Santropol Roulant Volunteer Application User Guide

Version 1.0

July 2024

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Introduction

Welcome to the Santropol Roulant Volunteer Application User Guide. This guide is designed to help you navigate and utilize the volunteer application effectively, ensuring a smooth and productive experience as a volunteer.

The volunteer application is designed to streamline volunteer management processes at Santropol Roulant. It facilitates communication, scheduling, and data management, making it easier for volunteers and staff to coordinate and collaborate.

This user guide is intended for:

- **Volunteers**: Individuals who contribute their time and effort to support Santropol Roulant's activities.
- **Coordinators**: Staff members responsible for managing volunteers, scheduling shifts, and overseeing operations.

Overview of Santropol Roulant

Santropol Roulant is a community organization that brings people together across generations and cultures through food-related activities. The volunteer application supports the organization's mission by enhancing volunteer engagement and optimizing volunteer management processes.

Key Features of the Volunteer Application

1. **User-Friendly Interface**: The application is designed with an intuitive interface to ensure ease of use for all users.
2. **Shift Management**: Easily view and sign up for available shifts, manage your schedule, and track your volunteering hours.
3. **Profile Management**: Update your personal information and preferences to ensure you receive relevant updates and shift notifications.

Benefits of Using the Appplication

- **Efficiency**: Simplifies scheduling and communication, saving time for both volunteers and coordinators.
- **Transparency**: Provides clear visibility of available shifts, ensuring fair and equitable distribution of opportunities.
- **Engagement**: Enhances volunteer experience by providing timely updates and easy access to essential information.
- **Data-Driven Decision Making**: Facilitates data collection and analysis, helping the organization make informed decisions to improve volunteer management practices.

Guide Structure

This user guide is organized into several sections to help you find the information you need quickly:

1. **Getting Started**: Information on system requirements, accessing the application, and logging in.
2. **Navigation**: Overview of the application's dashboard and main menu, including detailed descriptions and screenshots of the My Profile tab.
3. **Finding, Booking, and Cancelling a Shift**: Instructions on how to select a volunteer program, view available shifts, register for a shift, and cancel a registered shift, with annotated screenshots.
4. **User Roles**: Description of different user roles (Volunteers and Staff Members) and their specific functionalities, permissions, and tips for effective use.
5. **Troubleshooting and Support**: Solutions to common technical issues users might encounter, and steps to contact support for additional help, with annotated screenshots.

Getting Started

System Requirements

- **Operating Systems**: This application is web-based and does not require installation, hence it is compatible with any operating system that supports a modern web browser.
- **Browsers**: The application is compatible with the latest versions of Chrome, Firefox, Safari, and Edge.
- **Internet Connection**: A stable internet connection is required to use the application effectively.

Accessing the Application

Website:

The application can be accessed at the following URL:
https://volapp.leroulant.org/session/signin

Logging In:

The login page can be accessed via the URL provided above. Below is a screenshot of the login page with annotations:

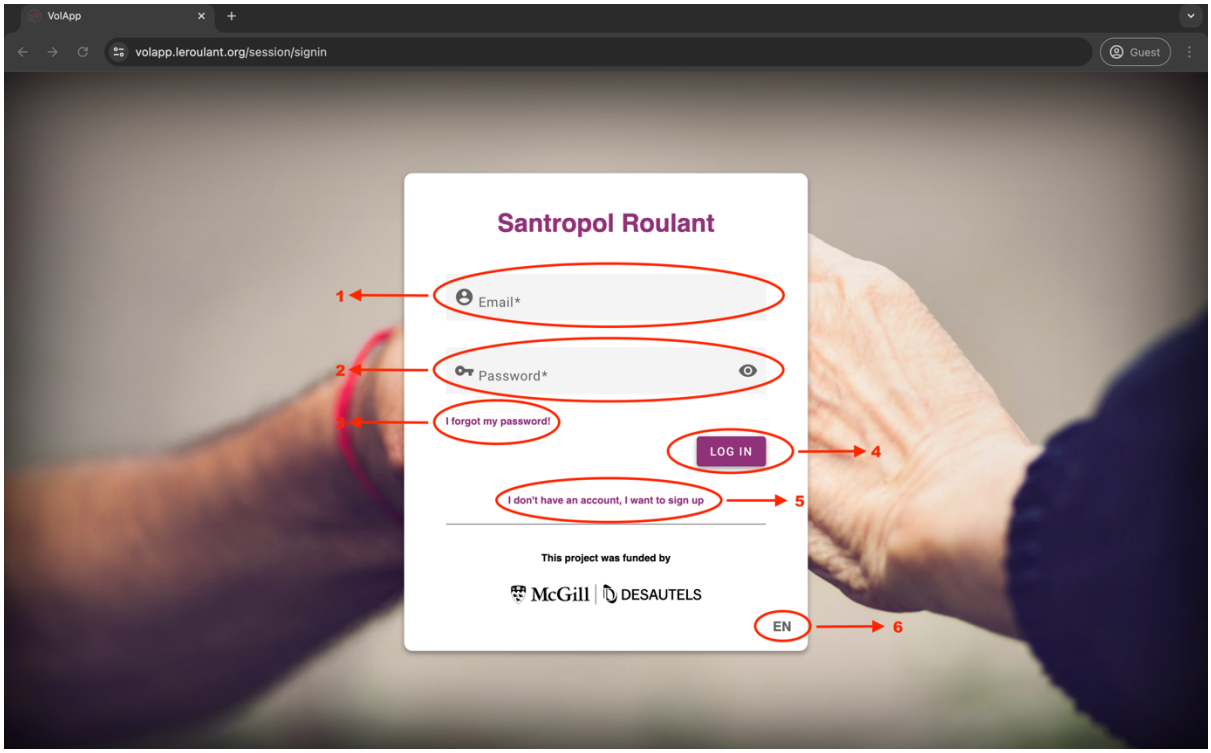

Figure 1: Login Page

Annotations on the Login Page:

1. **Email Field**: This is where you enter your registered email address.
2. **Password Field**: This is where you enter your password. You can click the eye icon to show or hide the password.
3. **Forgot Password Link**: Click here if you forgot your password. You will be prompted to enter your email address to receive password reset instructions.
4. **Log In Button**: Click this button to log in to the application after entering your email and password.
5. **Sign Up Link**: If you do not have an account, click here to sign up after attending the information session.
6. **Language Selection**: Change the language of the application (e.g., EN for English).

First-Time Login:

Before volunteers can receive the link to sign-up, they must attend an in-person or virtual session hosted by Santropol Roulant. After attending the information session, volunteers will receive an email with the link to sign-up.

Steps for First-Time Login:

1. Click on the link provided in the email you received after attending the information session.
2. You will be redirected to the sign-up page.
3. Enter your email and create a password.
4. Complete any additional required fields and submit the form to create your account.

Contact for Support:

If you face any issues in signing up or logging in to the volunteer app, please contact Santropol Roulant at benevoles@santropolroulant.org.

Navigation

In this section, we will cover the navigation of the volunteer application.

Dashboard Overview (My Profile Tab)

The “My Profile” tab is the main landing page after logging in. It provides a comprehensive overview of your activities, upcoming shifts, and important announcements.

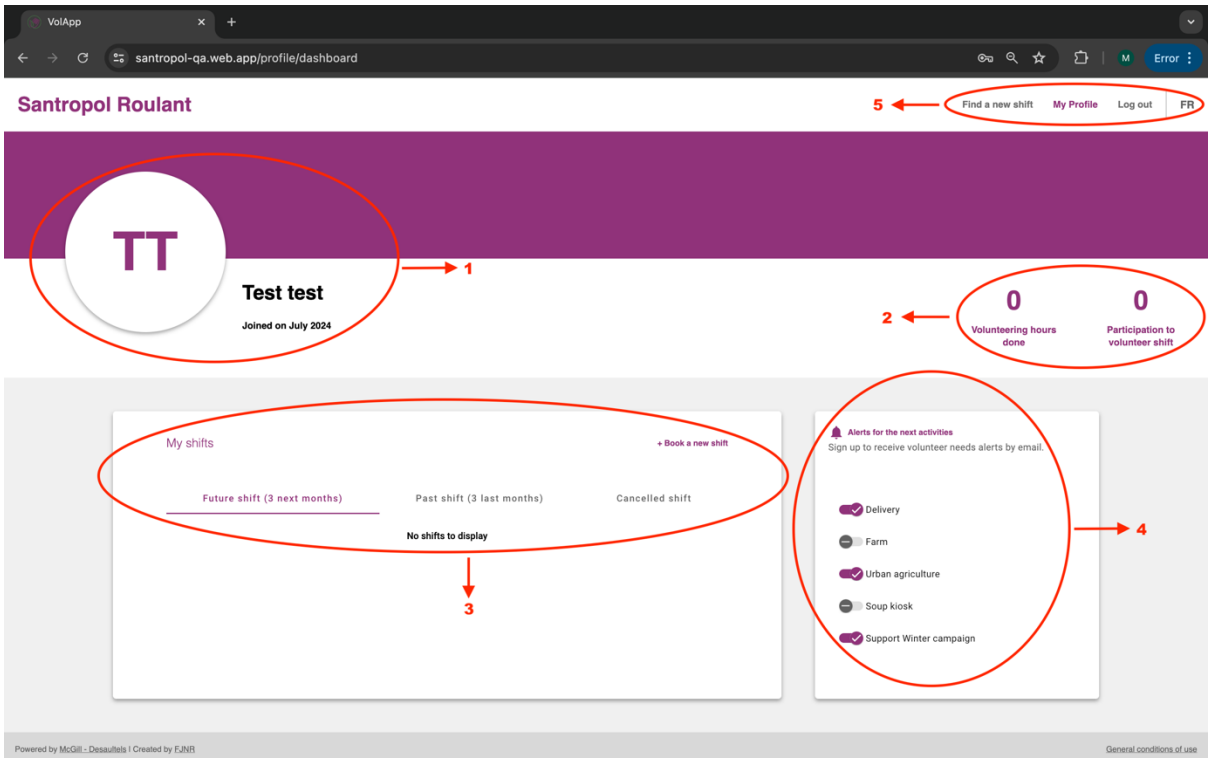

Figure 2: Dashboard Overview

Key Components and Descriptions of the My Profile Tab

1. **Profile Section**:
    a. **Function**: Displays your profile information including your profile picture, name, and the date you joined.
2. **Volunteering Statistics**:
    a. **Function**: Shows your total volunteering hours and participation in volunteer shifts.

b. **Usage**:
    i. **Volunteering Hours Done**: Keep track of the total hours you have contributed to volunteering activities
    ii. **Participation to Volunteer Shifts**: Monitor the number of shifts you have participated in.
c. **Tips**: Regularly review your volunteering statistics to stay motivated and track your contributions.

3. **My Shifts**:
    a. **Function:** Displays your future shifts (for the next 3 months), past shifts (for the last 3 months), and any canceled shifts. You can also book new shifts from this section.
    b. **Usage**:
        i. **Future Shifts**: View and manage your upcoming shifts. Click on the shift
        ii. **Past Shifts**: Review the shifts you have completed in the past 3 months. This helps you keep a record of your volunteer activities.
        iii. **Canceled Shifts**: Check any shifts you had signed up for but later canceled. This helps you keep track of your commitment.
        iv. **Book a New Shift**: Click on the "Book a new shift" link to find and sign up for new volunteering opportunities.
    c. **Tips**: Keep an eye on your future shifts to ensure you are prepared for your upcoming commitments. Review past shifts to reflect on your contributions and experiences.
4. **Alerts for the Next Activities**:
    a. **Function**: Allows you to sign up to receive volunteer needs alerts by email for various activities.
    b. **Usage**:
        i. Toggle the switches for activities such as Delivery, Farm, Urban Agriculture, Soup Kiosk, and Winter Campaign to receive email alerts.
        ii. Stay informed about new opportunities and needs for volunteers in these activities.
    c. **Tips**: Sign up for alerts that match your interests and availability. This ensures you are notified of opportunities that you are most likely to participate in.
5. **Navigation Links**:

a. **Find a New Shift**: Click this link to view available shifts and sign up for new volunteering opportunities.
b. **My Profile**: This is the current tab you are viewing, showing your profile and volunteering statistics.
c. **Log Out**: Click this link to securely log out of the application.
d. **Language Selection (EN/FR)**: Click “EN” or “FR” to switch the application language between English and French.
e. **Tips**: Use the navigation links to easily access different parts of the application. Ensure you log out after each session to protect your account.

Finding and Booking a New Shift

In this section, we will cover how to find and book a new shift using the volunteer application. The page for selecting a volunteer program is reached after clicking 'Find a New Shift' or 'Book a New Shift' from the main menu or My Profile tab.

Key Components and Descriptions for Finding and Booking a New Shift

1. **Selecting a Volunteer Program**:

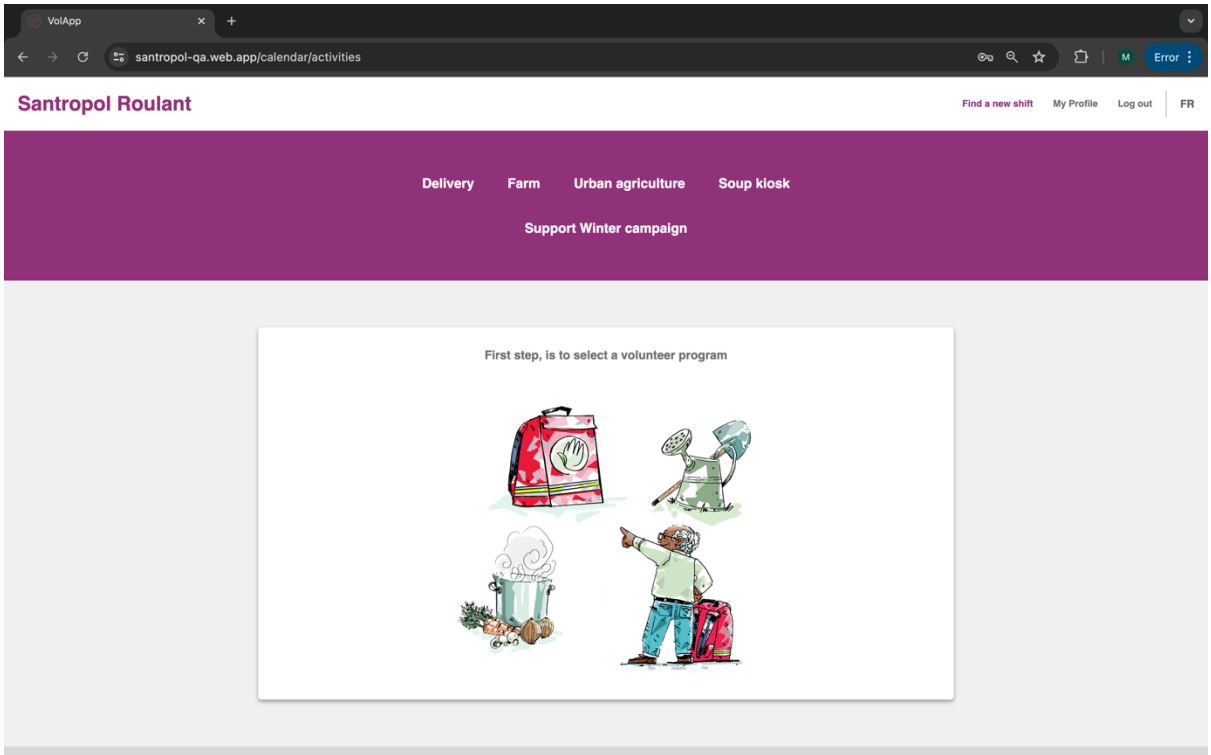

Figure 3: Volunteer Program Selection

a. **Function**: Choose a volunteer program that interests you.
b. **Usage**: Click on the program name (e.g. Delivery, Farm, Urban Agriculture, Soup Kiosk, Support Winter Campaign) to view available shifts.
c. **Description**: The page shows icons for different volunteer programs. You can select a program by clicking on its corresponding icon or name.
d. **Tips**: Select a program that matches your interest and availability to ensure a fulfilling volunteering experience.

2. **Viewing Available Shifts**:

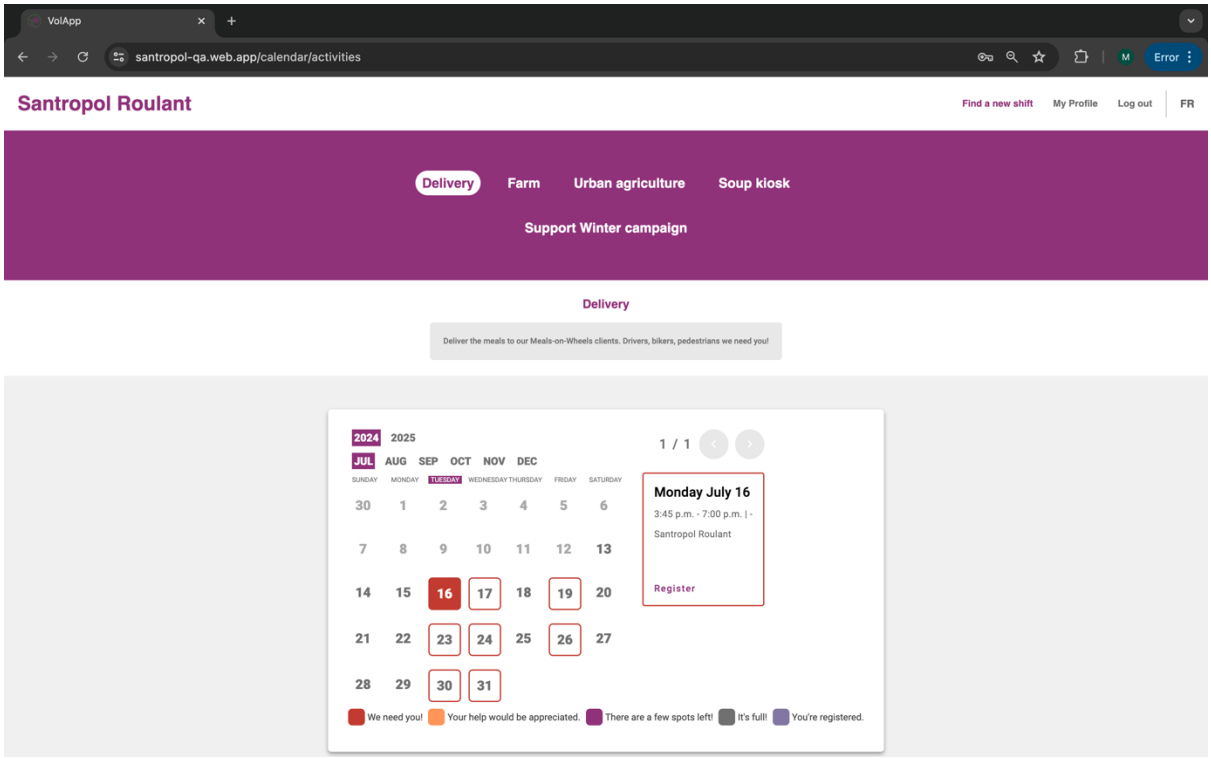

Figure 4: Shift Calendar

a. **Function**: View the calendar of available shifts for the selected program.
b. **Usage**: Navigate through the calendar to see available shifts. Each shift will be color-coded to indicate its status:
    i. **Red**: We need you!
    ii. **Orange**: Your help would be appreciated.
    iii. **Yellow**: There are a few spots left.
    iv. **Purple**: It's full!
    v. **Gray**: You're registered.
c. **Description**: The calendar view shows all the shifts for the selected program. Clicking on a specific date will provide more details about the shift.
d. **Tips**: Look for shifts that fit your schedule and register early to secure your sport.

3. **Registering for a Shift**:

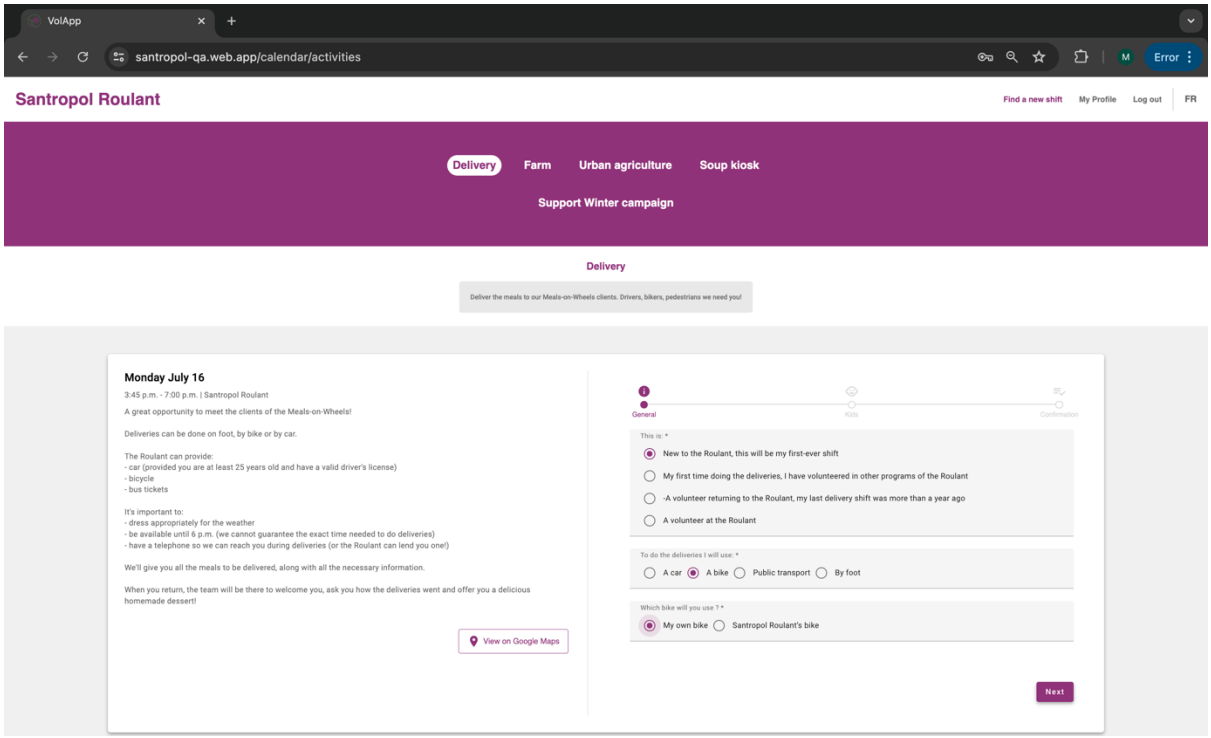

Figure 5: Shift Registration Form (i)

a. **Function**: Sign up for an available shift.
b. **Usage**: Click on an available shift (e.g., Monday July 16) to view more details and register
c. **Steps**:
    i. **General Information**: Provide general information about your participation (e.g., first-ever shift, returning volunteer).
    ii. **Transportation**: Select your mode of transportation (e.g., car, bike, public transport, on foot). If applicable, choose if you will use Santropol Roulant's car/bike or your own car/bike or, if applicable, indicate if you need bus tickets provided by the Roulant or if you have your own.
d. **Description**: The registration form asks for details to help coordinators plan and allocate resources effectively.
e. **Tips**: Ensure you provide accurate information to help coordinators plan accordingly.
f. **Navigation**: Fill in the required information and click "Next" to move to the next page.

4. **Additional Details and Confirmation**:

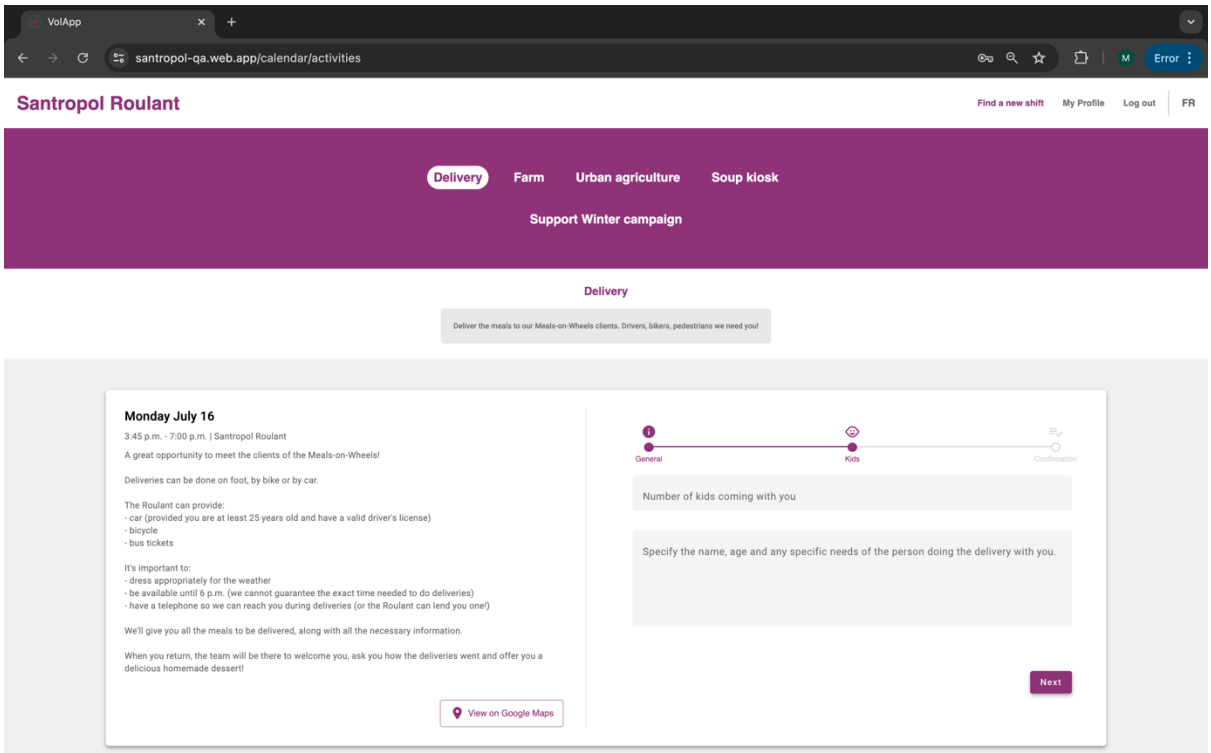

Figure 6: Shift Registration Form (ii)

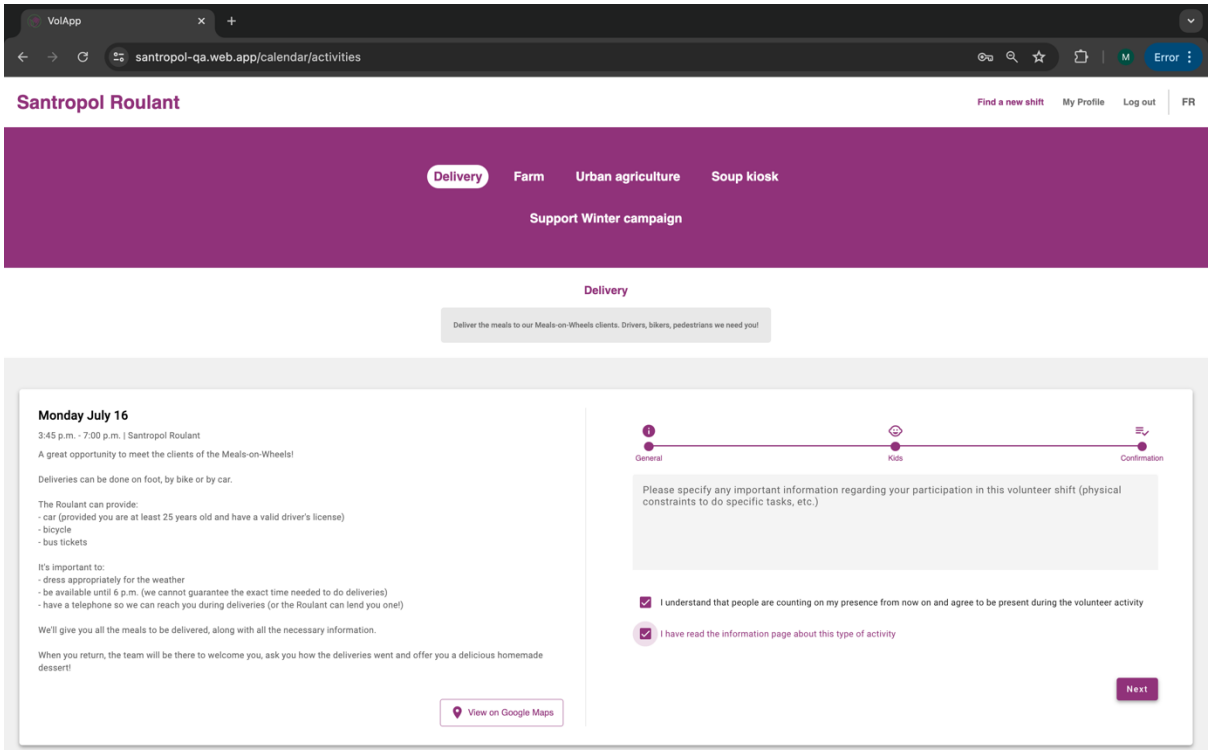

Figure 7: Additional Details and Confirmation

a. **Function**: Provide any additional details required and confirm your registration.
b. **Usage**: Enter details about any kids accompanying you, specific needs, and important information regarding your participation. Confirm your understanding and agreement to participate.
c. **Steps**:
    i. **Kids Information**: Enter the number of kids coming with you and specify their details.
    ii. **Special Needs**: Specify any important information regarding your participation in the shift.
    iii. **Acknowledgement**: Check the boxes to acknowledge that you understand the requirements and information for the shift.
d. **Description**: These steps ensure that all necessary details are captured to provide a smooth volunteering experience.
e. **Tips**: Double-check all details before confirming to ensure everything is correct.
f. **Navigation**: Fill in the required information and click “Next: to move to the confirmation page.

5. **Completion**:

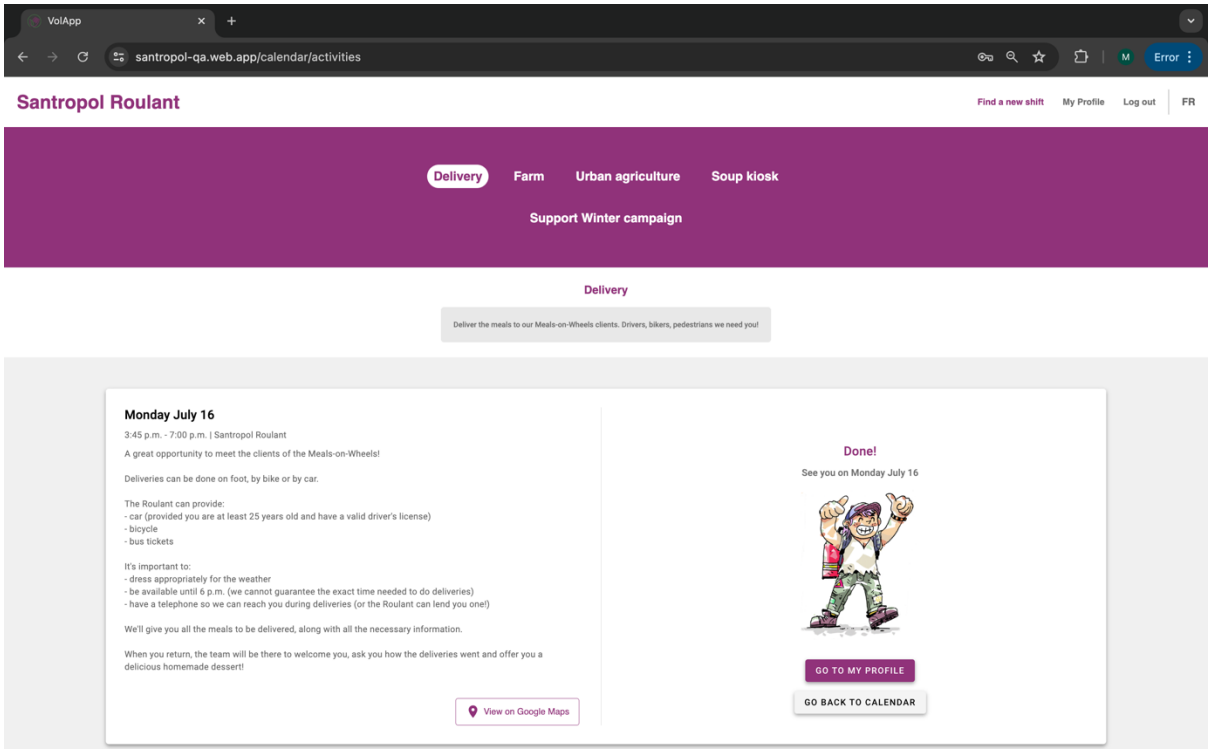

Figure 8: Shift Registration Completion

a. **Function**: Complete the registration process.
b. **Usage**: Once all details are filled in and confirmed, click "Next" and then "Done" to complete your registration. You will see a confirmation message and can view your profile or go back to the calendar.
c. **Description**: The completion screen confirms your registration and provides options to view the main dashboard or return to the calendar to view additional shifts.
d. **Tips**: Save the confirmation details for your future reference and ensure you mark the shift on your personal calendar.
e. **Navigation**: Click "Go to My Profile" to view the homepage or "Go Back to Calendar" to return to the calendar and view shifts.

6. **Returning to My Profile**:

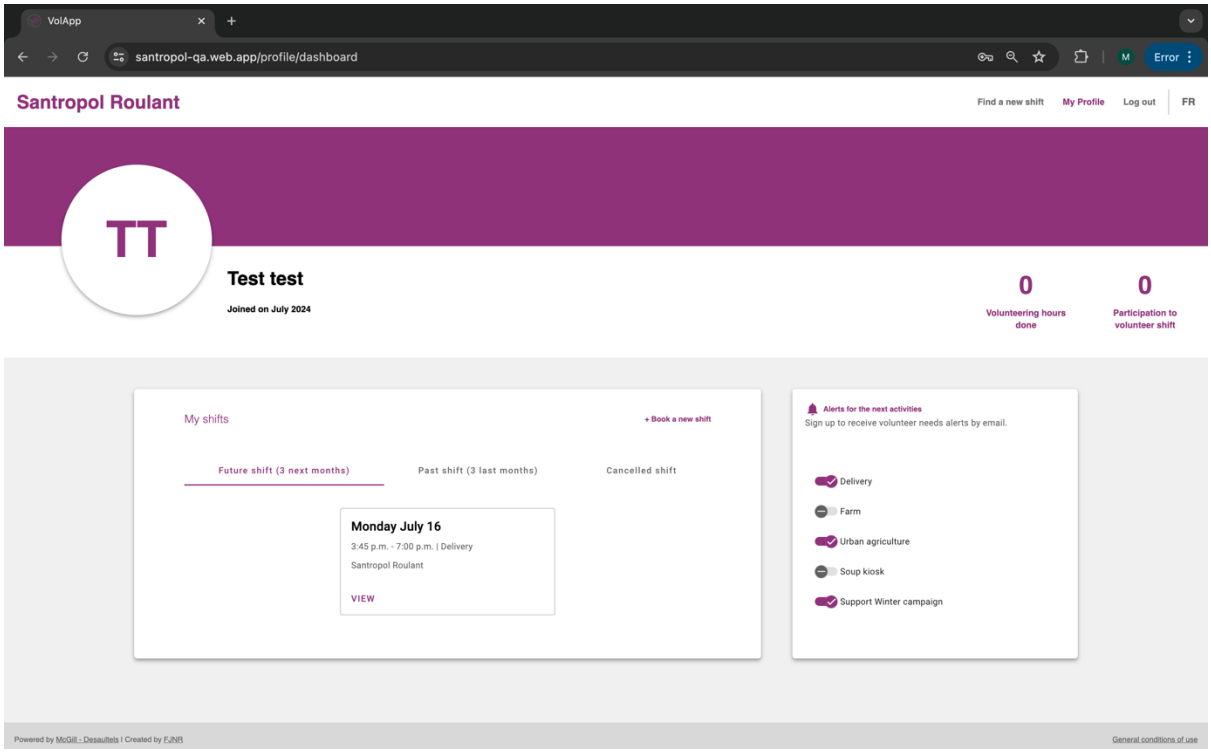

Figure 9: My Profile with Registered Shifts

a. **Function**: View your registered shifts on your profile.
b. **Usage**: Navigate back to the My Profile tab to see the details of the shifts you have registered for.
c. **Description**: Your profile will now show the upcoming shifts you have registered for, along with their details.
d. **Tips**: Regularly check your profile to stay updated on your scheduled shifts and any changes.
e. **Navigation**: Click “My Profile” to view your registered shifts.

7. **Cancelling a Shift**:

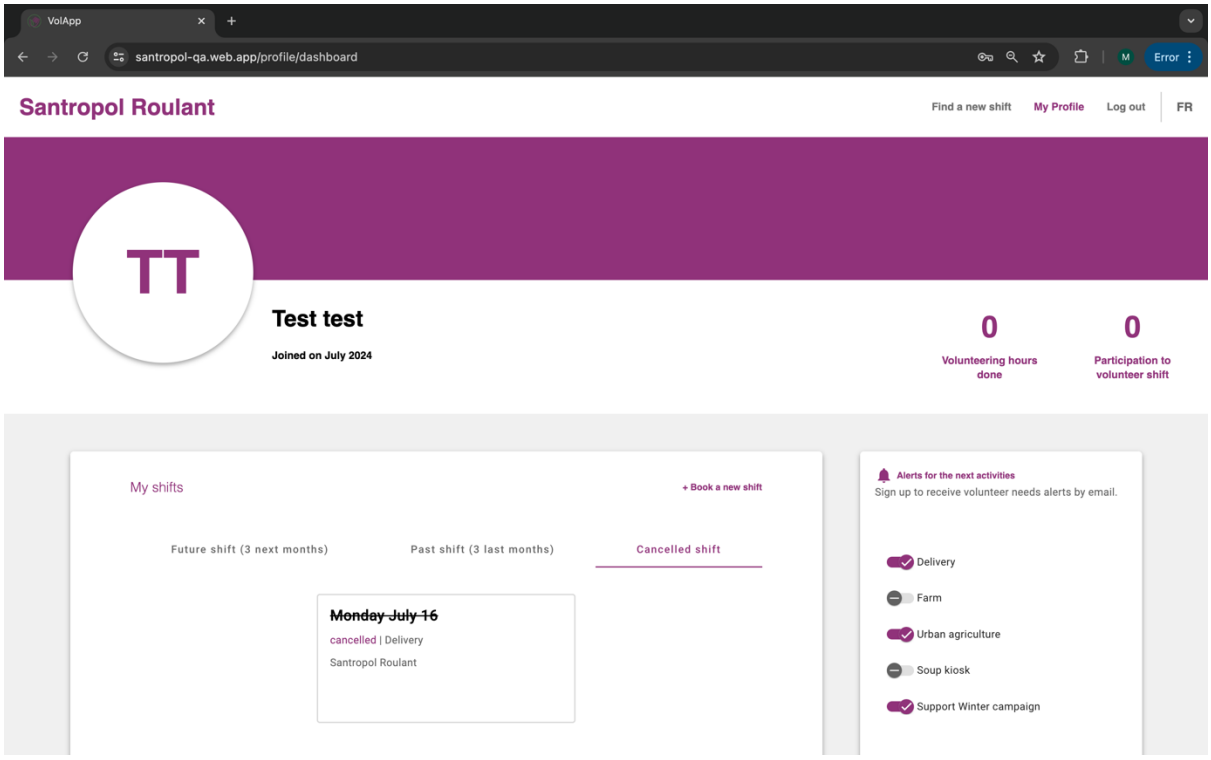

Figure 10: Canceling a Shift

a. **Function**: Cancel a registered shift.
b. **Usage**: On the 'My Profile' tab, find the shift you want to cancel and click 'View'. On the shift detail page, click 'Cancel this shift'.
c. **Steps**:
    i. **Navigate to My Profile**: Access your profile to view registered shifts.
    ii. **View Registered Shifts**: Under 'My shifts', find the shift you want to cancel and click 'View'.
    iii. **Cancel the Shift**: On the shift detail page, click 'Cancel this shift'.
d. **Description**: Cancelling a shift will remove it from your schedule and mark it as cancelled in the system.
e. **Tips**: Confirm your cancellation promptly to free up the slot for other volunteers.

User Roles

In this section, we will cover the different user roles within the volunteer application and the specific permissions and functionalities associated with each role. Understanding these toles will help users navigate the application more effectively and ensure they can perform their tasks efficiently.

Key Components and Descriptions of User Roles

1. **Volunteer**
    a. **Role Description**: Volunteers are the primary users of the application. They use the platform to view available shifts, register for shifts, track their volunteering hours, and manage their profile.
    b. **Permissions**:
        i. View and register for available shifts.
        ii. Cancel registered shifts.
        iii. Track volunteering hours and participation.
        iv. Update personal profile information.
    c. **Functionalities**:
        i. **Dashboard**: Access to a personalized dashboard showing registered shifts, volunteering hours, and participation metrics.
        ii. **Shift Registration**: Ability to find and book new shifts based on personal preferences and availability.
        iii. **Profile Management**: Update personal information and manage shift alerts.
    d. **Tips for Volunteers**:
        i. Regularly check the dashboard for updates on shifts and participation metrics.
        ii. Use the shift alerts feature to stay informed about new volunteering opportunities.
2. **Staff Member**

a. **Role Description**: Staff members have administrative privileges within the application. They manage volunteer schedules, track overall volunteer participation, and ensure the smooth operation of the volunteer programs.
b. **Permissions**:
    i. Manage volunteer shift schedules.
    ii. View and update volunteer participation records.
    iii. Send notifications and alerts to volunteers.
    iv. Access and generate reports on volunteer activities.
c. **Functionalities**:
    i. **Admin Dashboard**: Access to an administrative dashboard with comprehensive views of volunteer schedules and participation metrics.
    ii. **Shift Management**: Ability to add, update and remove shifts as needed.
    iii. **Reporting**: Generate reports on volunteer activities to monitor program performance and make informed decisions.
d. **Tips for Staff Members**:
    i. Utilize the reporting feature to track the effectiveness of volunteer programs.
    ii. Ensure timely communication with volunteers through the notification system to keep them informed and engaged.

Troubleshooting and Support

In this section, we will cover common issues users might encounter while using the volunteer application and provide solutions to address these issues. Additionally, we will provide information on how to get support if further assistance is needed.

Common Issues and Solutions

1. **Login Issues**
    a. **Problem**: Unable to log in to the application.
    b. **Solution**:
        i. **Forgot Password**: Click on the "I forgot my password!" link to the login page. Follow the instructions to reset your password.
        ii. **Incorrect Email or Password**: Ensure that you are entering the correct email address and password. Check for any typos or case sensitivity.
        iii. **Info Session Requirement**: Ensure that you have attended an information session at the Roulant. Attendance at this session is necessary to become registered with the Roulant and subsequently create an account on the app. If you have not attended an info session, contact the Roulant to schedule one.
2. **Registration Issues**
    a. **Problem**: Unable to register for a shift.
    b. **Solution**:
        i. **Shift Full**: Ensure that the shift you are trying to register for is not full. Check for available shifts with open slots.
        ii. **Incomplete Profile**: Make sure your profile is complete with all the required information. Incomplete profiles may restrict shift registration.
        iii. **Technical Glitch**: If you encounter a technical error, try refreshing the page or clearing your browser cache. If the issue persists, contact support.
3. **Data Management Issues**

a. **Problem**: Unable to view volunteering hours
b. **Solution**: If your volunteering hours are not updating, ensure that you have completed and recorded the shifts correctly. Contact support if the issue persists.

Getting Support

If you encounter any issues that are not resolved by the above solutions, you can reach out for further assistance.

- **Contact Email**: benevoles@santropolroulant.org
- **Support Hours**: Monday to Friday, 9:00 AM to 5:00 PM
- **Response Time**: Support team aims to respond to inquiries within 2 working days.

Steps to Contact Support:

1. **Email**: Send an email to benevoles@santropolroulant.org with a detailed description of the issue. Include screenshots if possible.
2. **Provide Details**: Ensure you provide your full name, email address, and any relevant information about the issue you are experiencing.
3. **Follow Up**: If you do not receive a response within 2 working days, send a follow-up email or check if there are any updates in your spam folder.