

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:

<input type="checkbox"/>	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	tetz Korn4999@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.

The screenshot shows three help cards. The first, 'Account Required', explains that registering for activities and volunteer projects requires an account and includes a 'Create Account' button. The second, 'Get Started', lists instructions and videos on how to: create a profile, login, reset a password, and add Offero to an iPhone home screen. A green arrow points to the 'Get Started' card. The third, 'Contact Us', provides a link to email for additional help.

Offero Volunteer System Help & Training

The screenshot shows a 'Volunteer Manual' card. It states that the manual explains basic tasks like how to edit a profile, sign up for an activity, remove oneself from an activity, and sign up for a site visit. A 'Help Manual' button is present. A note at the bottom states: '*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

The screenshot shows a page titled 'Additional Help & Training Topics'. It lists several categories of help topics:

- 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:

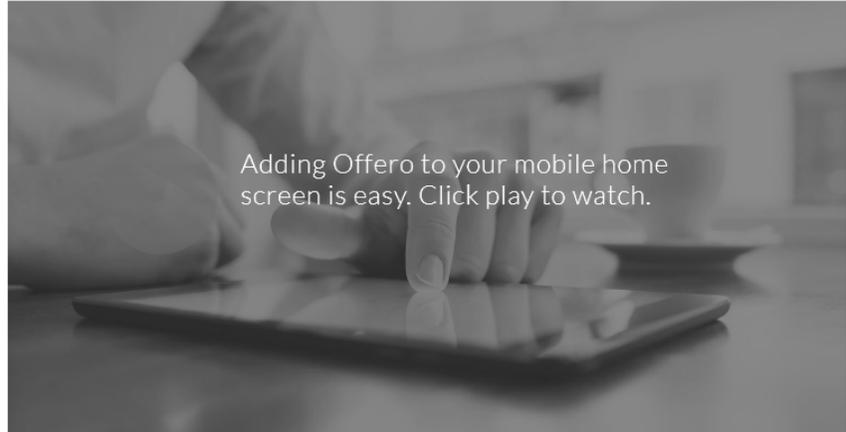
Add Offero to your iPhone Home Screen

◀ 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:*

Program:

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.

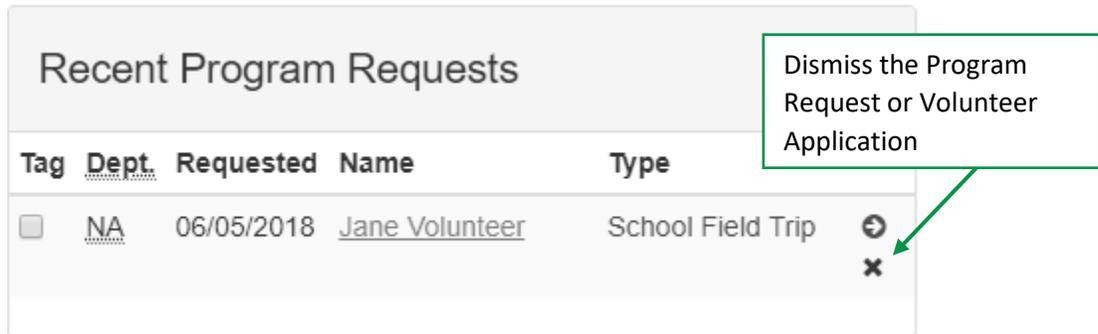
User Email List

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

Report Output:

NEW: Ability to dismiss items on Admin Dashboard

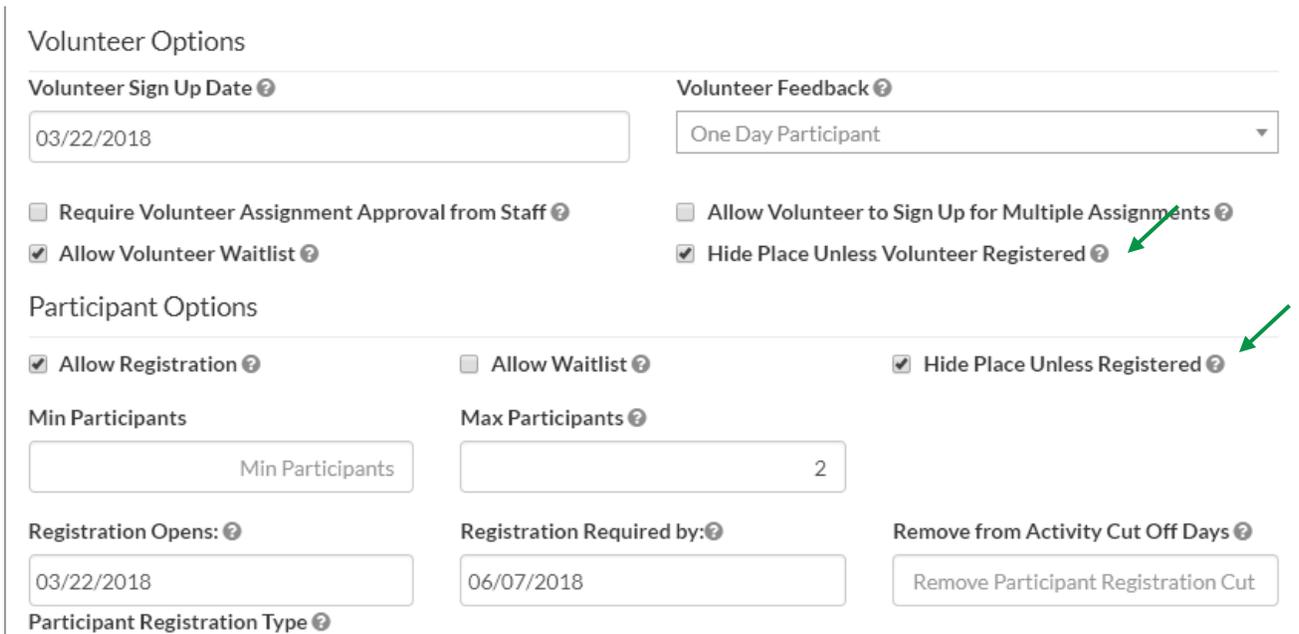
The ability to dismiss Program Requests and Volunteer Applications on the Admin Dashboard has been added.



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



The screenshot shows a settings form with two main sections: "Volunteer Options" and "Participant Options".

Volunteer Options:

- Volunteer Sign Up Date: 03/22/2018
- Volunteer Feedback: One Day Participant
- Require Volunteer Assignment Approval from Staff
- Allow Volunteer Waitlist
- Allow Volunteer to Sign Up for Multiple Assignments
- 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

Green arrows point to the "Hide Place Unless Volunteer Registered" and "Hide Place Unless Registered" options.

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 ?

Record Travel Time ?

Site Visit Hours Alert Threshold:* ?

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

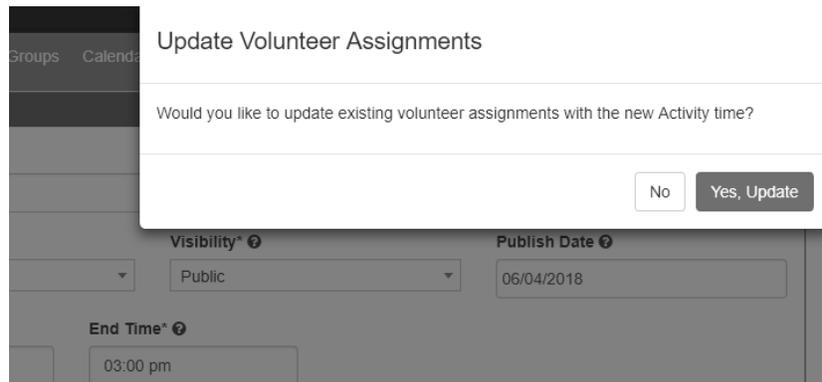
Previously, users have been able to set preferred geographic areas and use geographic areas to filter the calendar. This functionality can now be turned on or off for your organization via the Organization Profile.

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.



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 help needed text

Position	Description	Time	Hours	
All	A Fun Volunteer Assignment	10:00 AM - 05:00 PM	7.00	edit copy delete
All	A Fun Volunteer Assignment	10:00 AM - 05:00 PM	7.00	edit copy delete

Basic Info

edit

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* [edit](#)
06/01/2018

Inactive Date [edit](#)
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 ✉ email primary contacts new gr

Groups: 94
Volunteers in Groups: 3000

Show 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

Copy Feedback
 Preview Feedback

Manage the questions for the associated feedback.

Edit Question

Question Text: *

Answer Type: *

Answer Required

Questions

Question Text * indicates required question	Answer Type
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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