

V8.2 Release Notes

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NEW: Get Involved – Volunteer Opportunities Page

The Get Involved page allows admins to advertise volunteer opportunities. This page is visible at {YourOfferoUrl}/GetInvolved

- Go to Manager → List Manager → Volunteer Groups
- Select the desired volunteer group.
- Under the “Group Details” section there is a new area for configuring the Get Involved page.
- Edit the Get Involved content to display the desired information and check the “Display on Get Involved page”

Volunteer Groups + add new

Volunteer groups allow you to manage all the people that work with your organization.

- Configure what each volunteer group can do in the system using positions and security roles.
- Ensure that certain groups electronically sign waivers.
- Before you delete a volunteer group, make sure you have added volunteers to a new group if you are moving groups.

Select an existing group then edit the details below:

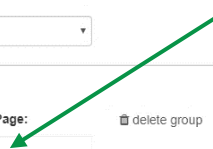
Citizen Science

Group Details

Name: Citizen Science

Display on Get Involved Page: ☒ delete group

[Edit Get Involved Content](#)



- The edit page will allow you upload a photo, pick an admin contact, enter a description, time commitment and add links to documents.

Get Involved - Open Space - Volunteer Group B

This content will be displayed on the Get Involved page for all users.

- Photo, Description, Time Commitment, Admin Contact
- Volunteer Applications associated with this group will also be listed

Admin Contact:

Cora Coordinator

[change](#)

Description:

Volunteers will help in the community garden, and with clean-ups. Its a great way to work outside and get to know your area.

Time Commitment:

Flexible, visit once a month. Learn more reading the job description below.

Documents:

- [Job Description](#)

[Cancel](#) [Save](#)

The page will display all of the groups you have set to be displayed on the List Manager → Volunteer Groups screen.

Individual Department View:

Get Involved: Offero

Please use the directory below to find the perfect opportunity for you. When you are ready to register for an opportunity you will be asked to complete our standard volunteer application. Please note some opportunities will require you to answer additional questions.



→ Volunteer Group B

Description:

Volunteers will help in the community garden, and with clean-ups. Its a great way to work outside and get to know your area.

Time Commitment:

Flexible, visit once a month. Learn more reading the job description below.

Documents:

- Job Description

Ready to get involved?

Contact Cora Coordinator,
info@offerro.com, (970) 377-0077 to
become a volunteer.

✓ Volunteer Group B

New City Wide Get Involved Page

Get Involved: City of Fort Collins Engage

Please use the directory below to find the perfect opportunity for you. When you are ready to register for an opportunity you will be asked to complete our standard volunteer application. Please note some opportunities will require you to answer additional questions.

Budget

Become part of an enthusiastic community that shares your passion for the outdoors and conservation. Volunteers are critical in all parts of the Natural Areas Department. Volunteer today!



→ BFO Results Team

Description:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Time Commitment:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Documents:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Ready to get involved?

Contact Matthew Renquist,
mrenquist@fcgov.com, to become a
volunteer.

Natural Areas

Become part of an enthusiastic community that shares your passion for the outdoors and conservation. Volunteers are critical in all parts of the Natural Areas Department. Volunteer today!



→ Adopter

Description:

Adopt a Natural Area volunteers take an active role in the stewardship of natural areas by doing monthly litter clean-ups.

It is a great way to work outside and get to know a natural area!

Time Commitment:

Flexible, visit your natural area once each month. Learn more by reading the full job description and Adopt-a-Natural Area brochure.

Documents:

- Job Description
- Adopt-A-Natural Area Brochure

Ready to get involved?

Contact Whitney E. Pasquesi,
wpasquesi@fcgov.com, or apply
online to become a volunteer.

✓ Adopt-A-Natural Area

NEW: Email Health Status Screen & Other Email Changes

A new screen with some insights into email health are shown. This screen is only available to Super Admins.

1. More → Email Status.
2. To remove spam complaints, click the Re-enable Email button.

Email Stats - Last 30 Days

Sent: 858

Delivered: 386

Opened: 400

Bounced: 0

Dropped: 20

Opted Out: 32

User Accounts with a Spam Complaint

Show 10 entries

Search:

| | First Name | Last Name | Email | |
|--------------------------|---|------------|----------------------------|-----------------|
| <input type="checkbox"/> | Hillary | Daly | h_daly23@yahoo.com | Re-enable Email |
| <input type="checkbox"/> | Rocky Mtn Flycasters, Trout Unlimited - | Dave Piske | dpsk5682@gmail.com | Re-enable Email |
| <input type="checkbox"/> | Aleta | Davy | soaringsoul@hotmail.com | Re-enable Email |
| <input type="checkbox"/> | Heather | Diaz | Heatherdiaz@comcast.net | Re-enable Email |
| <input type="checkbox"/> | Jerry | Duncan | jerdunc@msn.com | Re-enable Email |
| <input type="checkbox"/> | Kenneth | Dunnington | kfdunnington@earthlink.net | Re-enable Email |
| <input type="checkbox"/> | Janet | Erickson | jdme8@q.com | Re-enable Email |
| <input type="checkbox"/> | Tom | Etz Korn | tetzkorn4999@earthlink.net | Re-enable Email |
| <input type="checkbox"/> | Sandy | Flockhart | sandy.flockhart@gmail.com | Re-enable Email |
| <input type="checkbox"/> | Patrice | Grant | pkgrantfaith@yahoo.com | Re-enable Email |

Showing 11 to 20 of 39 entries

Previous

1

2

3

4

Next

3. Review confirmation screen.

Are You Sure?

Are you sure you want to remove the spam complaint for **Hillary Daly**?

NOTE: This will not re-send any previous emails.

No, Cancel

Yes, I'm Sure


4. Click Yes, I'm Sure
 - a. This WILL NOT RE-SEND any emails previously sent to this user.

NEW: Help Page with Videos

The help page has been revamped and has come exciting changes. A few new help videos have been added with additional videos to be developed over the coming months.

? Offero System Help


Please check the help icon ? associated with each screen for help on that page. The help icon is also available in-context throughout the system.


Account Required

Registering for activities and volunteer projects requires you to have an account.


[Create Account](#)

Your contact information will only be used to communicate about volunteer opportunities and activities you register for. We will never sell or give your information to a third party.


Get Started

The following is a list of instructions and videos on how to:


- Create your profile
- Login to your account
- Reset your lost password
- Add Offero to your iPhone home screen


Contact Us

For additional help with Offero please contact us.

[Email Us](#)

? Offero Volunteer System Help & Training


Volunteer Manual

Our Help Manual explains some basic tasks like how to


- Edit your profile
- Sign up for an activity
- Remove yourself from an activity
- Sign up for a site visit

[Help Manual](#)

*Note: Note you will need to have Adobe Acrobat Reader to open the help document.

If you have custom content on the help page it is still there.

Here is a preliminary list of videos to be developed. Please vote on which you think are most important


Additional Help & Training Topics

Click on any of the topics below for more information.

Your Volunteer Profile/Dashboard

- Dashboard Overview
- My Profile Overview
- Editing your Profile
- Change your password
- Upload your Profile Photo
- Change your Privacy preferences
- Updating your contact information
- Setting/Updating interests and skills
- Updating your Emergency Contact

Volunteering

- Sign up from the Calendar
- Sign up from the Dashboard
- See other volunteers helping
- Remove myself from an activity

Your Schedule

- View your schedule
- Print your schedule
- View your service history report

Hours & Feedback Reporting

- Adjust Hours on an assignment
- Add Prep & Travel time

Communications

- Email your coordinator
- Email other Volunteers
- Receive Text Messages
- Adjust Email settings

New Video Example:

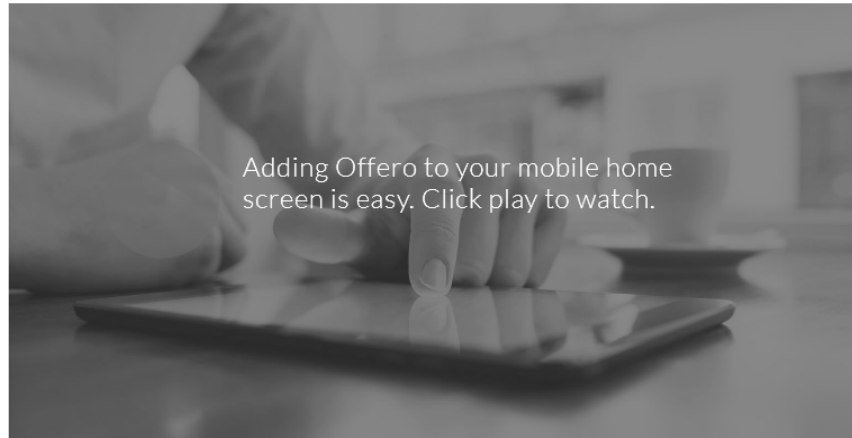
Add Offero to your iPhone Home Screen

◀ Back to Help

You can add it to your home screen with the following steps:

- Open Mobile Safari and browse to <http://YourOfferoURLShownHere.com>.
- For iPad
 - Tap on the **Share** icon just to the left of the address bar – the one that looks like an envelope with an arrow coming out of it.
- For iPhone
 - Tap on the **Share** at the bottom of the window – the one that looks like an envelope with an arrow coming out of it.
- Tap on **Add to Home Screen** on the popup you get after tapping the Share button.
- This will give you another popup, where you can accept the name for the new home screen button or edit it to whatever name you'd like for the site shortcut. Once you have the name as you like it, tap on the **Add** button.

That's it. You will then have a new home screen icon that will launch the site for you each time you tap it.



**Colors and screen layouts may be slightly different depending on your organizations configuration.*

NEW: Excel Versions of Existing Reports

Some reports now have new versions in Excel and/or HTML. The following new versions of the report are were added:

1. Anniversary Date – Excel and HTML
2. Participant List – Excel
3. Volunteer Application – Excel
4. Site Visit Contacts – Excel
5. Site Visits by Place – Excel
6. Duplicate Users – HTML
7. Program Evaluation Summary – HTML
8. Volunteer List – HTML

Simply choose the report output to pull other versions of the report.

NEW: Waitlist Report

Two new HTML reports have been added to examine participant waitlists. Date Range and Report Type are required parameters.

Participant Waitlist Report

Report Parameters

Date Range:

Programs:

Report Type:

Report Output:

The Participant Waitlist Summary Report gives a summary of max/registered/waitlisted participants with the option to examine the details for a specific activity.

Participant Waitlist Summary Report

Date Range: 6/1/2017 - 6/30/2018, Program(s): All

6/5/2018 10:28:43 AM

| Activity Date | Title | Max. Participants | Registered Participants | Waitlisted Participants | |
|---------------|----------------|-------------------|-------------------------|-------------------------|------------------------|
| 06/03/2017 | A Fun Activity | 20 | 28 | 15 | Detail |

The Participant Waitlist Detail Report displays a full list of waitlisted participants within the parameters specified.

Participant Waitlist Detail Report

Date Range: 6/1/2017 - 6/30/2018, Program(s): All

6/5/2018 10:28:32 AM

| <input type="checkbox"/> Sign Up Date | Name | Activity Title | Activity Date | Number in Group |
|---------------------------------------|----------|----------------|---------------|-----------------|
| <input type="checkbox"/> 06/01/2017 | John Doe | A Fun Activity | 06/27/2017 | 1 |

The detail report is available from the activity profile as well.

NEW: Participant Attendance Report

A new report has been added to create an excel spreadsheet of participants' information, including information about the programs they attended within the date range. Date Range and Program are required parameters to pull this report.

Participant Attendance Report

Displays participant attendance for programs.

Report Parameters

| | | |
|--------------|--|---|
| Date Range:* | <input type="text" value="05/01/2018"/> | <input type="text" value="06/04/2018"/> |
| Program: | <input type="text" value="Community Program"/> | |
| | | <input type="button" value="Clear Filters"/> <input type="button" value="Generate Report"/> |

NEW: All User Email Excel Report

A new report has been added to create an Excel spreadsheet of all users in your organization (including First, Last, Email). *This report is available to Super Admins only.

User Email List

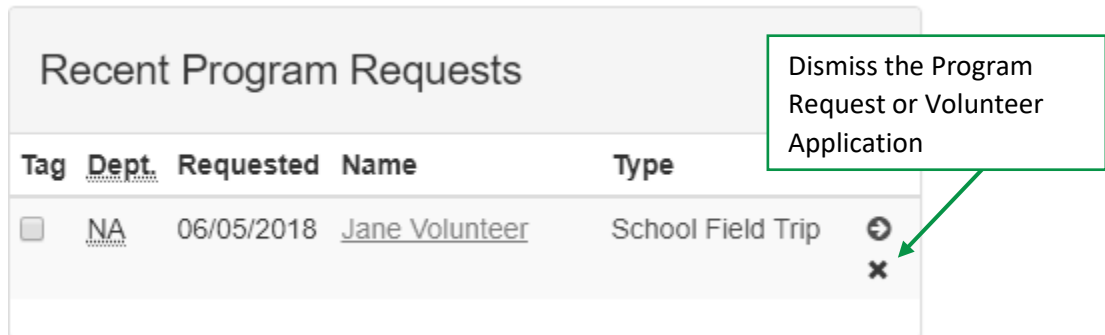
Displays a list all users in Excel with First Name, Last Name, Email address.

Report Output:

 Excel

NEW: Ability to dismiss items on Admin Dashboard

The ability to dismiss Program Requests and Volunteer Applications on the Admin Dashboard has been added.



You will see an x icon next to the item. After an item has been dismissed it will still show on reports and on the user profile.

ADJ: Ability to hide location until registered

Staff now has the option to set if the location of an activity is hidden to participants or volunteers. This is setup on the activity profile → Basic info screen

Volunteer Options

Volunteer Sign Up Date ?

03/22/2018

Volunteer Feedback ?

One Day Participant

☐ Require Volunteer Assignment Approval from Staff ?

☐ Allow Volunteer to Sign Up for Multiple Assignments ?

☒ Allow Volunteer Waitlist ?

☒ Hide Place Unless Volunteer Registered ?

Participant Options

☒ Allow Registration ?

☐ Allow Waitlist ?

☒ Hide Place Unless Registered ?

Min Participants

Min Participants

Max Participants ?

2

Registration Opens: ?

03/22/2018

Registration Required by: ?

06/07/2018


Remove from Activity Cut Off Days ?

Remove Participant Registration Cut

Participant Registration Type ?

On the activity profile you will see a note when the place is hidden.



| Basic Info edit | |
|------------------------------|--|
| Status | Approved |
| Date | 06/07/2018  Add |
| Time | 09:00 AM - 03:00 PM |
| Place | A Great Place *Hidden unless participant or volunteer registered |

The place will still be visible on the admin calendar but is hidden on the public calendar. **Make sure to add a note to the activity description that the place is only shown to volunteers and participants that are signed up.

ADJ: Ability to unsubscribe from a specific email type of email on email

Emails now contain the type of email sent along with the option for a user to unsubscribe from the specific type of email. The

[Natural Areas Department](#)

[Engage](#)

[Manage Email Preferences](#)

If you no longer wish to receive Volunteer Reminder emails from Engage, [Unsubscribe from Volunteer Reminder Emails](#)

If you no longer wish to receive any emails from Engage, [Unsubscribe from All Emails](#)



An alert will also appear in the user's profile on the communication tab if the user has unsubscribed from all emails.

Jane Volunteer Has Unsubscribed From All Email

This user will not receive any future emails from Engage at this time.

To re-enable email, at the user's request, click the button below to edit opt-out preferences.

This will not resend any previous emails.

[Edit Email Opt-Out Preferences](#)

ADJ: Ability to configure # of days in the past Volunteers can enter Site Visits

Admins can now restrict the number of days in the past a volunteer is allowed to enter a site visit. This can be configured for the whole organization in the Organization Profile.

Site Visit Settings

☐ Record Prep Time ?

Site Visit Hours Alert Threshold:* ?

☐ Record Travel Time ?

Site Visit Days in Past ?

1 Day ▼

Current Day and Future Only

1 Day

1 Week

2 Weeks

1 Month

1 Year

Unlimited

Organization Access

Organization Readers

ADJ: Ability to turn Geographic Areas ON/OFF

Previously, users have been able to set preferred geographic areas and use geographic areas to filter the calendar. This functionality can now be turned on or off for your organization via the Organization Profile.

Geographic Area Settings

☒ Enable Geographic Areas ?

ADJ: Ability to update volunteer assignments when changing activity times

When updating the start/end times for an activity that has existing volunteer assignments, you will now be asked if you would like to update the assignments with the new times. After selecting 'Yes, Update': Start Time, End Time, and Hours Earned will all be changed to reflect the new activity times.

Update Volunteer Assignments

Would you like to update existing volunteer assignments with the new Activity time?

No Yes, Update

Visibility* ? Public

Publish Date ? 06/04/2018

End Time* ? 03:00 pm

If start/end times are updated and you choose not to update volunteer assignment times, a warning will be displayed on the Activity Profile with a 'Fix It' button that may be used to automatically make updates.

⚠ Warning! Assignment Times Don't Match Activity Time ×

This activity has assignments where times do not match the Activity time. [fix it](#)

A Fun Activity

Registrations: 0

Date: 07/01/2018

Time: 10:00 AM - 07:00 PM

Email All

Copy Activity

2 Unfilled Assignments ?
+ add add delete all Link

| Position | Description | Time | Hours | |
|----------|----------------------------|---------------------|-------|--|
| | A Fun Volunteer Assignment | 10:00 AM - 05:00 PM | 7.00 | |
| | A Fun Volunteer Assignment | 10:00 AM - 05:00 PM | 7.00 | |

Basic Info

| | |
|--------|---------------------|
| Status | Approved |
| Date | 07/01/2018 Add |
| Time | 10:00 AM - 07:00 PM |

ADJ: Company Groups

Admins utilizing the Company Groups feature can now edit Anniversary Dates via the Company Group Profile/Basic Info screen. An Inactive Date can also be added for groups that are no longer active.

_A Company Group

Basic Info

Group Name*

_A Company Group


Anniversary Date*

06/01/2018

Inactive Date



06/03/2018

Adding an Inactive Date will cause the Company Groups List page to display 'Inactive' next to a Company Group once this date is past. Additionally, there is a new link to 'Email Primary Contacts'. This link will open a new email with primary contacts from each active group pre-selected. Primary contacts from inactive groups and groups without a primary contact will be excluded.



Company Groups

Groups: 94
Volunteers in Groups: 3000

 email primary contacts
  new gr

Show 25 entries

Search:

| Group Name | Contact | Contact Email | Status | Volunteers |
|------------------|---------|---------------|----------|------------|
| _A Company Group | | | Inactive | 100 |
| _B Company Group | | | Active | 150 |

ADJ: Admins can denote feedback questions as required/optional

Feedback questions in Admin List Management can now be designated as 'Required' (vs Optional). All currently existing feedback questions have been defaulted to required. For 'multiple choice w/text' answer types, the comments text portion of the answer will not be required.

Questions for Volunteer Feedback

Manage the questions for the associated feedback.

 Copy Feedback
 Preview Feedback

Edit Question

Question Text: *

Answer Type: *

Text

☒ Answer Required ?

Cancel

Save

| Questions | |
|---|-------------|
| Question Text * indicates required question | Answer Type |
| | |

Misc. Adjustments & Bug Fixes

- ADJ: Add volunteers on the waitlist to the volunteer list when pulled for an activity
 - When there are volunteers on the waitlist they will be shown on the volunteer list pulled from the activity profile
- ADJ: New content section on Sign up page
 - A new content section was added to the sign-up page.
- Show site visit type on site visit profile
 - The site visit type is now displayed on the volunteer site visit profile screen
- Added ability to manage Gender List
 - The Gender List can be managed in list management.
- Added Validation on signup screen to ensure email address is valid
 - New validation was added to check to ensure that the email address provided is valid and in the correct format.
- Added Staff Notes to the activity Profile
 - There is a new panel on the activity profile to capture Staff Notes. These are only visible by admins on the activity profile.
- Fixed: Link on user history to feedback report
- Fixed: Admin calendar hiding unpublished activities
- Fixed: Departments showing 2x on Calendar filters
- Fixed: Program filter on Volunteer schedule showing site visits and shifts
- SPED Up Site Visit Details report when pulling for long date ranges