Galaxy Digital: Instructions for the Agency

United Way of Manistee County

231.723.2331

[www.uwmanistee.org](http://www.uwmanistee.org)

Signing Up Your Agency:

1. Visit [www.uwmanistee.galaxydigital.com](http://www.uwmanistee.galaxydigital.com) and sign up as an individual user following the steps in the Volunteer Instruction Manual

* Once you have your own profile on the site, you can sign up your agency

1. Log out of your personal account and return to the main page (www.uwmanistee.galaxydigital.com)
2. Click the sign up button at the top again. This time around follow that by clicking the text at the top that says ‘Want to sign up your agency?’
3. Fill out the agency sign up form and click ‘Request Account’ at the bottom.

* When you request an account the United Way of Manistee County is notified and will have to approve your account before you can post needs or events.

1. Part of setting up your agency profile is **selecting your causes**. This is very important because each user will also be asked to select their causes when setting up their profile. As you post needs through your agency in the future, your causes will be matched up with the causes of users on the site.

Setting Up Your Profile:

Once your account is approved you can manage your agency by clicking the ‘My Agency’ tab at the top of the page.

**Under your agency profile page there is a red box titled ‘Agency Manager’s Toolbox’. You can reference this at any time for help with managing your profile.**

1. Under the ‘Edit’ tab you have the ability to upload a logo, add basic information (hours of operation, website link, contact information, *changing your causes,* etc.), provide descriptions of who you are and what you do, and link social media.

* Agency Managers: If there is more than one person that manages your agency, they can create a personal account on Galaxy Digital and be added as an agency manage from this page. (Click the star to change the primary manager)
* Every time you make a change be sure to save your work by clicking the ‘Update Agency Info’ button at the bottom.

1. Under the ‘Needs’ tab you have the ability to view all of your needs (past [grey] and future [light green]). From there you can click ‘edit’, ‘responses’ or ‘view’ for each individual need.

* Exporting Responses/Needs: When you click on these buttons at the top your need information will be exported to an excel spreadsheet.
* Need Links: This can be found at the very bottom of the page. From here you can copy a link to a page of all your needs which you can then share on social media.

\*\* There is also the ability to add a new need on this page. See the next section to learn how to Add a New Need.

1. The ‘Events’ tab is set up the same as the ‘Needs’ tab with the only exception being that it is for the events your agency has set up.
2. Under the ‘Stats’ tab you can view your total number of fans and page views. **To get a detailed list of who your fans are please contact the United Way of Manistee County.**

* This page also shows active need responses and active need hours.

1. Under ‘Time Tracking’ you have the ability to approve or deny hours that your volunteers have submitted into the system (the way the site is currently set up makes it so submitted volunteer hours go through automatically, but depending on how the site setup changes this feature may be important in the future)

* On this page you can also manually enter hours for your volunteers. Since volunteers have the ability to enter their hours from their own profile, this is only necessary if they are not tracking their own hours and you as the agency want a record of volunteer hours.

1. The ‘Check- In’ tab allows you to check volunteers in and out of a need individually or all together in a list. *The purpose of this feature is to automatically record hours for the volunteer without them having to put it in manually*. There is a check-in option available for each need which you can provide to your volunteers at a volunteer opportunity, however, this is something that a volunteer cannot access through their individual profile. Therefore, it is up to the agency whether or not this feature is used.

Posting Needs

A need is something that an agency can post when they need a volunteer. This is where users go to find volunteer opportunities. Galaxy Digital makes it possible to get really specific when creating a need.

1. Under the Needs tab click ‘Add New Need’
2. Create a title & detailed description for the need. This is what users will see when deciding whether or not they want to volunteer for that specific opportunity.
3. The Duration box is very important depending on how you want to schedule a need. You can make it as general or specific you want

* Ongoing: This is the most general option and allows volunteers when signing up to just select any days when they might be free.
* Runs Until: Allows you to set a date, capacity and number of hours and allows the volunteer to know when they are specifically needed.
* Happens On: This also allows you to set a date, capacity and number of hours.
* Custom Shifts: This lets you set as many shifts as you want, on any date, for any amount of time. When signing up, the volunteer will see check boxes next to the time and dates of shifts that they can click on.
* Recurring Shifts: This is for when you need volunteers for a shift that is repeated daily, weekly or monthly.

1. Setting age requirements and indicating whether a volunteer opportunity is outdoors or wheelchair accessible is important to include when creating a need. This is because users are notified of needs based on what fits their profile.
2. Setting Interests & Abilities is also very important because when the interests you select for a need match the interests of a volunteer, it notifies them of the opportunity.
3. Additional Notification Recipients: Turn this on if you as the agency manager want to receive email notifications when the need gets a response.
4. If you have a waiver or terms and conditions that a volunteer needs to agree to, you can choose to upload a file. Then, when signing up for that need, a volunteer will have to check a box saying that they agree.
5. Click ‘Create Need’

**For a video that walks you through creating a need, visit the Agency Manager’s Toolbox**

\*\* If you want to duplicate a need or a create a need that is similar to one that already exists, you have the ability to clone the need and make any necessary changes to it without deleting the original need that was posted. Just click ‘Clone Need’ after it has been created.

Posting Events

Events allow agencies to promote things that they have going on, and also allow volunteers to RSVP so agencies can get a head count on how many people are attending. Posting events is separate from posting needs.

1. Under the Events tab click ‘Add New Event’
2. Fill out the form provided, making sure to enable RSVPs if that is something you would like.
3. When all of your information is entered click the ‘Create Event’ button

Messaging Responders

To message those who respond to any one of your needs, click the ‘Need’ tab at the top.

* Click the ‘Response’ option under the Need you are interested in
* To email all users that have responded check the box at the top so select all of them OR to only email some users manually check the box next to the name of the users that you would like to contact
* Click the ‘Message Responders’ button at the top.

This option will open a window that will allow you to send messages to your volunteers for a specific need from you through the site.

**Note:** As site managers, The United Way of Manistee County has access to many different types of reports (Agency Summary Reports, Need Reports, Needs Viewed, Volunteer Hours etc.). All of this information can be sent to agency managers any time that it is requested.

* To get a full list of reports that can be given contact The United Way of Manistee County.

If you have any questions about using this site contact The United Way of Manistee County by **phone** (231.723.2331) or **email** ([lisa@uwmanistee.org](mailto:lisa@uwmanistee.org), [rose@uwmanistee.org](mailto:rose@uwmanistee.org), [tea10@albion.edu)](mailto:tea10@albion.edu)).