

Welcome to the IT4Communities new look Website

The new site may look a bit complicated but don't worry, we'll do our best to help you find your way around.

Most importantly, phone or email us if you are having problems. We don't expect the new system to be perfect on the first day and there will be a Stage 2 release that will sweep up difficulties. Please grumble if it doesn't work for you. We have tested thoroughly but as one of the world's greatest computer scientists said "Program testing can be used to show the presence of bugs, but never to show their absence!"

Already registered with IT4Communities?

The new site allows you to change your details yourself. Naturally this requires password protection so that only you can do this. You will be receiving details of your new user name and password by email to your current registered address (the one this newsletter was delivered to). If you don't receive it by the time the new site goes live, don't panic. Get in touch and we'll sort it out – see below for contact details.

Logging in

Go to the home page of the new website which will be at the old familiar address of www.it4communities.org.uk. On the left hand side of the screen you should see some menu options – they're blue and change to yellow when you hold your mouse cursor over them.

You should see a menu option labelled "Login". Click on this option.

Your screen should change to show you two boxes and a button.

- In the box labelled "User:" type the user name you were given.
- In the box labelled "Password:" type the password you were given. You won't see the password – it'll just be a row of asterisks or bullets (**** or ●●●●). **Note** that the password is case-sensitive so be careful about upper case letters.
- Click on the button labelled "Login"

If your login is successful you should now see a "Welcome to our Charities Channel" page. If you look at the top right of the screen you should see "Welcome" followed by your charity name. You'll also see a "Logout" link.

You should also see that some new menu options have appeared on the left hand side of the screen:

- My Account
- Logout
- Request a New Project
- Work Packages

You'll use these to manage your account. See the relevant sections below.

If your login didn't work, don't panic. The login screen will reappear and you can try again. If you still can't get in and you're sure that you entered the right details then just give us a call. The details are below.

You've sent me two sets of login details. Why?

If you've registered with us more than once in the past, perhaps because you've requested more than one Project, we'll have created an account for each registration. You can use each of the accounts independently. If one of the accounts relates to a Project that has been completed or withdrawn you might like to disable the account. You can do this on the My Account details page.

First time here?

You'll need to register. We've tried to make it as simple as possible.

Registering your details

Go to the home page of the new website at www.it4communities.org.uk. On the left hand side of the screen you should see some menu options – they're blue and change to yellow when you hold your mouse cursor over them.

You should see a menu option labelled "Register As A Charity". Click on this option.

Your screen should change to show you a form with lots of boxes to fill in. Any box with a yellow asterisk next to its label means that you must fill it in – all the other boxes are optional.

Charity Registration – A Guide to Completing the Registration Form

Charity name*

The name of your organisation even if not a registered charity

Charity type

If your type of Charity is not shown do let us know

Animal	▲
Arts	
BME	▼

Contact person name*

Required

Phone number*

Required

Email*

Required

Days between reading emails*

Required

How often you read your emails

Mobile number

Address of charity*

Required

Town/City (or London Borough)

County

Region*

Required

Post code*

Required

Registered charity number if available

(If you are a registered charity)

Brief description of charity*

Required

What your charity does

Referring Bodies

Only if you have been referred by any of these

Sharing contacts type

This is information to be given to potential volunteers

Charity umbrella group

If your organisation is not on this list let us know

Login*

This is a username you would like to use – at least 6 characters long - must contain letters and numbers

Password*

Required

Confirm password*

**Required
Re-Type in your chosen password again**

Type the details of your charity into the appropriate boxes. Some special fields are:

- Charity type – you can select any option in here by clicking on it. If you want to select more than one hold down the “Ctrl” key while you click.
- Days between reading emails – this is to give us an idea how often you check your email so we won’t worry if we don’t hear from you.
- Region – the region of the country where you are based.
- Referring bodies – please let us know if another organisation referred you to IT4Communities. If you want to select more than one option hold down the “Ctrl” key while you click.
- Sharing contacts type – let us know whether we can share your telephone number with volunteers or only your name and email address.
- Charity umbrella group – if your charity is part of an umbrella organisation select the appropriate option here.
- Login – this is the user name that you will use to login in to the site in future. Make sure it is something that you’ll remember but it must be unique to your charity.
- Password – a password you’ll use to login to the site in future. It must be at least six characters long and can contain letters and numbers. Don’t make it so obvious that people can guess what it is but make sure you can remember it! You won’t see what you type in here – just a row of asterisks (****).
- Confirm password – you must type the password in again so we’re sure you didn’t mistype it the first time.
- I agree to these this disclaimer – you must tick this box so we know that you’ve read this disclaimer.

Once you’ve entered all your details click on the “Register” button.

If you’ve missed out any information the screen will reappear and there’ll be an error message at the top explaining what you’ve missed. Just fill in the missing information and try again.

If all your information was accepted you’ll see a screen telling you that your registration was successful.

Now you need to login and you can start creating Project requests. See above for details of how to login.

Using the new system

Changing your details

If you wish to change any of your account details first you must login as normal. Then click on the “My Account” menu option on the left. Your screen will change to display your account details in a series of boxes. You can change any of these details.

For information about some of the special fields see the section “Registering your details” above.

Once you’ve entered all the details you require click on the “Submit” button. If you’ve entered all the details correctly a message will be displayed to tell you that your account was successfully updated.

If you’ve missed out any essential details a message will be displayed at the top of the screen and you can correct the details and click on “Submit” again.

Projects and Work Packages

The old IT4Communities system recognised only Projects. The new one also has Work Packages. Each Project has one or more Work Packages and it's the Work Packages that our Volunteers request. In the short term, most Projects will consist of just one Work Package so the new way isn't much more complicated than the old way.

What about privacy?

As before, your contact details only become visible to a volunteer when they explicitly request a Work Package. We have also added the option to share only name and email address with volunteers initially if you have any concerns. You can then choose to give them more details if and when you wish.

Checking your Projects

Details of your Projects and their current status have been copied across to the new system. To check the details click on the "Work Packages" menu option on the left hand side of the screen.

The screen will change to show some search fields and a "Search" button. Click on the "Search" button and a list of your projects and work packages will be displayed. (If you've just created an account there'll be nothing to display here). If you've a lot of Work Packages you can refine the list by entering details in the search fields.

Each row in the list represents a Work Package in the new system. The Project and Work Package names have been made up when we transferred the data. They should indicate the type of the Project. Please check the Work Package state and condition. If you don't think it is correct please let us know.

Your Work Package may be assigned to a "Dummy Volunteer". Don't worry! We weren't able to copy the assignment information across from the old system so we'll be sorting that out manually over the next few weeks.

Changing the status of a Work Package

If a Work Package is "In progress" you can change its state. In the Work Packages list you should see that the Work Package name is a link you can click on. If you click on this link your screen will change to show the Work Package details.

On this screen you can change the Work Package state. To save your changes click on the "Submit" button.

Removing a volunteer from a Work Package

If you're having problems with your Work Package and the assigned volunteer isn't able to complete the work you may wish to remove them from the Work Package and make it available to other volunteers.

To do this access the Work Package details screen by clicking on its name in the Work Package list. Now click on the "Revoke" button. You'll be asked to confirm that you want to remove the volunteer from the Work Package.

When you remove the volunteer from the Work Package the state will change back to "Available" so that other volunteers can ask to be assigned to it.

Requesting a Project

To request a new Project click on the "Request a New Project" menu option on the left hand side of the screen.

Your screen will change to show “Project Request” details. A number of the fields will already be filled in. These details have been copied across from your account details. You can change them if you wish. In particular you may choose to have different contact details for different Projects – so a different contact can be given for each Project.

Enter a title for the Project and a brief description. Detail is helpful to us but is not essential. The Project Definition process will ensure that we capture sufficient detail for our volunteers.

Remember to tick the “I agree to this disclaimer” box and then click on the “Submit” button to submit your Project request. If you miss out any important details you’ll see an error message and you can correct them and click on “Submit” again.

Once you’ve submitted your Project request it will be entered into our system. You’ll shortly be contacted by one of our Project Definers to discuss your request in more detail. The Project Definer will then create one or more Work Packages associated with your Project. Only once these have been created will you see them in your Work Packages list.

Assigning or rejecting volunteers

If a volunteer requests to be assigned to one of your Work Packages you’ll receive an automated e-mail from us to inform you. The volunteer should contact you and you can decide whether they’ve got the right skills to help you. Remember that more than one volunteer may request the Work Package and you don’t have to choose the first one who gets in touch.

To accept or reject a volunteer go to your Work Package list by clicking on the “Work Packages” menu option on the left hand side of the screen. The Work Package name will be a link and if you click on this link your screen will change to show a list of volunteers who have asked to be assigned to the Work Package.

To accept or reject a volunteer click on the appropriate link next to their name. You’ll be asked to confirm your decision.

If you accept a volunteer all other volunteers will automatically be rejected. The Work Package state will be changed to “In progress” and the volunteer name will be listed alongside the Work Package details.

Contact IT4Communities

If you have any problems using the new system just get in touch with us:

Email – info@it4communities.org.uk

Telephone – 020 7796 2144