

## 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.

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## 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.