

VOLUNTEER  
**OPTIMISER**

Volunteer Resource Management

# VOOP

User Guide  
8 June 2021



VOOP

## Background

**VOOP** or **Volunteer Optimiser** is a resource optimisation platform that helps social service organisations to augment their volunteers and resources, streamline operations and digitise workflow.

VOOP

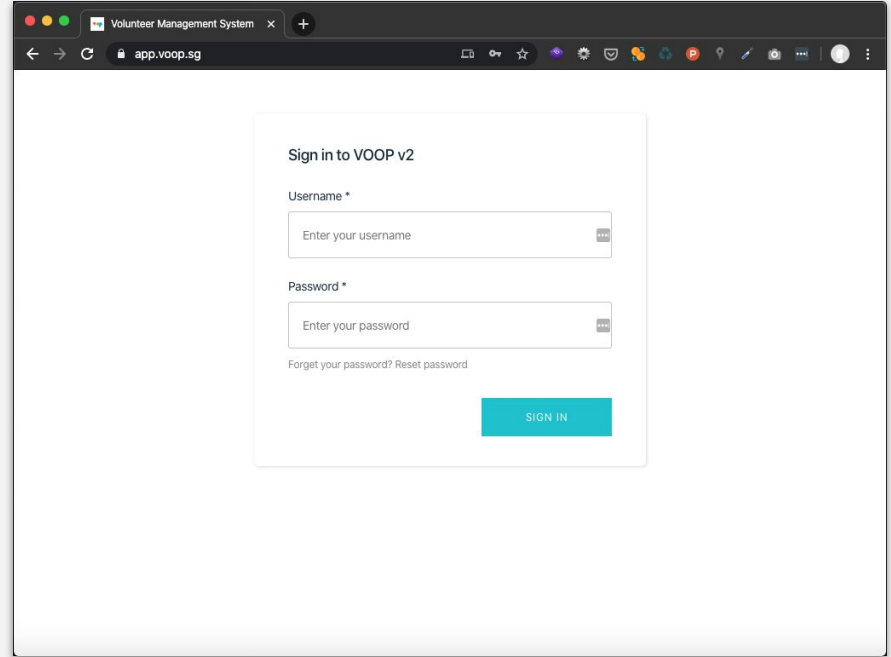
# Login



VOOP

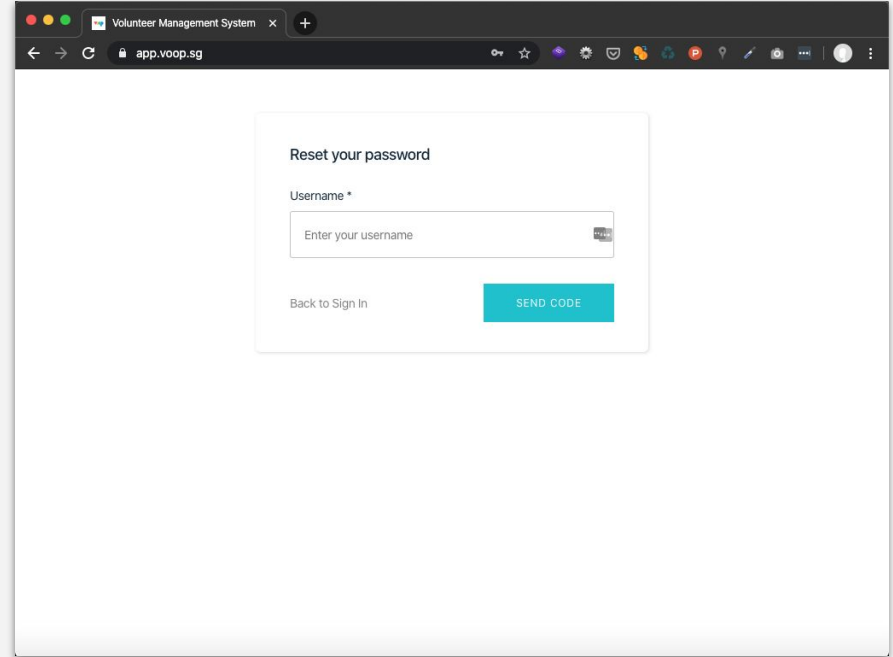
# Logging In

1. Open any web browser (Google Chrome preferred) & go to this website: **app.voop.sg**.
2. On the login page, enter your account credentials and click on **Sign In** button.



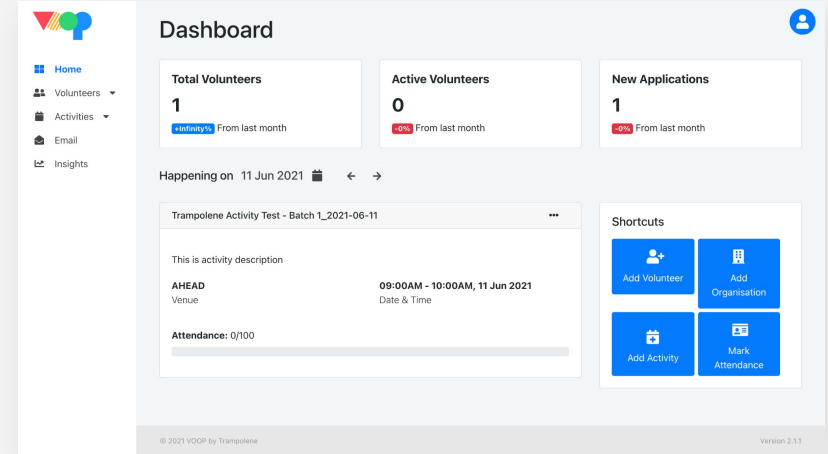
# Forgot Password

1. To reset your password, click on the **Reset password** button
2. Enter your username and click on **Send Code** to receive a token via email. Follow the instructions to complete the process.



# After Logged In

1. Upon logging in successfully, the Home page is loaded.
2. The navigation sidebar on the left contains access to different modules.
3. The upper right profile icon contains access to Kiosk and Log Out.



VOOP

# Add New Volunteer





# Registering Individual Volunteer

1. From the navigation sidebar, go to **Volunteers > Individual Volunteers**.
2. Click on **Add Volunteer** button to access the volunteer registration form.
3. Otherwise, click on **External Links > External Registration Form** for the form that can be used by the public.

The screenshot shows the 'Individual Volunteers' management page in the VOOP system. The page has a light blue header with the breadcrumb 'Home / Volunteers / Individual Volunteers' and a user profile icon in the top right. A left sidebar contains navigation options: Home, Volunteers (selected), Individuals, Groups, Organisations, Activities, Email, and Insights. The main content area features a title 'Individual Volunteers' and a toolbar with buttons for '+ Volunteer', 'External Registration Form', 'Volunteer Actions', and 'Delete Selected'. Below the toolbar is a table with columns for Name, Email Address, Mobile No., Address, Date Registered, and Status. The table contains one entry for 'Chi Kit Wong' with email 'chikit.wong@trampoline.org' and mobile number '92200715', registered on '2021-04-28' with a status of 'New'. A pagination bar at the bottom indicates 'Showing rows 1 to 1 of 1'.

Name ↑↓	Email Address ↑↓	Mobile No. ↑↓	Address ↑↓	Date Registered ↑↓	Status	
<input type="checkbox"/>	<input type="text" value="Enter Name..."/>	<input type="text" value="Enter Email Address..."/>	<input type="text" value="Enter Mobile No."/>	<input type="text" value="Enter Address..."/>	<input type="text" value="Enter Date Regi"/>	<input type="text" value="Enter Status..."/>
<input type="checkbox"/>	Chi Kit Wong	chikit.wong@trampoline.org	92200715		2021-04-28	New

# Register By Centre Manager

1. After clicking on **Add Volunteer** button, the internal volunteer registration form will be loaded.
2. Fill up the form and click on **Next Page** button at the bottom. Once all pages are done, click on **Add Volunteer** button to submit.

The screenshot shows the 'Volunteer Registration' page in the VOOP system. The page title is 'Volunteer Registration' and it includes a breadcrumb trail: 'Home / Volunteers / Individual Volunteers / Add Volunteer'. Below the title, there is a sub-header 'A. Personal Information [个人资料]' and a note: 'Simply follow the steps to create a new volunteer profile. Fields with (\*) are mandatory.' The form is divided into several sections: 'Official Use', 'Basic Information', 'Additional Information', and 'Declaration'. The 'Basic Information' section is currently active and contains the following fields: Name (姓名) \* (Please select dropdown, First Name [名字] text input, Surname/ Family Name [姓氏] text input), Date of Birth (出生日期) \* (dd-mm-yyyy [日/月/年份] text input), Gender (性别) (Please select dropdown), Nationality (国籍) (Please select dropdown), Identification No. [身份证号码] \* (NRIC/ Passport/ FIN No. text input), Marital Status (婚姻状况) (Please select dropdown), Race (种族) (Please select dropdown), Religion (宗教) (Please select dropdown), Address (地址) (Street Name & Block No. [街] text input, Unit No. [门牌号码] text input, Postal Code [邮政编码] text input), and Contact (联络资料) \* (Mobile Phone No. [手机号码] text input, Home Phone No. [电话号码] text input).

*Note: You can only see volunteers who are assigned to centre location, under **Preferred Location**, that you are in.*

# Register By Public

1. After clicking on **External Links > External Registration Form**, external volunteer registration form will be loaded.
2. This registration form does not require login and is accessible by the public.
3. Hence, you may share the url to anyone who is interested or on your corporate website.

**Trampoline Volunteer Registration**  
Simply follow the steps to create a new volunteer profile. Fields with (\*) are mandatory.

Basic Information | **Additional Information** | Declaration

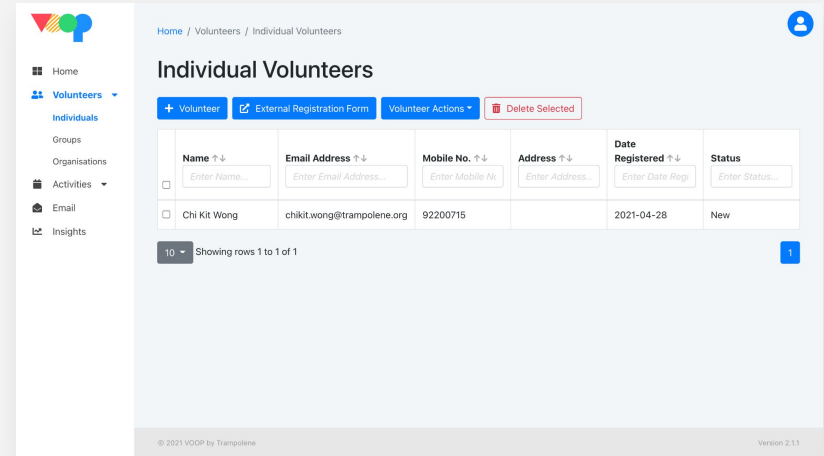
**A. Personal Information [个人资料]**

Name [姓名] *	<input type="text" value="Please select"/>	<input type="text" value="First Name [名字]"/>	<input type="text" value="Surname/ Family Name [姓氏]"/>
Date of Birth [出生日期] *	<input type="text" value="dd-mm-yyyy [日/月/年份]"/>	Gender [性别]	<input type="text" value="Please select"/>
Nationality [国籍]	<input type="text" value="Please select"/>	Identification No. [身份证号码] *	<input type="text" value="NRIC/ Passport/ FIN No."/>
Marital Status [婚姻状况]	<input type="text" value="Please select"/>	Religion [宗教]	<input type="text" value="Please select"/>
Race [种族]	<input type="text" value="Please select"/>	Street Name & Block No. [街道名称]	<input type="text" value="Unit No. [门牌号码]"/>
Address [地址]	<input type="text" value="Street Name &amp; Block No. [街道名称]"/>	<input type="text" value="Unit No. [门牌号码]"/>	<input type="text" value="Postal Code [邮政编码]"/>
Contact [联络资料] *	<input type="text" value="Mobile Phone No. [手机号码]"/>	<input type="text" value="Home Phone No. [电话号码 (家)]"/>	
	<input type="text" value="Email [电邮地址]"/>	<input type="text" value="Office Phone No. [电话号码 (工)]"/>	

Emergency Contact [紧急联络人]

# Verifying New Volunteer

1. After new volunteer is added to the system, her status will be shown as **New**.
2. Volunteer Manager can assign location to this new volunteer (if not assigned).
3. Centre Manager to verify the information provided by the volunteer, and set her status to **Probation**.



Home / Volunteers / Individual Volunteers

## Individual Volunteers

+ Volunteer External Registration Form Volunteer Actions Delete Selected

Name ↑↓	Email Address ↑↓	Mobile No. ↑↓	Address ↑↓	Date Registered ↑↓	Status	
<input type="checkbox"/>	<input type="text" value="Enter Name..."/>	<input type="text" value="Enter Email Address..."/>	<input type="text" value="Enter Mobile No."/>	<input type="text" value="Enter Address..."/>	<input type="text" value="Enter Date Regi"/>	<input type="text" value="Enter Status..."/>
<input type="checkbox"/>	Chi Kit Wong	chikit.wong@trampoline.org	92200715	2021-04-28	New	

10 Showing rows 1 to 1 of 1

© 2021 VOOP by Trampoline Version 2.11

# Group Volunteers

Put existing volunteers in groups, for better categorisation and management.

For example, you can have interest groups or group by area.

Volunteer can be added to multiple groups.

The screenshot shows the 'Group Volunteers' management page in the VOOP system. The left sidebar contains navigation options: Home, Volunteers (selected), Individuals, Groups, Organisations, Activities, Email, and Insights. The main content area is titled 'Groups' and includes buttons for '+ Group', 'Import', and 'Delete Selected'. Below these are two input fields: 'Group Name' and 'Group Description'. A table lists existing groups, with one row highlighted: 'Friday Exercise' with a description 'Volunteers for weekly exercise session' and 'No volunteers in charge'. The table has a 'Volunteer in charge' column. At the bottom, it shows 'Showing rows 1 to 1 of 1' and a user profile icon in the top right corner. The footer contains the copyright notice '© 2021 VOOP by Trampoline' and the version number 'Version 2.11'.

Group Name	Group Description	Volunteer in charge
Friday Exercise	Volunteers for weekly exercise session	No volunteers in charge

# Organisation Volunteers

Register organisation as one entity without having register each member as volunteer.

For example, 20 staff from Citibank volunteer as an organisation. You can create Citibank and put the 20 staff in it, without creating as volunteer one by one.

Home / Volunteers / Organisation Volunteers

## Organisations

+ Organisation External Registration Form Import Delete Selected

Organisation Name ↑↓	Organisation Type ↑↓	Coordinator ↑↓	Contact Number ↑↓	Group Size ↑↓	Date Registered ↑↓	
<input type="checkbox"/> Enter Organisation	<input type="text" value="Enter Organisation"/>	<input type="text" value="Enter Coordina"/>	<input type="text" value="Enter Contact"/>	<input type="text" value="Enter Group Si"/>	<input type="text" value="Enter Date Reg"/>	
<input type="checkbox"/> Alpha Company	Corporate			10	2021-04-29	<a href="#">Member List</a>

10 Showing rows 1 to 1 of 1

© 2021 VOOP by Trampoline Version 2.1.1

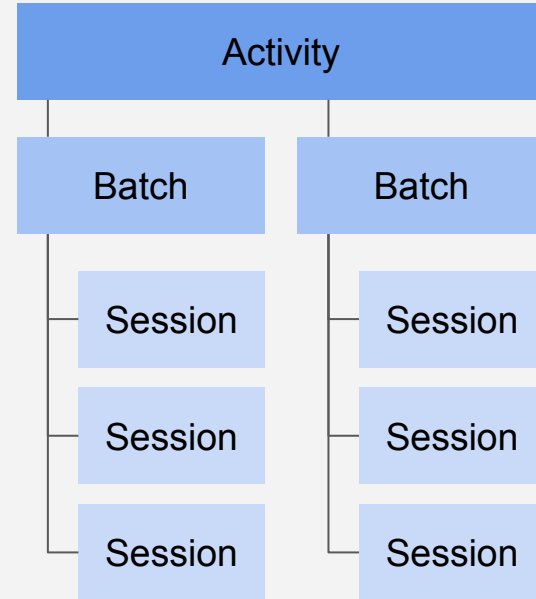
VOOP

# Create Activity

A large, white, stylized number '3' is positioned on the right side of the slide. The number is composed of two thick, rounded strokes, with the top stroke curving to the right and the bottom stroke curving to the left, meeting at a central point. The background is a solid, vibrant blue.

# Understand Activity Structure

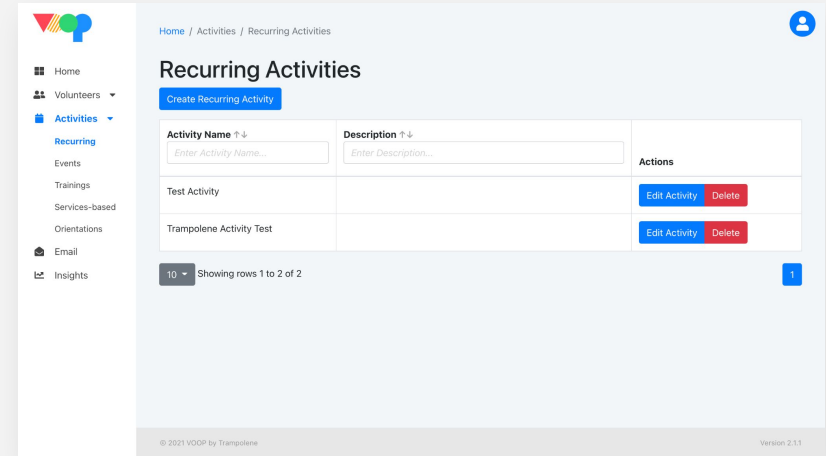
1. The structure of activity is like your favourite drama.
  - a. **Activity** - Game of Thrones
  - b. **Batch** - Season 1 to 5
  - c. **Session** - Episode 1 to 10





# Choosing Activity Type

1. From the navigation sidebar, go to **Activities > Recurring**, if you need to create repeating activity.
2. Go to **Activities > Events**, if you need to create one-off activity.
3. Go to **Activities > Trainings**, if you need to create training activity.



# Creating Activity

1. Click on **Create Recurring Activity**, you will see 3 tabs:
  - a. Activity Description
  - b. Batch Information
  - c. Session Information
2. Fill up the fields. Click on **Create Recurring Activity** to save the activity.

The screenshot shows the 'Create New Recurring Activities' page in the VOOP system. The page has a light blue header with a navigation breadcrumb: 'Home / Activities / Recurring Activities / Create New Recurring Activities'. On the left is a sidebar menu with options: Home, Volunteers, Activities (expanded), Recurring (selected), Events, Trainings, Services-based, Orientations, Email, and Insights. The main content area has three tabs: 'Activity Description' (active), 'Batch Information', and 'Session Information'. Under the 'Activity Description' tab, there are three input fields: 'Activity Title' with a placeholder 'Enter the activity title', 'Description', and 'Activity Tag' with a dropdown menu showing 'Please select'. A green 'Create New Recurring Activity' button is at the bottom right. The footer contains '© 2021 VOOP by Trampoline' and 'Version 2.1.1'.

# Adding Batch And Session

1. After creating the activity, it will show up on **Activities**.
2. Click on the activity name to view its details and the batch list. You can add new batch by clicking on **Add Batch**.
3. Click on the batch name to view its details and the session list. You can add new batch by clicking on **Add Session**.

The screenshot shows the 'Test Activity - Batch 1' page in the VOOP application. The page has a navigation sidebar on the left with options like Home, Volunteers, Activities, Recurring, Events, Trainings, Services-based, Orientations, Email, and Insights. The main content area shows the title 'Test Activity - Batch 1' and a '+ Add Session' button. Below this is a table titled 'Sessions' with the following data:

Session Name	Session Start Date & Time	Session End Date & Time	Venue	Address	Number of attendees	Visibility	Beneficiaries	Delete sessions
Test Activity - Batch 1_2021-06-03	Thursday, 03 June 2021 11:30 AM	Thursday, 03 June 2021 12:00 PM	YOU CAN	79 Ayer Rajah Crescent #01-06	0	Draft	8	Delete Session
Test Activity - Batch 1_2021-06-10	Thursday, 10 June 2021 11:30 AM	Thursday, 10 June 2021 12:00 PM	YOU CAN	79 Ayer Rajah Crescent #01-06	0	Draft	8	Delete Session
Test Activity - Batch 1_2021-06-17	Thursday, 17 June 2021 11:30 AM	Thursday, 17 June 2021 12:00 PM	YOU CAN	79 Ayer Rajah Crescent #01-06	0	Draft	8	Delete Session

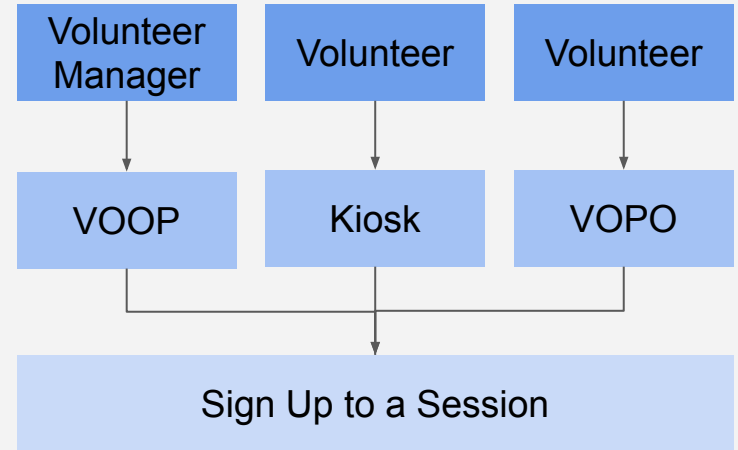
VOOP

# Participate

# 4

# Sign Up to a Session

1. There are 3 ways to sign a volunteer up to a session.
  - a. **On VOOP** - Volunteer Manager add the volunteer to the session
  - b. **On Kiosk** - Volunteer sign up for session at the centre
  - c. **On VOPO** - Volunteer sign up for session on mobile phone



# Add Volunteer to a Session

1. Go to the **Activity > Batch > Session** that you need to add volunteer to.
2. Click on **Add Volunteer**.
3. A pop-up will show to allow searching for volunteer(s) and click on the **Add Volunteer(s)**.

Home / Activities / Recurring Activities / test batch 3\_2021-06-10 / test batch 3 / test batch 3\_2021-06-10

test batch 3\_2021-06-10 Information

Roles Filled  
0/3 Trainers  
0/2 Assistant Trainers

Session Start Date & Time:  
Thursday, 10 June 2021 09:15 PM

Session End Date & Time:  
Thursday, 10 June 2021 10:15 PM

+ Add New Volunteers

Volunteer Info	Vol Count	Attendance	Roles
Showing rows 0 to 0 of 0			

© 2021 VOOP by Trampoline Version 2.11

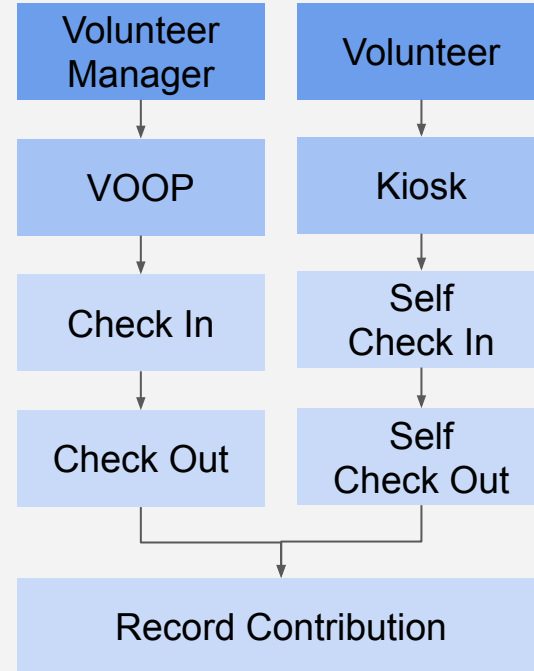
VOOP

# Attendance

5

# Recording Contribution

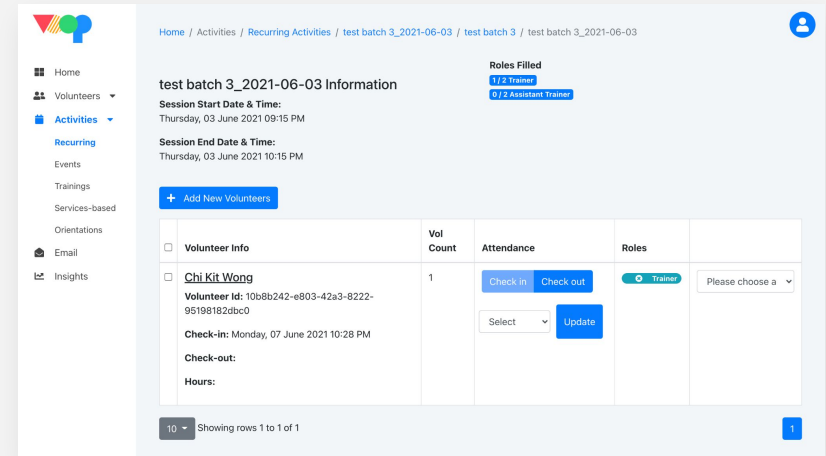
1. There are 2 ways to record the volunteer's contribution.
  - a. **On VOOP** - Volunteer Manager will check in/out the volunteer
  - b. **On Kiosk** - Volunteer will self check in/out





# Check In Volunteer

1. Go to the **Activity > Batch > Session** that you need to record the check-in date and time.
2. Look for the volunteer's name and click on the **Check In**.
3. The checked in date and time will be recorded.



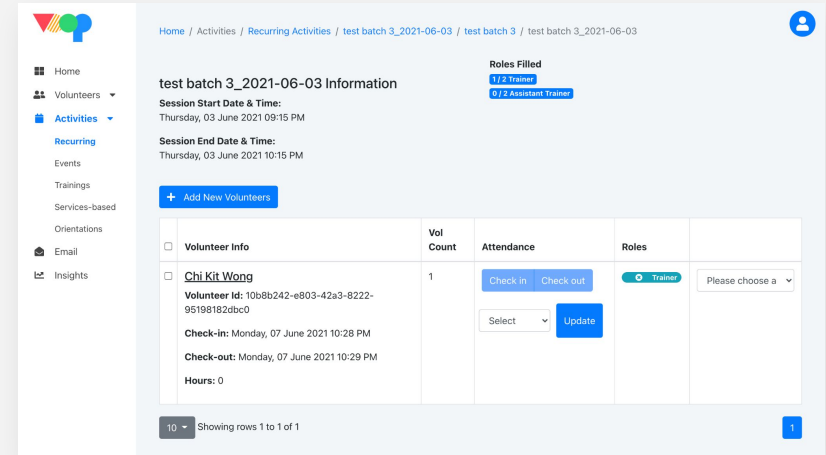
The screenshot displays the VOOP system interface for recording a volunteer's check-in. The breadcrumb trail at the top reads: Home / Activities / Recurring Activities / test batch 3\_2021-06-03 / test batch 3 / test batch 3\_2021-06-03. The main heading is "test batch 3\_2021-06-03 Information". Below this, the "Session Start Date & Time" is Thursday, 03 June 2021 09:15 PM, and the "Session End Date & Time" is Thursday, 03 June 2021 10:15 PM. A "Roles Filled" summary shows 1/2 Trainers and 0/2 Assistant Trainers. A blue button labeled "+ Add New Volunteers" is visible. The main content is a table with the following structure:

Volunteer Info	Vol Count	Attendance	Roles	
<input type="checkbox"/> <b>Chi Kit Wong</b> Volunteer Id: 10b8b242-e803-42a3-8222-95198182zbc0 Check-in: Monday, 07 June 2021 10:28 PM Check-out: Hours:	1	Check in <input type="button" value="Check out"/> Select <input type="button" value="Update"/>	<input checked="" type="radio"/> Trainer	Please choose a <input type="text"/>

At the bottom, a pagination control shows "Showing rows 1 to 1 of 1" and a blue notification icon with the number "1".

# Check Out Volunteer

1. Go to the **Activity > Batch > Session** that you need to record the check-out date and time.
2. Look for the volunteer's name and click on the **Check Out**.
3. The checked out date and time will be recorded.



The screenshot displays the VOOP interface for a specific session. The breadcrumb trail is: Home / Activities / Recurring Activities / test batch 3\_2021-06-03 / test batch 3 / test batch 3\_2021-06-03. The main heading is 'test batch 3\_2021-06-03 Information'. Below this, the 'Session Start Date & Time' is 'Thursday, 03 June 2021 09:15 PM' and the 'Session End Date & Time' is 'Thursday, 03 June 2021 10:15 PM'. A 'Roles Filled' summary shows 1/2 Trainers and 0/2 Assistant Trainers. A '+ Add New Volunteers' button is present. The main table lists the volunteer 'Chi Kit Wong' with a 'Vol Count' of 1. The 'Attendance' column shows 'Check in' and 'Check out' buttons, with a 'Check out' button highlighted in blue. The 'Roles' column shows a 'Trainee' role and a 'Please choose a' dropdown menu. The 'Check-in' and 'Check-out' times are both 'Monday, 07 June 2021 10:28 PM' and 'Monday, 07 June 2021 10:29 PM' respectively. The 'Hours' are 0. A 'Select' dropdown and an 'Update' button are also visible. The footer shows 'Showing rows 1 to 1 of 1'.

Volunteer Info	Vol Count	Attendance	Roles
<input type="checkbox"/> <b>Chi Kit Wong</b> Volunteer ID: 10b8b242-e803-42a3-8222-95198182zbc0 Check-in: Monday, 07 June 2021 10:28 PM Check-out: Monday, 07 June 2021 10:29 PM Hours: 0	1	Check in   <b>Check out</b> Select   Update	Trainee   Please choose a

# Edit Volunteer's Contribution

1. Go to the **Activity > Batch > Session** that you need to record the check-out date and time.
2. Look for the volunteer's name and click on the dropdown **Attendance** column.
3. Select the correct hours and click on the **Update**.

Home / Activities / Recurring Activities / test batch 3\_2021-06-03 / test batch 3 / test batch 3\_2021-06-03

**test batch 3\_2021-06-03 Information**

**Roles Filled**  
1/2 Trainer  
0/2 Assistant Trainer

**Session Start Date & Time:**  
Thursday, 03 June 2021 09:15 PM

**Session End Date & Time:**  
Thursday, 03 June 2021 10:15 PM

+ Add New Volunteers

Volunteer Info	Vol Count	Attendance	Roles	
<input type="checkbox"/> <b>Chi Kit Wong</b> Volunteer Id: 10b8b242-e803-42a3-8222-95198182zbc0 Check-in: Monday, 07 June 2021 10:28 PM Check-out: Monday, 07 June 2021 10:29 PM Hours: 2	1	Check in   Check out Select   Update	Trainer   Please choose a	

Showing rows 1 to 1 of 1

VOOP

# Kiosk

# 6

# Accessing The Kiosk

The Kiosk can be opened in 2 ways:

1. After logged in, click on the profile icon near the top-right, click on **Kiosk**.
2. On your browser, go to <https://app.voop.sg/kiosk> and log in using your account.

Mark Attendance

NRIC Date of Birth & Contact Number

Scan or type in your NRIC number

NRIC is required

Clear Submit

# Check-in

Depending on your setup, volunteers can check-in at the Kiosk via:

1. Type in NRIC number
2. Scan NRIC with barcode scanner
3. Enter Date of Birth and Contact Number

Mark Attendance

NRIC  Date of Birth & Contact Number

Enter your Date of Birth

Date of Birth is required

And your Contact Number

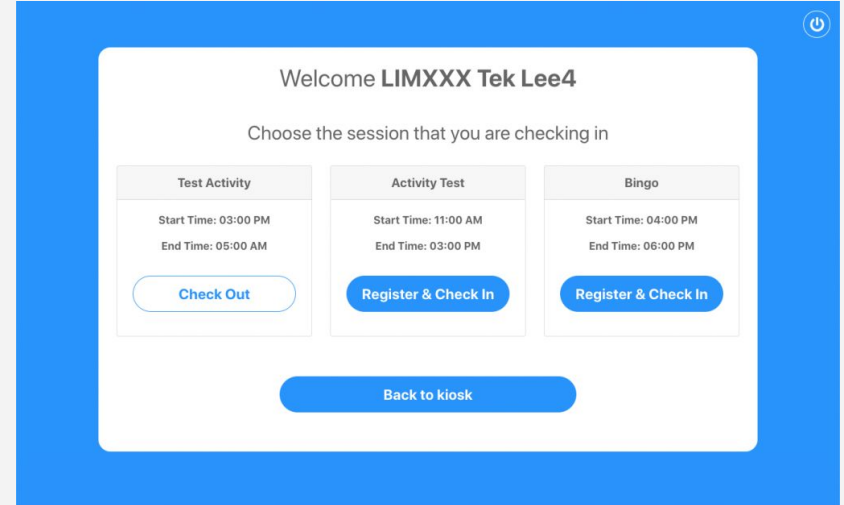
Contact number is required

Clear Submit

# Mark Attendance

Volunteer will now see activities that are happening today.

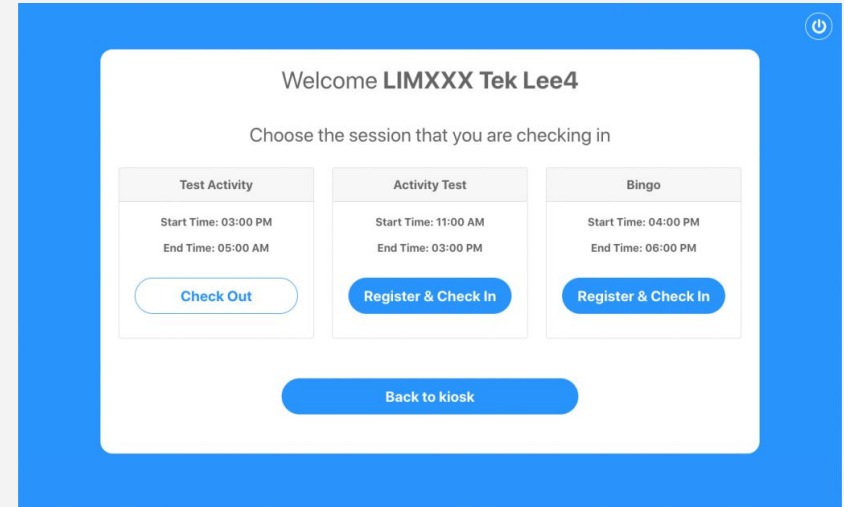
1. If volunteer is registered for the activity, just tap on **Check-in**.
2. If volunteer is not registered for the activity but would like to take part, tap on **Register & Check-in**.



# Check-out

To record an accurate contribution from volunteers, the system requires a check-out time.

1. Volunteer to type/scan her NRIC, or type in her Date of Birth and Contact Number.
2. Look for the activity that she'd wish to check-out
3. Tap on **Check-out**.





# Amending Attendance

Staff and Centre Manager can amend attendance and hour from the system.

1. From the navigation sidebar, go to **Activities > Recurring**.
2. Go to the activity session.
3. Look for the volunteer under the session to update her hours.

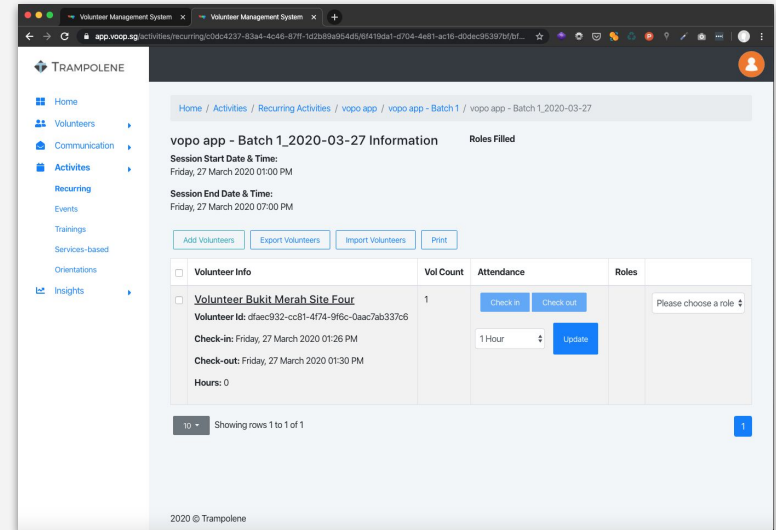
The screenshot shows the TRAMPOLINE Volunteer Management System interface. The navigation sidebar on the left includes Home, Volunteers, Communication, Activities, Recurring, Events, Trainings, Services-based, Orientations, and Insights. The main content area displays the following information:

- Home / Activities / Recurring Activities / vopo app / vopo app - Batch 1 / vopo app - Batch 1\_2020-03-27
- vopo app - Batch 1\_2020-03-27 Information** Roles Filled
- Session Start Date & Time: Friday, 27 March 2020 01:00 PM
- Session End Date & Time: Friday, 27 March 2020 07:00 PM
- Buttons: Add Volunteers, Export Volunteers, Import Volunteers, Print
- Table with columns: Volunteer Info, Vol Count, Attendance, Roles
- Table Row 1:
  - Volunteer Info: Volunteer Bukit Merah Site Four
  - Volunteer Id: cfaec932-cc81-4f74-9f6c-0aac7ab337c6
  - Check-in: Friday, 27 March 2020 01:26 PM
  - Check-out: Friday, 27 March 2020 01:30 PM
  - Hours: 0
  - Vol Count: 1
  - Attendance: Check in, Check out, 1 Hour, Update
  - Roles: Please choose a role
- Footer: 2020 © Trampoline

# Organisation Volunteers Attendance

As Organisation Volunteers are grouped as one corporate entity, self service at the kiosk is not available to them.

1. Go to the activity session.
2. Click on Add Volunteer.
3. Click on the Organisation Volunteers tab.
4. Search for the organisation name



VOOP

VOPO

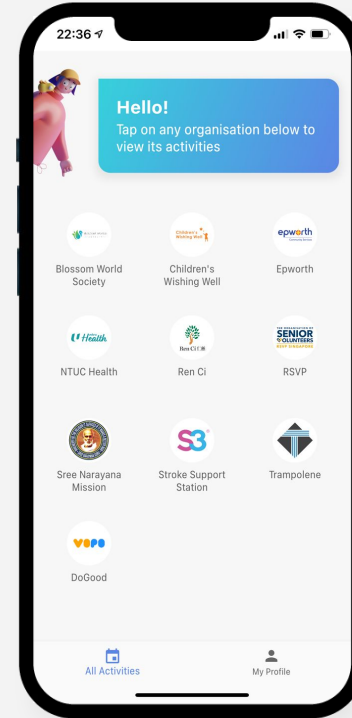


VOOP

# Volunteer Portal

We built VOPO to let volunteers browse and sign up for activities by themselves.

Volunteers can only sign up for published activities from organisations they are from. e.g. Jane is a volunteer at Trampoline. She could sign up for Trampoline's published activities, but not Renci's activities.



## Existing Volunteers

1. Your existing volunteers need to register an account on VOPO.
2. Register using the same **Date of Birth** and **Mobile Number** as per the record in VOOP.
3. The matching info would allow your volunteer to sign up for your published activities.

