PARTICLE

VOLUNTEER PORTAL
MANUAL

PARTICLE

The Volunteer Portal

The Volunteer Portal enables the creation and management of volunteering communities.

Citizens use the mobile application SWAPP to register to the pool of volunteers and share their profile with other fellow volunteers, providing details of their competences and skills on first aid, emergency assistance, medical support, and triage know-how.

The Volunteer Portal allows managers to coordinate volunteer groups assisting in different incidents. The volunteers' profiles and location help managers to determine the available volunteers with relevant skills and competences to assist in specific first aid response, triage, search and rescue and humanitarian assistance activities.

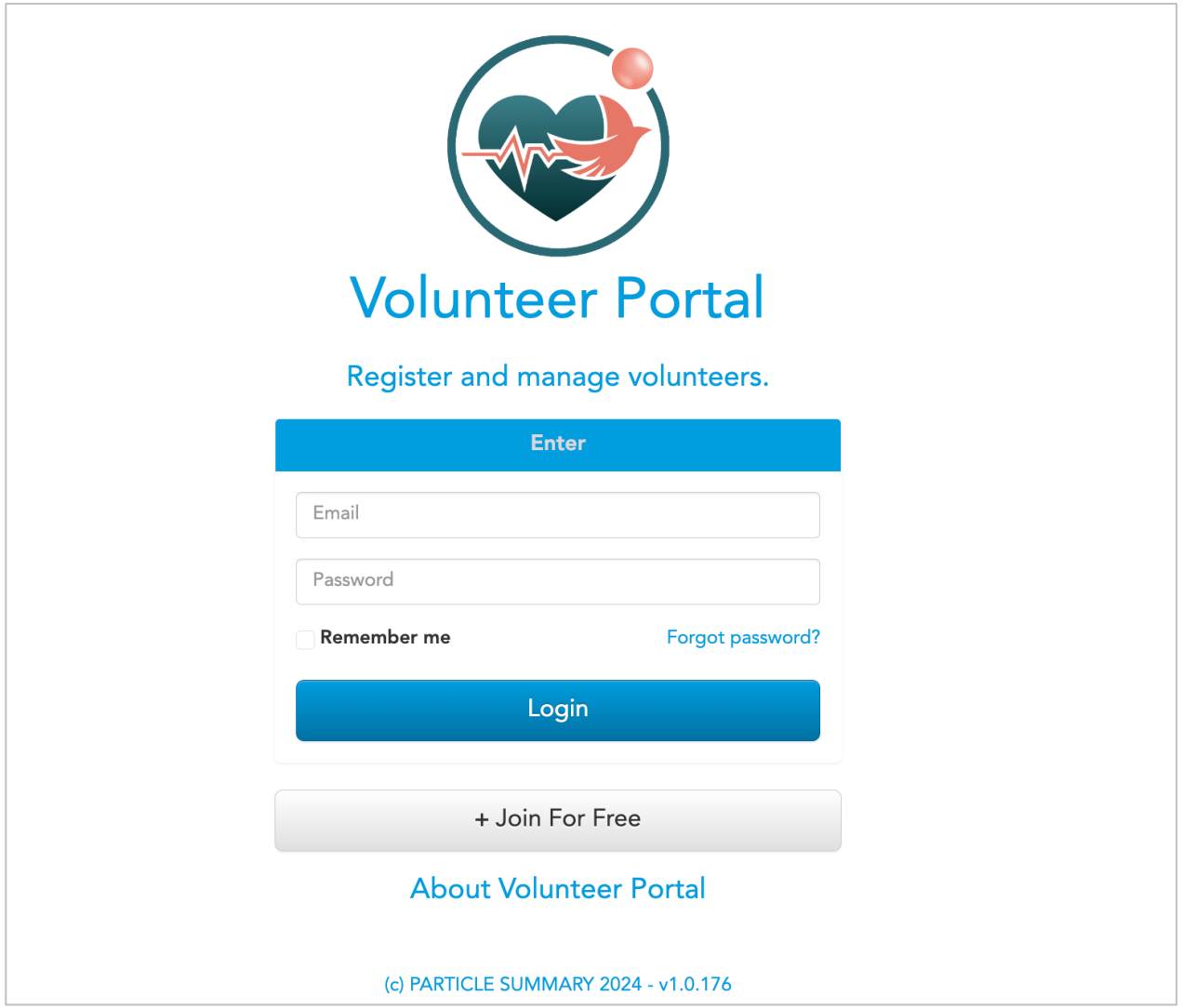
Accessing the Volunteer Portal

If you are a new manager to the Volunteer Portal

1. Access the Volunteer Portal in https://volunteer.particle-summary.pt/login

2. Fill in your email and password.

3. Press "Login".



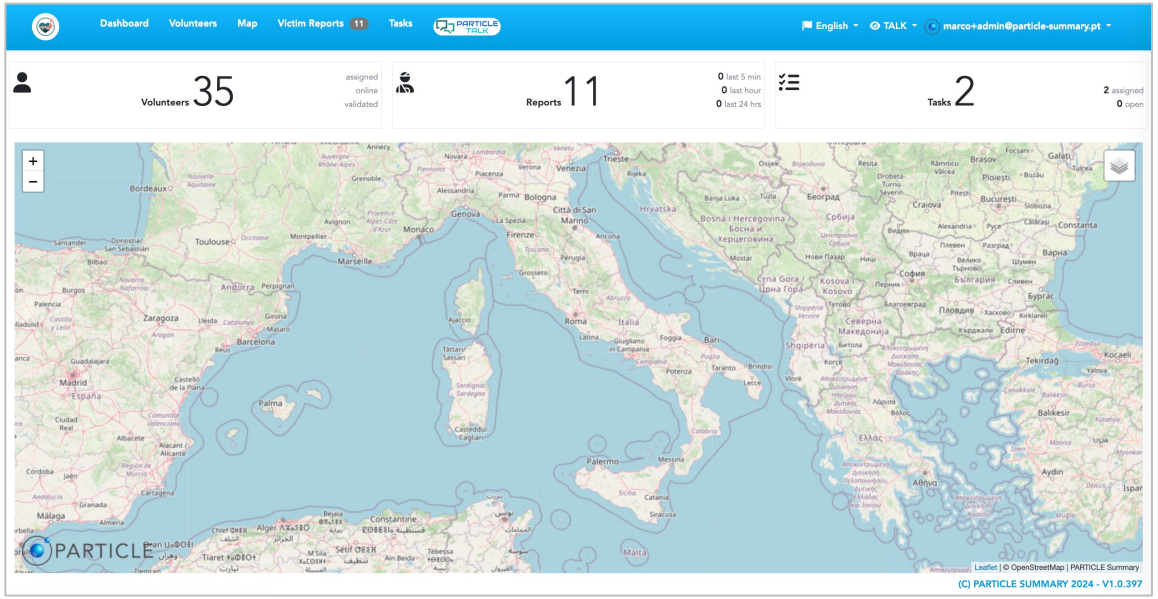
Using the Volunteer Portal

Dashboard

In the Dashboard, the manager views:

- Volunteers summarises the overall number of registered volunteers, and the number of volunteers assigned, online and validated.
- Reports presents the overall number of victim reports received, and the number of victim reports received in the last 5 minutes, 1 hour and 24 hours.
- Tasks identifies how many tasks are open and how many tasks are assigned.

The information is displayed as links, enabling the manager to rapidly access the required details.

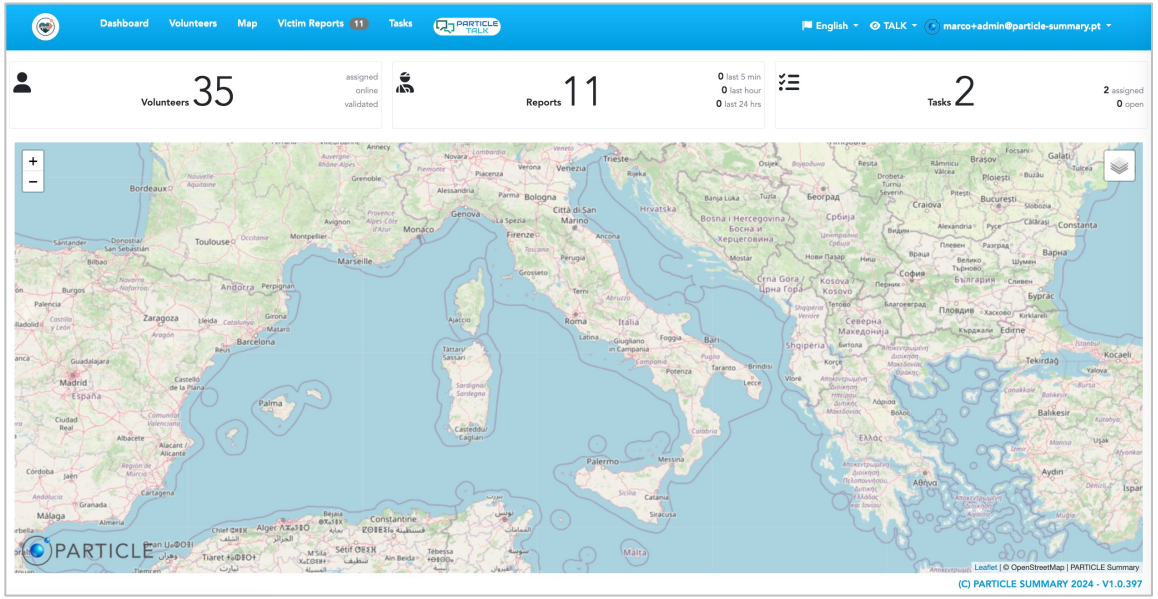


Using the Volunteer Portal

Dashboard

The top menu in the Dashboard page allows the manager to directly access:

- The "Volunteers" page presenting relevant information on all volunteers.
- The "Victim Reports" page featuring the list of victims reported by the volunteers.
- The "Tasks" page listing the different tasks created for the volunteers' pool.
- The "PARTICLE.TALK" facility to communicate with the volunteer teams using PARTICLE.TALK.



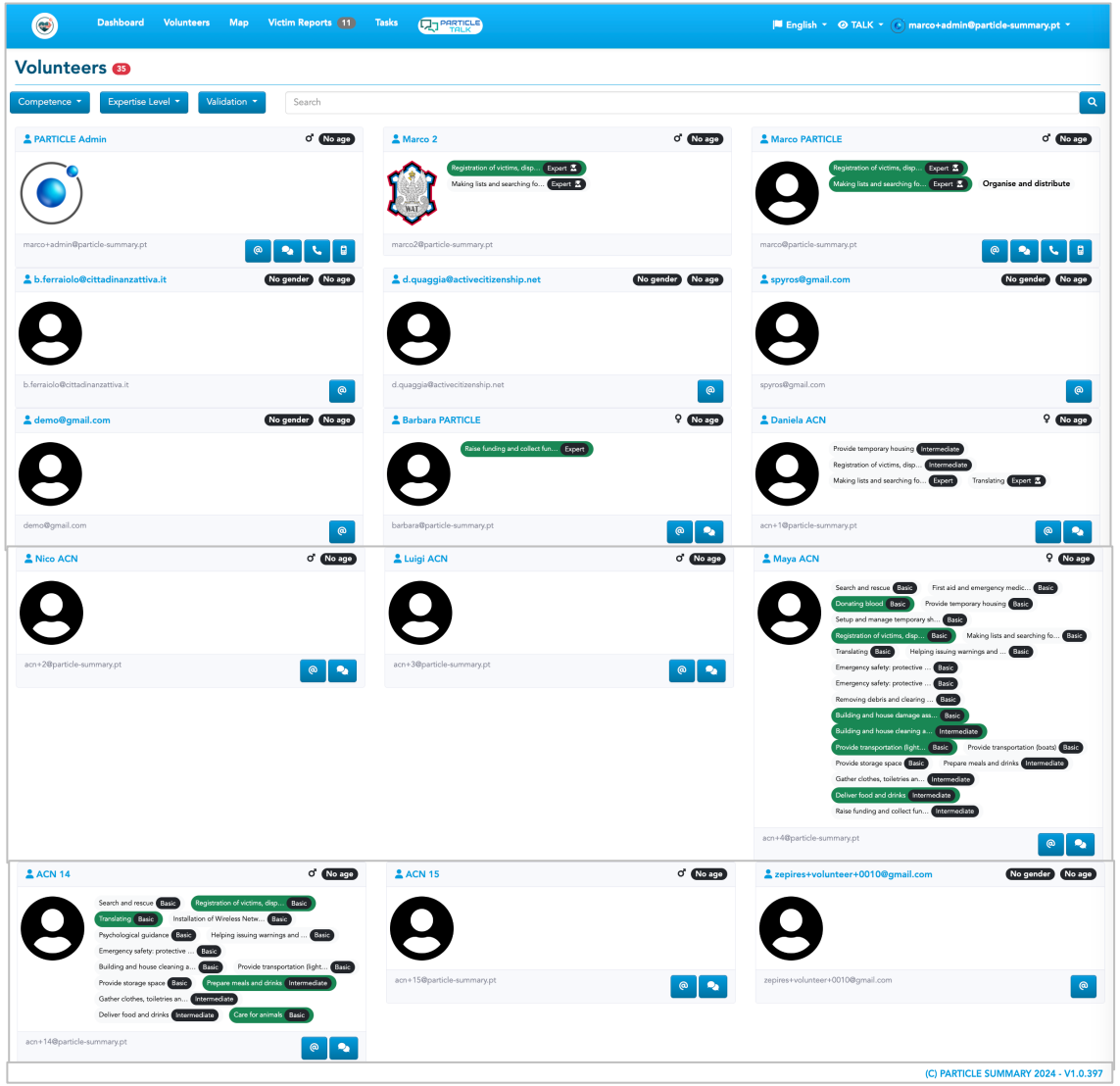
Using the Volunteer Portal

Volunteers

The Volunteers page presents the profiles of each volunteer in the organisation, including:

- Name, email, age and gender.
- Contact buttons to reach the volunteer by email, PARTICLE.TALK and phone.
- Competences and respective expertise level.
- Validation status of the competences.
- Facility showing that the volunteer account is active.

It is possible to filter the volunteers' pool by competence, expertise level and validation status.



Using the Volunteer Portal

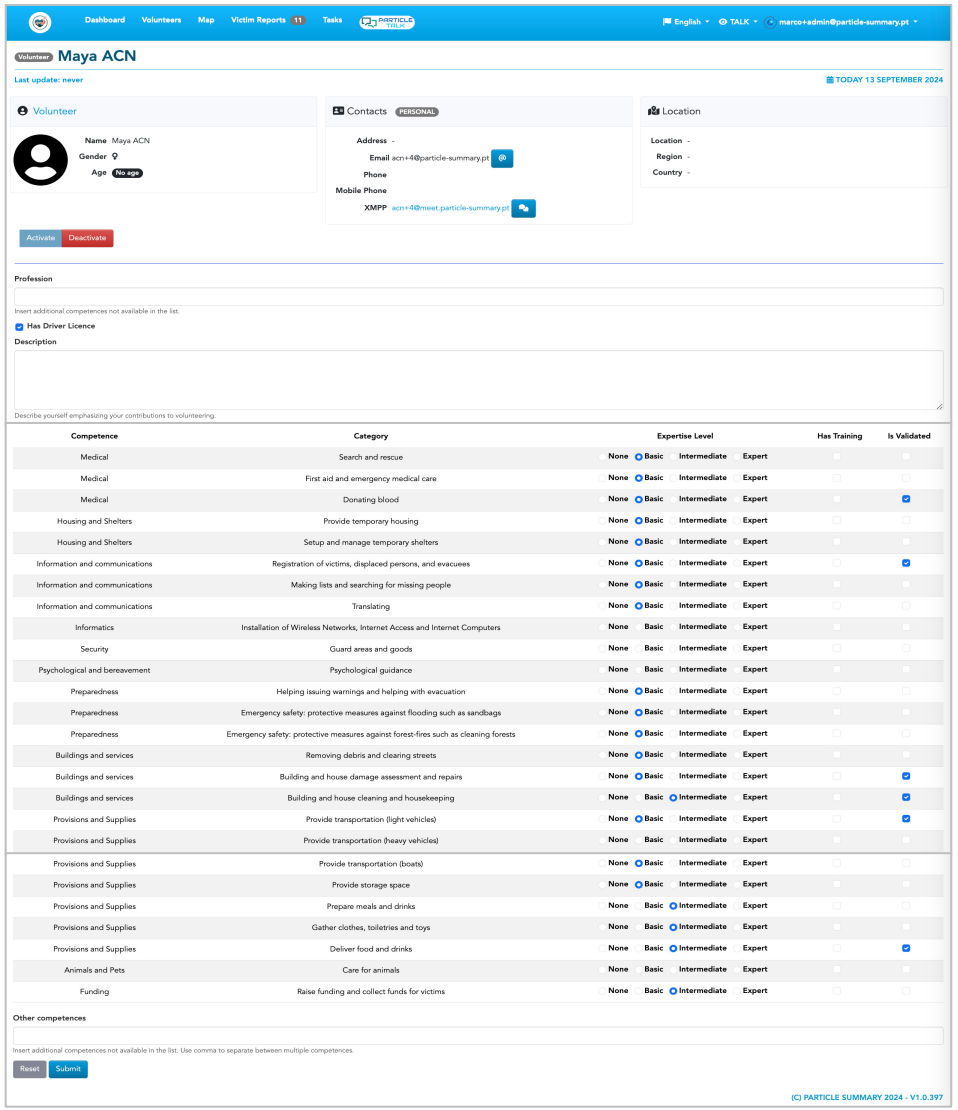
Volunteers

By clicking on a volunteer's ID, the manager may view the volunteer's detailed information, including competences.

The manager may verify if the volunteer has training on the specific competences and validate the information by ticking it.

The manager may also edit or update the volunteer's information by entering the changes or additions and press Submit.

If the manager needs to remove the volunteer's account and remove the volunteer from the organisation, the manager clicks on the Deactivate button.

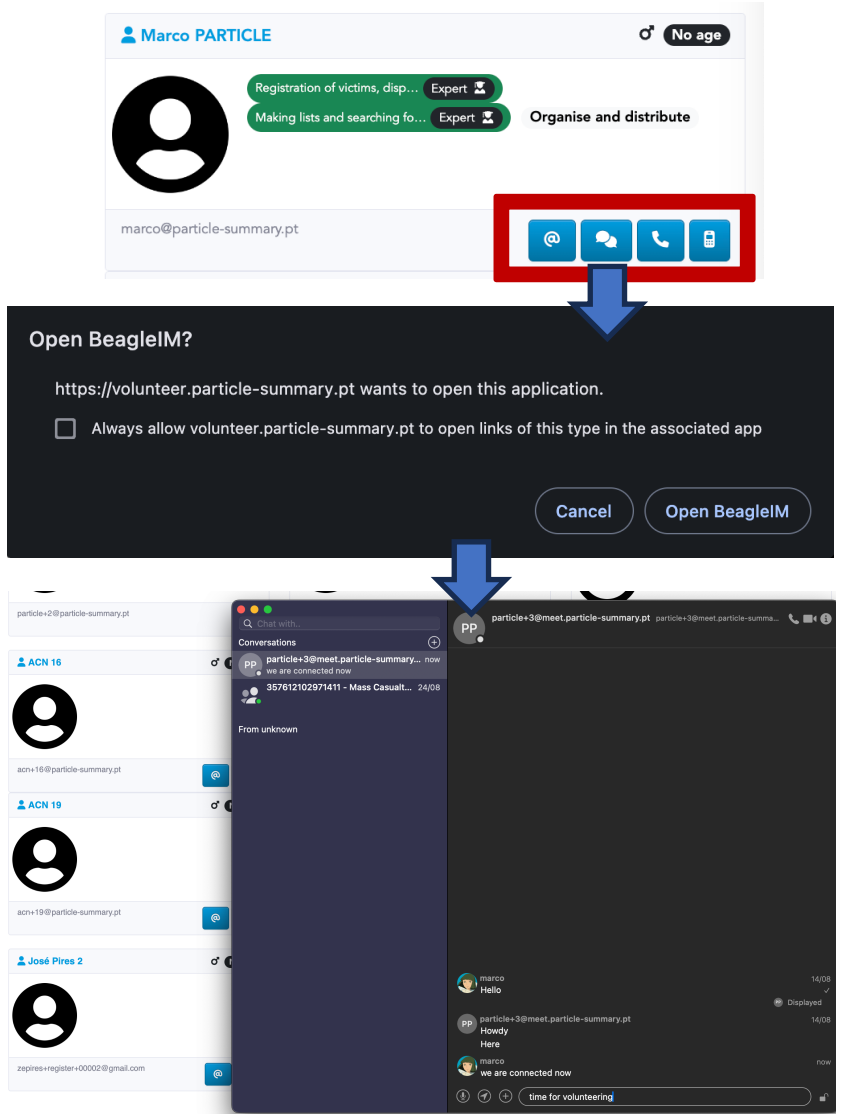


Using the Volunteer Portal

Volunteers

By clicking on a volunteer's contact, the manager may reach out to the volunteer, using the email, PARTICLE.TALK or phone (landline and mobile) buttons.

The Volunteer Portal presents a window, asking if the manager wants to open the specific application and, with the manager's agreement, the system automatically opens the associated application.



Note: For the contacts to work automatically, the system must include PARTICLE.TALK and the applications required to email and phone.

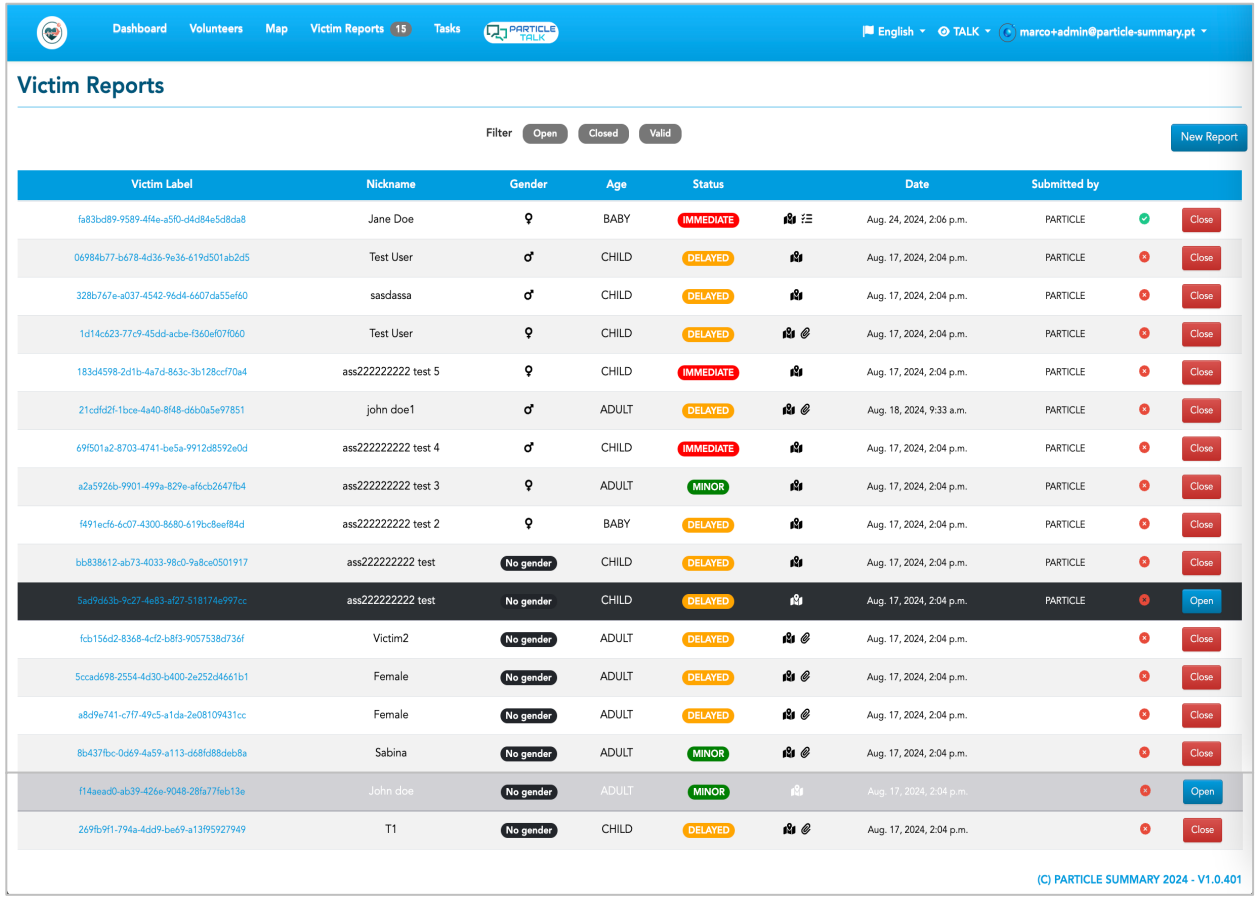
Using the Volunteer Portal

Victim Reports

The Victim Reports page presents the list of victims reported by the volunteer teams.

The list includes the victim's label, name, gender, age, gender and severity status. Using icons, it also indicates if the report includes location, attachments or an assigned task. It is organised by entry time. The manager may filter the open, closed and valid reports.

The manager may also use this page to report a victim by clicking on the New Report button.

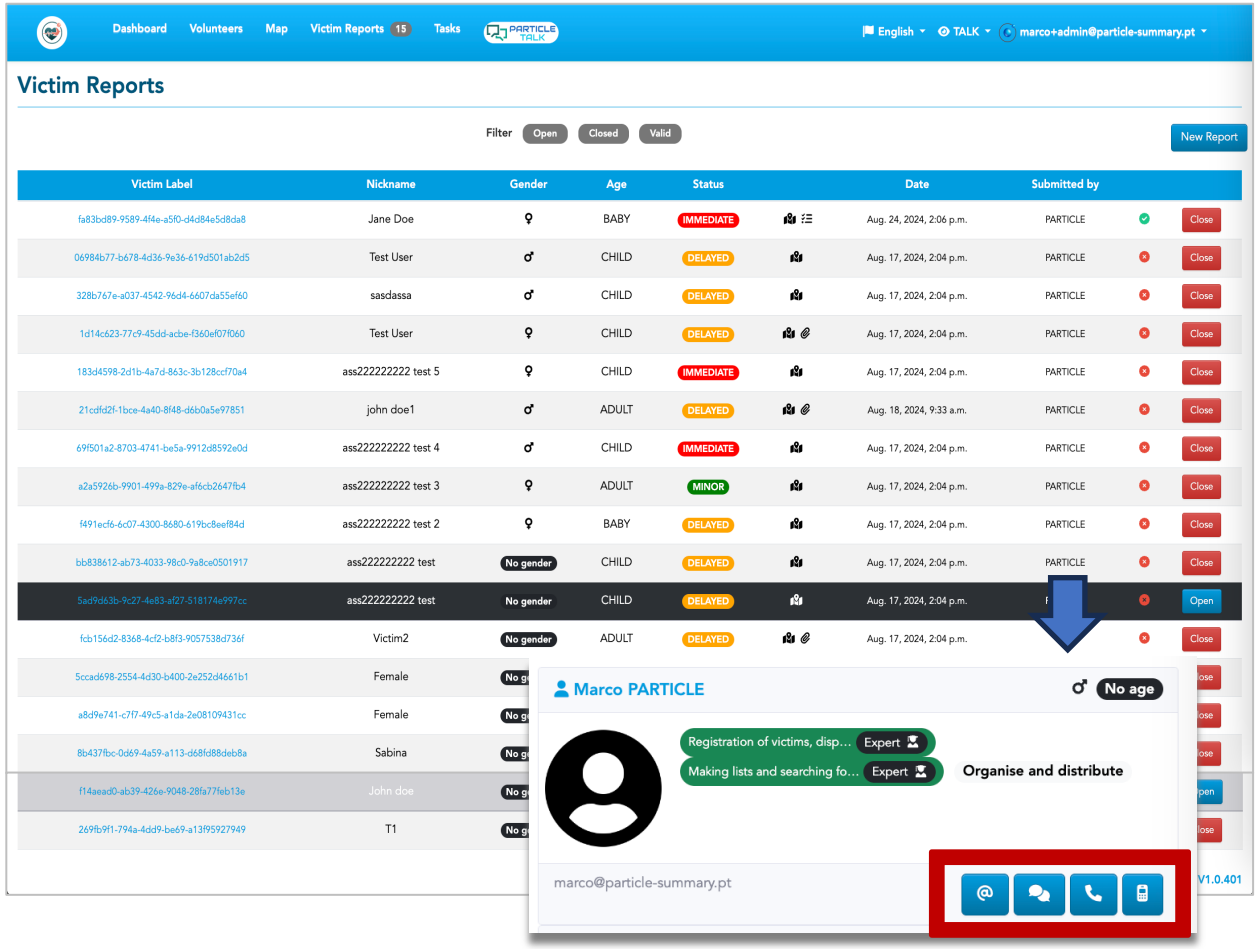


Using the Volunteer Portal

Victim Reports

The manager may click on the victim's label to open and review the victim's report, may validate the report by clicking on the red x button and may close a victim's report by clicking in the Close button.

Before validating a victim report, the manager may wish to clarify some aspect in the report. To do so, the manager clicks on the identification of the volunteer that submitted the report, opens the volunteer's information page and uses the different contact channels to reach out to the volunteer: email, PARTICLE.TALK and phone.



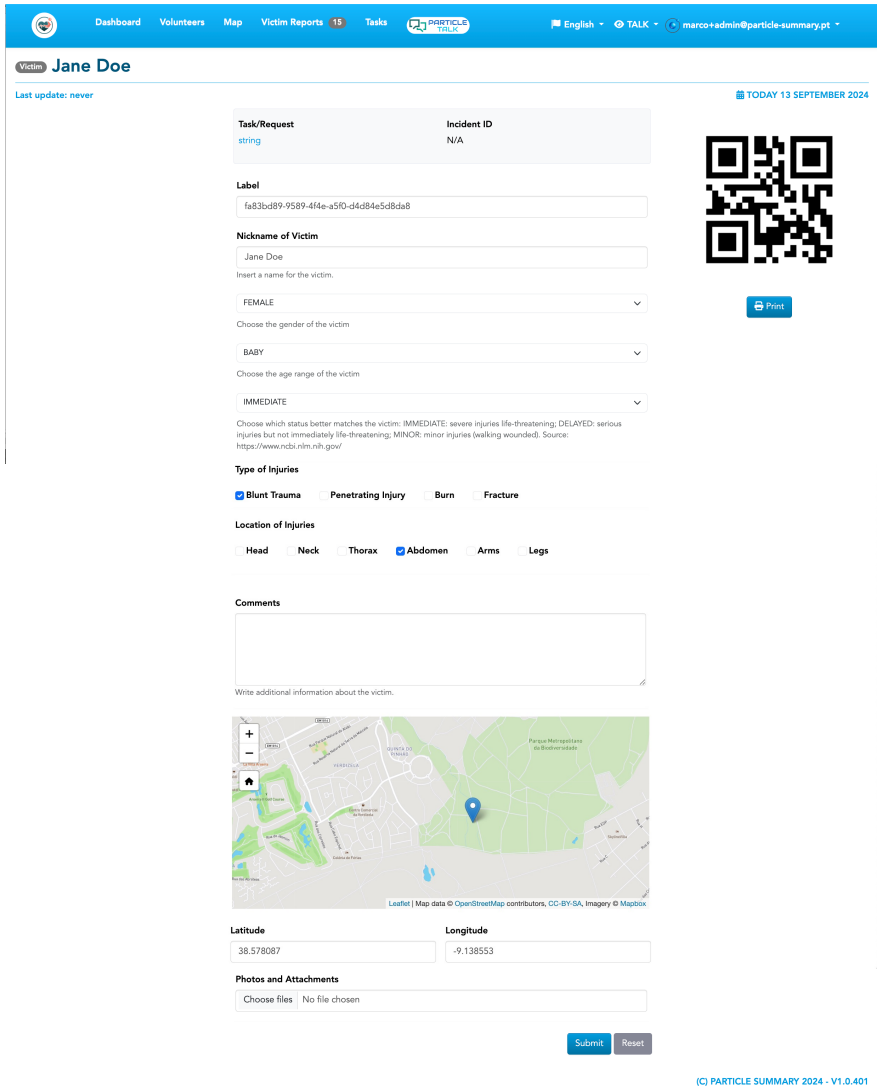
Using the Volunteer Portal

Victim Reports

By clicking on a victim's label, the manager accesses the details of the victim's report.

On top, the Task and Incident ID are automatically filled when available.

The manager may edit or update the victim's report by making the changes or additions and pressing Submit to register them or pressing Reset to restore the original report.



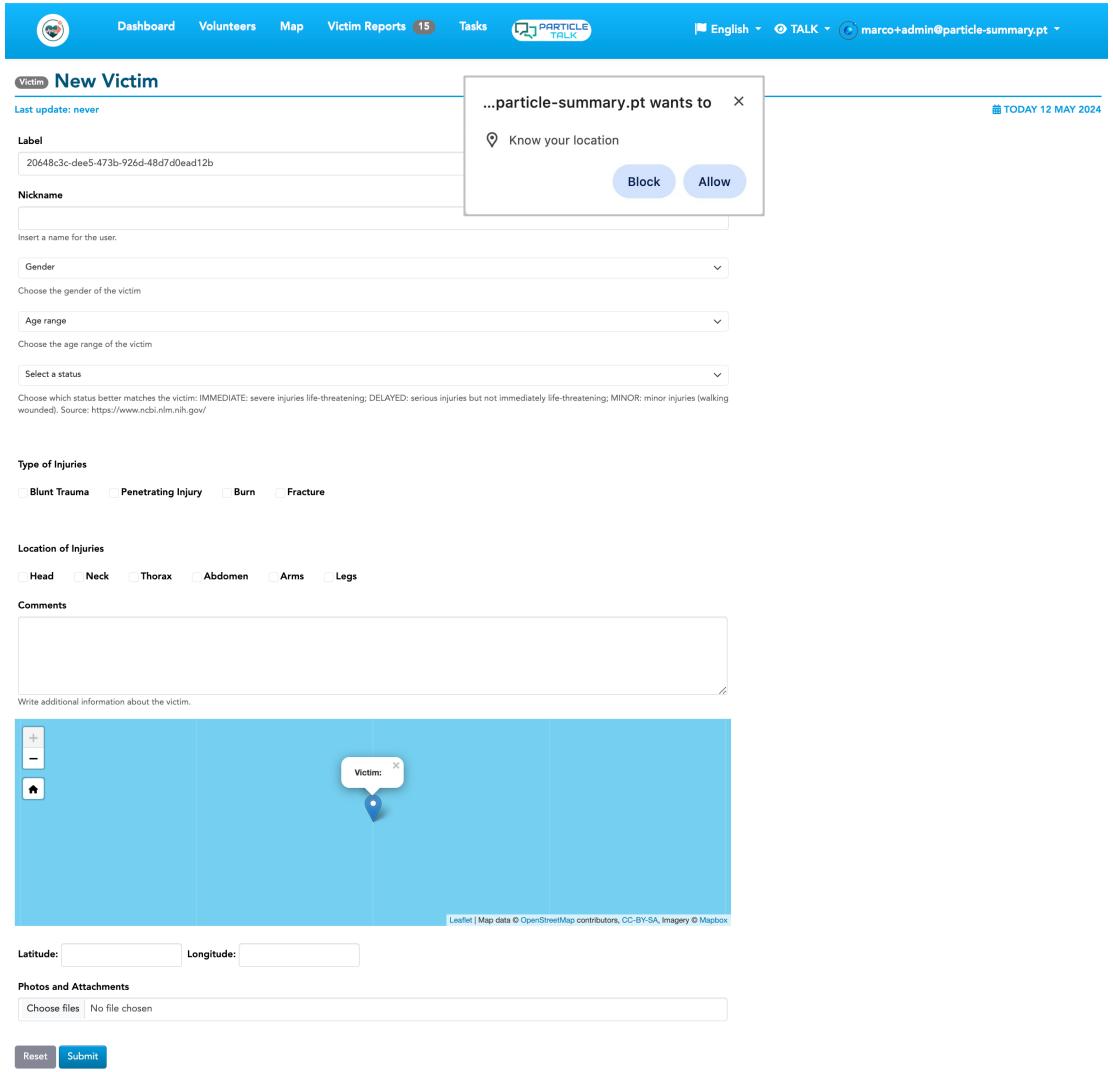
Using the Volunteer Portal

Victim Reports

By clicking on the New Report button, the manager may fill-in a victim's report.

A pop-up window requests the manager's location so that it may use it as the victim's location. The manager may also use the map's function or the map's home button to provide the victim's location.

Once the report is complete, the manager must press the Submit button and a new victim report is registered in the system.



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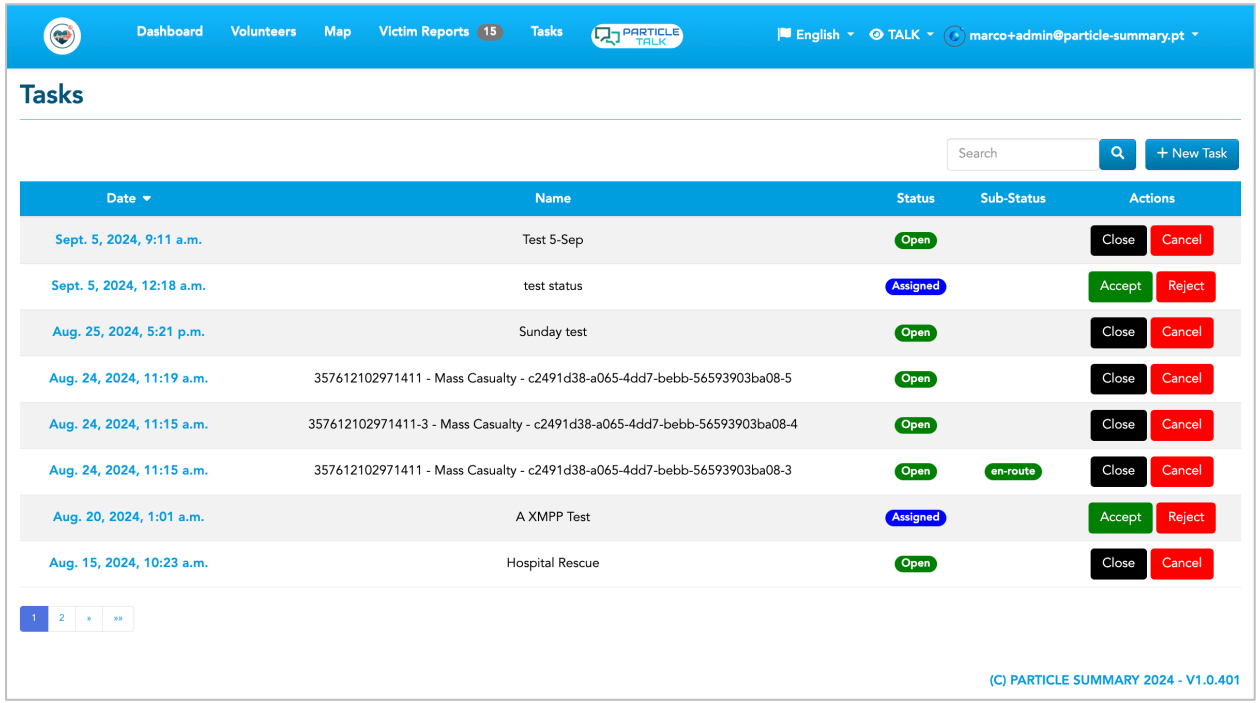
Using the Volunteer Portal

Tasks

The Tasks page lists the different tasks that have been identified by the C3I System and that have been created by the manager by clicking the New Task button.

The manager views the date and time the task was created, the task's name, status, sub-status and relevant actions.

The tasks are received with the Assigned status and need to be accepted by the manager to become Open tasks.

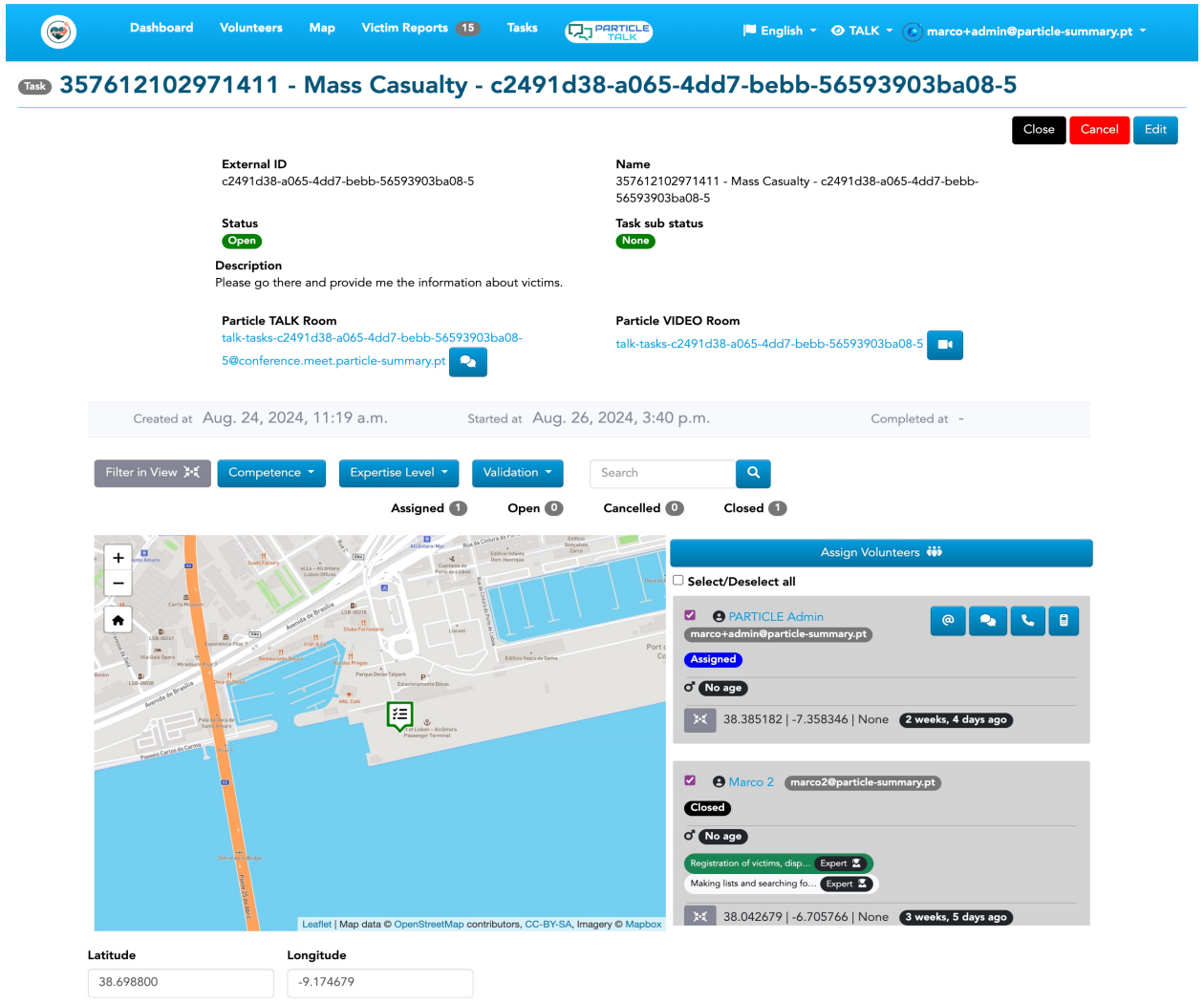


Using the Volunteer Portal

Tasks

By clicking on a task's date, the manager views the task's details (ID, name, status and description), the incident location and the pool of volunteers available to assign to the specific task.

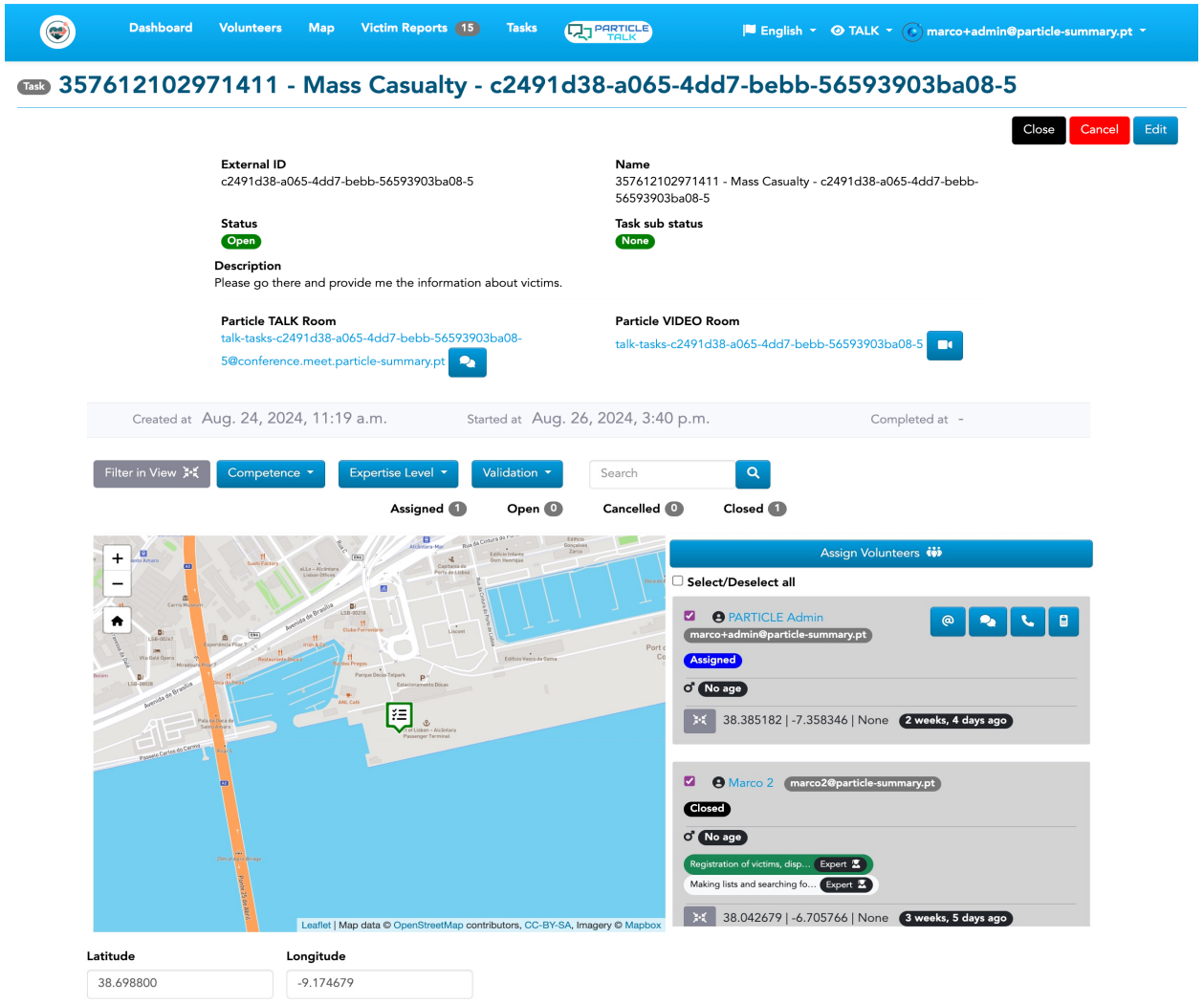
The volunteer receives a notification of the assignment and may choose to accept or reject it. The manager is promptly notified and the Assigned, Open, Cancelled and Closed numbers updated.



Using the Volunteer Portal

Tasks

Aside from the capability allowing the manager to reach out to a specific volunteer by using the using the email, PARTICLE.TALK or phone (landline and mobile) buttons , the manager has access to two automatic links associated with the task: the PARTICLE.TALK Room and the Video Room.



Using the Volunteer Portal

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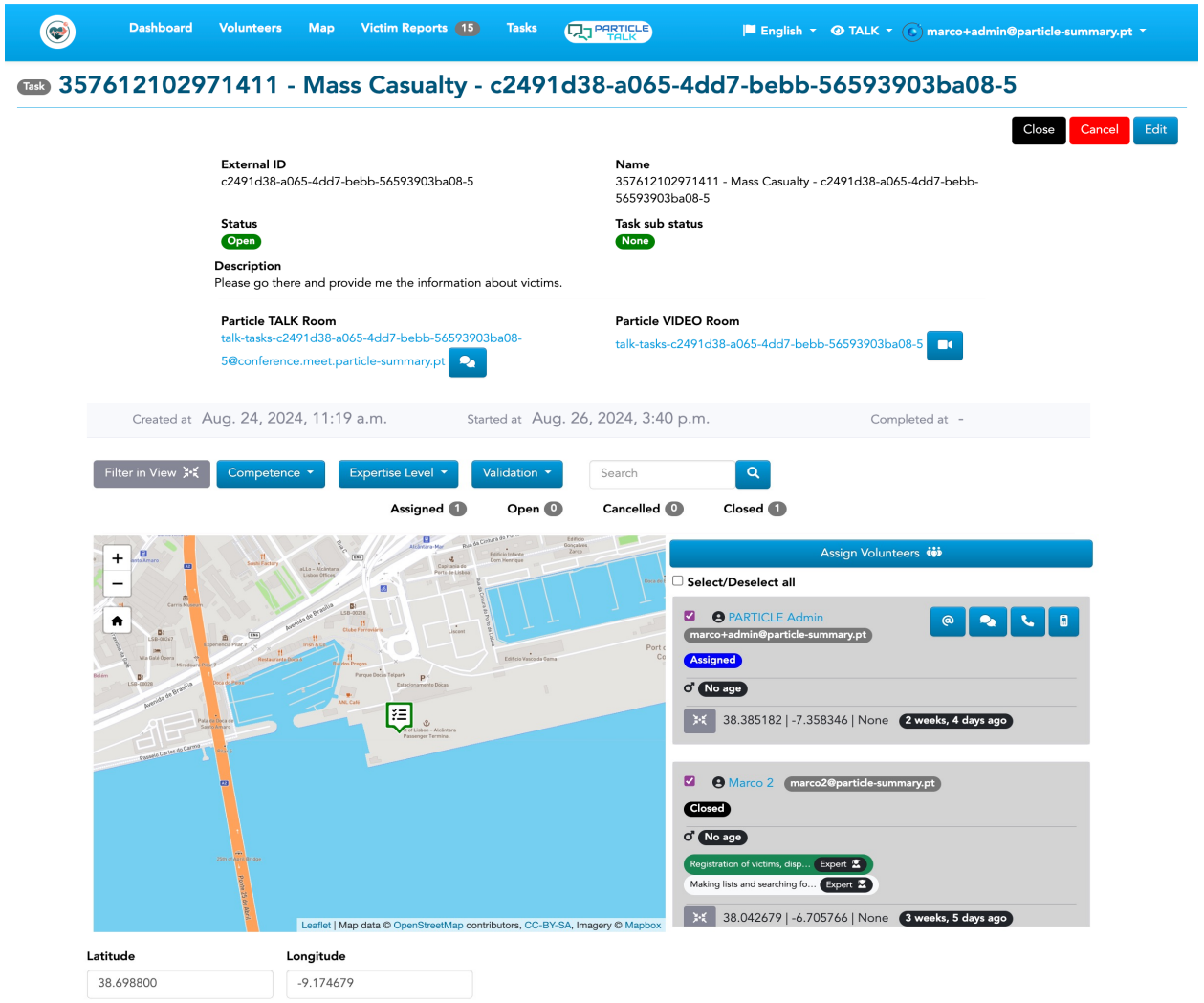
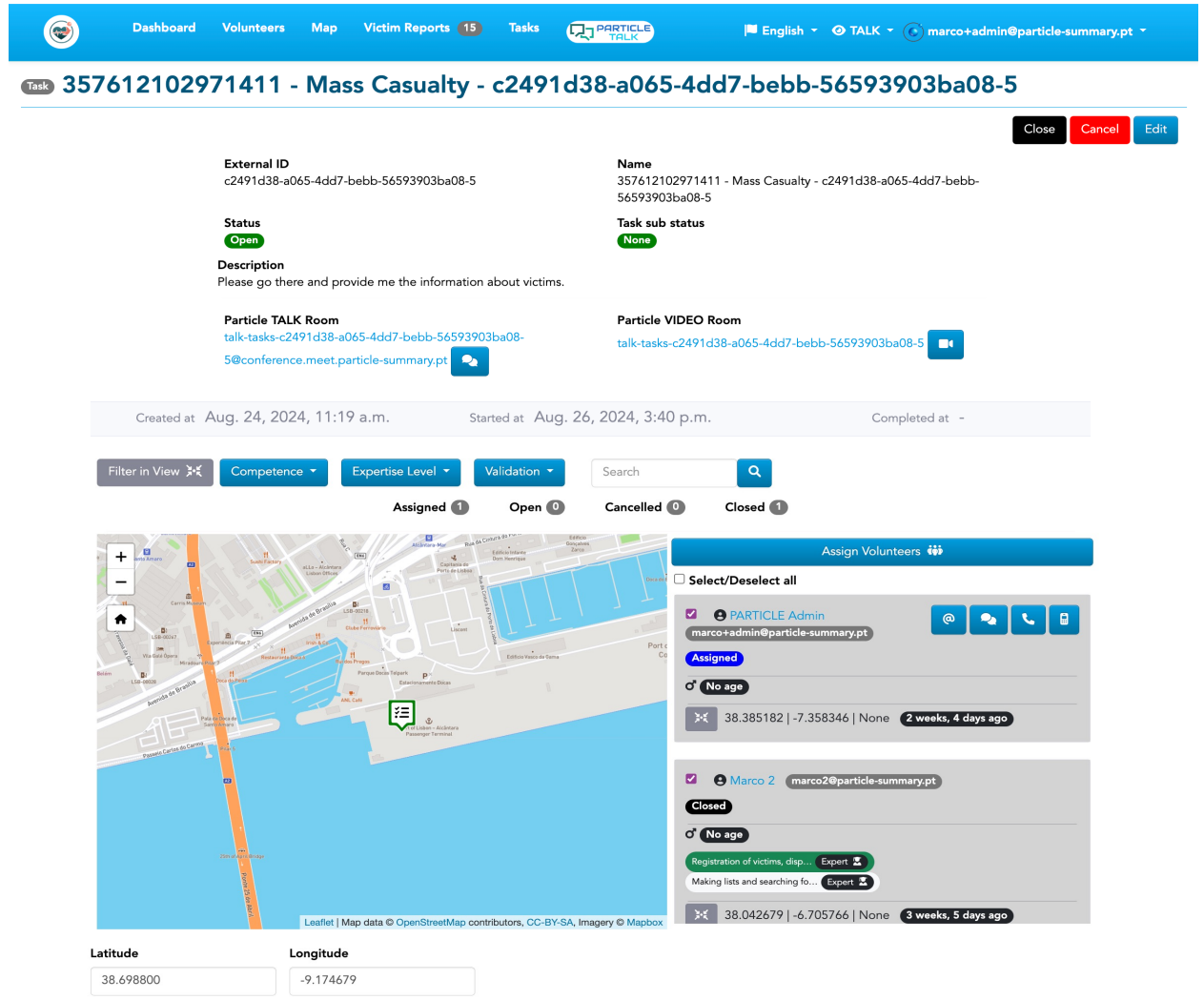


Using the Volunteer Portal

Tasks

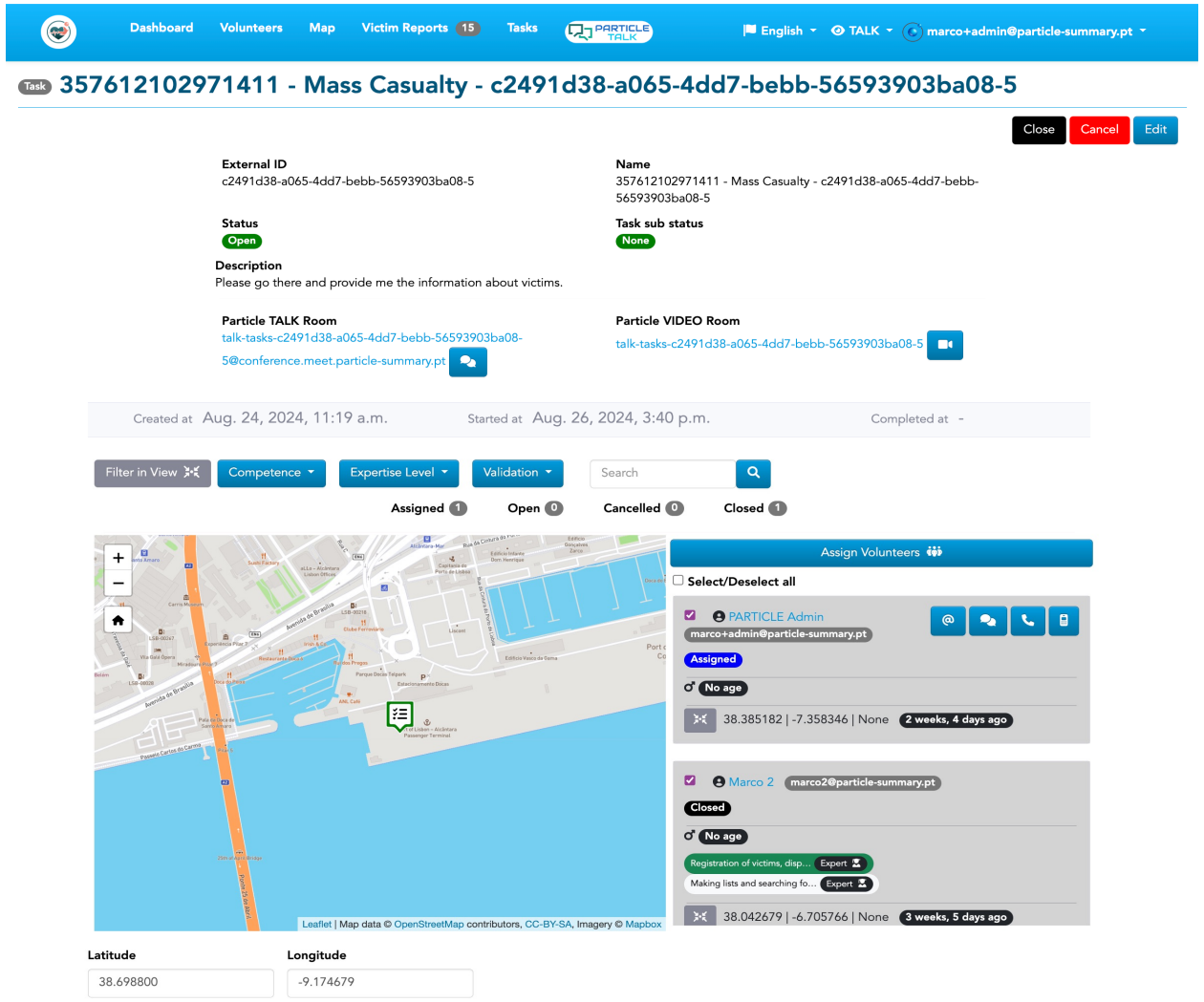
The PARTICLE.TALK Room allows the manager to communicate with the assigned volunteers, by chat and to exchange photos and files.



Using the Volunteer Portal

Tasks

The Video Room supports the setting of videoconferences between the manager and the assigned volunteers.



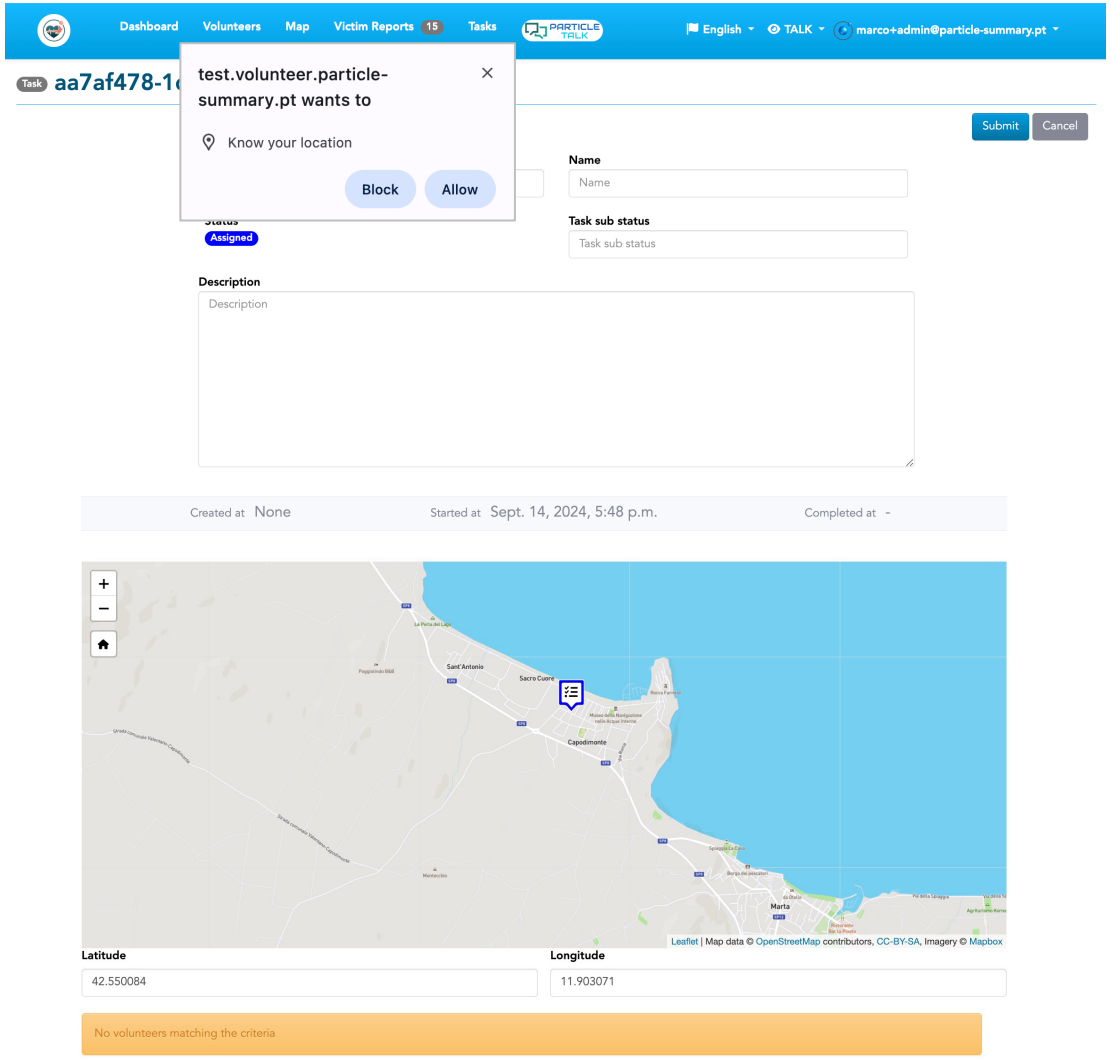
Using the Volunteer Portal

Tasks

By clicking on the New Task button, the manager may create a new task.

A pop-up window requests the manager's location so that it may use it as the task's location. The manager may also use the map function to provide the task's location.

Once the form is complete, the manager must press the Submit button and a new task is registered in the system.

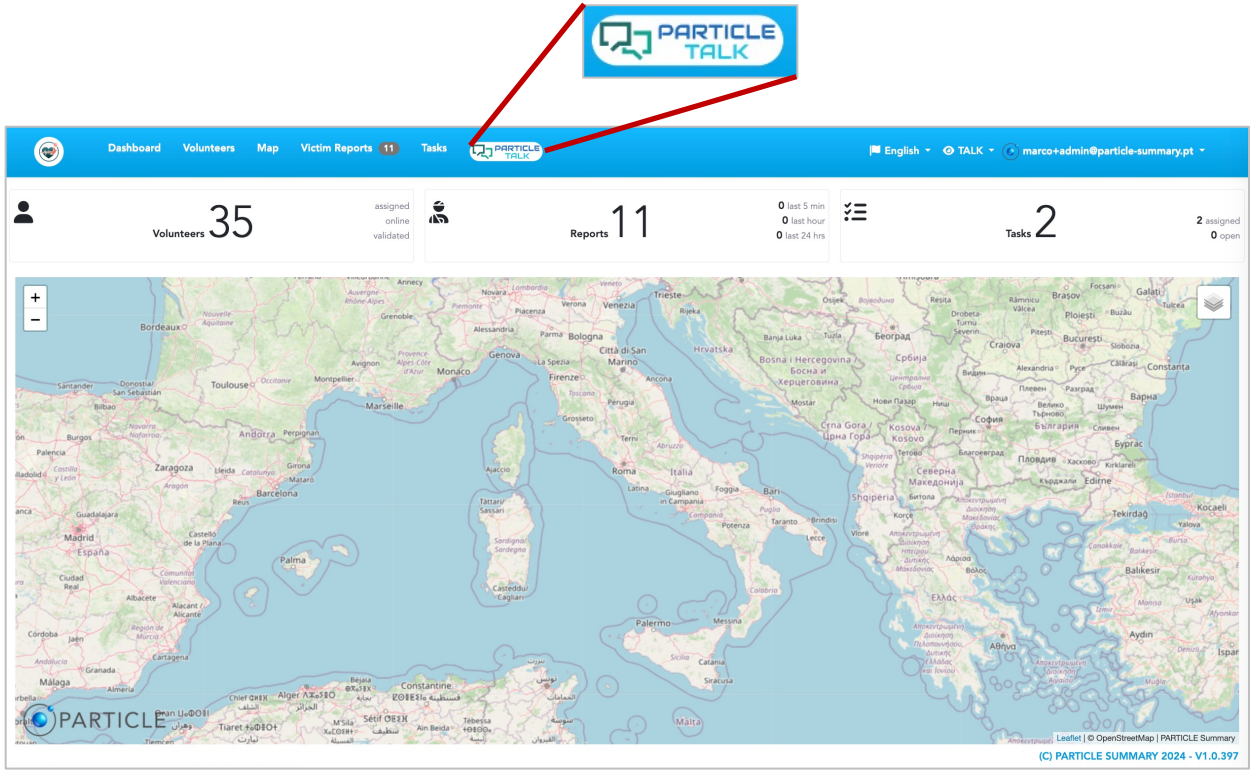


Using the Volunteer Portal

PARTICLE.TALK

In the top menu, the PARTICLE.TALK button opens the PARTICLE.TALK application, allowing the manager to contact with all and each of the volunteers.

See details in the PARTICLE.TALK Manual.



PARTICLE

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