

## Using the Check in and Chat System

You will receive an automated email when you are assigned a call.

Please click on 'LINK HERE' to get the information of the person you need to ring and log the call. You must be logged in to the volunteer portal for the link to work.

You can link back to your assigned calls by finding Check in and Chat assignments under 'My Account':

The screenshot shows the Food Cycle volunteer portal dashboard. At the top, there is a green header bar with the Food Cycle logo on the left. To the right of the logo are navigation links: 'MY ACCOUNT', 'START FOODCYCLING', 'RESOURCES', and 'KEY INFORMATION'. Further right, it says 'Hello, Sophie' and provides links for 'Return to Managing Sessions' and 'Log out'. Below the navigation links, there is a dropdown menu for 'MY ACCOUNT' with options: 'CHECK IN AND CHAT ASSIGNMENTS', 'VOLUNTEER HISTORY', 'PERSONAL INFORMATION', and 'SELF-REPORT YOUR VOLUNTEER SERVICE'. A green button labeled 'Read our Latest Coronavirus Updates' is also visible. The main content area features a large group photo of volunteers in red shirts. Overlaid on the photo are three green-bordered boxes displaying 2020 metrics: '114669 Meals Served', '83891 Volunteer Hours', and '212360 kg Food Rescued'. At the bottom, a green banner contains the text 'WELCOME TO 'MY FOODCYCLE'' and 'READY TO JOIN US?'.

**Metrics for 2020**

Metric	Value
Meals Served	114669
Volunteer Hours	83891
kg Food Rescued	212360

**WELCOME TO 'MY FOODCYCLE'** **READY TO JOIN US?**



## Check-in and Chat Volunteers

**Thank you so much for your participation as a Check-in and Chat volunteer!**

If you no longer have time to participate as a Check-in volunteer you can now update your participation in your 'Check-in and Chat Assignments' section.

If you have been assigned any calls, the information will be displayed below. If you do not see any here, no assignments have been made to you. If you believe you have assignments to complete, please contact FoodCycle HQ with your questions. Keep in mind, assignments expire one week after they have been assigned to you. Please make calls during the open assignment period.

If you no longer wish to participate in the Check-in and Chat volunteer program, please click below:

UPDATE PARTICIPATION

**Important:** Update your participation before you are assigned new guests on Monday as otherwise they will not receive their call that week. You can update your participation back to 'Active' once you would like to continue receiving calls.

# Thank you for your participation as a check-in and chat volunteer.

If you have been assigned any calls, the information will be displayed below. If you do not see any here, no assignments have been made to you.

Click on 'Click here' to view your call details and to log your call.

Who to Contact	Status	Total Attempted Calls	Total Successful Calls	Created Date ▲	View Details or Log Call
[Redacted]	Open	1	1	27/05/2020 12:37	<a href="#">Click Here</a>
[Redacted]	Open	1	1	27/05/2020 12:39	<a href="#">Click Here</a>
[Redacted]	Open	1	1	27/05/2020 12:38	<a href="#">Click Here</a>
[Redacted]	Open	1	0	27/05/2020 13:02	<a href="#">Click Here</a>
[Redacted]	Open	0	0	01/06/2020 17:32	<a href="#">Click Here</a>

This is where you'll be able to view all your assigned calls. Once you submit a call you will be able to view your 'Total Successful Calls' and 'Total Attempted Calls'.

We recommend you make a maximum of 2 attempts per guest if they don't answer. Log both attempts as 'Attempted-No Answer'. Make sure you indicate in your comment that the call was unanswered/went to voicemail.

You can log your call as 'Successful' when you have managed to get through to the guest.

However, if you get through to the guest and they indicate they are unable to take the call and to call back at another time: log this call as 'Attempted' and indicate in your comment the best times to call the guest (i.e. best to call on a Friday). You can then call back a second time to have your Check-in call.



MY ACCOUNT ▾

START FOODCYCLING ▾

RESOURCES

Contact:

**Androulla**

Phone: 07496695871

Number of people in household: 2

Gender: Female

Age Group: 65 years and over

Delivery Area: Islington - London

LOG A CALL

## Call History



May 28 2020

Gil (CA-000157)

Status: Call Successful

This information will help you know who you are calling and what telephone number to call, where they are based, age group...

When ready to make the call please click 'log call' REMEMBER to disguise your telephone number (check the training presentation on how to do this).

Call History will show all notes from previous calls. Please read before making the call.

[MY ACCOUNT ▾](#)[START FOODCYCLING ▾](#)[RESOURCES ▾](#)[KEY INFORMATION ▾](#)[Return to Managing Sessions](#)[Return to Admin](#)

## Record Your Check-in and Chat Call

Select your calls status:  
Successful or attempted.

Call Status \*

✓ Select One  
Call Successful  
Call Attempted - No Answer

Date Completed/Attempted \*

Select the date the call was  
made/attempted.

Safeguarding Concern

☐ If checked, include details below

Select 'Food Feedback' box if  
you are logging any  
comment relating to their  
FoodCycle food parcel.

Food Feedback

☐ If checked, include details below

Select 'Safeguarding  
Concern' box if you are  
logging any comment  
relating to safeguarding.

Call Comments \*

In your comments include any notable  
information that would either be:

- a) Useful for the next volunteer making the call- i.e. the guest's birthday is next week.
- b) Useful Food Feedback (select box)
- c) A safeguarding concern about them or someone in the household (select box).

Select the option which  
applies to the guest you have  
called. Always select "Please  
continue..." **unless** they  
explicitly said they no longer  
want to receive calls you  
should select "No longer  
wants befriend calls".

**SUBMIT**

Future Call Requests \*

Select One  
Select One  
Please continue befriending calls  
No longer wants befriending calls

# Thank you for your participation as a check-in and chat volunteer.

If you have been assigned any calls, the information will be displayed below. If you do not see any here, no assignments have been made to you.

Who to Contact	Status	Total Attempted Calls	Total Successful Calls	Created Date ▲	View Details or Log Call
	Open	1	1	27/05/2020 12:37	<a href="#">Click Here</a>
	Open	1	1	27/05/2020 12:39	<a href="#">Click Here</a>
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	Open	1	0	27/05/2020 13:02	<a href="#">Click Here</a>
	Open	0	0	01/06/2020 17:32	<a href="#">Click Here</a>

Once you submit the call form, you will be taken back to your phone call page where you can see your attempted and successful calls. The status of your call **will remain** as “OPEN” until its expiry date (a week after it was created).