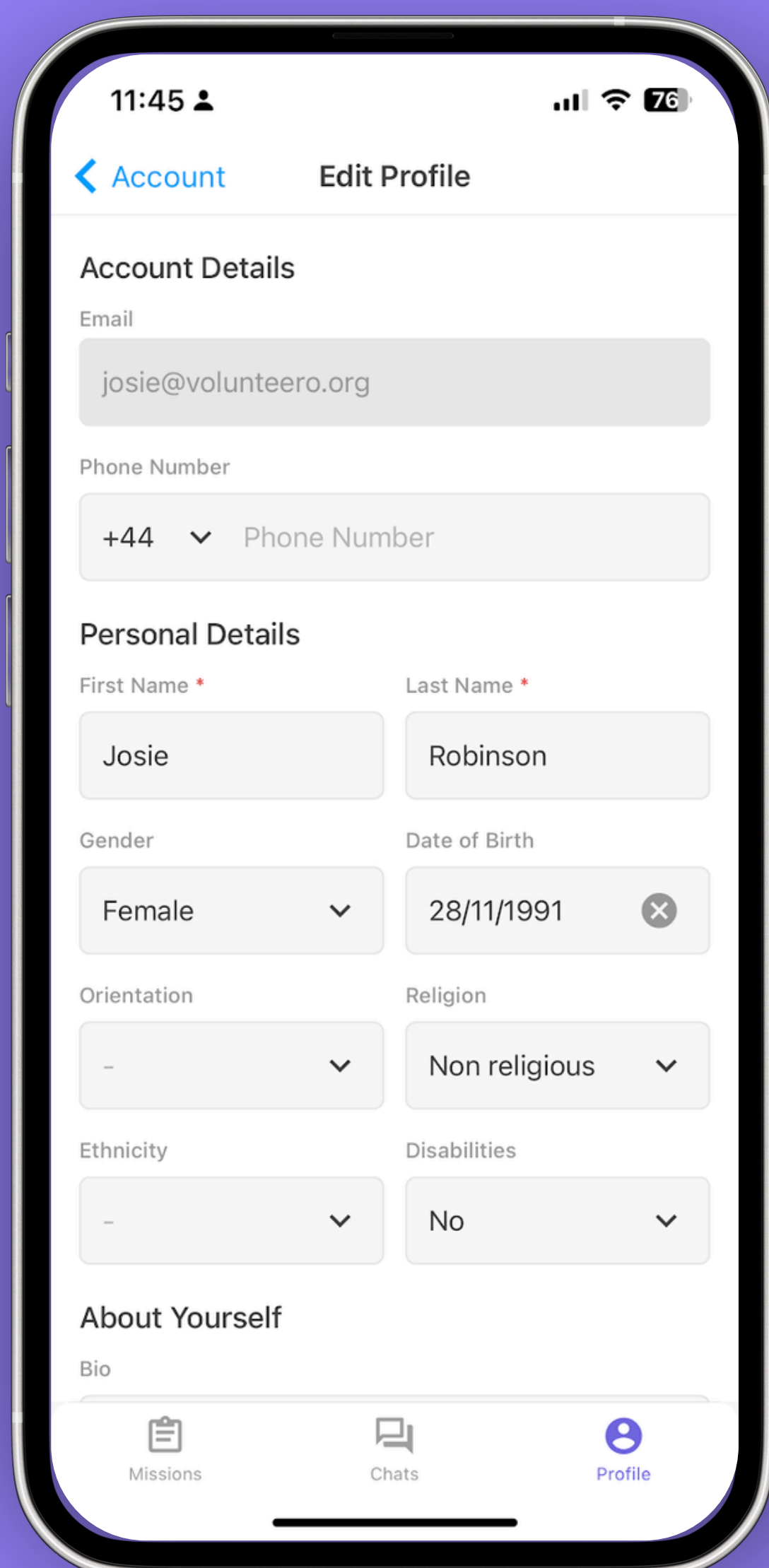# volunteero APP USER GUIDE

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

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

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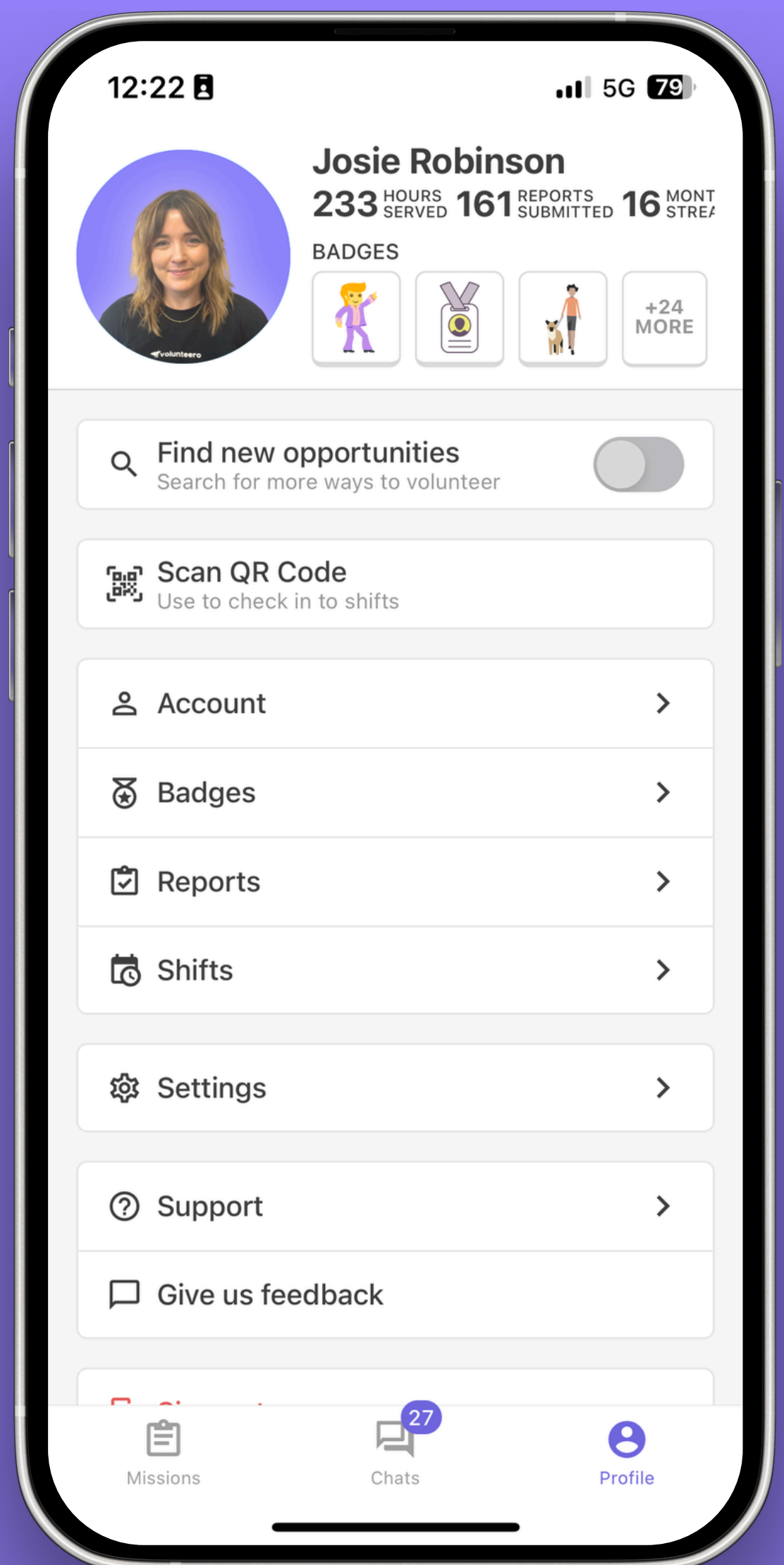
YOUR ACCOUNT

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.

volunteero MISSIONS OVERVIEW

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.
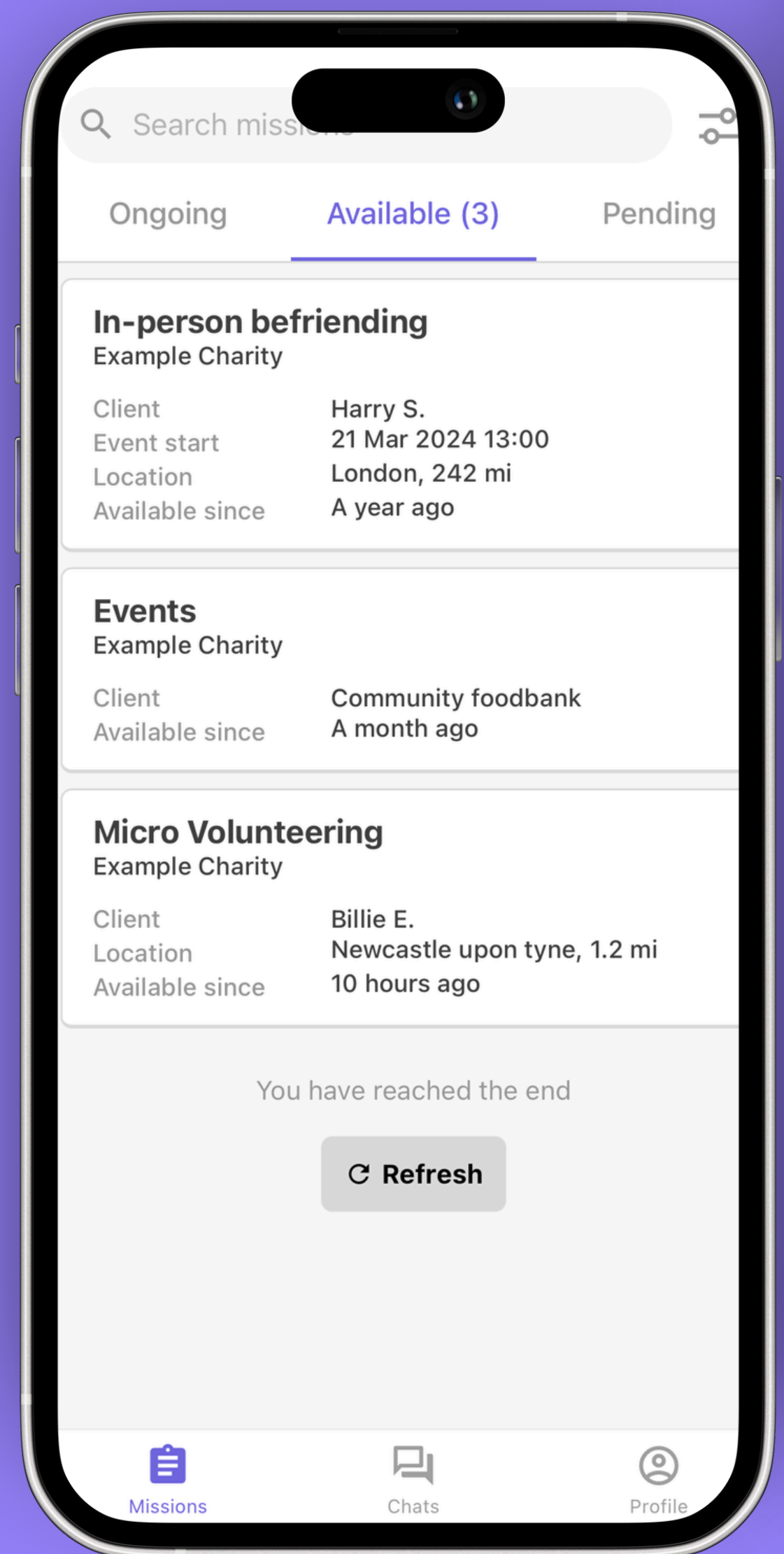
SHIFTS

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.

🦸 volunteero MISSION VARIABLES
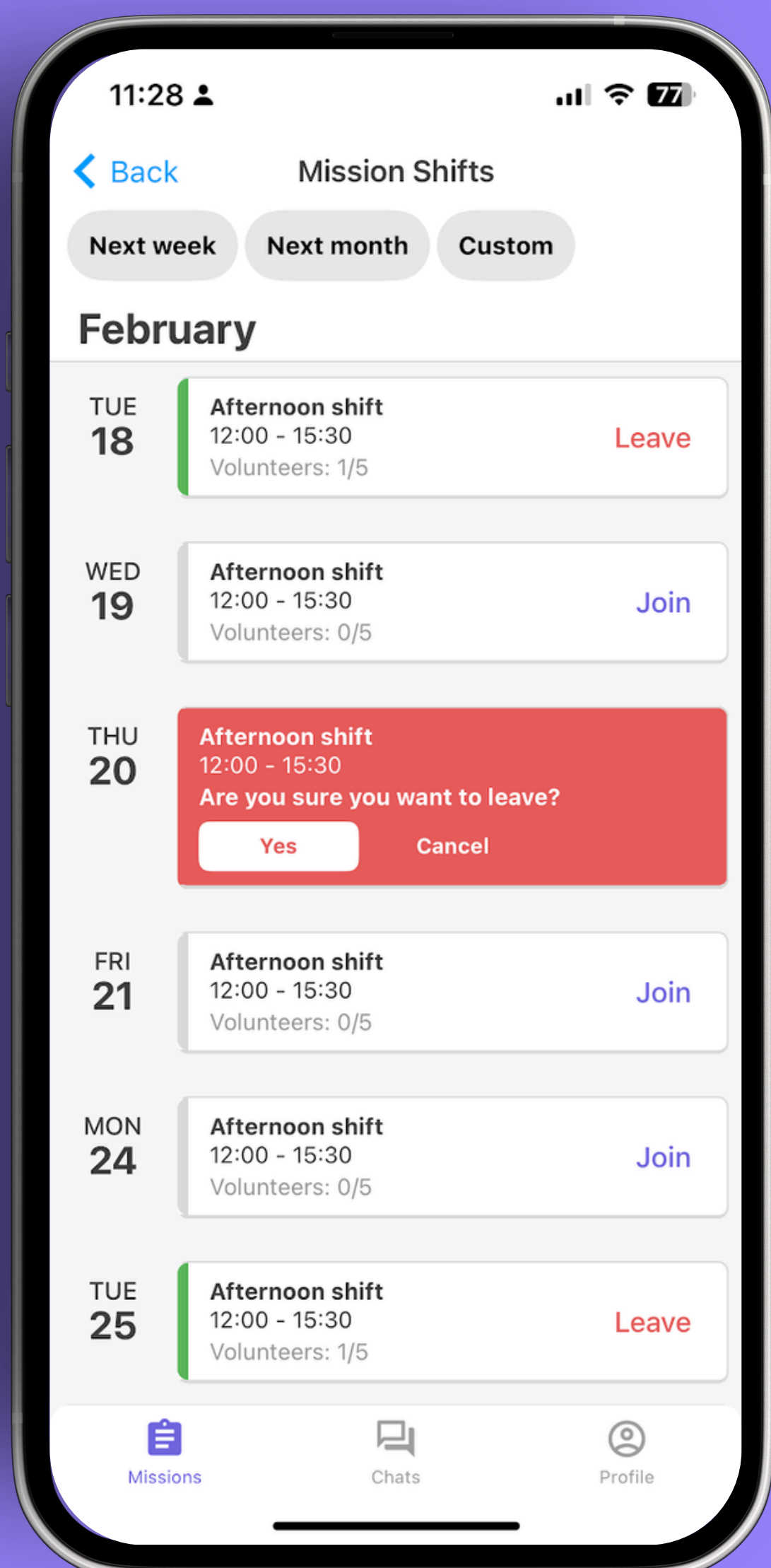
MISSION DETAILS

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.

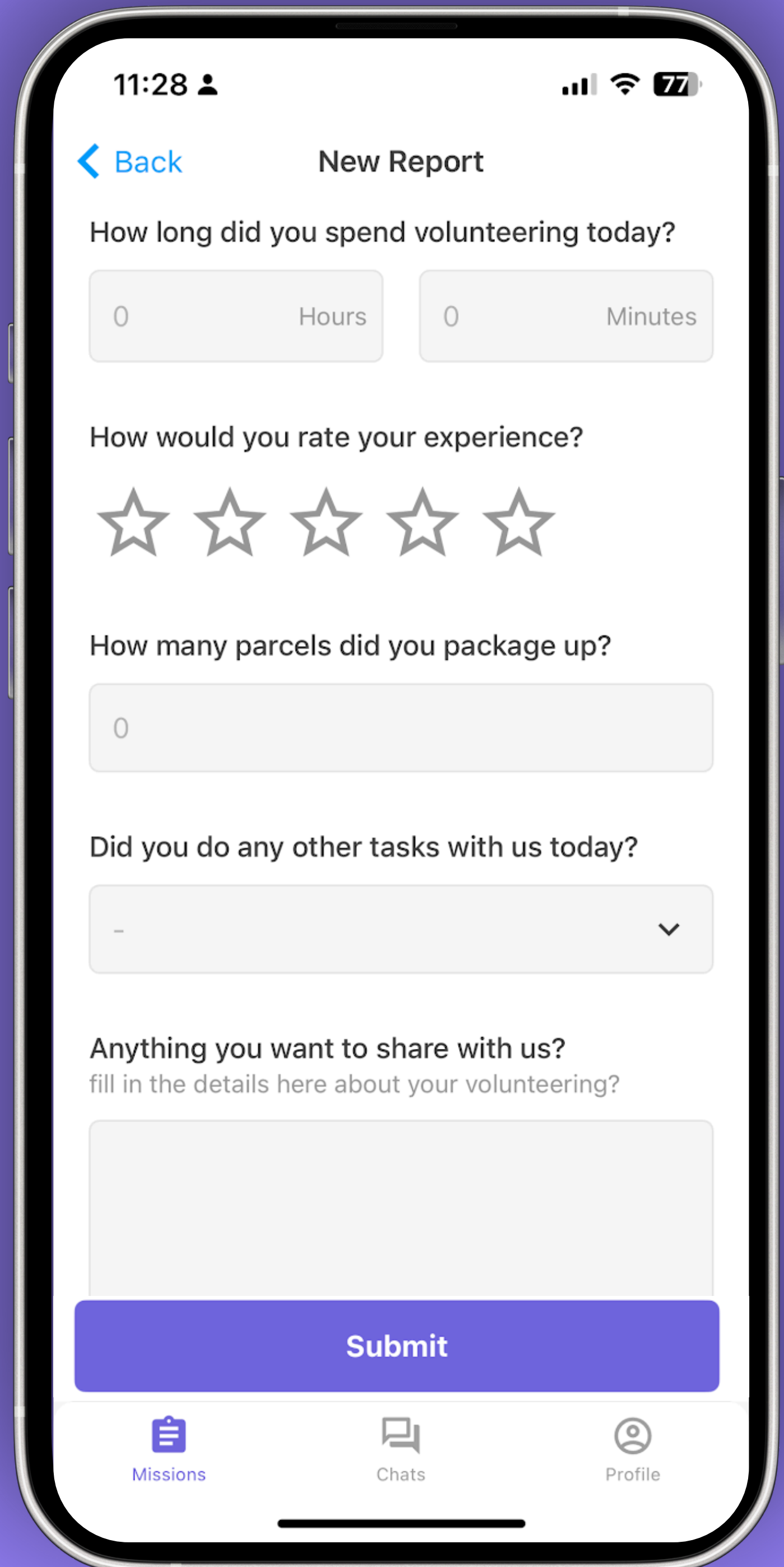# volunteero REPORTING
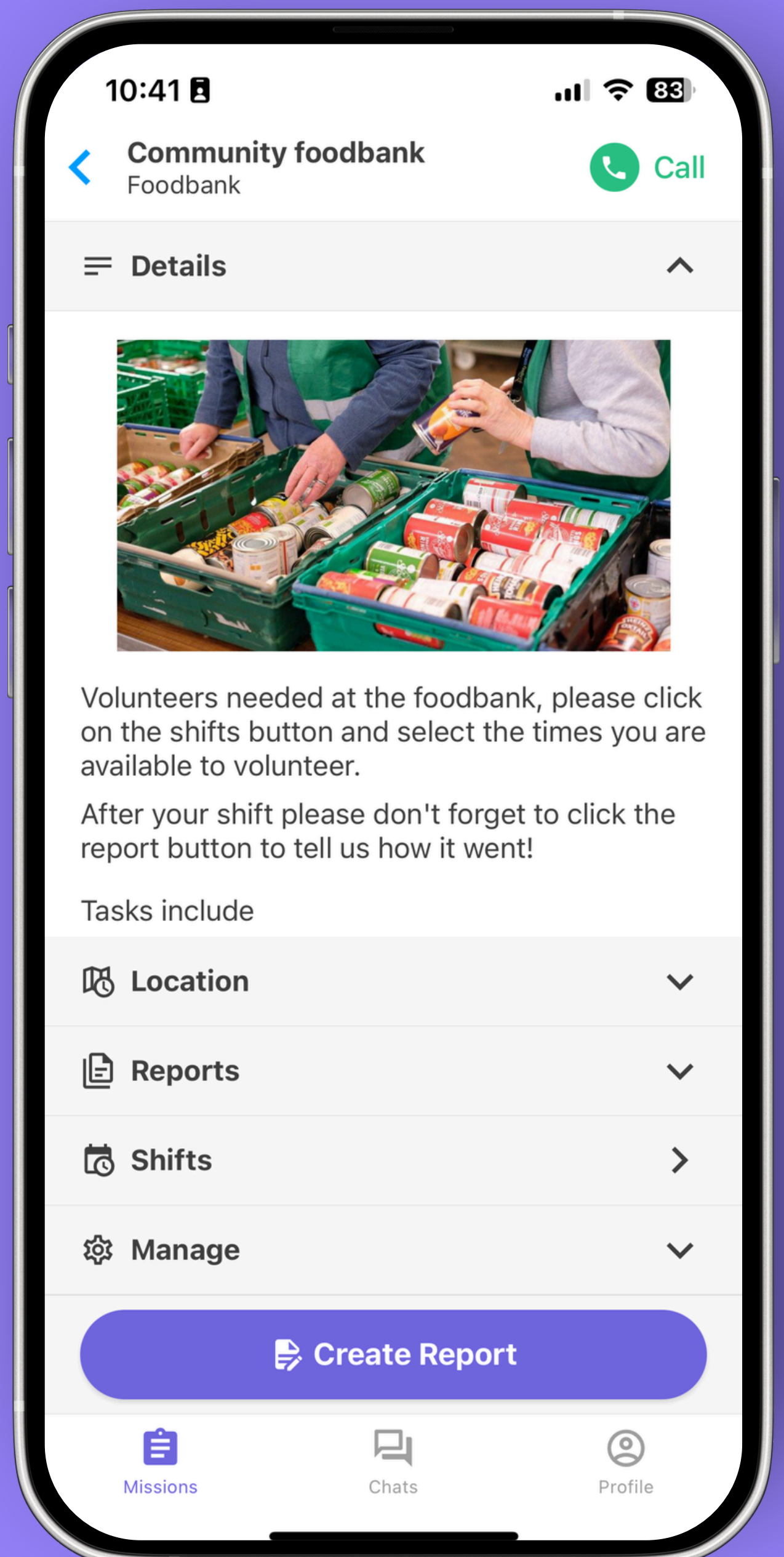
REPORTS

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

The report will you 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**

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

11:28

‹ Back   New Report

How long did you spend volunteering today?

| 0   Hours | 0   Minutes |

How would you rate your experience?

☆ ☆ ☆ ☆ ☆

How many parcels did you package up?

0

Did you do any other tasks with us today?

-                                    ⌄

Anything you want to share with us?
fill in the details here about your volunteering?

Submit

Missions   Chats   Profile

volunteero EXPENSES

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.
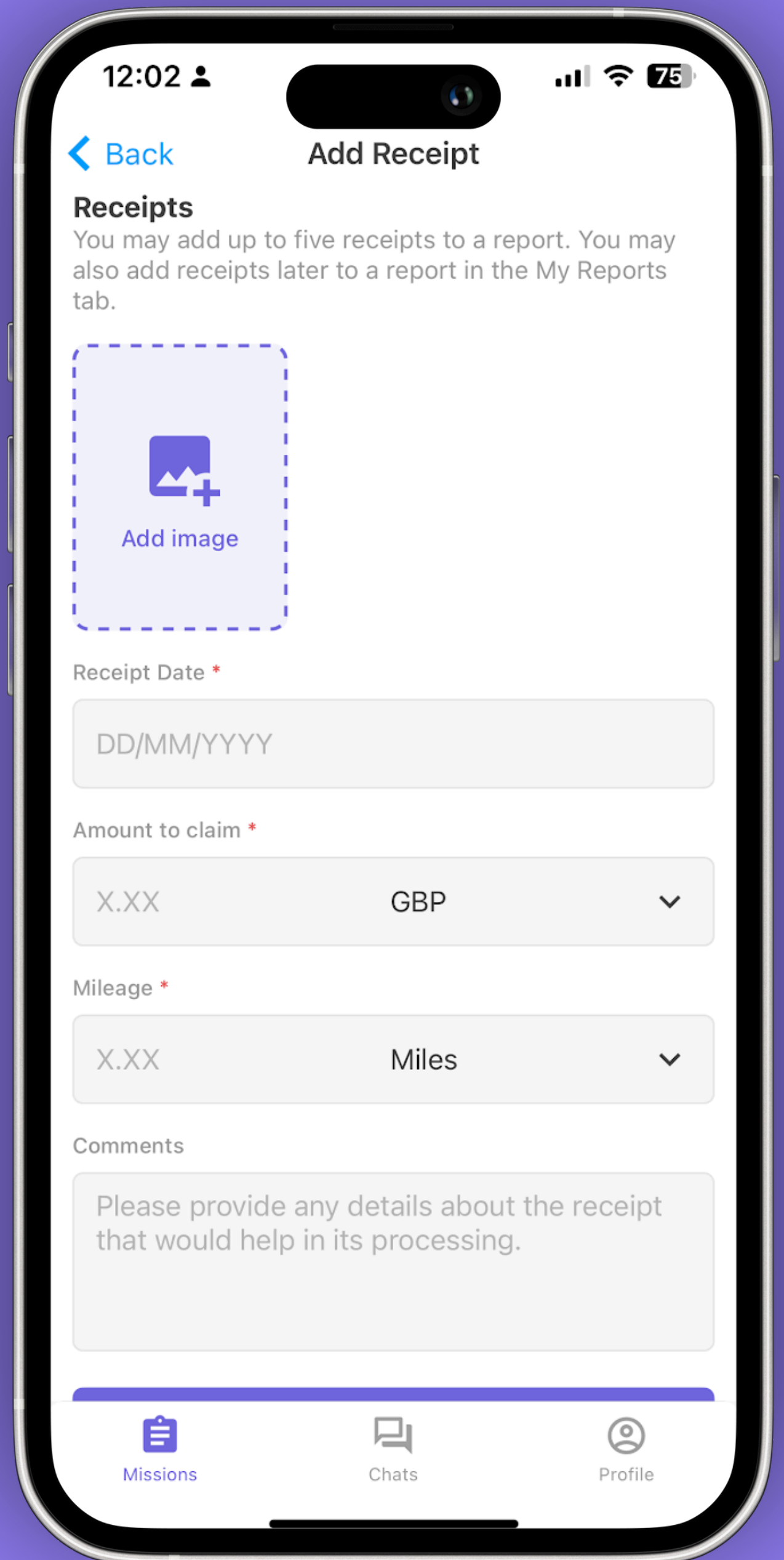
Receipt date is the date the expense was incurred.

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.

Remember to tap **submit**

🦸volunteero CHAT FEATURE

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.

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volunteero NOTIFICATION PREFERENCES
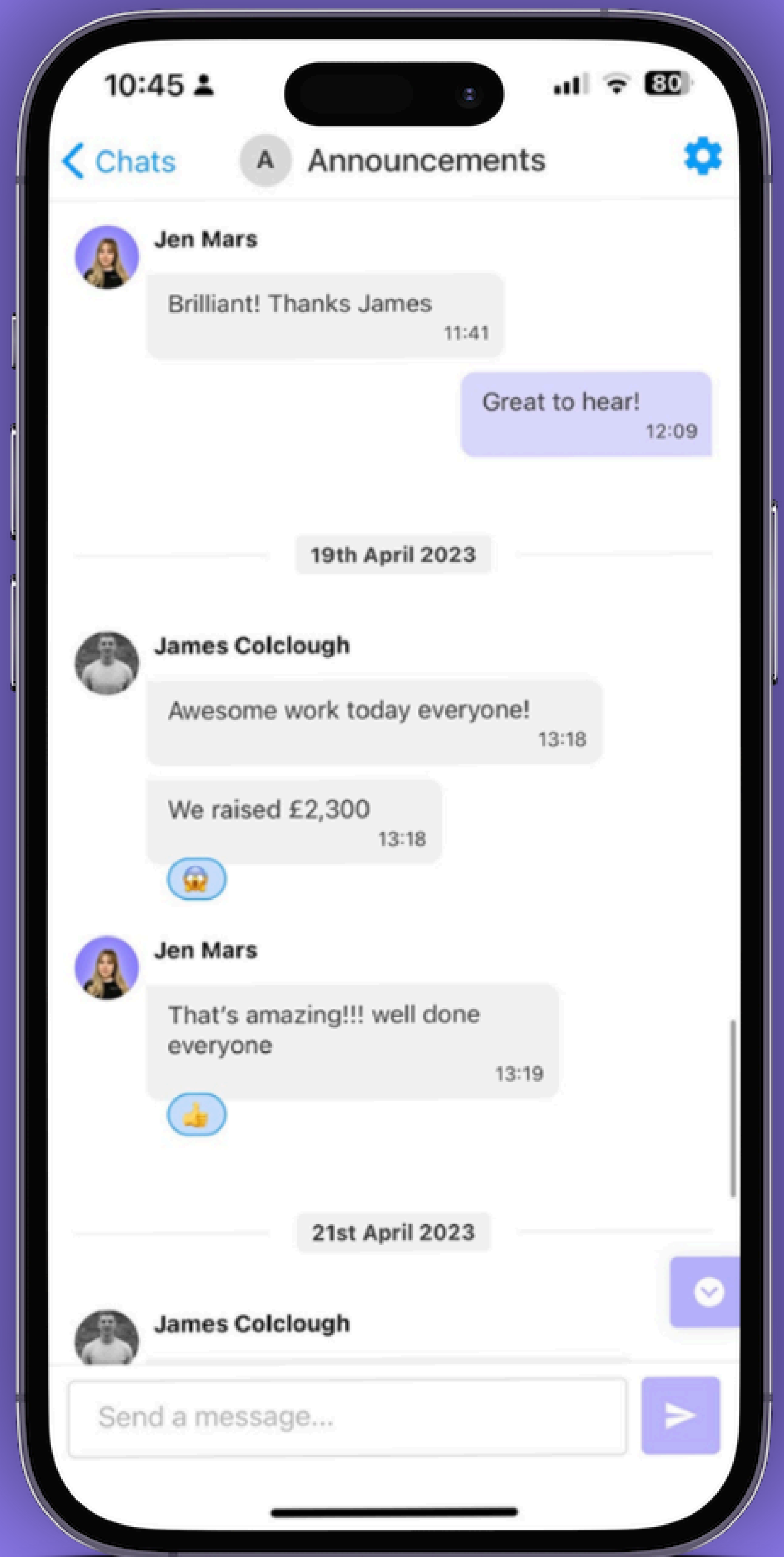
NOTIFICATIONS

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 recieve an overview of unread chat messages via email

Remember **apply changes**