

A guide to using
ASSEMBLE
for volunteers



Empowering people with the tools that create livelihoods and transform lives

ASSEMBLE USER GUIDE

Welcome to Assemble

Assemble is the new way to manage your volunteering at Tools with a Mission. It is an online system that lets you communicate more easily with our volunteering team and centre managers. It's also a portal to learning and training to support you in your volunteering with us. With Assemble you can keep up to date with news across the mission and find out when volunteer events and TWAM Days are being held.

This guide will help you start using Assemble. 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 our volunteering coordinator Paul Daley on pauld@twam.uk or 01473 210220 (except Tuesday).

Accessing Assemble

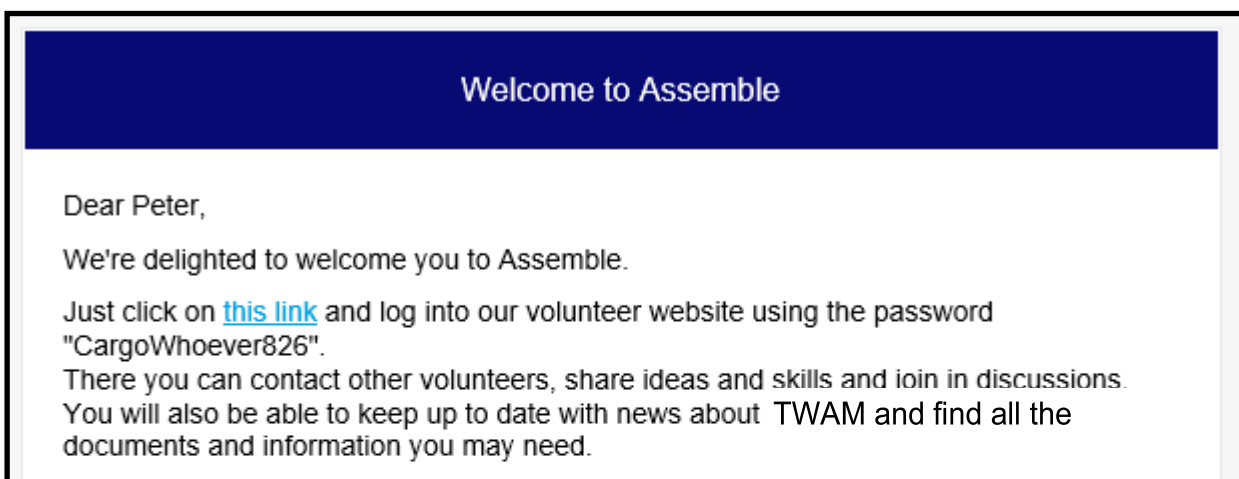
Logging into Assemble for the first time is covered in detail below, but to access the system, visit: [Assemble | Login | Tools with a Mission \(goassemble.com\)](#)

We recommend you bookmark this link or add it to your favourites so you can easily find it in the future.

1. Getting started

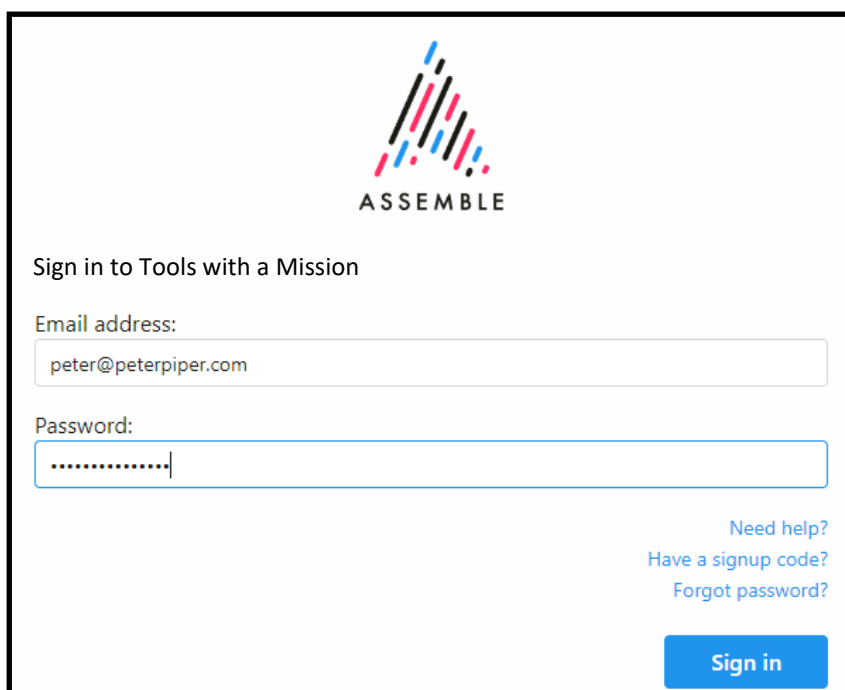
Logging in and changing your password

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



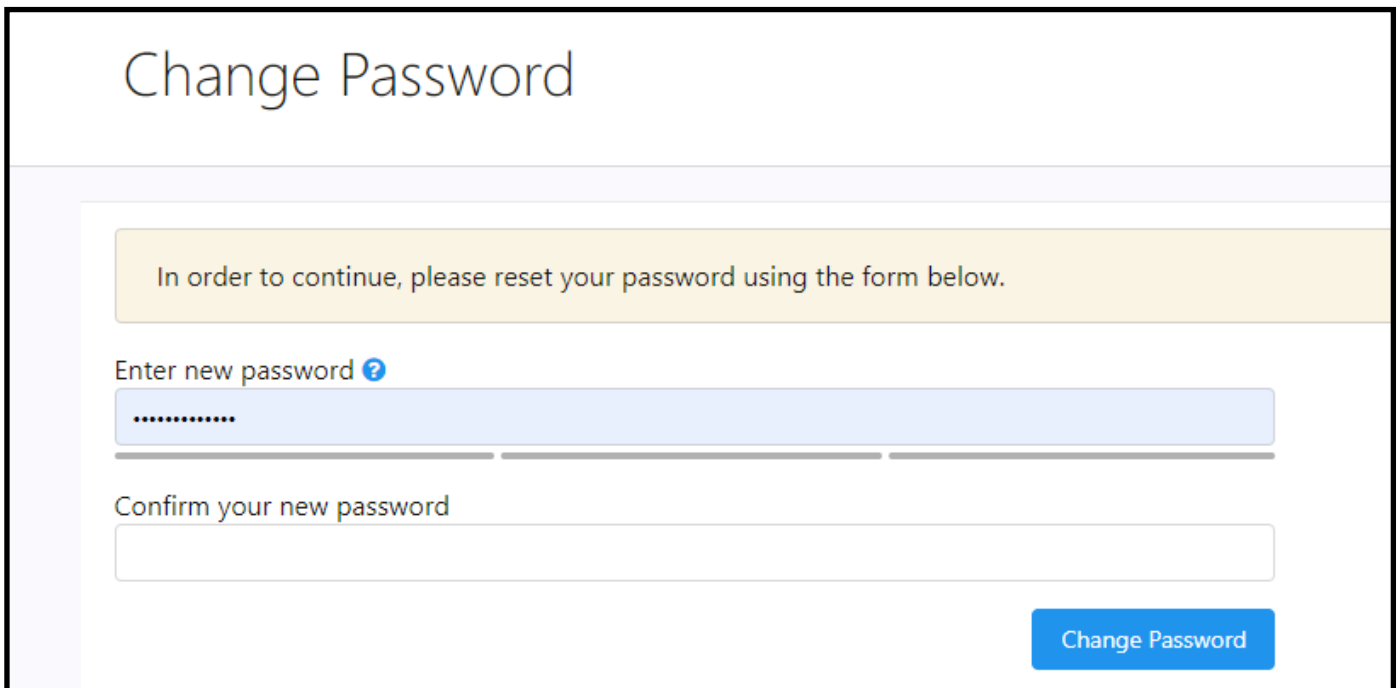
To change the password

Click on the link and log in using your email address and the temporary password.

A screenshot of the Assemble login page. At the top center is the Assemble logo, which consists of a stylized 'A' made of red and blue diagonal lines, with the word "ASSEMBLE" in black capital letters below it. Below the logo is the text "Sign in to Tools with a Mission". There are two input fields: "Email address:" with the value "peter@peterpiper.com" and "Password:" with a masked password ".....". To the right of the password field are three links: "Need help?", "Have a signup code?", and "Forgot password?". At the bottom right is a blue "Sign in" button.

Once you've signed in using the temporary 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.

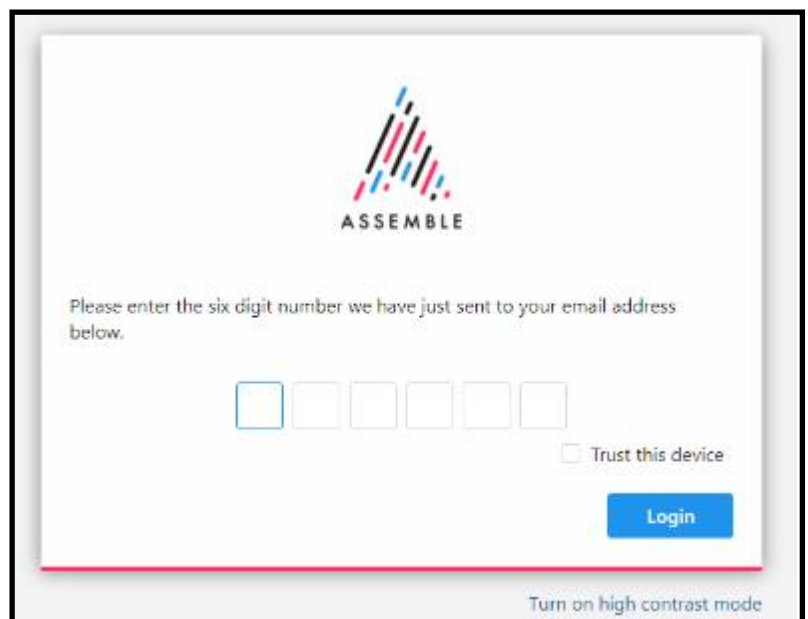
Enter new password [?](#)

.....

Confirm your new password

Change Password

As part of logging you may see this screen asking you to enter a 6-digit code. Check your email (including your spam folder) for the code and enter it to proceed. Clicking 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.



ASSEMBLE

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

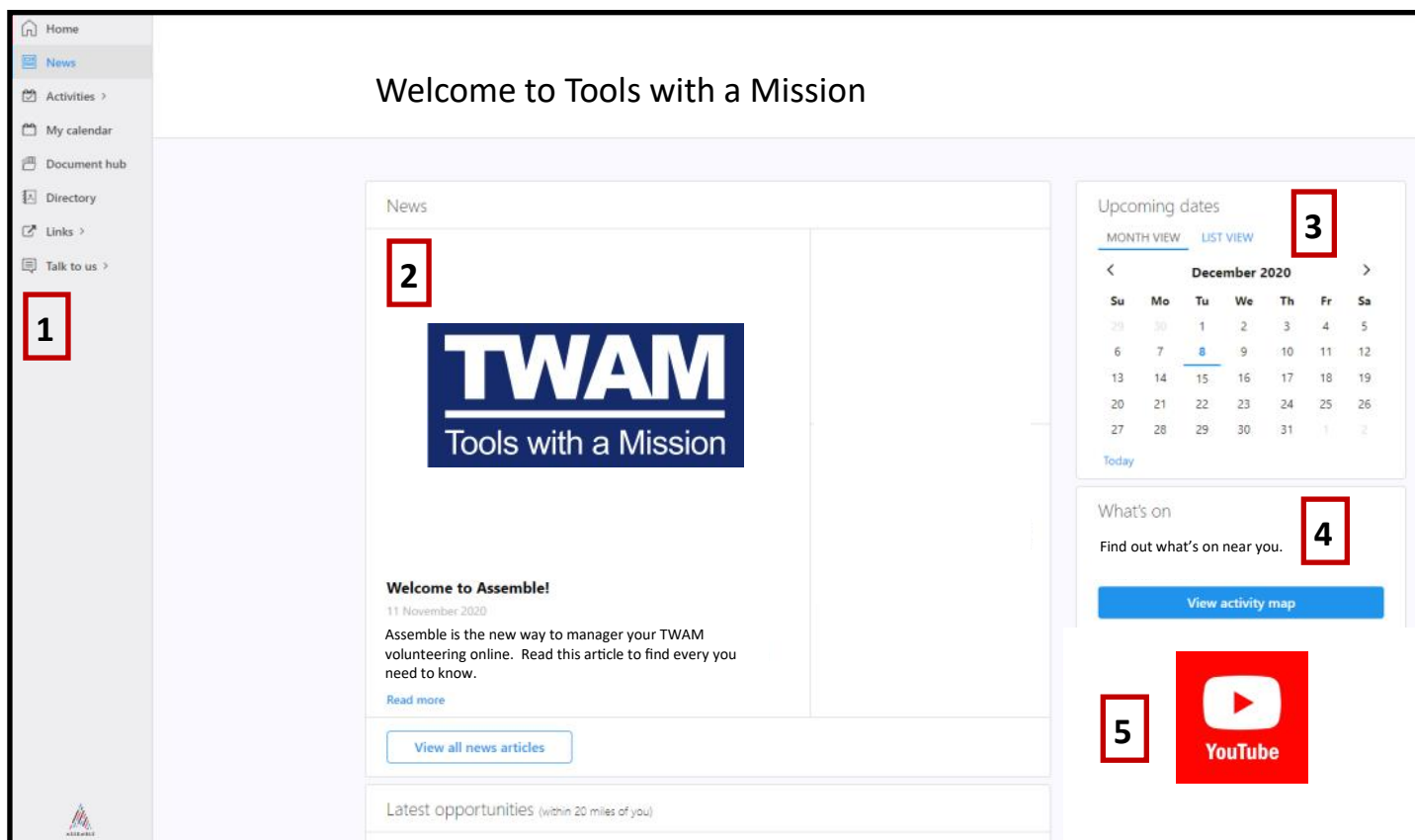
Trust this device

Login

[Turn on high contrast mode](#)

2. Home page

When you're logged in, you'll automatically come to the Assemble Home page. We have provided a brief description to help you familiarise you with Assemble.



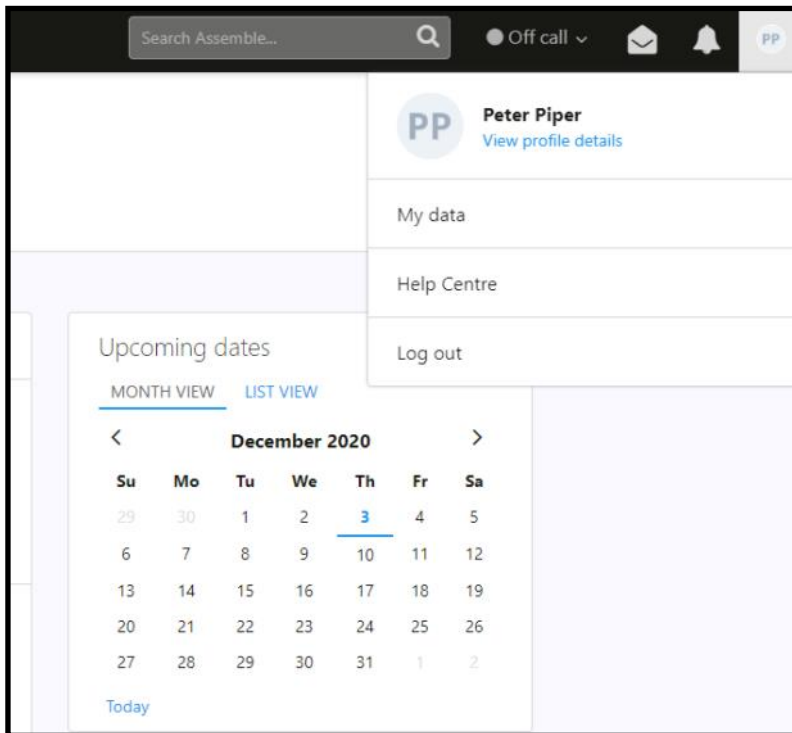
1. This is the main menu where you can navigate to different options. As we update the site with new options, you may see this change over time.
2. This is the News section where important and new stories will be published. You can customise this to be more relevant to your interests and location if 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 TWAM YouTube Channel, Facebook and X (Twitter).

3. 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). 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.



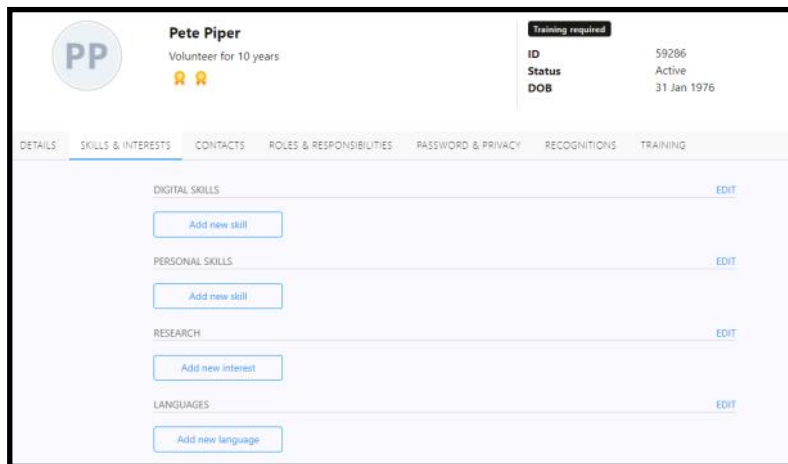
Profile photos

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

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 your volunteer managers and the system admin users in our Volunteering team.

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



This section also covers your vehicle insurance and MOT details for those using their own vehicles for TWAM use (e.g.: Tool Collectors).

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 some of the countries we support speak French.

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.

Select the "Skills & Interests" tab from your profile to view the options available to you. You will get a pop-up for each type of skill you try to add. Select all that apply and click "Save".

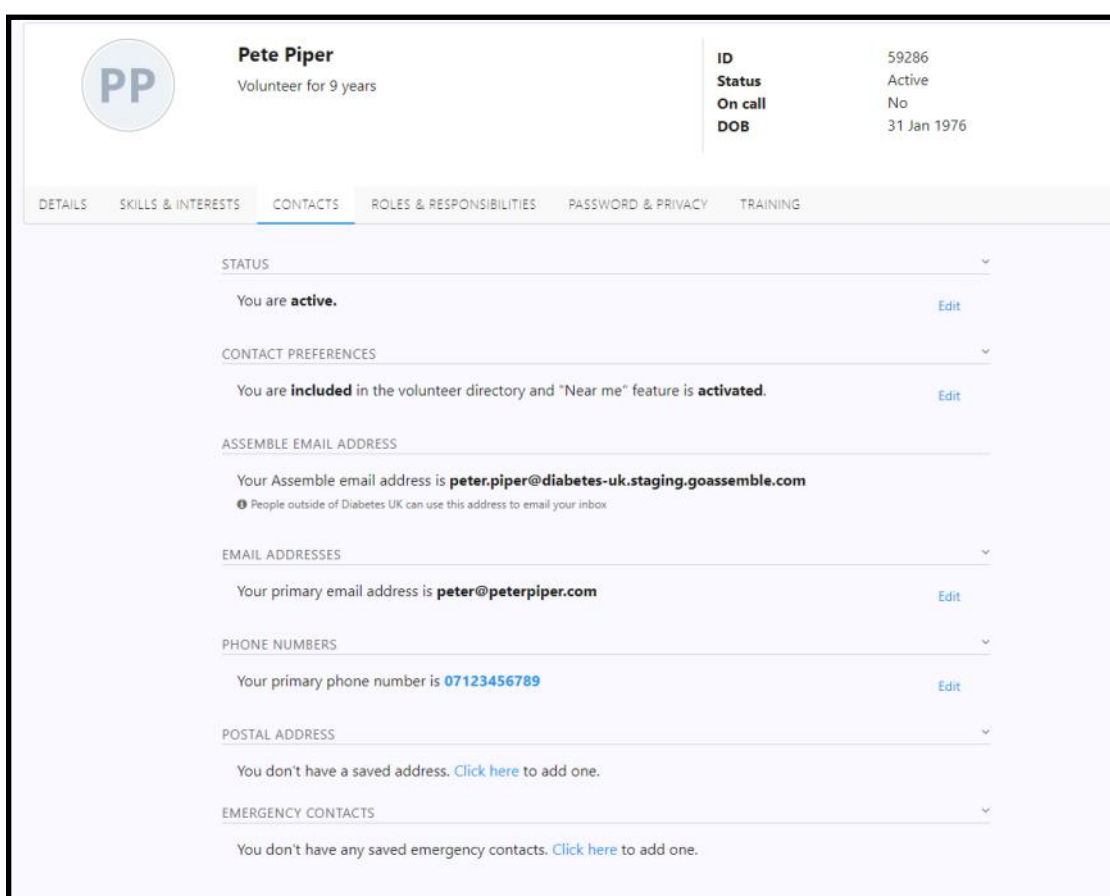
Reviewing your contact information

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 TWAM 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'. A navigation bar at the top contains tabs for DETAILS, SKILLS & INTERESTS, CONTACTS (which is active), ROLES & RESPONSIBILITIES, PASSWORD & PRIVACY, and TRAINING. On the right side, there is a summary table:

ID	59286
Status	Active
On call	No
DOB	31 Jan 1976

The main content area is divided into several sections, each with an 'Edit' link:

- 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 holiday or just not around. You can also tell us whether it's OK to contact you during these dates or not. If you are unavailable between certain dates, check the box and enter a start and end date to cover that 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.

This is really important if you are a tool collector as we often get phonecalls from the public who have contacted collectors by email and not had an answer. If we can see you are away we can explain this to the donor. It also helps our Centre Managers plan the weeks work if they know you will not be there.

Contact Preferences

Assemble has a "near me" function that allows volunteers to see who else volunteers for TWAM 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. 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 TWAM 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.

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. 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.

EMAIL ADDRESSES ^

Primary email Close

Primary

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

[Add another email address](#)

Phone numbers

You can choose to provide us with an alternate contact number or edit your existing details. If you have more than one telephone number, you can choose which one is your primary and preferred method of contact. 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.

PHONE NUMBERS ^

Home Close

Primary

Mobile

Work

[Add another phone number](#)

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.

EMERGENCY CONTACTS ^

[Close](#)

First name	Last name	Contact phone	Relationship	Remove
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

[Add another emergency contact](#)

Viewing your volunteer roles

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

Roles

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

[Leave role](#)

Training

The "Training" tab shows what learning is compulsory or optional for your volunteering roles with TWAM. 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 to work through the courses at your own pace.

News

Activities >

My calendar

Document hub

Directory


Links >

Talk to us >

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

Required training modules ^

[E-LEARN](#)




Volunteer Health and Safety
Not completed
Online Health and Safety training

[No attachments](#) [More details](#)

[Go to course](#)

Optional training modules ^

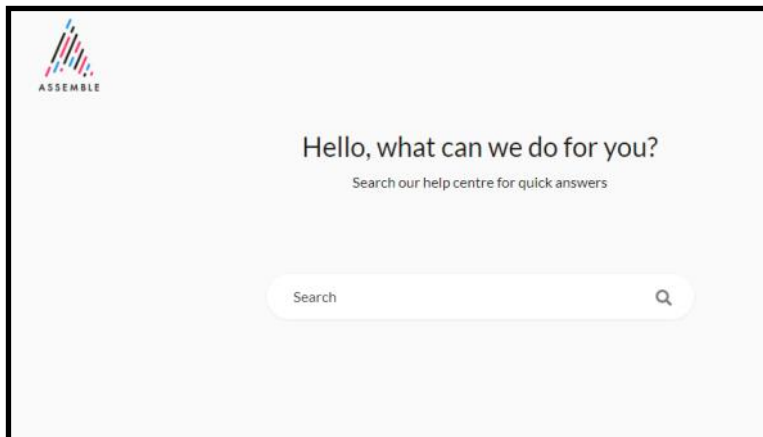
[E-LEARN](#)



Using Zoom for virtual meetings
Not completed
Online training for using Zoom for virtual meetings

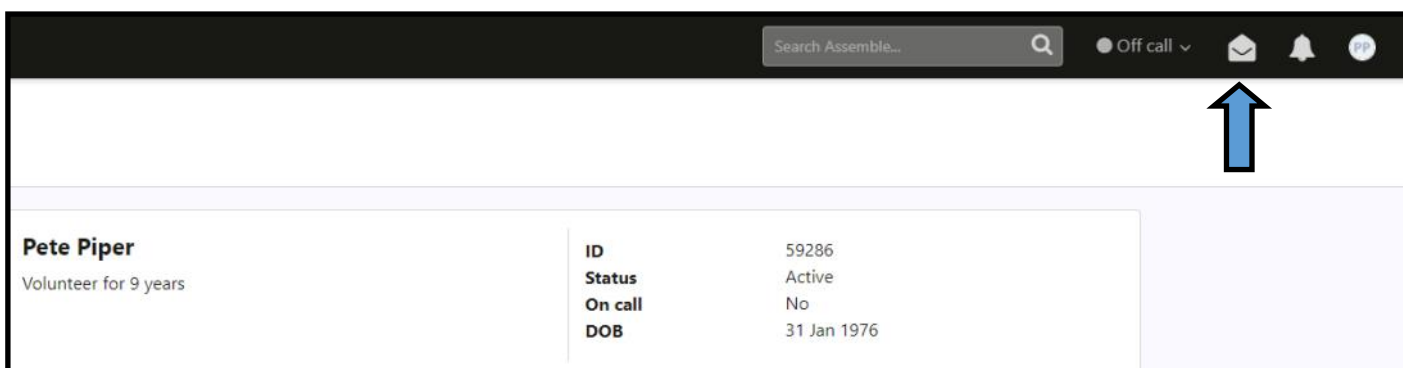
Help Centre

Clicking on "Help Centre" will take you to the generic online Assemble help pages that are created and maintained Assemble. These help pages provide an overview of the system.



Messaging and using the directory

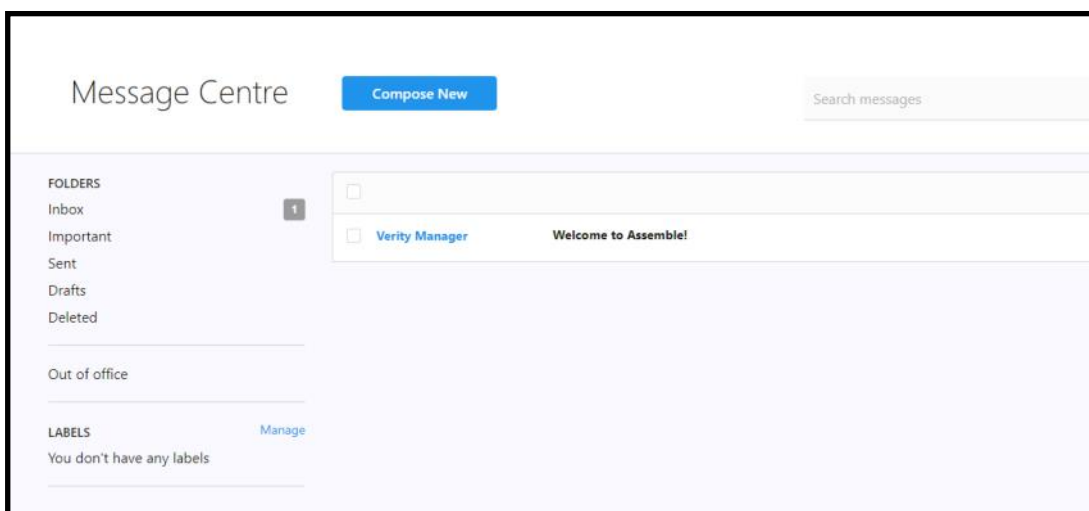
The envelope icon at the top right-hand side of the screen will allow you to access the messaging centre. If you've received a message from anyone at TWAM (or from another volunteer if you've opted into the Directory), you'll be able to view and respond to messages here. You'll also be able to create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



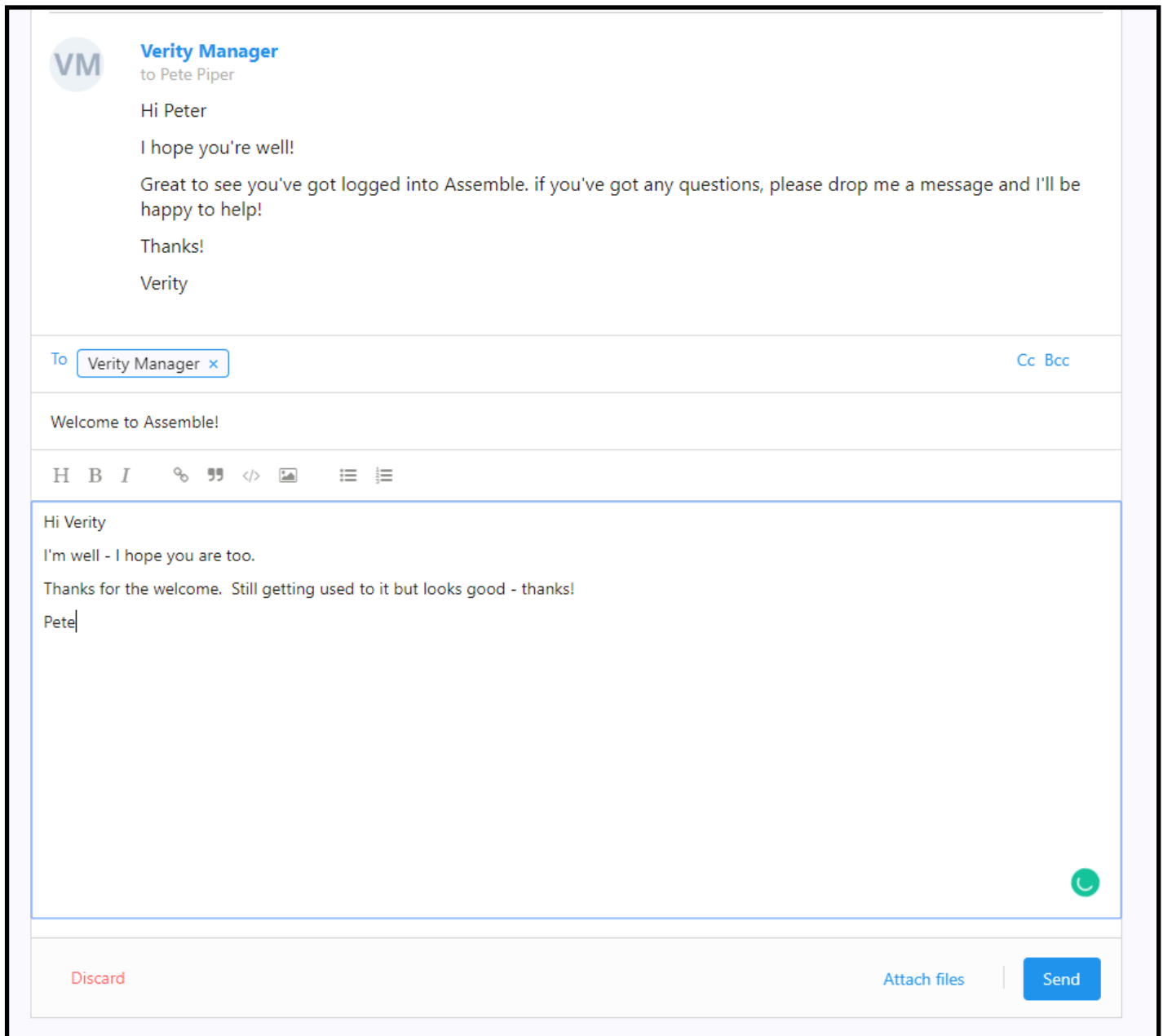
You will be able to see your TWAM contacts, as well as any other volunteers who are in any of the same teams as you who have opted into the Directory. You can apply filters to be able to contact specific people, or search for someone by name.

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 reply interface. At the top, the sender is identified as 'Verity Manager' with a circular profile picture containing the letters 'VM'. The recipient is 'Pete Piper'. The message body contains a friendly greeting and an offer of help. Below the message, there is a 'To' field with 'Verity Manager' and a 'Cc Bcc' link. A rich text editor toolbar is visible, followed by the reply text: '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, there are 'Discard', 'Attach files', and 'Send' buttons.

VM **Verity Manager**
to Pete Piper

Hi Peter

I hope you're well!







Great to see you've got logged into Assemble. if you've got any questions, please drop me a message and I'll be happy to help!

Thanks!

Verity

To Verity Manager × Cc Bcc

Welcome to Assemble!

H B I      

Hi Verity

I'm well - I hope you are too.

Thanks for the welcome. Still getting used to it but looks good - thanks!

Pete

Discard Attach files Send

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
4. Do not give out your personal or private information to anyone and do not share other people's personal details either.
5. Remember that nobody will ever ask you to reveal your Assemble password so don't disclose this to anyone
6. 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, volunteer role, van team or Refurbishment Centre.

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 TWAM.

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.

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

Assemble allows you to be assigned, or select small, easy tasks in your local area. Sometimes you may be assigned a task that is specific to you (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.

This section of the guide will show you how to:

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

Seeing what tasks are available

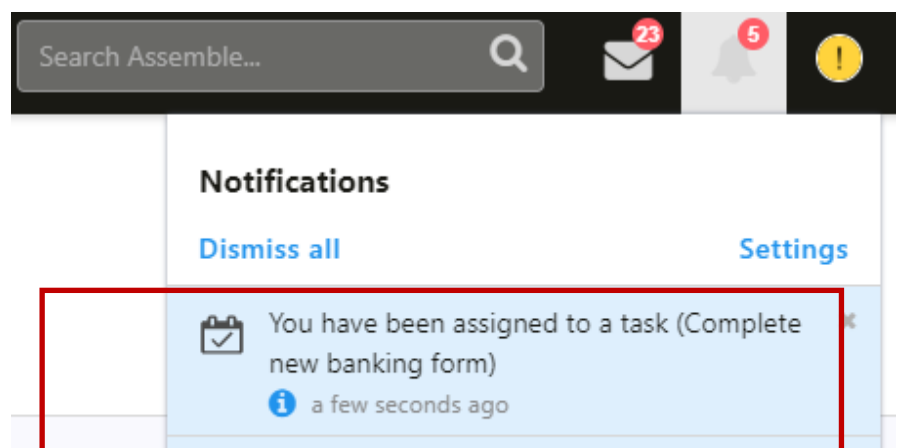
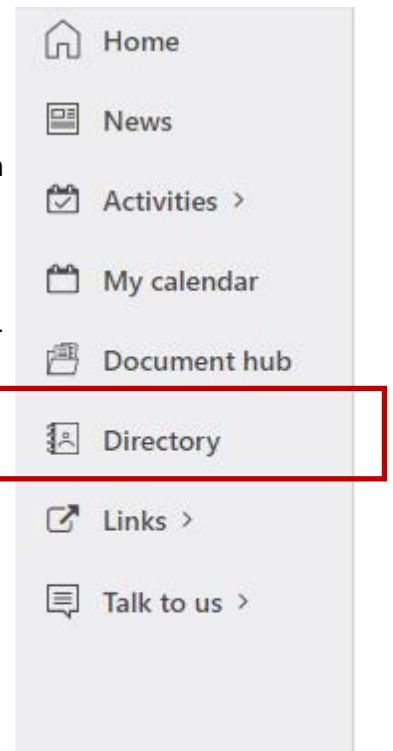
There are two ways to see available tasks, or those tasks that have been assigned to you:

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

Notifications

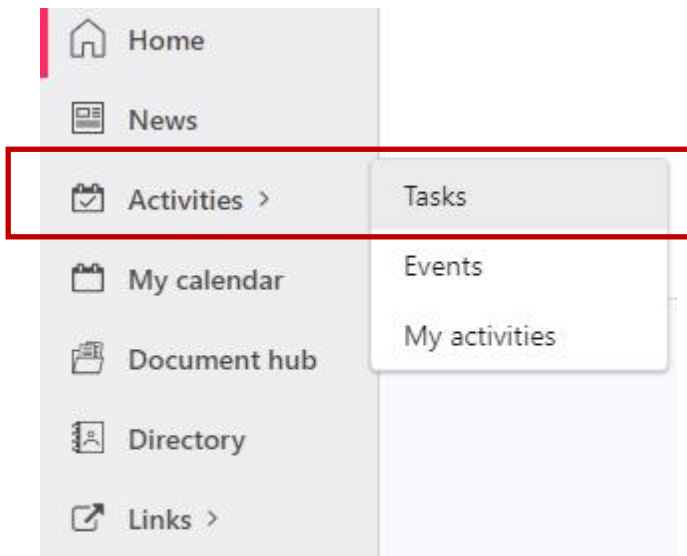
If a task has become available to you, or has been directly given to you, then you will receive an Assemble notification: Here we can see that this volunteer has one task notification.

This has been directly assigned to them. This means it is specifically for them to complete. You can see more detail about the task by clicking on the notification.



Searching for available tasks

You can look for any tasks that are available by hovering over 'Activities' in the main menu.



Viewing information about a task

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

Note that because this task has been directly assigned to the volunteer, the two options on the right are either "Complete task" or "Leave task". We will cover these in the next sections of this guide.

Taking a task.

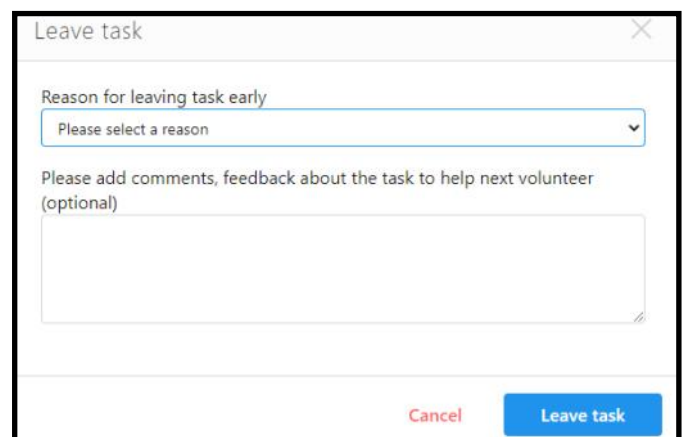
Where an optional task is available, such as a speaking request, you can choose to allocate this task to yourself to complete. To do this, simply click the 'Assign to me' button.

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:

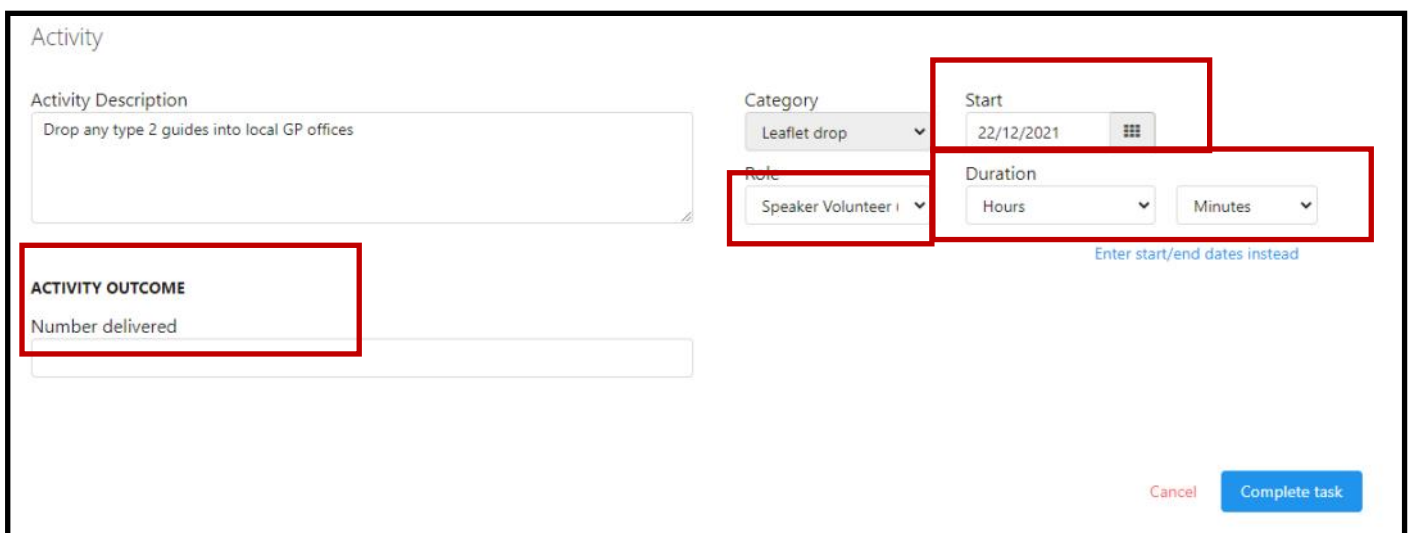
You will be asked to select a reason for leaving the task from the drop-down menu (as shown below), and can add any additional feedback. NOTE - this feedback will be visible to other volunteers who choose to take the task for themselves, so you should not put any personal information here.

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

A screenshot of a 'Leave task' pop-up form. It has a title bar with 'Leave task' and a close button. The form contains a dropdown menu for 'Reason for leaving task early' with the placeholder text 'Please select a reason'. Below this is a text area for 'Please add comments, feedback about the task to help next volunteer (optional)'. At the bottom right, there are two buttons: 'Cancel' and 'Leave task'.

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 TWAM. 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".

A screenshot of a 'Complete task' form. The form is titled 'Activity' and has a text area for 'Activity Description' containing the text 'Drop any type 2 guides into local GP offices'. Below this is a section for 'ACTIVITY OUTCOME' with a text input field containing 'Number delivered'. To the right, there are dropdown menus for 'Category' (Leaflet drop) and 'Role' (Speaker Volunteer). There are also input fields for 'Start' (22/12/2021) and 'Duration' (Hours and Minutes). At the bottom right, there are two buttons: 'Cancel' and '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 TWAM, 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.

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:

Adding Activities

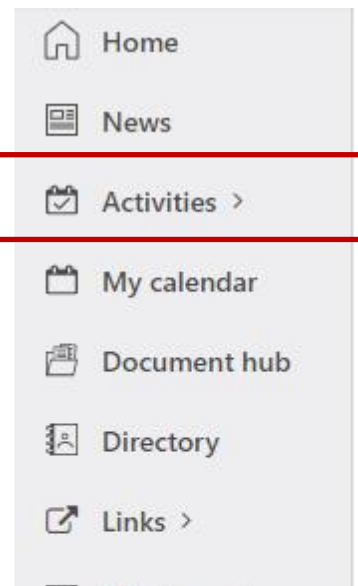
Assemble allows you keep an accurate record of all your volunteering and provide extra information about the impact you're having as a TWAM volunteer. This is done via the Activities tab on the left-hand menu: Hover over this menu option and then select "My activities". You'll be taken to the activities section which is shown below.

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.

In this example (below), we've selected the category of "Speaking" which has revealed three additional questions:

1. How many people were present at the speaking engagement?
2. How much money was raised at the event?
3. What kind of talk was given?



Activity

Activity Description
I spoke to Paul about updating my MOT details.

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
Volunteer Speaker pack presentation (2023)

[Cancel](#) [Add activity](#)

We've noted that 30 people heard our message, and that we talked for 1 hour and 30 minutes about TWAM.

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 TWAM. You can view or edit your activity after you've added it by clicking "Actions" which is highlighted below.

Adding this information after any volunteering activity allows us to build a bigger picture of the value of volunteering at TWAM and show the huge impact that volunteers make for people in Africa. 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.

The Document Hub

Here you will find volunteer forms, policies and lots of information you may find helpful.

Speakers will find updated presentations, talks and case studies they can use.

You can also "favourite" a document by clicking the option on the relevant document: You can then access your favourite documents via the "Favourites" link in the Document Hub - these will be marked with a star.

News

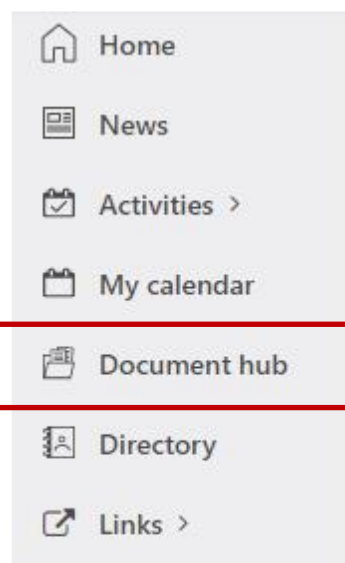
News is displayed at the top of your homepage when you log in. Here you'll find any featured articles as well as the most recent news stories we've published. Note that the default news on the homepage will always show the latest stories, but you can select "My news" from the News tab to get to your 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.

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"

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

Assemble will send you important notifications for things where you may need to action, for example when tool collectors need to update MOT and insurance information. You can customise which notifications you want to receive, how often you want to receive them and where you would like them sent.

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.

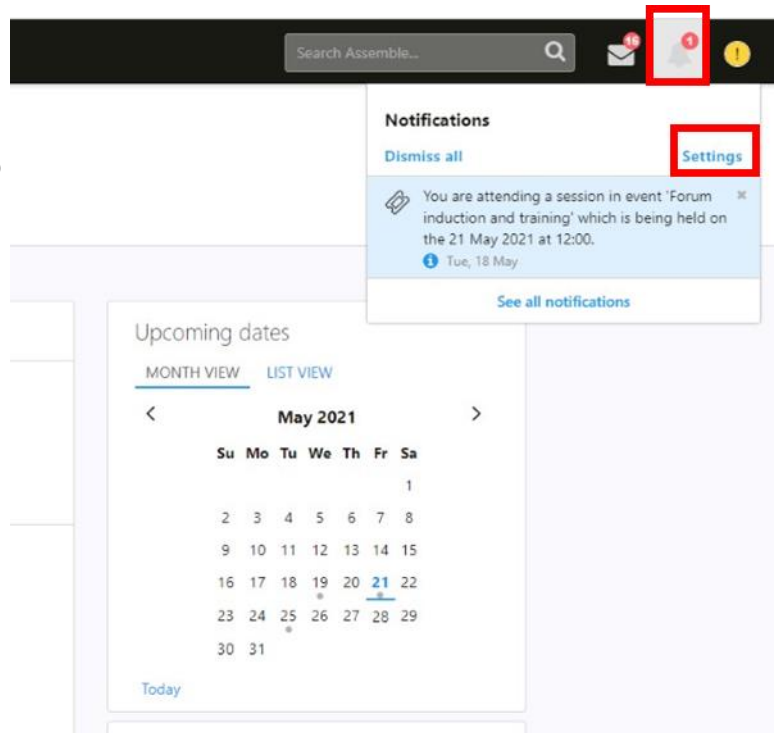
You can then choose to enable/disable where the notifications are sent by flipping the toggle switches. Again, note that the Mobile app settings will only be available for selection if you have logged into the app, and Desktop notifications will only be available if you have these enabled in your browser. 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

1. Once a day - you will receive a single notification per day where activity has taken place
2. Once a week - you will receive a weekly summary of your notifications

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 TWAM.



The Assemble mobile app

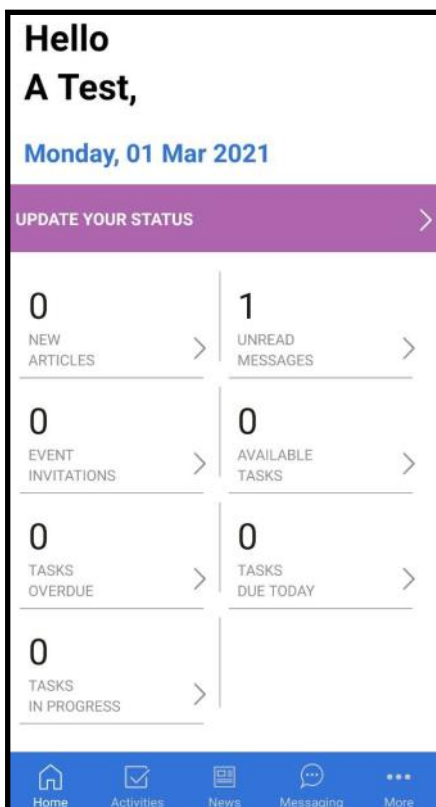
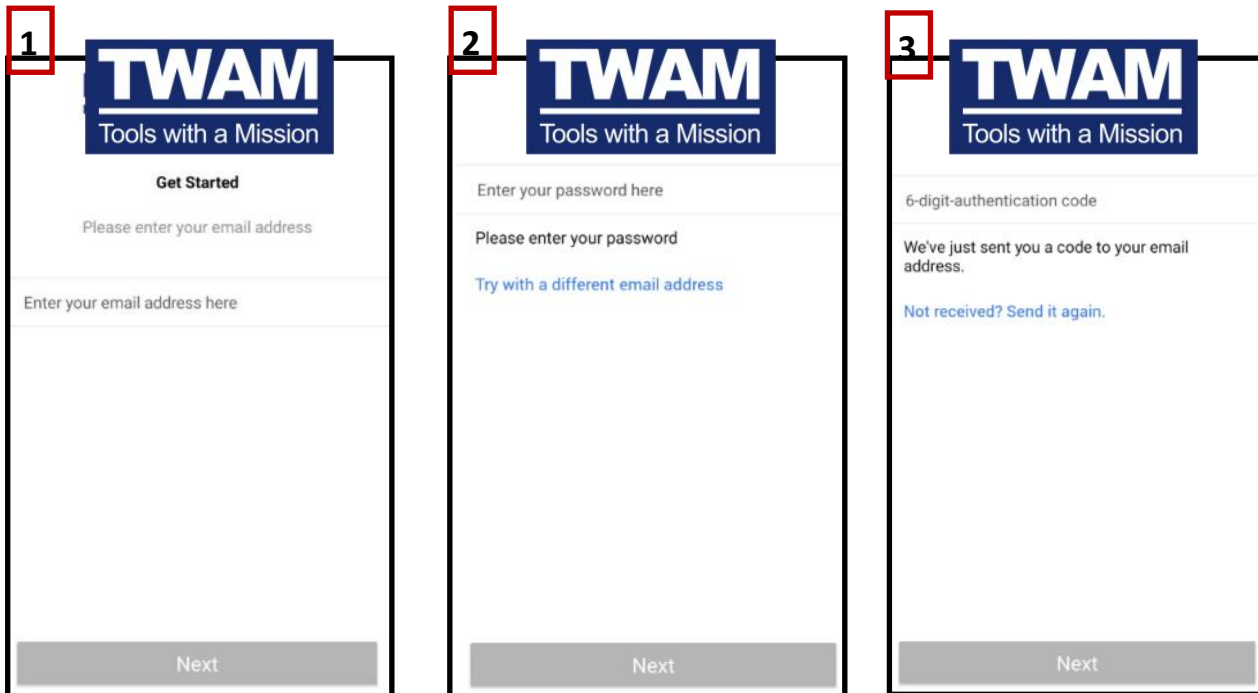
You can also access Assemble via an app for Android or Apple devices. The app will allow you to access most of the system's features on the go. Please note that training information and personalised news feeds aren't available via the app.

Installing the app

To download the app search "Assemble for Volunteers" in your app store. The app will show as produced by 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.

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

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 your search criteria.

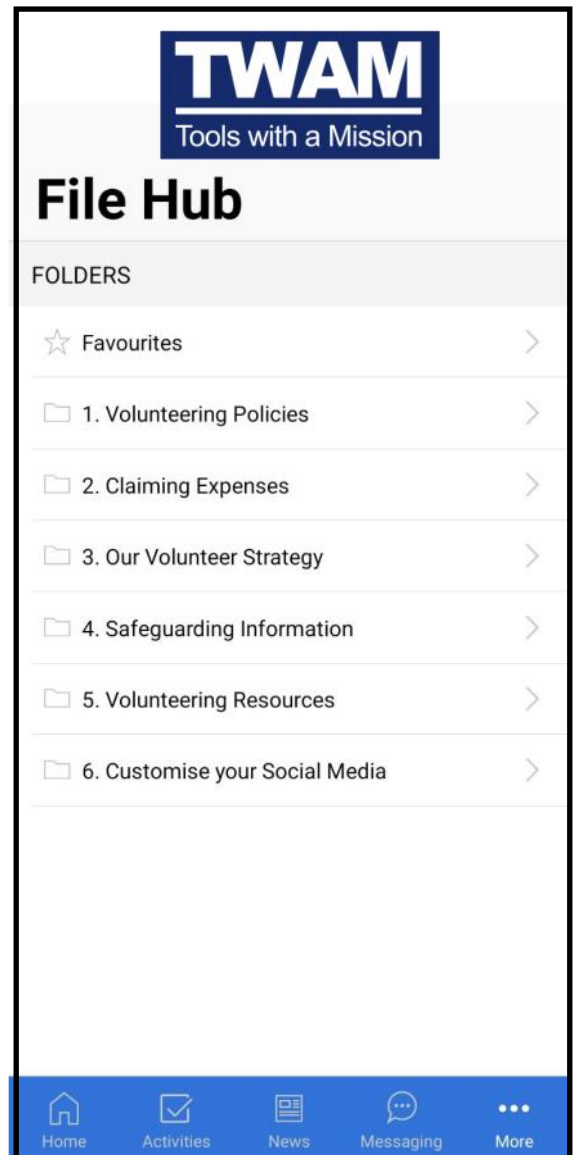
Your Profile

You can update your profile, personal details, skills and information in the same way as using the website.

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.



We hope this guide will help you

If any questions arise

If you need any additional support please contact our Volunteering Coordinator, Paul Daley:

pauld@twam.uk

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Empowering people with the tools that create livelihoods and transform lives

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