

# VOLUNTEERS PORTAL



## USER MANUAL

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## Introduction

Once you fill in online application form to become volunteer and complete online e-Orientation, you will be automatically converted to Active Volunteer with access to the back-end of Mendaki Volunteers Online Portal.

To access Volunteers Portal go to <http://volunteers.mendaki.org.sg/> . Volunteers Portal is optimized for Mozilla Firefox and Chrome but you can use it on any browser of your choice.

The screenshot shows the Mendaki Volunteers Online Portal homepage. At the top is a dark blue navigation bar with the following links: "WHY VOLUNTEER", "JOIN US NOW", and "OUR PROGRAMS". To the right of these links is a search bar. Below the navigation bar is a "VOLUNTEER LOGIN" form with fields for "Email:" and "Password:", a "REGISTER AS VOLUNTEER" link, a "FORGOT YOUR PASSWORD?" link, and a "LOGIN" button. To the left of the main content area is a vertical menu with the following links: "ABOUT US", "OPPORTUNITIES", "OUR VIPS", "GALLERY", "WORDS OF WISDOM", "OUR STORIES", and "CONTACT US". The main content area is dominated by a large orange and yellow banner titled "BE AN ITE COACH NOW!". The banner contains the following text: "Only suitable candidates will be contacted.", "Interested candidates are required to e-mail a copy of your transcripts, resume and a passport-sized photo to [info@mendaki.org.sg](mailto:info@mendaki.org.sg).", "For more information, you may email or contact us at 6295 3802.", "You may also visit our website at <http://volunteers.mendaki.org.sg>". The banner also lists the following schools and their associated fields of study: "School of Business (Administration/Service Management)", "Beauty & Spa Management", "Service Skills", "School of Engineering (Facility Technology, Mechanical Engineering, Electrical Engineering, Electronics Engineering)", "School of Electronics & Info-comm Technology (Network Security Technology, Security System Integration, Information Technology)", and "School of Design & Media (Space Design (Architecture/ Interiors & Exhibitions), Interactive Media Design)". At the bottom of the banner is the Mendaki logo and the text "Tutor & Mentor ITE Students". Below the banner are three buttons: "LATEST NEWS", "EVENTS HIGHLIGHTS", and "WE NEED YOU!".

With login information sent to you via auto generated email after you complete e-Orientation you can login into the system and perform following tasks:

1. View Mendaki announcements for volunteers
2. View summary or volunteering opportunities and events you registered for
3. View your Volunteers Profile
4. View your Calendar
5. View Trainings
6. View Volunteer Opportunities
7. View Volunteer Events and submit application to organize your own Volunteer Event
8. View Sustenance Activities
9. Access your Inbox

10. View Mentoring Reports (if you are a mentor)

The screenshot displays the Mendaki Volunteers Online Portal interface. At the top left, there is a navigation bar with links for [Edit Profile](#), [Change Password](#), [Volunteer Home](#), and a **LOGOUT** button. Below this is a sidebar menu with categories: ABOUT US, OPPORTUNITIES, OUR VIPS, GALLERY, WORDS OF WISDOM, OUR STORIES, and CONTACT US. A 'LATEST NEWS' section features an article titled 'INTERNATIONAL VOLUNTEER DAY' dated Friday, 04/11/2011, with a brief description of the event. The main content area includes a 'Click to Show Announcements' button, a 'My Upcoming Events' section listing three events: 'MENDAKI Tuition Scheme registration', 'Preparatory P5 Maths and Science Workshop 2011', and 'Movie Screening'. Below this is a 'Volunteer Portal' section with four large icons: a person icon for 'My Profile', a speech bubble and envelope icon for 'My Messages 1/1', a calendar icon for 'My Calendar', and a pair of hands icon for 'Volunteer Opportunities'.

All options available to you in the system are explained below in details.

If you experience any problem with portal please make a screenshot with URL included and email it to [kamalia@mendaki.org.sg](mailto:kamalia@mendaki.org.sg)

Thank you.

## Login

To login to the system as Mendaki volunteer, go to the <https://volunteers.mendaki.org.sg> This is official URL for Volunteers Portal.

Key in your username (email) and password (sent in auto email) and click on button **Login**.

Please, **change your password** to your own after first login for enhanced security.

If you forget your password, please click on **Forgot my password** link and follow instructions given. Confirmation email will be generated to your email address. Make sure that your email address provided is correct (the one you provided in online Application Form).

### Forgotten Password

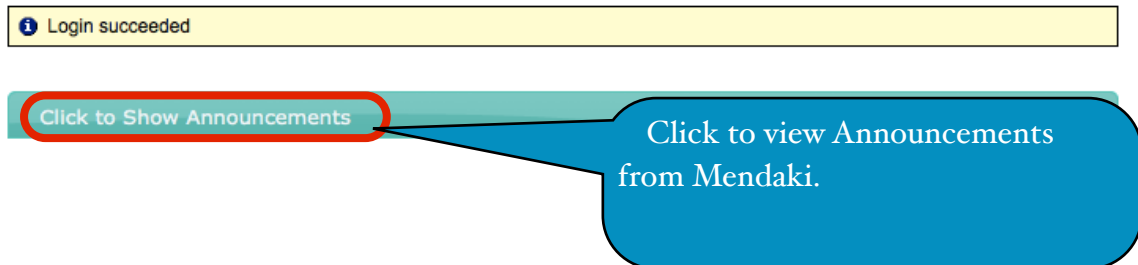
Enter your email address in the field below and click 'Reset Password' to have instructions on how to retrieve your forgotten password emailed to you.

[Cancel](#)

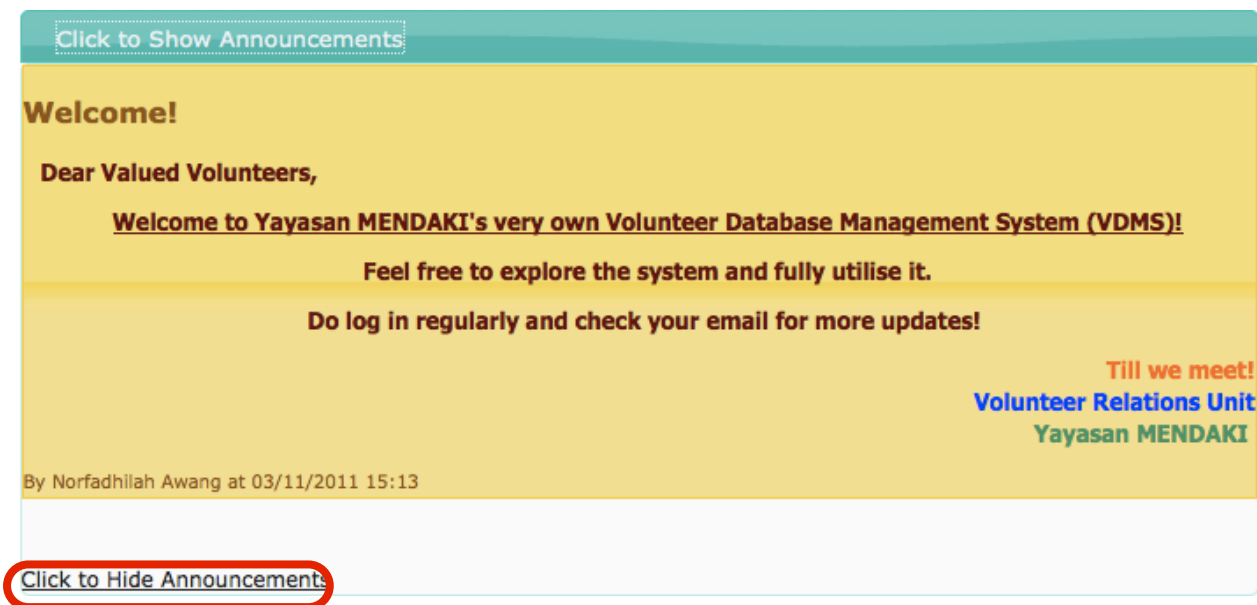
Once you are logged in successfully, you can go ahead and perform tasks allowed as described below.

## Announcements

This function is just for a very quick and easy announcements from Mendaki Volunteers Relations Department to volunteers. Its not updated often so by default its not shown. You can click on it to view announcements.

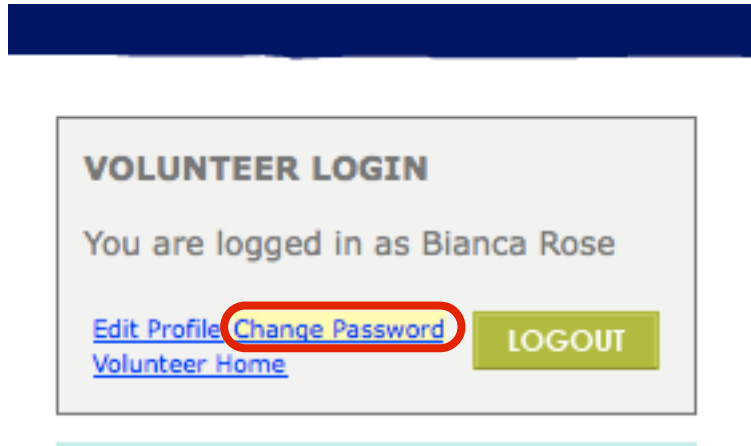


Once you click the following would appear.



## Change Password

To change your password click on **Change Password link** as shown below and follow instructions given.



Key in new password into both fields and submit. New password changed confirmation will be emailed to your email address.

### Change Password

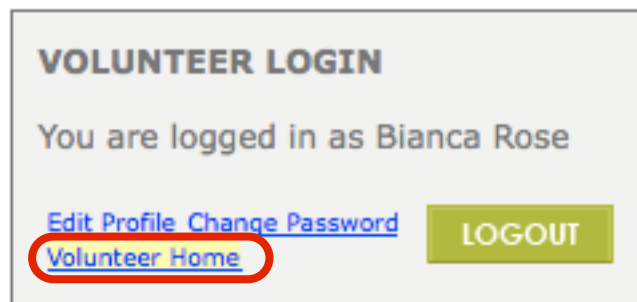
Enter your new password in the fields below and click 'Change Password' to have a new password sent to your email inbox.

Password:

Password confirmation:

## Volunteer Homepage

If you click anywhere in the system and will want to get back to the main homepage after login click on **Volunteer Home link** as shown below.



## Volunteer Profile

To view your Volunteer Profile with all details and edit/add your address details click on **My Profile** icon on the homepage.



**Profile Bianca Rose**

Volunteer Info | Volunteer Opportunities | Trainings | Sustenances | Events | Awards | CIP

Registered Date	15/03/2011
Name	Bianca Rose
IC No	G5678876R
Race	Eurasian
Citizenship	Other
Religion	Buddhism
Email	zobacik@gmail.com
Gender	Female
Date of Birth	15/07/1979
Marital Status	Single
Education Level	Diploma / Advanced Diploma
Field of Study	marketing
Occupation	marketing manager
Organization Name	marketing company
Industry	Security

Click sub-tabs to view your volunteer's history

The following screen with your profile details would open for you to view.



There are few fields that you might be interested to check if correct or if you need that information.

Volunteer Status	Active
Interest Areas	Administrative Assistant (Data Entry, etc) Befriender YIA Mentor (Aged 18 to 35 years old) Ad-Hoc Duties
Volunteer Categories	Active Volunteer Potential Volunteer SMB receiptient Mentor
Volunteered Hours	51.3
CIP Hours	
CIP Clocked In	0

Total number of hours volunteered so far in Mendaki excluding training and sustenance activities.

To edit your address details go down at the main Volunteer's Profile page and click button **Add address** if required. You can add/edit or remove address (as required).

**Add Address**

Address Type	Address Line 1	Address Line 2	Address Line 3	City	Postcode	State	Country	Telephone	Fax	Action
Residential	16-09	THE BAYSHORE	22 Bayshore Road	Singapore	469970		SINGAPORE	+65 797970978	+65 80890809	Edit Remove

To view summary of all volunteering opportunities to date for example, click on sub-tab **Volunteer Opportunities**.

**Listing Opportunity Registrations for Bianca Rose**

Volunteer Info **Volunteer Opportunities** Trainings Sustenances Events Awards CIP

4 Record(s) Found |

Volunteer Opportunity	Volunteer	Application Date	Confirmed	Registration Status	Attended	Canceled	Hours	Action
MENDAKI Tuition Scheme registration	Bianca Rose	05/10/2011		Canceled		05/10/2011		

Similarly, you can also check also other sub-tabs available for viewing.

If you find that information is not correct or precise or have any additional enquiry, please contact us via email or phone. Thank you.

## Calendar

To view various activities that are coming up, you can access Calendar via **Calendar icon** as shown below.



Calendar would open on as shown below.

**CALENDAR**

15/11/2011  Only my Registrations:  Show Calendar

<< >>	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5	6
	7	8	9	10	11		
				18		19	20
						Water Tour Around Southern Island	

Click to move to the previous or following month.

Click to move to selected date period or to see only events you registered for.

To view event details, go with mouse on the event or click on the event.

14	15	16	17	18	19	20
						<a href="#">Water Tour Around Southern Island</a>
<a href="#">MENDAKI Tuition Scheme Registration Exercise</a>	<a href="#">MENDAKI Tuition Scheme Registration Exercise</a>	<a href="#">MENDAKI Tuition Scheme Registration Exercise</a>	<a href="#">MENDAKI Tuition Scheme Registration Exercise</a>	<a href="#">MENDAKI Tuition Scheme Registration Exercise</a>	<a href="#">Preparatory P5 Maths and Science Workshop</a>	
		<b>Name:</b> MENDAKI Tuition Scheme Registration Exercise <b>Dates:</b> Monday, 21/11/2011 - Friday, 25/11/2011 <b>Times:</b> 09:00 - 18:00 <b>Description:</b> Help with form filling <b>Venue:</b> Wisma MENDAKI			<a href="#">1 Jurong 1</a>	
<a href="#">IT School Assistance Scheme 2012</a>	<a href="#">IT School Assistance Scheme 2012</a>	<a href="#">IT School Assistance Scheme 2012</a>				

Once, you click on the selected event/volunteering opportunity the details would open in the new page for you to read details and register if you like.

**Volunteer Opportunity MENDAKI Tuition Scheme Registration Exercise**

Opportunity Name	MENDAKI Tuition Scheme Registration Exercise
Description	Help with form filling
Opportunity Dates	21/11/2011 - 25/11/2011
Opportunity Times	09:00 - 18:00
Hours Required	9.0
Department	Education Dept
Interest Areas	Ad-Hoc Duties
Open to All	<input checked="" type="checkbox"/>
Venue	
Person in Charge	Ramlah Jellanie
Telephone	62455762
Mobile	
Fax	

Postcode:	
Address Line 1:	Wisma MENDAKI
Address Line 2*:	
Address Line 3:	
City:	
State:	
Country*:	

Slots Available:	13
<a href="#">Register</a>	

**Attachments**

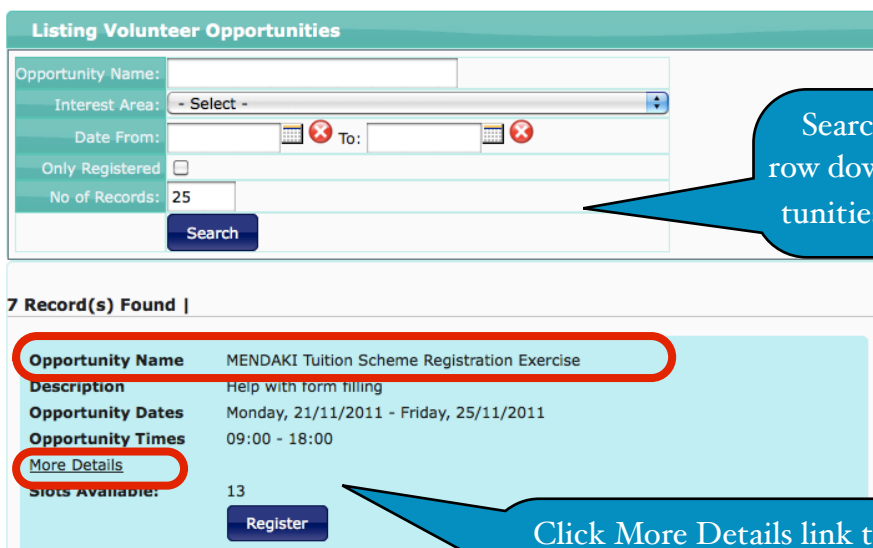
Click, to register for volunteering opportunity. Auto email will be generated to confirm registration.

## Volunteer Opportunities

If you prefer, you can also access list of Volunteering Opportunities directly (not via Calendar) via **Volunteer Opportunities icon** on the homepage.



Once you click on the icon (link) the list of all Volunteer Opportunities will be displayed. The top part is a search screen and below is the list of all opportunities.



**Listing Volunteer Opportunities**

Opportunity Name:

Interest Area:

Date From:  To:

Only Registered

No of Records:

**7 Record(s) Found |**

<b>Opportunity Name</b>	MENDAKI Tuition Scheme Registration Exercise
<b>Description</b>	Help with form filling
<b>Opportunity Dates</b>	Monday, 21/11/2011 - Friday, 25/11/2011
<b>Opportunity Times</b>	09:00 - 18:00
<b>More Details</b>	<a href="#">More Details</a>
<b>Slots Available:</b>	13

Search screen allows you to narrow down list of volunteering opportunities listed below.

Click More Details link to view all information or Register for opportunity.

You can tick '**Only Registered**' in the search filter and only list with opportunities that you registered for would be listed below.

Once Registered and you change your mind, you can click on Unregister button (all clicks are being monitored for future reference of your reliability and dependability as Volunteer.)

You cannot register for Opportunity if Registration deadline has passed.

## Trainings

To access list of all trainings that you were invited for click on **Trainings icon** on the homepage.



Trainings module will only list trainings that you were invited for by Mendaki VR department. Then you can register (confirm invitation) if you like. Otherwise this module is used the same way as Volunteer Opportunities. You can search for Trainings and you can see the list below.

**Listing Trainings**

Training Name:

Date From:   To:

Training Type:

No of Records:

**1 Record(s) Found |**

Training Name	Date From	Date To	From	To	Action
Training for senior Volunteers - Level 2	21/10/2011	22/10/2011	09:00	17:00	<a href="#">More Info</a> <a href="#">Unregister</a>

Click to view more info about training / Register or Unregister

## Sustenance Activities

To access list of Sustenance Activities that you were invited for, click on **Sustenance Activities icon** (link) on the homepage.



Sustenance Activities module will only list activities that you were invited for by Mendaki VR department. Then you can register (confirm invitation) if you like. Otherwise this module is used the same way as Volunteer Opportunities or Trainings module. You can search for Activities and you can see the list below. **You can only register for Activity before Registration deadline, after that Registration button will disappear.**



## Volunteer Events

Volunteer Events module is slightly different to other modules. Its mainly dedicated to events that are being initiated by volunteers themselves. Any volunteer can go into this module and submit his own idea for volunteer event or project with application and proposal to Mendaki. Once submitted, you need to wait for decision to be made. Once project is approved, it will be promoted through this portal and other volunteers can participate in it too as in any other volunteering opportunity. You can also participate in other volunteers' events that are listed inside this module.

**Listing Volunteer Events**

Name:

Date From:   To:

Only Registered

My Own Projects

No of Records: 25

You can search for events or you can submit your own event for evaluation using New Volunteer Event button.

To create your own Event/project/volunteering opportunity click on button **New Volunteer Event**. The following page will appear.

**New Volunteer Event**

\* Please, download Project Proposal template from here [Project Proposal Template](#) and submit it together with Brief Event details through Volunteer portal.

\* If your Project requires sponsorship, please download Application for Sponsorship from here [Application for Sponsorship](#) and submit it together with detailed Project Proposal through Volunteer portal.

**Please, fill in the form below only once you have Project Proposal document ready for submission and attach it at the bottom.**

Name

Description

Date  -

Time

Display From  -

Event Type

Volunteers Required / Slots Available 1

Waiting List 0

Before you submit online form, download Project Proposal Template and Application for Sponsorship (if sponsorship is required) and fill in those forms first with all information as required. Then start working on this online form.

- **Name** - Name field refers to Name of your event, this name will be displayed to Volunteers in Calendar once approved and active



- **Description** - describe more in details your event to entice volunteers to sign up for this event
- **Dates** - enter date range of your event, if its just one day or within one day, enter same date in both fields
- **Time** - enter timing of your event when volunteers are required (f.e. 10:00am till 17:00pm)
- **Display From - to** - refers to dates period in which you want this event to be displayed as active in the Calendar for volunteers to register
- **Event type** - select type of event from drop-down provided
- **Volunteers Required** - enter number of volunteers that you require for your event (min. is 1)
- **Waiting List** - volunteers can also register on waiting list, in case of any cancelation they will be moved to Normal list, enter number of volunteer who can sign up on waiting list

Continue filling in the online form.

Color	<input type="text"/>
Upload Image	<input type="text"/> <input type="button" value="Browse..."/>
Venue	
Person in charge	Bianca Rose
Telephone:	<input type="text"/>
Mobile:	<input type="text"/>
Fax:	<input type="text"/>
Postcode:	<input type="text"/> <input type="button" value="Get Address By Postal Code"/>
Address Line 1:	<input type="text"/>
Address Line 2*:	<input type="text"/>
Address Line 3:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Country*:	- Select -

- **Color** - choose color from color palette available. This is the color in which this event will be later displayed in Calendar for other volunteers to see
- **Upload Image** - upload any image related to event to entice people to sign up for your event as volunteers (Max. 2MB)

- **Venue** - fill in as much details about event venue and contact details as possible, you can use postcode and generate Singapore address by using Get Address by Postal Code button (do not forget to fill in unit details if applicable)

A screenshot of a web form. It features a teal header bar. Below it, there is a 'Remark' label next to a large white text input box. Underneath the input box is a 'Submitted' label next to a smaller white text input box. At the bottom left, there is a dark blue 'Create' button and a 'Back' link.

- **Remark** - refers to any internal remark you want to send to Mendaki (if applicable). It will not be displayed to other volunteers.
- **Create** - click button Create to create new Volunteer event. After this you will have to upload your documents here into the system - Project Proposal Template & Application for Sponsorship, if applicable.

A screenshot of a horizontal button bar. It contains three buttons: 'Save', 'Attach Docs', and 'Submit for Approval'. The 'Attach Docs' button is highlighted with a red border.

Click to attach Project Proposal and then click on button Submit for Approval.

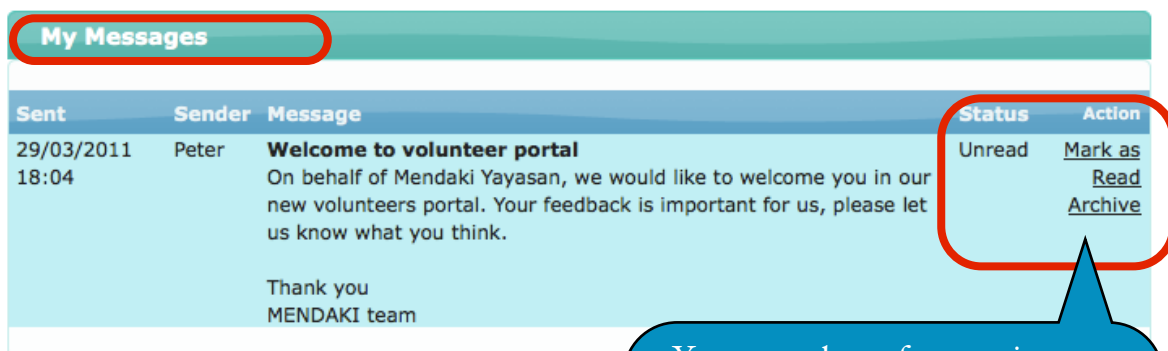
A screenshot of a web page titled 'Update Volunteer Event test'. At the top, a yellow notification bar says 'Volunteer Event was successfully created.' Below the title, there are three tabs: 'Volunteer Event', 'Gallery', and 'Attachments'. The 'Volunteer Event' tab is selected and highlighted with a red border. Below the tabs, there is instructional text: '\* Please, download Project Proposal template from here Project Proposal Template and submit it together with Brief Event details through Volunteer portal.' and '\* If your Project requires sponsorship, please download Application for Sponsorship and submit it together with detailed Project Proposal through Volunteer portal. Please, fill in the form below only once you have Project Proposal document and attach it at the bottom.' Below the text is a form with fields for 'Name' (value: test) and 'Description' (value: test).

Click to Attachments to submit Project proposal and to tab Volunteer event to Submit for Approval.

Once you attach documents, you will be in different sub-tab, to **Submit for Approval** you need to click to the first tab and then submit.

## My Messages (Inbox)

To access emails sent to you via Inbox by Mendaki go to **My Messages link** as shown below. You will see list of emails which you can either mark as read or Archive. Once archived you won't be able to access them anymore. You cannot create emails here.



You can only perform actions mentioned - mark as read or archive the message.

## Contact

If you have any problems with the system or do not understand any part of this user manual, please contact:

[http://volunteers.mendaki.org.sg/cms\\_blocks/display/3](http://volunteers.mendaki.org.sg/cms_blocks/display/3)

Thank you very much.

Mendaki VR team