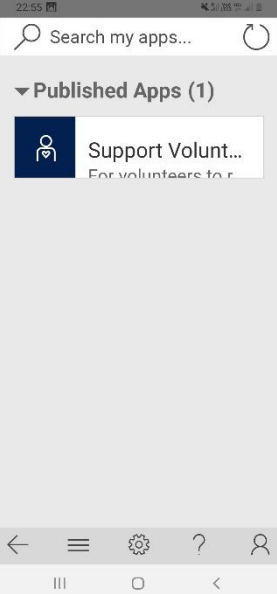
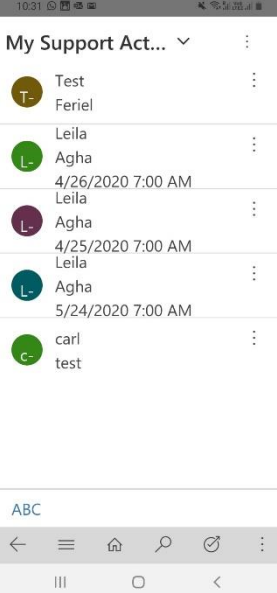


**Instructions for Volunteers on using the system to receive and record collection / delivery requests**

<p>1. Open the Dynamics 365 application on your mobile phone that you have installed</p>	
<p>2. Log in with the credentials you have been provided</p>	
<p>3. Select the 'Support Volunteers' box</p>	 <p>The screenshot shows the Dynamics 365 mobile app interface. At the top, there is a search bar labeled 'Search my apps...'. Below it, a section titled 'Published Apps (1)' is visible. A card for 'Support Volunt...' is highlighted, with a subtext 'For volunteers to r...'. The bottom navigation bar includes icons for back, home, settings, help, and profile.</p>
<p>4. Under the heading 'My Support Activities' you will see a list of Collection or Delivery requests that have been assigned to you.</p>	 <p>The screenshot shows the 'My Support Act...' screen in the Dynamics 365 mobile app. It displays a list of support activities with the following details:</p> <ul style="list-style-type: none"> <li>Test Ferial</li> <li>Leila Agha (4/26/2020 7:00 AM)</li> <li>Leila Agha (4/25/2020 7:00 AM)</li> <li>Leila Agha (5/24/2020 7:00 AM)</li> <li>carl test</li> </ul> <p>At the bottom, there is an 'ABC' filter and a navigation bar with icons for back, home, search, and refresh.</p>
<p>5. Select the first person from the list.</p>	

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

Surname\*

Amanda

Address

1 London RoadWatford WD18 9QD

Postcode

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Email

---

Phone

---

Help requested (for information ...)

Collect Prescriptions

Food Delivery

Emergency Food Parcel

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7. Carry out the request following the guidance via this link:  
<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.

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:**

22:59

Please update here before saving

Due Date

---

---

Urgent Follow Up

---

Comments\*

Please record here any useful information about this action and explain the reason for any referral request

No Contact

---

Health Concern

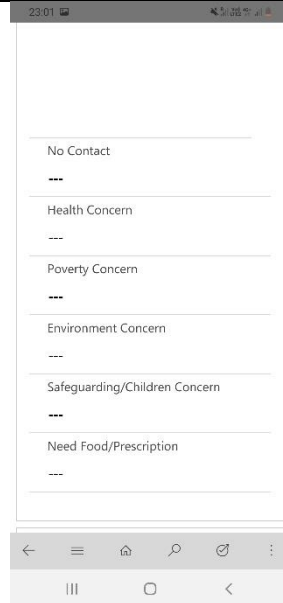
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9. Please also complete the fields under 'Please update here before saving'.

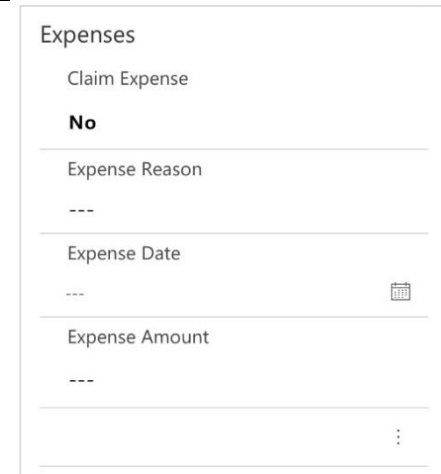
If you have a concern, or if further help is required, please change the relevant section to 'yes'. Include information about this concern in your notes (see point 8 above)



A screenshot of a mobile application interface showing a list of concern categories. The categories are: No Contact, Health Concern, Poverty Concern, Environment Concern, Safeguarding/Children Concern, and Need Food/Prescription. Each category has a three-dot menu icon to its right. The time 23:01 is visible at the top left.

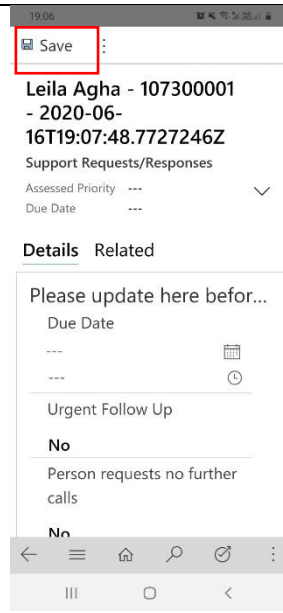
10. To submit your expenses claim for this request, in the 'Expenses' field, change 'Claim Expense' to 'Yes'. Select from the drop down the reason for claiming in the 'Expense Reason field', select the date that you undertook the request for which you are claiming the expense for and type in the amount.

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.



A screenshot of the 'Expenses' form in the mobile application. The form includes fields for 'Claim Expense' (set to 'No'), 'Expense Reason', 'Expense Date' (with a calendar icon), and 'Expense Amount'. A three-dot menu icon is visible at the bottom right of the form. The time 19:06 is visible at the top left.

11. Select 'Save' at the top of the screen and the request will disappear from your list.



A screenshot of the mobile application interface showing the 'Save' button highlighted with a red box. Below the button, the request details are displayed: 'Leila Agha - 107300001 - 2020-06-16T19:07:48.7727246Z'. The 'Support Requests/Responses' section shows 'Assessed Priority' and 'Due Date' with three-dot menus. The 'Details' section is expanded, showing 'Please update here before...' with 'Due Date' and 'Urgent Follow Up' fields. The 'Urgent Follow Up' field is set to 'No' with the text 'Person requests no further calls'. The time 19:06 is visible at the top left.