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':

Check-in and Chat Volunteers

Thank you so much 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. 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:

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.

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.

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	Click Here
	Open	1	1	27/05/2020 12:39	Click Here
	Open	1	1	27/05/2020 12:38	Click Here
	Open	1	0	27/05/2020 13:02	Click Here
	Open	0	0	01/06/2020 17:32	Click Here

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

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.

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
Gill ██████ 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.

Record Your Check-in and Chat Call

Call Status *
✓ Select One
Call Successful
Call Attempted - No Answer

Date Completed/Attempted *

Safeguarding Concern

If checked, include details below

Food Feedback

If checked, include details below

Call Comments *

SUBMIT

Future Call Requests *   Select One

Select One
Please continue befriending calls
No longer wants befriending calls

Select your calls status: Successful or attempted.

Select the date the call was made/attempted.

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

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

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".

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	Click Here
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▬▬▬▬▬	Open	1	0	27/05/2020 13:02	Click Here
▬▬▬▬▬	Open	0	0	01/06/2020 17:32	Click Here

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).