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MEMBERS AND VOLUNTEERS WEBSITE (MAVS) USER GUIDE

mavs.vinnies.org.au

Prepared by: MAVS Project Team

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Welcome

Welcome to the new Members and Volunteers Website (MAVS)

This new system is designed to provide a refreshed website for Members and Volunteers to view news, articles and events in your area. Once you create your account and log-in you will also be able to view non-public documents in a secure environment. In addition to this you will now be able to complete your learning and manage your own profile in one place.

One feature of this MAVS Website is that you will be able to update some of your personal details such as your address and emergency contact details.

Please Note: To update your phone number or email address, you will need to email mavs.support@vinnies.org.au.

The website is a platform for resources, applying for new opportunities within the society and completing onboarding tasks.

Members and Volunteers can now perform the following within the MAVS website.

1. *Create an account and register (this is a once only requirement and after the initial account has been set up, you will simply enter your email address and password to sign-in)*
2. *Manage your own Profile*
3. *Completing your learning*
4. *Applying for other volunteer opportunities*

1. How to create your Account

All Member and Volunteers are required to create an account when using our new MAVS Website for the first time. This is to ensure your account is secured and will be aligned to the existing details we currently have on file for you. You will only be required to do this once.

1. Please click on the following link: https://mavs.vinnies.org.au/
2. Click on '**Login or Create Account**' button located at the top right-hand corner *(fig 1)*
3. Click on **'Login with existing Account or Create an Account'** *(fig 2)*
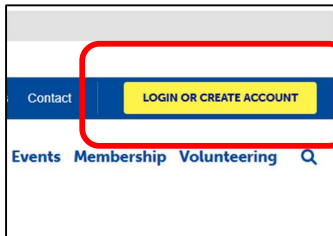4. Click on the **'Create an Account'**

Figure 1

Figure 2

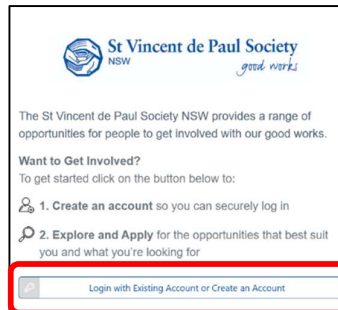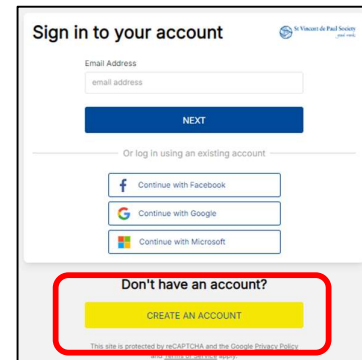*Figure 3*

Note: *For the next step, it is important to use the email address we have on file for you. If you are unsure, please contact a staff member or email mavs.support@vinnies.org.com to confirm before creating an account.*

5. Type your email into the **'Email Address'** text box field and click on **Continue with Email** *(fig 4).* You will be sent a 6-digit code to this email address, which you will need to enter.
6. Enter your First and Last Name, create a password and confirm your password and click on **Create my account**. *(fig 5)*
7. Type your **'Mobile Number'** in the mobile field and click send code. *(fig 6)*. You will be sent a 6-digit code to this number, which you will need to enter.
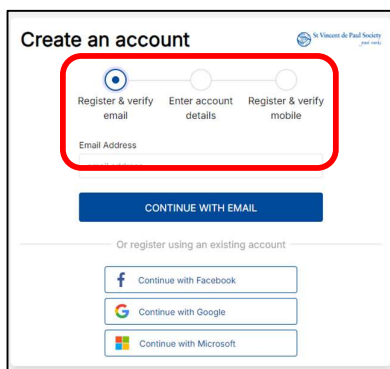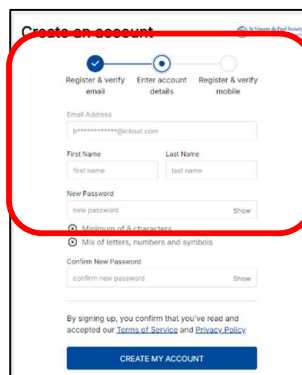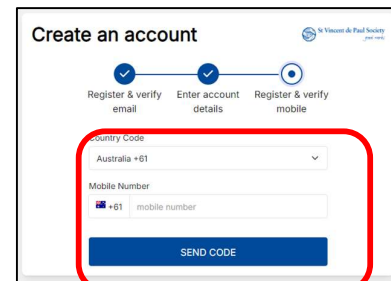

Figure 4

Figure 5

Figure 6

Note: *If you miss the time for the verification code or it does not arrive in your phone, then click on **"Resend Code"** below the **"Verification Code"** text box. If you have issues with the verification codes, please email mavs.support@vinnies.org.au.*

You will now return to the Website which becomes personalised with your name, you will also have access to Quick Links containing links to Your Profile and your Learning. *(Fig 7)*
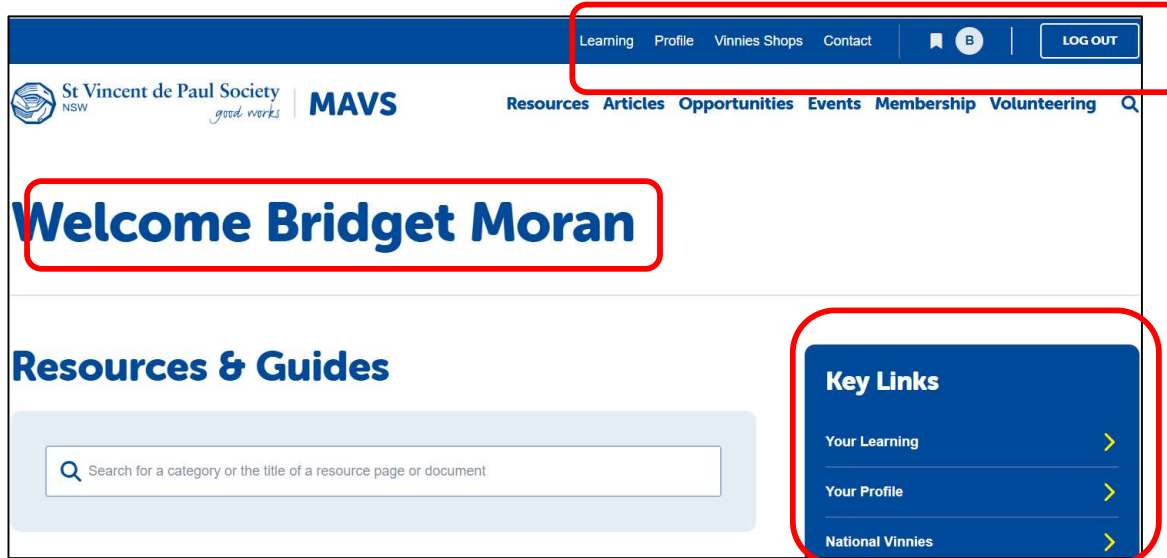
Figure 7

8. Click on 'Profile'. (*Fig 7*) It will ask you to log in again by clicking on the 'Login with Existing Account or Create an Account' Button. (*Fig 8*) Enter your email and Password and Click Next. *Fig 9*).
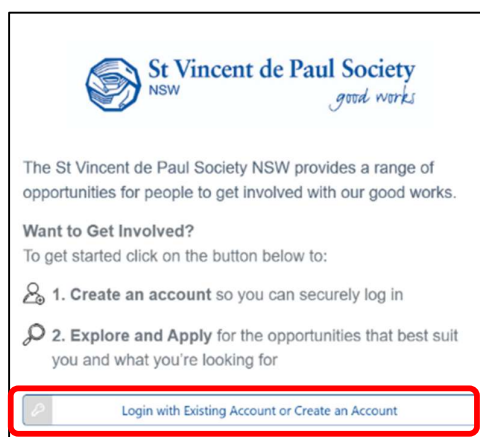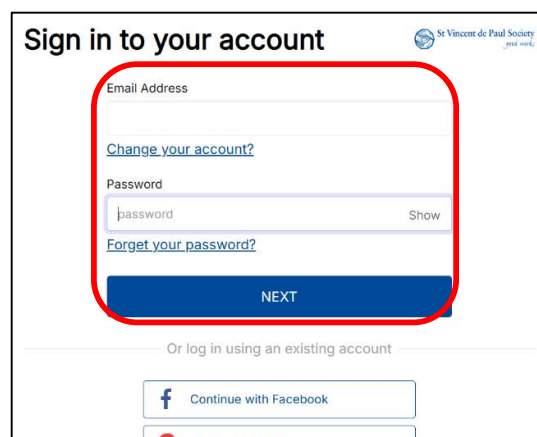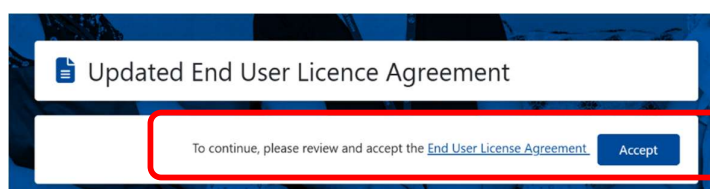

Figure 8

Figure 9

(We are trying to remove the additional sign in option between the Website and Accessing your profile).

9. Click on the link to read and then **'Accept'** the End User Licence Agreement.

Congratulations you have now successfully set up your account!

If you are having difficulty creating your account, please see the Frequently Ask Questions at the end of the document, contact us at mavs.support@vinnies.org.au for assistance or speak with your local regional office staff.

2. Logging in to your account

Once you have created your account you can log in simply by using the below steps:

1. Please click on the following link: **www.mavs.vinnies.org.au**
2. Click on '**Login**' button located at the top right-hand corner *(fig 1)*
3. Enter your email address under **Sign in to your account.** *(fig 2)*
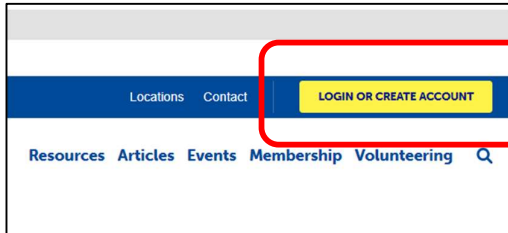4. Enter your Password and press **Next**. *(fig 2)*
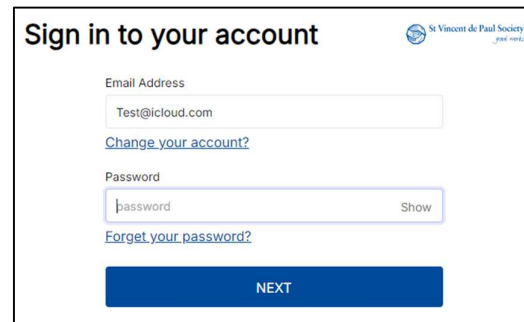

Figure 1

Figure 2

5. You should now be taken back to our MAVS Website logged in to your account. You will notice changes: *(fig 3)*
   - The website is now personalised
   - The Login button has now changed to a log out function on the top right-hand of the screen
   - You can access your profile and learning several ways. There are extra menu options on the top blue ribbon for your Learning, your Profile or by selecting the round circle with your initial in it. *(fig 3)*
   - When you select Learning or Profile, you maybe prompt to sign in again. We are working on removing the additional log in.
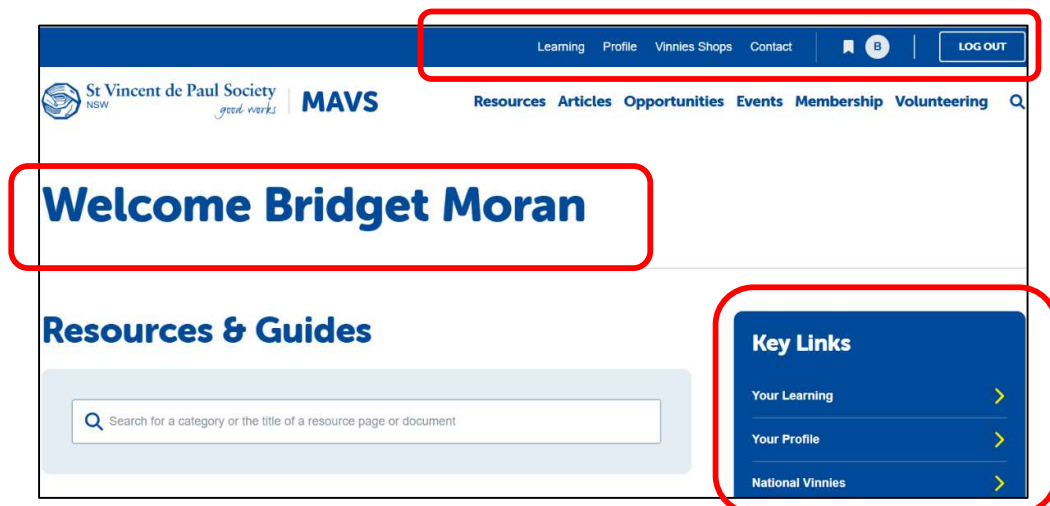

Figure 3

If you are having difficulty creating your account, please see the Frequently Ask Questions at the end of the document, contact us at mavs.support@vinnies.org.au for assistance or speak with your local regional office staff.

3. Accessing your Profile and Menu options

Once you have logged into your account you will see extra options on the top blue ribbon for Learning and your Profile *(fig 1)*.

To access your profile, please follow the below steps:

1. Please click on the **Profile** Option *(fig 1)* located on the top blue ribbon.
2. You will be asked to enter your email address under the Sign in to your account menu. *(fig 2)*
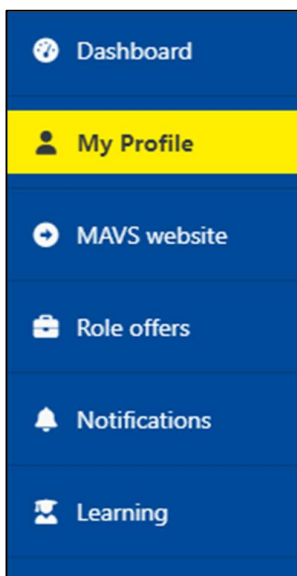3. Enter your Password and press Next. *(fig 2)*

Figure 1

Figure 2

You should now be on your Profile page and have the menu on the left which includes the below options *(fig 3)*:

Figure 3

Dashboard: you can view your active member and/or volunteer position/roles

My Profile: you can access and update your update your personal information i.e. address, emergency contact details and fill in Working with Children Check details. If you wish to update your email address or mobile, please do so by emailing mavs.support@vinnies.org.au.

MAVS Website: a quick link back to the MAVS Website. You can access resources, news articles and events

Role Offers: Seek and apply for other opportunities available within the Society.

Learning: Access to complete Learning modules, including compliance learning.

If you are having difficulty creating your account, please see the Frequently Ask Questions at the end of the document, contact us at mavs.support@vinnies.org.au for assistance or speak with your local regional office staff.

4. Accessing and Overview of Learning

Once you have logged in to your account you will see extra options on the top blue ribbon for Learning *(fig 1)*.

To access your profile, please follow the below steps:

1. Please click on the **Learning** Option *(fig 1)* located on the top blue ribbon.
2. You will be asked to enter your email address under the Sign in to your account menu. *(fig 2)*
3. Enter your Password and press Next. *(fig 2)*

Figure 1

Figure 2

Once you are on your Learning page you will be able to see the learning courses assigned to you. You should see a list of compliance courses and Optional learning courses. The courses you need to do will show Status as **Incomplete** or **Expired**. Click on the 'Start' button next to the training module you wish to do. *(fig 3)*

NOTE: *We advise that when you are completing a course to complete it in full as there is no save function to come back to the same part of the course, where you left it.*
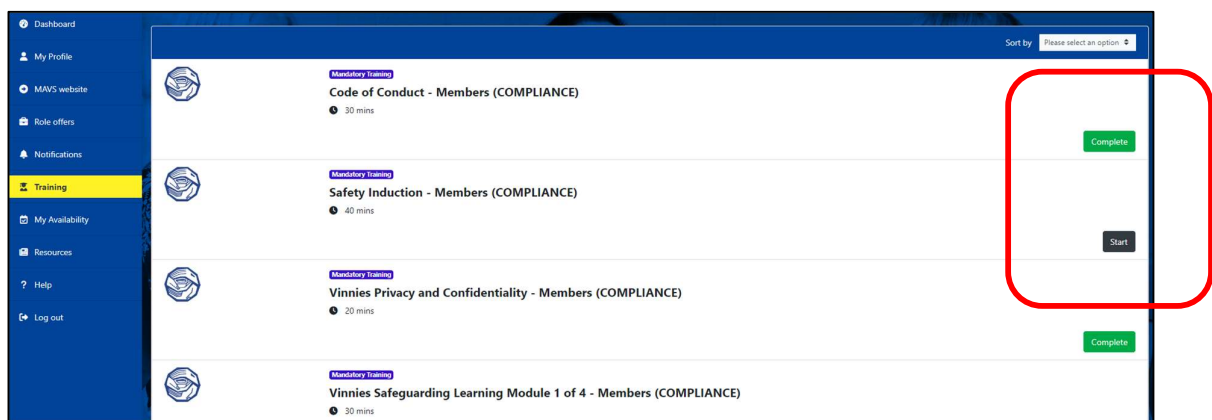

Figure 3

NOTE: *If you have no compliance learning assigned to your account, it might be that you have created your account with an incorrect or a new email address. Please contact us at mavs.support@vinnies.org.au if this is the case so we can assist with amending your email address and making sure the correct training is assigned.*

Compliance and Optional Learning

Some **Compliance courses** include:
- Vinnies Code of Conduct
- Vinnies Safety Induction
- Vinnies Safeguarding Learning Module
- Vinnies Privacy and Confidentiality
- Vinnies Diversity and Inclusion
- Vinnies Bullying and harassment

Some **Optional courses Include:**
- Djurali Part 1 – First Nations Cultural Awareness
- Djurali Part 2 – An Ongoing Journey
- Modern Slavery
- Disability Awareness

An example of start to finish of a Learning Module

In the below example, we have chosen our Code of Conduct. These instructions may vary depending on the module.
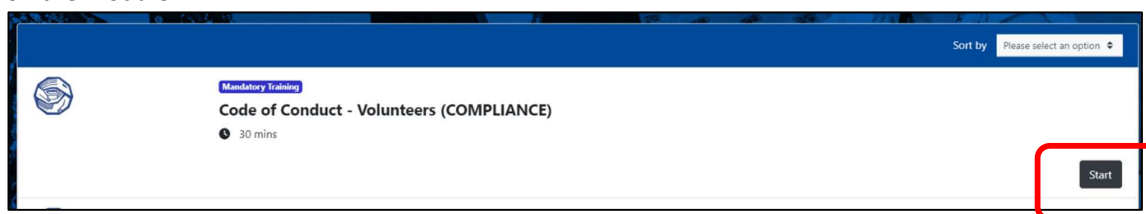

Figure 4

Continue until the module is complete. As you complete each module contained within the course, each of the circles next to each module will fill in to complete the circle until you reach the end. *(fig 5).*

You may need to download the relevant policy to read and acknowledge you have read and agree. Please do this by clicking on the link, which will download a copy to your computer. Once you have completed this you will need to go back to the module to tick the box. (this is you signing off electronically)

Continue to scroll down until you see the phrase, '**You can now exit this module.'** *(Fig 5)* The Exit course button is up the top right-hand corner of the screen *(fig 5)*
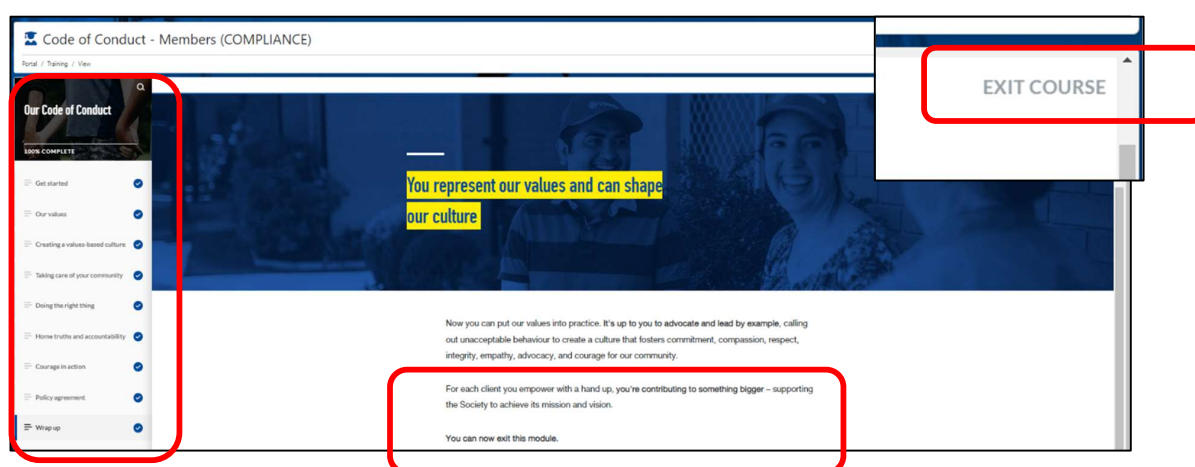

Figure 5

If you are having difficulty accessing or completing your learning, please contact us at mavs.support@vinnies.org.au.

5. Overview of Website and Resources

Our new public Member and Volunteer Website is great place to direct new potential Member and Volunteers to find out more about the Society and the Opportunities we have available. *(fig 1)*

Resources, news, articles and some events will be accessible, as well as pages that contain an overview of Membership and Volunteering.

As a member or volunteer, once you have logged in to the website you will be able to search and view the full range of Resources, New, Articles, and Events as well as access your account. *(fig2)*
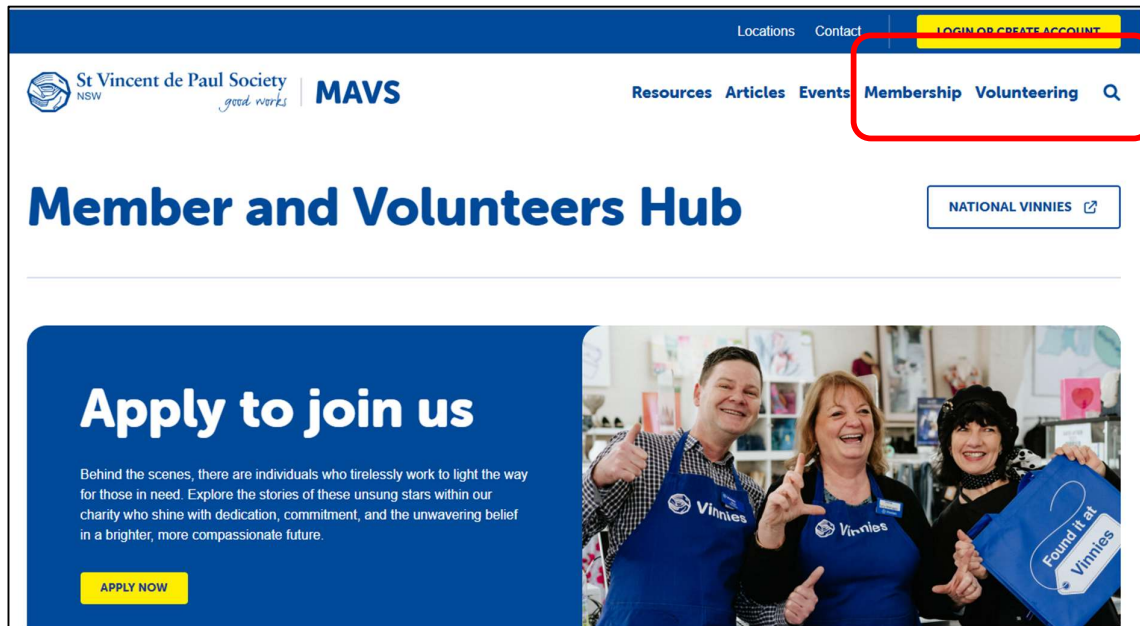
Public View

Figure 1

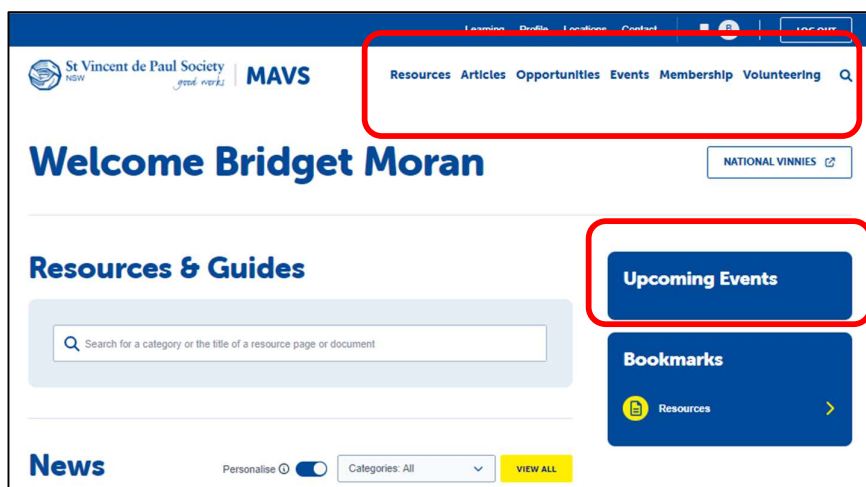### *Member and Volunteer Logged in View*

Figure 2

6. Member and Volunteer Website FAQs

Please see below frequently asked questions or Issues that may arise when accessing the Member and Volunteer Website including your Profile and Learning.

Internal Error

If you receive an internal error, please follow these steps to troubleshoot:

Try Again:
If you were trying to log in, please click the "Log In" button once more. Occasionally, a second attempt resolves the issue.
Clear Your Browser Cache:
Sometimes cached data can cause issues. Clear your browser's cache and try again.

Logging In with social media options

We advise not to use the social media functions. When you create an account for the first time and use one of the social media tiles: Facebook, Gmail or Twitter. You will need to log in using the same function each time you log in to your account.
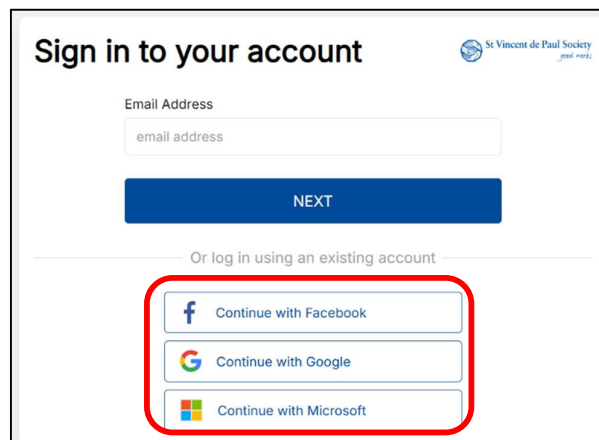
No compliance learning in your account

If you find once you have logged in and navigated to your training page and don't see any compliance training (**Code of Conduct, Child Safe Learning, Safety induction and privacy and Confidentiality**) this means that you may have 2 accounts. One with an old email that you may have used to completed learning in our old system. If this is the case, please email mavs.support@vinnies.org.au and we can get this this fixed and the correct learning allocated.

Reminder to log in to the website to find resources

If you can't see certain resources or news articles on the Member and Volunteer Website it maybe that you haven't logged into your account. Due to privacy, we have most of our resources hidden from the public site and are accessible once logged in.

Need to update Email or Mobile number

Please email mavs.support@vinnies.org.au to have your mobile or email address details updated. This is because we use a 2-factor authentication security to protect your information. Our team will confirm once updated to make sure you can log in.

Verification Code Issues when Creating Account

If you miss the time for the verification code or it does not arrive in your phone, then click on **"Resend Code"** below the **"Verification Code"** text box. If this doesn't work or you are still experiencing issues with the verification codes, please email mavs.support@vinnies.org.au.

If you have any questions or have any issues when accessing the Member and Volunteer Website, please email mavs.support@vinnies.org.au.