

OrangeSky

MyOS

USER GUIDE



YOUR MYOS GUIDE

This guide will help you explore **MyOS**, Orange Sky’s volunteer management system, for the first time.

This Guide will go over the key features of MyOS, including:

GETTING STARTED	2
Logging In.....	2
Reset your password.....	3
Navigating MyOS.....	3
Your MyOS Dashboard.....	4
YOUR PROFILE	6
Complete your profile.....	6
Your profile photo.....	7
Notifications.....	7
LOGISTICS	8
Training.....	8
My Shifts.....	9
Incident Report.....	9
My Availability.....	10
RESOURCES & OPPORTUNITIES	11
The Resource Hub.....	11
Volunteer Opportunities.....	11
Shift Leaders: Reporting.....	12
MYOS SUPPORT	13

GETTING STARTED

Logging In

How to log in for the first time

You will receive an email invitation from Rosterfy, which powers Orange Sky's volunteer management system, **MyOS**. It should look like this welcome email below. Please use the link in this email to complete your registration process.

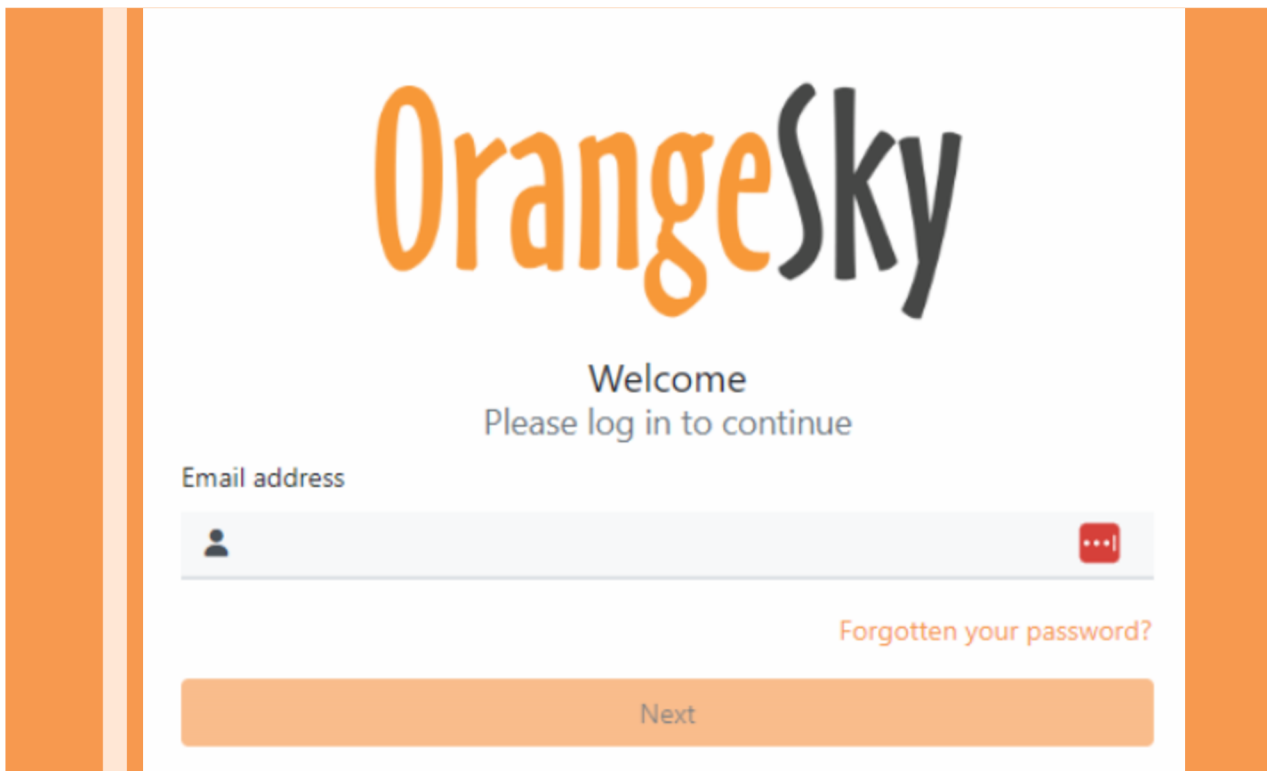


Once you have registered and created a password using your invitation, you can visit the following web page at any time to login to your **MyOS Dashboard**:

<https://orange-sky.rosterfy.co/login>

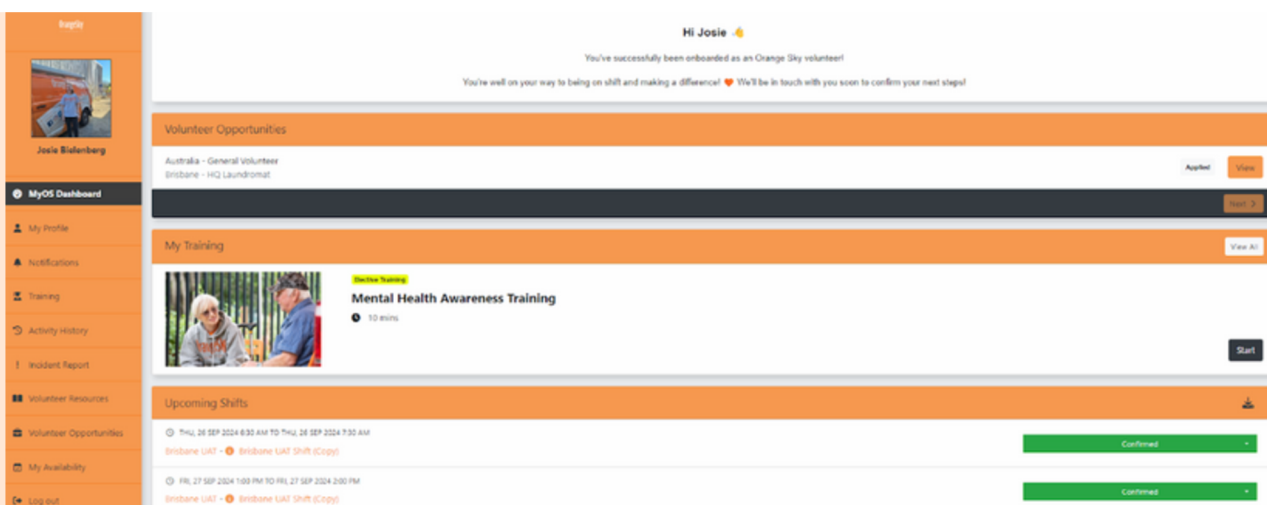
How to reset your password

If you have forgotten your password, please use the **Forgotten your password?** link on the login page (see below). You will receive an email with the option to reset your password.



Navigating MyOS

This User Guide will run you through the Navigation Bar tabs, found on the left hand side of the portal. When you first log in to **MyOS**, you will be directed to the **MyOS Dashboard** tab, as seen below:



Your MyOS Dashboard

Your **MyOS Dashboard** is your personalised homepage in the system. You will see a snapshot of your volunteer opportunity applications, any training modules ready for completion, upcoming shifts, and your shift check-in and check-out button.

Please be sure to check and confirm your upcoming shifts on your MyOS Dashboard.

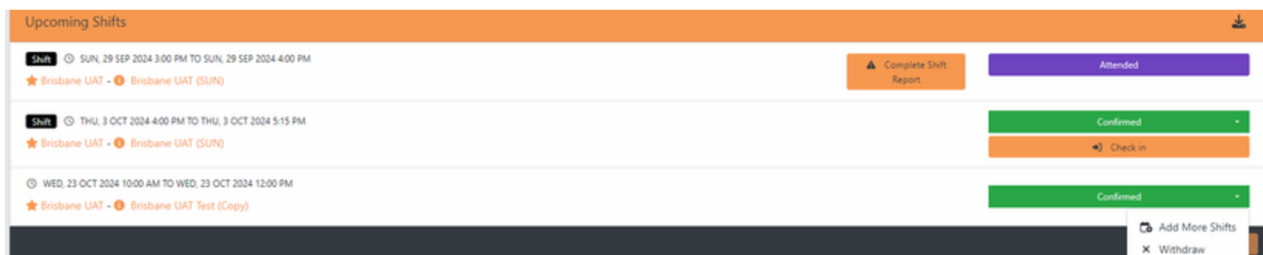
Managing Upcoming Shifts

The screenshot below shows the upcoming rostered shifts and an overview of each – this will pop up automatically on your dashboard when you log in.

View Your Shift Information

If you click on the name of the shift, it will open a new window, showing the shift name, who is driving and who else is volunteering on that shift.

From here you can also access the shift information links, such as the safe place, lockbox access code and local leader contact details



Withdrawing

To withdraw from a shift, please click on the green **“Confirmed”** button and select withdraw, as shown above.

If you're withdrawing, please let your Team Leader know too, via WhatsApp!

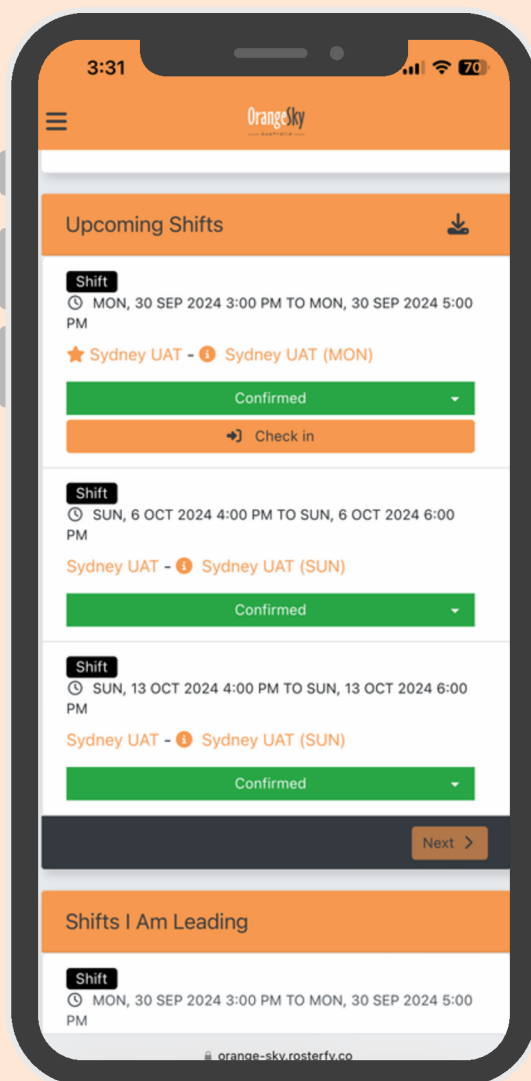
Checking in and out of shifts

To log your activity, **please remember to check in and check out of shifts on your MyOS Dashboard when you arrive and leave your shift.**

This allows us to capture your incredible impact!

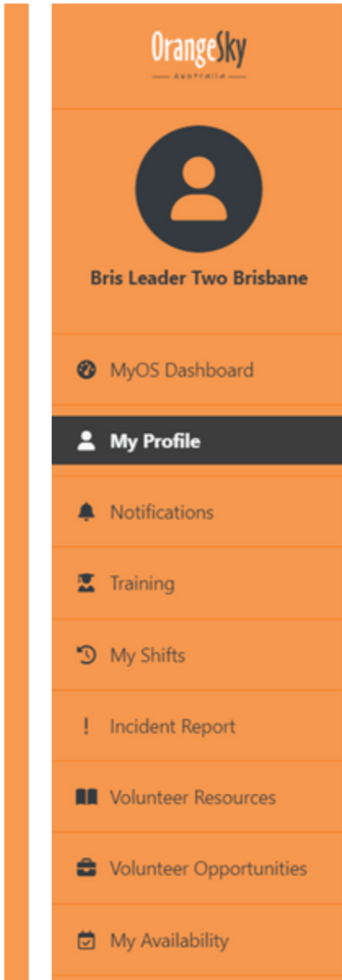
Don't worry if you forget to check in or out. You can retrospectively check in or out within 2hrs of the start of finish time.

We know most of you will check-in and out using your phone. Below, you can see that it will have all the same functions as your desktop view:



YOUR PROFILE

Complete your profile



Your **MyOS** profile is where your personal details and Orange Sky information is safely stored.

To view and update your personal details, select the **My Profile** tab on the Navigation Bar.

As an existing volunteer, your personal details will already be in the system. We recommend checking your profile to ensure your details are up to date. You can update your personal information easily at any time.

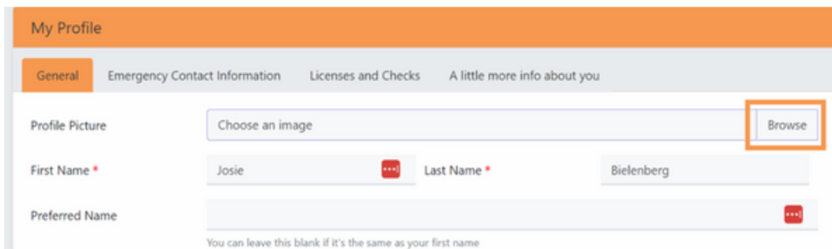
Your profile includes further tabs of information for you to complete or review, including:

- Emergency Contact Information
- Licenses and Checks
- A little more info about you

Your page should look like the below with five tabs: General, Emergency Contact Information, Licenses and Checks, A little more info about you and Leave Orange Sky volunteering.

Add or change your profile photo

To add a profile photo, please navigate to the **General** tab of the menu bar (indicated by an arrow on the previous page). Then choose **Browse** on the right hand side to choose and select a photo uploaded from your device.



My Profile

General Emergency Contact Information Licenses and Checks A little more info about you

Profile Picture Choose an image **Browse**

First Name * Josie Last Name * Bielenberg

Preferred Name

You can leave this blank if it's the same as your first name

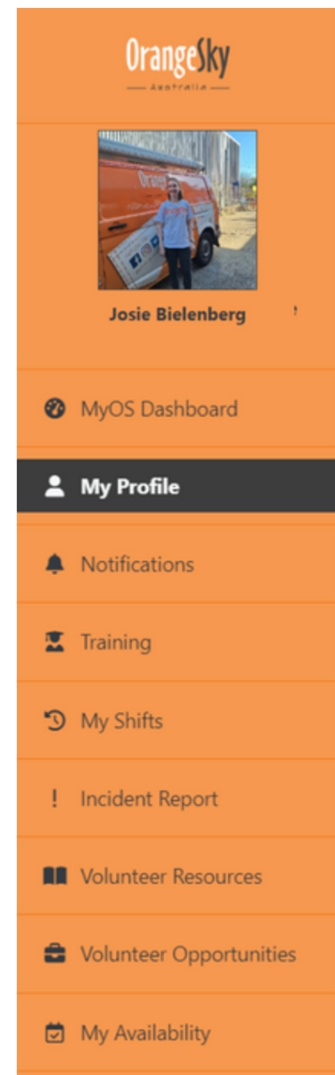
Once you've added your photo, please scroll to the bottom and click save.

Once your photo has been saved, you should see it in the top left corner above the Navigation Bar.

Notifications

The notifications section gives an update on Orange Sky news and any activity on your account.

It includes recent communications and updates on your applications for volunteer roles.



LOGISTICS

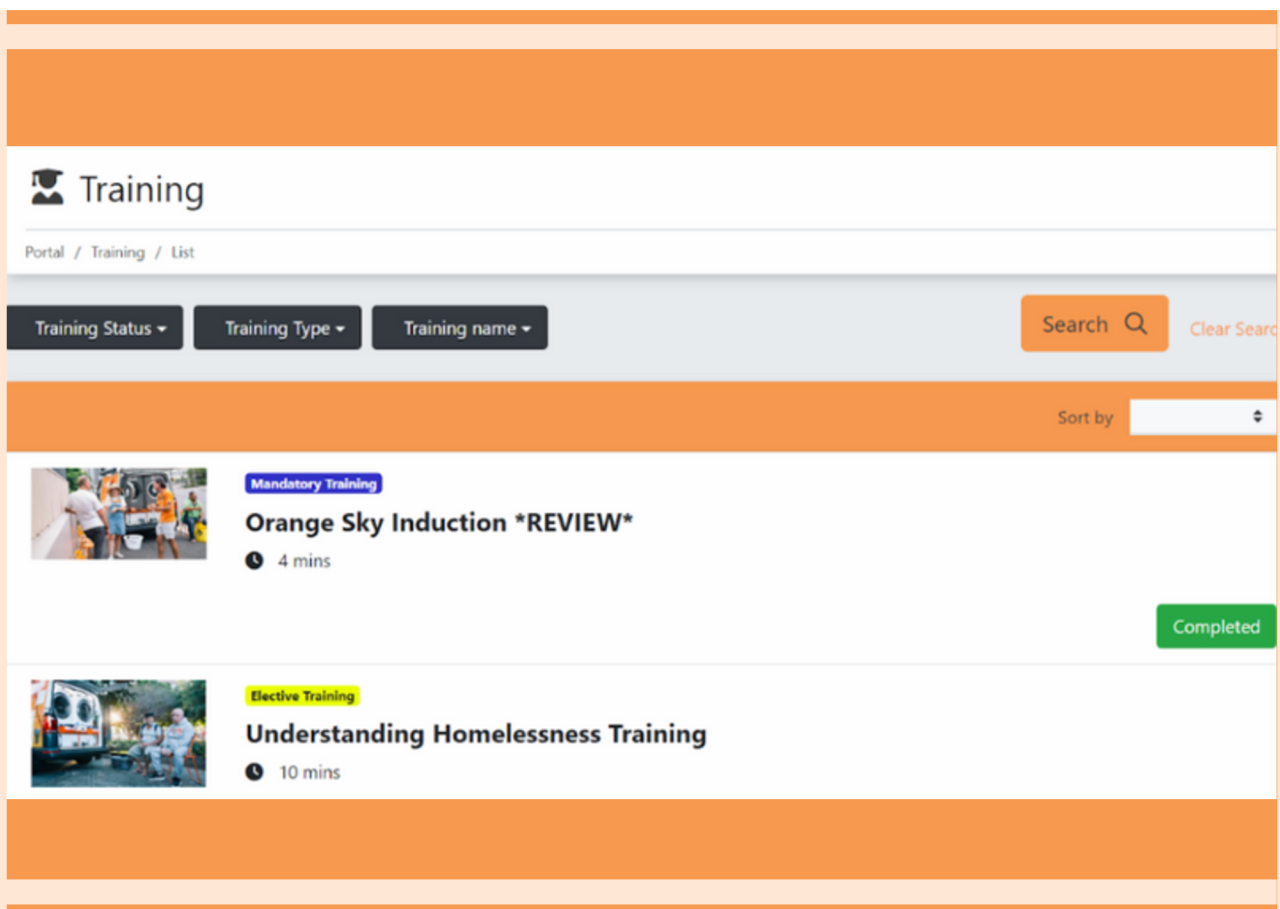
Access your training

All training courses can be completed directly within **MyOS!**

Mandatory training that is awaiting your completion will sit on your **MyOS Dashboard** for easy access. You can also check out additional training by clicking on the **Training** tab on the Navigation Bar.

Some courses are mandatory for your role, while others are optional learning for you to explore.

You'll see the green **Completed** button next to any completed training. You can revisit any training by clicking on the **Completed** button again. To start a new course, click the **Start** button.



The screenshot displays the 'Training' section of the MyOS interface. At the top, there is a header with a graduation cap icon and the word 'Training'. Below this is a breadcrumb trail: 'Portal / Training / List'. A navigation bar contains three dropdown menus: 'Training Status', 'Training Type', and 'Training name'. To the right of these menus is a search bar with a magnifying glass icon and a 'Clear Search' link. Below the navigation bar is a 'Sort by' dropdown menu. The main content area lists two training courses:

- Mandatory Training**: Orange Sky Induction *REVIEW* (4 mins). A green 'Completed' button is visible to the right of this course.
- Elective Training**: Understanding Homelessness Training (10 mins).

My Shifts

Your 'My Shifts' history shows the shifts you've attended as an Orange Sky volunteer, and what shifts you have upcoming.

Thank you for helping us positively connect communities!

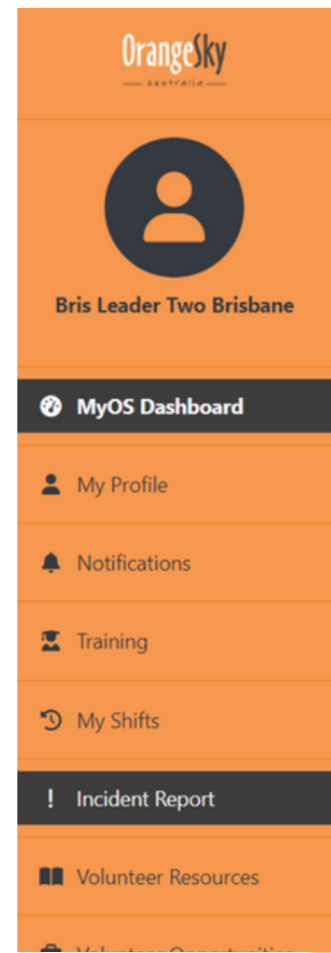
Incident Reporting

How to log an incident

To report an incident, please navigate to the **Incident Report** tab on the Navigation Bar:

This will open up an incident report form (see below) in a new tab.

As part of the move to **MyOS**, the incident report form now sits outside of the system and captures a higher-level of detail for easier and faster resolution.



Orange Sky Incident Report Form

Name *

First Name

Last Name

Date of incident *

Date

My Availability

Under the **My Availability** tab, you can update your availability to let your Team Leader know of any times you're not able to volunteer. When you first start as a new Orange Sky volunteer, you will use this to set your general availability (when you can volunteer).

Simply click on the start and end times, adjust to your availability and **click save** below.

Day	Start Time	End Time	Action
Sun	06:00 AM	10:00 PM	+
Mon	06:00 AM	10:00 PM	+
Tue	06:00 AM	10:00 PM	+
Wed	06:00 AM	10:00 PM	+
Thu	06:00 AM	10:00 PM	+
Fri	06:00 AM	10:00 PM	+
Sat	06:00 AM	10:00 PM	+

Save

Booking Time Off (aka. exceptions)

To add in any exceptions to your recurring availability (see below), such as holidays or personal conflicts, use the **"Exceptions"** section.

Enter the details and click **"Add Exception"**.

Exceptions are for one-off time blocks, instead of ongoing unavailability.

Exceptions

Add An Exception

Availability *
Unavailable

Description *
Holiday

Start Date *
29/09/2024

End Date *
06/10/2024

Start Time *
12:00 AM

End Time *
11:59 PM

Add Exception

My Availability (cont.)

Advanced Availability

Advanced availability settings allow you to preset a recurring unavailability pattern in MyOS. Navigate to 'Add Unavailability' (as seen below) and you will be able to select a start date for an ongoing fortnightly pattern to set your predictable hours of unavailability.

Add Unavailability

Description *
Fortnightly Pattern

Starting date * 07/10/2024 Ending date * dd/mm/yyyy

Every day?

Which days? *
Thursday x

Repeat between dates every *
2 Weeks

Start time * 12:00 AM End time * 11:59 PM

Save Cancel

Advanced Availability is a helpful tool for predictable, recurring unavailability like your work schedule or other commitments you may have, while exceptions are for casual once-off unavailabilities.

My Availability

Portal / Availability / List

Revert Availability

Daily Availability

Day	Start Time	End Time	Action
Sun	06:00 AM	to 10:00 PM	+
Mon	06:00 AM	to 10:00 PM	+
Tue	06:00 AM	to 10:00 PM	+
Wed	06:00 AM	to 10:00 PM	+
Thu	06:00 AM	to 10:00 PM	+
Fri	06:00 AM	to 10:00 PM	+
Sat	06:00 AM	to 10:00 PM	+

Save

Exceptions

Add An Exception

Availability *
Unavailable

Description *

Start Date *
dd/mm/yyyy

End Date *
dd/mm/yyyy

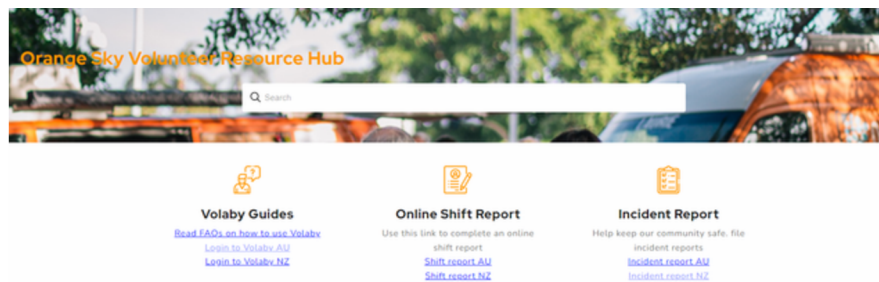
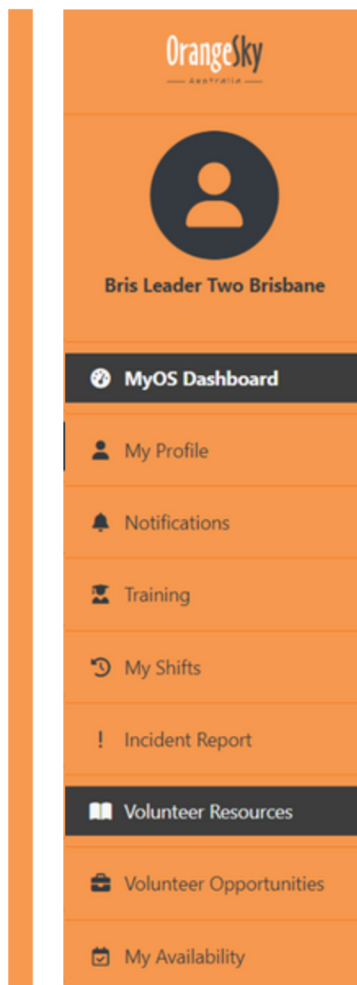
Start Time *
12:00 AM

End Time *
11:59 PM

Add Exception

RESOURCES & OPPORTUNITIES

The Resource Hub



To access the **Resource Hub**, click on the **Volunteer Resources** tab on the Navigation Bar. This will open into the Orange Sky Volunteer Resource Hub.

There are a range of great resources here including:

- **MyOS** Guides
 - Shift FAQs
 - Orange Sky Policies & Procedures
 - Quick access forms
 - E-learning modules
 - Volunteer Employee Support Program (VESP)
- ...and much more!

For further support on **MyOS**, you can access the Volunteer Resource Hub [here](#).

Browse Volunteer Opportunities

How to view other roles (including leadership roles)

To apply for a different volunteer role, click on the **Volunteer Opportunities** tab. You can filter roles by location, day of the week and responsibility (eg. General Volunteer).

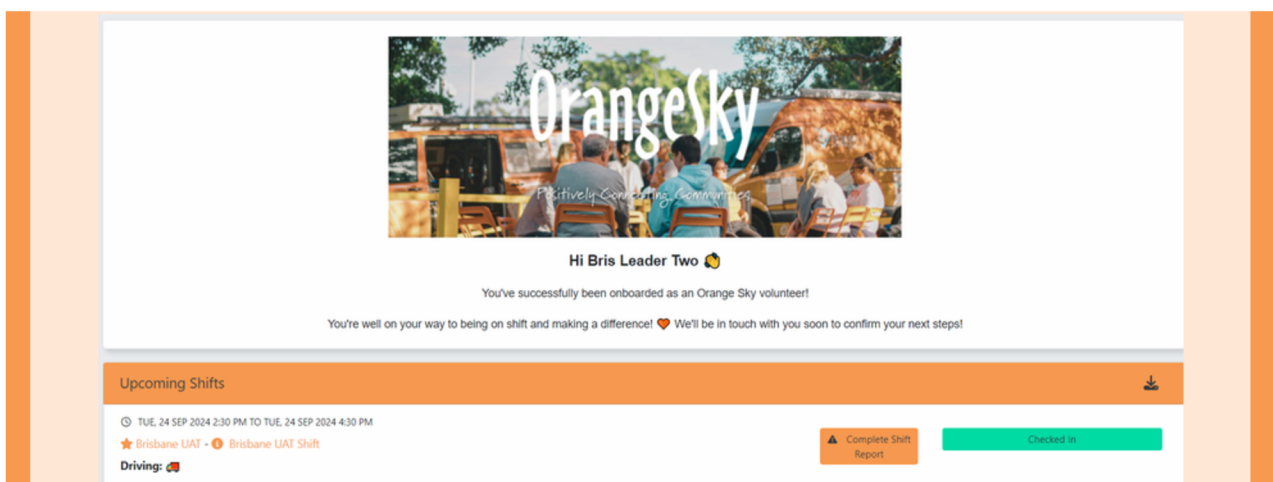
This is a great opportunity to consider taking on a volunteer leadership role or browse other available volunteer roles with Orange Sky!

Shift Reporting – Shift Leaders Only

Shift reports have been consolidated, so there will only be one shift report to complete. Shift reports will be completed by the Shift Leader, and accessed via their **MyOS Dashboard**.

Drivers will no longer need to complete a Shift Report; they'll only need to **check in** and **check out** of each shift.

As a shift leader, you'll be able to see an orange **Complete Shift Report** button next to the shift, as shown below.



There are also resources on the **Resource Hub** for finding more details on completing a Shift Report.



MyOS SUPPORT

For further support on **MyOS**, you can access the Volunteer Resource Hub [here](#) to view **MyOS** Hub Resources.

MyOS Hub Resources are specially designed to support your transition, with a range of resources and support opportunities including:

- Learning Modules
- Training videos
- Submit a question
- Book in 1:1 support
- Log an issue
- Share an improvement

We encourage all volunteers to seek support from the resources in the **MyOS** Hub, and to reach out/book in 1:1 support if you're still struggling to access the resources you need.

MyOS is designed to simplify shift experience and streamline systems so you can focus on the important stuff - positively connecting communities.

Thank you for your continued commitment to friends doing it tough.

Need further support?



AU - 07 3067 5800
NZ - 9 801 6455



AU - volunteer@orangesky.org.au
NZ - volunteer@orangesky.org.nz