



Building Healthy Communities System Guides

Volunteer Manual

March 21, 2017

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1 Overview

The Building Healthy Communities programme is a partnership that delivers a range of initiatives, activities, interventions and skills classes to improve the well-being of the community as a whole, and also the members of that community. As a volunteer, you contribute in running these initiatives. But if you've come this far, you already know that. What this website got to do with anything and how do I use it? That is where this manual comes in.

The Building Healthy Communities website is a fast, convenient way for you to access details about the initiatives you are either attending or supervising, information about the sessions and ways for you to add new meetings and take attendance. The website also features contact details and a way to request changes to your own details, contact or otherwise. This manual will walk you through the process of logging in, viewing your details and initiatives and doing all the other things listed above. It will also give additional guides on how to contact staff members and the steps needed to be undertaken in the case of losing your login details.

2 System Access and Login

The website can be accessed through most major web browsers (Chrome, Firefox, Safari, IE8 or higher). Before accessing the site, you should have your email address and password (given to you by an administrator) on hand. Upon entering the website, you will be taken to the login page, as seen in [Figure 1](#).

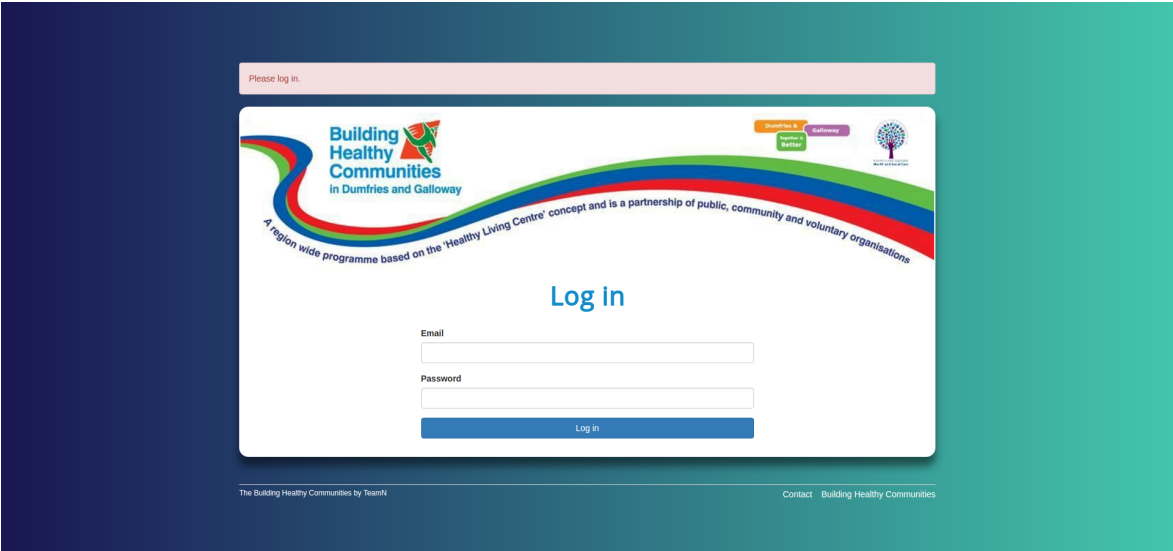


Figure 1: Login page

To login to the website, enter your email address and password. Until you do so, there is no way to access the website beyond this page. In the case that you have forgotten your email address and/or password, see [section 8: Contacts and Forgotten Passwords](#).

3 Home Page

Once logged in to the system, you will be presented with the home page, as seen in [Figure 2](#). From here, you can see an overview of all the initiatives you help to run. You can see the information given includes the initiative name, a brief description, and the location.

The initiative name is a link to the page of that initiative, from which you can view various metrics and details, as well as add new meetings, as detailed in [section 5](#): Initiative Info and [section 6](#): Meetings.

As a volunteer, you should leave feedback every six months. The button to leave feedback is above the list of initiatives. For more detail see [section 7](#): Feedback.

Finally, at the top of the screen is the menu bar, seen in [Figure 3](#). From here you can go between the home page and profile page ([section 4](#)), or log out.

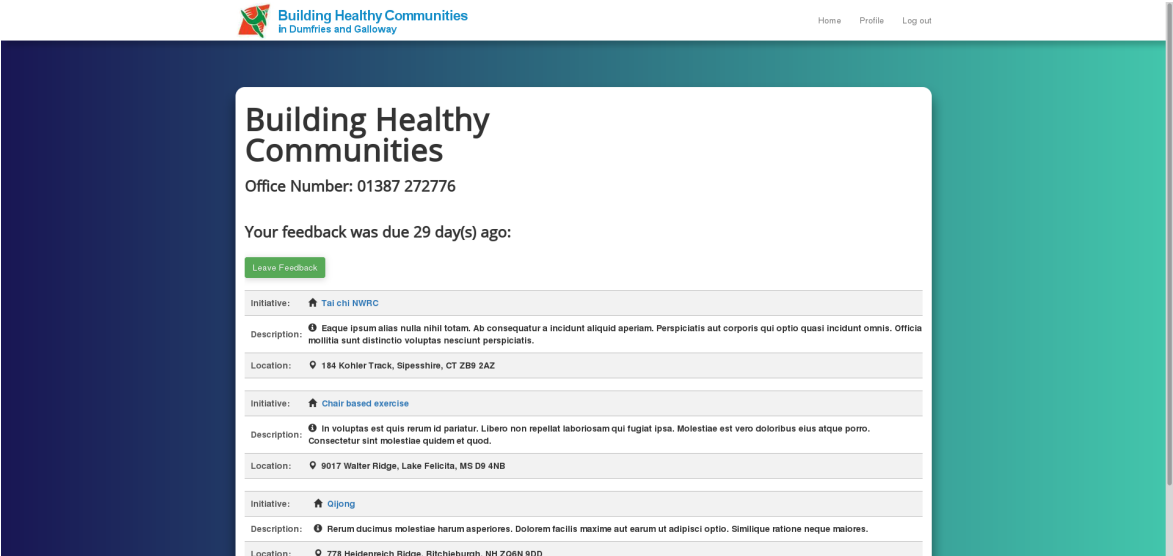


Figure 2: Home page



Figure 3: Menu bar

4 Profile Page and Detail Changes

The profile page, seen in [Figure 4](#) contains all the details the Building Healthy Communities system holds on you, from name and date of birth, to emergency contacts or the direct funding you receive. As this data is protected, only you and system administrators can view it. However, you cannot modify this information yourself, though you may send a request for an admin to change it.

To do this, click the blue 'Change Details' button near the top right of the page. This will take you to a small text box page ([Figure 5](#)) where you may type in the details that you want to be changed, and what you want them changing to. In case of incorrect details you can always cancel your request. This can be done by visiting your homepage, scroll down to the "Open Service Request" section and delete your desired request. An example can be shown in ([Figure 6](#)).

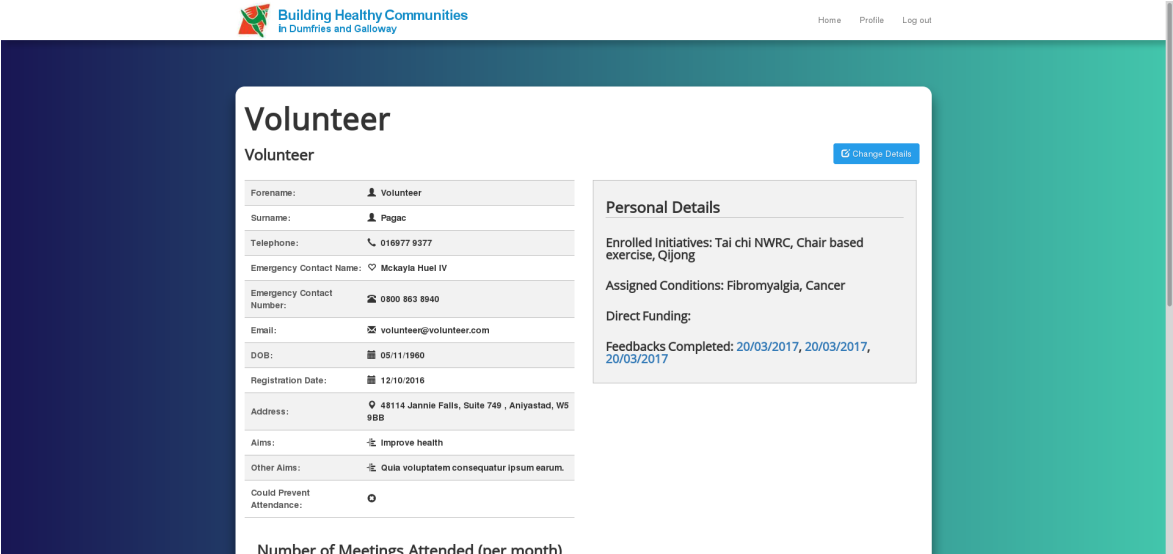


Figure 4: Profile page

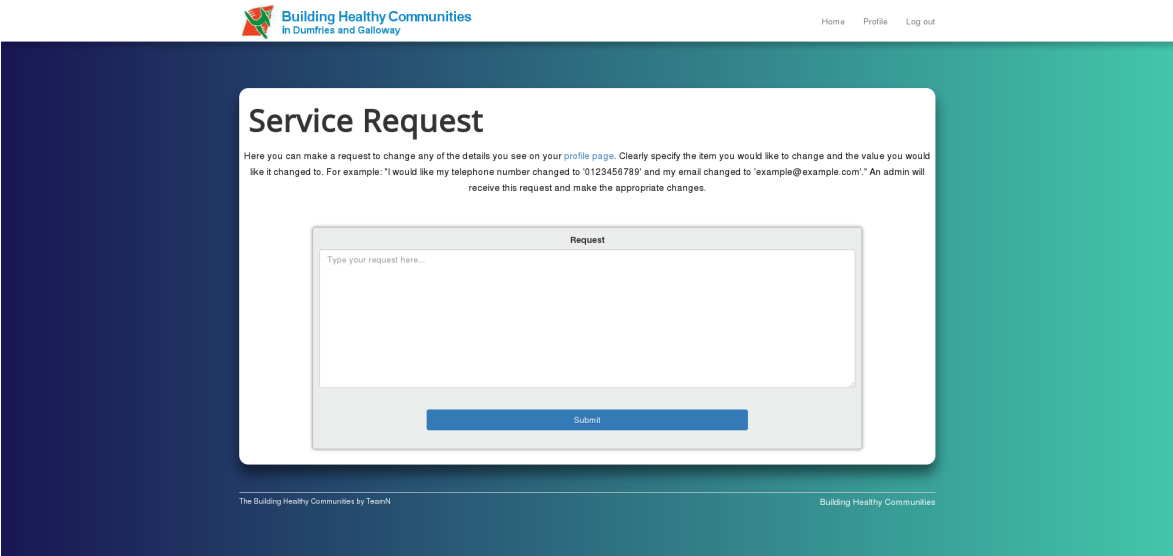


Figure 5: Changing details request

5 Initiative Information

The initiatives are the lifeblood of the BHC programme. As a volunteer, it is your job to run these initiatives, and it is from this page, seen in [Figure 8](#) that you can view the various details necessary for this upkeep, add new sessions, and take attendance. To access the initiative page for a particular initiative, click its name on your home page. The details visible from this page include:

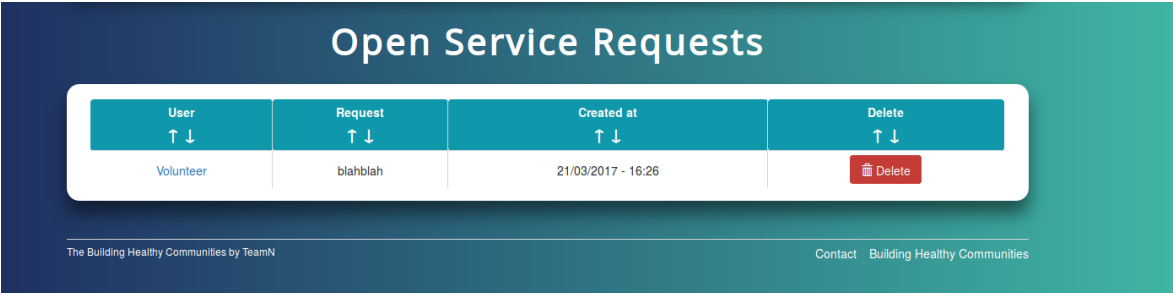


Figure 6: Delete details request

- Initiative name and area
- Initiative location
- A brief description
- The most recent meeting
- Number of enrolled members
- Number of funders
- Total meetings
- Average attendance
- Members unenrolled
- List of direct funding partners
- A graph of average attendance per meeting

On the right hand side of the page, you can see a second section, seen in [Figure 7](#). This lists all the indirect funding that the BHC programme receives related to your attendance. Indirect funding is received from various sources, either to fund a specific initiative (listed on the left), or to go towards initiatives geared towards those with particular conditions in the hope of improving their lives (listed on the right).

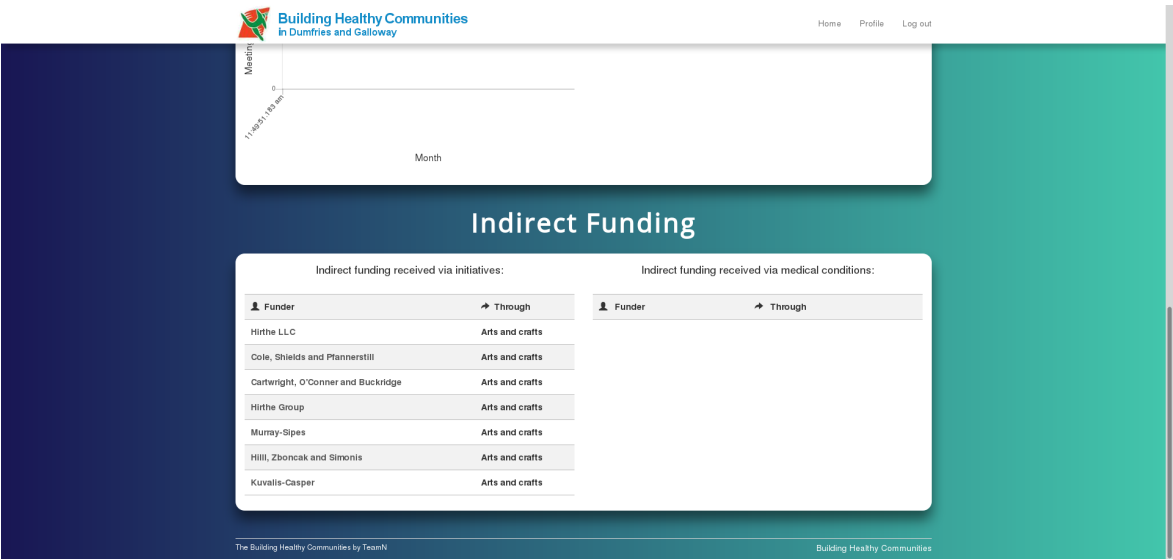


Figure 7: Indirect funding info

Further down the page, seen in [Figure 9](#), a list of attending members along with emergency details can be seen, and further yet (also [Figure 9](#)) a list of all meetings, scheduled and past. Clicking the date of a meeting will take you to the page for that meeting, and clicking the 'New Session' near the top of the page will allow you to create a new session, both of which are described in detail in [section 6: Meetings](#).

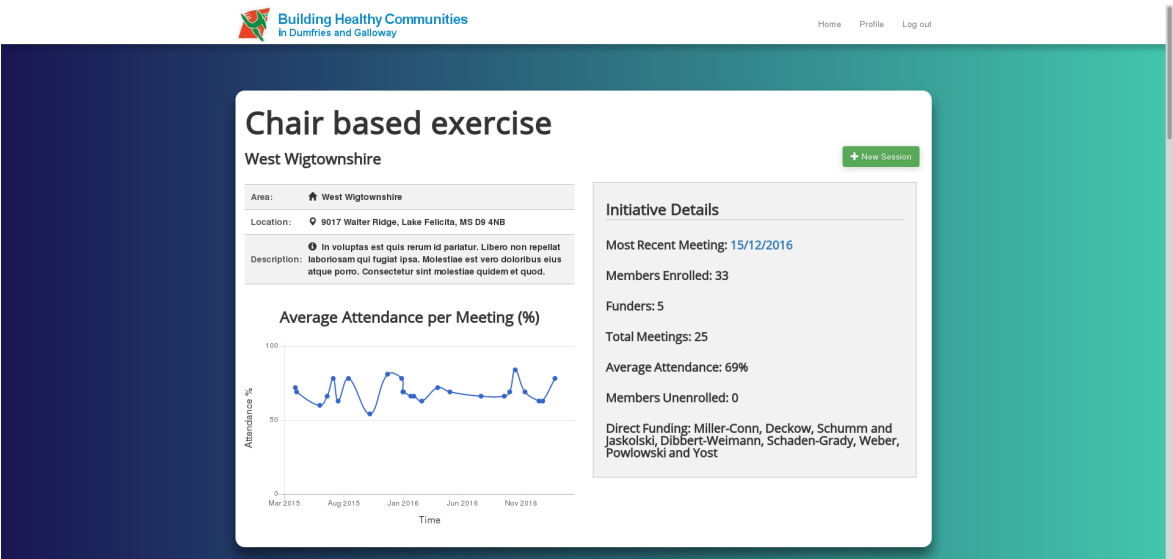


Figure 8: Initiative page

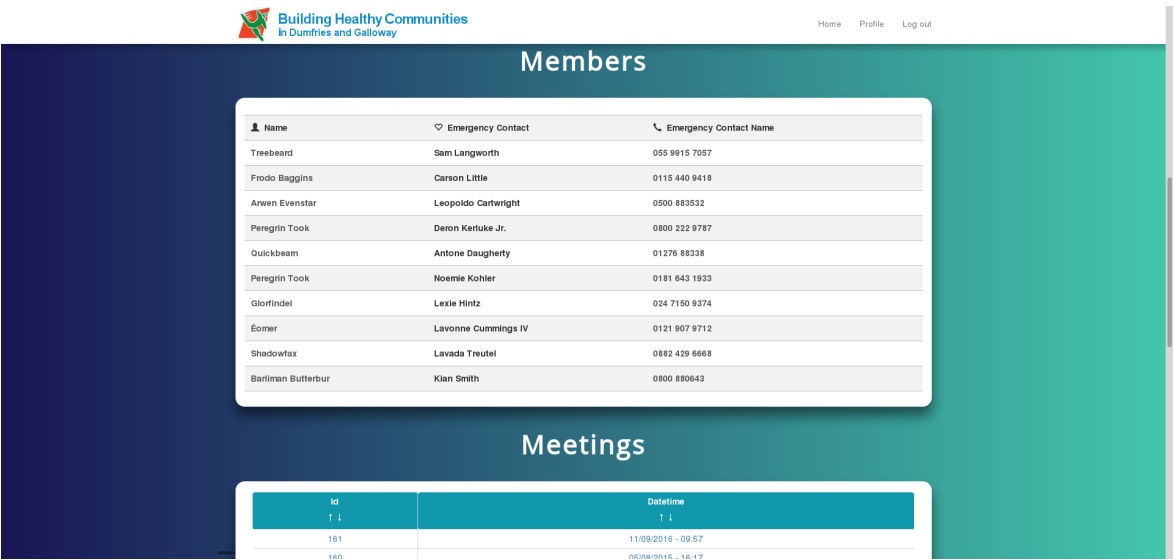


Figure 9: Members and meetings

6 Meetings

As mentioned above, volunteers such as yourself need to not only view information, but add meetings and take attendance. To add a new session, click the green 'New Session' button near the top right of the page. This will take you to a page titled 'Create a new session', seen in **Figure 10**. The drop down menus on this page allow you to create a session. If you click on the new session button, a predefined date scheduled a week after the last scheduled session is already typed for convenience. Although, you can specify any date and time of a session during both the past and future time.

Building Healthy Communities

In Dumfries and Galloway

HomeProfileLog out

Create a new session

Date & time

2016

September

18

09

57

1

Submit

Note: default is one week after the last meeting.

The Building Healthy Communities by TeamN

Building Healthy Communities

Figure 10: Create a new session

The final feature available to you as a volunteer is the ability to view the details of any given meeting for an initiative you help to run and to take attendance for that meeting. To open a meeting page, just click its date or ID anywhere that it appears (in the meetings list, or the most recent meeting). The meeting page shows you a brief overview of the meeting, and a list of all volunteers and service users registered to attend, as seen in [Figure 11](#).

To take attendance, simply tick off the names of those who are in attendance, and click 'Submit' to save the list. This will now load another page ([Figure 12](#)) that displays the percentage of people who attended that session. It is possible to retake attendance, but please note any previous attendance data for the meeting is lost, so be sure you know who is, or was, attending before you select this option!

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In Dumfries and Galloway

HomeProfileLog out

Chair based exercise Meeting

15/12/2016 - 20:30

Initiative: Chair based exercise

Area: West Wigtownshire

Location: 9017 Walter Ridge, Lake Felicity, MS D9 4NB

Description: In voluptas est quis rerum id pariatur. Libero non repellat laboriosam qui fugiat ipsa. Molestiae est vero doloribus eius atque porro. Consectetur sint molestiae quidem et quod.

Volunteers: Volunteer , Liam Nader , Nova O'Connell , Janis Schuster , Elliot Sawayn , Jake Kris , Saul Tillman , Cade Windler , Sarina Mraz , Lew Abshire

Attendance Form

Volunteer

Liam Nader

Nova O'Connell

Janis Schuster

Elliot Sawayn

Jake Kris

Saul Tillman

Cade Windler

Sarina Mraz

Lew Abshire

Mckenna Rolfson

Eric Jenkins

Elmore Rowe

Delta Fritsch

Berry Mann

Maximilian Hudson

Micah Kautzer

Domingo Schinner

Figure 11: Meeting page

7

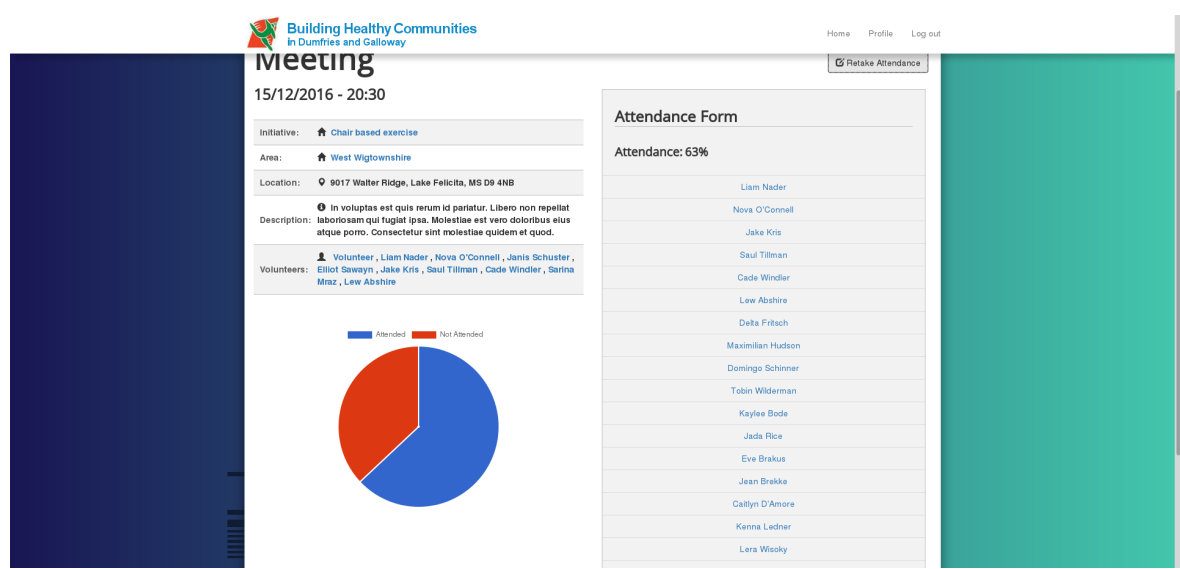


Figure 12: Attendance completed

7 Feedback

Leaving feedback is an important part of the BHC programme. It allows those running the programme to see the progress of everyone involved in the various initiatives, including you as a volunteer. It is advised to submit a feedback at least once every six months, although you may leave feedback at any time. To leave feedback, click the green 'Leave Feedback' button on the home page, and you will be taken to the feedback page, seen in [Figure 13](#).

The feedback form asks you a standard set of questions about how you have been feeling, and how connected you feel to your community and local area. You can re-view your feedback anytime you wish which is displayed in the "Feedbacks completed" section at your profile page. The feedback is mainly used for the administrators in an effort to gauge how much the initiatives have affected you, either in a positive or negative way. You should answer the questions honestly, so that the administrators can track your process and help you with any issues raised. The initiatives are there to help, and if they're doing something wrong, or there's something they can do, the BHC programme administrators need to know!

Building Healthy Communities
In Dumfries and Galloway

Home Profile Log out

Feedback

Please take a few moments to provide us with some important feedback about your feelings. This information would be used to improve your journey to our programmes.

1 | I've been feeling optimistic about the future

None of the time Rarely Some of the time Often All of the time

2 | I've been feeling useful

None of the time Rarely Some of the time Often All of the time

3 | I've been feeling relaxed

None of the time Rarely Some of the time Often All of the time

4 | I've been feeling interested in people

None of the time Rarely Some of the time Often All of the time

5 | I've had energy to spare

None of the time Rarely Some of the time Often All of the time

6 | I've been dealing well with problems

None of the time Rarely Some of the time Often All of the time

7 | I've been thinking clearly

None of the time Rarely Some of the time Often All of the time

8 | I've been feeling good about myself

None of the time Rarely Some of the time Often All of the time

Figure 13: Feedback page

8 Contacts and Forgotten Passwords

If you want to find contact details for a given area, there is an easy way to do so. On the bottom right is the word 'Contact'. Clicking on this will bring up the contacts

page, from which the addresses of the various area partnerships can be found, as seen in **Figure 14**. This page also includes the names and roles of people working there, and a telephone number. If you have forgotten your email address and/or password, you can call the number for your area and the team will try to help, asking you a few security questions for authentication, before resetting your login details.

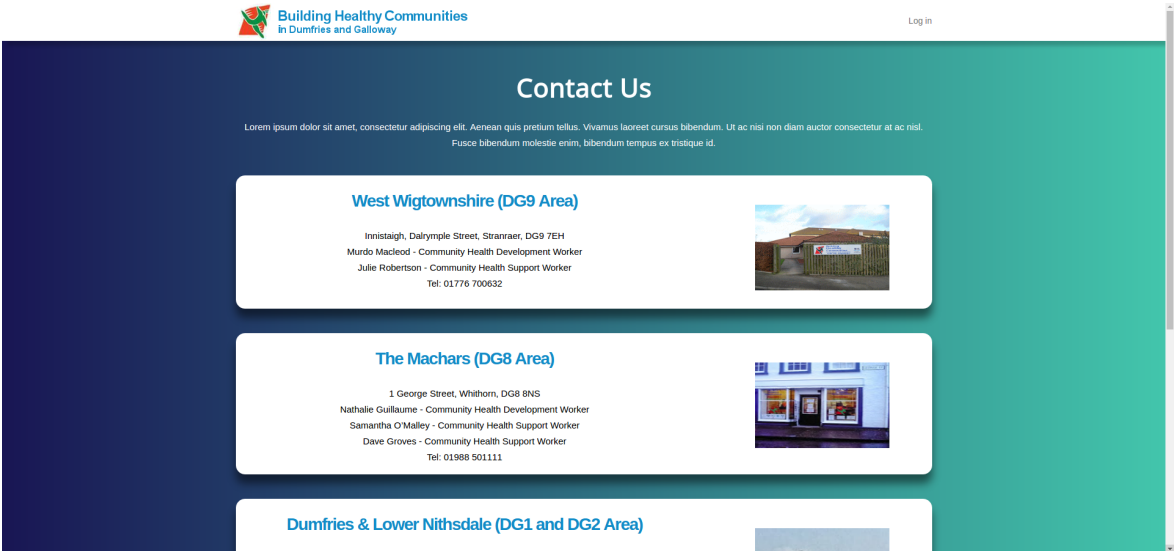


Figure 14: Contact page