WhenToHelp Basic Instructions

**Logging in**
Go to [http://whentohelp.com](http://whentohelp.com). Click on “Sign In” in the navigation bar near the top of the page.

Enter the log in ID and password that you received by email (or your personal password if you have changed it.) If you have forgotten your password, click on the link below the log in boxes to have it resent to you.

This will take you to the **WhenToHelp** home page:
Signing up for shifts
From the Home Page, click on **Show Everyone’s Schedule**: 

- Click on **Show Everyone’s Schedule** from the Home page.
The “Monthly” view is the easiest to read. Click on **Monthly** under Everyone’s Schedule.

This will open up a monthly calendar. Click on the arrows beside the month name to go to the next or previous month. In this view, you will be able to see the various types of shifts (census observer, lead extractor, extractor-in-training, observer, net assistant, scribe etc. that are available. These appear in blue bars under each date.

You will be able to see who has signed up for the shifts, and which shifts are still open (unassigned). The unassigned shifts are highlighted in yellow.

To register for a shift, click on a yellow unassigned listing under a position for which you are qualified. A new window will open with details about that shift. If you wish to add the shift to your schedule, click on “**Pick Up This Shift**”.
You may not be eligible to sign up for all types of shifts. If you receive a message that you are not qualified for a certain position, and you believe you should be, please email us at mbo@migrationresearch.org or use the messaging feature in WhenToHelp.

To review your own schedule, Click on My Schedule. The Weekly, Monthly, and Upcoming items will give you different views of the scheduling information.

Click on the shift in the calendar to open the details of the shift or to remove it from your schedule.

Setting preferences

Your contact information:
Choose “Change My Information” from the Home Page Menu, or “Info” from the top Navigation Bar to view or change your contact information.
You can choose to make your phone and email information available to other volunteers or only to the Coordinator.

Notifications (optional):

Follow the steps above for changing your personal information. Click on Edit My Email Addresses. This will open up a new window:

Click to add a new email or text-message address.

Click to change which notifications you receive.
To add a new address for email or text messages, click on “Add New Address”.

1. Enter your new address.
2. Select whether this is an email address or a text messaging address.
3. Select your notification options (see below).
4. Save.

You can receive your messages through your email address by selecting notifications. At a minimum, you should select “Changes my Published Shift” so that you receive notification about closures or other cancellations. We also recommend you select “Use as my “Reply To” address, Forward my WhenToHelp Messages and Forward New Bulletin Board Posts.”
Scheduling Preferences (optional):

You can also use **WhenToHelp** to identify your preferred days or dates, or days that you can’t volunteer. You can also indicate your preferred volunteer positions.

Click on **Prefs** in the top Navigation Bar. Then select the dates/days/positions buttons and enter your preferences.

For more information, click on “**Help**” in the Top Navigation Menu bar.

Many thanks to Anne Nightingale of Rocky Point Bird Observatory for introducing us to **WhenToHelp** software, allowing us to explore the programme via her site and for her very clear and precise document *When To Help Instructions* on which we based this document.

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1 Nightingale, Ann, 28 May, 2010 *When To Help Instructions*. Rocky Point Bird Observatory, British Columbia. 11 pages.