New website, local support section:

Q&A for volunteers

This is a list of FAQs on changes to the local support section of the new MS Society website, launching in April 2018. This is information for local group volunteers who may have questions, or receive queries, about the site.

If you’d like any further information, or have a query not covered below, please email ssadminhelpdesk@mssociety.org.uk

Services and using the Portal

Where have the services showing for my group on the website come from?

The services that are showing on the new website are those that have been added to the services and activities tab of [the Portal](https://volunteers.mssociety.org.uk/portal), either by a volunteer in your group or by a member of staff from information gathered from your group. As this information has been added over time, it’s possible that it’s not up to date and we know there’s some information missing. If you notice any inaccuracies or any missing information, you can make changes to the information on the Portal.

No one from my group can access the Portal, how do I set up an account?

Please contact the Supporter Care team at supportercare@mssociety.org.uk who can set you up with access to the Portal.

I want to add my group’s services but I need support using the Portal to do this

If you’d like more information or support to enter your group’s services, please contact ssadminhelpdesk@mssociety.org.uk who will be able to support you and talk you through how to do this.

I’ve made a change on the Portal but it hasn’t updated the details on the website…

The website is updated overnight so any changes you’ve made should appear on the website the following day.

I can’t see all of my group’s services on the Portal

Where there was a large amount of missing information or it looked like the information was out of date, we have deactivated some services that were on the Portal. You can see these by selecting to view all services on the Portal and they can be reactivated easily when the information is complete.

Group pages

How do I update my group’s page?

Each group has a group page, as well as pages for their services and activities. The group page can only be amended directly by our Web team. If you notice something that is inaccurate on your group page, please contact ssadminhelpdesk@mssociety.org.uk who will be able to arrange for it to be updated.

At the moment the group page only includes some basic details about each group, as well as links to their services on the website. In time we’ll be adding a description for each group. We’ll be in contact with you directly to discuss this and agree the wording.

Why can’t we publish our newsletter on the website anymore?

We know a few groups have been uploading their newsletters to their group webpage, but this option won’t be available on the new website. Our website analytics show that not many people are downloading the newsletters on the site and we think there are more effective ways to share newsletter stories, diary pages and updates, including social media which can be particularly effective. If your group creates a newsletter, you can still email it to group members and contacts, and of course send hard copies in the post.

1. [Find out more about sharing stories online](https://volunteers.mssociety.org.uk/node/552/)

Why doesn’t our group have an email address on the group page?

Only MS Society email addresses will be published on our new website. Using the MS Society email looks professional and ensures that any emails sent to your group are stored securely, in line with data protection legislation. If your group isn’t using an MS Society email address, this means there will be no email contact details on your group page. We would strongly encourage all groups to make use of the MS Society email accounts. You can arrange access by contacting supportercare@mssociety.org.uk

I have questions/feedback

Any feedback or questions about the local support pages on the website or the Portal can be sent to ssadminhelpdesk@mssociety.org.uk