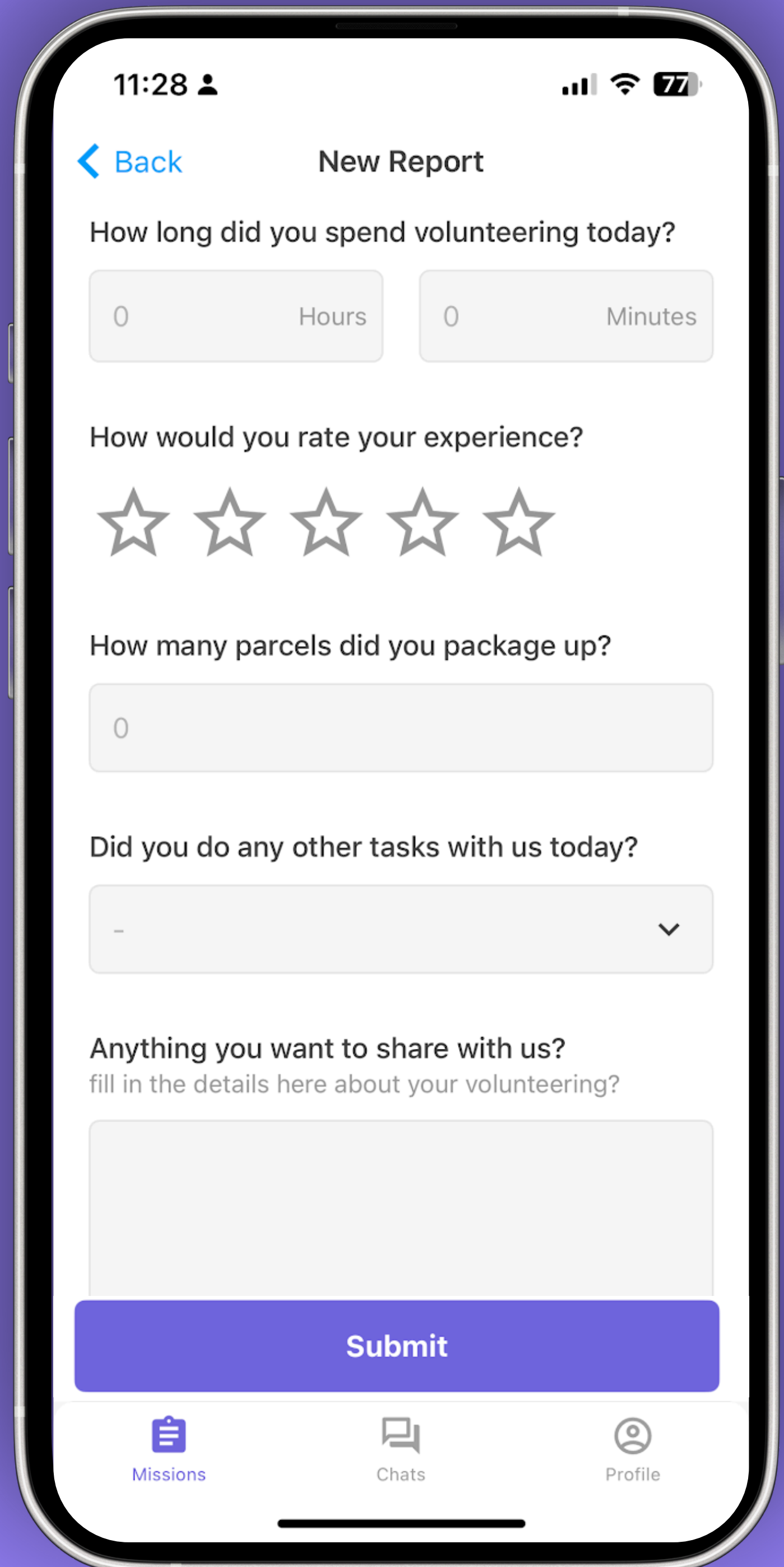
Your volunteering reports are very important for keeping a record of your volunteering.

The report will ask you specific questions about your volunteering, usually including how the mission went, time spent and whether there is any action required from your organisation.

You can view any previous reports within the app and any time you submit will be collated onto your profile.

**If there is a safeguarding concern, please follow the safeguarding procedure outlined by your organisation.**

Remember to tap **submit**



The screenshot shows the 'New Report' form in the volunteering app. At the top, the status bar shows the time 11:28 and battery level 77%. The app header includes a 'Back' button and the title 'New Report'. The form contains the following sections:

- How long did you spend volunteering today?**: Two input fields for 'Hours' and 'Minutes', both currently showing '0'.
- How would you rate your experience?**: A row of five empty star icons for rating.
- How many parcels did you package up?**: A single input field currently showing '0'.
- Did you do any other tasks with us today?**: A dropdown menu currently showing a hyphen '-' and a downward arrow.
- Anything you want to share with us?**: A text area with the placeholder text 'fill in the details here about your volunteering?'.

A large blue 'Submit' button is located at the bottom of the form. Below the form is a navigation bar with three icons: 'Missions' (a clipboard icon), 'Chats' (a speech bubble icon), and 'Profile' (a person icon).

**If you need to let someone know about problems with the task itself, please speak with your contact at your organisation.**



## EXPENSES

Some reports may have the option for you to submit receipts or expenses.

You can only submit an expense with a report. If you do not have anything to actually report back, you can submit a report and leave the options blank.

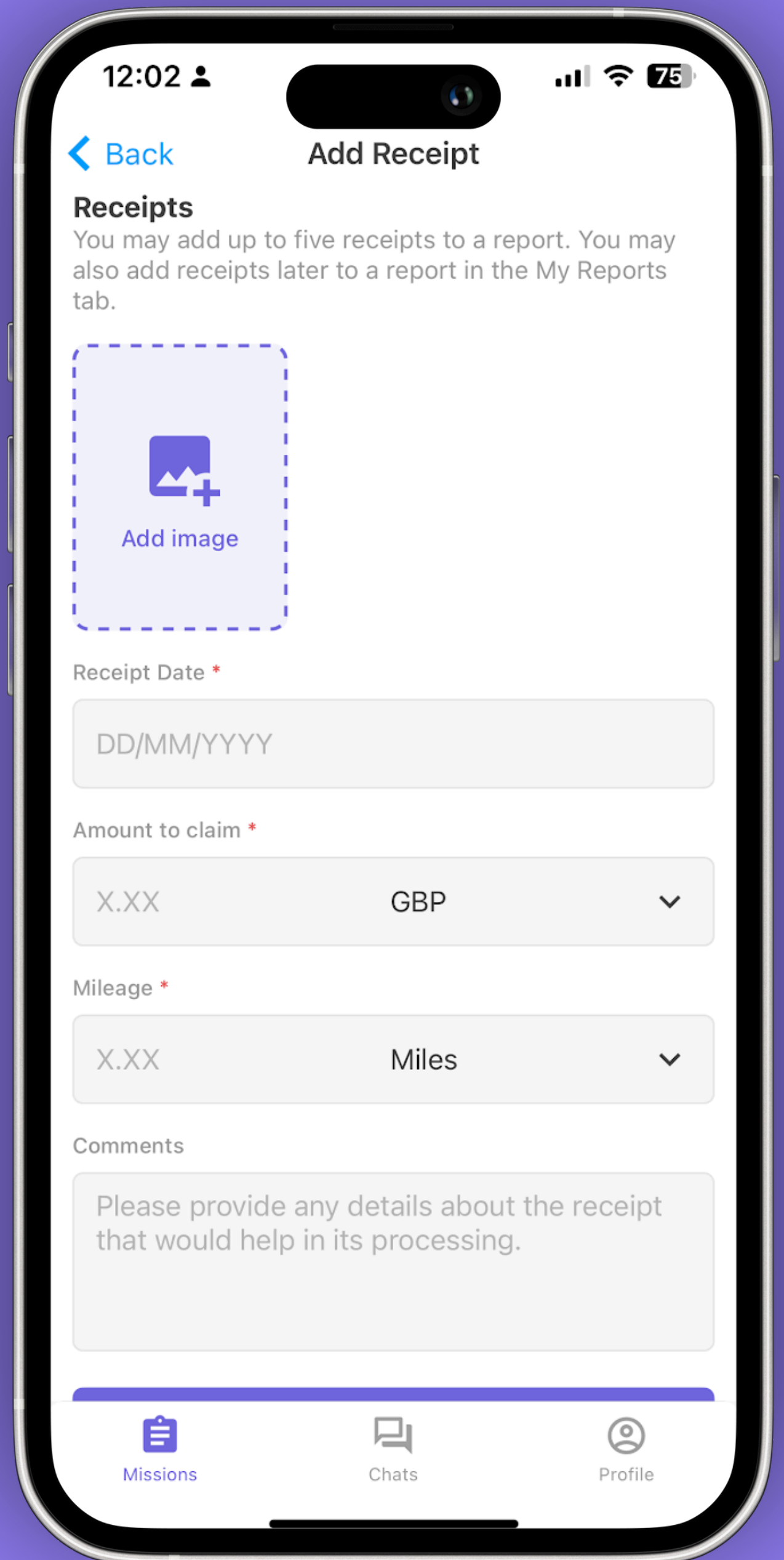
Receipt date is the date the expense was incurred.

Amount to claim is the total amount of the expenses to be claimed

You will also have the option to add mileage if you drove to the meeting.

Add any extra information on the expense in the comments.

If you are on a flat rate, then you can just toggle that option and skip the receipt section.



The screenshot shows the 'Add Receipt' screen in the volunteero app. At the top, there's a status bar with the time 12:02, signal strength, Wi-Fi, and 75% battery. Below the status bar, there's a 'Back' button and the title 'Add Receipt'. The main section is titled 'Receipts' and includes a sub-header: 'You may add up to five receipts to a report. You may also add receipts later to a report in the My Reports tab.' Below this is a dashed box with a plus icon and the text 'Add image'. The form then has several input fields: 'Receipt Date' with a placeholder 'DD/MM/YYYY', 'Amount to claim' with a placeholder 'X.XX' and a dropdown for 'GBP', and 'Mileage' with a placeholder 'X.XX' and a dropdown for 'Miles'. At the bottom, there's a 'Comments' section with a text area containing the placeholder text 'Please provide any details about the receipt that would help in its processing.' The bottom navigation bar has three icons: 'Missions', 'Chats', and 'Profile'.

Remember to tap **submit**

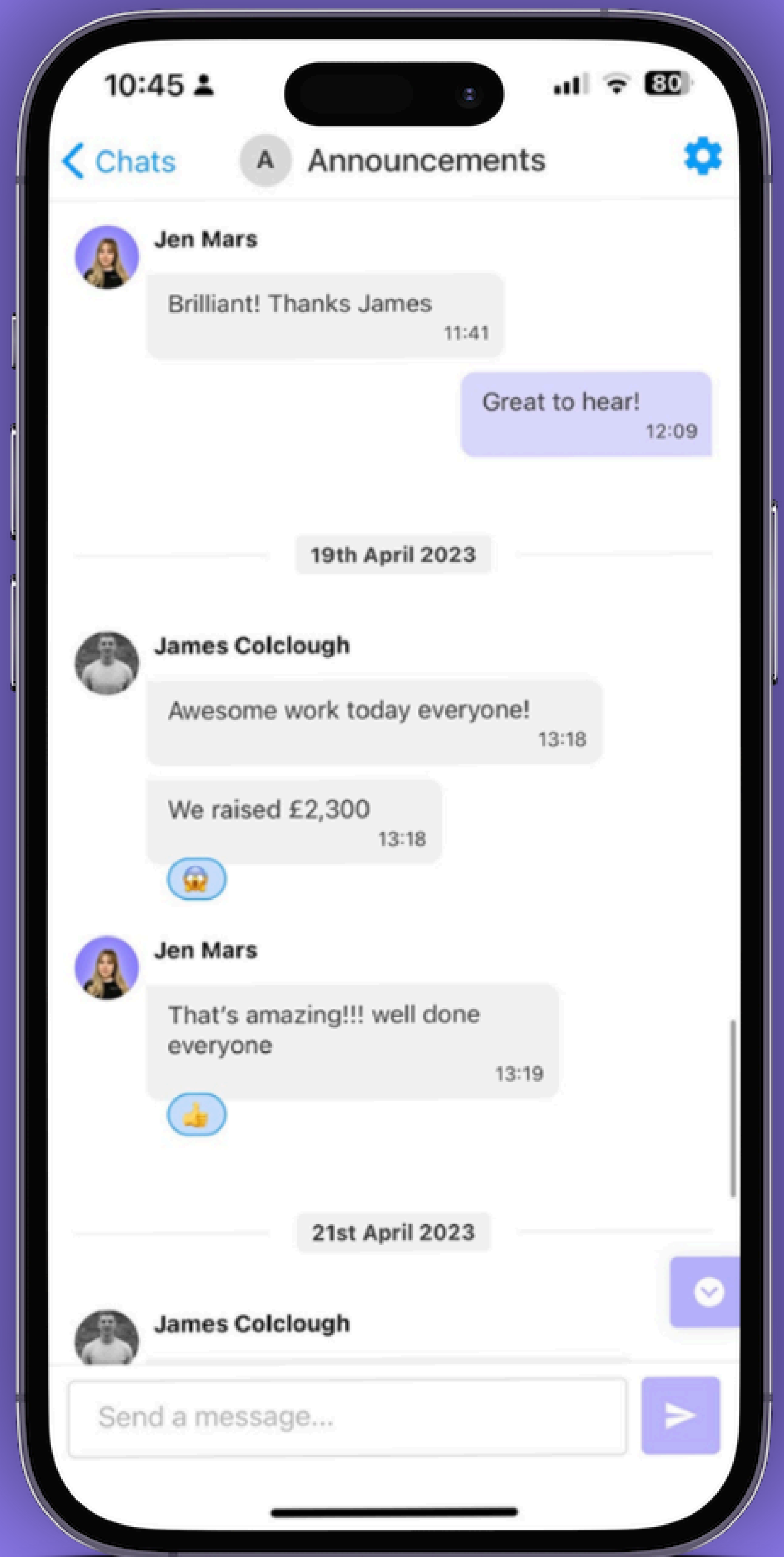
## CHAT

You can access the Volunteero chat feature by pressing the chat option on the bottom of the app screen.

Please note that chats and chat groups are initiated by your organisation, so if you do not see any chats, it is because you have not been sent a message or been added to a group chat.

If you cannot send a message it is likely that the chat has been set up to only allow you to receive messages.

Use the settings icon in the top right of the chat group to mute or hide the chat.





## NOTIFICATIONS

Your organisation will set up various notifications within Volunteero. However, you are in control of which notifications you receive through your app and/or email.

To opt-in or out of various notifications head to the "Profile" tab. Click into "account" and then "notifications"

For each type of notification trigger, you can choose to have either app notifications, email notifications or both.

Ensure you have the new missions notification turned on to ensure you are notified of new activities posted by your organisation.

Opt in to receive an overview of unread chat messages via email

Remember **apply changes**

