

Keeping group information up to date on the Portal

Things to check	Possible actions	Help is at hand!
Basic information tab	Let VST know if:	
Are group contact details up to date?	<ul style="list-style-type: none"> Any changes to group contact numbers or emails are needed 	VST will make any amendments to ensure the website displays the correct information.
Volunteer tab	Let VST know if:	
Is the list accurate?	<ul style="list-style-type: none"> Any volunteers listed have left You have volunteers in your group who are not listed (your hidden helpers) 	VST will amend our records/the Portal.
Are volunteers listed in the correct role?	<ul style="list-style-type: none"> Any volunteers' roles are listed incorrectly 	VST will amend our records/the Portal.
Members/contacts tab	Let VST know if:	
Do you have new members/contacts to add?	<ul style="list-style-type: none"> Any new contacts need adding 	VST will liaise with Supporter Care to add new members and contacts
Group services and activities tab		
Is the list of events, activities and services up to date?	<p>If any events/services/activities are not currently running, use the 'Edit' tab for each service to mark it as 'Inactive'. It will then no longer show on the main website.</p> <ul style="list-style-type: none"> Remember to click save. 	Our updated Portal Guidance has a step-by-step guide on how to add and edit events, activities and services.
Are details of events/services/activities correct and complete?	<p>Use the edit tab to amend any details</p> <ul style="list-style-type: none"> Remember to click save. 	For additional help, our short video demonstrates how to do this.
Does each event/service/activity have an up-to-date guidance document or risk assessment uploaded?	Contact VST if you're not sure which form to use for an event, activity or service.	Check our regular Top Tips . These are shared via the monthly volunteer e-newsletter, or may be sent from your Volunteer Support Officer.
Does each service have a current Service Level Agreement (SLA) uploaded?	Contact your Regional Development Officer (RDO) if you need help with an SLA.	Watch our step-by-step guide on how to complete an SLA here .

Remember: Systems need to sync overnight before newly added or updated information is displayed!

For help with any of the above, please contact VST on volunteersupport@mssociety.org.uk or 0300 500 8084, option #3.