Fact Sheet:

Using our Online Services - A Guide for Member Organisations

This fact sheet gives Member Organisations the steps to using the basic functions of managing your positions and volunteers on Volunteering Northland's website.

USING CONNECT OVERVIEW

'Connect' is the name of the system that you use to post roles onto our website.

Make sure the right people have access: There is no limit to the number of contacts that can have a login for Connect. Let us know if you wish to add, change, or remove anyone.

Updating referrals statuses: Updating the status of your referrals in Connect is a great way to keep track of where you are with each of them.

Member profile: You can now edit your organisation's profile in Connect which includes adding a logo and description if you wish.

Role statistics: You can check the statistics of each role, which lets you know the number of views and applications. If you don't see great statistics on your roles, get in touch with us and we can have a chat about what might help.

Make sure that your roles are written well: Being as descriptive and engaging as possible is imperative to attract the right referrals. If you want some guidance on writing a captivating role, let us know and we can help.

If you have any questions about any of the above or want a refresher course on using Connect, get in touch with your VN Coordinator. We are here to help you get the most out of your membership with us.

LOGGING IN

Go to - www.volunteeringnorthland.nz – and click on 'For Organisations' in the menu bar. Then, click on the turquoise 'Member Log In' button for member organisations. You will then be asked to enter your email address and password. Contact Volunteering Northland if you do not have a log-in. You can choose to reset your password if you've forgotten it.

Membership
Benefits of becoming a member and register for membership.

Member Log In

Once you have entered your log-in, you will automatically be taken to your 'dashboard' where you will see all activity for the last 30 days including your latest referrals and any active roles.

PLEASE NOTE: Any changes that you make to the positions you list online, including new listings, need to be moderated by Volunteering Waikato before they become 'live' on the website. Moderation is generally done on the same, or the next, working day. If we have any questions or concerns we will contact you.

ONLINE PROFILE

Every member organisation has a profile on our website - giving potential volunteers some information about your organisation to assist them in making a decision about applying to become a volunteer. If a volunteer views one of your available positions and clicks on your organisation, there is a direct link that opens a new window showing them your profile. Connect allows you to add an introductory text about your organisation and add a logo (jpg or png format, maximum size 10Mb).

LOG IN ACCESS

You are not able to change who from your organisation has access to our website. This can only be done by the Volunteering Northland staff - phone 09 945 4984.

We do ask that each user has their own access and that for security reasons, you do not share your password with other people. Please do let us know when a user leaves. Any organisation can have multiple users if they choose.

ROLES & VOLUNTEERS

To add a new position:

On the top right-hand side of the dashboard click 'Roles', and then click 'New'. You will then complete the information fields to finalise your role listing - ensure that all fields marked as 'required fields' are entered.

Once finished click on 'Submit for Publishing'. This means your role will go to us for moderation – once this is done it will be activated and published on our website.

To edit a position:

Click on the role you want to change, then click 'Edit' next to the position name and make whatever changes you need. Once done, click 'Submit Changes for Publishing'. This means your amended role will go to us for moderation – once this is done it will be activated and published on our website.

To deactivate (close) a position:

Click on the role from your dashboard area and then select the 'Deactivate' button.

To re-activate a position:

To re-actvate a position, go to 'Roles' at the top right of your dashboard and click on the role you want to reactivate. Then click 'Activate' – located at the top right. You can also select 'Edit' to do any changes or updates to your role - if you do this you will click 'Submit Changes for Publishing' once finished.

Current volunteer applicants:

Your latest referrals will always be visible in your dashboard area. To update an outcome or view details of referrals, click 'Referrals' - located at the top right of your dashboard. You will then see the date the applicant applied for your role, their name, the role they applied for and the status of their application. Click on the applicant's name to find their email address and phone number.

PLEASE NOTE: our system only holds referral information for six months from the referral date.

Changing the status:

Click on the status next to the volunteer's name and select the appropriate outcome. Outcomes are in two categories – 'In Progress' and 'Final'. Ideally you will update the status of a referral as you progress their application.

REMINDER: When listing a role with Volunteering Northland you agree to give us an outcome for each referral within four weeks. Providing outcomes as quickly as possible will minimise the number of follow up emails you get from our system regarding referrals.

Listing a Team opportunity:

If you are interested in recruiting a team for a project, from your dashboard, click on 'Team Opportunities' located at the top right of the page. To create a new opportunity click 'New' and populate the fields of information. Click 'Submit for Publishing' once finished.
To reactivate and edit an existing team opportunity, click on the role and then reactivate or edit using the buttons located at the top right of the page. Click 'Submit for Publishing' when finished. Team opportunities are moderated before being activated and published on our website.

Managing Your Account:

You can change a password, check your membership history and logout from here. Click on 'Account' located at the top right on your dashboard page.

The 'Stats' button:

This tells you how many people have viewed your role each month for a maximum of 6 months, how many applications you received and how many were placed in a role.

PLEASE NOTE

Like most websites, this site is constantly evolving, we very much appreciate any feedback or information regarding any 'bugs' that you may find in the system.

If you require any support or further training regarding our online services, please do not hesitate to give us a call on 09 945 4984.