

# USING ASSEMBLE: A GUIDE FOR VOLUNTEERS

# ASSEMBLE USER GUIDE

## Welcome to Assemble

Assemble is the new way to manage your volunteering at Diabetes UK. Assemble is an online system that lets you communicate more easily with your local volunteering team and other volunteers. It's a portal to learning and training to support you in your volunteering with us. With Assemble you can browse a calendar of events, a newsfeed tailored to your interests and easily find other opportunities that are most relevant to you.

This guide will help you start using Assemble and take control of your volunteering at Diabetes UK.

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 us on [AssembleSupport@diabetes.org.uk](mailto:AssembleSupport@diabetes.org.uk) or contact your local team in Assemble!

## Accessing Assemble

Logging into Assemble for the first time is covered in detail below, but to access the system, visit: <https://volunteer.diabetes.org.uk/portal> We recommend you bookmark this link or add it your favourites so you can easily find it in the future.

## What's covered?

This guide is split into two parts.

The first section deals with all the basics of logging into and using Assemble. The second part deals with some additional features to help you get the most from Assemble.

You can use the linked sections in the contents page to access particular sections quickly, and there is also an online library of short "How to" videos that accompany each section if you'd like to see particular elements in action. You can find those on our [Assemble](#) page.

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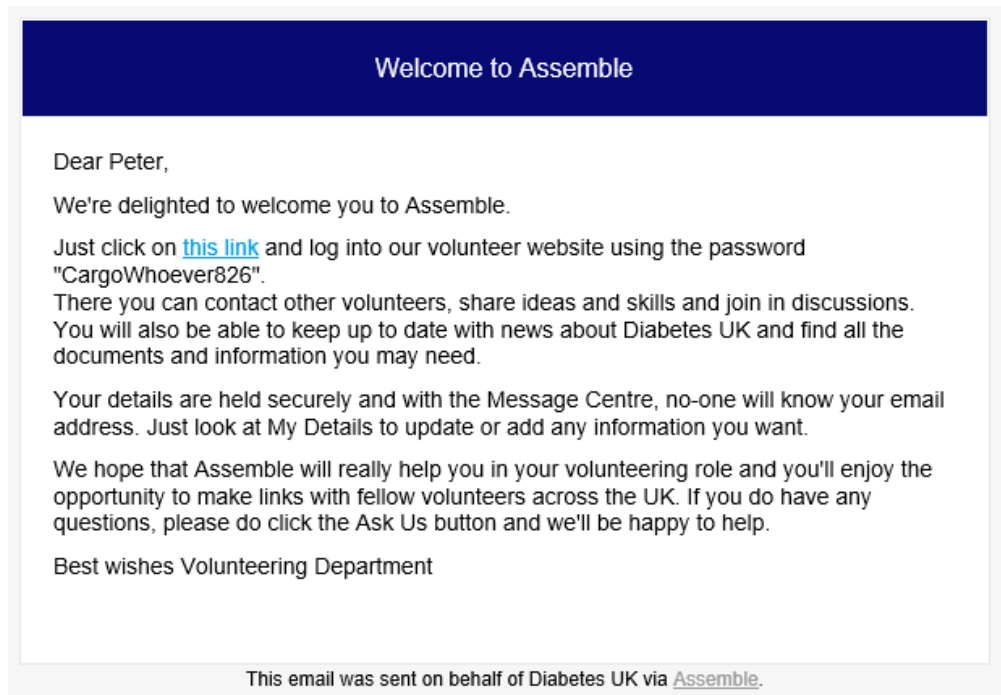
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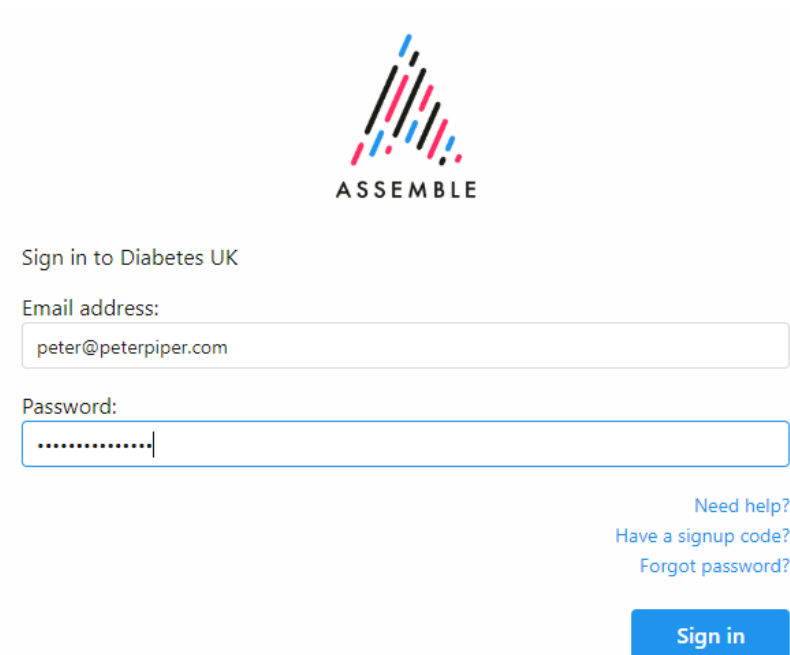
# The basics of Assemble

## Logging in and changing your password

You will have received a welcome email with a temporary password in – just like the one shown below.



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



The image shows the login page for Assemble. At the top center is the Assemble logo, which consists of a stylized triangle made of vertical lines in blue, red, and black, with the word "ASSEMBLE" in black capital letters below it.

Below the logo, the text "Sign in to Diabetes UK" is displayed. Underneath, there are two input fields:

Email address:

Password:

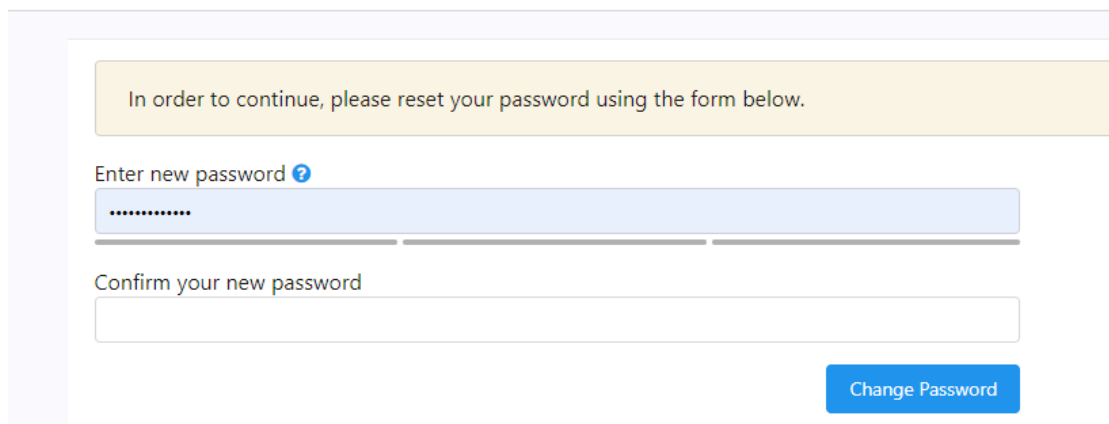
To the right of the password field, there are three links: "Need help?", "Have a signup code?", and "Forgot password?".

At the bottom right, there is a blue button with the text "Sign in" in white.

Once you've signed in using the temporary password, you can change your password to something you pick. The Change Password page will automatically appear, and you'll be prompted to choose a new password, re-enter it to confirm and click "Change Password".

You'll be able to log in with your email address and this new password in future. If you forget your password, you can enter your email address and get a password reset link sent to you.

## Change Password



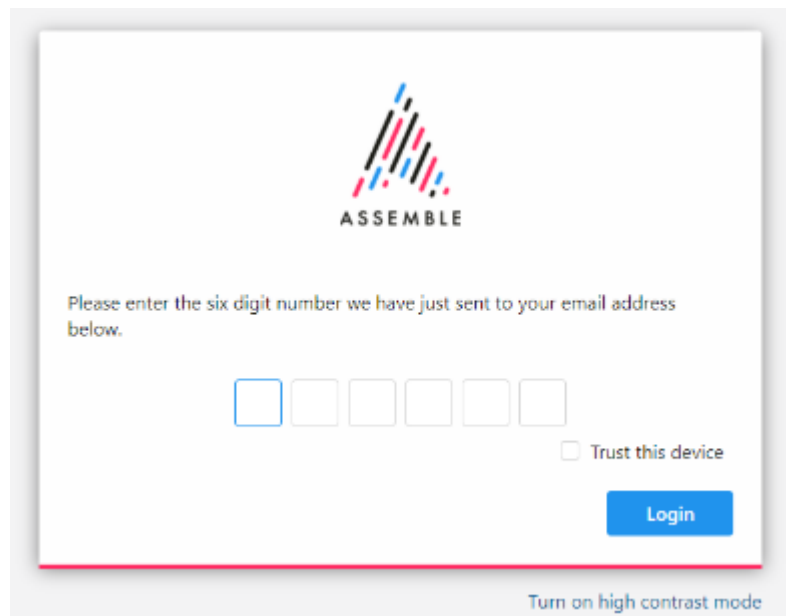
In order to continue, please reset your password using the form below.

Enter new password [?](#)

.....

Confirm your new password

As part of logging in, you may see this screen asking you to enter a 6-digit code:



  
ASSEMBLE

Please enter the six digit number we have just sent to your email address below.

Trust this device

[Turn on high contrast mode](#)

Check your email (including your spam folder) for the code and enter it to proceed. Ticking the "Trust this device" box will reduce the number of times you need to enter the code, but

only do this on a private device and do not check that box if you're using a shared computer.



# 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 provided a brief description to help you familiarise you with Assemble.

The screenshot shows the Diabetes UK Assemble Home page. The main header says "Welcome to Diabetes UK". The page is divided into several sections:

- 1. Main menu:** A vertical sidebar on the left containing links for Home, News, Activities, My calendar, Document hub, Directory, Links, and Talk to us.
- 2. News section:** A central area with the Diabetes UK logo and the tagline "KNOW DIABETES. FIGHT DIABETES.". It features three news articles: "Dedicated dietitian wins inspire award", "Coronavirus vaccines and diabetes", and "Welcome to Assemble!". A "View all news articles" button is at the bottom.
- 3. Upcoming dates:** A calendar for December 2020 with a "View activity map" button below it.
- 4. What's on:** A section titled "View Diabetes UK activity in your area on an interactive map." with a "View activity map" button.
- 5. Video player:** A video player showing a video titled "Diabetes UK - Type 1 and Tech ... CROESO 1 MATH 1 A TECH WELCOME TO TYPE 1 AND TECH 2020".

1. This is the main menu where you can navigate to different options. As we update the site with new options, you may see this change over time
2. This is the News section where important and new stories will be published. You can customise this to be more relevant to your interests and location if you wish – more information about this can be found in the [News](#) section below
3. This is the calendar that shows you upcoming events or volunteering opportunities. As we start using Assemble, this will be sparsely populated, but will have greater use over time
4. [What's On](#) – this shows you volunteering opportunities, events, local groups and other volunteers within a set radius from your location
5. Here you can find the latest videos from the Diabetes UK YouTube Channel



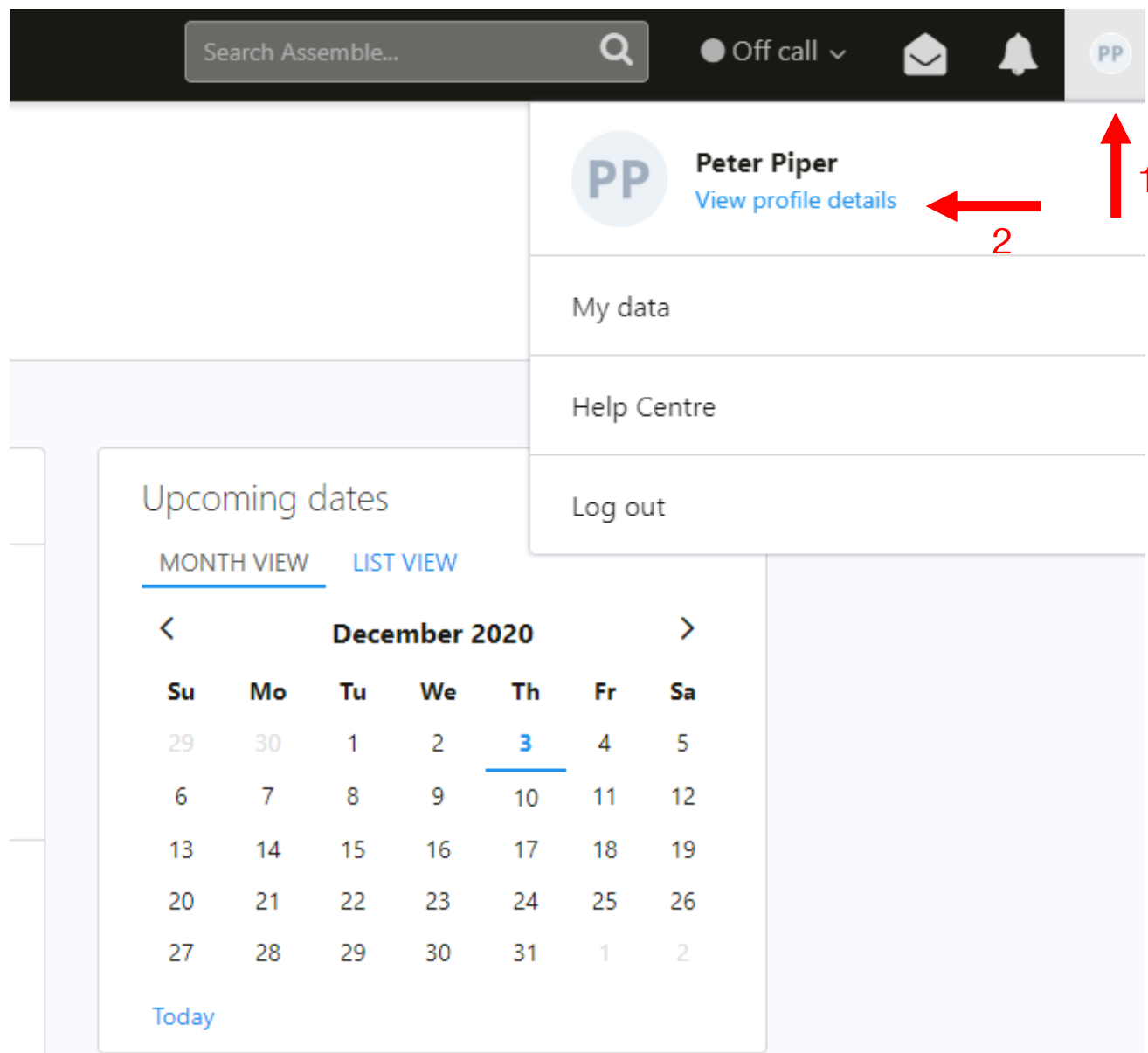
The screenshot displays the Diabetes UK website interface. On the left is a navigation menu with options: Home, News, Activities, My calendar, Document hub, Directory, Links, and Talk to us. The main content area is divided into three sections:

- Latest opportunities (within 20 miles of you)**: This section, marked with a red '6', features two volunteering roles:
  - Type 1 Events Volunteer (B Demo)**: Ongoing. Includes an image of people high-fiving and a description: "Do you want to support children and families living with Type 1 diabetes? Discover how you can help young people with diabetes and change lives."
  - Online Forum Moderator**: Ongoing. Includes an image of two men, one wearing a "DIABETES UK" shirt, and a description: "Do you want to help people manage their diabetes in our Forum? If you're interested in supporting people from all over the UK, this is the role for you!"
- Tweets by @DiabetesUK**: Marked with a red '7', showing two tweets from Diabetes UK. The first tweet shares a message from @AllOnTheBoard about World Diabetes Day. The second tweet mentions the completion of the Know Your Risk tool.
- Facebook**: Marked with a red '8', showing a Facebook post from Diabetes UK with 205,773 likes. The post content is identical to the first tweet in the 'Tweets' section. Below the post is a "Service information" banner.

6. Here you can find the latest volunteering opportunities within a 20-mile radius of your location. You can also search for more opportunities on our website
7. This section shows the latest tweets from Diabetes UK
8. Here is a feed of our latest posts on Facebook

## Viewing your volunteer profile

Once you're 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 (1) and selecting "View profile details" under your name (2)



The screenshot shows a user interface for a volunteer profile. At the top, there is a search bar labeled "Search Assemble..." and a navigation bar with "Off call" status, an envelope icon, a bell icon, and a circular profile icon with the initials "PP". A red arrow labeled "1" points to the "PP" icon. Below the navigation bar, the profile section displays the name "Peter Piper" and a link "View profile details" with a red arrow labeled "2" pointing to it. Below the profile section are menu items: "My data", "Help Centre", and "Log out". To the left of the profile section, there is a calendar titled "Upcoming dates" with "MONTH VIEW" selected and "LIST VIEW" as an alternative. The calendar shows the month of December 2020, with the 3rd of December highlighted as "Today".

December 2020						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Your profile is split into six main tabs:

1. Details
2. Skills & interests
3. Contacts
4. Roles & responsibilities
5. Password and Privacy
6. Training

This guide will give you information about what each of these tabs do and how you can update them.

## User Details

<b>ID</b>	59286
<b>Status</b>	Active
<b>On call</b>	No
<b>DOB</b>	31 Jan 1976

DETAILS SKILLS & INTERESTS CONTACTS ROLES & RESPONSIBILITIES PASSWORD & PRIVACY TRAINING

## Profile photos

You can click on your initials to upload a photo if you'd like to add a picture to your volunteer profile


Change

**Pete Piper**  
Volunteer for 9 years

<b>ID</b>	59286
<b>Status</b>	Active
<b>DOB</b>	31 Jan 1976

## Checking and updating details

The first part of your profile covers your basic information. Here you can enter a preferred name, update your date of birth, select your primary reason for volunteering and write a little about yourself if you wish – **all this information will be visible to you, your volunteer managers and the system admin users in our Volunteering team.**



**Peter Piper**  
Volunteer for 9 years

**ID** 59286  
**Status** Active  
**On call** No  
**DOB** 31 Jan 1976

DETAILS SKILLS & INTERESTS CONTACTS ROLES & RESPONSIBILITIES PASSWORD & PRIVACY TRAINING

### Personal Details

**Title**  
Please select ▾

**Preferred name**  
Enter text

**First name**  
Peter

**Last name**  
Piper

**Date of birth**  
31/01/1976

[Provide diversity information](#)

### About

0/200 characters

**Motivations**  
Please select ▾

### Social

**Facebook**  
https://facebook.com/

**Twitter**  
https://twitter.com/

**Website / Blog**  
http://

**Update**

The screenshot shows a user profile page with the following sections and highlighted elements:

- Navigation tabs:** DETAILS (selected), SKILLS & INTERESTS, CONTACTS, ROLES & RESPONSIBILITIES, PASSWORD & PRIVACY, TRAINING
- Personal Details:**
  - Title: Mr (dropdown menu)
  - Preferred name: Pete
  - First name: Peter
  - Last name: Piper
  - Date of birth: 31/01/1976
  - Link: Provide diversity information
- About:** Diabetes UK has helped me a lot in the past and I'm pleased to be able to share my experiences to help other people with diabetes too!
- Motivations:** To help others (dropdown menu)
- Social:** Facebook, Twitter, Website / Blog (with input fields)
- Update:** A blue button in the bottom right corner.

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 the option highlighted above. This is entirely optional and anonymous – **nobody at Diabetes UK can see your individual answers.**

Aggregate information is available for reporting where more than 20 volunteers have provided a reply. This reporting allows us to understand how representative and inclusive volunteering is at Diabetes UK.

If you do choose to provide this information, we’re able to see at a regional, national or programme level if we’re supporting people from all backgrounds to be part of our volunteering community at Diabetes UK.

You may decide not to update this information, or only provide some it, and “prefer not to say” is always an option.

If you do wish to provide some diversity information, please follow the instructions below.

Select “provide diversity information” from the details tab on your profile. The following screen will be displayed.

### Diversity Information ✕

It really helps us to be able to monitor the diversity of our volunteers. You do not have to answer any of these questions but we'd be grateful if you would.

The local volunteer manager, or anyone else involved in the selection process, will not see any of your answers and we will never use the information in a way that could identify you.

Your age

Your gender

Prefer not to say  Man (incl. trans man)  
 Woman (incl. trans woman)  Other gender identity

Is your gender identity the same as the gender you were originally assigned at birth?

Prefer not to say  Yes  No

Your nationality

Your ethnicity

Sexual orientation: which group do you most identify with?

Do you consider yourself to be disabled under the Equality Act 2010 or the equivalent Northern Ireland legislation?

Prefer not to say  Yes  No  Don't know

Your religion/belief (incl. non-belief)

Cancel Update



Update any information you wish to provide and click “Update” at the bottom of the screen.

It really helps us to be able to monitor the diversity of our volunteers. You do not have to answer any of these questions but we'd be grateful if you would.

The local volunteer manager, or anyone else involved in the selection process, will not see any of your answers and we will never use the information in a way that could identify you.

Your age

Your gender

- Prefer not to say       Man (incl. trans man)  
 Woman (incl. trans woman)       Other gender identity

Is your gender identity the same as the gender you were originally assigned at birth?

- Prefer not to say       Yes       No

Your nationality

Your ethnicity

Sexual orientation: which group do you most identify with?

Do you consider yourself to be disabled under the Equality Act 2010 or the equivalent Northern Ireland legislation?

- Prefer not to say       Yes       No       Don't know

Your religion/belief (incl. non-belief)

Cancel

Update


You can choose to come back and update this information at any time.


## Updating your skills and interests

The next tab along on your profile allows you to update any additional skills or interests you have that might be relevant to your volunteering. For example, if you tell us you speak a second language, we could contact you if we have specific requests for support in that language.

As we develop new skills/interests, we'll let you know either via messages, news stories in Assemble or through newsletters and you can choose to update these as you wish.

We may ask you if you'd like to provide specific skills or interests depending on your volunteering roles, so you may see different options to other volunteers, or those shown below.



**Pete Piper**  
Volunteer for 10 years  


**Training required**

<b>ID</b>	59286
<b>Status</b>	Active
<b>DOB</b>	31 Jan 1976

DETAILS SKILLS & INTERESTS CONTACTS ROLES & RESPONSIBILITIES PASSWORD & PRIVACY RECOGNITIONS TRAINING

DIGITAL SKILLS [EDIT](#)

[Add new skill](#)

PERSONAL SKILLS [EDIT](#)

[Add new skill](#)

RESEARCH [EDIT](#)

[Add new interest](#)

LANGUAGES [EDIT](#)

[Add new language](#)

Select the “Skills & Interests” tab from your profile to view the options available to you.

You can either click the “Add new skill” button or the “Edit” button to select any skills you’d like to add to your profile:

**Pete Piper**  
Volunteer for 10 years

Training required

ID 59286  
Status Active  
DOB 31 Jan 1976

DETAILS SKILLS & INTERESTS CONTACTS ROLES & RESPONSIBILITIES PASSWORD & PRIVACY RECOGNITIONS TRAINING

DIGITAL SKILLS [EDIT](#)

[Add new skill](#)

PERSONAL SKILLS [EDIT](#)

[Add new skill](#)

RESEARCH [EDIT](#)

[Add new interest](#)

LANGUAGES [EDIT](#)

[Add new language](#)

You will get a pop-up for each type of skill you try to add. Select all that apply and click “Save”

Add new language

Your skill(s)

Arabic  Bengali  British Sign Language

Chinese  English  French

German  Gujarati  Hindi

Italian  Japanese  Javanese

Lithuanian  Polish  Portuguese

Punjabi  Russian  Somali

Spanish  Tamil  Turkish

Urdu  Welsh

Cancel [Save](#)

These skills and interests will be saved to your profile and you can choose to return to amend or update them at any time.

## Reviewing your contact information

This tab on your profile holds all your key contact information such as email address, phone number and postal address. You can also tell us if you're unavailable between certain dates. Any information you provide here will be visible to your volunteer managers and the system admin users in our Volunteering team but will always be treated with the strictest confidence.

Here you can find the option to opt in/out of the "[Near me](#)" feature (see below for more information). Note that opting out of the Directory means that other volunteers cannot contact you, but Diabetes UK staff will still be able to message you.

You can also 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.

The screenshot shows a user profile for Pete Piper, a volunteer for 9 years. The profile includes a circular avatar with the initials 'PP'. To the right, a table lists personal details: ID (59286), Status (Active), On call (No), and DOB (31 Jan 1976). Below this is a navigation bar with tabs for DETAILS, SKILLS & INTERESTS, CONTACTS (selected), ROLES & RESPONSIBILITIES, PASSWORD & PRIVACY, and TRAINING. The main content area is divided into several sections, each with an 'Edit' button on the right. A red box highlights these 'Edit' buttons. The sections are: STATUS (You are active), CONTACT PREFERENCES (You are included in the volunteer directory and "Near me" feature is activated), ASSEMBLE EMAIL ADDRESS (Your Assemble email address is peter.piper@diabetes-uk.staging.goassemble.com), EMAIL ADDRESSES (Your primary email address is peter@peterpiper.com), PHONE NUMBERS (Your primary phone number is 07123456789), POSTAL ADDRESS (You don't have a saved address. Click here to add one.), and EMERGENCY CONTACTS (You don't have any saved emergency contacts. Click here to add one.).

<b>ID</b>	59286
<b>Status</b>	Active
<b>On call</b>	No
<b>DOB</b>	31 Jan 1976

DETAILS SKILLS & INTERESTS **CONTACTS** ROLES & RESPONSIBILITIES PASSWORD & PRIVACY TRAINING

STATUS  
You are **active**. [Edit](#)

CONTACT PREFERENCES  
You are **included** in the volunteer directory and "Near me" feature is **activated**. [Edit](#)

ASSEMBLE EMAIL ADDRESS  
Your Assemble email address is **peter.piper@diabetes-uk.staging.goassemble.com**  
People outside of Diabetes UK can use this address to email your inbox

EMAIL ADDRESSES  
Your primary email address is **peter@peterpiper.com** [Edit](#)

PHONE NUMBERS  
Your primary phone number is **07123456789** [Edit](#)

POSTAL ADDRESS  
You don't have a saved address. [Click here](#) to add one.

EMERGENCY CONTACTS  
You don't have any saved emergency contacts. [Click here](#) to add one.

## Status

Your status lets you tell us about any times you're unable to volunteer by selecting dates that you're "on hold". You can also tell us whether it's OK to contact you during these dates or not.

STATUS ^

I am on hold between the dates below: Close

**i** This does not affect your access to Assemble.

Start date

End date

I am **self-isolating** due to Coronavirus (COVID-19) but don't mind being contacted.

**i** Self-isolation, also called staying at home, applies to those who either have coronavirus or believe they do. This includes those who are self-isolating because someone else in their household falls into the same category. [See government advice](#)

I am **social-distancing** due to Coronavirus (COVID-19) as I am in an **at-risk group** and don't mind being contacted.

**i** Social distancing is about ways to avoid catching and spreading coronavirus. It's advised for everyone and strongly advised for people over 70 or people with a long-term condition, including those at particular risk. [See government advice](#).

A different reason and I don't mind being contacted between these dates.

I do not wish to be contacted between these dates.

If you are unavailable between certain dates, check the box and enter a start and end date to cover the period you're unable to volunteer.

If you are marking yourself as unavailable for a particular period, you **must** also select a reason why by clicking one of the radio buttons in the highlighted area. This will ensure we will only contact you if you have told us it is OK to do so.

## Contact Preferences

Assemble has a “near me” function that allows volunteers to see who else volunteers for Diabetes UK within a 20-mile radius of their location and to be able to contact them if their details are added to the Assemble directory. **Your address or precise location is *never* revealed to another volunteer as part of the “near me” functionality and your data is kept safe and secure.**

The “near me” function is useful in allowing volunteers to network and share experiences and tips between each other. As a volunteer, **you are automatically added to our directory and visible in the “near me” feature by default, but you can choose to disable these options if you wish.**

Removing yourself from the directory does not prevent Diabetes UK staff from contacting you. Opting in to the “near me” feature never reveals your exact location, but you will show up if you are within 20 miles of another volunteer.

CONTACT PREFERENCES ^

---

**Appear in volunteer directory** Close

ⓘ Excluding yourself from directory will prevent others from contacting you.

**Appear in "Near me"**

ⓘ The "Near me" function of the volunteering map does not reveal your location, but shows if you are within range of another volunteer. Enable this to use "Near me" feature.

To amend these settings, click “edit” next to Contact Preferences and check/uncheck the boxes depending on your personal preferences.

## Email addresses

You may choose to add a different email address to your volunteer profile, or to change your primary Assemble email address. **Please note that if you do change your primary email address, this will also automatically update the email address you use to login the next time you use the system.**

EMAIL ADDRESSES ^

Primary email Close

Primary

**i** This is your login email. If you change this email, your login email will also be changed

[Add another email address](#)

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 provide us with an alternate contact 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.

PHONE NUMBERS ^

Home	<input type="text" value="07123456789"/>	Primary	<input type="button" value="Close"/>
Mobile	<input type="text"/>		
Work	<input type="text"/>		

[Add another phone number](#)

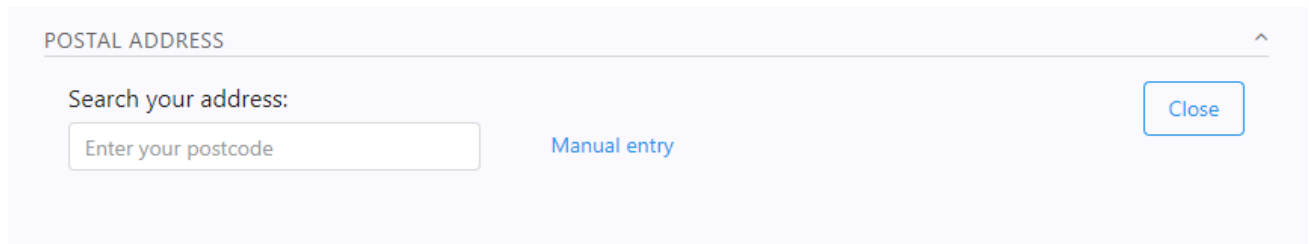
To update your contact numbers, select “edit” next to Phone Numbers and make any changes necessary. If you have more than one telephone number in your profile, you can choose which is your primary number. **Your primary phone number will be the one we first use if we need to contact you by telephone.**

When you have made any changes, click “Save & Close” to update your profile.



## Postal address

If you wish, you can also add in your postal address as part of your profile. This may be useful if we ever need to send out volunteering materials to you.

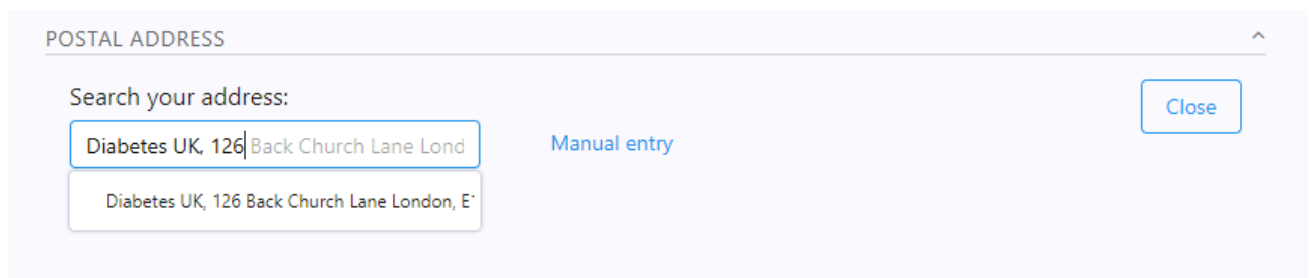


POSTAL ADDRESS ^

Search your address: Close

Enter your postcode Manual entry

You can add an address by searching for a postcode, or by starting to type your address. Alternatively, you can choose to manually enter an address instead.



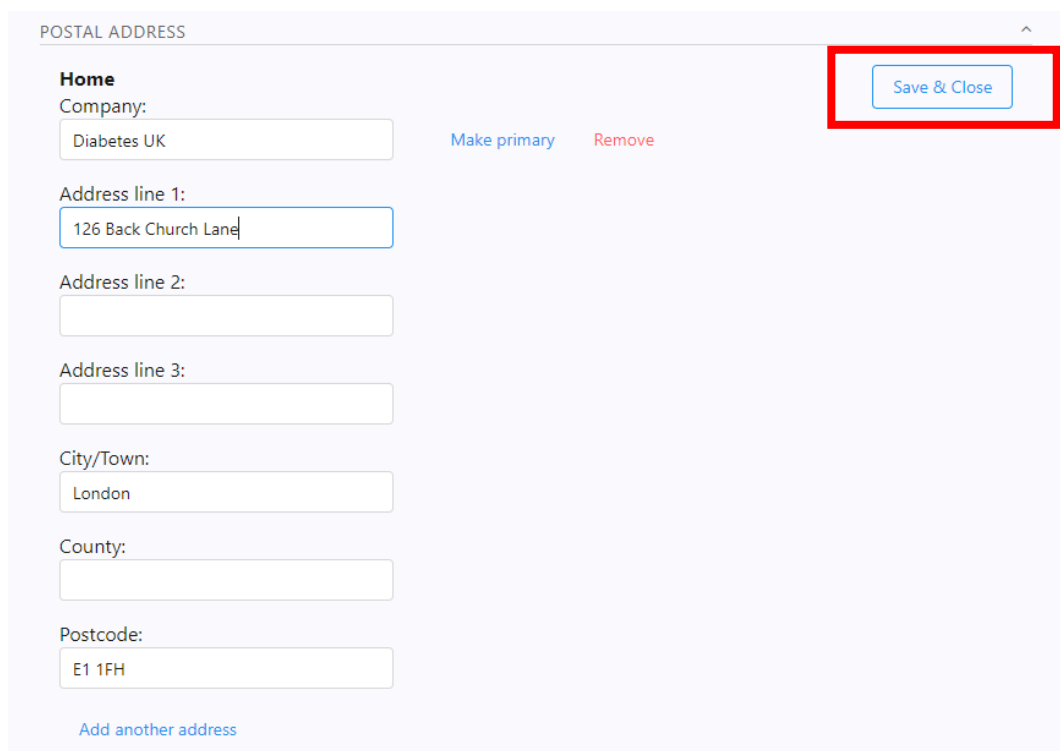
POSTAL ADDRESS ^

Search your address: Close

Diabetes UK, 126 Back Church Lane Lond Manual entry

Diabetes UK, 126 Back Church Lane London, E

Click “Save & Close” when you’ve added your address.



POSTAL ADDRESS ^

**Home**

Company:  Make primary Remove Save & Close

Address line 1:

Address line 2:

Address line 3:

City/Town:

County:

Postcode:

[Add another address](#)

If you have more than one residence address (e.g. you're a student, or you work away a lot) you can add multiple addresses, but you must set one as your **primary address** (this is used in the "[What's near me](#)" feature of Assemble).

## Emergency contacts

It's a good idea to have an emergency contact stored on your profile.

This information will only be used to contact someone on your behalf in an emergency.

You may choose to add more than one contact in this section. Please note that *all* fields are mandatory when you add an emergency contact.

EMERGENCY CONTACTS ^

First name	Last name	Contact phone	Relationship	<a href="#">Close</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>

[Add another emergency contact](#)

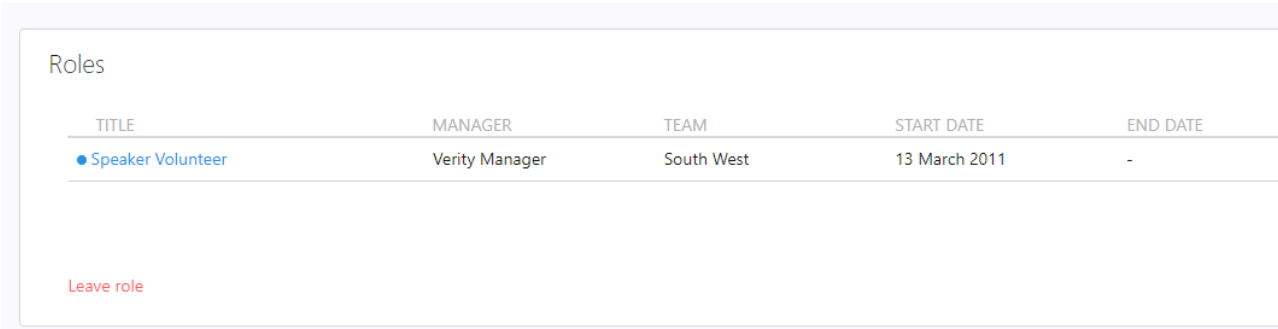
When you have added any emergency contact information to your profile, click “Save & Close” to update your information.

## Viewing your volunteering roles

On the “Roles and responsibilities” tab, you can find all of your volunteering roles, and see the main volunteering contact at Diabetes UK for each role.

The “Team” shows which region, nation, local group or Diabetes UK team that role is related to.

Here we can see a volunteer with a Speaker role in the South West of England, whose main Diabetes UK contact is Verity.



The screenshot shows a table titled "Roles" with the following data:

TITLE	MANAGER	TEAM	START DATE	END DATE
● Speaker Volunteer	Verity Manager	South West	13 March 2011	-

Below the table, there is a red link labeled "Leave role".

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

Clicking on the role title (highlighted in blue) will automatically download the role description which will give you a summary of your role and what’s expected. You’ll be prompted to say where you’d like to save the role description on your computer.

## Password & Privacy

This tab allows you to view the Diabetes UK Privacy Policy and Volunteering Policy. **Please note** that acceptance of these is part of being a Diabetes UK volunteer.

You can also enable Two-Factor Authentication for your Assemble account to make it more secure. This could be in the form of having a login code emailed to you each time you login, or having an additional link sent to you each time you want to use the system

We recommend talking to your volunteer team if you want help with two-factor authentication.

Finally, you can update your Assemble password at the bottom of this tab. Enter your existing password to confirm your account, then enter your new password (making sure it follows the criteria listed) and re-enter to confirm. Click Update Password on the right to update.

DETAILS SKILLS & INTERESTS CONTACTS ROLES & RESPONSIBILITIES **PASSWORD & PRIVACY** RECOGNITIONS TRAINING

**PRIVACY & CONSENT**

Below you can find all of your privacy and consent options provided by Diabetes UK.

I agree to the [Privacy Policy](#) and [Volunteering Policy](#)  
If you no longer consent to these terms, you must leave your volunteering role(s).

**TWO FACTOR AUTHENTICATION**

Two factor authentication adds an extra layer of security to your account. If you have two factor authentication enabled, you will be required to use one of the below methods to verify your credentials.

Enable two factor authentication

Select authentication method

- Email - We will send you a six digit number to your mail email address which you have to enter every time you login.
- Authenticator App - Use an authentication application such as 'Google Authenticator' to generate codes which you have to enter every time you login.
- Magic link - We will send you a link to your main email address which you have to click.

Trust this computer  
ⓘ Don't tick this box if you are on a shared computer.

**PASSWORD**

Current password

New password

- Eight characters minimum
- One lowercase character
- One uppercase character
- One number

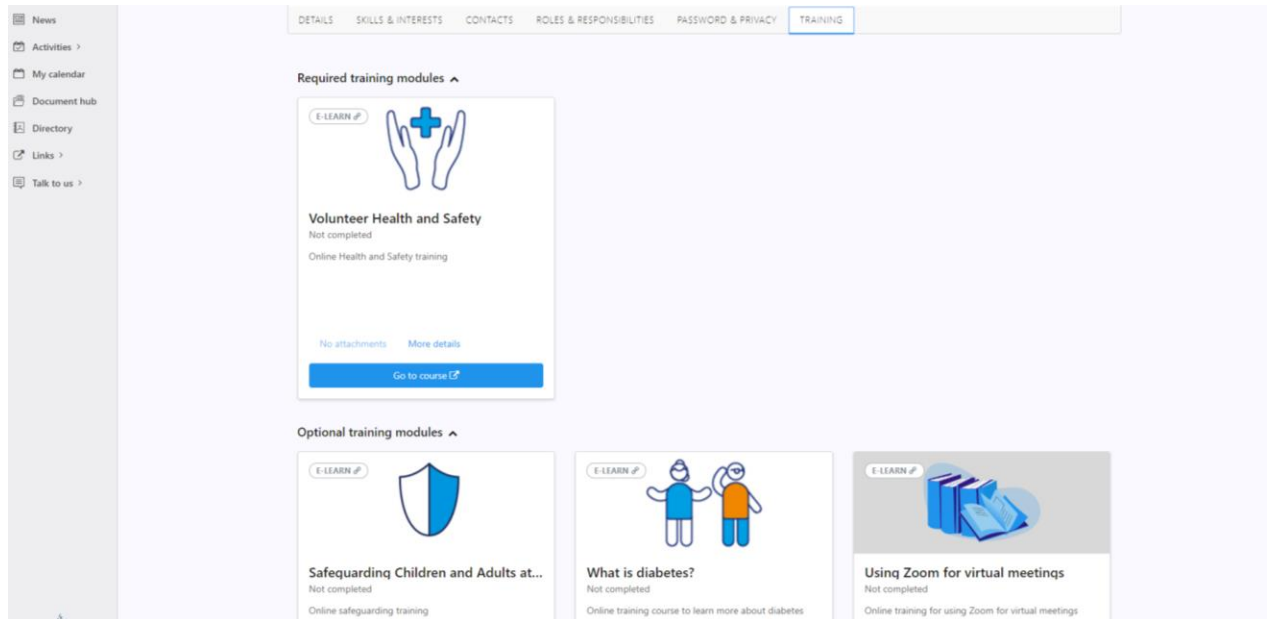
Confirm new password

**Update Password**

## Training

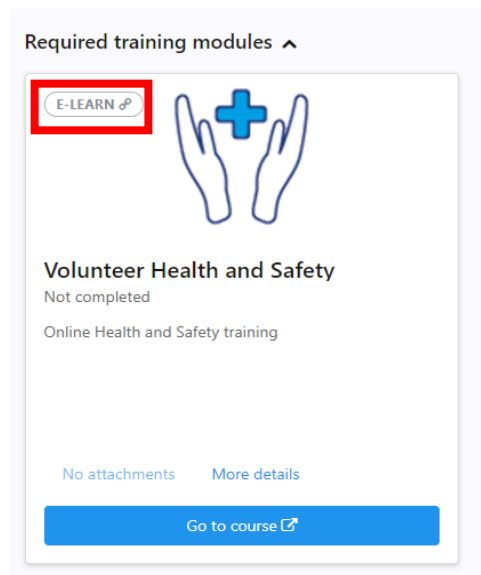
This version: version 1.3 (20/12/2021)

The “Training” tab shows what learning is compulsory or optional for your volunteering roles with Diabetes UK.

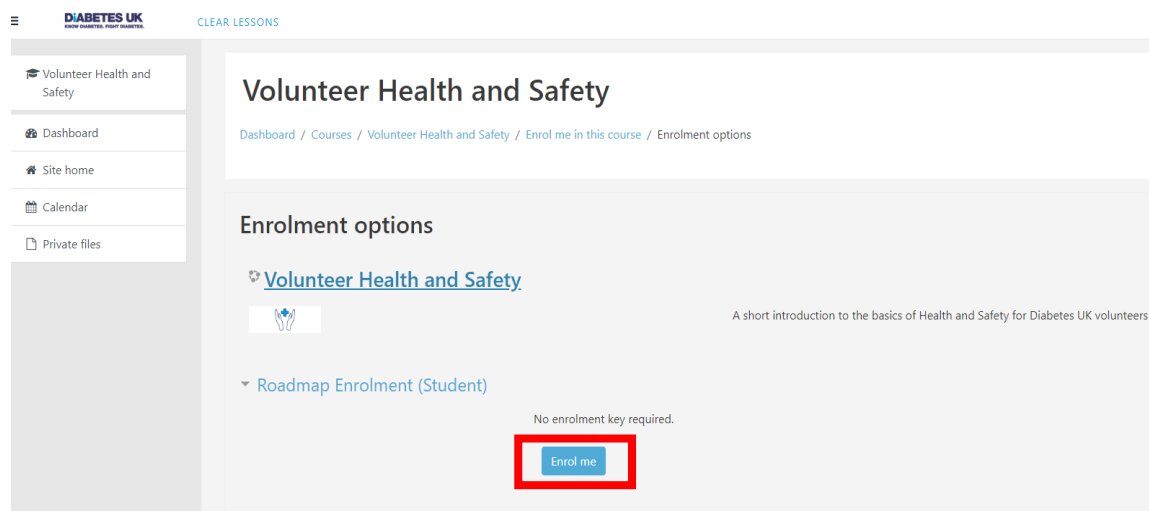


## Online Courses

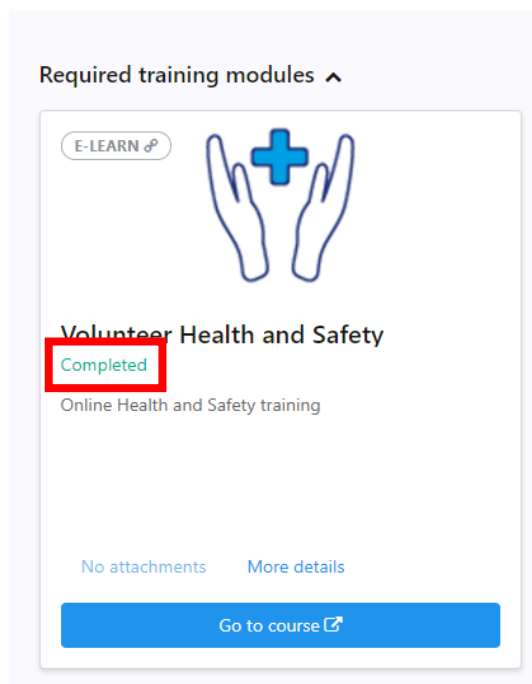
For any **online** courses, you will be able to select the relevant course (click “Go to course”) and will be automatically taken to our online learning portal (called Moodle) to work through the courses at your own pace. You can identify **online** courses as they’ll have an “E-Learn” symbol beside them (shown below)



When you've clicked "Go to course" you'll see the course starting page similar to the one below. Click "Enrol me" to start the course and then follow the prompts to complete the learning at your own pace.



When you have completed the learning, your record will be automatically updated as highlighted below.



If you have any questions about using Moodle for your online learning, please contact your local volunteering team who'll be able to assist you.

## Offline Courses

For any courses that require you to attend a group training session either online or face-to-face, your volunteer manager will update these and mark them as complete for you.

## Required Training

Any Required training modules **must** be completed before you are able to start your volunteer role with us. This ensures you have all the information you need to be able to volunteer safely and confidently.

## Optional Training

Optional training does not have to be completed but is available as wider learning and development should you choose to complete it.

## Outstanding training

If there is outstanding mandatory training associated with your role, you'll see a red notification on your profile (as shown below) reminding you to complete this.

**⚠ Action required:**  
Training is required. [Click here](#) to view required training.

**Pete Piper**  
Volunteer for 9 years

Training required

ID	59286
Status	Active
DOB	31 Jan 1976

DETAILSSKILLS & INTERESTSCONTACTSROLES & RESPONSIBILITIESPASSWORD & PRIVACYTRAINING

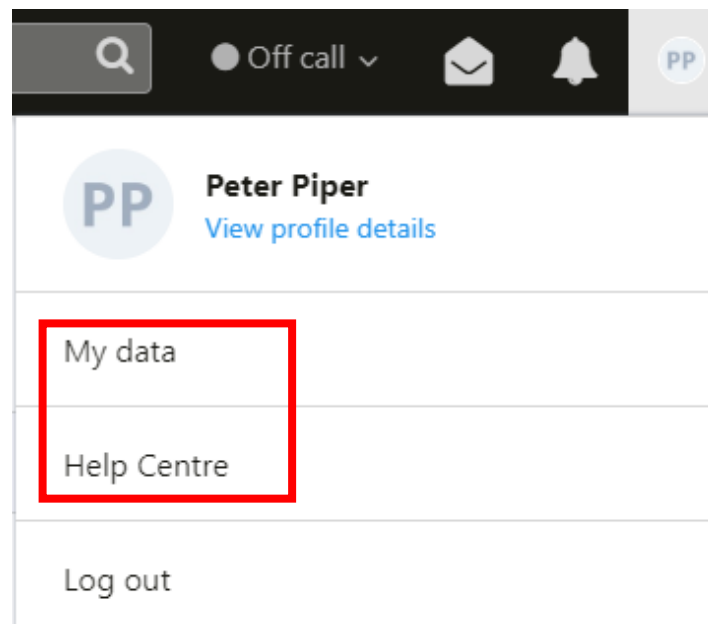
Required training modules ▲

**Speaker Training**  
Not completed  
Offline speaker training (not moodle module)



## Other options from your profile menu

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 of your data is stored in Assemble as well showing you how to contact our Data Protection Officer at Diabetes UK

#### My data

*We take security seriously; our success depends upon it.*

We need to make sure your data is secure, and protecting it is one of our most important responsibilities. We're committed to being transparent about our security practices and helping you understand our approach.

We are also committed to GDPR and want to make sure that you understand why we have your data and what we do with it.

To help with this, we created this FAQ section to better explain how we handle your data.

#### What is GDPR?

The General Data Protection Regulation, or GDPR, is a European Union regulation that establishes a new framework for handling and protecting the personal data of EU residents. It replaces the Data Protection Directive as of 25 May 2018.

You can read all about the GDPR on the [EU GDPR](#) or the [UK Information Commissioner's Office](#) websites.

In summary, there are six key principles of GDPR.

1. Lawfulness, fairness and transparency.
2. Collected for specified, explicit and legitimate purposes.
3. Adequate, relevant and limited to what is necessary.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
6. Processed in a manner that ensures appropriate security of the personal data.

#### Data Protection Officer

Ian Naylor  
[Ian.Naylor@diabetes.co.uk](mailto:Ian.Naylor@diabetes.co.uk)  
03451232399  
Wells Lawrence House, 126 Back Church Lane,  
London, E1 1FH

#### My privacy & consent

You can update your privacy and consent preferences at any time through your profile.  
[Click here](#) to update your preferences now.

## Help Centre

Clicking on “Help Centre” will take you to the generic online Assemble help pages that are created and maintained by DutySheet, the company that supply Assemble. These help pages *may* provide an overview of the system, but **we’d recommend you refer to this user guide or our demonstration videos to answer any questions you have about Assemble and your Diabetes UK volunteering.**



# Hello, what can we do for you?

Search our help centre for quick answers



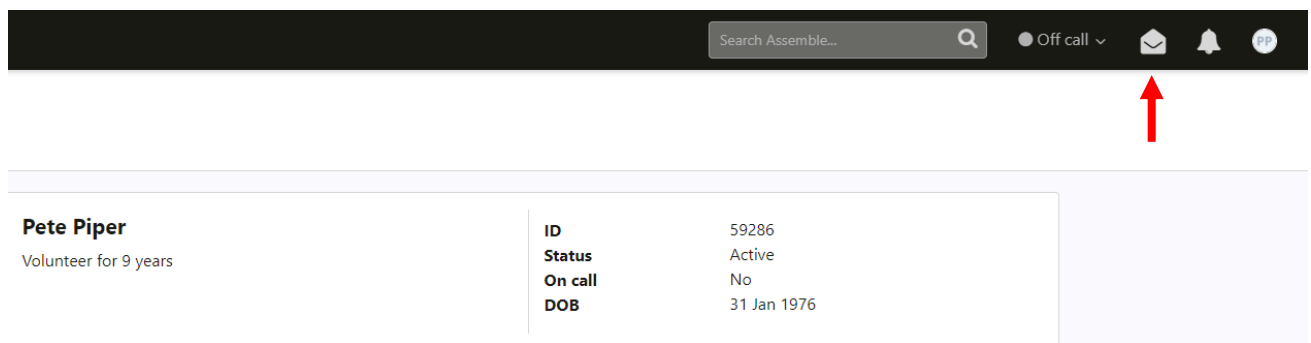
Please note that accessing Help Centre will mean you leave the Assemble site and you must click the “back” button on your browser to return to Assemble.

## Messaging and using the directory

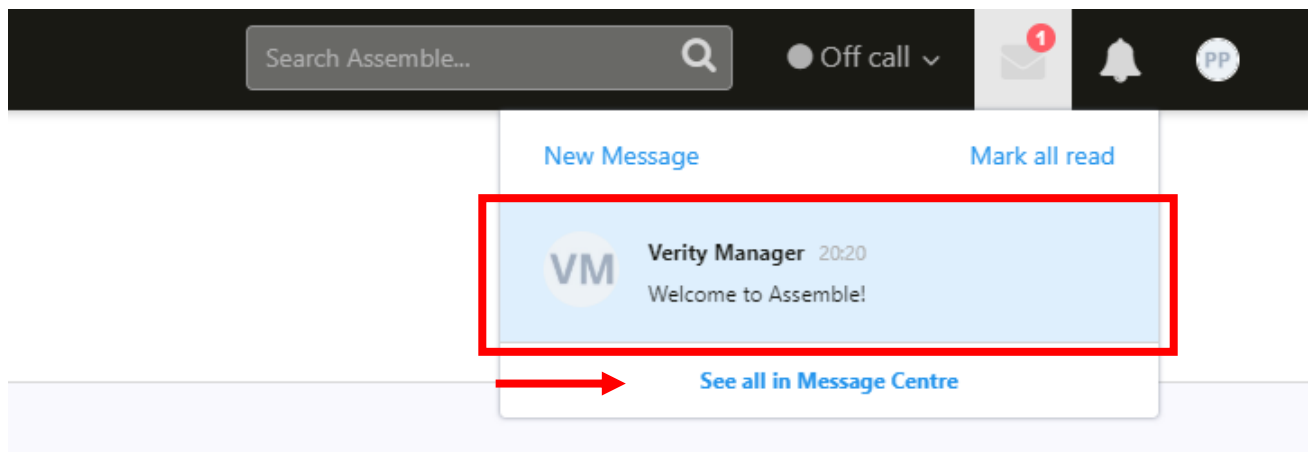
The envelope icon at the top right-hand side of the screen will allow you to access the messaging centre. If you've received a message from anyone at Diabetes UK (or from another volunteer if you've opted into the Directory), you'll be able to view and respond to messages here.

You'll also be able to create and send a new message here.

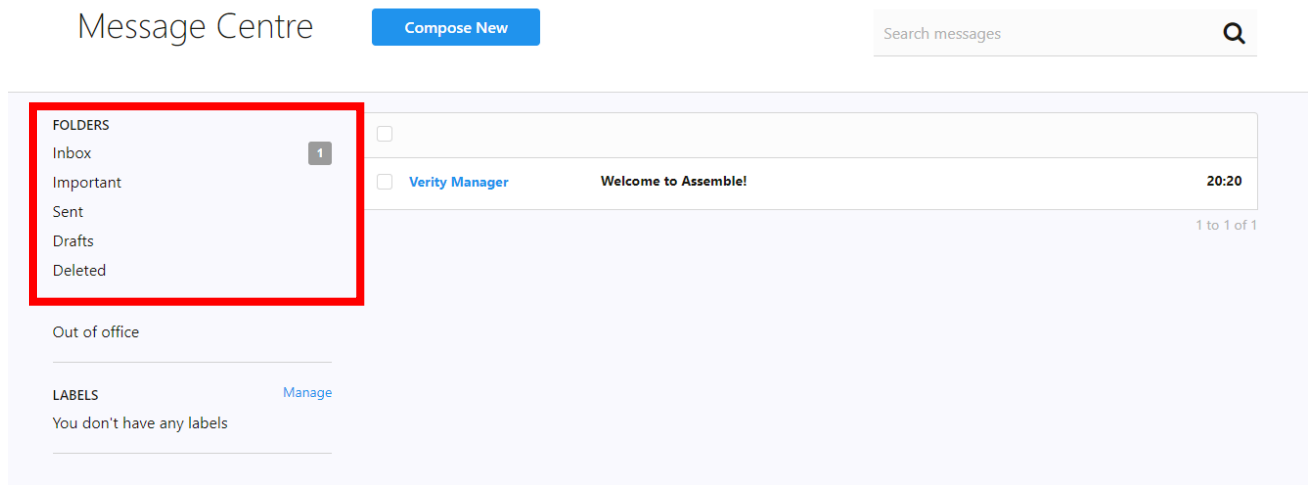
The Directory lets you see all your Diabetes UK contacts, as well as any other volunteers who are in any of the same teams as you who have opted into the Directory. You can apply filters to be able to contact specific people, or search for someone by name.



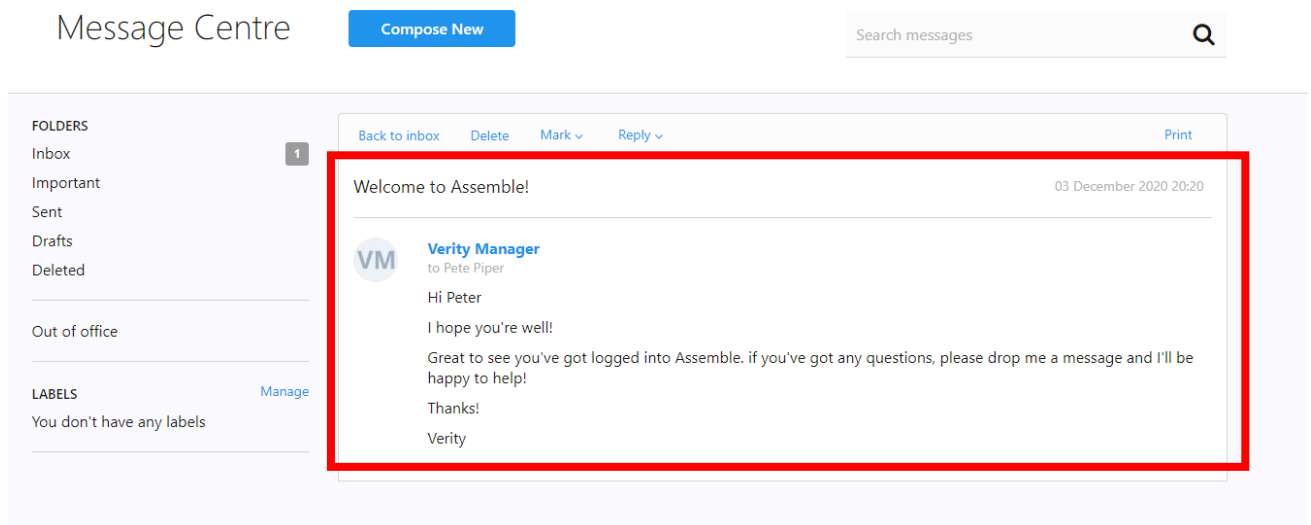
If you've received a message, you'll get a notification counter, and clicking on the envelope icon will show you who the message is from as well as the message title. Click on the message, or "See all in Message Centre" to read the message.



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



Clicking on your new message will allow you to read it

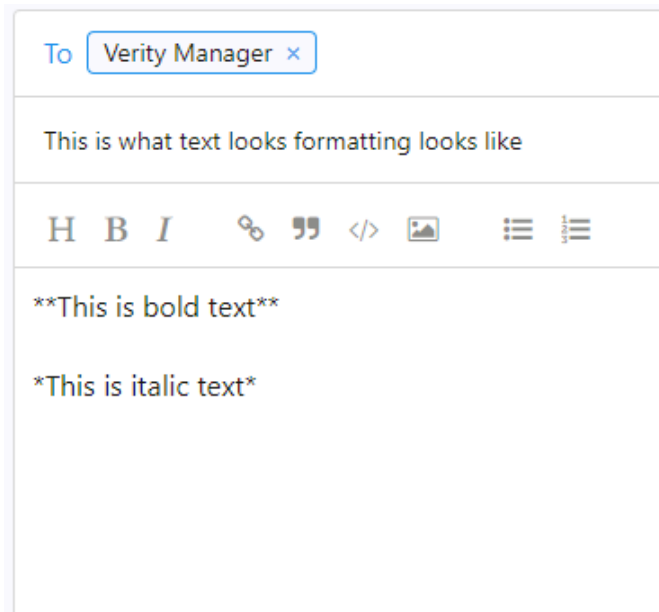


You can select “reply” at the top of the message, type your response and click “Send” at the bottom. You’re also able to attach files if you wish.

The screenshot shows an email interface. At the top, the sender is identified as 'Verity Manager' with a 'VM' profile picture, sending a message 'to Pete Piper'. The message content includes a greeting 'Hi Peter', a well-wish 'I hope you're well!', a note about logging into Assemble, and a sign-off 'Thanks! Verity'. Below the message, the recipient is listed as 'To Verity Manager' with a close button. The email body contains the text 'Welcome to Assemble!'. A red box highlights the reply composition area, which includes a rich text editor toolbar with icons for bold, italic, link, unlink, code, image, list, and indent. The reply text reads: 'Hi Verity', 'I'm well - I hope you are too.', 'Thanks for the welcome. Still getting used to it but looks good - thanks!', and 'Pete'. At the bottom of the interface, a 'Discard' button is on the left, and a red box highlights the 'Attach files' link and the 'Send' button on the right.

## Text formatting in the Message Centre

When you type a message and select “bold” or “italic” formatting, you’ll see either one or two asterixis around the words to denote the formatting as shown below:



Whilst this won't look formatted before you send it, the recipient will see all the formatting you've applied, and you'll be able to see this in your Sent folder too:

This is what text looks formatting looks like



**Pete Piper**  
to Verity Manager

**This is bold text**

*This is italic text*

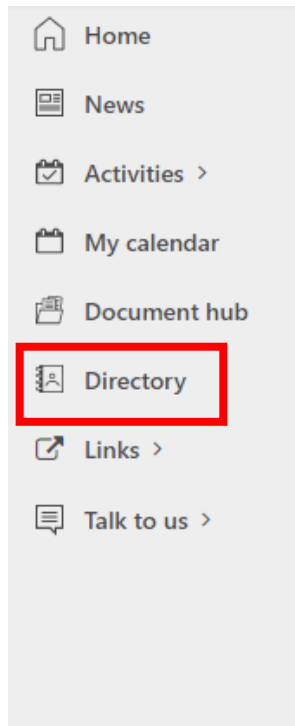
## Using the Messaging Centre appropriately

As Assemble allows you to network with and contact other volunteers directly, we would ask you to do this in a courteous and professional way. Please observe these simple guidelines to ensure everyone has a welcoming and positive experience:

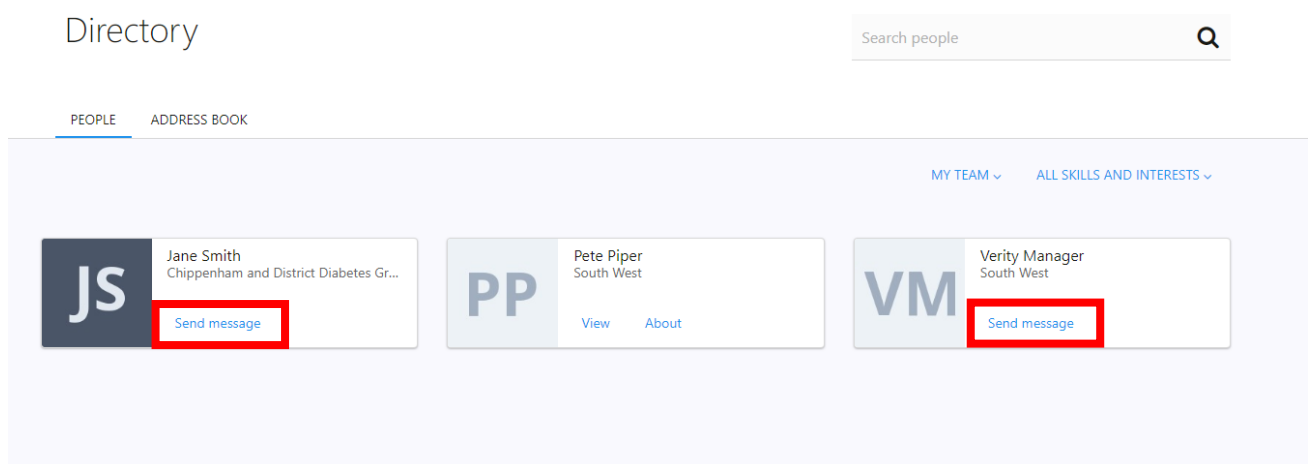
1. Be polite when contacting others – do not use abusive or threatening language of any kind and don't swear
2. Respect people's privacy and don't feel pressured into responding to messages if you don't want to
3. Don't spam people with the same repeated messages, and do not use Assemble to promote products or services
4. If you talk about diabetes care or management, do not give out medical advice and make it clear you are only sharing your personal experiences
5. Do not give out your personal or private information to anyone and do not share other people's personal details either.
6. Remember that nobody will ever ask you to reveal your Assemble password so don't disclose this to anyone
7. If you receive an inappropriate message, use the [Talk To Us](#) function to report it immediately

## Directory

The Directory is available from the left-hand menu in Assemble



Selecting it will show you volunteers in any teams that you are part of who have opted in to being part of the Directory. A team could be your region or nation, your local Diabetes UK group, or any other programme you're involved in as a volunteer. Here, Peter can see Jane Smith in the Chippenham local group, and the staff contact for his role, Verity. You can select “send message” under someone’s name to contact them.

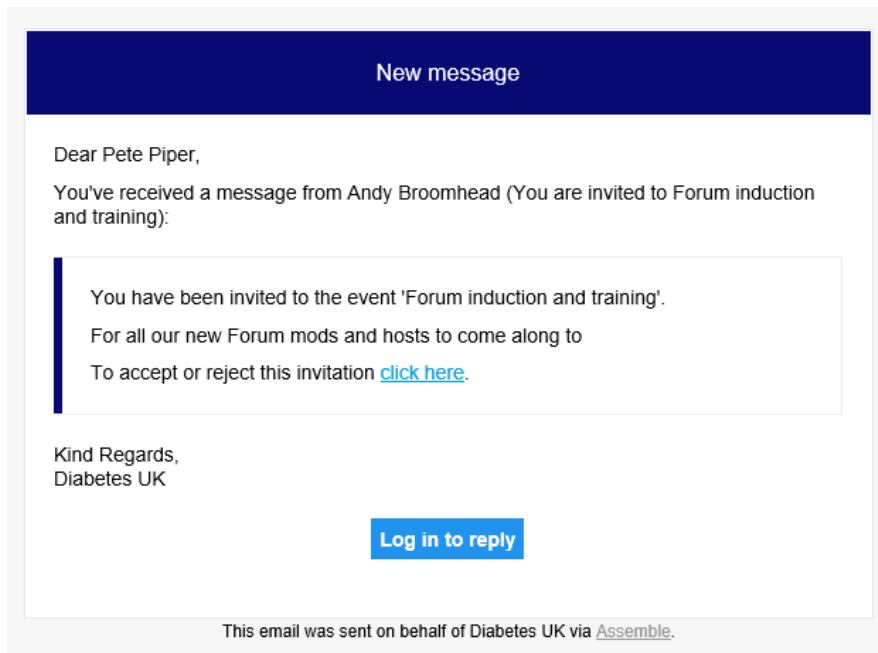




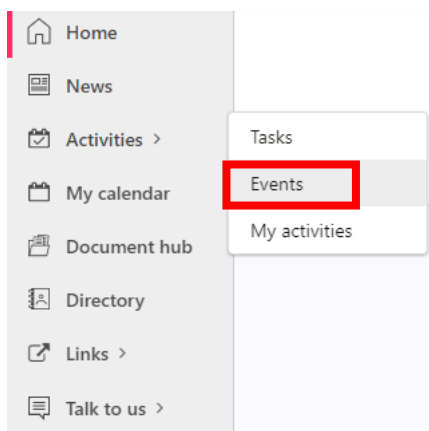
# Events

Assemble allows us to invite you to a variety of different events relating to your volunteering. These might be for training, social meetings, regular local catch ups, or news and opportunities related to the wider work of Diabetes UK.

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



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.



Hover over “Activities” and click “Events” to see all available events

Here we can see this volunteer has two events available to them. One is about gestational diabetes and is a face-to-face event in London (as indicated by the “Location”) and one is a online/virtual event about immunotherapy.

We can see that they have received a specific invitation to the second event (“Invited” shows in the Status column) but they can also attend the first event if they wish.

## Upcoming Events

UPCOMING EVENTS
PAST EVENTS

EVENT NAME	DATE & TIME	LOCATION	STATUS
<b>Gestational diabetes update</b> <small>Organised by Andy Broomhead</small>	27th December - 28th December 2 sessions	London, E1 1FH	- <a href="#">View event</a>
<b>Immunotherapy Research Talk</b> <small>Organised by Andy Broomhead</small>	4th January - 6th January 2 sessions	Virtual (Online)	Invited <a href="#">View event</a>

1 to 2 of 2

To see more details, click on the event:

You are invited!

1
6
Decline

**DESCRIPTION**

An update from Prof Wise on work about immunotherapy.

**DETAILS**

Created by [Andy Broomhead](#)

Category [Attended Diabetes UK Meeting](#)

Attendance requires approval No

**ATTACHMENTS**

**ORGANISERS**

Andy Broomhead (*Main*) [Send message](#)

3

**LOCATION 1**

Location  [Copy link](#)

Meeting ID: 123 456 7890 PIN: 246135

Attendees **0**  
Volunteers who have accepted the invitation

4

**Choose your session**

04 January 2022

15:00 - 16:00

06 January 2022

10:00 - 11:00

[Attend selected](#)

5

There are a number of sections for events (numbered above) and we will discuss these in more detail on the following page.

## 1. Description

- a. This section gives you an overview of the details of the event to help you decide whether you would like to attend

## 2. Attachments

- a. Some events may have a programme, agenda, or other attachments for you look at in advance. If any are available, they will be in this section

## 3. Organiser's details

- a. This section gives you the information about who is organising the event. There is also a "Send message" button for you to be able to contact the organiser if you have any questions

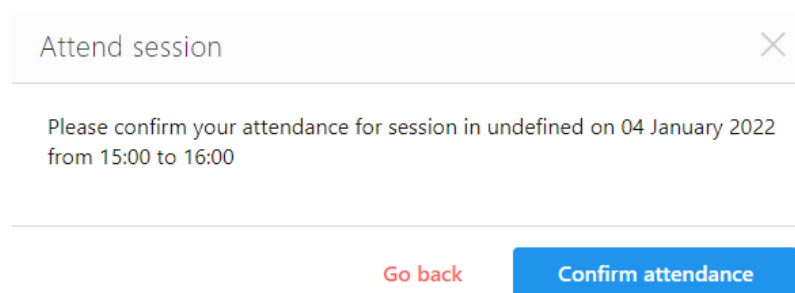
## 4. Location/Joining information

- a. If the event is online, you will find a link and/or details on how to join. In this example, we can see it is an event on Zoom and the Meeting ID and PIN have been provided. **NOTE – the events in Assemble are for Diabetes volunteers only, and you should not share these details with others**

## 5. Accepting and available sessions

- a. Some events may run on different dates and/or times. The default option is highlighted in green (here 04 Jan 2022, 15:00 – 16:00). You can select any of the other available sessions if they are better suited to you. Once you have selected the best date/time for you, click "Attend selected" to confirm your attendance
- b. Where an event is only happening on one particular day/time, you will not see any other options in this section

You will then see a pop-up asking you to confirm your attendance. Click to confirm, but note you can amend this later if you need to



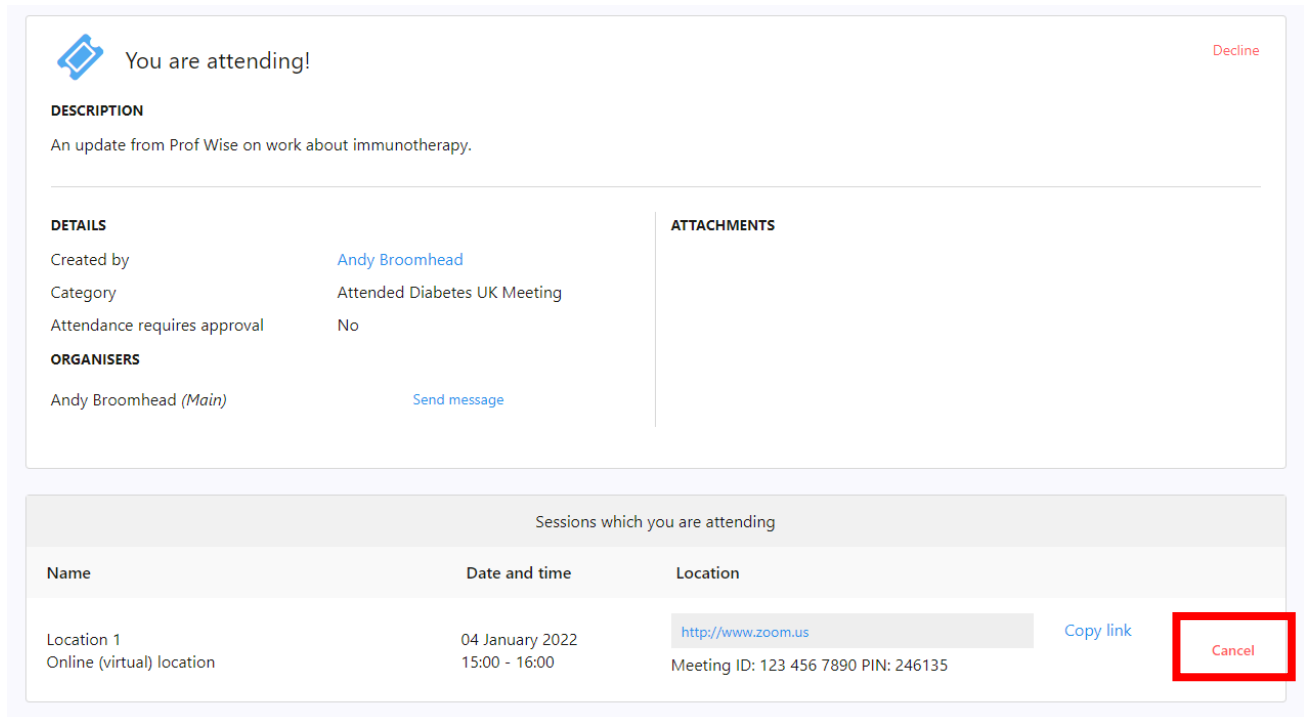
## 6. Declining the invitation

- a. If you have received a specific invitation to an event, but are unable to attend, click the "Decline" button in the top right
- b. If you have not received an invitation but are looking at events you are able to attend, this "decline" button will not be visible

## Updating your attendance at an event

If you have previously clicked 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



**You are attending!** Decline

**DESCRIPTION**  
An update from Prof Wise on work about immunotherapy.

---

**DETAILS**

Created by	<a href="#">Andy Broomhead</a>
Category	Attended Diabetes UK Meeting
Attendance requires approval	No

**ATTACHMENTS**

**ORGANISERS**

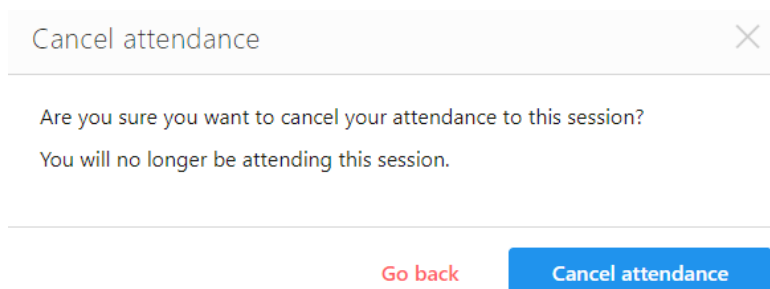
Andy Broomhead (Main)	<a href="#">Send message</a>
-----------------------	------------------------------

---

Sessions which you are attending

Name	Date and time	Location	
Location 1 Online (virtual) location	04 January 2022 15:00 - 16:00	<a href="http://www.zoom.us">http://www.zoom.us</a> Meeting ID: 123 456 7890 PIN: 246135	<a href="#">Copy link</a> <span style="border: 2px solid red; padding: 2px;">Cancel</span>

Click “Cancel” on the right-hand side to cancel your attendance at the event



Cancel attendance ✕

Are you sure you want to cancel your attendance to this session?  
You will no longer be attending this session.

---

[Go back](#) Cancel attendance

Click to confirm and your attendance will be updated to show you are no longer attending.

Whilst we will always do our best to give you as much information and notice of events as possible, remember you can check what is open and available to you at any time by hovering over “Activities” in the menu and clicking “Events”

# Tasks

## Introduction to tasks in Assemble

Assemble allows you to be assigned, or select small, easy tasks in your local area. These might come from your local volunteering team and will give you a way to raise awareness of diabetes and Diabetes UK, advertise support, help with fundraising and much more.

Sometimes you may be assigned a task that is specific to you (for example, being asked to complete a form or provide feedback). 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.

Some tasks may ask you for specific questions or bit of information when you complete them. We will always try to keep these as brief and simple as possible, but do know that this information helps us understand the true power of volunteering at Diabetes UK.

This section of the guide will show you how to:

- see what tasks may be available for you
- view information about a task
- take a task for yourself, and how to leave a task if you're unable to complete it
- complete a task

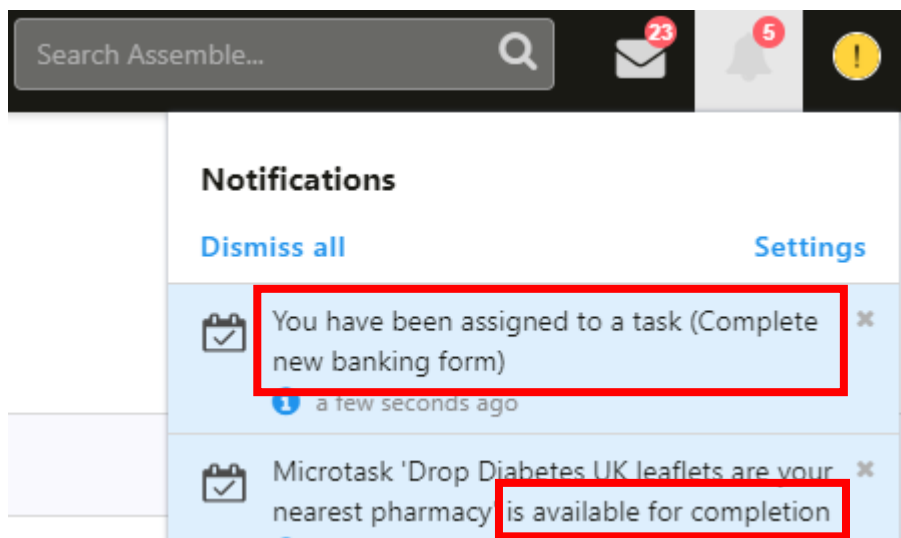
## Seeing what tasks are available

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 directly given to you, then you will receive an Assemble notification:



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

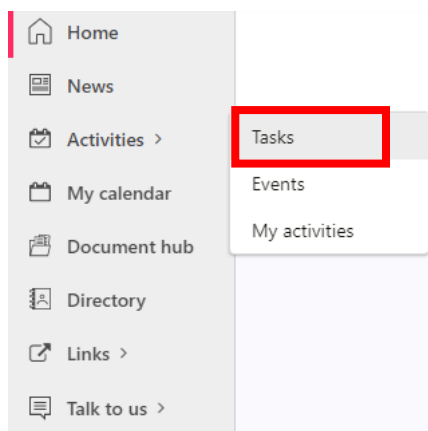
The first one has been directly **assigned** to them. This means it is specifically for them to complete.

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

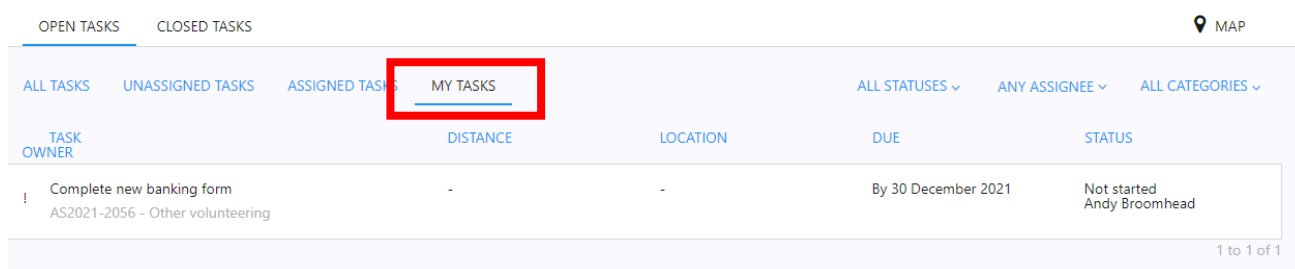
You can see more detail about the task by clicking on the notification.

## 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”



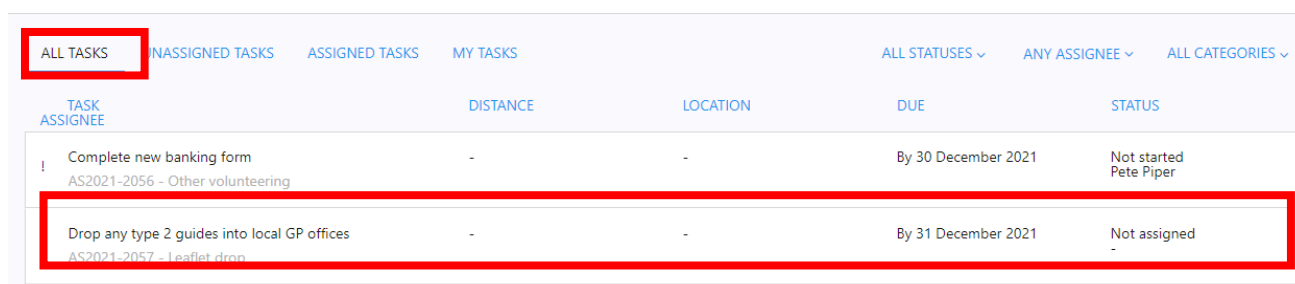
You will then see this screen. By default, it will show you *your* tasks only. We can see below that this is the task that has been directly assigned to this volunteer that they received a notification about above:



OPEN TASKS		CLOSED TASKS		MAP		
ALL TASKS	UNASSIGNED TASKS	ASSIGNED TASKS	MY TASKS	ALL STATUSES	ANY ASSIGNEE	ALL CATEGORIES
TASK OWNER	DISTANCE	LOCATION	DUE	STATUS		
1 Complete new banking form AS2021-2056 - Other volunteering	-	-	By 30 December 2021	Not started Andy Broomhead		

1 to 1 of 1

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

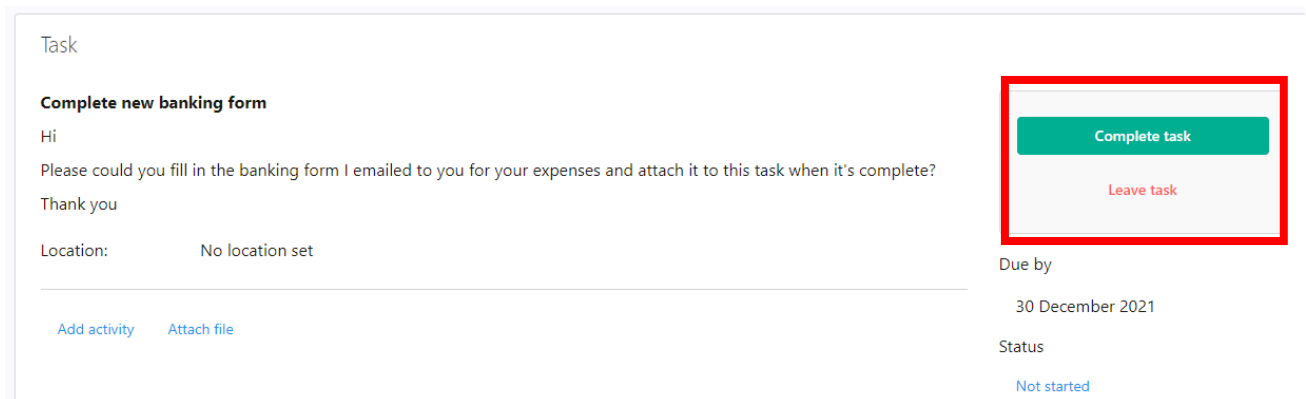


ALL TASKS	UNASSIGNED TASKS	ASSIGNED TASKS	MY TASKS	ALL STATUSES	ANY ASSIGNEE	ALL CATEGORIES
TASK ASSIGNEE	DISTANCE	LOCATION	DUE	STATUS		
1 Complete new banking form AS2021-2056 - Other volunteering	-	-	By 30 December 2021	Not started Pete Piper		
Drop any type 2 guides into local GP offices AS2021-2057 - Leaflet drop	-	-	By 31 December 2021	Not assigned -		

Notice in the “Status” column that Peter Piper can now see that the first task is assigned to him specifically.

## Viewing information about a task

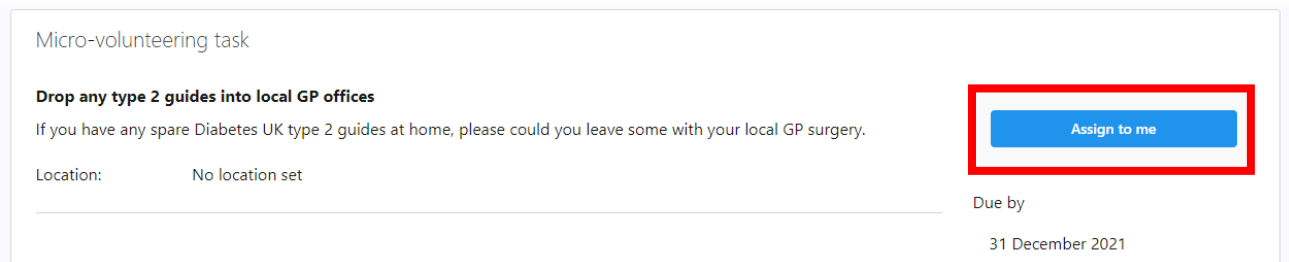
You can click on a task to see more information about it:



The screenshot shows a task interface. On the left, the task title is "Complete new banking form". Below it, the text reads: "Hi", "Please could you fill in the banking form I emailed to you for your expenses and attach it to this task when it's complete?", and "Thank you". The location is listed as "No location set". At the bottom left, there are two links: "Add activity" and "Attach file". On the right side, there are two buttons: a green "Complete task" button and a red "Leave task" button, both of which are highlighted with a red rectangular border. Below the buttons, the due date is "30 December 2021" and the status is "Not started".

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”. We will cover these in the next sections of this guide.

For the other, optional task, the screen looks slightly different. Here the volunteer to choose to “take” this task as one they wish to complete:



The screenshot shows a task interface for a "Micro-volunteering task". The title is "Drop any type 2 guides into local GP offices". The text reads: "If you have any spare Diabetes UK type 2 guides at home, please could you leave some with your local GP surgery." The location is listed as "No location set". At the bottom right, there is a blue "Assign to me" button, which is highlighted with a red rectangular border. Below the button, the due date is "31 December 2021".

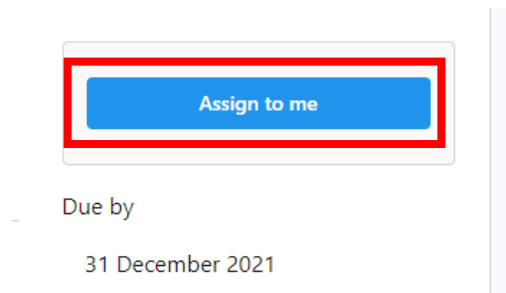
NOTE – for both tasks, the description of what is required is provided on the left-hand side.

We will now look at how to take a task, leave a task and complete a task



## Taking a task

Where an optional task is available, you can choose to allocate this task to yourself to complete. To do this, simply click the “Assign to me” button:



The task now changes so that it is assigned to the volunteer with the same two options of “Complete” or “Leave”.

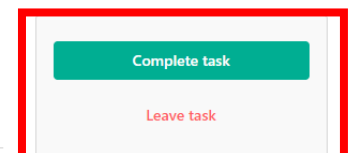
### Task

#### Drop any type 2 guides into local GP offices

If you have any spare Diabetes UK type 2 guides at home, please could you leave some with your local GP surgery.

Location: No location set

[Add activity](#) [Attach file](#)



Due by

31 December 2021

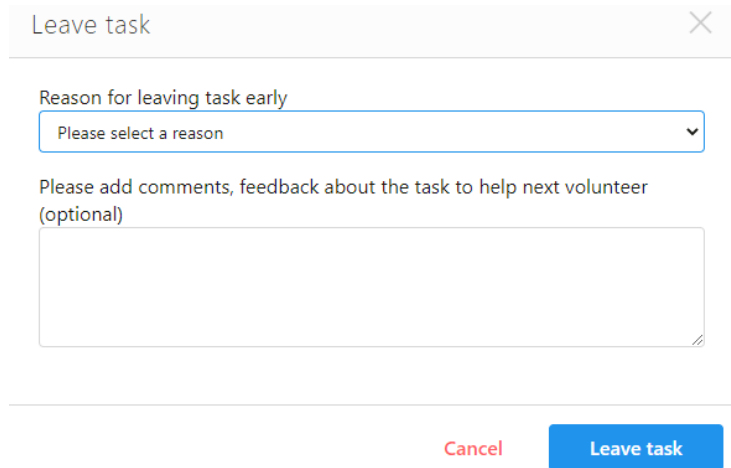
The volunteer can now also see that on “MY TASKS” they have two rows where they only had one before:

ALL TASKS	UNASSIGNED TASKS	ASSIGNED TASKS	MY TASKS	ALL STATUSES	ANY ASSIGNEE	ALL CATEGORIES
TASK OWNER	DISTANCE	LOCATION	DUE	STATUS		
! Complete new banking form AS2021-2056 - Other volunteering	-	-	By 30 December 2021	Not started Andy Broomhead		
! Drop any type 2 guides into local GP offices AS2021-2058 - Leaflet drop	-	-	By 31 December 2021	Not started Andy Broomhead		

## Leaving a task

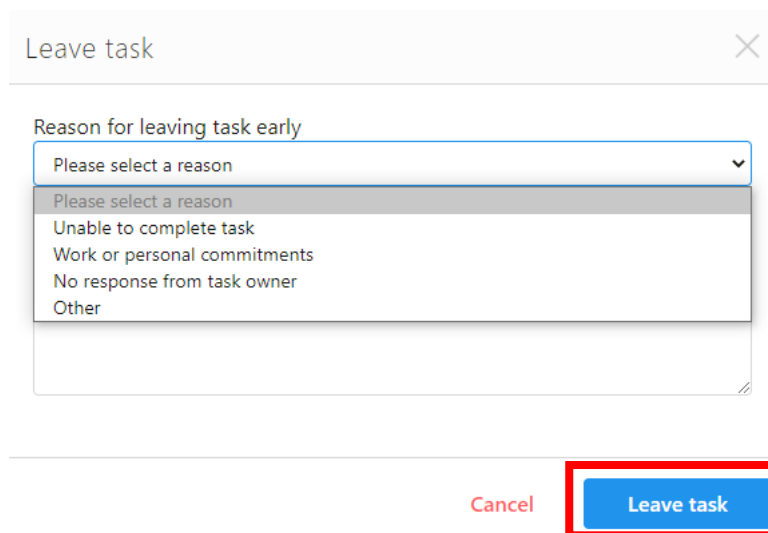
There may be a situation where you have been assigned, or have taken a task, but are unable to complete it.

If that happens, you can choose to “Leave” the task. When you have found the correct task, click “Leave task” and you will see this pop-up:



The screenshot shows a 'Leave task' dialog box. At the top, there is a title bar with 'Leave task' and a close button (X). Below the title bar, there is a section titled 'Reason for leaving task early' which contains a dropdown menu with the text 'Please select a reason'. Underneath this is a text area with the prompt 'Please add comments, feedback about the task to help next volunteer (optional)'. At the bottom of the dialog, there are two buttons: a red 'Cancel' button and a blue 'Leave task' button.

You will be asked to select a reason for leaving the task from the drop-down menu (as shown below), and can add any additional feedback. **NOTE – this feedback will be visible to other volunteers who choose to take the task for themselves, so you should not put any personal information here.**



This screenshot shows the same 'Leave task' dialog box as above, but with the dropdown menu open. The menu lists the following options: 'Please select a reason', 'Unable to complete task', 'Work or personal commitments', 'No response from task owner', and 'Other'. The 'Leave task' button at the bottom right is highlighted with a red rectangular box.

When you have selected a reason, and added any additional feedback (if applicable), click “Leave task” to stop this being assigned to you.

## Completing a task

When you have finished with the task, you can complete it.

Completing a task lets the person who created it (the “task owner”) know that it is done. Completing a task will also add a volunteering activity record to your profile. This can help you see a bigger picture of how and where you have been volunteering with Diabetes UK. **Information about how to see your activities is covered in the next section.**

To complete a task, find the appropriate task you have finished and click “Complete task”.

### Task

#### Drop any type 2 guides into local GP offices

If you have any spare Diabetes UK type 2 guides at home, please could you leave some with your local GP surgery.

Location: No location set

Complete task

Leave task

You will then see a screen similar to this. NOTE – different tasks may look slightly different, but the sections will be broadly the same:

### Activity

#### Activity Description

Drop any type 2 guides into local GP offices

#### Category

Leaflet drop

#### Start

22/12/2021

#### Role

Speaker Volunteer I

#### Duration

Hours

Minutes

Enter start/end dates instead

#### ACTIVITY OUTCOME

Number delivered

Cancel

Complete task

1. **Description** – this is the task description. You can add extra notes here if you would like
2. **Start** – here you can enter the date you completed the task
3. **Role** – this is the volunteer role that the task related to. If you have multiple volunteering roles with Diabetes UK, select the one that is most appropriate
4. **Duration** – give an approximate amount of time it took to complete the task. This will form part of your volunteering activities (see next section)
5. **Activity Outcome** – some tasks may ask you for specific information. In this example of dropping leaflets into GP surgeries, you would fill in the number you were able to deliver

Click “Complete task” to finish the task.

Not all tasks will have an **Activity Outcome** section. In this example below, the volunteer is being asked to attach a file to the task to complete it:

Task

**Complete new banking form**

Hi

Please could you fill in the banking form I emailed to you for your expenses and attach it to this task when it's complete?

Thank you

Location: No location set

[Add activity](#)

[Attach file](#)

[Complete task](#)

[Leave task](#)

Due by

30 December 2021

Status

In examples like this, you *must* attach the file before you complete the task:

**Complete new banking form**

Hi

Please could you fill in the banking form I emailed to you for your expenses and attach it to this task when it's complete?

Thank you

Location: No location set

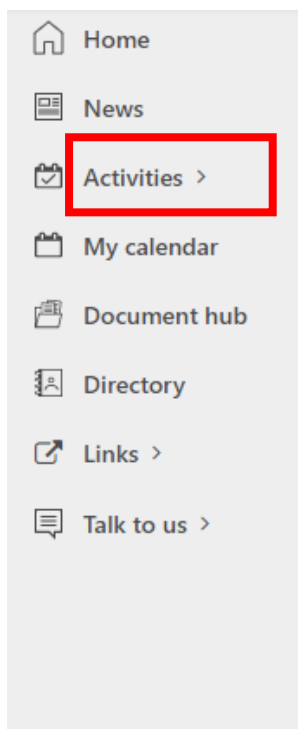
Attachments:  [Funding 2021-12-21.docx \(903kB\)](#) [Delete](#)

You can then complete the task following the rest of the steps described above.

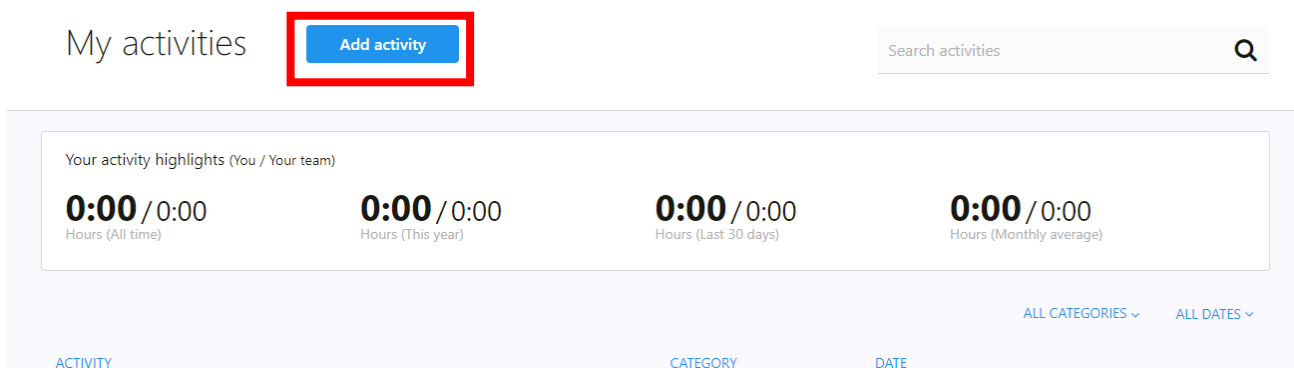
You can see information about all the volunteering you have recorded in Assemble by looking at your Activities. This is covered in more detail in the next section

## Adding Activities

Assemble allows you keep an accurate record of all your volunteering and provide extra information about the impact you're having as a Diabetes UK volunteer. This is done via the Activities tab on the left-hand menu:



Hover over this menu option and then select “My activities”. You’ll be taken to the activities section which is shown below.

The 'My activities' page interface. At the top left is the text 'My activities'. To its right is a blue button with white text that says 'Add activity', which is highlighted with a red rectangular box. Further right is a search bar with the placeholder text 'Search activities' and a magnifying glass icon. Below this is a section titled 'Your activity highlights (You / Your team)'. It contains four summary cards, each showing '0:00 / 0:00' and a label: 'Hours (All time)', 'Hours (This year)', 'Hours (Last 30 days)', and 'Hours (Monthly average)'. At the bottom right of this section are two dropdown menus: 'ALL CATEGORIES v' and 'ALL DATES v'. Below the highlights section is a table header with three columns: 'ACTIVITY', 'CATEGORY', and 'DATE'.

Select “Add activity” to update your record. The “Add activity” screen will be displayed (as show below) and you’ll be able to enter details about the time you’ve spent volunteering.

The options you will be able to see will differ depending on your volunteer role, but you can add a brief description of your volunteering and the date and amount of time you spent on a particular activity. You may also select a “category” which may give you additional options. If you’ve attended meetings (online or in person) as part of your volunteering, you can add this information too.

Activity

Activity Description

Category

Start

Role

Duration

Enter start/end dates instead

ACTIVITY OUTCOME

Cancel Add activity

In this example, we’ve selected the category of “Speaking” which has revealed three additional questions:

- a) How many people were present at the speaking engagement?
- b) How much money was raised at the event?
- c) What kind of talk was given?

Activity

Activity Description  
I spoke at a Wellbeing fair over Zoom, raising awareness of diabetes to the employees of ACME Insurance Limited

Category  
Speaking

Start  
20/01/2021

Role  
Speaker Volunteer

Duration  
1 hour 30 minutes

Enter start/end dates instead

**ACTIVITY OUTCOME**

Number of people spoken to \*  
30

Amount raised  
£ 0

Type of talk given  
Living with Diabetes

Cancel [Add activity](#)

We've noted that 30 people heard our message, and that we talked for 1 hour and 30 minutes about living with diabetes. ACME Insurance Ltd didn't raise any money as part of this event.

When you've entered the details of your volunteering, click "Add activity" at the bottom to save this to your record. You may need to refresh the page to allow your hours to update. As you add more activities, you'll be able to see a list, as well as a summary of the time you've spent volunteering with Diabetes UK. You can view or edit your activity after you've added it by clicking "Actions" which is highlighted below

My activities [Add activity](#)  Q

Your activity highlights (You / Your team)

**1:30** / 1:30  
Hours (All time)

**1:30** / 1:30  
Hours (This year)

**1:30** / 1:30  
Hours (Last 30 days)

**1:30** / 1:30  
Hours (Monthly average)

[ALL CATEGORIES](#) [ALL DATES](#)

ACTIVITY	CATEGORY	DATE	Actions
I spoke at a Wellbeing fair over Zoom, raising awareness of diabetes to the employees of AC...	Speaking	20 January 2021 - 1h 30mi...	<a href="#">Actions</a>

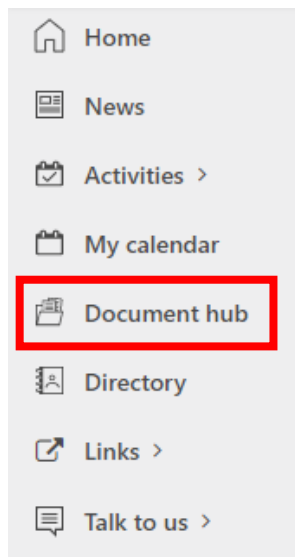
1 to 1 of 1

Adding this information after any volunteering activity allows us to build a bigger picture of the value of volunteering at Diabetes UK and show the huge impact that volunteers make for people living with diabetes. We encourage you to log your activities in Assemble. If you've attended a meeting or event that we have invited you to, this activity will be added to your record automatically.

# Additional functionality in Assemble

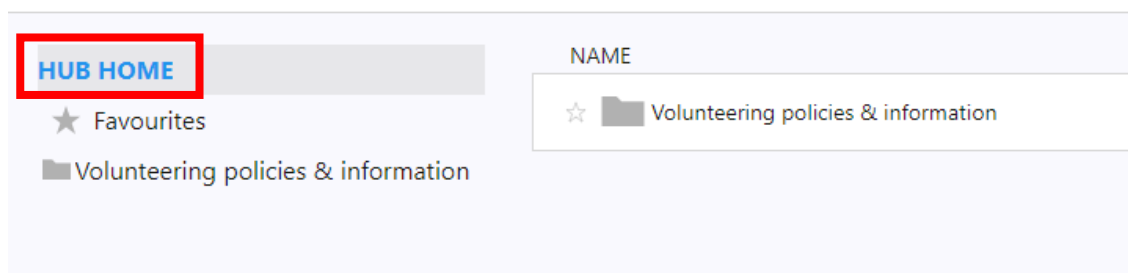
## The Document Hub

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



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.

## Document Hub



Click on HUB HOME to return to the home of the Document Hub.



You can also “favourite” a document by clicking the option on the relevant document:

### Speaker Presentation\_Dec2020

The most up-to-date Speaker presentation


Preview unavailable

[Add to favourites](#) [Set reminder](#) [Download](#) [Edit](#) [Delete](#)

You can then access your favourite documents via the “Favourites” link in the Document Hub – these will be marked with a star:

#### HUB HOME

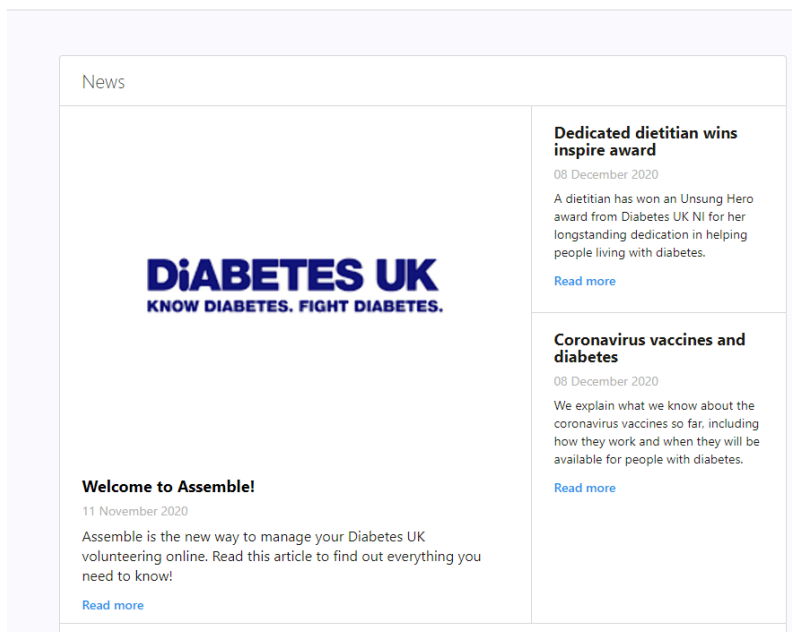
- ★ **Favourites**
- Diabetes Research Steering Groups
- Volunteering policies & information
- Volunteering Resources

NAME	
★ 	Speaker Presentation_Dec2020

# News

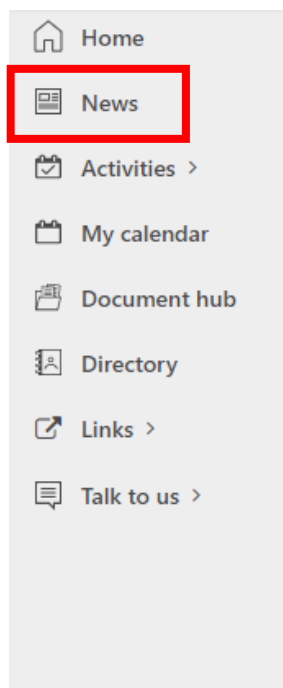
News is displayed at the top of your homepage when you log in. Here you'll find any featured articles as well as the most recent news stories we've published.

Welcome to Diabetes UK




The screenshot shows a 'News' section on a website. On the left, there is a large graphic with the text 'DIABETES UK' in a bold, blue, sans-serif font, and below it, 'KNOW DIABETES. FIGHT DIABETES.' in a smaller, blue, sans-serif font. Below this graphic is an article titled 'Welcome to Assemble!' dated 11 November 2020. The article text reads: 'Assemble is the new way to manage your Diabetes UK volunteering online. Read this article to find out everything you need to know!' with a 'Read more' link below. To the right of the graphic are two more articles. The first is titled 'Dedicated dietitian wins inspire award' dated 08 December 2020. The text reads: 'A dietitian has won an Unsung Hero award from Diabetes UK NI for her longstanding dedication in helping people living with diabetes.' with a 'Read more' link below. The second article is titled 'Coronavirus vaccines and diabetes' dated 08 December 2020. The text reads: 'We explain what we know about the coronavirus vaccines so far, including how they work and when they will be available for people with diabetes.' with a 'Read more' link below.

To create a custom newsfeed, first select the News tab on the left.



The screenshot shows a vertical navigation menu with several items. The 'News' item is highlighted with a red rectangular box. The items in the menu are: 'Home' (with a house icon), 'News' (with a newspaper icon), 'Activities >' (with a calendar icon), 'My calendar' (with a calendar icon), 'Document hub' (with a folder icon), 'Directory' (with a person icon), 'Links >' (with a link icon), and 'Talk to us >' (with a speech bubble icon).

Next, select “My news” from the top menu.


News Search all news 

---


[ALL NEWS](#) **MY NEWS**

**Welcome to Assemble!**  
11 November 2020

Assemble is the new way to manage your Diabetes UK volunteering online. Read this article to find out everything you need to know!



**Coronavirus vaccines and diabetes**  
08 December 2020



We explain what we know about the coronavirus vaccines so far, including how they work and when they will be available for people with diabetes.


[Research](#)

**Dedicated dietitian wins inspire award**  
08 December 2020


A dietitian has won an Unsung Hero award from Diabetes UK NI for her longstanding dedication in helping people living with diabetes.

[Northern Ireland](#)

To customise your news for the first time, select “Let’s create your own feed”.

News Search my news 

---

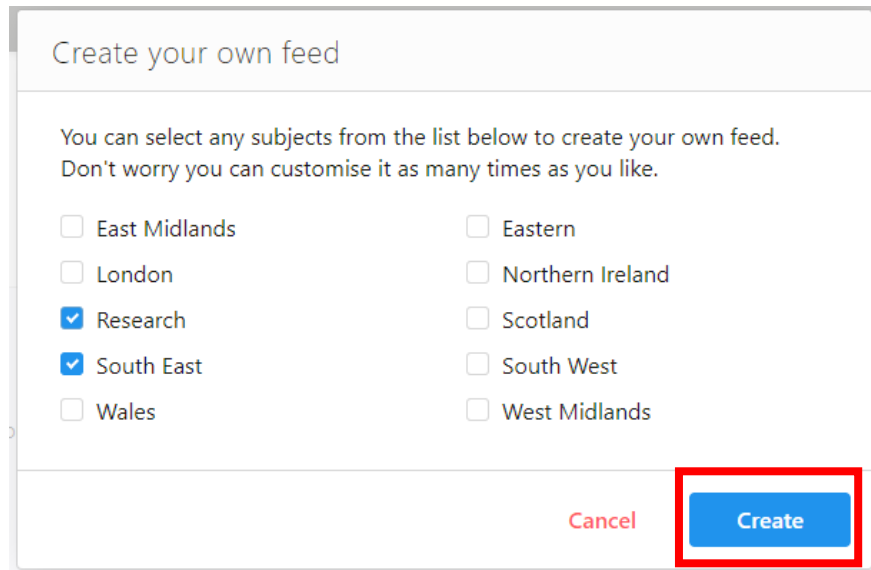
[ALL NEWS](#) **MY NEWS** [PREFERENCES](#) 

**Did you know you can create your own news feed?**

You can select the subjects you are interested in and create your own feed with your preferences. Don't worry, you can customise it as many times as you'd like

**Let's create your own feed**

Then simply check the boxes that relate to the kinds of stories you're most interested in. These could be about particular topics (such as "Research") or your part of the country (e.g. "South East"). Then click "Create".



Create your own feed

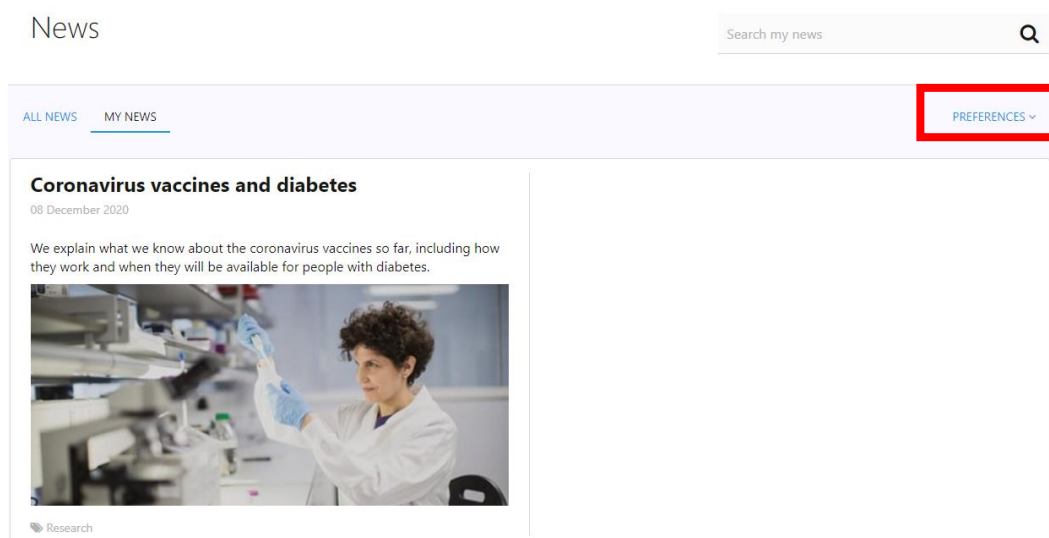
You can select any subjects from the list below to create your own feed. Don't worry you can customise it as many times as you like.

- East Midlands
- London
- Research
- South East
- Wales
- Eastern
- Northern Ireland
- Scotland
- South West
- West Midlands

Cancel Create

Note that the default news on the homepage will always show the latest stories, but you can select "My news" from the News tab to get to your personal feed.

You can update or refresh your newsfeed by selecting "Preferences" on the right-hand side and adding or removing topics as you choose.



News

Search my news


ALL NEWS MY NEWS

PREFERENCES

### Coronavirus vaccines and diabetes

08 December 2020

We explain what we know about the coronavirus vaccines so far, including how they work and when they will be available for people with diabetes.

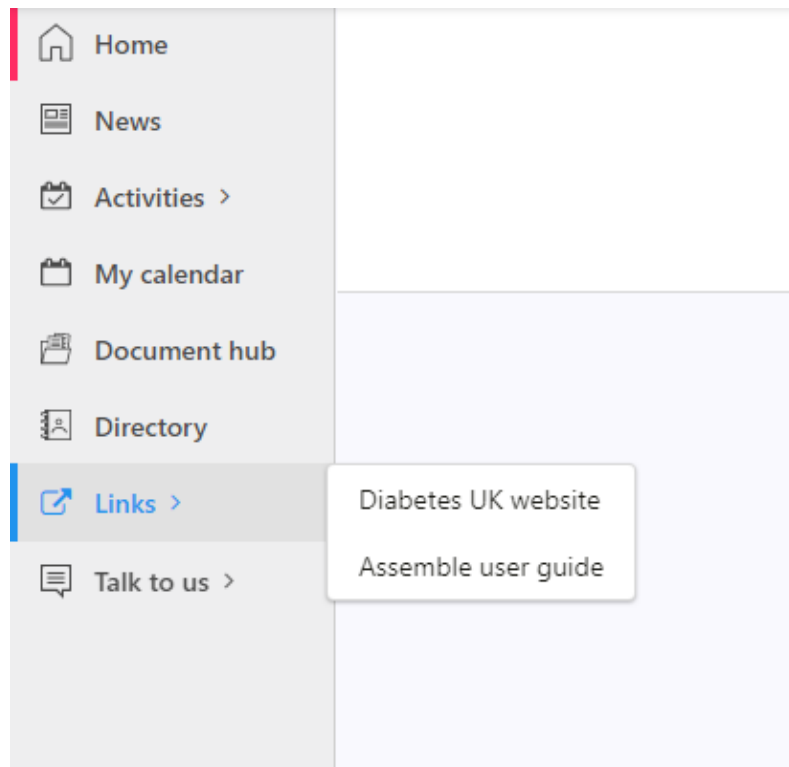


Research

## Links

The Links section lets you easily access other websites when you're logged into Assemble.

Simply hover over the "Links" menu on the left, and then select the site you'd like to visit from the options that appear.



Please note, selecting any of the links will mean you navigate away from the Assemble site. You must click the "back" button in your browser to return to Assemble.


## 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 postcode (if prompted) in the "What's on" section and search to be able to find an interactive map.

Please note, that if you've already entered your address as part of your volunteer profile, you won't need to enter any address information here and the map will return results based on your primary address (see how to update your [postal address](#) for more information).

News



**Welcome to Assemble!**  
11 November 2020  
Assemble is the new way to manage your Diabetes UK volunteering online. Read this article to find out everything you need to know!

**Dedicated dietitian wins inspire award**  
08 December 2020  
A dietitian has won an Unsung Hero award from Diabetes UK NI for her longstanding dedication in helping people living with diabetes.  
[Read more](#)

**Coronavirus vaccines and diabetes**  
08 December 2020  
We explain what we know about the coronavirus vaccines so far, including how they work and when they will be available for people with diabetes.  
[Read more](#)

Upcoming dates

MONTH VIEW LIST VIEW

< December 2020 >

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Today

**What's on**

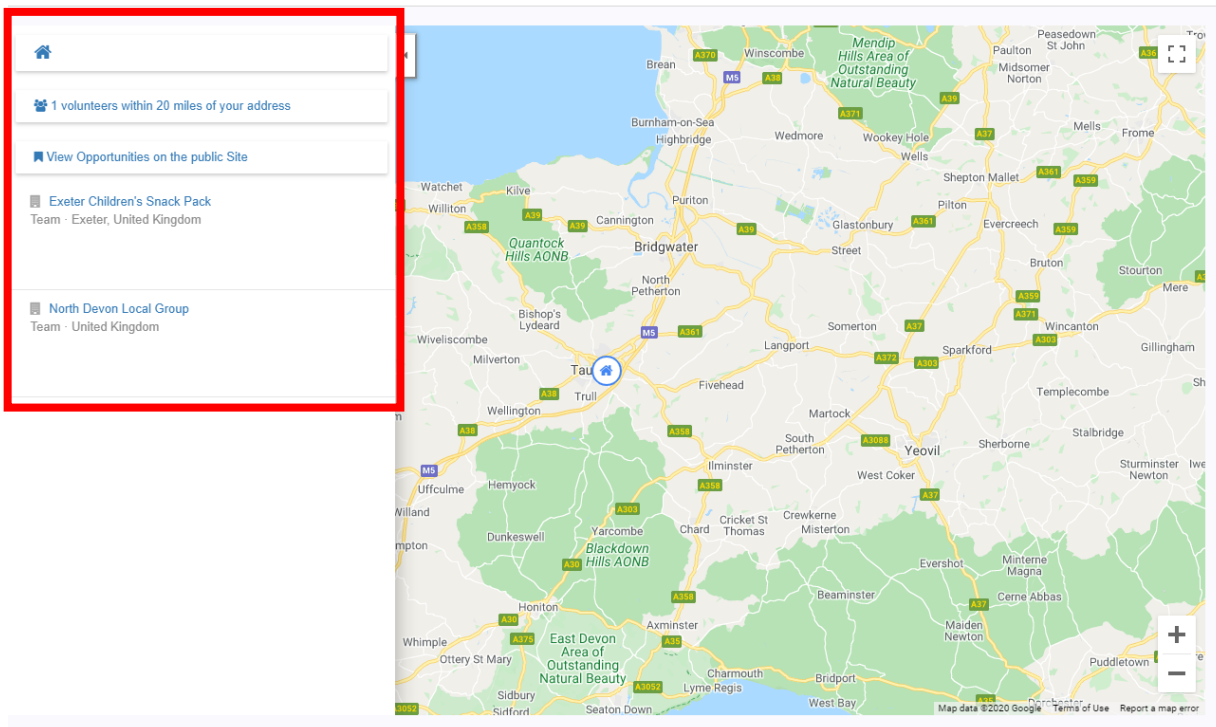
Enter your address to view Diabetes UK activity in your area on an interactive map.

[Search your address first](#)

The search results will show you any new volunteering opportunities, local groups, events or volunteers within a default 20-mile radius of your address. You can zoom in or out of the map and this will update search results to show you groups and events further afield. The list of volunteers stays fixed at a 20 mile radius.

Please note that only volunteers who have opted into the directory will be listed, and your exact address or location is never disclosed if you've opted into the directory.

## Map



You can select any of the options on the left to find out more. For example, selecting on the “volunteers within 20 miles of your address” will take you to the directory listing for those individuals, and you can message them following the steps outlined above:

# Directory

PEOPLE ADDRESS BOOK

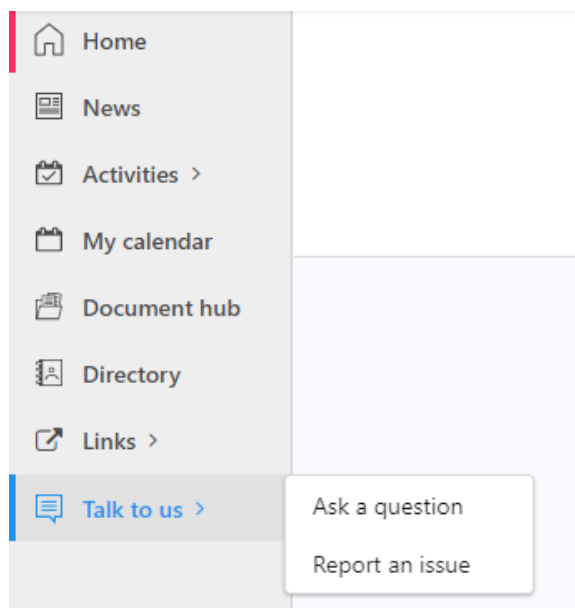
<b>MF</b>	<p><b>Maud Flanders</b> Inverness &amp; District Diabetes Group</p> <p><a href="#">Send message</a></p>
-----------	---



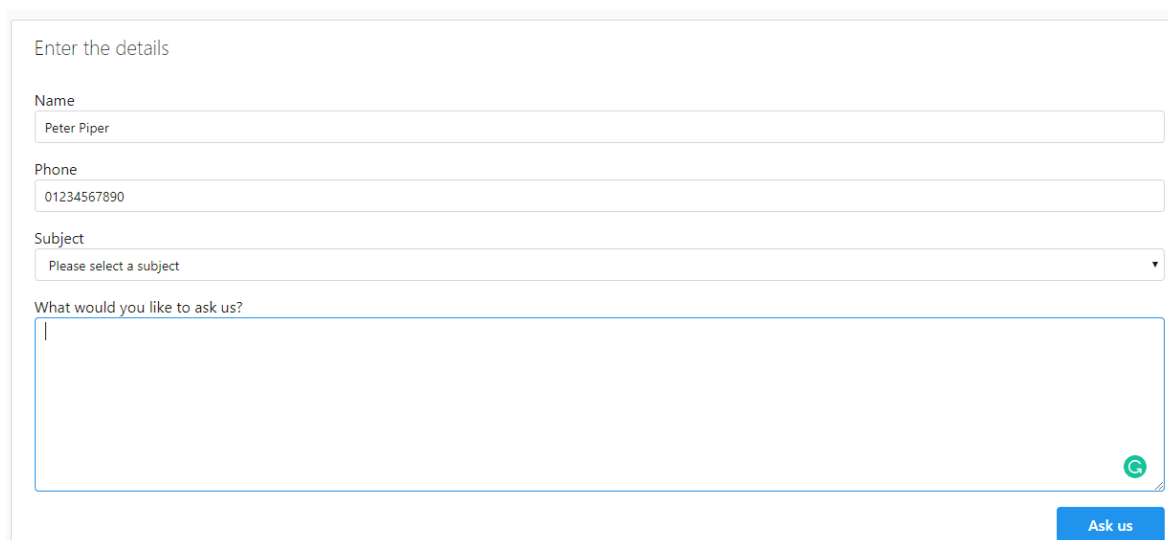
## Talk to us

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

Alternatively, you can raise an issue directly with the Admin team. From the left hand menu, hover over "Talk to us" and select either "Ask a question" or "Report an issue"



Clicking on the appropriate option will take you to the following screen:

A screenshot of a form titled 'Enter the details'. The form contains the following fields: 'Name' with the text 'Peter Piper', 'Phone' with the text '01234567890', and 'Subject' with a dropdown menu showing 'Please select a subject'. Below these is a large text area with the prompt 'What would you like to ask us?' and a green circular icon in the bottom right corner. A blue button labeled 'Ask us' is located at the bottom right of the form.

Here you can complete your details, select a message subject heading from the drop down, and complete the details of your query. Click on the blue button in the bottom right to submit and we'll get in touch with you to help resolve your question!

# Notifications

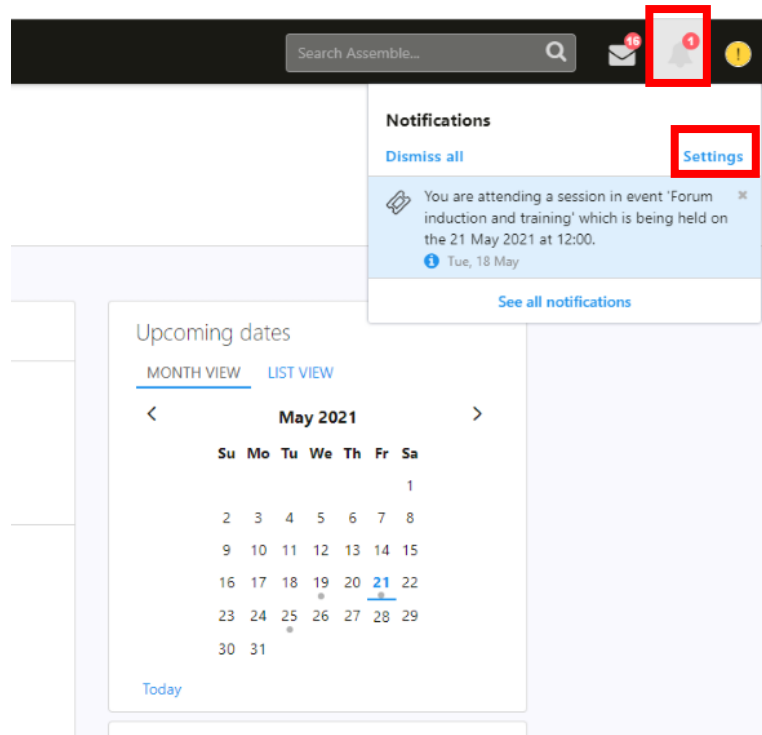
## Updating your notification preferences

Assemble will send you important notifications for things where you may need to take action or have a message. Notifications cover:

- Calendar items and reminders
- Events and invitations
- Tasks (*NB – tasks are not currently in use in Assemble as at May 2021*)
- Messages

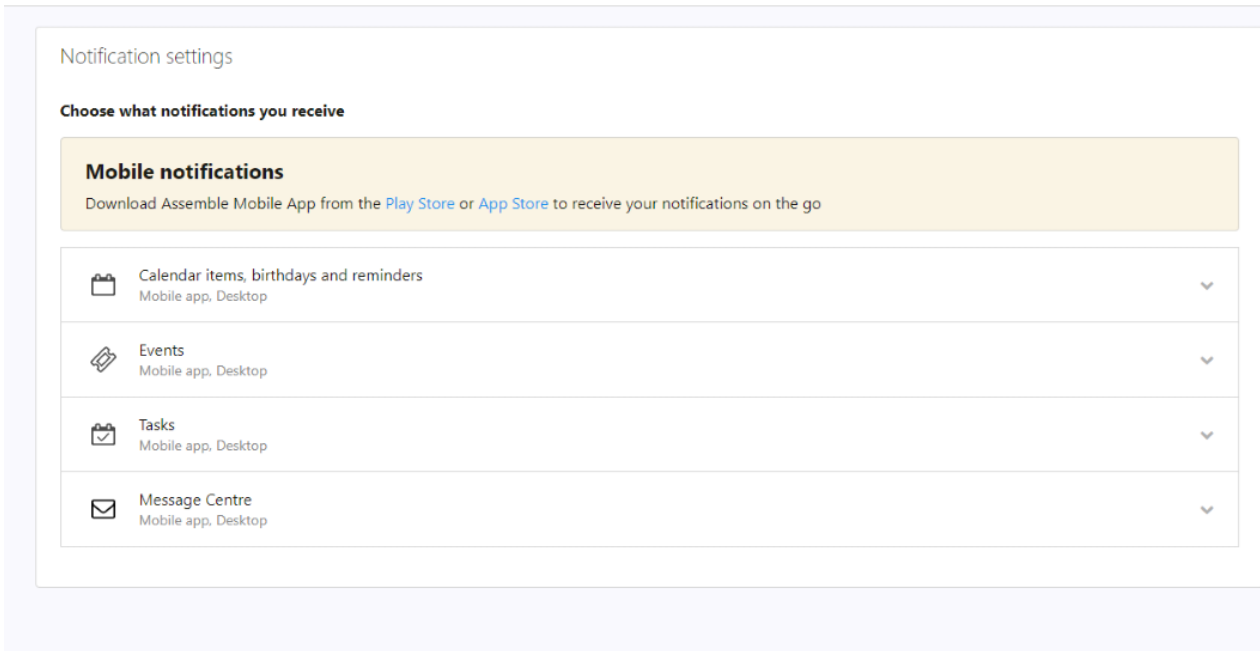
You can customise which notifications you want to receive, how often you want to receive them, and where you would like notifications to be sent.

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”:



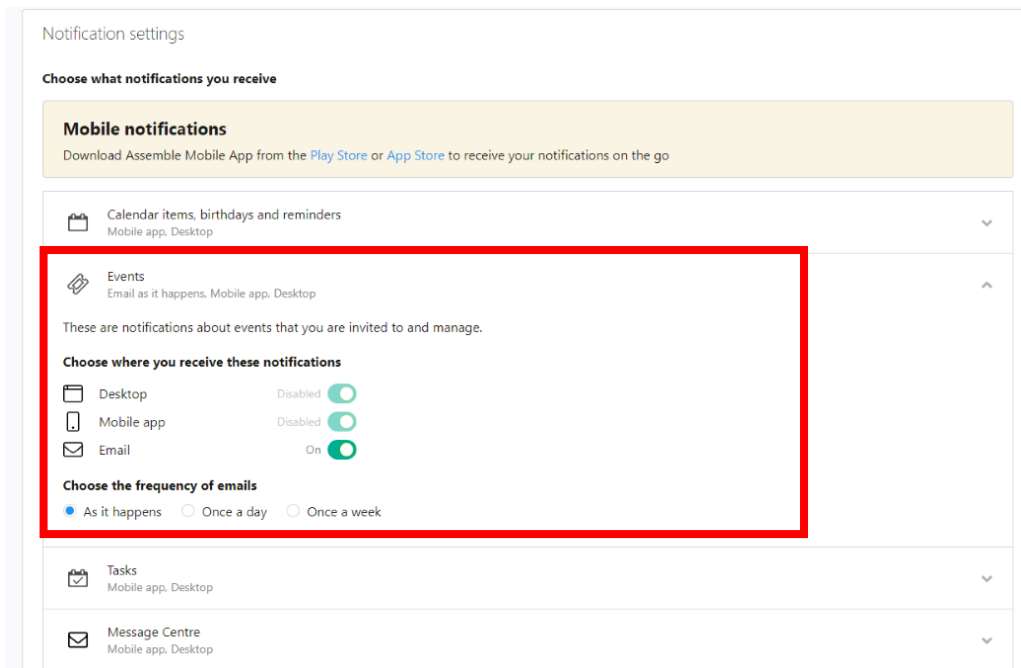
You will be taken to the Notification Settings screen as shown below:

## Notification settings



Please note – to manage or receive notifications on your mobile device you must first have installed and logged in to the Assemble mobile app. The details on how to do this can be found in [the Assemble mobile app](#) section of this guide

To update your notifications, select one of the categories:

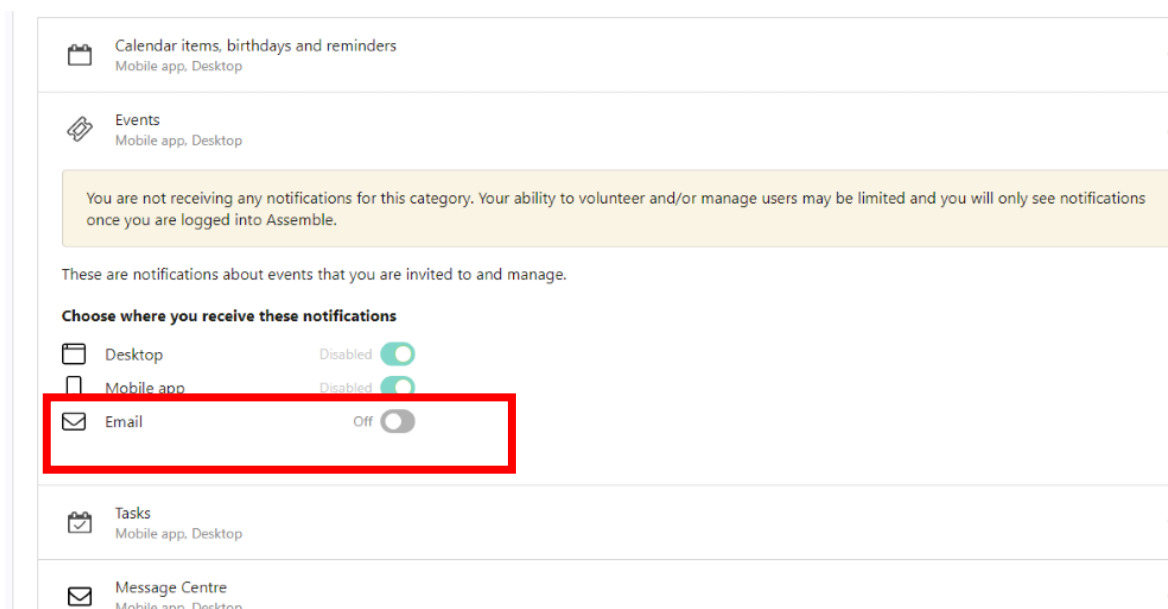


You can then choose to enable/disable *where* the notifications are sent by flipping the toggle switches. Again, note that the Mobile app settings will only be available for selection if you have logged into the app, and Desktop notifications will only be available if you have these enabled in your browser. Please refer to the help section for your particular web browser on how to do this.

Underneath these options, you can choose *how often* you wish to receive notifications:

- As they happen – you will receive a notification immediately
- Once a day – you will receive a single notification per day where activity has taken place
- Once a week – you will receive a weekly summary of your notifications

If you toggle notifications off then the frequency options disappear:



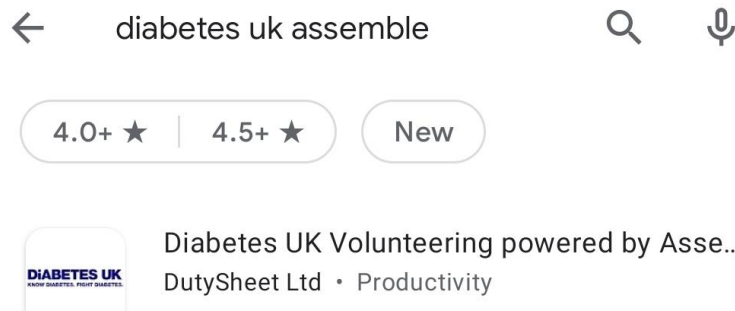
**Please note** that Assemble allows you to customise your notifications so you would need to select each category individually and make any updates as needed. You can switch all your notifications off, but this may mean that you miss out on important messages and information from Diabetes UK

# The Assemble mobile app

You can also access Assemble via an app for Android or Apple devices. The app will allow you to access most of the system's features on the go. Please note that training information and personalised news feeds aren't available via the app.

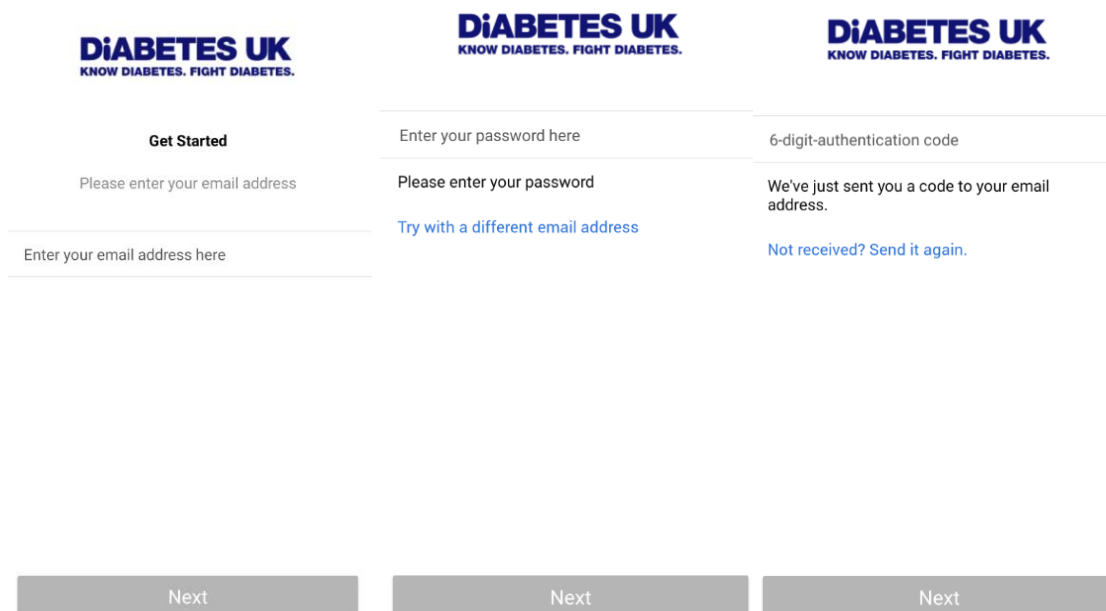
## Installing the app

To download the app either search "Diabetes UK Volunteering" on the [App](#) or [Play](#) store, or find it by clicking on the appropriate link. Note that the app's publisher will be DutySheet Ltd.



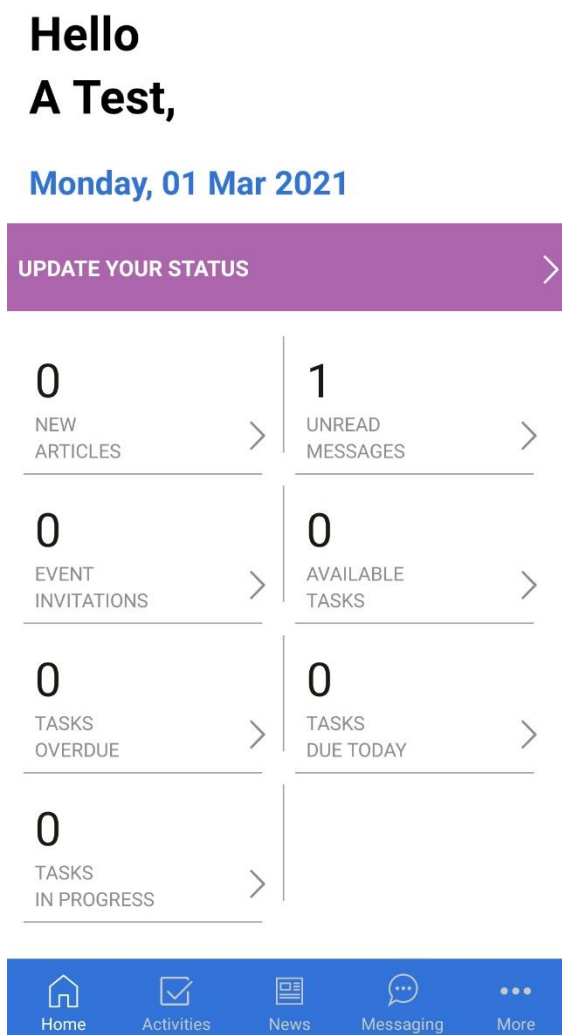
## Logging in

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



## The app home screen

The Assemble app will let you interact with your volunteering in much the same way you can when accessing the desktop site. When you log in, you'll get to the following screen:



From here you can quickly access any messages, events, new articles or tasks from the middle section of the home page. You can access the app menu at the bottom of the screen in blue.

The purple banner at the top lets you quickly [update your status](#) if you'll be unavailable to volunteer for a particular period.

## Activities in the app

Here you can add or view any activities you've added to your volunteering profile in much the same way you can [add activity](#) from the Assemble site.

1. Click on the “add” button to create a new activity and complete
2. You can filter previous activities using this button

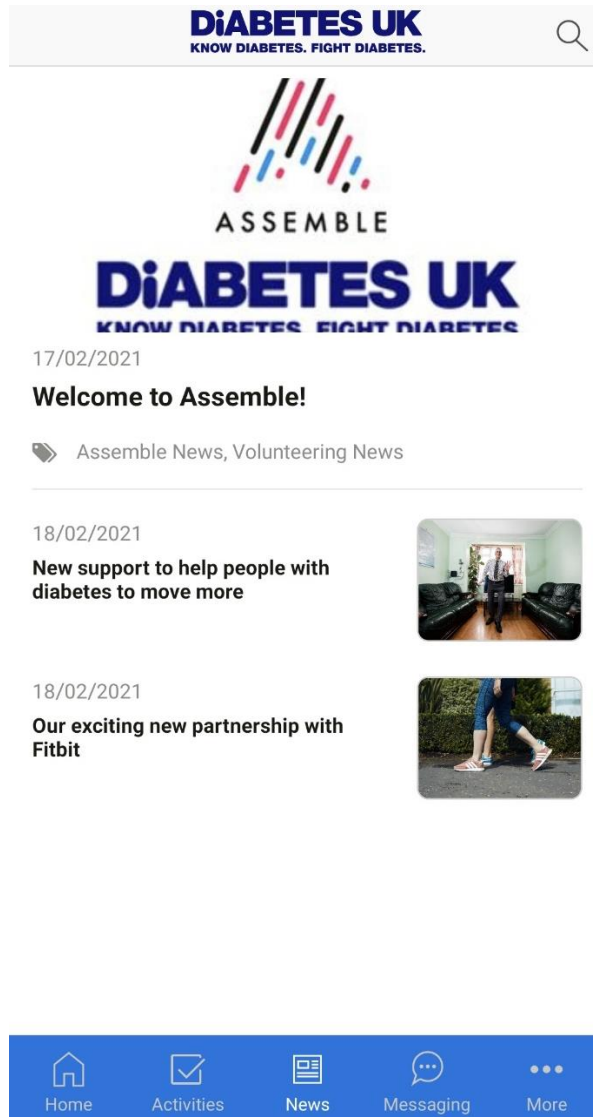


**Sorry, no activities were found**  
Try updating your filters to find more results



## The app newsfeed

You can access all the news stories on the go by selecting “News” on the menu tab at the bottom of the screen. Please note, if you’ve created a personalised newsfeed in the Assemble site, this won’t be displayed here. You can search the newsfeed for a particular story by clicking on the magnifying glass and typing in you search criteria

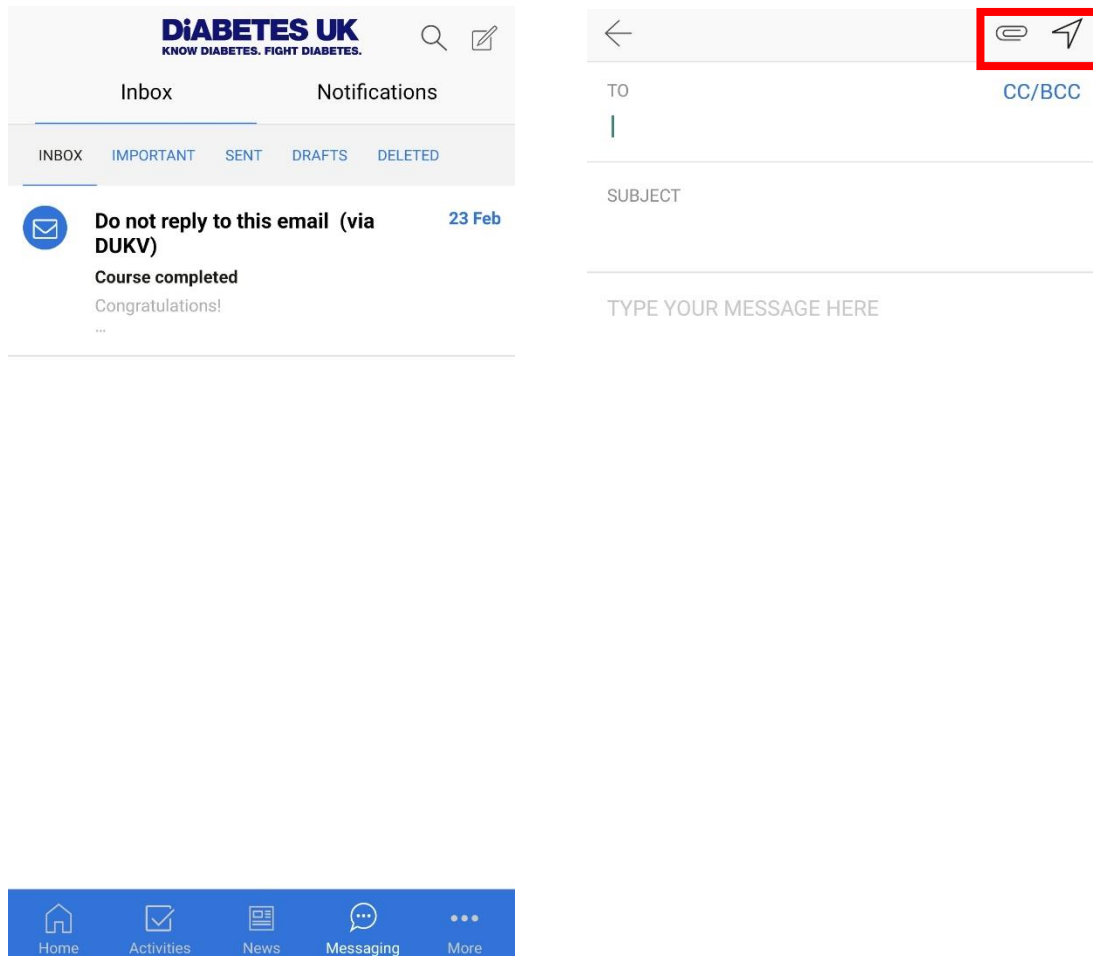




## Messaging in the app

You can message your volunteering contact and other volunteers through the Assemble app as well.

Click on the “write new message” icon in the top right to compose a message. Begin typing the name of the person you want to contact in the “to” field to find hem in the directory and send a message. You can attach files from your mobile device too. Click the arrow in the top-right send your message.

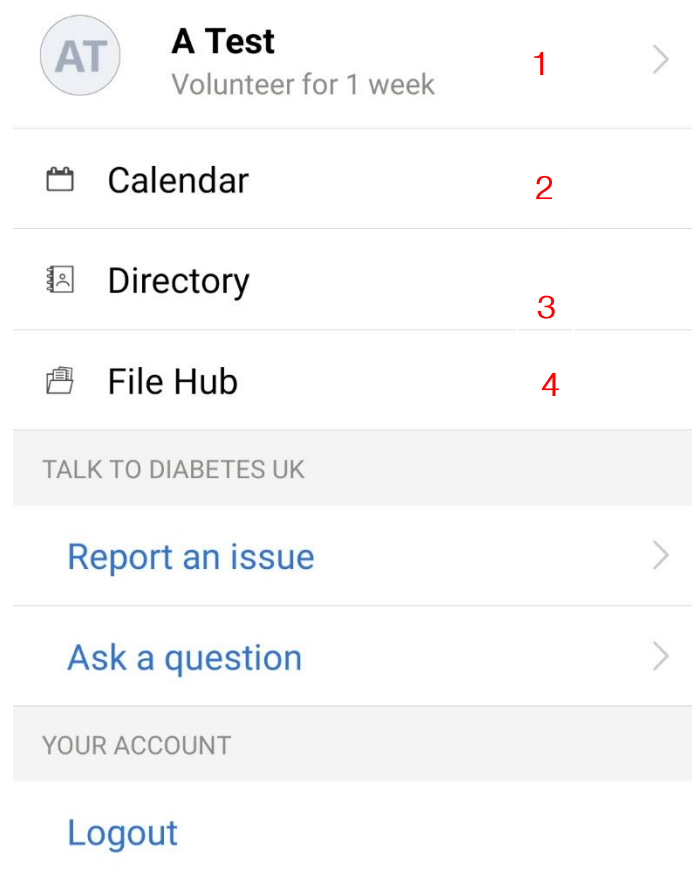


## Other options in the app

Clicking on the “More” menu option will allow you to access other Assemble features in the app.



This menu will let you access you profile (1), the calendar (2), the Assemble directory (3) and the Document Hub (called File Hub in the app) (4) as well as asking us a question or reporting an issue. This is also where you can log out of the app.



Diabetes UK Volunteering v4.5.09

## Your profile

Selecting your profile lets you update your details in the same way as you can via the desktop system

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.

---

Personal Details >

---

Skills & Interests >

---

Contacts >

---

Here you can update your personal details, skills and interests or contact information. Select “personal details”, update any information you would like and then click “save” in the top-right

< **DiABETES UK** Save  
KNOW DIABETES. FIGHT DIABETES.

TITLE  
Mr

---

PREFERRED NAME  
A

---

ABOUT YOU  
Tell us more about yourself

---

SOCIAL NETWORKS

FACEBOOK  
www.facebook.com/

---

TWITTER  
www.twiter.com/

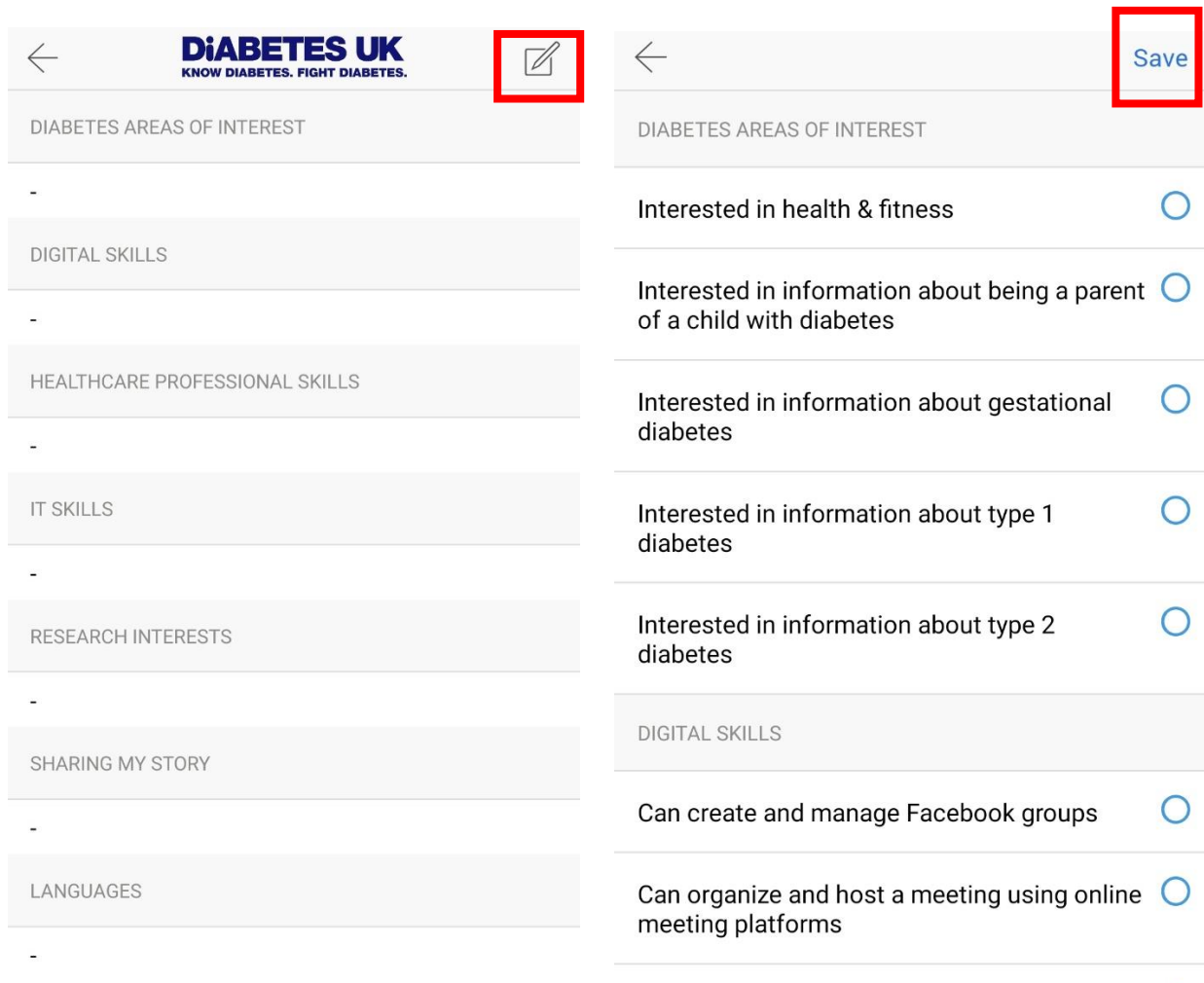
---

WEBSITE / BLOG  
e.g. www.mysite.com

---

## Skills & Interests

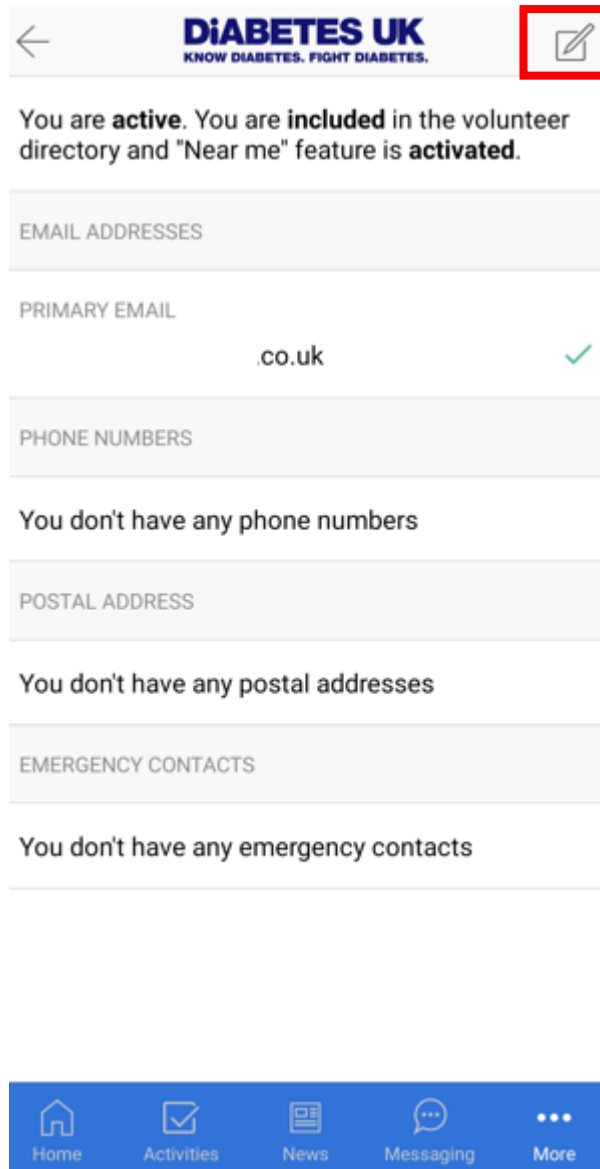
You can also update your skills and interests via the app. To do this, select the “edit” button in the top right, then update any skills or interests as necessary and click “Save” in the top-right



## Contacts

As with the Assemble site, you can update your contact information, emergency contacts and availability status. Please see the [contact information](#) section of this guide for details on each of these.

To update, click on the edit button in the top-right, make any amendments and then click “save”



The screenshot shows the Diabetes UK profile page. At the top, there is a navigation bar with a back arrow, the Diabetes UK logo (with the tagline "KNOW DIABETES. FIGHT DIABETES."), and an edit button (pencil icon) highlighted with a red box. Below the navigation bar, the user's status is displayed: "You are **active**. You are **included** in the volunteer directory and "Near me" feature is **activated**." The page is divided into several sections: "EMAIL ADDRESSES", "PRIMARY EMAIL" (with a partially visible email address ending in ".co.uk" and a green checkmark), "PHONE NUMBERS" (with the message "You don't have any phone numbers"), "POSTAL ADDRESS" (with the message "You don't have any postal addresses"), and "EMERGENCY CONTACTS" (with the message "You don't have any emergency contacts"). At the bottom, there is a blue navigation bar with icons for Home, Activities, News, Messaging, and More.

## File Hub

The File hub is where you can find all the documents, resources and policies you need for your volunteering. Refer to the [Document Hub](#) section of this guide for more information about the Hub.

Selecting File Hub will give you an overview of all the files and folders available to you. These can be viewed or downloaded to your device as needed.

