VOLUNTEERS PORTAL

USER MANUAL

CONTENT

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.

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)

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

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).

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.
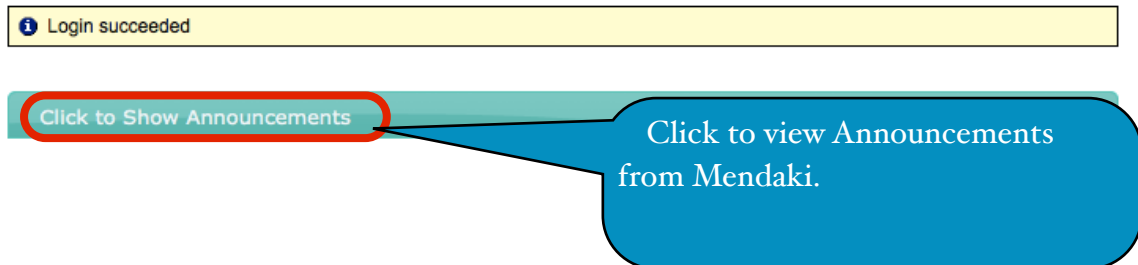
Once you click the following would appear.

Change Password

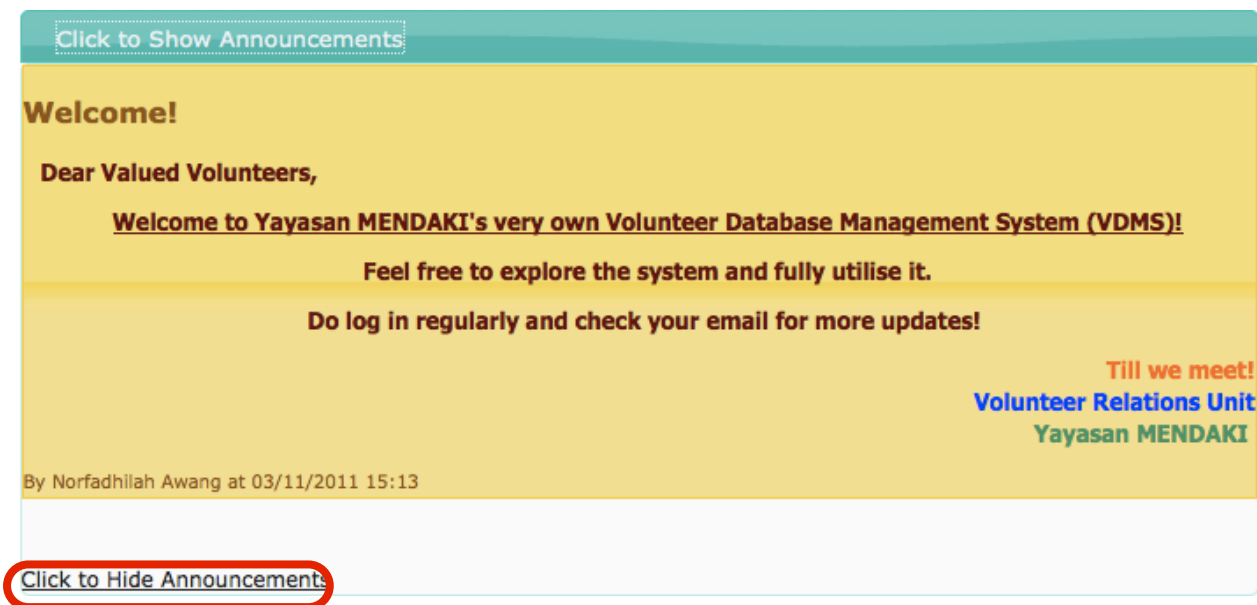To change your password click on **Change Password link** as shown below and follow instructions given.
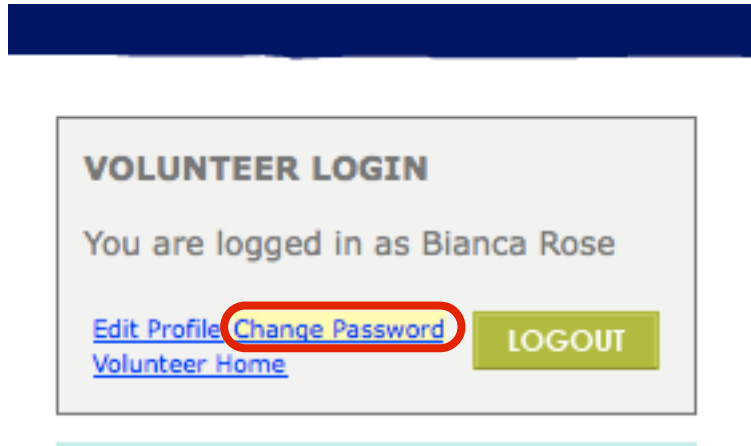
Key in new password into both fields and submit. New password changed confirmation will be emailed to your email address.
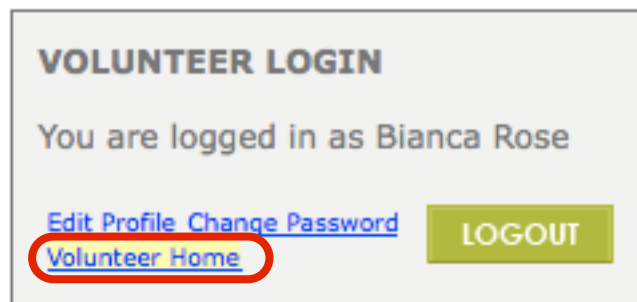

Volunteer Homepage

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.

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.

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).

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

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.

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

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 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.

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.

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.

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.

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** - 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)

- **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.

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

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.
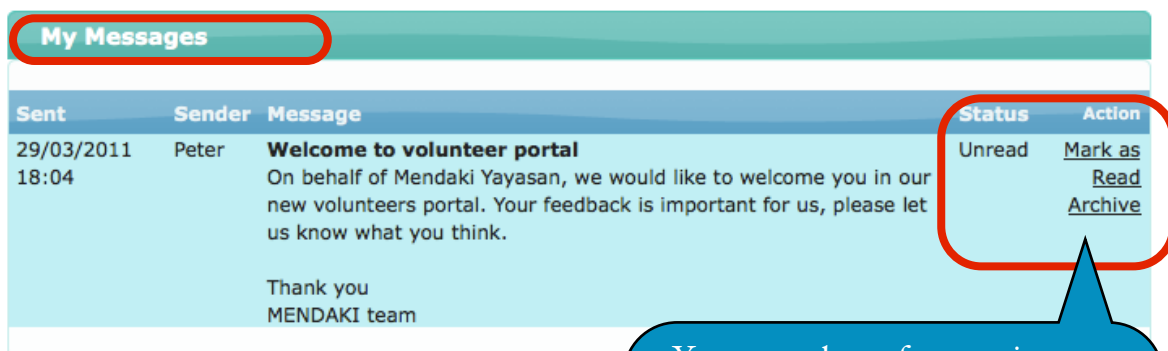
Contact

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

Thank you very much.

Mendaki VR team