Guide to the Volunteer Hub for users

Logging in

Visit [communities.rsc.org](http://communities.rsc.org)

Click Log in, either in the tool bar on the top right or the information box

You will be redirected to the RSC Members’ area ([members.rsc.org](http://members.rsc.org)) for verification

Insert your membership number and RSC Members’ area password and click log in. (please follow the links if you have forgotten your membership number or password)

Once logged in, you will be returned to the front page of the RSC Volunteer Hub
My Profile/Settings

Make your first task on the hub to visit your profile and check your settings by clicking on your initials in the top right of your screen and then clicking on your name or ‘profile’ in the drop down that appears.

The ‘My Profile’ page contains lots of fields that you can edit with your information if you wish, but these are optional.
You should however click ‘my account’ and check the settings in the sections listed below.

Privacy Settings

Your profile is visible to other users of the Volunteer Hub. Please select which information you are happy for others to see. By default your address, phone number, email address and work details are set to ‘only me’ and you will be the only user able to see them on your profile. You can set each piece of information listed to My Contacts (other members of the hub with whom you have ‘connected’), Members Only (only members of the hub), Public (available to everyone who visit the hub – whether they are a member of a community or not) or Only Me. Hit ‘Save changes’ once complete.
System, Community, Participation, and some other messages are routinely sent to users. These are always sent to your profile inbox on the Volunteer Hub. By default, they are also emailed to your preferred email address (by default this is the email address associated with your RSC membership). Select “no” below to opt-out of receiving certain emails per your preferences. You will always receive these messages in your profile inbox regardless of these settings.

You can also set these emails to go to an alternative email address, but we do not recommend this. This does not affect the email address in your profile on the volunteer hub. Changing your email address in any area of the Volunteer Hub does not update anywhere else or change the email address that RSC will contact you on.
Community Notifications

Select how often you want updates on the discussion taking place in the communities you are part of – Real time, Daily Digest or No Email – from the drop down.

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Your Community/Communities

These can be found clicking on ‘Communities’ in the tool bar and selecting ‘My Communities’ from the drop down list. This will show you all the Volunteer Hub communities you are a part of.
The communities you are part of should correspond to your volunteer role e.g. Treasurers, Top of the Bench Organisers.

For the pilot everyone will be a member of ‘RSC Volunteer Hub Pilot Community’ in order for you to give us feedback, post questions about how the site works, things you like, things you dislike and ideas you have for changes or features that you would like to see.

Click on a community name to see the page for that community.

Accessing documents
The Volunteer Hub has links to a lot of documents. Those relating specifically to your community can be found on the library tab of your community page.

More general documents can be found in the ‘Toolkits & Resources’ and ‘Learning and development’ sections, which can be accessed by returning to the ‘Home or ‘Member Home’ pages via the links in the toolbar.
Once in a library you will need to click on the document you wish to access to open an information panel, then click on the description of the document in that panel to open it.

Starting a discussion and asking a question

You can start a discussion or ask a new question by clicking the ‘Add’ button on the Community Home tab or the ‘Start New Thread’ button on the Threads tab.
Choose how often to receive emails related to your post – Real Time, Daily Digest or opt out.

Please choose how you would like to receive messages for this Discussion:

- Real Time - One email for each message
- Daily Digest - One email containing all posted messages from the previous day
- I would like to opt-out of receiving email messages

Choose if you want to post an ‘Open-ended Discussion’ or ‘Question to be answered’. Give your discussion or question a subject/title and choose if you want links (URLs for webpages) to show a review or not. Then type your text into the box provided.
You can choose to Post, schedule, Save as Draft or Cancel your discussion or question.

Any problems or question please contact the Networks Team – networks@rsc.org