

General Volunteer FAQs

Will there be a MyOS app?

Yes, there will be an app coming! While we wait for the app to go live, you will be able to access MyOS on your chosen browser on desktop or mobile.

What has changed in shift reporting?

- Only one shift report (no driver report!)
- Only the Shift Leader can complete the shift report. The Shift Leader is assigned when rostering.
- New impact questions to help us gain better insights into your amazing impact!

What happens if I forget to check in or out?

We understand this is a new feature, so don't stress if you forget during shift. You can still retrospectively check in and out within 2 hours of the start or finish time. Your Shift Leader will also be able to check you in and out if you need a hand.

Is MyOS replacing WhatsApp?

No, you should still communicate with your team via WhatsApp. MyOS is only replacing the functionalities of Volaby.

When can I access the user manual and MyOS training resources?

When you log into MyOS, you'll be able to access the MyOS User Guide, training recordings and eLearning modules via your Volunteer Resource Hub. You'll also have the opportunity to book in 1:1 support, submit support requests and share your ideas for improvement.

Need to know more? Email us at:
volunteer@orangesky.org.au or
volunteer@orangesky.org.nz

General Volunteer FAQs

Will I need to complete the onboarding training modules again?

No, you won't need to complete the online training modules again. All your completed training will carry over, so there's no need to go through the approvals process again.

What do I need to do if I am rostered as the 'Shift Leader'?

If your Team Leader rosters you as the Shift Leader, you will see the shifts you are leading on your MyOS Dashboard under 'Shifts I am Leading'. As the Shift Leader you will complete the shift report and can help your team check in and out.

MyOS

Leader FAQs

Will there be a MyOS app?

Yes, there will be an app coming! While we wait for the app to go live, you will be able to access MyOS on your chosen browser on desktop or mobile.

What has changed in shift reporting?

- Only one shift report (no driver report!)
- Only the Shift Leader can complete the shift report. The Shift Leader is assigned when rostering.
- New impact questions to help us gain better insights into your amazing impact!

What happens if a volunteer forgets to check in or out?

Volunteers can retrospectively check in and out within 2 hours of the start or finish time. The Shift Leader will also be able to check volunteers in and out. We recommend reminding the team to check in and out during start and end of shift huddles.

Will my existing rosters be in the new system?

Team rosters that have already been published in Volaby (up to October 31st (AU) and November 6th (NZ)) will be transferred to MyOS. We recommend taking a screenshot of your completed team rosters past that date to make it easier to reflect in MyOS. To help with the transition, make sure to communicate any changes on or around October 16 with your team directly via Whatsapp.

How will volunteers be alerted that they are rostered?

Rosters are automatically published in MyOS, however, volunteers are not alerted immediately when added to a roster. A shift reminder email is sent 1 month, 14 days & 48hrs prior to the shift start time. They do not need to confirm shift acceptance, but they can withdraw.

Need to know more? Email us at:
volunteer@orangesky.org.au or
volunteer@orangesky.org.nz

MyOS

Leader FAQs

How will I know if volunteers withdraw from a shift?

Volunteers can withdraw from a shift anytime up until 47hrs prior to the shift start time. You will not receive an alert when a volunteer withdraws, however, you can see via the roster in MyOS. A volunteer cannot withdraw 47hrs prior to shift and will instead be prompted to contact their Team Leader to advise they cannot attend.

When can I access the user manual and MyOS training resources?

When you log into MyOS, you'll be able to access the MyOS User Guide, training recordings and eLearning modules via your Volunteer Resource Hub. You'll also have the opportunity to book in 1:1 support, submit support requests and share your ideas for improvement.

Need to know more?

Email us at volunteer@orangesky.org.au (AU) or volunteer@orangesky.org.nz (NZ)