Galaxy Digital Training Guide 10.5.21

Log in here:
https://floridatrail.galaxydigital.com/

Links from Galaxy Digital:

General Assistance
 https://galaxydigital.freshdesk.com/support/solutions/36000096780
Editing your profile
https://galaxydigital.freshdesk.com/support/solutions/articles/36000041087-managing-your-volunteer-profile
Galaxy Digital Managers Training (every Monday)
Live Training available every Monday
Posting/Editing an Event
https://galaxydigital.freshdesk.com/support/solutions/articles/36000040820-posting-and-managing-your-agency-s-events
Registering for an Event
https://galaxydigital.freshdesk.com/support/solutions/articles/36000041082-responding-to-volunteer-opportunities

How to Create a New Volunteer Profile:

1. Go to https://floridatrail.galaxydigital.com/
2. Click "Sign Up"
3. Fill in the required fields.
   a. When asked your "Affiliation" choose the Florida Trail Association Chapter for your area. To find out the name of your local chapter visit: https://www.floridatrail.org/about-us/chapters/
   b. If you are interested in joining multiple chapters, just choose one for now. It will not affect your future volunteer activities.
4. Click "Create Your Account"
5. Select your "Skills" or areas of interest for volunteering.
6. Select the FTA Chapters you are interested in hearing from.
7. Once you have finished setting up your profile, click continue and you will receive a confirmation email with your profile information.
8. Follow instructions in the email for next steps.

How to Log In to a Transferred Volunteer Profile:

Use these instructions if you previously had an account with the FTA Back Office program and would like to register for a future event.

1. When it is time, the FTA will activate your new account with Galaxy Digital. This will automatically send you an email with a temporary password.
2. Follow instructions in the email to finish setting up your account.
3. For questions, email volunteer@floridatrail.org

Posting/Creating Events

When to create a Volunteer Event:

- For any regularly occurring maintenance (Create an ongoing event that you can use repeatedly. This will allow you to track how many hours are put in during that regularly recurring work. You can choose to make this event public or private)
- For any event you would like advertised to the public for other volunteers to sign up for

When to create a Recreational Activity or Special Event:

- When hosting a non-maintenance event like a recreational hike or other activity

How to post an Event:

1. Log into Get Connected and go to the affiliate chapter manager area by clicking the **My Affiliate Chapter** button at the top of your screen. If you manage multiple agencies, select the affiliate chapter from your My Agencies list.
2. Click **Volunteer Events** to create a trail maintenance opportunity.
3. Click **Recreational Activities and Special Events** to create a recreational outreach opportunity.
4. Click **Add New Event** to open the Create Event form.
5. Complete the fields in the form.
6. Click **Create Event**.

How to Find a Volunteer Opportunity or Event:

Start by going to the FTA Galaxy Digital site. If you're not logged into the site automatically (you'll need to have an account for that), you'll see the "Respond to a Need" and "RSVP for an Event" button OR the "Volunteer Now" button in the middle of your screen.

1. **"Respond to a Need"** will include opportunities to register for trail maintenance events or Volunteer Work Parties. In order to record hours, you will need a response to an event.

2. **"RSVP for an Event"** will take you to other types of events like recreational hikes, outreach programs, annual meetings etc.
3. If you're logged in automatically, you'll be taken to your volunteer dashboard. From there, just click the **"Volunteer Events"** or **"Recreational Activities & Special Events"** button in the sidebar menu, and you'll see the same listing of needs.
4. Once you've found the right volunteer opportunity, it's easy to respond to it and let the affiliate chapter know that you'd like to volunteer.
5. Click the **Respond** button, located in the top right-hand corner of the need-information page.
6. On the response page that is displayed, you can type any additional notes for the affiliate chapter manager.You will also be required to answer the designated response questions.
7. Click **Submit Need Response**.
8. You are returned to the need-information page, and the Respond button is replaced by an **Unregister** button.
9. You'll also receive an email confirming your response, and the organizer for the need will be notified that you have signed up.

Adding Volunteer Hours:

Before adding hours, the user must have a "Response" to the event you wish to add hours for. All hours must be attached to an "Event" to be entered. This is for ALL hours, no matter if you are entering hours on behalf of yourself or other users.

An example of an event includes:

● A recurring trail maintenance day (Suggestion: create a Private Ongoing Event for any maintenance that occurs on a regular basis. Once you add responses to this event, you can continuously add associated hours each time it occurs without add responses everytime.)

● A special event or Volunteer Work Party (Suggestion: post a Public Event that volunteers can respond to. This way, volunteers can register for the event and you can keep track of who is planning to attend. After the event, when you go to add hours, any volunteer that registered for the event within Galaxy Digital will already have a recorded response, making adding hours easier!)
    ○ For instructions on how to post an Event, see below.

● Any admin or activity events (Suggestion: For hours that are not directly associated with a specific group event, we recommend using the Private Ongoing Event already setup for your chapter using the "Admin" specific LMU.)

When you use your Chapter's Ongoing Event:

● For entering Admin hours (see Glossary at the end of this guide for what qualifies as Admin hours)
● For entering individual hours (not a part of a group event)

There are **two** ways to add volunteer hours for **another user** who volunteered for your affiliate chapter or program:

OPTION 1:

Use this way if the volunteer you are recording hours for already has a "Response" recorded for an event.

This would likely be the case if the volunteer registered for a special event on their own or if this is an ongoing event in which they already have a response recorded in the system.

1. Once logged in, click "**My Affiliate Chapters"** at the top of the page.
2. From the agency/affiliate chapter view, click **Time Tracking**.
3. Under the **Hour Type** heading, select the applicable event.
4. Select the name of the volunteer from the **Volunteer** dropdown.
5. Enter the **Date, Hours Worked, and Miles Traveled** the hours were earned.
6. Complete the applicable **Hours Details and Description** information. Including the correct LMU's.
7. Answer all **Hours Questions** (when applicable)
8. Click **Submit Hour Entry** to save your work.

OPTION 2:

Use this way if the volunteer has not already recorded a "Response" to an event.

1. Once logged in, click "**Maintenance Report Crew Leader Portal"** at the top right of the page (use dropdown under initials).
2. From the Crew Leader Portal view, click **Responses**.
3. Under the Responses heading, select **Add a Response**.
4. Start typing the name of the Event in the **Volunteer Event Lookup** box (only events from your assigned LMU's/Chapter will appear).
5. Start typing the name of the Volunteer in the **User Lookup** box (only users with active profiles will appear).
6. Skip the Response Questions below and click **Add User Response.**
7. You will then be redirected back to the Crew Leader Portal and the response should show up in the box below the headers and you can now add the hours entry.
8. From the Crew Leader Portal view, click **Hours.**
9. Under the Hours heading, select **Add Hours. ****
10. Start typing the name of the Volunteer in the **User Lookup** box (only users with active profiles will appear).

11. Start typing the name of the Event in the **Volunteer Event Response Lookup box** (only events that users have recorded responses to will show up). Make sure to choose the correct event.
12. Fill in the relevant **Hours Details**, **Description**, and **Hours Questions** filling in as much information as possible.
13. Click **Submit Hour Entry** to save your work.
14. You will then be redirected back to the Crew Leader Portal and the response should show up in the box below the headers and you can add the hours entry.

**** SHORTCUT: click on the hourglass icon next to the name of the person in which you want to add hours for. This will take you directly to the hours entry page for that user/event.

LOGGING YOUR OWN HOURS:

If you are logging your own admin or individual hours follow these instructions:

1. Log into your Connect site.
2. Add a response to an event by clicking **Volunteer Events** on the left side of the screen**.**
3. Find the event you would like to record a response for (choose the **Ongoing Event** associated with your chapter for entering Admin or Individual Hours). If you don't see the event you're looking for, check the second page by clicking the 2 at the bottom of the screen.
4. Click the **Event**.
5. Click **Respond** on the right side of the screen.
6. Once you have submitted a response to an ongoing event, you will not need to repeat this step in the future.
7. Now, click the **Add Hours** button at the top of your screen to open the **Track Hours page.** Alternatively, click **Track Hours** on the dropdown under your initials or profile photo.
8. Fill in the details for the hours worked.
9. Under "Hour Type" choose the event for which you have recorded a response.
10. You must select "Yes" to the question "Are these hours in reference to a need you responded to on this site?'
11. Choose the correct LMU. For admin hours, choose "Admin:
12. Click Submit Hours Entry at the bottom of the page.

Glossary:

Agency Managers = Affiliate Chapter Managers = Chapter Chairs, Activity Leaders, or anyone responsible for hours entry

Land Management Unit = Name of Property (for example, Bull Creek WMA)

Maintenance Unit = Specific section of LMU (for example, Forest Road XX to YY)

Admin Hours =

- Planning events of any kind
- Entering hours
- Participating in an outreach event (for example, tabling, handing out brochures)
- Leading an activity hike (not just participating in one)
- Helping at the FTA office
- Time spent serving as chapter leadership (for example, if you chapter has leadership meetings)
- Time spent serving on the FTA Board of Directors
- If your chapter had a tool maintenance day separate from a trail maintenance event (if it happened during a trail maintenance event, just lump it in with the event hours)
- Updating tool inventory
- Attending trainings like Chainsaw or Trail Skills (in those two cases, our staff enters the hours for the group)