Customer FAQ

1) Is there a fee for M-Volunteer?

No, M-Volunteer is free.

2) Can people who live outside of Munich use M-Volunteer?

Users must have their place of residence in the city of Munich and they must use the M-Login or the Bavarian-ID as proof.

3) Does M-Volunteer or the City of Munich have commercial intentions?

M-Volunteer has no commercial intentions, it will always remain free of charge. The aim is to improve the cooperation between citizens, social associations and the City of Munich for the benefit of all users.

4) Must I have reached a certain age to be able to use M-Volunteer (e.g., eighteen)?

According to German law, the user must be eighteen years old.

5) Do I have to create an account to use M-Volunteer?

Yes, an account must be created. This account will be verified via the M-login or the Bavarian-ID. For each Login-ID only one account can be created.

6) How can I create an account?

You can create an account by entering your personal data:

- Last name

- First name

- Postcode

- Street and house number

- M-Login

and accepting the terms and conditions.

7) What data is collected for the registration?

The following data must be provided for the registration:

- Last name

- First name

- Postcode

- Street and house number

- M-Login

8) How can I delete my account?

You can easily delete your account via the profile management. All data related to your person will be deleted either when you delete your account or when you wish to do so.

9) Which of my data will be stored?

In addition to the metadata mentioned in points 6 and 7, additional behavioural data will be stored to display better proposals.

10) For which devices/operating systems is M-Volunteer available?

M-Volunteer will be available as website as well as on iOS and Android.

11) Is there a way to contact a support team if there are unresolved questions or difficulties (e.g., problems with another user)?

Yes, there is a forum where questions are answered by the support team.

12) Could I ask for money for my volunteer work?

No, it is not allowed to ask for money for your volunteer work.

13) What is the advantage of using M-Volunteer?

The use of M-Volunteer offers the decisive advantage of a quick connection between the associations seeking help and the citizens of the city who want to help.

14) Who is M-Volunteer for?

M-Volunteer is intended for…

1. …citizens of the City of Munich who are interested in social work in the short term and who would like to contact a social association.

2. …the City of Munich to get an overview of the needs and surplus of resources in Munich.

3. …social associations in Munich, that need people with the will to help.

15) How will my work be rewarded? What is the additional incentive to help?

Volunteer work will be rewarded with the "M-points" system. The volunteer receives M-points for each time volunteering. Those M-points can then be exchanged for small rewards in the City of Munich, like free tickets for the MVG or museums. It is possible to check in advance how many M-points a particular job rewards.

16) How can I redeem my M-points?

The M-points can be redeemed within the M-point menu. After redemption you will receive a QR code which can be redeemed for a ticket by a partner, e.g., the MVG.

17) How many M-points do I get for each activity?

This depends on the duration of the activity. The duration of the activity is determined by the association. For each hour of volunteering, you will receive ten M-points.

18) Can I use M-Volunteer to commit myself to social work for a longer period?

A longer commitment through M-Volunteer is possible, but the core idea is to connect people with the will to volunteer and associations looking for volunteers, in particular for short-term work. If a volunteer would like to volunteer for longer, he must make agreements with an association himself.

19) Do I need certain skills or are there conditions to help?

The associations will mention all the conditions for the help needed in their offers. The most important thing to have is the will to help.

20) I wanted to help but cannot participate now. How do I solve the problem?

If you cannot participate, you must cancel 24 hours before the appointment. Otherwise, there will be points deducted from your M-points account. If you do not show up several times in a row, your account will be blocked for some days.

21) Will the rewards always stay the same?

The rewards will vary.

Stakeholder FAQ

1) What is the aim of M-Volunteer?

The aim is to promote short-term social commitment within the city of Munich to support social associations in their search for members. In addition, the M-Points should create an incentive to get socially involved.

2) Why should people use M-Volunteer?

M-Volunteer enables the user to find faster results and possibly come up with new ideas when searching for social engagement. The M-Points system offers additional rewards.

3) How does the M-points system work?

- Each person receives a fixed number of points with registration.

- Each association determines a fixed number of points for each activity.

- The number of points users receive depends on the duration of their volunteering activity.

4) How can users be prevented from using the M-Volunteer and/ or M-point system in a negative way?

- The registration is carried out via verification using the M-Login or the Bavarian-ID.

- After completion of a volunteer service, the agreed number of points gets deducted from the user's account.

- There is a rating system for user profiles.

- In the event of a dispute, a faulty transaction or service a complaint can be submitted by pressing the complaint button (for the user as well as for the association).

5) What is the motivation behind the points system?

From a certain number of points on, people can benefit from bonuses of the City of Munich.

6) What could these bonuses be?

These bonuses could be anything that the City of Munich can offer, e.g., discounts offered by state institutions or by cooperating companies (sponsors).

7) How can the City of Munich react if there are too many points in circulation?

The City of Munich could increase the number of bonuses offered or it could set a maximum number of points per user.

8) Can existing resources (parts of the programme) already be used?

This question cannot be answered.

9) Can we connect M-Volunteer with other apps?

It makes sense to link M-Volunteer with the app "M-Wallet". This way vouchers can be transferred directly to the M-Wallet after receipt.

10) When will M-Volunteer be on the market?

M-Volunteer will be on the market from July 22nd on.

11) What will be the running costs to keep M-Volunteer up and running (updates etc.)?

This question cannot be answered.

12) Do you think that your solution will appeal to our target audience?

Yes, we think that our app will appeal to the citizens of Munich.

13) How would you deal with abuse?

In the event of abuse, the user account would get blocked for two days. If this would happen three times, the entire account would get deleted.

14) To what extent does M-Volunteer help us in our future strategy?

M-Volunteers helps promoting better networking between citizens and their cohesion for mutual benefit.

15) How much will it cost to implement M-Volunteer?

This question cannot be answered yet.

16) Can M-Volunteer be used by private individuals only?

Yes, for the time being, M-Volunteer should only be used by private individuals.

17) How do we motivate associations to use M-Volunteer?

Many associations lack members. The motivation is in the faster member search.

18) What happens if no rewards can be offered?

This question cannot be answered.

19) How time consuming is it to lead a support team?

This question cannot be answered.

20) How durable will the used technology be?

This question cannot be answered.

21) Was a survey carried out according to the need for an app like M-Volunteer?

No survey among citizens or social associations was carried out to determine the need for it.