



Assemble FAQs for volunteers

Assemble is our new volunteer management system (VMS). It's the new place for you to find the information you need to carry out your volunteering, manage your personal data and complete some tasks and processes relating to your role(s).

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Why are we launching a new VMS, Assemble?

We've undertaken a major data and systems project, called Project Sage. It's all about transforming how we handle and use data across the organisation, bringing in new systems and software to support many of our teams.

At the same time, the platform that our Portal and Volunteer Website sit on has come to the end of its life. And we've heard from volunteers over the last few years that we ask you to use too many different systems. So we're using the opportunity provided by Project Sage to bring some key functions together into one system, and to ensure that new processes are clearer.

When will I need to start using Assemble?

Assemble will have a gradual, phased roll out to volunteers from January 2026. This is so we can ensure it's working as it should. And so we can get feedback and fix any issues before rolling it out to everyone.

Is Assemble for all volunteers?

Yes, all volunteers will have access to Assemble by the end of June 2026.

What will I use Assemble for? Will I have access to all the functionalities?

What you can see or do in Assemble will depend on your volunteer role(s). For example, a Group Coordinator will have some manager-level permissions to be able to view group information, including details of their group volunteers.

Depending on your volunteer role(s), you can use Assemble for:

- Viewing and updating your own **personal data**, and certain data of others if you manage any volunteers.
- Reading organisational and volunteering updates in the **News** section, including stories linked from the volunteer e-newsletter. This replaces the Volunteer Website.
- Visiting the Document Hub to access the documents and guidance you need for your role(s). This replaces the Volunteer Website and Volunteer Handbook. We've reviewed the Volunteer Website and updated its content before migrating it across to the Assemble Document Hub. We've worked with a digital agency and volunteers to ensure the new structure for information is accessible, simple to navigate and easy to keep up to date.
- Engaging with other volunteers through the **Messaging Centre** — unless they've opted out of being contacted this way. We've developed a guide on the different ways volunteers can send messages, which includes information on how you should use the Messaging Centre. You can [find this guide on Assemble here](#). It can also be [found on the Volunteer Website here](#).
- **Recruiting** volunteers. This replaces the REACH recruitment website.

- Uploading details of **group services and activities**. The information will pull through from Assemble to 'Near Me' on the main MS Society website, where the public can search for groups and services. This replaces the Portal.
- Completing some **activities and tasks**.
- Accessing the **rota** feature (this will become available to MS Helpline and shop volunteers).
- Signing up for staff-led **events** and drop-in sessions once this function is available.

We'll be testing other system features with volunteers soon to decide if they'd be useful.

You've said which systems Assemble will replace. Which systems won't it replace?

Other than the Portal and REACH, Assemble won't replace any systems which are managed by an external provider. This means you'll continue to use systems such as Branch Accounting Online, which can be accessed via a link on Assemble.

We've put together some guidance on which systems you'll need to use to complete certain tasks. You can [find this on Assemble here](#). You can also [find this document on the Volunteer Website here](#).

How will I access group contact data?

You'll now access group contact data by clicking a link to a SharePoint folder, using an MS Society email address. You can request the SharePoint link from the Volunteer Support Team if you're in a relevant role and have completed our UK GDPR training module.

SharePoint is a Microsoft tool that provides a secure online space to store, organise, share, and access information from any device.

We've produced written guidance which takes you through accessing contact data in SharePoint, which can be [found on Assemble here](#). It can also be [found on the Volunteer Website here](#).

Will I be able to access Assemble on my laptop, computer, tablet and/or mobile phone?

One of the reasons we chose Assemble is its simple user interface that displays clearly on laptops, computers, tablets and mobile phones. The mobile app won't be available straight away, but we'll be exploring it in the coming months.

Is Assemble accessible?

The Assemble 'Opportunities' page, where all our volunteer roles are advertised, follows accessibility guidelines and is WCAG 2.1 AA compliant. This means it meets a widely recognised standard for web accessibility. And content meets the accessibility requirements of a broad range of users, including those with disabilities.

Every new Assemble feature created will follow these guidelines and Assemble will be backdating existing areas of the system. To make it easier to read Assemble, there are various accessibility extensions available to download. Within Assemble, there's an accessibility requirements field where you can tell us about any health or support needs.

What support is available to help me log into Assemble?

We understand that using a new system can be daunting. Key videos covering how to log in, how to change a password, and how to navigate the Assemble homepage are [available on YouTube here](#).

The rest of the 'How to' videos and written guides will be stored on the Assemble Document Hub. We'll have lots of support in place to help you get to grips with the new system. You can find further information in the support section below.

What support will be available to help me use Assemble?

➤ Live support

We'll be hosting a range of informal drop-in sessions and training sessions to support you getting started on Assemble. Some of the training sessions will be available to all volunteers, whilst some will be for volunteers in certain roles and will cover more specific topics/features of Assemble.

Dates and details on how to join will be shared on Assemble.

For all volunteers

○ Assemble overview sessions for all volunteers

These may evolve as we receive feedback from volunteers using Assemble, but will cover the basics including:

- How to log in
- The basics of the Assemble system
- How to update and add personal details
- How to enable email notifications
- How to find and contact other volunteers
- How to access support

We encourage you to log into Assemble first and try it out, then come to sessions with questions about anything you're unsure of.

○ Drop-in/troubleshooting sessions for all volunteers

You're welcome to drop into these informal sessions, ask any specific questions you have and listen to other people's questions too.

Sessions for Group Coordinators

○ Assemble overview sessions for Group Coordinators

If you're a Group Coordinator, we encourage you to join one of these specific training sessions. It will cover the topics in the Assemble overview session for all volunteers, as well as how Assemble can help you and your group. It will also include guidance on supporting your Coordinating Team to use Assemble.

- **Drop-in/troubleshooting sessions for Group Coordinators**

You're welcome to drop into these informal sessions, ask any specific questions you have and listen to other Group Coordinator's questions too.

Sessions for Group Coordinators, Health and Safety Volunteers, Communication Volunteers, Admin Volunteers and Activities Organisers

- **Group service information sessions**

These sessions will provide guidance to volunteers who add and update their group services on Assemble. We'll also explain how services uploaded to Assemble will pull through to the MS Society website.

➤ **Video support**

- **Training videos**

We've recorded a collection of training videos. These will walk you through a range of topics such as logging in, using the messaging platform and seeing your assigned tasks.

You can [find all our 'how to' videos on YouTube here](#).

Videos covering how to log in, how to change a password and how to navigate the Assemble homepage are also available on the [Volunteer Website](#). They'll be available on the Volunteer Website until all volunteers have had the opportunity to log onto Assemble, and the Volunteer Website is no longer accessible.

➤ **Written support**

- **How-to guide**

As well as live support sessions and training videos, you'll have access to written guides with step-by-step instructions on using Assemble. You can [find these on Assemble here](#).

- **FAQs**

As queries arise from support sessions, you'll be able to find a more detailed list of frequently asked questions and their answers in this FAQ.

- **Glossary of terms**

Assemble's an 'off the shelf' product, and some of the language it uses doesn't quite work for us. So, we've created some guidance to explain what any potentially confusing words mean in familiar terminology. You can [find this Glossary on Assemble here](#). You can also [find this document on the Volunteer Website here](#).

○ **Where things were before/where they are now**

We know you're used to finding your way around the Volunteer Website and the Portal. So, we've put together some guidance on which systems you'll need to use to complete certain tasks. You can [find this on Assemble here](#). You can also [find this document on the Volunteer Website here](#).

○ **We're here for you**

The team's here to respond to any questions you have about Assemble.

Please send an email to assemble@mssociety.org.uk with your query and someone will get back to you.

Your Volunteer Support Team's also on hand to respond to general queries and signpost you to the information you need. You can contact them via phone or email.

Phone: 0300 500 8084, option #3

Email: volunteersupport@mssociety.org.uk