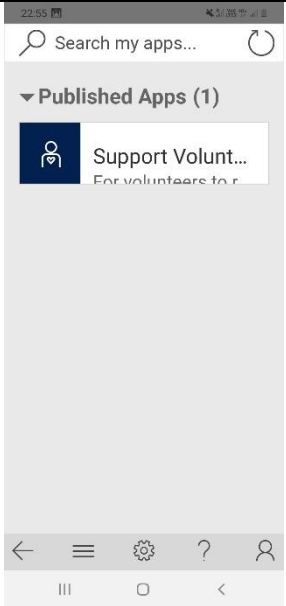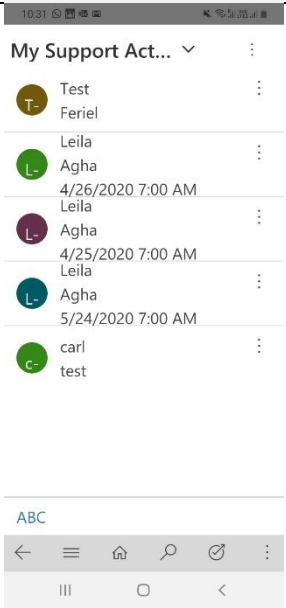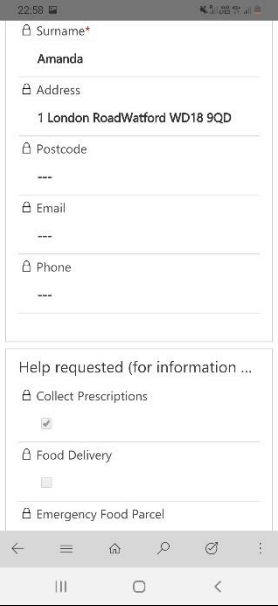**Instructions for Volunteers on using the system to receive and record collection / delivery requests**

| | |
|---|---|
| 1. Open the Dynamics 365 application on your mobile phone that you have installed | |
| 2. Log in with the credentials you have been provided | |
| 3. Select the 'Support Volunteers' box |  |
| 4. Under the heading 'My Support Activities' you will see a list of Collection or Delivery requests that have been assigned to you. |  |
| 5. Select the first person from the list. | |

| | |
|---|---|
| 6. Here you will see full details of the request, including the address and telephone number and any additional information you may need. | 22:58 <br> 🔒 Surname*<br>Amanda<br>🔒 Address<br>1 London RoadWatford WD18 9QD<br>🔒 Postcode<br>---<br>🔒 Email<br>---<br>🔒 Phone<br>---<br><br>Help requested (for information ...<br>🔒 Collect Prescriptions<br>☑<br>🔒 Food Delivery<br>☐<br>🔒 Emergency Food Parcel |
| 7. Carry out the request following the guidance via this link:<br>https://www.mywellbeing.community/deliveryvols-guidance | |
| 8. Once you have carried out the request, in the comments field – please type a summary of how the request went. This can include any requests you may have received for further assistance. Please also indicate whether an urgent follow up is required by selecting 'yes' from the dropdown.<br><br>Please ensure your notes appear underneath any notes already written. There is no need to delete any existing notes. To help make it clear which notes are yours, please begin your notes with **Summary of completed request:** | 22:58 <br>Please update here before saving<br>Due Date<br>---   📅<br>---   🕐<br>Urgent Follow Up<br>---<br>Comments*<br>Please record here any useful information about this action and explain the reason for any referral request<br><br>No Contact<br>---<br>Health Concern<br>--- |

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| 9. Please also complete the fields under 'Please update here before saving'.<br><br>If you have a concern, or if further help is required, please change the relevant section to 'yes'. Include information about this concern in your notes (see point 8 above) | No Contact<br>---<br><br>Health Concern<br>---<br><br>Poverty Concern<br>---<br><br>Environment Concern<br>---<br><br>Safeguarding/Children Concern<br>---<br><br>Need Food/Prescription<br>--- |
| 10. To submit your expenses claim for this request, in the 'Expenses' field, change 'Claim Expense' to 'Yes'. Type a summary of what you are claiming for in the 'Expense Reason field', select the date that you undertook the request for which you are claiming the expense for and type in the amount.<br><br>To attach a photo of the receipt for the expense/s you are claiming for, select the three dots on the right hand side at the bottom and select 'Upload'. Select Choose File and select photos / photo library. Here you can select the photo you are uploading and select ok. | Expenses<br><br>Claim Expense<br>**No**<br><br>Expense Reason<br>---<br><br>Expense Date<br>---<br><br>Expense Amount<br>--- |
| 11. Select 'Mark Complete' at the top of the screen and the request will disappear from your list. | 💾 Save  ✓ Mark Complete<br><br>**TestAmanda - Support Response - 2020-04-20T12:05:38Z**<br>Support Requests/Responses<br>Assessed Priority  ---<br>Due Date  ---<br><br>**Details**  Related<br><br>Please update here before saving<br>Due Date<br>---<br>---<br><br>Urgent Follow Up<br>---<br><br>Comments*<br>Please record here any useful information about this action and explain the reason for any referral request |