



Felix Volunteer Portal – Group Volunteer Guide

User Journey

1. Register as a group lead here: <https://thefelixproject.org/group-volunteering-lead-request>
2. Once approved, you will receive an email inviting you to log in to the portal
3. We recommend bookmarking the portal: felixvolunteerportal.powerappsportals.com
4. **Important:** You'll need to log in with your username, rather than your email, so please choose one you'll remember!
5. Log in, and click '**group opportunities**' to request a shift
6. Follow the instructions at the top of the page to find the shift you'd like. Be mindful that if you filter by a group size larger than the maximum of the depot you're looking at, the shifts may not appear. Please see below for more information on depot maximums
7. Enter less or no filter specifics to see all available shifts
8. **Important:** Your shift has not been confirmed until you receive a 'your shift has been accepted' email
9. We may reject a shift if you have made a request for more than 15 people, or the shift has since been booked up. Please be mindful that we juggle a lot of requests!
10. Once your shift has been accepted, you'll find it in '**my group bookings**'
11. Here, you can add your volunteers, and see if they have completed their training or not
12. This should be done at least 4 weeks before your shift (unless you have booked a shift at short notice)
13. Once added to a shift, your group members will receive a portal invite and a pre-shift briefing email

14. They can log in to the portal, view their group shifts under '**my shifts**' and complete their training under '**group info**'
15. You can also remove and swap group members if you need to
16. If you're unable to fill your shifts, or need to cancel, please email group.volunteering@thefelixproject.org
17. If a group volunteer would like to return to one of our depots as an individual volunteer, please email us. We'd be happy to welcome them back!

Take a look at our website for more information, including cancellation policies, shift timings, and group numbers: <https://thefelixproject.org/help-us/group-volunteering-in-london>