

Guide for Local Administrator Users

 Find some help

 Volunteer to help

 Tell us about your service

Important info.

Your first step to volunteering is to create an account. To do so, click on the 'Volunteer to help' button on our homepage.

Simply fill in the form to create an account. Any box marked with a * means this information is mandatory, so please make sure to fill in all required fields.

Please confirm you are at least 18 years old by ticking the box. Please read through the golden rules and then click on the green button at the bottom of the form to complete the sign-up process.

If any of the details are 'invalid' or require further information, a red box will display – you will need to amend the highlighted field(s) to make it valid.

A verification link will be sent to the email address you signed up with. Go to the email. After clicking 'Verify Email Address' you will be taken to your account.

This dashboard will display every time you sign into your account.

Let's go through your options (the green boxes on your dashboard):

Manage users

This section allows you to view and manage users.

All four sections, 'All users', 'Volunteers', 'Local administrators' and 'System administrators' follow the same pattern. You can use these buttons to filter by user privileges and roles to easily locate users.

'All' users

'All' users will display a list of all the users on the system.

Click on an individual user and you will be able to view the user's information which may include their location and skills, availability, and emergency contact details.

From this page, you can:

- Edit the user's profile/account
- Make the user a Local Administrator
- Make the user a System Administrator
- Delete the user

To edit a user's profile, click on the green 'Edit User' button. Remember to press the 'Update' button at the bottom of the form to save any changes.

To make a user a Local Administrator, simply click the green button 'Make Local Administrator'. If you need to remove admin privileges from this user at any time, click on 'Remove as Local Administrator'. This also applies to a user when they are made a system administrator.

If a user needs to be deleted from the system, click the red button 'Delete User'.

'Pending' users

To approve a pending user, click on the 'Pending' button. This will display a list of users awaiting approval by a Local Administrator. As you hover over the user, the option to 'Approve' or 'Approve & Grant Role' will appear in green. Click on the relevant box to approve.

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'Role Pending'

If a user has applied for a specific role, such as a Local Administrator, this will need to be approved by an admin user.

Select 'Role Pending' to filter by users who have requested to be a Local Administrator.

This works in the same way as users viewed under 'pending'. When you hover over the user, the option to 'Approve' or 'Approve & Grant Role' will appear in green. If you'd like to approve the user to join the system but deny them the role of 'Local Administrator, simply click 'Approve'. If you'd like to approve the user and grant the role of Local Administrator, please click 'Approve & Grant Role.'

Create user

You can also create a user manually by clicking on the green 'create user' button and entering their name and email address. This will generate an email to the user's email address which they can use to access the system.

Manage groups

This section allows you to view and manage groups.

To create a new group, click on the green 'Create a group' button on the left-hand side.

Type in your group's name and any link to a website or Facebook page, if applicable.

When a volunteer accepts/volunteers to help with a request for help, you can choose whether this must be manually approved by a Local Administrator, or whether these will be approved automatically. Tick 'manually approve requests', if required.

Click 'Save' and the new group will be created and will be visible in 'Manage groups'.

You can view all members of a group by clicking on the relevant group and filtering by the buttons at the top of the page.

Groups can be edited via the green 'Edit group' button.

If the group needs to be deleted, click on the red 'Delete Group' button.

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Manage requests

This section allows you to manage all requests for help and create new requests, if required.

Colour key for requests:

Red= Outstanding - this request needs to be assigned to a volunteer

Yellow= Active - this request has been assigned to a volunteer but is not yet complete

Green= Completed – this request has been completed

Sending requests to volunteers

To send a request to a volunteer(s), select the request in question by clicking on it.

All approved volunteers will show on the right-hand side and you will have the option to 'Send to all Volunteers'.

If preferred, you can send to one specific volunteer. Simply locate and click on the volunteer you'd like to send this request to.

To locate the closest volunteer to the request, click on 'Closest first'. This will filter the volunteers in order of closest first.

If the request is date specific, you can search for available users on the required date by clicking on 'Available only'.

If the request required a certain skill, such as driving, you can search for users with this skill by clicking on 'Has skill'.

Once the request has been sent to a volunteer, a yellow outline will show around the volunteer user. You cannot send a request to the same volunteer more than once.

Your profile

You can update your profile details at any time. Make any needed changes in the relevant fields and then click the green 'Update' button at the bottom of the page.

If you are interested in volunteering to help, fill in the form and click on 'Sign up to Volunteer'.

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Volunteer preferences

In this section, you can edit your volunteer preferences.

Simply tick the boxes of any appeals you'd be happy to assist with and provide any additional information on skills you possess, if necessary.

Next, provide details on your availability and, finally, please add your emergency contact details.

Click the green button 'Sign up to Volunteer'.

If you need to update these details at any time remember to click 'Update preferences'.

Golden rules

We are eager to keep all our users safe, so please read through our golden rules. They will be updated with advice received from relevant authorities as we receive it, so from time to time we advise our users to check for any updates.