rainbows
Brightening short lives

access
Assemble

HOW TO USE ASSEMBLE:
A GUIDE FOR VOLUNTEERS

ASSEMBLE USER GUIDE

Welcome to Assemble

Assemble is our new online volunteer portal. It keeps everything in one place: your information and details, volunteer events and opportunities, useful documents, and news and updates from Rainbows.

This guide will help you get started with Assemble and feel confident using it as part of your volunteering journey at Rainbows.

We're here to support you every step of the way, so if you have any questions, don't hesitate to get in touch with the Volunteering Team by emailing volunteer@rainbows.co.uk or call us on **01509 283 956.**

Accessing Assemble

To access Assemble, you can use your computer, tablet or smartphone - all you need is an internet connection.

Logging into Assemble for the first time is covered in detail below, but to access the system, visit: https://rainbows.goassemble.com We recommend you bookmark or favourite this link so you can easily find it in the future.

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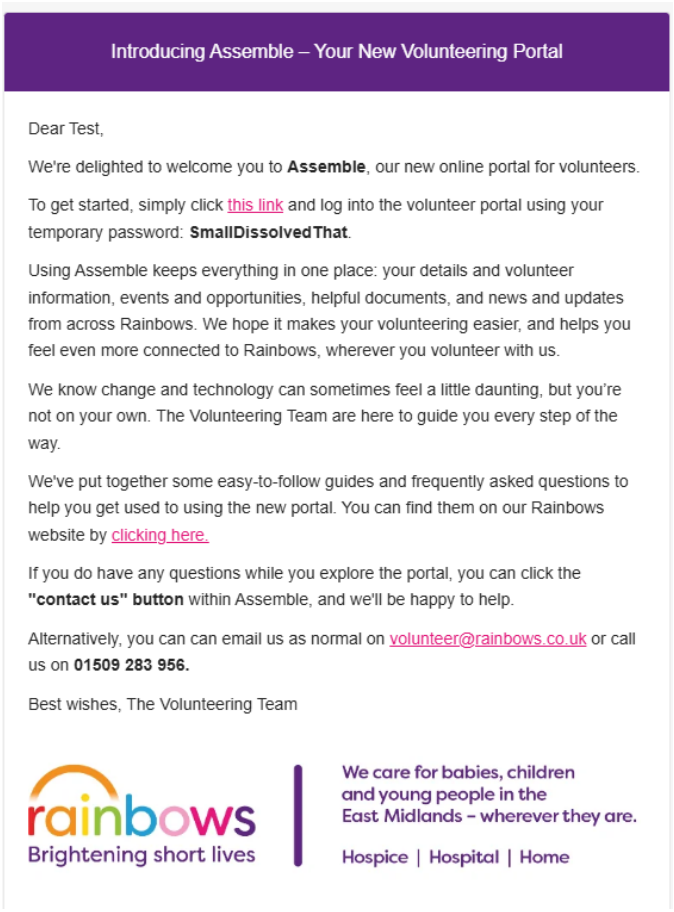
Logging into Assemble

You will have received a welcome email with a temporary password in – similar to the one shown below:



Introducing Assemble – Your New Volunteering Portal

Dear Test,

We're delighted to welcome you to **Assemble**, our new online portal for volunteers.

To get started, simply click this link and log into the volunteer portal using your temporary password: **SmallDissolvedThat**.

Using Assemble keeps everything in one place: your details and volunteer information, events and opportunities, helpful documents, and news and updates from across Rainbows. We hope it makes your volunteering easier, and helps you feel even more connected to Rainbows, wherever you volunteer with us.

We know change and technology can sometimes feel a little daunting, but you're not on your own. The Volunteering Team are here to guide you every step of the way.

We've put together some easy-to-follow guides and frequently asked questions to help you get used to using the new portal. You can find them on our Rainbows website by clicking here.

If you do have any questions while you explore the portal, you can click the **"contact us" button** within Assemble, and we'll be happy to help.

Alternatively, you can can email us as normal on volunteer@rainbows.co.uk or call us on **01509 283 956.**

Best wishes, The Volunteering Team

rainbows Brightening short lives

We care for babies, children and young people in the East Midlands – wherever they are.

Hospice | Hospital | Home

To change the password, click on the link and login using your email address and the temporary password.

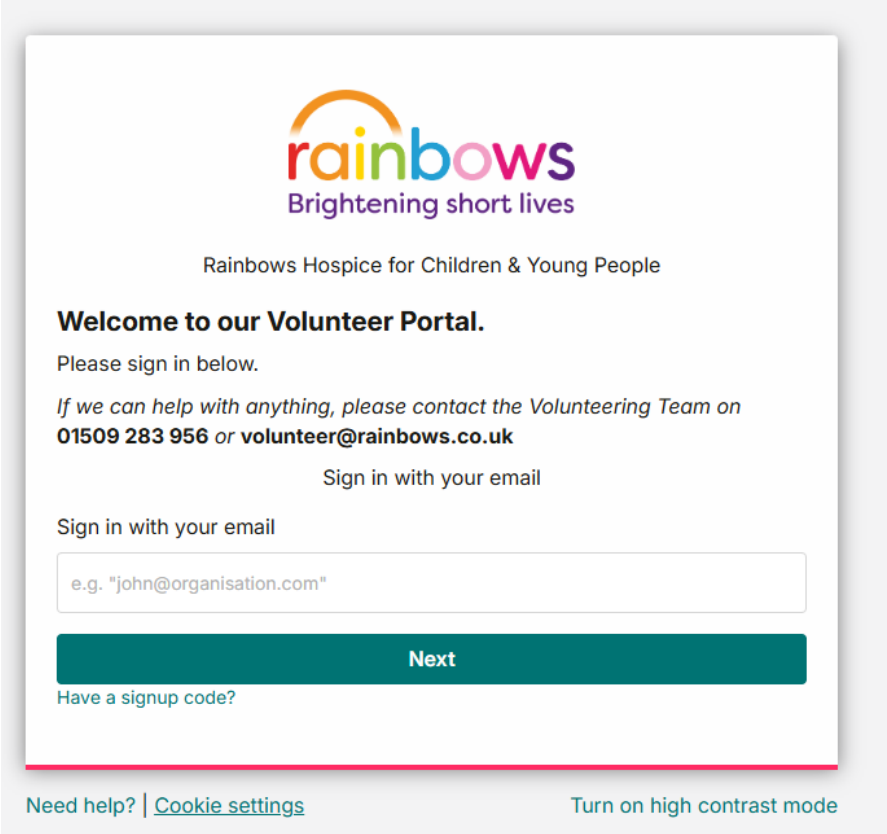
Once you've signed in using the temporary password, you can change your password to something you pick. You will automatically be prompted to change your password when you first login.

You'll be able to login with your email address and your new password in the future. If you forget your password, please see below about how to reset your password.

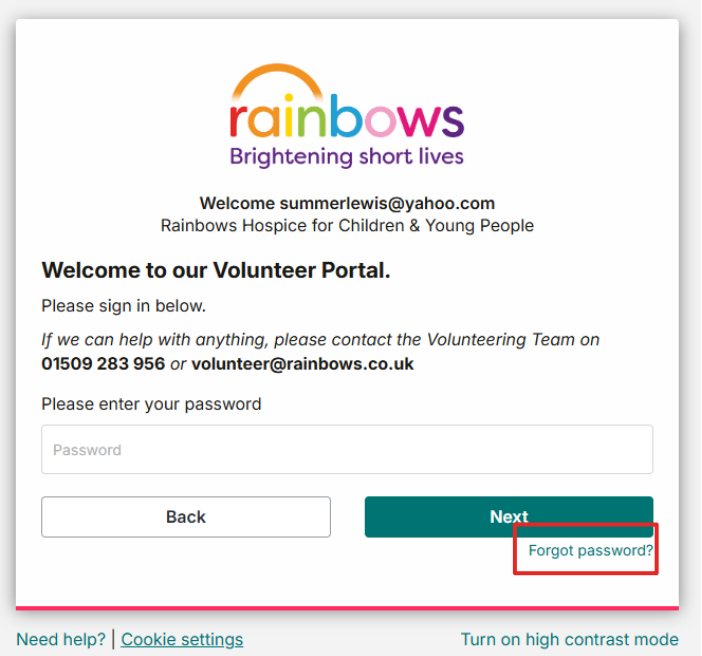
Logging in and changing your password

1. To log into Assemble, go to https://rainbows.goassemble.com/portal (it might be worth adding this to your favourites for quick access)
2. You can also find this link on the Rainbows Website where you should see a button saying, "Volunteer Login".

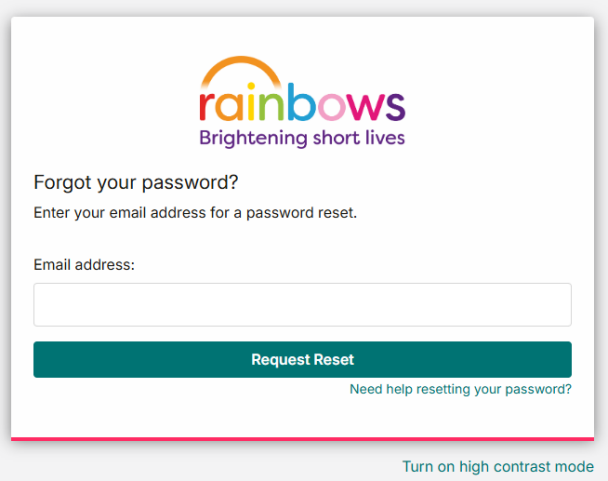
3. You should then see a screen that looks like this:



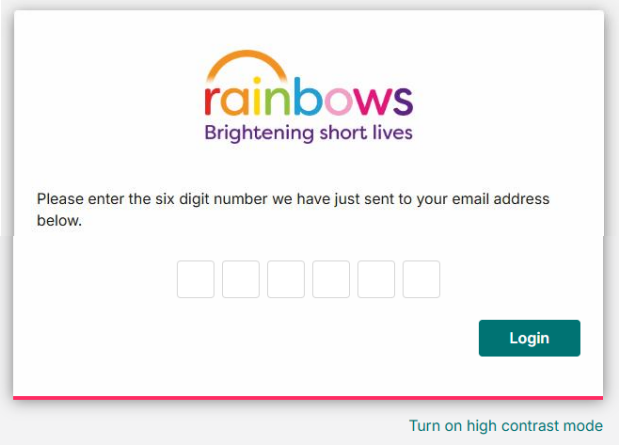
4. Enter your email address *(likely the one you included on your volunteer application)*. You'll then be met with a screen like the following:



5. If you're unsure of your password, just click 'Forgot password?'
6. You'll then receive an email with a link to reset your password.



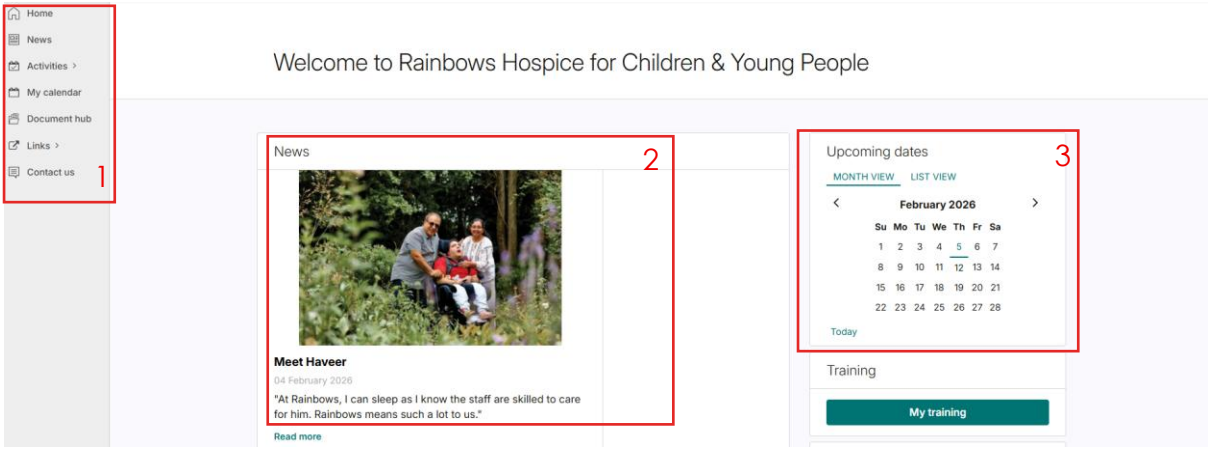
7. As part of logging in, and for added security, you *may* see this screen asking you to enter a 6-digit code:



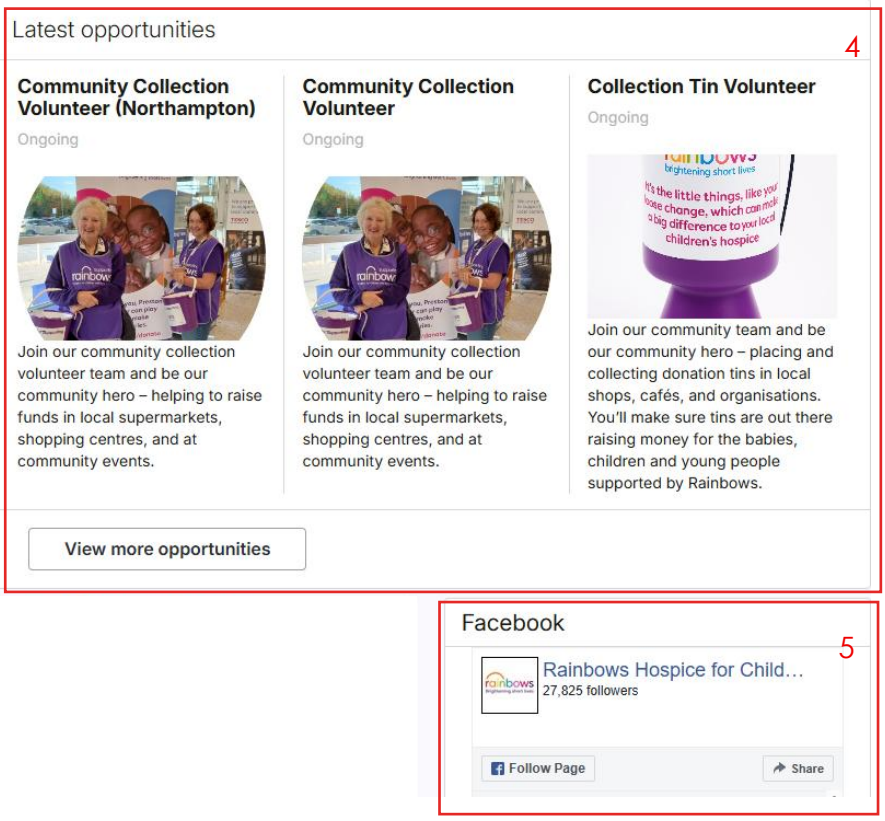
8. Check your email for the code and enter it to proceed.
9. You are now logged into the Volunteer Portal - Assemble!

Home page

When you're logged in, you'll automatically come to the Assemble Home page. We've highlighted the main sections that you'll see and given a brief description of each section.



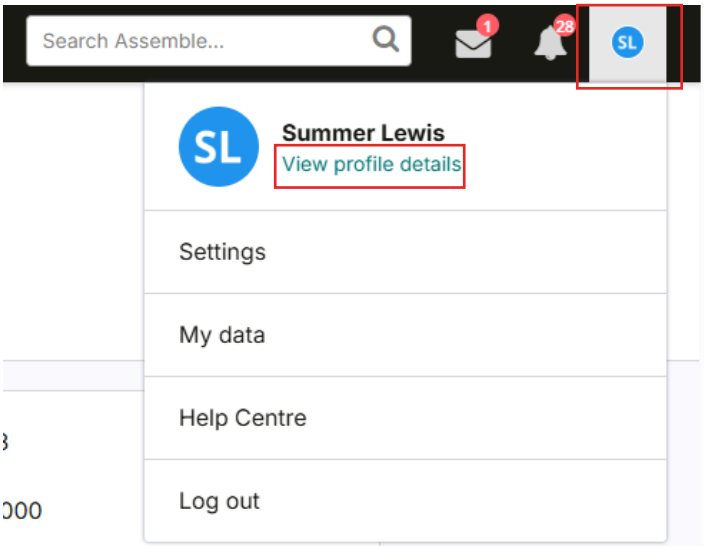
1. This is the main menu, where you can navigate to different options. You may see this change over time as we update Assemble.
2. This is the news section where can find and read recent news for Rainbows.
3. This is the calendar that shows you upcoming events or volunteering opportunities. As we start using Assemble, this will get fuller over time.



4. Here you can find the latest volunteering opportunities. You can also search for more opportunities on our website.
5. Here is a feed of our latest posts on Facebook.

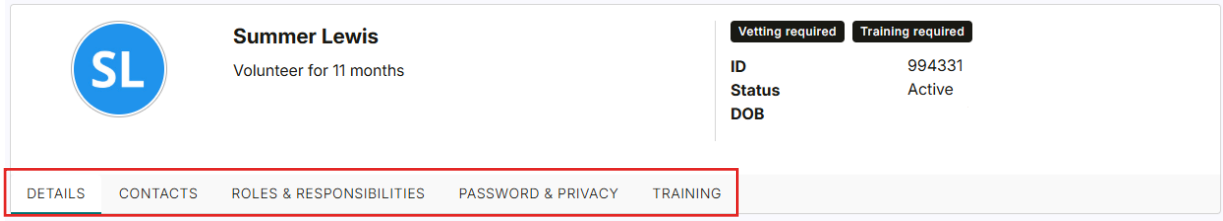
Your volunteer profile

Once you've logged in, you can view your personal volunteer profile by clicking on the circle showing your initials in the top right-hand corner of the screen and selecting "View profile details" under your name.



Your profile is split into six main tabs:

1. Details
2. Contacts
3. Roles & Responsibilities
4. Password & Privacy
5. Training

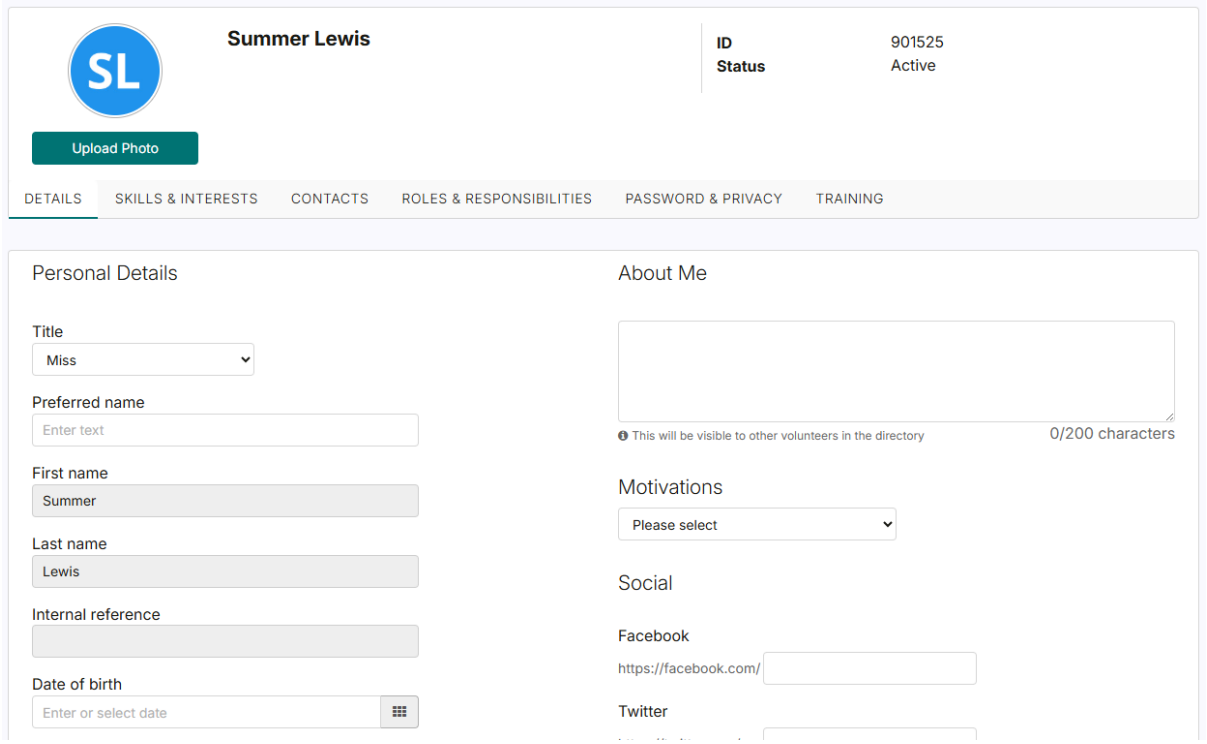


Profile photos

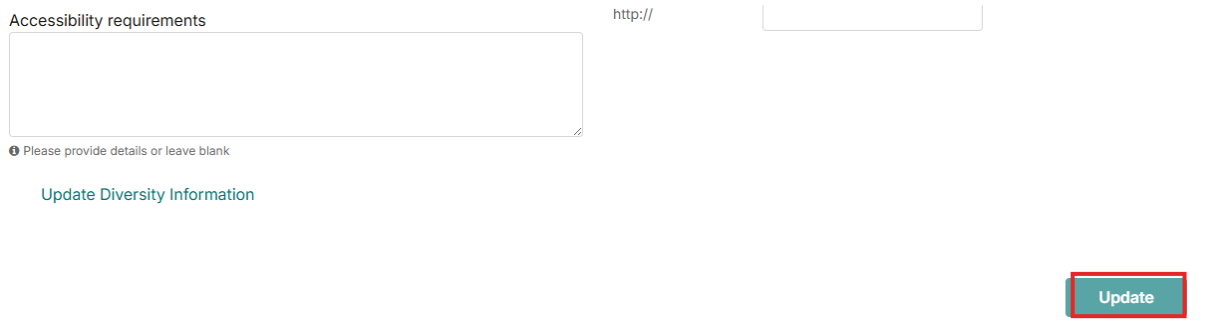
You can click on 'Upload Photo' or your initials to upload a photo if you'd like to add an appropriate picture to your volunteer profile. *(This picture will be visible to other staff and volunteers using Assemble.)*

Updating your details

The first section of your profile covers your basic information. Here you can enter a preferred name, update your date of birth, select your reasons for volunteering and write a little about yourself *if you wish*.



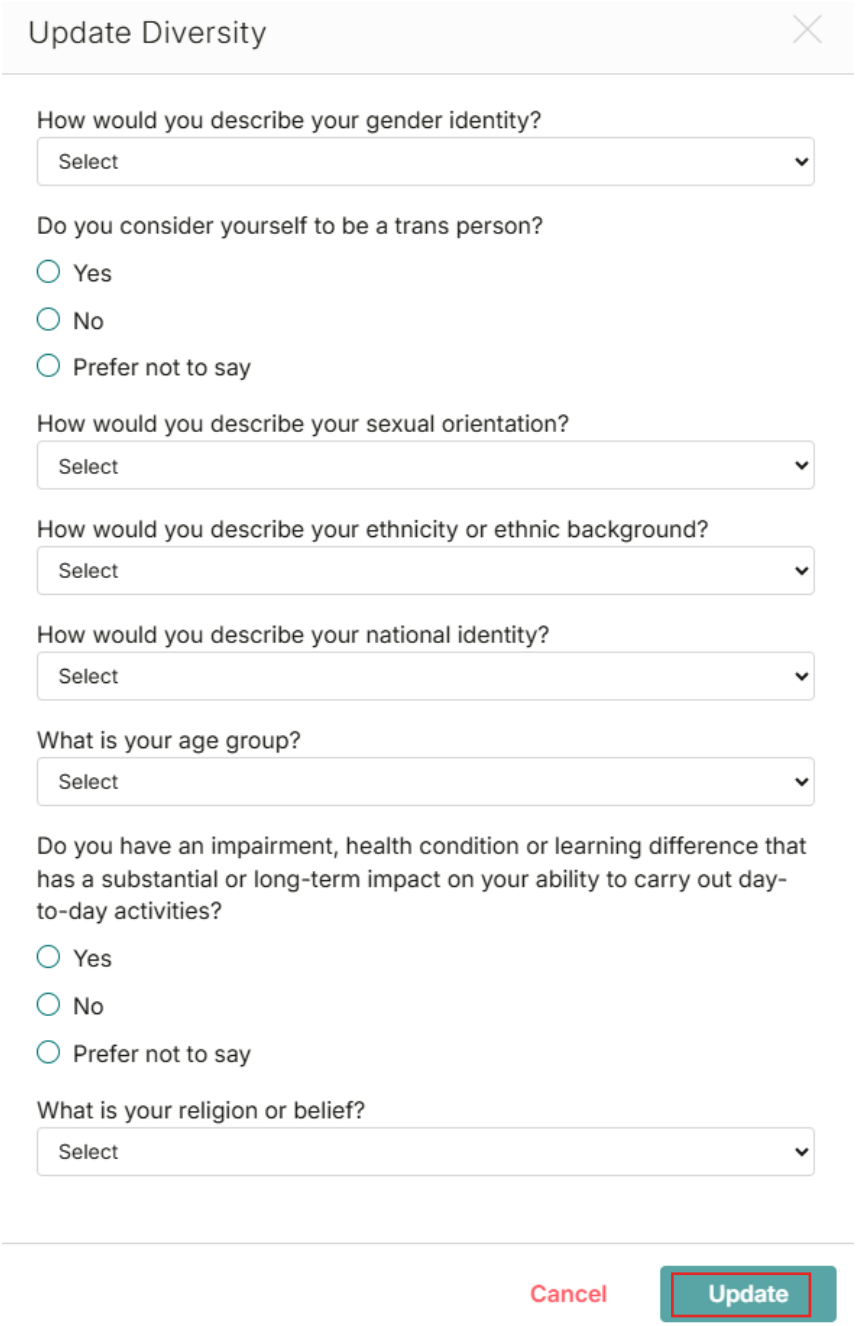
Update the information as you wish and click "Update" in the bottom right-hand corner.



Diversity information

You can also update your diversity information by selecting 'Update Diversity Information'. Only Rainbows staff can see your individual answers, and it helps us ensure that volunteering with Rainbows supports the different groups within our local communities.

You may decide not to provide this information or only provide some of it. "Prefer not to say" is always an option.



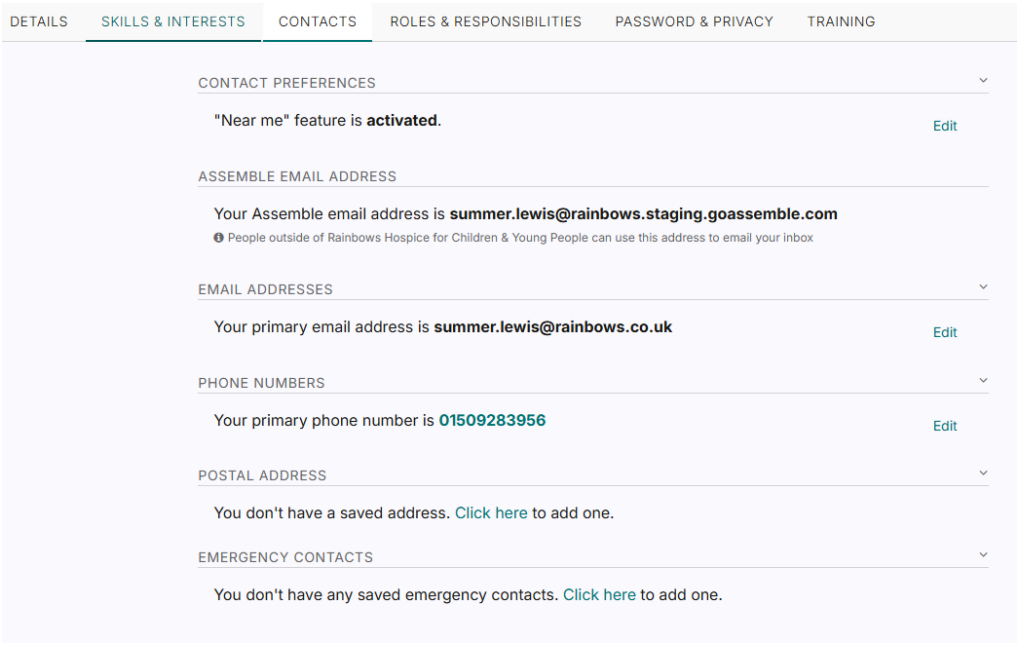
Update any information you wish to provide and **click "Update" at the bottom of the screen to save.**

Your Contact Information

This tab on your profile holds all your key contact information such as email address, phone number and postal address. **Any information you provide here will be visible to Rainbows Staff and the Volunteering team but will always be held securely and not shared with other volunteers.**

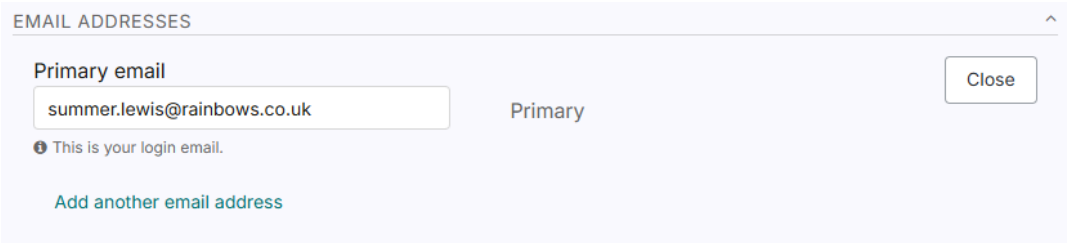
You can add emergency contact details in case we need to get in touch with someone on your behalf.

To update any of this information, click "Edit" on the right-hand side. There are steps for each section below.



Email Addresses

You may choose to add a different email address to your volunteer profile, or to change your primary Assemble email address.



We recommend using an individual email address (rather than one you share with someone else), as Assemble works best that way and helps you stay up to date during your volunteering.

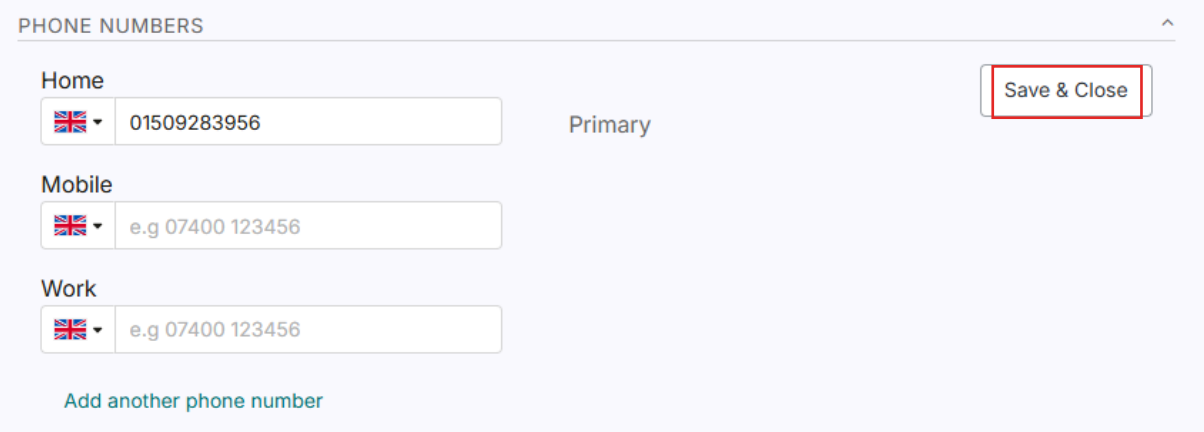
To add or update your email address, click "Edit" next to Email Addresses. You can edit your existing primary email or add another email address to your profile.

When you have made any changes, be sure to click "**Save & Close**" to update your information.

Phone Numbers

You can choose to give us an alternate phone number or edit your existing telephone details.

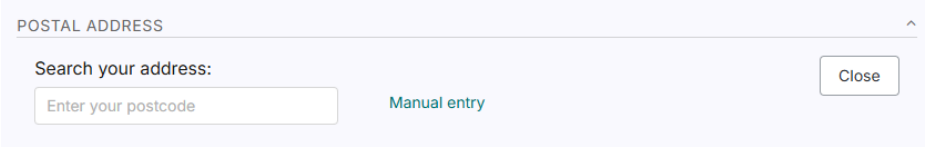
If you have more than one telephone number, you can choose which one is your primary number and preferred method of contact.



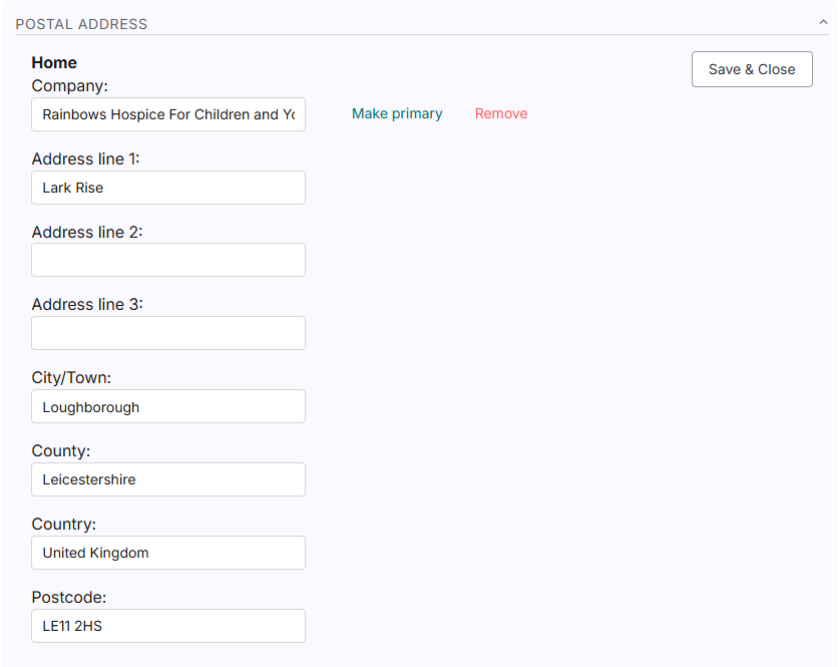
When you have made any changes, click "Save & Close".

Postal Address

You can also add in your postal address as part of your profile.



Click "Save & Close" when you've added your address.

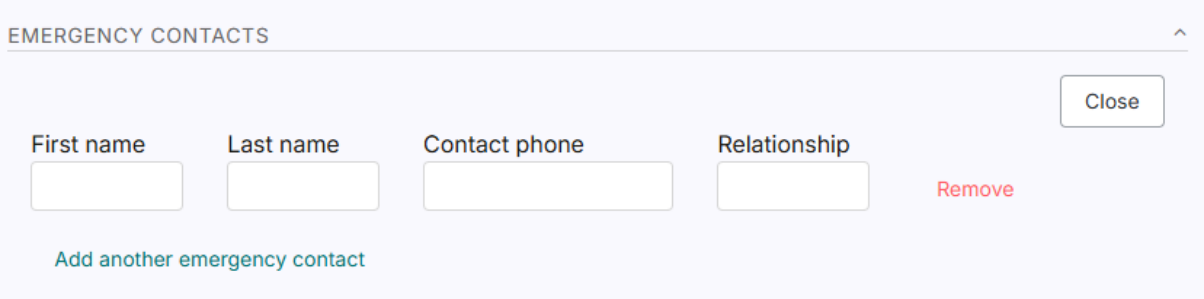


Emergency Contacts

It's important to have an emergency contact stored on your profile.

This information will only be used to contact someone on your behalf in an emergency and is only visible to Rainbows Staff and the Volunteering Team.

You may choose to add more than one contact in this section.

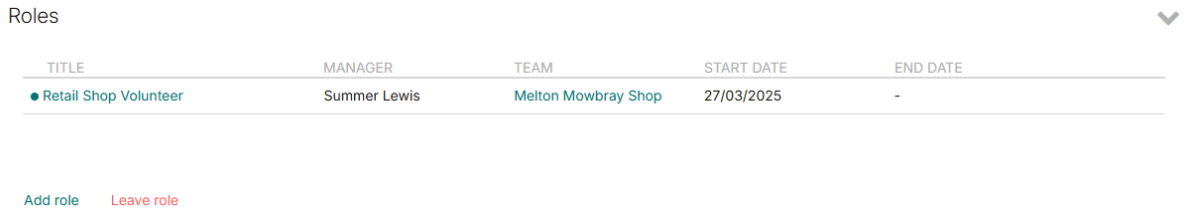


When you have added any emergency contact information to your profile, click "Save & Close" to update your information.

Your Volunteering Roles

On the "Roles and responsibilities" tab, you can find all of your volunteering roles, and your main volunteering contact at Rainbows for each role.

If you have more than one volunteering role, these will appear in a list.



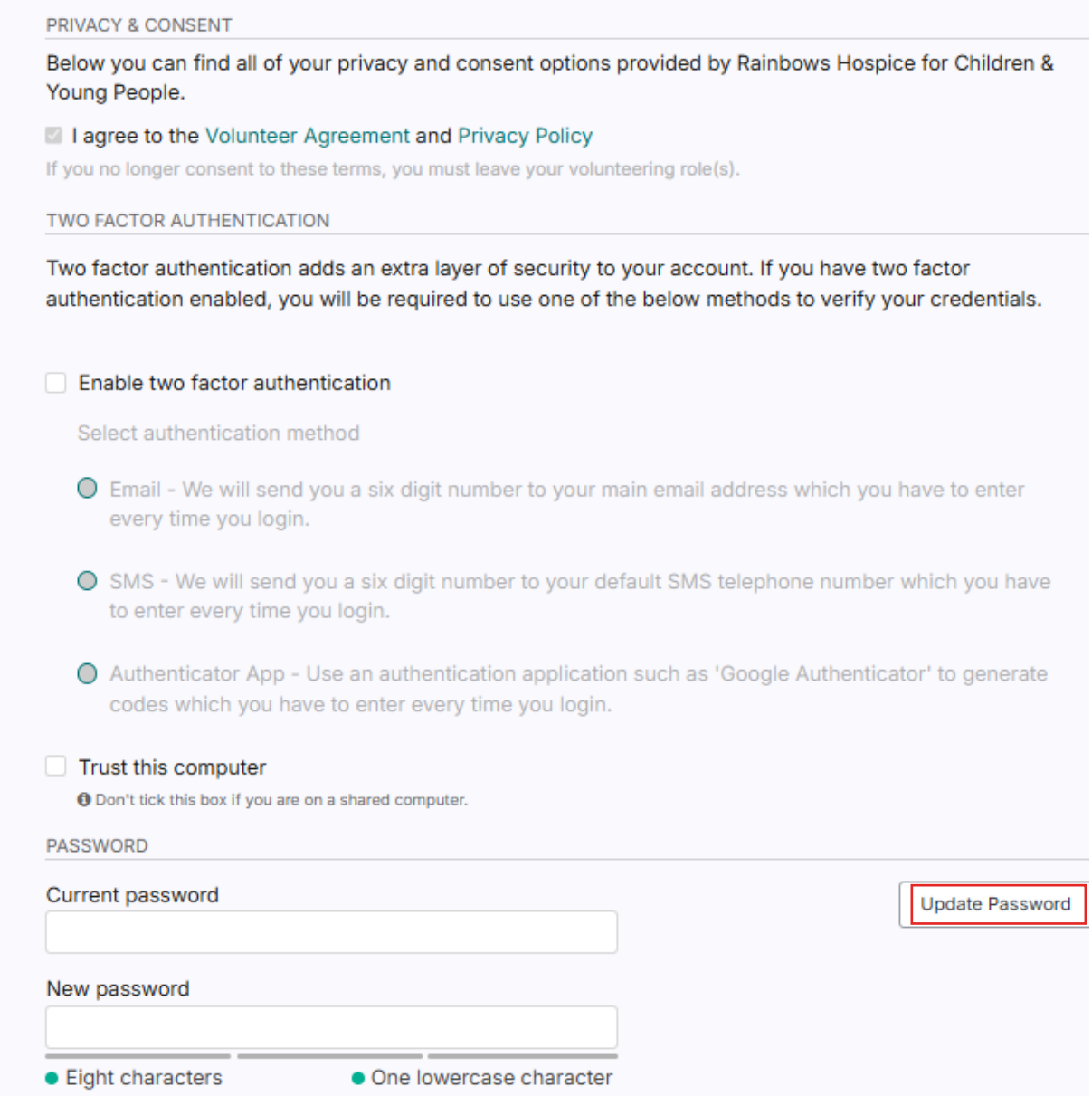
Clicking on the role title will automatically download the role description which will give you a summary of your role.

If you think you are missing one of your volunteering roles or if you see one you don't expect to see, please do let the Volunteering Team know.

Password and Privacy

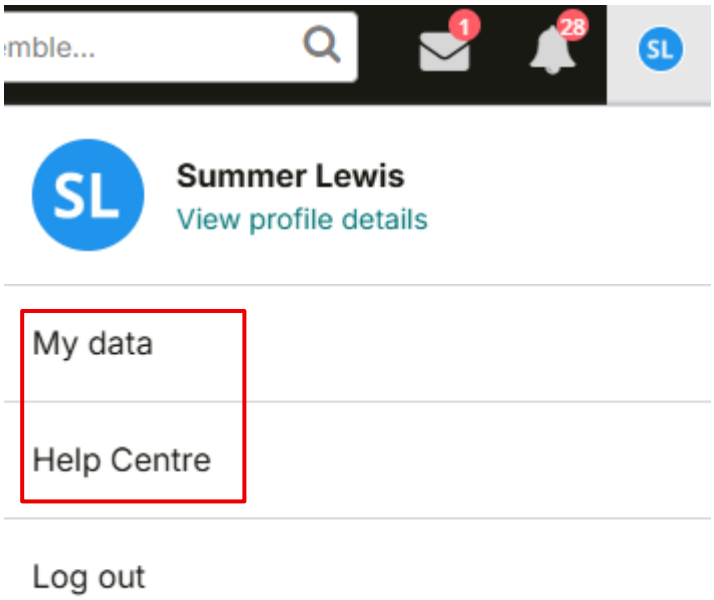
This tab allows you to view the Rainbows Privacy Policy and Volunteer Agreement.

You can also update your Assemble password at the bottom of this tab. Enter your existing password to confirm your account, then enter your new password and re-enter to confirm. Click Update Password on the right to update.



Other profile options

When you select your profile menu by clicking your initials or profile picture, there are some additional options.

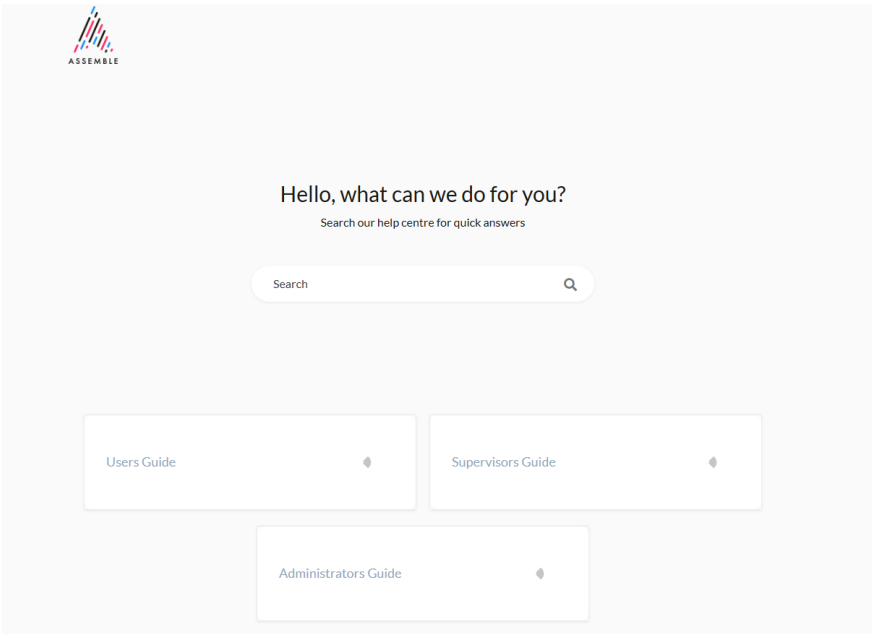


My data

This takes you to a section that sets out how your data is stored in Assemble. It also shows how you can contact the Rainbows Data Protection Officer.

Help Centre

Clicking on here will take you to the online Assemble help pages.

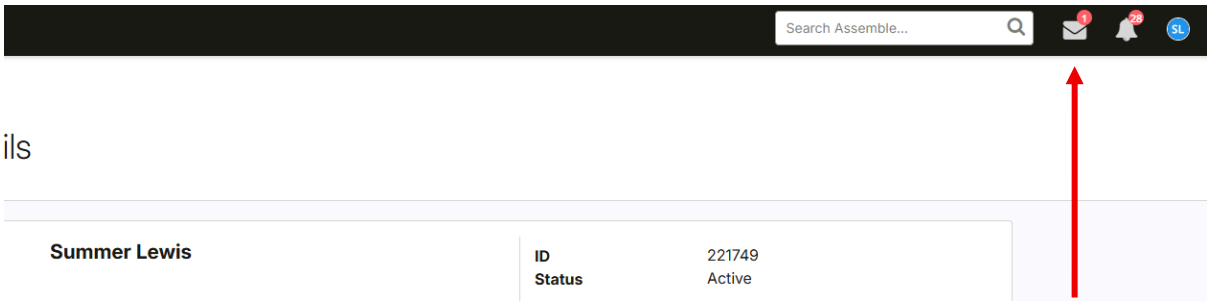


Please note that accessing the Help Centre will mean you leave the Assemble site and you must click the "back" button to return to Assemble.

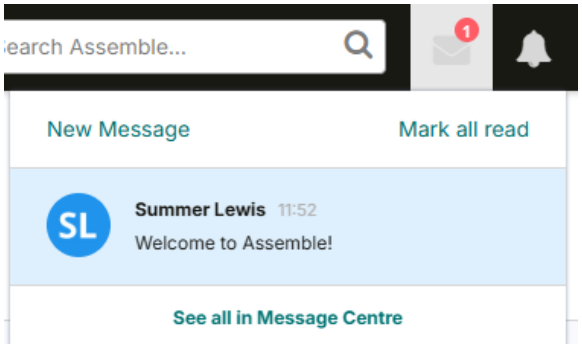
Messaging and using the directory

The envelope icon at the top right-hand side of the screen will allow you to access the messaging centre. If you've received a message from anyone at Rainbows, you'll be able to view and respond to messages here.

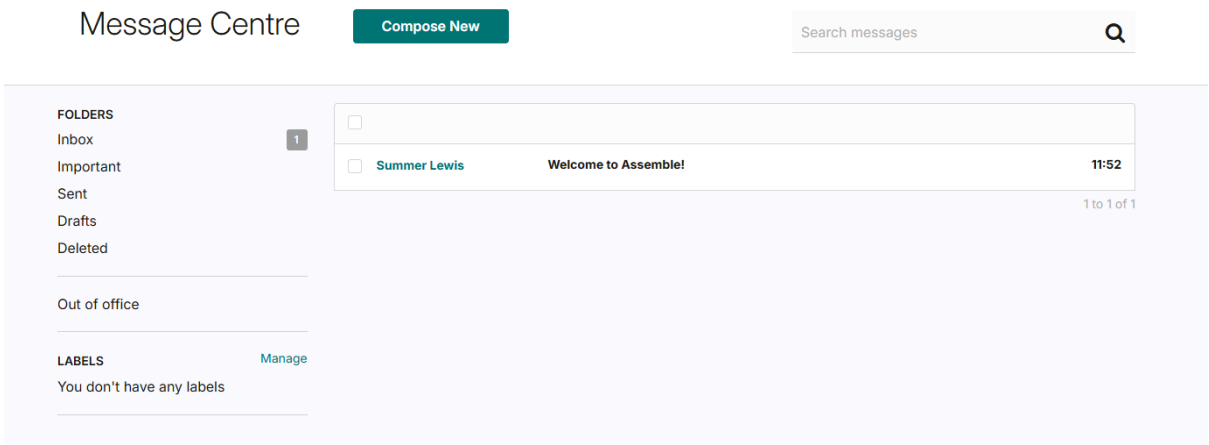
You'll also be able to create and send a new message here. Before sending a message for the first time, please read our guidance document.



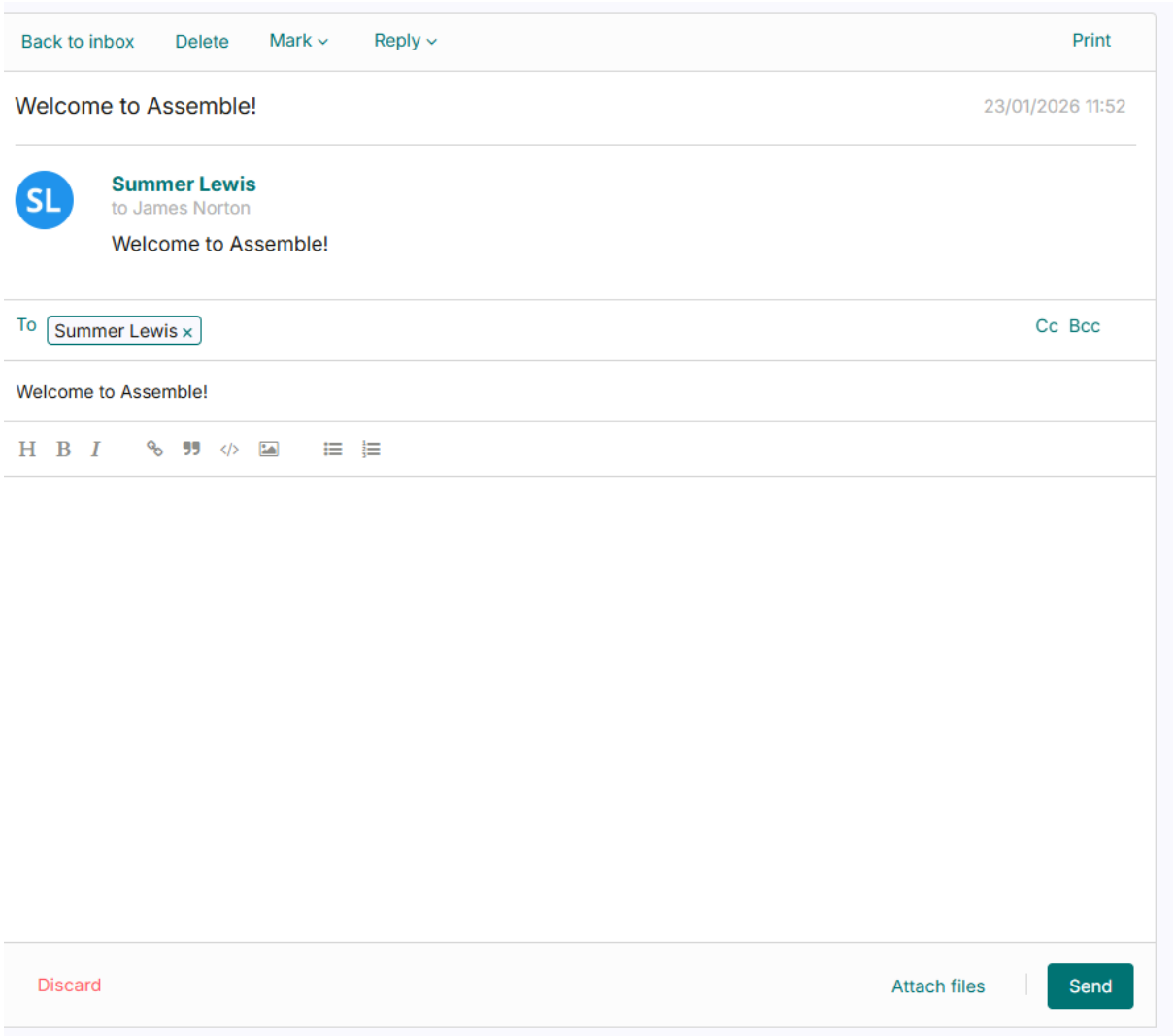
If you've received a message you'll get a notification counter, and clicking on the envelope icon will show you who the message is from as well as the message title. Click on the message, or "See all in Message Centre" to read the message.



This is the overview of the Message Centre, where you can find your inbox, sent items and any messages you've flagged as important.

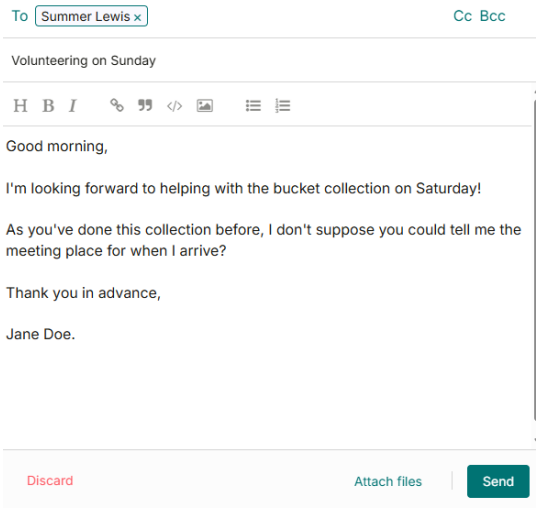


You can select “reply” at the top of the message, type your response and click “Send” at the bottom. You’re also able to attach files if you wish.



Assemble also allows you to message other volunteers directly who are in your team. Please see the guidance document for simple guidelines on using the Messaging Centre in a courteous and professional way.

You may choose to message a volunteer to ask questions about volunteering shifts, or to ask some more information about an event. Please see here an example message.

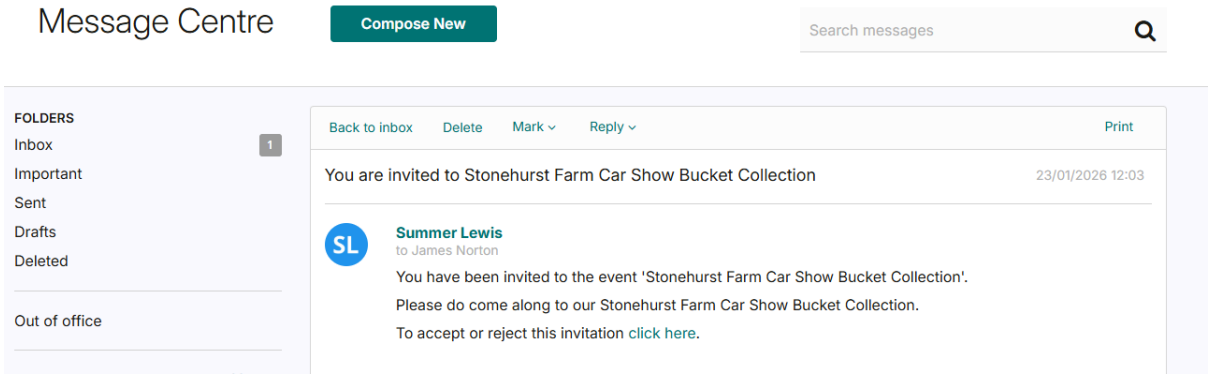


Events

Assemble allows us to invite you to a variety of different events relating to your volunteering.

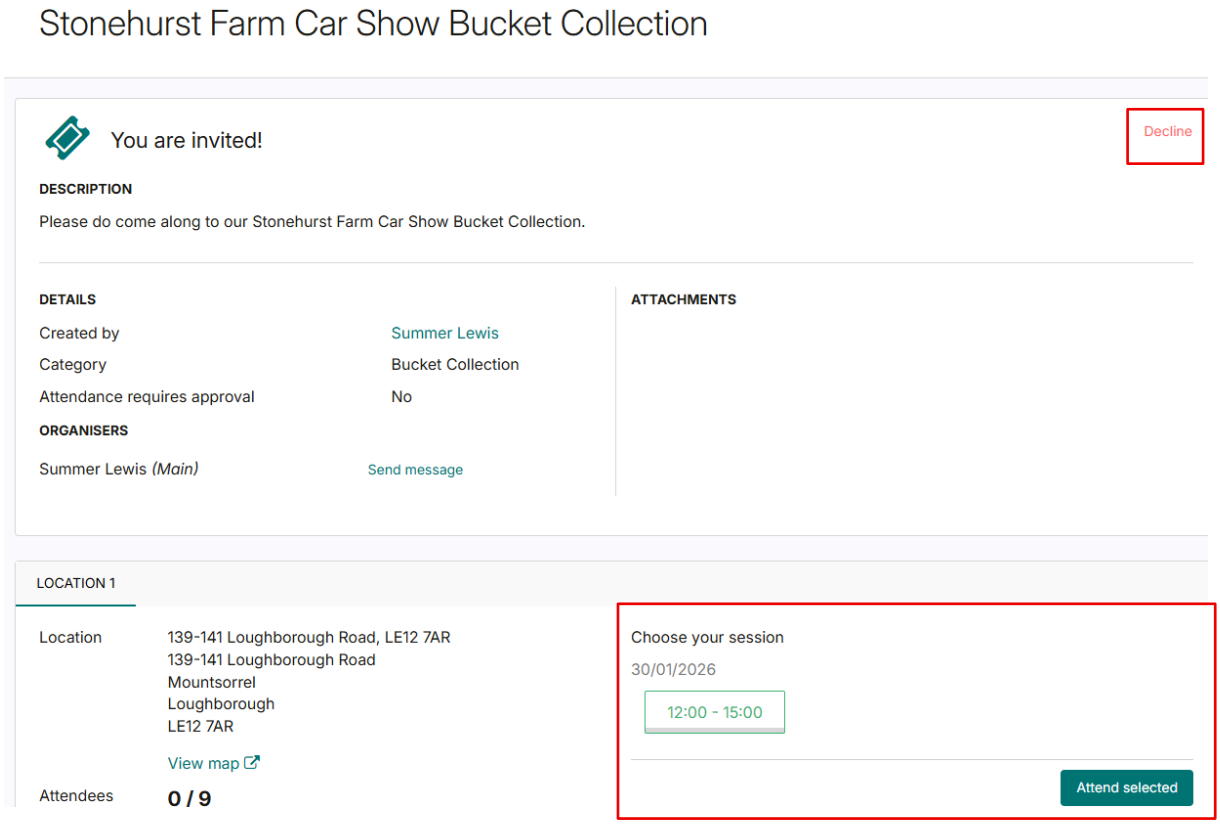
Sometimes you might receive an email notification when you have been invited to an event. You can log into Assemble to see more information about the event and accept or reject the invitation.

Our Fundraising and Events teams will use this to get in touch with you about upcoming events and opportunities.



At other times, we might make you aware of events via newsletters or news articles in Assemble. You can always find details of all events you are able to sign up for in Assemble.

In the main menu, hover over "Activities", and click "Events" to see all available events.



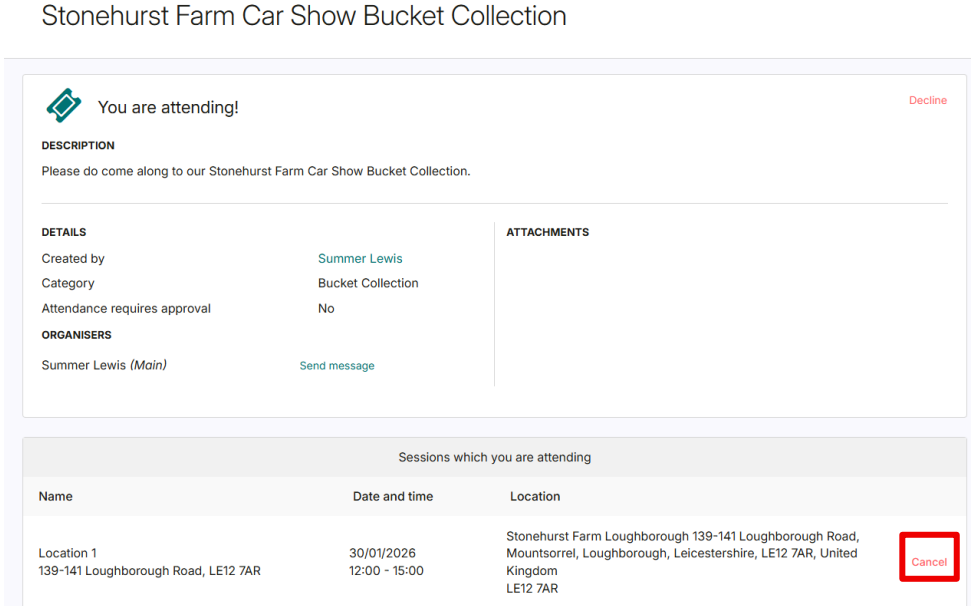
In order to confirm your attendance at the event, please click the session you would like to attend then confirm when prompted.

In order to decline your attendance, please click the "decline" button in the top right corner.

Updating your attendance at an event

If you have previously clicked and confirmed to attend an event, but are no longer able to be there, you can amend this.

Click into the same event and you will see this screen.



Tasks

Assemble allows you to be assigned or select small easy tasks in your local area.

Sometimes you may be assigned a task that is specific to you. Other times, you may be made aware of a task that is relevant to your role, and you can choose whether or not to complete it.

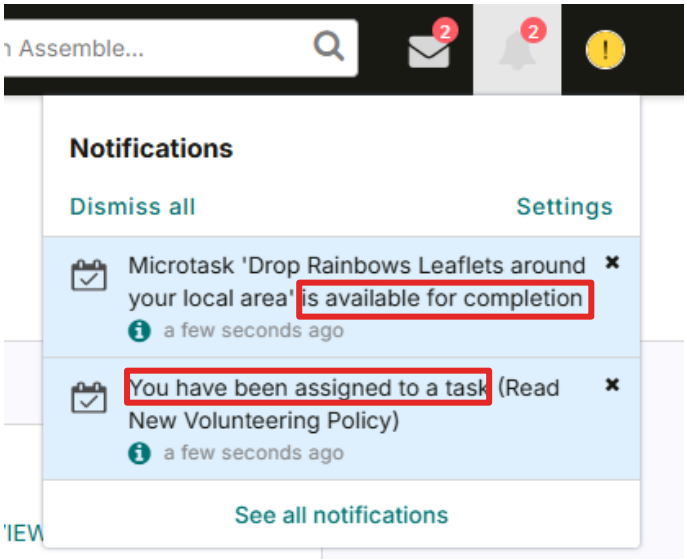
Seeing available tasks

There are two ways to see available tasks, or those tasks that have been assigned to you:

1. You may receive an Assemble notification
2. You can search for available tasks

Notifications

If a task has become available to you, or has been assigned to you, then you will receive an Assemble notification:



Here we can see that this volunteer has two task notifications.

The first one is available for completion. This means that the volunteer can do this task if they wish, but they do not have to.

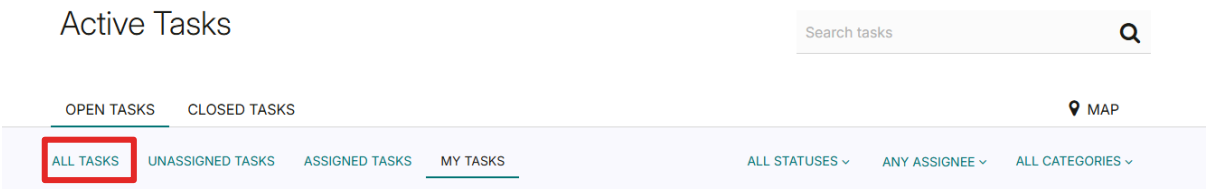
The second one has been directly assigned to them. This means it is specifically for them to complete.

You can see more detail about the task by clicking on the notification.

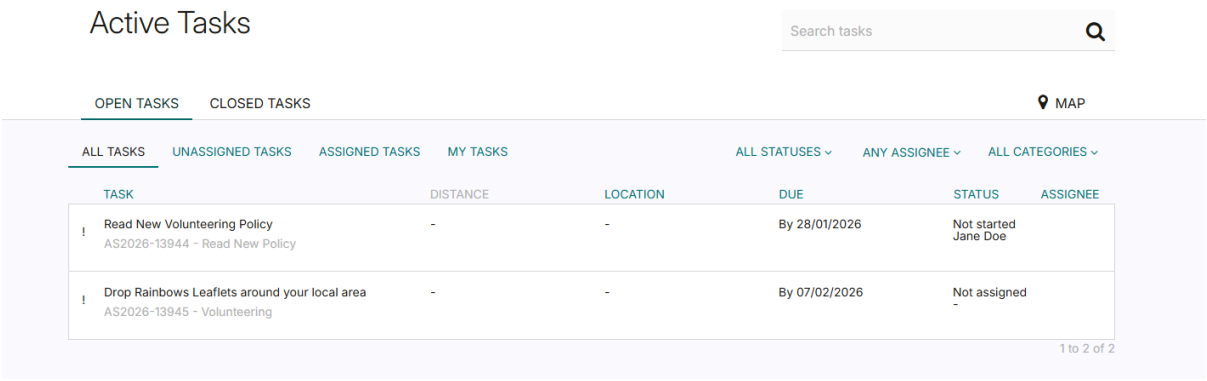
Searching for available tasks

You can look for any tasks that are available by hovering over "Activities" in the main menu and clicking on "Tasks".

You will then see this screen:

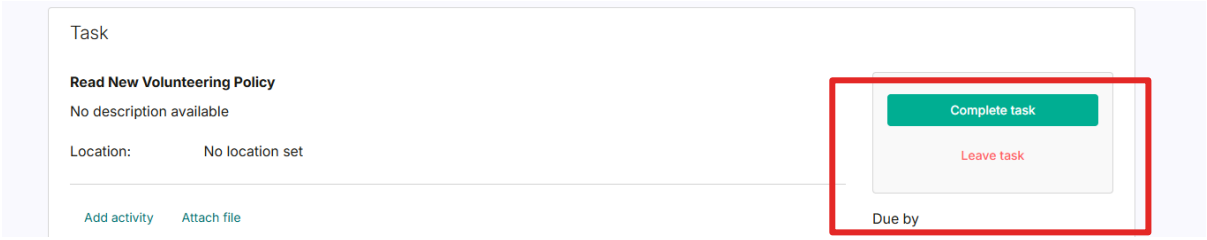


Clicking ALL TASKS shows additional tasks that are available for the volunteer to choose to complete if they wish:



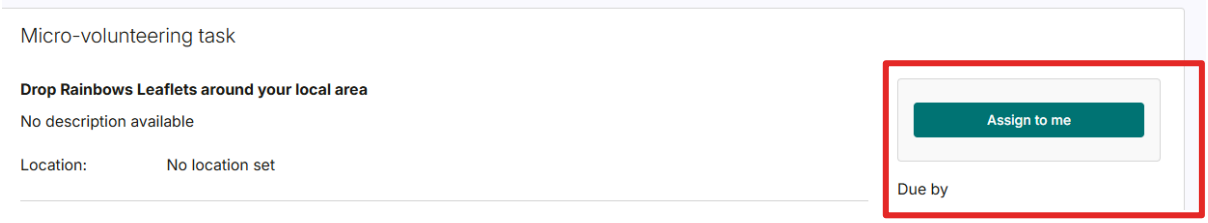
Viewing and completing task information

You can click on a task to see more information about it:



Note that because this task has been directly assigned to the volunteer, the two options on the right are either "Complete task" or "Leave task".

For the other task, the screen looks slightly different. Here the volunteer can choose to "take" this task as one they wish to complete.

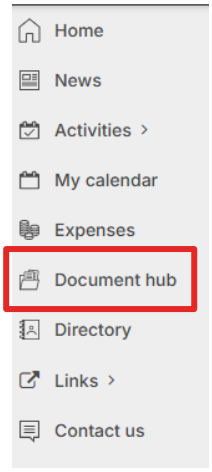


Additional Assemble Functions

The Document Hub

The Assemble Document Hub allows you to see any documents that may be relevant to your volunteering, or specific information related to a role.

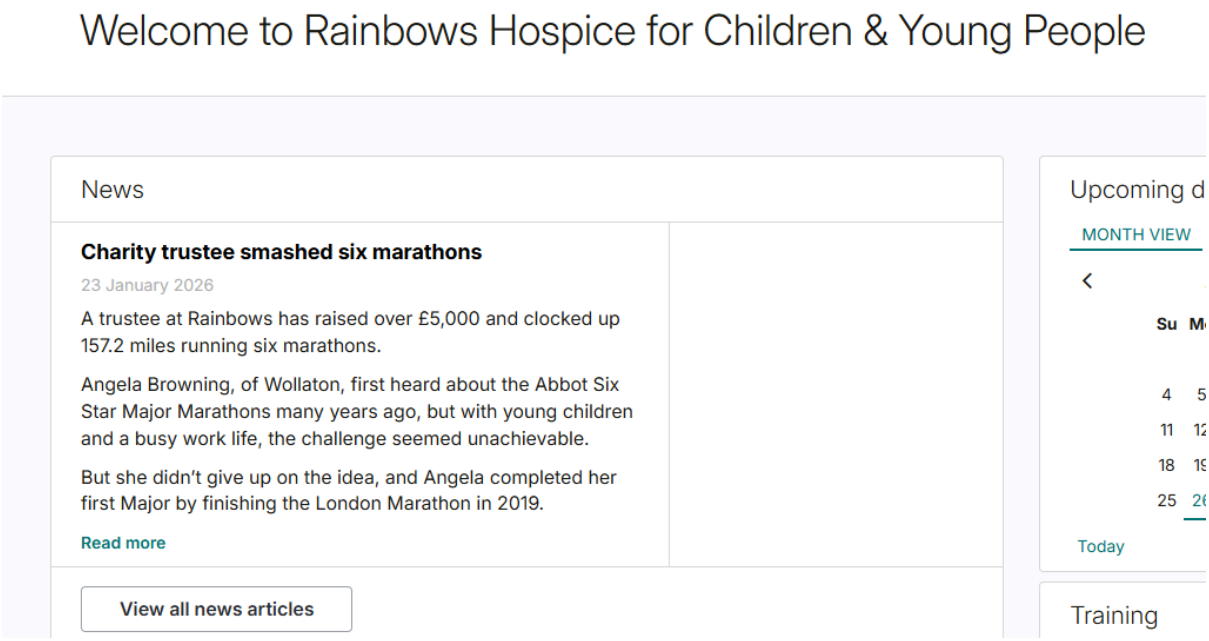
Rainbows Newsletters containing the latest news and information will also be posted in the Document Hub so keep an eye out!



Selecting the Document Hub will show a list of folders you have access to and clicking a particular folder will show you all the documents you can read or download.

News

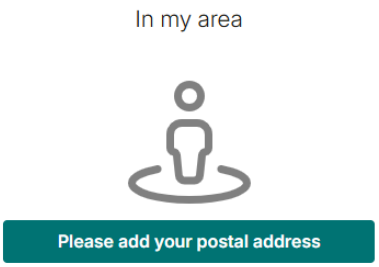
News is displayed at the top of your homepage when you log in. Here you'll find any featured articles as well as the most recent news stories we've published.

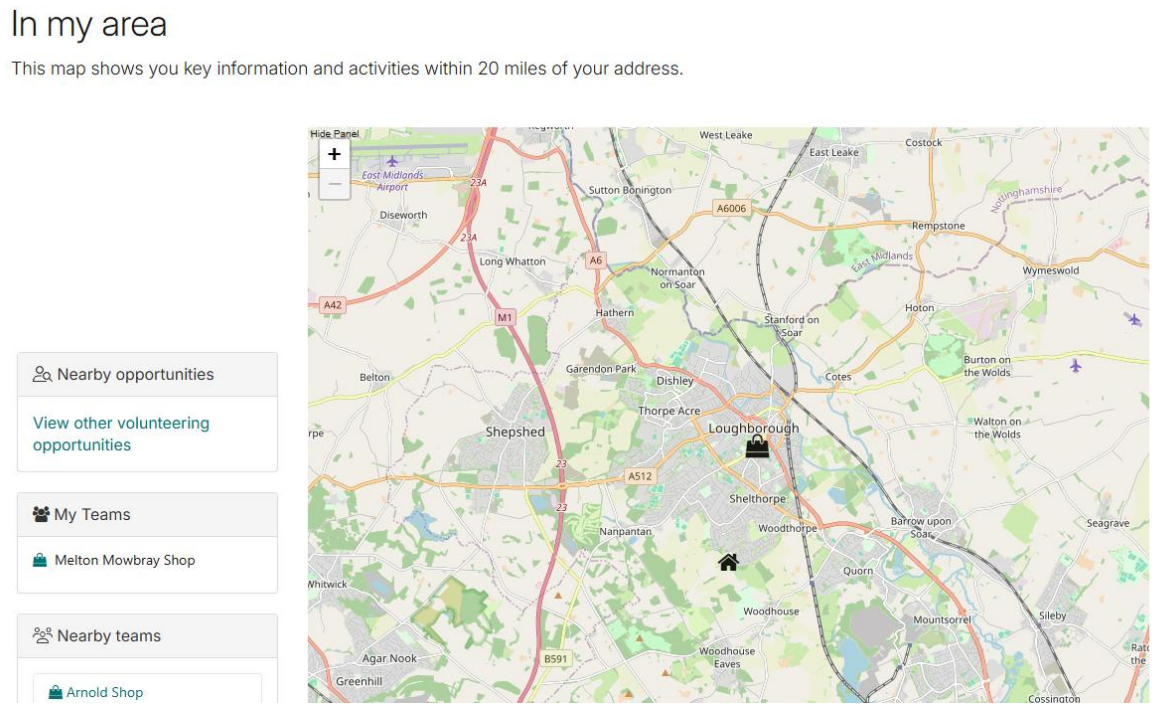


What's near me?

A great feature of Assemble is being able to show you a summary of what's happening near you.

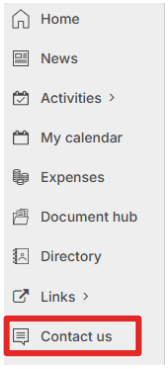
From the right-hand side of the home page, enter your address and search to be able to find an interactive map.





Contact us

If you're having an issue using Assemble, you can contact your local volunteering team for help.



Here you can complete a message, and we'll get in touch with you to help resolve your question.

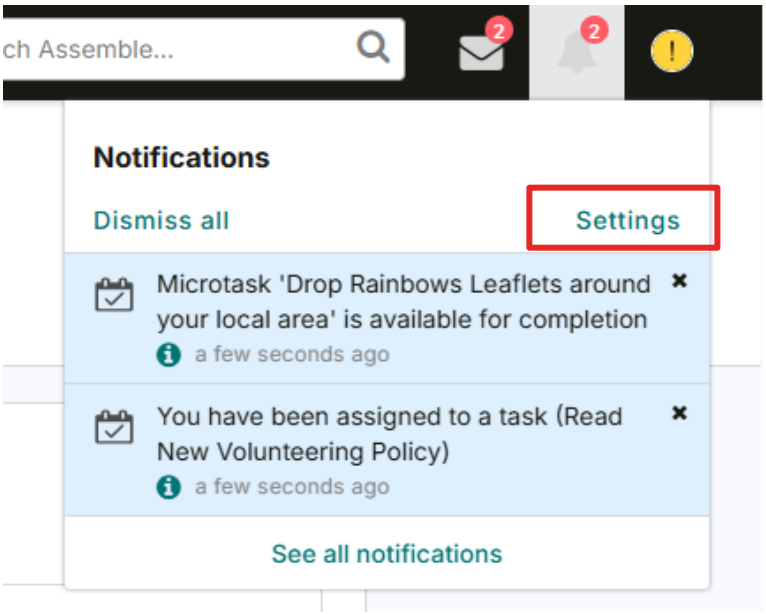
As always, you can also email us at volunteer@rainbows.co.uk or call us on **01509 283 956.**

Notifications

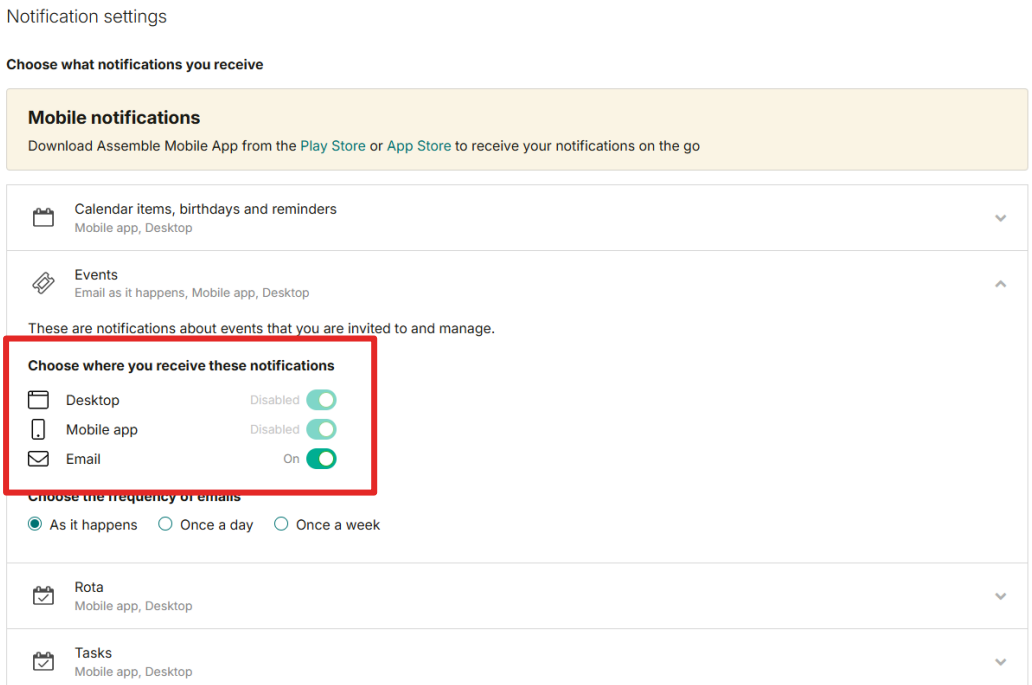
Assemble will send you important notifications for things where you may need to take action or read a message.

You can customise which notifications you want to receive, how often you want to receive them and where you would like notifications to be sent.

To do this, first log into Assemble and click on the notification bell icon at the top right hand side of the screen and then click "Settings".



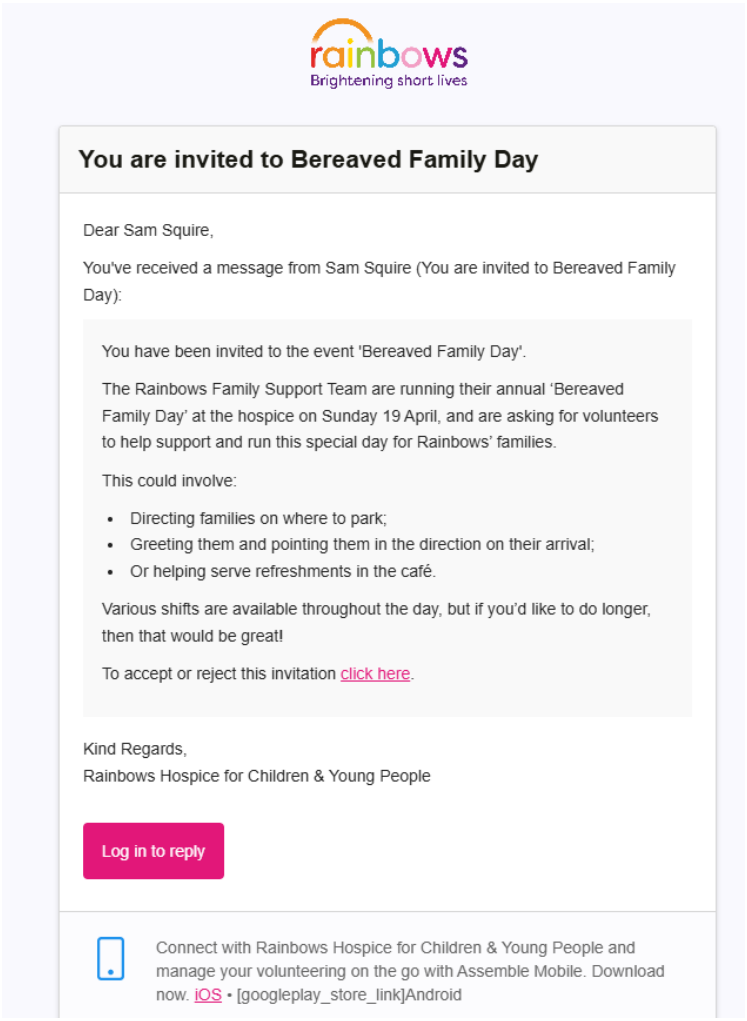
To update your notifications, select one of the categories:



Emails from Assemble

Please note that all emails from Assemble will come from mail@goassemble.com and may look like spam. Feel assured that this is not spam and is an email from the system.

Emails from Assemble may look like this:



rainbows
Brightening short lives

You are invited to Bereaved Family Day

Dear Sam Squire,

You've received a message from Sam Squire (You are invited to Bereaved Family Day):

You have been invited to the event 'Bereaved Family Day'.

The Rainbows Family Support Team are running their annual 'Bereaved Family Day' at the hospice on Sunday 19 April, and are asking for volunteers to help support and run this special day for Rainbows' families.

This could involve:

- Directing families on where to park;
- Greeting them and pointing them in the direction on their arrival;
- Or helping serve refreshments in the café.

Various shifts are available throughout the day, but if you'd like to do longer, then that would be great!

To accept or reject this invitation click here.

Kind Regards,
Rainbows Hospice for Children & Young People

Log in to reply

Connect with Rainbows Hospice for Children & Young People and manage your volunteering on the go with Assemble Mobile. Download now. iOS • [googleplay_store_link]Android

The Assemble Mobile App

The free mobile app is available on both android devices, through the Play Store, and iPhones, from the app store. The app has the main features of the web browser version, allowing for easy access on the move. The login will be your same username/email address and password.

Either click the image below to be taken directly to the app, or search for "***Assemble for Volunteers***" on your app store.

Logging in

Once you've installed the app you can log in using the email address and password you use to access Assemble. You may also be asked to enter a 6-digit authentication code that will be emailed to you.