Golden Generation 2 - User Manual

Time Banking Platform for Community Engagement

Table of Contents

Introduction

What is Golden Generation 2?

Golden Generation 2 is a web-based time banking platform designed to strengthen community bonds and support retirees through mutual assistance and social engagement. The platform enables community members to exchange services, participate in events, and build meaningful connections.

The Problem We Solve

Many retirees face challenges with:

- **Social Isolation**: Limited opportunities to connect with others
- **Service Access**: Difficulty finding help for daily tasks
- **Community Engagement**: Lack of structured activities and events
- **Skill Sharing**: No platform to share valuable life experiences

How Time Banking Works

Time banking is a system where community members exchange services using time as currency. When you help someone for one hour, you earn one time credit. You can then spend that credit to receive help from others in the community.

Example: Sarah helps David with gardening for 2 hours → Sarah earns 2 time credits → Sarah can spend these credits to get help with computer lessons from another community member.

User Roles & Permissions

Feature	Retiree	Admin	Super Admin
Profile Management	☑ View & Edit Own	☑ View All in Settlement	☑ View All System-wide
Event Participation	☑ Join Events	☑ Create/Edit Events	☑ Create/Edit All Events
Event Creation	✕	☑ Settlement Events	☑ All Events
Volunteer Registration	☑ Register as Volunteer	☑ Assign Volunteers	☑ Assign All Volunteers
Service Requests	☑ Submit Requests	☑ Manage Settlement Requests	☑ Manage All Requests
User Management	✕	☑ View Settlement Users	☑ Manage All Users
Settlement Management	✕	✕	☑ Add/Remove Settlements
Analytics	✕	☑ Settlement Analytics	☑ System-wide Analytics
System Settings	✕	✕	☑ Configure Platform

Getting Started

Creating Your Account

Step 1: Access the Platform

1. Open your web browser (Chrome, Firefox, Safari, or Edge)
2. Navigate to the Golden Generation 2 website
3. Click the **"Sign Up"** button

[INSERT SCREENSHOT: Login page with Sign Up button highlighted]

Step 2: Choose Your Settlement

1. Select your settlement from the dropdown menu
2. If your settlement is not listed, contact your community administrator
3. Click **"Continue"**

[INSERT SCREENSHOT: Settlement selection screen]

Step 3: Create Your Credentials

1. Enter your email address
2. Choose a username (this will be visible to other community members)
3. Create a strong password (minimum 8 characters with uppercase, lowercase, and number)
4. Click **"Continue"**

[INSERT SCREENSHOT: Credentials form]

Step 4: Personal Information

1. Fill in your contact information (phone number, address)
2. Select your marital status
3. Choose your native language and Hebrew proficiency level
4. Indicate if you're a new immigrant and provide arrival details
5. Click **"Continue"**

[INSERT SCREENSHOT: Personal details form]

Step 5: Work Background

1. Select your professional background from the categories
2. Choose your retirement status
3. Add any academic degrees or certifications
4. Click **"Continue"**

[INSERT SCREENSHOT: Work background form]

Step 6: Lifestyle & Interests

1. Select your hobbies and interests
2. Indicate if you have a car or carry a weapon
3. Add any health conditions (optional)
4. Click **"Continue"**

[INSERT SCREENSHOT: Lifestyle form]

Step 7: Veterans Community

1. Indicate your military service history
2. Add any relevant community service experience
3. Click **"Complete Registration"**

[INSERT SCREENSHOT: Veterans community form]

Logging In

1. Go to the Golden Generation 2 website
2. Enter your email address and password
3. Click **"Sign In"**
4. You'll be redirected to your personalized dashboard

Retiree Guide

Dashboard Overview

Your dashboard is your central hub for all community activities. It includes:

- **Upcoming Events**: Events you can join
- **My Events**: Events you've registered for
- **Time Credits**: Your current balance
- **Service Requests**: Help you need or can provide
- **Messages**: Community communications

[INSERT SCREENSHOT: Retiree dashboard overview]

Managing Your Profile

Editing Your Profile

1. Click on your profile picture in the top-right corner
2. Select **"Edit Profile"**
3. Update any information you'd like to change
4. Click **"Save Changes"**

Adding Profile Picture

1. In your profile settings, click **"Change Photo"**
2. Select an image from your device
3. Crop the image if needed
4. Click **"Save"**

Browsing and Joining Events

Finding Events

1. Click **"Events"** in the sidebar
2. Use the calendar view to see events by date
3. Use filters to find specific types of events:
    - **Category**: Social, Educational, Health, etc.
    - **Date Range**: This week, next month, etc.
    - **Location**: Specific venues or areas

[INSERT SCREENSHOT: Events browsing page]

Joining an Event

1. Click on an event that interests you
2. Read the event details carefully
3. Check if there are any requirements or prerequisites
4. Click **"Join Event"**
5. Confirm your registration

Note: Some events may have limited spots. Join early to secure your place!

Managing Your Event Registrations

1. Go to **"My Events"** in your dashboard
2. View all events you've registered for
3. Click **"Cancel Registration"** if you can no longer attend
4. Check event reminders and updates

Requesting Help

Submitting a Service Request

1. Click **"Request Help"** in your dashboard
2. Select the type of service you need:
    - **Home Maintenance**: Gardening, repairs, cleaning
    - **Transportation**: Rides to appointments, shopping
    - **Technology Help**: Computer assistance, phone setup
    - **Social Support**: Companionship, conversation
    - **Other**: Specify your need
3. Fill in the details:
    - **Title**: Brief description of what you need
    - **Description**: Detailed explanation
    - **Preferred Date/Time**: When you need the help
    - **Duration**: How long the task will take
    - **Location**: Where the help is needed
4. Click **"Submit Request"**

[INSERT SCREENSHOT: Service request form]

Tracking Your Requests

1. Go to **"My Requests"** in your dashboard
2. View the status of your requests:
    - **Pending**: Waiting for volunteer assignment
    - **Assigned**: A volunteer has been assigned
    - **In Progress**: Help is being provided
    - **Completed**: Service has been finished

Volunteering Your Time

Registering as a Volunteer

1. Click **"Volunteer"** in your dashboard
2. Select the areas where you can help:
    - **Home Maintenance**: Gardening, repairs, cleaning
    - **Transportation**: Providing rides
    - **Technology Support**: Computer help, phone assistance
    - **Social Support**: Companionship, conversation
    - **Teaching**: Sharing skills and knowledge
3. Add your availability schedule
4. Click **"Save Volunteer Profile"**

[INSERT SCREENSHOT: Volunteer registration form]

Responding to Service Requests

1. Go to **"Available Requests"** in the volunteer section
2. Browse requests that match your skills
3. Click on a request to see details
4. Click **"I Can Help"** to volunteer
5. Coordinate with the requester to arrange details

Earning Time Credits

- **1 hour of help = 1 time credit**
- Credits are automatically added to your account
- You can track your earnings in your dashboard
- Credits never expire and can be used anytime

Using the Chat System

Sending Messages

1. Click **"Messages"** in the sidebar
2. Click **"New Message"**
3. Select the recipient(s)
4. Type your message
5. Click **"Send"**

Receiving Messages

- New messages appear in your inbox
- You'll see a notification badge on the Messages icon
- Click on a message to read and reply

[INSERT SCREENSHOT: Messages interface]

Using Accessibility Tools

Text-to-Speech

1. Click the **"Listen"** button next to any text
2. The text will be read aloud
3. Click **"Stop"** to end playback

Font Size Adjustment

1. Click the **"Settings"** icon (gear symbol)
2. Select **"Accessibility"**
3. Choose your preferred font size:
   - **Small**: Default size
   - **Medium**: 20% larger
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Language Selection

1. Click the language selector in the top-right corner
2. Choose your preferred language:
   - **English**
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Admin Guide

Admin Dashboard Overview

As an admin, you manage your settlement's community activities. Your dashboard includes:

- **Event Management**: Create and manage events
- **User Management**: View and assist settlement members
- **Service Requests**: Assign volunteers and track progress
- **Analytics**: Settlement activity reports
- **Settings**: Settlement-specific configurations

[INSERT SCREENSHOT: Admin dashboard overview]

Creating Events

Basic Event Creation

1. Click **"Create Event"** in your dashboard

2. Fill in the event details:
   - **Title**: Clear, descriptive name
   - **Description**: Detailed information about the event
   - **Category**: Select appropriate category
   - **Date**: Choose the event date
   - **Time**: Set start and end times
   - **Location**: Venue or meeting point
   - **Maximum Participants**: Limit if needed

3. Click **"Create Event"**

[INSERT SCREENSHOT: Event creation form]

Advanced Event Settings

1. **Recurring Events**: Set up events that repeat weekly/monthly
2. **Prerequisites**: Add requirements for participation
3. **Time Credits**: Specify if the event earns or requires credits
4. **Attachments**: Add relevant documents or images

Event Categories

- **Social Events**: Community gatherings, celebrations
- **Educational**: Workshops, lectures, skill-sharing
- **Health & Wellness**: Exercise classes, medical information
- **Volunteer Activities**: Community service projects
- **Recreational**: Sports, hobbies, entertainment
- **Cultural**: Arts, music, traditions

Managing Events

Editing Events

1. Go to **"Event Management"**
2. Find the event you want to edit
3. Click **"Edit"**
4. Make your changes
5. Click **"Save Changes"**

Canceling Events

1. Find the event in your management list
2. Click **"Cancel Event"**
3. Provide a reason for cancellation
4. Confirm the cancellation
5. All registered participants will be notified automatically

Event Approval (for Retiree-Created Events)

1. Go to **"Pending Approvals"**
2. Review the event details
3. Check if it meets community guidelines
4. Click **"Approve"** or **"Reject"**
5. Add comments if needed

Managing Users

Viewing User Profiles

1. Go to **"User Management"**
2. Browse all settlement members
3. Click on a user to view their profile
4. See their activity history and preferences

Assisting Users

1. **Password Reset**: Help users who forgot their password
2. **Profile Updates**: Assist with profile modifications
3. **Account Issues**: Troubleshoot login problems
4. **Training**: Provide platform orientation

User Communication

1. Send announcements to all settlement members
2. Contact specific users for support
3. Coordinate with volunteers and requesters

Managing Service Requests

Reviewing Requests

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Assigning Volunteers

1. Click on a service request
2. View available volunteers with matching skills
3. Check volunteer availability
4. Click **"Assign Volunteer"**
5. Notify both parties of the assignment

Tracking Progress

1. Monitor request status updates
2. Follow up on completed services
3. Ensure time credits are properly awarded
4. Address any issues or conflicts

Analytics and Reporting

Settlement Analytics

1. Go to **"Analytics"** in your dashboard
2. View key metrics:
    - **Active Users**: Number of engaged members
    - **Event Participation**: Attendance rates
    - **Service Requests**: Types and completion rates
    - **Time Credits**: Total earned and spent

Generating Reports

1. Select the report type
2. Choose date range
3. Click **"Generate Report"**
4. Download or share the report

[INSERT SCREENSHOT: Analytics dashboard]

Filtering and Searching

Event Search

1. Use the search bar to find specific events
2. Apply filters:
    - **Date Range**: Past, current, or future events
    - **Category**: Filter by event type
    - **Status**: Upcoming, ongoing, completed
    - **Location**: Specific venues

User Search

1. Search for users by name or username
2. Filter by activity level or volunteer status
3. Find users with specific skills or interests
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Super Admin Guide

Super Admin Dashboard Overview

As a super admin, you manage the entire platform across all settlements. Your dashboard includes:

- **System Management**: Platform-wide settings
- **Settlement Management**: Add and configure settlements
- **Admin Management**: Assign and manage administrators
- **System Analytics**: Platform-wide statistics
- **Global Settings**: Configure platform features

[INSERT SCREENSHOT: Super admin dashboard overview]

Managing Settlements

Adding New Settlements

1. Go to **"Settlement Management"**
2. Click **"Add Settlement"**
3. Enter settlement details:
    - **Name**: Official settlement name
    - **Location**: Geographic area
    - **Description**: Brief overview
    - **Contact Information**: Primary contact details
4. Click **"Create Settlement"**

[INSERT SCREENSHOT: Add settlement form]

Assigning Admins to Settlements

1. Go to **"Admin Management"**
2. Click **"Assign Admin"**
3. Select the settlement
4. Choose an admin from the list or create a new admin account
5. Set admin permissions and access levels
6. Click **"Assign"**

Settlement Configuration

1. **Event Categories**: Customize available categories
2. **Time Credit Rules**: Set earning and spending rates
3. **Notification Settings**: Configure automated messages
4. **Access Controls**: Set privacy and security settings

Managing Administrators

Creating Admin Accounts

1. Go to **"Admin Management"**
2. Click **"Create Admin"**
3. Fill in admin details:
    - **Personal Information**: Name, contact details
    - **Settlement Assignment**: Which settlement they manage
    - **Permissions**: Specific access rights
    - **Credentials**: Email and password
4. Click **"Create Account"**

Admin Training and Support

1. **Platform Orientation**: Provide comprehensive training
2. **Best Practices**: Share community management tips
3. **Troubleshooting**: Help with technical issues
4. **Ongoing Support**: Regular check-ins and assistance

System-Wide Settings

Platform Configuration

1. **General Settings**:
    - Platform name and branding
    - Default language settings
    - Time zone configuration
    - Contact information
2. **Security Settings**:
    - Password requirements
    - Session timeout settings
    - Data privacy controls
    - Backup and recovery options
3. **Feature Management**:
    - Enable/disable platform features
    - Configure notification systems
    - Set up automated processes

[INSERT SCREENSHOT: System settings page]

Global Analytics

1. **Platform Statistics**:
    - Total registered users
    - Active settlements
    - System-wide event participation
    - Overall time credit circulation
2. **Performance Metrics**:
    - Platform usage patterns
    - User engagement rates
    - System performance indicators
    - Error rates and resolution times

System Monitoring

User Activity Monitoring

1. Track platform usage across all settlements
2. Monitor user engagement and retention
3. Identify inactive users and settlements
4. Generate activity reports

System Health Checks

1. Monitor platform performance
2. Check for technical issues
3. Review error logs
4. Ensure data backup integrity

Calendar System

Understanding the Calendar

Calendar Views

1. **Month View**: Overview of all events in a month
2. **Week View**: Detailed weekly schedule
3. **Day View**: Hour-by-hour daily schedule
4. **List View**: Chronological event list

[INSERT SCREENSHOT: Calendar with different views]

Event Color Codes

- 🟢 **Green**: Social events and community gatherings
- 🔵 **Blue**: Educational workshops and lectures
- 🟡 **Yellow**: Health and wellness activities
- 🟠 **Orange**: Volunteer activities and service projects
- 🟣 **Purple**: Cultural events and arts
- 🔴 **Red**: Important announcements or urgent events

Calendar Navigation

1. **Month Navigation**: Use arrow buttons to move between months
2. **Today Button**: Quickly return to current date
3. **Date Selection**: Click any date to view events
4. **Quick Jump**: Use date picker for specific dates

Event Information

Reading Event Details

When you click on an event, you'll see:

- **Event Title**: Name of the event
- **Date and Time**: When it takes place
- **Location**: Where to meet
- **Description**: What the event is about
- **Category**: Type of event
- **Organizer**: Who's running the event
- **Participants**: Who's attending
- **Time Credits**: If it earns or requires credits

Event Actions

- **Join Event**: Register to attend
- **Add to Calendar**: Save to your personal calendar
- **Share Event**: Send to other community members
- **Get Directions**: Open map with location

Personal Calendar

Your Personal Schedule

1. **My Events**: Events you've registered for
2. **My Requests**: Service requests you've submitted
3. **My Volunteering**: Help you've committed to provide
4. **Reminders**: Upcoming activities and deadlines

Calendar Settings

1. **Notification Preferences**: Set reminder times
2. **Privacy Settings**: Control what others can see
3. **Sync Options**: Connect with external calendars
4. **Display Preferences**: Customize calendar appearance

Time Banking Model

How Time Banking Works

Earning Time Credits

You earn time credits by helping others:

- **1 hour of help = 1 time credit**
- **30 minutes of help = 0.5 time credits**
- **2 hours of help = 2 time credits**

Examples of earning credits:

- Helping with gardening for 2 hours = 2 credits
- Providing computer lessons for 1 hour = 1 credit
- Giving someone a ride for 30 minutes = 0.5 credits

Spending Time Credits

You spend credits to receive help:

- **1 time credit = 1 hour of help**
- **2 time credits = 2 hours of help**

Examples of spending credits:

- Getting help with home repairs = 1 credit per hour
- Receiving transportation to appointments = 1 credit per hour
- Getting technology assistance = 1 credit per hour

Time Credit Rules

Credit Guidelines

- **No Expiration**: Credits never expire
- **Transferable**: Credits can be used for any service
- **Fair Exchange**: All time is valued equally
- **Community-Based**: Credits work within your settlement

Earning Opportunities

1. **Direct Service**: Helping other community members
2. **Event Participation**: Contributing to community events
3. **Teaching**: Sharing skills and knowledge
4. **Organizing**: Planning and coordinating activities

Spending Opportunities

1. **Personal Services**: Getting help with daily tasks
2. **Learning**: Receiving instruction or guidance
3. **Transportation**: Getting rides to appointments
4. **Social Support**: Receiving companionship or assistance

Managing Your Time Credits

Checking Your Balance

1. Go to your dashboard
2. Look for the **"Time Credits"** section
3. View your current balance
4. See recent transactions

Transaction History

1. Click on **"Time Credits"**
2. View **"Transaction History"**
3. See all credits earned and spent
4. Check dates and descriptions

Credit Statements

- **Monthly Statements**: Summary of your activity
- **Annual Reports**: Year-end credit summary
- **Export Options**: Download your credit history

Time Banking Best Practices

Fair Exchange

- **Be Honest**: Report accurate time spent
- **Be Fair**: Don't overcharge or undercharge
- **Be Respectful**: Value everyone's time equally
- **Be Reliable**: Show up when you commit to help

Building Trust

- **Start Small**: Begin with short, simple services
- **Build Relationships**: Get to know other members
- **Be Consistent**: Regular participation builds trust
- **Give and Receive**: Balance earning and spending

Time Banking Model

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Accessibility Features

Text-to-Speech

Enabling Text-to-Speech

1. Click the **"Accessibility"** button in the top toolbar
2. Toggle **"Text-to-Speech"** to ON
3. Choose your preferred voice and speed

4. Click **"Save Settings"**

Using Text-to-Speech

1. **Listen to Page**: Click the **"Listen"** button to hear the entire page
2. **Listen to Selection**: Highlight text and click **"Listen"**
3. **Listen to Events**: Click the **"Listen"** button next to event descriptions
4. **Stop Playback**: Click **"Stop"** to end audio

[INSERT SCREENSHOT: Text-to-speech controls]

Visual Accessibility

Font Size Adjustment

1. Click **"Settings"** → **"Accessibility"**
2. Choose your preferred font size:
   - **Small**: Default size (16px)
   - **Medium**: 20% larger (19px)
   - **Large**: 40% larger (22px)
   - **Extra Large**: 60% larger (26px)

High Contrast Mode

1. Go to **"Accessibility Settings"**
2. Toggle **"High Contrast"** to ON
3. Choose contrast level:
   - **Standard**: Default contrast
   - **High**: Enhanced contrast
   - **Maximum**: Maximum contrast

Color Blindness Support

1. Enable **"Color Blindness Mode"**
2. Choose your type:
   - **Protanopia**: Red-green color blindness
   - **Deuteranopia**: Green-red color blindness
   - **Tritanopia**: Blue-yellow color blindness

Navigation Assistance

Keyboard Navigation

- **Tab**: Move between elements
- **Enter/Space**: Activate buttons and links
- **Arrow Keys**: Navigate menus and lists
- **Escape**: Close dialogs and menus

Screen Reader Support

- **Compatible**: Works with JAWS, NVDA, and VoiceOver
- **Descriptive Labels**: All elements have clear descriptions
- **Logical Structure**: Content is organized for easy navigation
- **Alternative Text**: Images have descriptive text

Language Support

Changing Language

1. Click the language selector in the top-right corner
2. Choose your preferred language:
   - **English**: Default language
   - **עברית**: Hebrew with right-to-left support
   - **العربية**: Arabic with right-to-left support

Right-to-Left (RTL) Support

- **Automatic Detection**: Interface adjusts automatically
- **Text Direction**: Text flows correctly for Hebrew and Arabic
- **Layout Adjustment**: Buttons and menus align properly
- **Number Formatting**: Dates and times display correctly

Mobile Accessibility

Responsive Design

- **Mobile-Friendly**: Works on all device sizes
- **Touch-Friendly**: Large buttons and touch targets
- **Zoom Support**: Pinch to zoom without breaking layout
- **Orientation Support**: Works in portrait and landscape

Voice Commands

- **Voice Navigation**: Use voice commands to navigate
- **Voice Search**: Search for events and users by voice
- **Voice Input**: Dictate messages and requests
- **Voice Feedback**: Hear confirmations and updates

Troubleshooting & FAQ

Common Problems and Solutions

Login Issues

Problem: "I can't log in to my account"
Solutions:

1. Check that your email and password are correct
2. Make sure Caps Lock is off
3. Try clicking "Forgot Password" to reset
4. Clear your browser cache and cookies
5. Try a different browser

Problem: "I forgot my password"
Solutions:

1. Click "Forgot Password" on the login page
2. Enter your email address
3. Check your email for reset instructions
4. Create a new password
5. Contact your admin if you don't receive the email

Event Registration Issues

Problem: "I can't join an event"
Solutions:

1. Check if the event is full
2. Verify the event date hasn't passed
3. Make sure you're logged in
4. Try refreshing the page
5. Contact the event organizer

Problem: "I registered but can't see the event in my calendar"
Solutions:

1. Check "My Events" in your dashboard
2. Verify the event date and time
3. Try refreshing the page
4. Check if the event was cancelled
5. Contact support if the issue persists

Service Request Issues

Problem: "No one responded to my service request"
Solutions:

1. Check if volunteers are available in your area
2. Consider adjusting your request details
3. Try breaking down large requests into smaller ones
4. Contact your admin for assistance
5. Be patient - volunteers may need time to respond

Problem: "I can't submit a service request"
Solutions:

1. Make sure all required fields are filled
2. Check that your request is appropriate for the platform
3. Try a different category if applicable
4. Contact your admin for guidance
5. Ensure you're logged in to your account

Technical Issues

Problem: "The page is loading slowly"
Solutions:

1. Check your internet connection
2. Try refreshing the page
3. Clear your browser cache
4. Close other browser tabs
5. Try a different browser

Problem: "I can't see images or icons"
Solutions:

1. Check your internet connection
2. Enable images in your browser settings
3. Try refreshing the page
4. Clear your browser cache
5. Try a different browser

Problem: "The text is too small to read"
Solutions:

1. Use the font size controls in accessibility settings
2. Use browser zoom (Ctrl/Cmd + Plus)
3. Enable high contrast mode
4. Use text-to-speech feature
5. Contact your admin for assistance

Frequently Asked Questions

General Questions

Q: Is the platform free to use?
A: Yes, Golden Generation 2 is completely free for all community members.

Q: How do I get help if I'm having trouble?
A: Contact your settlement admin or use the help section in your dashboard.

Q: Can I use the platform on my phone?
A: Yes, the platform works on all devices including smartphones and tablets.

Q: Is my personal information safe?
A: Yes, we use industry-standard security measures to protect your data.

Time Banking Questions

Q: Do time credits expire?
A: No, time credits never expire and can be used anytime.

Q: Can I transfer credits to someone else?
A: Credits are personal and cannot be transferred between users.

Q: What if someone doesn't show up for a scheduled service?
A: Contact your admin to report the issue and potentially receive credit compensation.

Q: How do I know if someone is trustworthy?
A: All users are verified community members, and you can check their activity history.

Event Questions

Q: Can I create my own events?
A: Retirees can suggest events, but admins create and manage official events.

Q: What if I need to cancel an event I registered for?
A: Go to "My Events" and click "Cancel Registration" as early as possible.

Q: Are there events for people with limited mobility?
A: Yes, many events are designed to be accessible to all community members.

Q: Can I bring a friend or family member to an event?
A: Check the event details - some events allow guests, others are for registered members only.

Privacy Questions

Q: Who can see my profile information?
A: Only other community members in your settlement can see your profile.

Q: Can I control what information is visible?
A: Yes, you can adjust privacy settings in your profile.

Q: Are my messages private?
A: Direct messages are private between you and the recipient.

Q: Can I delete my account?
A: Contact your admin if you want to deactivate your account.

Getting Help

Contact Information

- **Your Settlement Admin**: First point of contact for most issues
- **Platform Support**: Available through the help section
- **Emergency Contact**: For urgent matters, contact your admin directly

Support Hours

- **Admin Support**: Available during business hours
- **Platform Support**: 24/7 automated help system
- **Emergency Support**: Available for urgent community matters

Before Contacting Support

1. Try the troubleshooting steps above
2. Check the FAQ section
3. Restart your browser
4. Clear your browser cache
5. Try a different device if possible

Glossary

Platform Terms

Admin: Community administrator who manages events and users in a settlement

Dashboard: Your personal homepage showing your activities and options

Event: A community activity or gathering organized through the platform

Settlement: A geographic community or area served by the platform

Super Admin: System administrator who manages the entire platform

Time Credit: The currency used in the time banking system (1 hour = 1 credit)

User Roles

Retiree: Community member who participates in events and exchanges services

Admin: Settlement manager who coordinates activities and assists users

Super Admin: Platform administrator who manages the entire system

Event Terms

Category: Type of event (Social, Educational, Health, etc.)

Participant: Someone who has registered to attend an event

Organizer: Person responsible for planning and running an event

Registration: Process of signing up to attend an event

Service Terms

Service Request: A request for help from another community member

Volunteer: Someone who offers to provide help or services

Assignment: Process of matching a volunteer with a service request

Completion: When a service has been successfully provided

Technical Terms

Browser: Software used to access the internet (Chrome, Firefox, Safari, etc.)

Cache: Temporary storage that helps pages load faster

Login: Process of entering your account credentials

Password: Secret code that protects your account

Username: Your unique identifier on the platform

Accessibility Terms

High Contrast: Display mode that makes text easier to read

RTL: Right-to-left text direction for Hebrew and Arabic

Screen Reader: Software that reads text aloud for visually impaired users

Text-to-Speech: Feature that converts written text to spoken audio

Time Banking Terms

Earning: Gaining time credits by helping others

Spending: Using time credits to receive help

Balance: Your current number of time credits

Transaction: Record of credits earned or spent

Exchange: The process of trading time for services

Conclusion

Golden Generation 2 is designed to strengthen community bonds and support retirees through mutual assistance and social engagement. By participating in the time banking system, you can:

- **Build Connections**: Meet and interact with other community members
- **Share Skills**: Offer your expertise and learn from others
- **Stay Active**: Participate in events and activities
- **Get Help**: Receive assistance when you need it
- **Give Back**: Contribute to your community's well-being

Getting the Most from the Platform

1. **Start Small**: Begin with simple activities and build up
2. **Be Active**: Regular participation helps you build relationships
3. **Be Patient**: Building trust takes time
4. **Ask for Help**: Don't hesitate to contact your admin or other users
5. **Stay Connected**: Check the platform regularly for new opportunities

Community Guidelines

- **Be Respectful**: Treat all members with kindness and respect
- **Be Reliable**: Show up when you commit to help
- **Be Honest**: Report accurate time spent and received
- **Be Inclusive**: Welcome new members and help them get started
- **Be Safe**: Follow safety guidelines and report any concerns

Remember, this platform is about building a stronger, more connected community where everyone can contribute and benefit. Your participation makes a difference!

For additional support or questions, please contact your settlement administrator or use the help features built into the platform.

This manual is regularly updated. For the latest version, check with your settlement administrator.