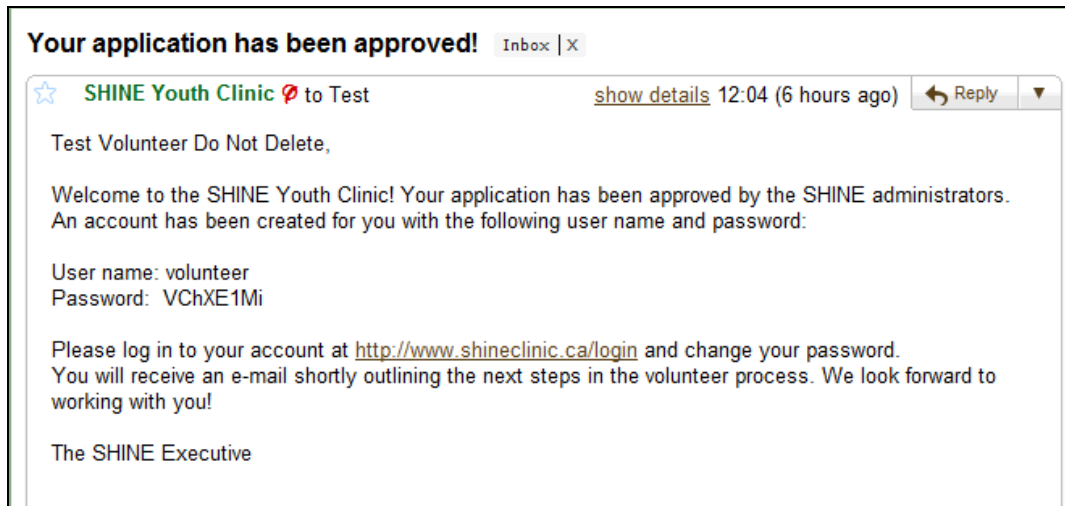


The 2009 Guide to Volunteering with SHINE

1. Accessing your SHINE account:

If you haven't already, find the email outlining your acceptance. Following the instructions, log into your account at <http://www.shineclinic.ca/login> and change your password.



Whenever you log into your SHINE account, you should see the following screen. If you get lost, click on the **Dashboard** link to return to this page at any time.

The screenshot shows the SHINE Dashboard. At the top left, it says "SHINE Dashboard". In the top right, there are links for "Dashboard" and "Log out". Below this, it says "Welcome, Test Volunteer Do Not Delete! (Not you? [Login here](#))". There are two buttons: "Change your password" and "Retire your account". Below these is a section titled "Set Your Availability" with links for "September", "October", "November", and "December". The main part of the dashboard is a calendar for "September 2009". The calendar shows days from Sunday to Saturday. The 24th and 25th are highlighted in yellow, and the 24th has a "2p - 6p SHINE Shift" scheduled. The 27th and 28th also have "2p - 6p SHINE Shift" scheduled.

Things to note:

- **Retire your account**- clicking on this option will make your account invisible to SHINE. Choose this if you no longer want to work as a clinic volunteer. You may un-retire your account at any time.
- **Set your availability**- as explained in training, you are by default set to be available for SHINE shifts every weekend. The website may send you an email offering shifts for any weekend for which you are available. *While you are free to decline these offers, it wastes the server's time every time an offer has to sit in an inbox. Please set your availability as accurately as you can and save yourself yet another email to read.*

2. Setting your Availability

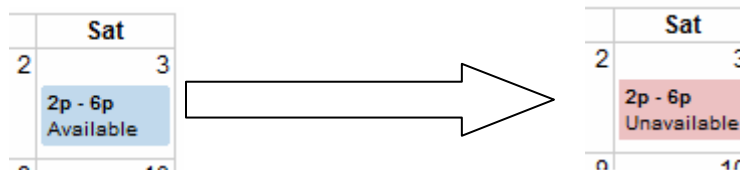
Every Saturday shows an available shift (note red circle). If you wish to modify your availability for a given Saturday, click on the shift.

Availability
Please set your availability by clicking on the events in the calendar.

< today **October 2009** >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

The shift will change colours from blue to red, and the text will read “unavailable”.



Want to change it back? Click again. Go through as much of the year as you can and set your availability.

Telling the server you are available means just that—you are available. Being available doesn't mean you will be scheduled for that shift, only that you may be offered that shift. You can still say no after you are offered a shift.

3. Accepting or Declining a Shift

At some point, the server will contact you by email to offer you an upcoming shift at SHINE.

SHINE Admin has offered you an open spot for the event "SHINE Shift" SHINE X

☆ Dub5 to Volunteer [show details](#) Sep 10 Reply

SHINE Admin has offered you a spot to the next SHINE shift on Saturday, September 12 at 02:00PM.

It is strongly recommended you attend this shift if you are available. To attend, go to your dashboard here: <http://www.shineclinic.ca/member>

If you do not accept the shift in a timely manner, your spot will be given to someone else.

This service is provided by Dub5 on behalf of the SHINE Youth Clinic.

At this point in time, you are not officially scheduled for this shift, nor expected to show up at SHINE for this shift. What this email does mean however is that you have 24 hours to log into your account and choose to accept or decline this shift. ***If you do not accept a shift within 24 hours, the server will assume you are not interested and email the next person in line.***

Here's the interface you'll see when you click on the link and log in:

[Dashboard](#) | [Log out](#)

Welcome, [username]!
(Not you? [Login here](#))

[Change your password](#)

[Retire your account](#)

SHINE Dashboard

You have been scheduled to work 1 shift.

Note: We strongly urge you to accept scheduled shifts. If you are unable to do so, please decline as soon as possible so that someone else can be scheduled in your place.

[SHINE Shift](#) - September 26 2009 at 02:00 PM

< **September 2009** >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5

[September](#)
[October](#)
[November](#)
[December](#)

Set Your Availability

Notice the big box at the top offering you a shift? This is your chance! Click the **Attend** button before 24 hours passes.

Or maybe you forgot to change your availability (tsk tsk). **Decline** the shift and the server will email the next person in line.

Remember, if you don't accept or decline the shift within 24 hours, the server will automatically assume you are unavailable and decline for you. If you received an emailed shift offer but did not see the above Accept/Decline notice on your dashboard upon logging into your account, this is likely because the offer has already expired.

4. How to know if you really (actually, definitely) have a shift:

The screenshot below is from the **Dashboard**. Notice the SHINE Shift boxes every Saturday? Notice the nice pink and blue boxes around them? Repeat after me: "They Mean Nothing".

20	21	22	23	24	25	26
						2p - 6p SHINE Shift
27	28	29	30	1	2	3
						2p - 6p SHINE Shift
4	5	6	7	8	9	10
						2p - 6p SHINE Shift

Upcoming Events

[SHINE Shift](#) - October 10 2009 at 02:00 PM
You are attending this shift.

More importantly, please note the Upcoming Events section that tells you exactly what you want to know: there is a shift on October 10 at 2pm, and you are attending—aka, be there! Moreover (new and improved feature here) you can now decline a shift that you've previously accepted by hitting the **Decline** button.

FAQs

- **I accepted a shift by accident when I intended to decline! What do I do?**

A change here from previous procedures: Go back to your dashboard and note the Upcoming Events section. The box should tell you that you are attending this shift. Hit “Decline” and you’re off the hook. Easy. Of course, if you’re planning on declining a shift 24 h before the shift starts, it’d be common courtesy to email your faculty rep (check out that **Contacts** page) to let them know so they can find a substitute.

- **I declined a shift by accident! What do I do?**

Again, our programmers haven’t added an ‘undo’ feature yet. You’ll have to wait ‘til the next time you’re offered a shift.

- **Can I change my email address for my SHINE account?**

Yes and no. The address you used on your SHINE application is permanently linked to you and will be the address the server uses contacts you. If you need to, set up that account to forward to an email account you plan on checking more regularly. However, you can email your faculty rep to see if they can change your address on their contact list.

- **What if I don’t want to volunteer with SHINE anymore?/I’m doing an internship in Hinton and out of town for the next three months. How do I stop getting shift offers?**

Check out the first page of this guide. You can always choose to **retire** your account if you wish to no longer be offered shifts.

- **No, really, what do the pink and blue boxes around the SHINE shifts on my dashboard mean if they have nothing to do with whether or not I’m working that week?**

If you must know, pink boxes indicate when you were unavailable, blue when you were available. As noted earlier, available doesn’t mean that you are working a shift. Ignore the colours on your Dashboard, really. They don’t mean anything...

- **So, if I go to my dashboard and I see a bunch of blue SHINE shifts every Saturday on my calendar, but haven’t gotten an email offer of a shift, haven’t accepted a shift, and don’t have an Upcoming Events section telling me that I’m attending a shift, I don’t have a shift?**

Correct! You are now a SHINE expert! Collect a star and 20 coins! More seriously, hang tight—we haven’t forgotten about you. You will be offered a shift, eventually. We promise.