



Woodcraft Folk & Groop Guidance



This is a Woodcraft Folk document created by Leanne Powell (Membership & Groups Officer)

Groop Overview

Who is Groop?

Groop is an organisation that provides organisations with an online group management platform to help them manage the day to day running of their groups and administration., ensuring they can communicate with their members, stay compliant and meet safeguarding standards.

Groop is accessible via www.groop.com (click on [Member Login](#)) or www.woodcraft.org.uk/groop

Data Security

Groop platform is hosted by UKCloud - a highly secure, UK sovereign cloud storage service, accredited with all appropriate ISO accreditations, including ISO 27001. All of whom are trusted by the UK Government for HRMC, Home Office and the NHS.

Data Protection and Groop

All data held on the Groop platform is subject to the Data Protection Act 2018, which is the UK's implementation of the General Data Protection Regulation (GDPR), and any other applicable data protection legislation and regulations as implemented in all applicable territories covered by the Agreement.

Groop maintains a [Privacy Policy](#) that sets out all parties' obligations in respect of personal information held on the system. To read this policy in full go to <https://groop.com/privacy-policy/>

Staff at Groop who are data controllers are vetted and have full DBS checks.

Woodcraft Folk Data Protection & GDPR

Woodcraft Folk recognises the importance of using personal and sensitive data in an appropriate way, keeping it secure and complying with data protection law.

As part of our activities, Woodcraft Folk collect and makes use of personal information about its' members. The data collected within Groop will only be used to administer a child's active and safe participation in Woodcraft Folk activities and monitor equal opportunities. Data will be securely stored on Groop and will be managed by local volunteers and select staff officers in line with Woodcraft Folk's Data Protection Policy. It may be shared with volunteers in Woodcraft Folk's District, Region, Nation, Committee or working groups, organisers of Woodcraft Folk events, and/or our General Council (Board of Trustees). Information will be retained whilst individuals hold membership and for a further 3 years after they've left the organisation. Some personal data will be kept, meeting audit, legal, safeguarding or other regulatory requirements will be kept in our restricted archive, which can only be accessed by individuals authorised by General Council in line with the data protection procedures.

To read our policies on data protection and privacy in more detail go to:

- <https://woodcraft.org.uk/resources/data-protection-policy>
- <https://woodcraft.org.uk/privacy>

- <https://woodcraft.org.uk/child-protection-reporting-and-record-keeping-guidelines>

If you have questions about how we use your data that are not answered by our Privacy Policy, please [email our Data Controller](#) at data@woodcraft.org.uk.

What can Groop online management do?

The cloud-based software has the following functionality:

- Maintain a register of group participants (*contact details, health/medical and support needs, Doctors details, emergency contacts, demographic information*)
- Can collect details of families on a waiting list
- Communicate with members, send out notifications and alerts
- Create a group register
- Create online events which participants can book
- Manage adult membership and DBS – *coming soon*
- Take online payments and generate invoices
- Generate reports for accounting, events, funding applications etc.
- In addition, the software also has a resources library, enabling easy access to policies, guidance and other useful material

Roles - Who can access what data?

Every individual on the system needs to be allocated a role, that role will dictate what data they have access to and what they can do.

All administrators who are accessing participant and volunteer personal information MUST be a vetted member. This includes becoming a member of Woodcraft Folk, having an up to date DBS and 2 suitability references. We would also encourage them to familiarise themselves with our safeguarding and data protection policies.

GDPR legislation states that data should only be accessed by individuals who require the information, so please make sure that volunteers are given the correct roles to ensure compliance. For example, those supervising and caring for children need to know about the

medical and support needs of those children; a KP needs to know about dietary requirements but doesn't need financial information.

List of role holders below. For [volunteer task descriptions](#) for each role go to <https://woodcraft.org.uk/resources/outline-task-lists-volunteers>

Engagement with Woodcraft	Role on the system	Data access
District Contact/ Co-ordinator	Administrator	<ul style="list-style-type: none"> • Their own data • Data of volunteers linked to the District • Contact details only of participants and volunteers for event create, invitation and communications.
District/Group Treasurer	Administrator	<ul style="list-style-type: none"> • Their own data • Data of volunteers linked to the District • Contact details only of participants and volunteers for invoicing and communications.
District Membership Secretary	Administrator	<ul style="list-style-type: none"> • Their own data • Data of volunteers & participants associated with groups • Can view and administer membership and DBS info for volunteers.
District Safeguarding	Administrator	<ul style="list-style-type: none"> • Their own data • Data of volunteers linked to groups • Data of participants associated with groups. • Can view and administer membership and DBS info for volunteers. • Use contact information to report safeguarding complaints/issues.
Group Contact/ Admin	Administrator	<ul style="list-style-type: none"> • Their own data • Data of volunteers linked to their group and the data of participants associated with their group. • Will administer group
Parent/carer/ Guardian	Parent	<ul style="list-style-type: none"> • Access to their personal data and the children and young people associated to them. They can add themselves and their children to groups and events
Adult Member & Leader/ Occasional helpers	Volunteer	<ul style="list-style-type: none"> • Access to their personal data, can add themselves to an event or group • Can view event registers
Child under 13 years	Participant	<ul style="list-style-type: none"> • No access
Young person over 13 years	Participant	<ul style="list-style-type: none"> • Access to their personal data, can add themselves to an event or group
Folk Office Staff	National Officers <i>only</i>	<ul style="list-style-type: none"> • Their own data • Data of volunteers linked to groups • Data of participants associated with groups. (<i>only select staff who require this info as part of their job will have access to participant info</i>)

Group User Manual

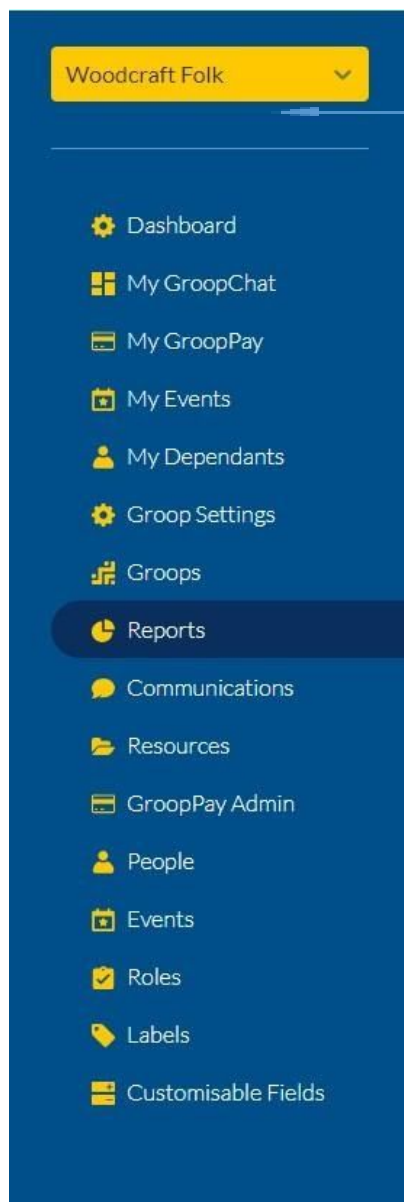
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What does it all mean?

When you log into Groop you will arrive at your Group or District dashboard. All of the functionality is available via the blue panel found on the left-hand side.

Each group is its own secure entity and in order to access different groups/district you need to be invited. Use the same email address across all groups and you will only need one login. Depending on your role you will have different permissions in each group and only allowed to view certain data.



Your group name will be displayed here. If you are a member of more than one group or district, this yellow box will become a drop down so you can select the relevant group.

Dashboard - overview of the current group you've accessed

My GroupChat – Chat forum of the group you've accessed

My GroopPay – Pay for any invoices the group has sent you

My Events – Book events you've been invited to

My Dependants – List of the children you are Guardian for

Group Settings – Details of the Groop or District

Group – List of the Groups within the District

Reports – Access and download reports for your group

Communications – Send mass emails to participants

Resources - Resources library (policies, forms, etc)

GroopPay Admin - Generate and view invoices

Events – Create/View events and invite participants

Labels – Create labels to group users, events and invoices

Customisable Fields – Create new fields to collect data

Currently there is no way for individuals to amend their personal details, to do this either Group Admin/Contacts will need to send them a data request. **All data requests/ invitations to join the group within the system last for 30 days before expiring.**

District Contact/ Coordinator

What can you do?

1. Have an overview of current groups in the District
2. Update and amend Officeholders/leaders attached to the District
3. Set up District Events
4. Can view invoices generated by the District
5. Send District wide communications
6. Resources section



1. Quick overview

To see a list of the Groups currently registered as open in your district, click 'Groups' listed on the left-hand side panel. Here you will find your list of groups, which is view only.

To view a groups dashboard you will have to be a member of the specific group. Currently you can only view a groups 'people' section. This permission is only available for Local Safeguarding Officers & Membership Secretaries, who will need access to all member information as part of their role.

Adult membership will be accessible for Officeholders by November 2020. In the meantime Folk Office can help you with reports and respond to enquiries.

2. Amend, View or Add an Officeholder in the District

Amend

- Click **People** tab on the blue panel to the left-hand side of your screen
- Here you will find a list of all current officeholders registered to your District
- If you wish to amend a role of an officeholder already on your list, left click on the name and click **Edit**
- On this summary page go to the field labelled **Role** and from the drop down select/deselect one of the District Officeholder roles.
- Scroll to the bottom of the page and click the **Update User** button

Add (*This is not Adult Woodcraft Membership**)

If an officeholder is stepping down and/or you need to add a new person to be listed, please follow instructions below:

- Click **People** tab on the blue panel to the left-hand side of your screen
- Click the **Create Person** button
- Select the role type i.e. District contact, District Treasurer etc.
- Enter the person's name in the first and last name fields
- Enter their email address
- Scroll to the bottom of the screen and slide the **Add Email to Invite User** button to right so it appears green
- Click the **Create User** button to save and send the new officeholder an invite to join the District

**New members need to join via the website. Their application will generate a new record within Groop, they will be asked to pay their membership fee and will be placed within their district.*

View

To view an Officeholders or adult members contact information, scroll to their name on the list, click their name and select **Edit**. This will take you to their summary page.

See Groop Knowledge base article - <https://knowledge.groop.com/people>

3. Set up District Events

You can set up regular group events, one-off trips, camps, meetings and Groop Live using this online events function. ***Currently you can not set up District wide events and invite group members, however this functionality will be coming soon.***

These events will be bookable for your parents/children/leaders to attend and pay/donate for in advance. See instructions below to set up an event.

- Click **Events** (not 'My Events') tab on the blue panel to the left-hand side of your screen
- Click the **Create Event** button
- Enter your event information including date, time and event info, if applicable.
- To invite members, click the **Invite** button at the top of the page and select the participants you wish to invite. We recommend sending invites to child and parent roles to ensure all email invites are received.
- *Filter your list by role to make it even easier to send invites to select members in your group.*
- When you have finished creating your event, click the **Create Event** button.
- You can repeat the event each week for up to 4 weeks, if applicable, so that it is available to book regularly. To do this, on the Events dashboard, left click the event – on the drop down which will appear, select how many times you want to repeat the event.
- To make any amendments to your event, left click on the event name and select **Edit**.

To Create a Groop Live Event (Virtual Meeting)

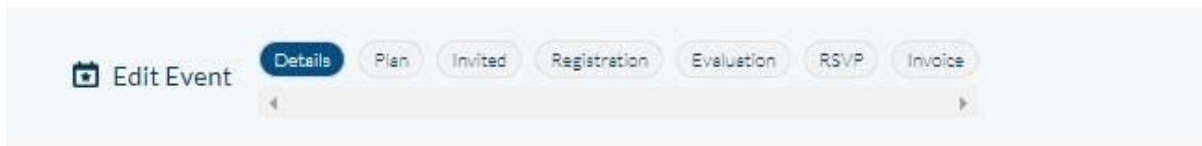
- Complete the steps above
- **When entering the event information select the Goop Live Button (It will turn Green)**
- To join the event members and facilitators will need to go to the 'My Event' section found on the left hand blue panel.

*All events will be listed in the participants **My Events** when they're available to book, if they have been invited to that event.

If an event is paid for you can generate invoices as part of the booking process (your stripe account needs to be activated, see page 10). If you wish to fundraise for events or running costs (subs) you can do this through the subs/donation section in the invoices section, full guidance provided in the 'District Treasurer' section.

To view/edit an event

To make any amendment or view your event, left click on the event name and select **Edit** from the drop down. Here you will find this task bar, which you can select.



Explanation of the above headers:

- **Details** – information regarding the event, date, time, address etc
- **Plan** - Details about the activity to share with members (if applicable)
- **Invited** – Invite your members (adults and children)
- **Registration** - Can select who attended
- **Evaluation** - Can update event with details of an evaluation
- **RSVP** - Look at a list of registered participants and those who have declined
- **Invoice** - Invoice information for paid events

To cancel an event, go to:

- Click **Events** (not My Events) tab on the blue panel to the left-hand side of your screen
- Click on the name of the event you wish to cancel
- Change event name from '**Event name**' to '**CANCELLED - Event Name**'
- Add reason for cancellation in Event Description.
- Click **Update Event**
- Once you have changed the event name please use either Communications tab or GroopChat to contact all members regarding the cancellation of the event.

See Groop Knowledge Base article - <https://knowledge.groop.com/events>

4. View generated invoices

As District contact when in GroopPay Admin you'll be able to have an overview of all invoices sent.

- Go to yellow box in the left-hand panel and from the drop down select the group name
- When in the correct group, click **GroopPay Admin** tab on the side bar to the left-hand side of your screen
- Here you will be able to view the invoices sent to all participants/carers and members etc.

**District Treasurers have the ability to generate and pay off invoices. Go to page 10 for more guidance on creating invoices and subs/donation (git aid).*

5. Send District wide communications

My GroopChat

Parents and Leaders can receive messages and communicate with each other using the My GroopChat facility. This is a secure and private forum to share updates, post notifications, share good practice and fun ideas.

- Click on the **My GroopChat** on the left-hand side panel
- Create a new thread for everyone to see by typing a message in the **Write something** box at the top of the page
- To attach images or files, click the small **attachment** icon
- You can also **comment** on previous posts by clicking on the post and typing in the box below
- To like a comment, click the **Heart** button

Whenever a new post is created or one of your posts is commented on you will receive a notification.

Sending a message to all users in a specific Sub Group

1. From within My GroopChat choose your specific Sub Group from the **Post to** drop down
2. Create your post and attach photos or documents if required
3. When you're ready press the **Post Comment** button

Send to specific person or people

1. From within My GroopChat choose who you want to send the message to via an **Email, Name or Label** which you enter in the **Send Privately** field. e.g. everyone with a label '**Common Ground participants**'
2. From the resulting list you can then choose an individual or add all
3. Create your post and attach photos or documents if required
4. When you're ready press the **Post Comment** button

Groop Knowledge Base article - <https://knowledge.groop.com/groopchat>

Communications

The Groop platform allows you to communicate in many ways with your users. One of which is through the communications area of the platform using Email.

1. Click **Communications** on the left-hand side panel
2. You can see an overview of all the emails you have sent on the main communications page
3. To create a new email simply go to **Create new communication**
4. You can now create your email with the **Subject and Content**. The **reply** email will be the email of your Groop account. You can change this by replacing it with an alternate address.
5. Once you're happy with the information that you have entered you can filter the users and select the recipients to receive the communications by moving the slider buttons next to each individual name.
6. You can save your email to send at a later date via the **Save Email** if required
7. Once you're happy you can send the email
8. When back in the main Communication page you can also **View** sent emails, **Clone** emails and also **Delete** any that are no longer needed.

Groop Knowledge Base article - <https://knowledge.groop.com/communications>

6. Resources

The resources section found on the left-hand panel is a library of all Woodcraft Folk policies, insurance info, programme ideas, publicity materials, resources and useful forms. This library is accessible to all parents to view.

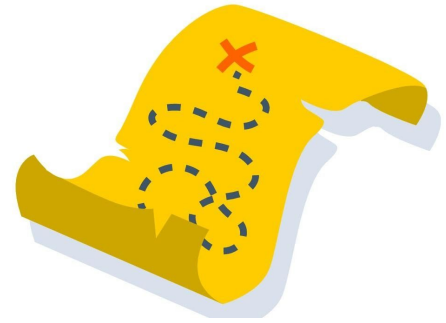
Group Contacts and District Officeholders can easily upload their local policies, risk assessments, forms, adverts and notices for both parents and leaders to access.

Groop Knowledge Base article - <https://knowledge.groop.com/resources>

District or Group Treasurer

What can you do?

1. Have an overview of current groups in the District to view financial info - **coming soon**
2. Generate invoices (*incs manually pay off invoices*)
3. Fundraising for events & subs (*gift aid*)
4. Send District wide communications
5. Reports - **coming soon**
6. Manage stripe account
7. Resources section



1. Overview

To see a list of the **Groups currently registered** as open in your district, click 'Groups' listed on the left-hand side panel. Here you will find your list of groups, which is view only.

To view a groups dashboard and GroopPay section you will have to be a member of the specific group. Currently you can only view a groups 'people' section. This permission is only available for Local Safeguarding Officers & Membership Secretaries, who will need access to all member information as part of their role.

2. Generate invoices

As Treasurer of the district you can generate invoices either at a district level or at group level. Invoices can be generated for events, one off trips and subs etc. Parents are then emailed with instructions to pay. They can either make payment online using Stripe or you can include account details for them to make a bank transfer.

Please note you will be unable to generate invoices until your stripe account is activated (*see instructions below*).

- Click the **GroopPay Admin** option from the left-hand side bar.
- Fill in the invoice fields with relevant information such as reference number and a message to the recipients.
- Scroll down further to choose who the invoices are being sent to by filtering the register to relevant persons i.e. parents, child, leaders etc. Switch the button from red to green next to each member's name.
- At the bottom of the form you can choose to send the invoices now or save the invoice for you to send at a later date.
- The invoice can then be viewed by the recipient in their **My GroopPay** area and they can make a direct payment through Stripe.
- You have the ability to clone (make a copy) or edit an invoice by clicking on the individual invoice and selecting from the drop down.

**All invoice data can be exported into CSV files for accounting purposes*

If an invoice has been offline by **either cash, cheque or by bank transfer** you can now mark the invoice as paid manually.

- Click the **GroopPay Admin** option from the left-hand side bar.
- Click on the batches of invoices you wish to view and select Edit from the drop down menu
- Select the invoice you wish to pay off and click the 'view/edit state' button
- A new window will appear, select the payment type, input the amount and click update

**All invoices paid online by credit/debit card will automatically be paid off in the system.*

3. Fundraising for events and subs (gift aid)

One of the bonuses with using Groop is that the system can support donations and the process of gift aid. Districts can easily fundraise towards events and running costs (subs).

Parents/ Individuals can simply complete their gift aid declaration online (*for all future payments*) and can make their donation either online or offline. All of the information required by Folk Office to make a gift aid claim can be downloaded as a report and submitted to the HRMC. Funds raised will be paid out to Districts quarterly.

Any individuals who wish to Gift aid their donation must have their Gift Aid declaration tick box filled. This box can be found within each of the individuals personal profile in the 'People' section. Officeholders can send individuals a Data request to complete this section of their record. For instructions on how to do a data request see page 21.

To send out a donation request to your members for an event or running costs:

- Go to GroupPay Admin
- Click the Create button
- Select the 'Donation request' button
- Input in the 'requested donation' amount. This is your suggested amount you'd like to achieve for your event, activity etc.
- Leave the minimum donation at 30p. This can not be removed as it covers the cost of online debit/credit card fees.
- Input your reference number/name so funds received will be identifiable
- In the message section you will need to include more detail about your fundraising efforts. Templates to follow are available on our website:

➤ **Activities/Running Costs:**

[https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20Jan%202016%20\(4\)_1.doc](https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20Jan%202016%20(4)_1.doc)

➤ **Events:**

https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20for%20camp-event%20Jan%202016_1.doc

- You will then need to select the members who you wish to send the request to. We recommend sending requests to the members who are due to pay. Payments can be made online via credit card or offline (cheque, cash, bank transfer etc) and be manually paid off the system.

For more information on Gift Aid and how it works for Woodcraft Folk go to

<https://woodcraft.org.uk/resources/gift-aid-guidance-district-treasurers>.

4. Send District wide communications

My GroopChat

Parents and leaders can receive messages and communicate with each other using the My GroopChat facility. This is a secure forum to share updates, post notifications, share good practice and fun ideas.

- Click on the **My GroopChat** on the left-hand side panel
- Create a new thread for everyone to see by typing a message in the **Write something** box at the top of the page
- To attach images or files, click the small **attachment** icon
- You can also **comment** on previous posts by clicking on the post and typing in the box below

- To like a comment, click the **Heart** button

Whenever a new post is created or one of your posts is commented on you will receive a notification.

Sending a message to all users in a specific Sub Group

- From within My GroopChat choose your specific Sub Group from the **Post to** drop down
- Create your post and attach photos or documents if required
- When you're ready press the **Post Comment** button

Send to specific person or people

- From within My GroopChat choose who you want to send the message to via an **Email, Name or Label** which you enter in the **Send Privately** field. e.g. everyone with a label '**Common Ground participants**'
- From the resulting list you can then choose an individual or add all
- Create your post and attach photos or documents if required
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Group Knowledge Base article - <https://knowledge.groop.com/groopchat>

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- Click **Communications** on the left-hand side panel
- You can see an overview of all the emails you have sent on the main communications page
- To create a new email simply go to **Create new communication**
- You can now create your email with the **Subject and Content**. The **reply** email will be the email of your Groop account. You can change this by replacing it with an alternate address.
- Once you're happy with the information that you have entered you can filter the users and select the recipients to receive the communications by moving the slider buttons next to each individual name.
- You can save your email to send at a later date via the **Save Email** if required
- Once you're happy you can send the email
- When back in the main Communication page you can also **View** sent emails, **Clone** emails and also **Delete** any that are no longer needed.

Group Knowledge Base article - <https://knowledge.groop.com/communications>

5. Reports - coming soon

6. Manage stripe account

A stripe account is required to transfer funds to your requested bank account when a user pays an invoice online via the Groop platform. This allows Groups to receive payments over the Internet. stripe provides the technical, fraud prevention, and banking infrastructure required to operate on-line payment systems.

- To activate your stripe account for your group or district, go to **Group settings**
- Scroll to **GroopPay** and select **Connect stripe account**'. This will take you to the stripe account sign up.

Filling in the stripe account application form:

1. Select country UK

2. Business website: www.woodcraft.org.uk
3. Business description: Membership organisation > Charity
4. Written description of organisation:

'Woodcraft Folk is a children's charity. We run volunteer led co-operative youth groups around the UK in school halls, community venues and a host of other places to learn about big ideas through fun activities like singing, camping, playing and debating.'

5. Select business type 'sole trader' as the other options do not accept charity number and require VAT registration.
6. Named individual: use name of treasurer or a signatory on the account
7. Business address: Unit 9, 83 Crampton Street, SE17 3BQ
8. Date of birth of named individual
9. Statement descriptor: Woodcraft Folk followed by District name.
10. Account details – use the group or district bank account depending on how you manage finance for the district/group
11. Follow the two-step authentication
12. Use email address that is easier to use if there was a handover of treasurers
13. Keep your password safe and ensure it is memorable

stripe will take you through the remaining steps and will ask you to authenticate your account. Your login allows you to manage your stripe account and view payments, trends and pull off reports etc.

To access or change the details of your stripe account at any time you can go to <https://dashboard.stripe.com/login>. Once logged on you can manage your account.

Group Knowledge Base article - <https://knowledge.groop.com/connect-stripe-account>

7. Resources

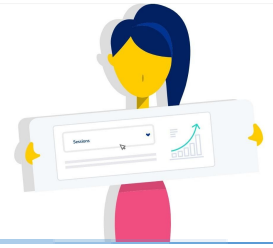
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Group Contacts and District Officeholders can easily upload their local policies, risk assessments, forms, adverts and notices for both parents and leaders to access.

District Membership Secretary

What can you do?

1. Have an overview of current groups in the District to view members
2. Can view adult membership contact info/ membership & DBS - **coming soon**
3. Send District wide and individual communications
4. Reports



1. Overview

To see a list of the **Groups currently registered** as open in your district, click 'Groups' listed on the left-hand side panel. Here you will find your list of groups, which is view only.

To view a groups complete dashboard you will have to be a member of the specific group. Currently you can only view a groups 'people' section. This permission is only available for Local Safeguarding Officers & Membership Secretaries, who will need access to all member information as part of their role.

Adult membership data imported from our old database will be accessible for Officeholders by November 2020. In the meantime Folk Office can help you with reports and respond to enquiries.

2. View individuals records and their contact information

Membership and DBS data – coming soon

- Select the Group or District you wish to view in the yellow box in the top left hand corner.
- Click **People** tab on the blue panel to the left-hand side of your screen
- Here you will find a list of all current members/participants registered to your Groups/District
- Click of the person you wish to view and select the **View/Edit button**

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- You can now create your email with the **Subject and Content**. The **reply** email will be the email of your Groop account. You can change this by replacing it with an alternate address.
- Once you're happy with the information that you have entered you can filter the users and select the recipients to receive the communications by moving the slider buttons next to each individual name.
- You can save your email to send at a later date via the **Save Email** if required
- Once you're happy you can send the email
- When back in the main Communication page you can also **View** sent emails, **Clone** emails and also **Delete** any that are no longer needed.

Groop Knowledge Base article - <https://knowledge.groop.com/communications>

4. Reports - coming soon

Local Safeguarding Officer



What can you do?

1. District overview
2. View child participant contact info to report safeguarding complaints/issues - **coming soon**
3. View adult membership contact info/membership & DBS for leaders in groups and district - **coming soon**
4. View Event information and registers
5. Send Group wide and individual communications

1. Overview

To see a list of the Groups currently registered as open in your district, click 'Groups' listed on the left-hand side panel. Here you will find your list of groups, which is view only.

To view a groups complete dashboard you will have to be a member of the specific group. Currently you can only view a groups 'people' section. This permission is only available for Local Safeguarding Officers & Membership Secretaries, who will need access to all member information as part of their role.

2. View child participant contact info to report safeguarding complaints/issues

In your role you may be required to contact parent/carers regarding safeguarding issues. To view contact info, go to:

- Go to the correct Group Dashboard, by selecting the group name from the drop down found in the yellow box to the top left-hand corner
- Click **People** tab on the blue panel to the left-hand side of your screen
- Click the name of the Child/Parent who you need to contact, a drop down will appear select **Edit**
- You'll be taken to the child's contact info

3. View adult member contact info/membership/DBS & PVG in your groups and district – **coming soon**

- Select the Group or District you wish to view in the yellow box in the top left hand corner.
- Click **People** tab on the blue panel to the left-hand side of your screen
- Here you will find a list of all current members/participants registered to your Groups/District
- Click of the person you wish to view and select the **View/Edit button**

**Adult membership data imported from our old database will be accessible for Officeholders by November 2020. In the meantime Folk Office can help you with reports and respond to enquiries.*

4. View Event information and registers

- Click **Events** (not 'My Events') tab on the blue panel to the left-hand side of your screen
- Select the event you wish to view

- Left click on the event name and select an **Edit** from the drop down. Here you will find the taskbar below, which you can select the following.



Explanation of the above headers:

- **Details** – *information regarding the event, date, time, address etc*
- **Plan** - *Details about the activity to share with members (if applicable)*
- **Invited** – *Invite your members (adults and children)*
- **Registration** - *Can select who attended*
- **Evaluation** - *Can update event with details of an evaluation*
- **RSVP** - *Look at a list of registered participants and those who have declined*
- **Invoice** - *Invoice information for paid events*

Group Knowledge Base article - <https://knowledge.groop.com/events>

5. Send District wide communications

My GroopChat

Parents and leaders can receive messages and communicate with each other using the My GroopChat facility. This is a secure forum to share updates, post notifications, share good practice and fun ideas.

- Click on the **My GroopChat** on the left-hand side panel
- Create a new thread for everyone to see by typing a message in the **Write something** box at the top of the page
- To attach images or files, click the small **attachment** icon
- You can also **comment** on previous posts by clicking on the post and typing in the box below
- To like a comment, click the **Heart** button

Whenever a new post is created or one of your posts is commented on you will receive a notification.

Sending a message to all users in a specific Sub Group

- From within My GroopChat choose your specific Sub Group from the **Post to** drop down
- Create your post and attach photos or documents if required
- When you're ready press the **Post Comment** button

Send to specific person or people

- From within My GroopChat choose who you want to send the message to via an **Email, Name or Label** which you enter in the **Send Privately** field. e.g. everyone with a label '**Common Ground participants**'
- From the resulting list you can then choose an individual or add all
- Create your post and attach photos or documents if required
- When you're ready press the **Post Comment** button

Group Knowledge Base article - <https://knowledge.groop.com/groopchat>

Communications

The Groop platform allows you to communicate in many ways with your users. One of which is through the communications area of the platform using Email.

- Click **Communications** on the left-hand side panel
- You can see an overview of all the emails you have sent on the main communications page
- To create a new email simply go to **Create new communication**
- You can now create your email with the **Subject and Content**. The **reply** email will be the email of your Groop account. You can change this by replacing it with an alternate address.
- Once you're happy with the information that you have entered you can filter the users and select the recipients to receive the communications by moving the slider buttons next to each individual name.
- You can save your email to send at a later date via the **Save Email** if required
- Once you're happy you can send the email
- When back in the main Communication page you can also **View** sent emails, **Clone** emails and also **Delete** any that are no longer needed.

Groop Knowledge Base article - <https://knowledge.groop.com/communications>

6. Resources

The resources section found on the left-hand panel is a library of all Woodcraft Folk policies, insurance info, programme ideas, publicity materials, resources and useful forms. This library is accessible to all parents to view.

Group Contacts and District Officeholders can easily upload their local policies, risk assessments, forms, adverts and notices for both parents and leaders to access.

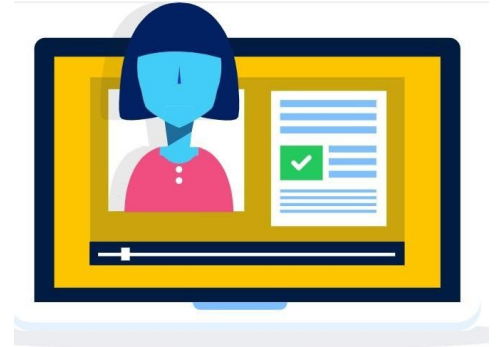
Groop Knowledge Base article – <https://knowledgebase.groop.com/resources>

Group Contact/Admin

What can you do?

Administer your group which includes:

1. Amend Group info i.e. meeting place, age group, contact info
2. Amend Group Contact info
3. Manage child registrations
4. Importing CSV spreadsheets (*bulk upload of child registrations*)
5. Set up Group events
6. Can view adult membership contact info/membership & DBS for leaders in your group
7. Send Group wide and individual communications
8. Can generate & view invoices
9. Reports - **coming soon**



1. Amend Group info i.e. meeting place, age group, and contact info

- Go to your **Group** dashboard
- Click **Group settings** tab on the blue panel to the left-hand side of your screen
- Amend the information
- Click the **Update Group details** button to save the changes

Notifying us of new groups or closures

- If a new group has opened complete a new group registration form found at <https://woodcraft.org.uk/resources/new-group-registration-form> and email it to membership@woodcraft.org.uk so a new Group dashboard can be set up for you.
- Email membership@woodcraft.org.uk to let us know if your group has closed so we can change the status on our Group system, update our records and support you to formally wind up the group.
- Let us know if your group has merged with another group in your district by emailing membership@woodcraft.org.uk. We will close one of your groups, update our records and invite all the members to the newly merged group.

2. Amend Group Contact info or add a new admin

- Click **People** tab on the blue panel to the left-hand side of your screen
- Here you will find a list of all your members registered to your group
- If you wish to change the role of your Group Contact to a member who is already on your list, left click on their name and click **Edit**
- On their summary page go to the field labelled **Role** and from the drop down select/deselect **Group Contact**.
- Scroll to the bottom of the page and click the **Update user** button

If a Group Contact is stepping down and you want to add a new person to be listed as the Group Contact, please follow instructions below:

- Click **People** tab on the blue panel to the left-hand side of your screen
- Click the **Create user** button
- Select the role type i.e. Group Contact etc.
- Enter the members name in the first and last name fields
- Enter in their email address
- Scroll to the bottom of the screen and slide the **Add Email to Invite User** button to right so it appears green
- Click the **Save user** button to save changes and to send the new Group Contact/user an invite to join

N.B. Please remember all Group contacts need to be members of Woodcraft Folk and have an up to date DBS.

**New members need to join via the website. Their application will generate a new record within Groop, they will be asked to pay their membership fee and will be placed within their district.*

- To view an Officeholders or adult members contact information, scroll to their name on the list, click their name and select **Edit**. This will take you to their summary page.

3. Child registrations - *managing your group register*

The system is now live and ready for your children and young people to register. We advise in the first instance to invite parents to sign up their children, create a login and complete the online form. You'll no longer need to rely on paper forms and parents will have 30 days to respond to the request. All new children/parents should be invited to use the system as and when they join.

An email address (unique identifier) can be used only once within the Groop system, so we'd recommend for siblings in the same group or if parents are members you use the 'Guardian' system explained below.

See below the **TWO** options to register a child in your group:

Registering a lone child whose parent is not a member of Woodcraft Folk

- Click 'People' tab on the blue panel to the left hand side of your screen
- Click the 'create person' button
- Select the role type i.e. child/ young person
- Enter the child's name in the first and last name fields
- Enter in the parent/carer's email address
- Scroll to the bottom of the screen and slide the 'invite member' button to right so it appears green
- Click the Save User button to save changes and send an invite to join the group
- The parent will be sent a request to join the group

You will need to do the above for all children on your register. For those who do not have an email address you can enter their information manually from the forms you hold on record, but should try and encourage parents to provide an email address to begin using the system.

Once the parent/carer has been sent an invite, you'll need to forward to them a data request to fill in a child registration form.

Sending a Data Request

- Click 'People' tab on the blue panel to the left hand side of your screen
- To send a data request to some or all the children on your list click the 'show filters' button
- Filter boxes will appear select the 'Role' box and from the dropdown click child.
- To add more filters to refine your search click the 'add new filter' button and from the drop down select more filters. We recommend using 'created at' to filter for new children added.
- Once you have selected your filters click the 'submit sections' button
- A list of all the fields within the child registration form will appear in a new window
- Select the fields (will highlight green) which you'd like the parent/carer to answer
- Click submit sections to send email data request to all the parent/carers in your list
- The request will last for 24hrs. If the parent/carer does not respond within this time you will need to send the request again

You can send a data request to just one individual:

- Click 'People' tab on the blue panel to the left hand side of your screen
- Left click on the persons name you wish to send the request and click Edit
- To the top of the form. Click the button 'submit sections to user'
- Select the fields (will highlight green) which you'd like the parent/carer to answer
- Click submit sections to send email data request to the parent/carer
- The request will last for 30days. If the parent/carer does not respond within this time you will need to send the request again

**We recommend sending data requests to parents periodically to ensure details are up to date, beginning of each term for example.*

***Records will appear active on your lists once the individual has responded to your request to join.*

Individuals who do not have an email address associated with their account will continue to appear as inactive and will not receive email communications directly.

Registering a child who has siblings in your group or their parent is a member of Woodcraft Folk (recommend)

Guardians

In the instances when there are siblings in a group or the parent/carer is already a member of the group or is the Group admin, we recommend trying out the 'Guardian' facility. Electing someone to be a Guardian on the system means they'll be able to login as their child and make online payments and book events on their behalf.

- Parent/carer must already be invited user to the group
- Click 'People' tab on the blue panel to the left hand side of your screen
- Click the 'create person' button
- Manually add the child/children to the system by creating a person in the 'People' section. Only their name needs to be added at this point.
- Scroll toward the bottom of the form you'll come to the Guardian Section.
- Go to the dropdown labelled 'Allow guardians to login on behalf' and select Yes
- Select from the list of members the parent/carer
- Click 'Create User' button
- The child's record has now been created, you can now send the Guardian a data request for them to complete the personal details about their child. See instructions above 'Sending a data request'. The request will be sent to the individual (if they have an email associated with their record) and their Guardian automatically.

The selected Guardian will now be able to log on to Groop on behalf of their child ([guidance for parents will be available via our website](#)) by selecting the 'My Dependants' button found on the blue left hand taskbar. A parent/carer can be a Guardian for more than one child in your group or across groups which will help with siblings.

Guardians are now able to receive data requests on behalf of their children so they can complete the registration information. See instructions on how to send a data request above, but instead select that the request goes to the parent or guardian email.

Guardians will also receive a copy of each communication, invoice and event invitation sent to their child/young person.

For more guidance on this click here: <https://knowledge.groop.com/how-do-i-submit-sections>

**Records will appear active on your lists once the individual has responded to your request to join. Individuals who do not have an email address associated to their account will continue to appear as inactive.*

Removing a child who has left the group

In line with our recordkeeping and retention guidelines child registrations should be kept for 3 years from the date signed (<https://woodcraft.org.uk/child-protection-reporting-and-record-keeping-guidelines>). For this reason groups are unable to delete child records from the Groop system instead you can archive records. We'll ask Groop to permanently remove archived children periodically from the system.

- Click 'People' tab on the blue panel to the left hand side of your screen
- Left click on the name of the child you wish to remove
- And click archive

Please note that ONCE A RECORD HAS BEEN ACTIVATED, you'll be unable to change an email address, this has to be done by request to Groop or Folk Office. (This is a temporary measure)

Groop Knowledge Base article - <https://knowledge.groop.com/my-dependants>

4. Using Groop Import - How do I import my CSV file into Groop?

Admins, and Group Contacts are now able to bulk upload child registrations to Groop in the people section. If you have a CSV file (spreadsheet) of child registrations or wish to create one, you can now easily upload all of their information to the platform with a few clicks of a button.

Preparing your spreadsheet

Firstly you will need to prepare your spreadsheet so that it is compatible to and the data will easily upload to the Groop system.

1. The file must be CSV format, other file extensions eg. XLS are not supported.
2. Make sure your spreadsheet has all of the field headers available and as much filled as possible as you cannot merge data using the CSV import function at a later date
3. The first row of the spreadsheet must contain the column headings, see example below:

First Name	Last Name	Email	Telephone	Role	Label
------------	-----------	-------	-----------	------	-------

Mickey	Miles	m.miles@hotmail.co m	07553456456	Chil d	Elfin
--------	-------	-------------------------	-------------	-----------	-------

- The title of each column is not important but if the header cell is empty, the entire column will be ignored
- Roles assigned to a user must already exist and must be an exact match i.e. case specific
- Labels assigned to a user must already exist and must be an exact match i.e. case specific
- Date of birth and any other date field must be in ISO 8601 format:

22 Jan 2020

Jan 22, 2020

22 Jan 20

MM/DD/YYYY is not compatible (US date format)

- Any select or multi-select fields on the online child registration, such as Gender, Ethnicity or a Custom Field created for your Group, must already exist and the details to import must be an exact match i.e. case specific.
- When importing information into one of the default fields i.e. name, role etc, the CSV import must match our system. The options needed to be entered in to the CSV can be found in the tables available at <https://knowledge.groop.com/how-do-i-import-my-csv-file-into-groop>
- Columns not required when importing can be 'Unassigned'. This data will not be imported
 - Email addresses must be unique, records can not share an email address
 - Importing will NOT merge or edit existing users. Basically you've got one go at this

Instructions on how this works is available in the Groop Knowledge Section.

<https://knowledge.groop.com/how-do-i-import-my-csv-file-into-groop>

Uploading your CSV spreadsheet

- Got to the 'People' section
- Click the 'upload CSV' button found toward the top right of screen
- The 'Map CSV field' box will pop up
- Match the names headers in the 1st column to the names of your headers in the assign column
- Select unassigned if you do not wish the data for that particular column to be imported
- Press the confirm changes to import the registration information

11. Set up Group events

You can set up regular group events, one-off trips, camps, meetings and Groop Live using the online events function.

These events will be bookable for your parents/children/leaders to attend and pay/donate for in advance. See instructions below to set up an event.

- Click **Events** (not 'My Events') tab on the blue panel to the left-hand side of your screen
- Click the **Create Event** button
- Enter your event information including date, time and event info, if applicable.

- To invite members, click the **Invite** button at the top of the page and select the participants you wish to invite. We recommend sending invites to child and parent roles to ensure all email invites are received.
- *Filter your list by role to make it even easier to send invites to select members in your group.*
- When you have finished creating your event, click the **Create Event** button.
- You can repeat the event each week for up to 4 weeks, if applicable, so that it is available to book regularly. To do this, on the Events dashboard, left click the event – on the drop down which will appear, select how many times you want to repeat the event.
- To make any amendments to your event, left click on the event name and select **Edit**.

*All events will be listed in the participants **My Events** when they're available to book, if they have been invited to that event.

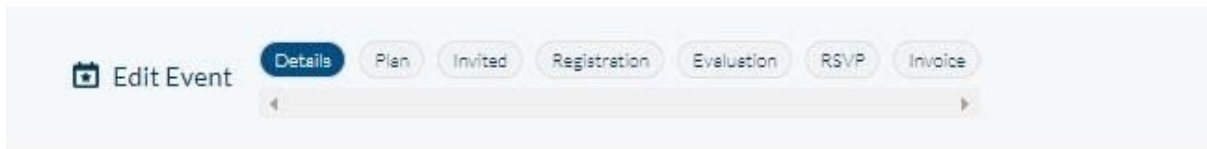
To Create a Groop Live Event (Virtual Meeting)

- Complete the steps above
- **When entering the event information select the Goop Live Button (It will turn Green)**
- To join the event members and facilitators will need to go to the 'My Event' section found on the left hand blue panel.

If an event is paid for you can generate invoices as part of the booking process (your stripe account needs to be activated, see page 10). If you wish to fundraise for events or running costs (subs) you can do this through the subs/donation section in the invoices section, full guidance provided in the 'District Treasurer' section.

To view an event

To make any amendment or view your event, left click on the event name and select **Edit** from the drop down. Here you will find this task bar, which you can select.



Explanation of the above headers:

- **Details** – *information regarding the event, date, time, address etc*
- **Plan** - *Details about the activity to share with members (if applicable)*
- **Invited** – *Invite your members (adults and children)*
- **Registration** - *Can select who attended*
- **Evaluation** - *Can update event with details of an evaluation*
- **RSVP** - *Look at a list of registered participants and those who have declined*
- **Invoice** - *Invoice information for paid events*

To cancel an event, go to:

- Click **Events** (not My Events) tab on the blue panel to the left-hand side of your screen
- Click on the name of the event you wish to cancel
- Change event name from 'Event name' to '**CANCELLED - Event Name**'
- Add reason for cancellation in Event Description.
- Click **Update Event**
- Once you have changed the event name please use either Communications tab or GroopChat to contact all members regarding the cancellation of the event.

12. Can view adult membership contact info/membership & DBS for leaders in your group

This functionality is not yet available.

13. Send Group wide and individual communications

My GroopChat

Parents and leaders can receive messages and communicate with each other using the My GroopChat facility. This is a secure forum to share updates, post notifications, share good practice and fun ideas.

- Click on the **My GroopChat** on the left-hand side panel
- Create a new thread for everyone to see by typing a message in the **Write something** box at the top of the page
- To attach images or files, click the small **attachment** icon
- You can also **comment** on previous posts by clicking on the post and typing in the box below
- To like a comment, click the **Heart** button

Whenever a new post is created or one of your posts is commented on you will receive a notification.

Sending a message to all users in a specific Sub Group

- From within My GroopChat choose your specific Sub Group from the **Post to** drop down
- Create your post and attach photos or documents if required
- When you're ready press the **Post Comment** button

Send to specific person or people

- From within My GroopChat choose who you want to send the message to via an **Email, Name or Label** which you enter in the **Send Privately** field. e.g. everyone with a label '**Common Ground participants**'
- From the resulting list you can then choose an individual or add all
- Create your post and attach photos or documents if required
- When you're ready press the **Post Comment** button

Groop Knowledge Base article - <https://knowledge.groop.com/groopchat>

Communications

The Groop platform allows you to communicate in many ways with your users. One of which is through the communications area of the platform using Email.

- Click **Communications** on the left-hand side panel
- You can see an overview of all the emails you have sent on the main communications page
- To create a new email simply go to **Create new communication**
- You can now create your email with the **Subject and Content**. The **reply** email will be the email of your Groop account. You can change this by replacing it with an alternate address.
- Once you're happy with the information that you have entered you can filter the users and select the recipients to receive the communications by moving the slider buttons next to each individual name.
- You can save your email to send at a later date via the **Save Email** if required
- Once you're happy you can send the email

- When back in the main Communication page you can also **View** sent emails, **Clone** emails and also **Delete** any that are no longer needed.

Group Knowledge Base article - <https://knowledge.groop.com/communications>

14. Can generate & view invoices

As a Group contact you have the ability to generate invoices at group level. Invoices can be generated for events, one off trips and subs etc. Parents are then emailed with instructions to pay. They can either make payment online using stripe or you can include account details for them to make a bank transfer.

Please note you will be unable to generate invoices until your stripe account is activated (*see instructions in Treasurer Sections*).

- Click the **GroopPay Admin** option from the left-hand side bar.
- Fill in the invoice fields with relevant information such as reference number and a message to the recipients.
- Scroll down further to choose who the invoices are being sent to by filtering the register to relevant persons i.e. parents, child, leaders etc. Switch the button from red to green next to each member's name.
- At the bottom of the form you can choose to send the invoices now or save the invoice for you to send at a later date.
- The invoice can then be viewed by the recipient in their **My GroopPay** area and they can make a direct payment through Stripe.
- You have the ability to clone (make a copy) or edit an invoice by clicking on the individual invoice and selecting from the drop down.

**All invoice data can be exported into CSV files for accounting purposes*

If an invoice has been offline by **either cash, cheque or by bank transfer** you can now mark the invoice as paid manually.

- Click the **GroopPay Admin** option from the left-hand side bar.
- Click on the batches of invoices you wish to view and select Edit from the drop down menu
- Select the invoice you wish to pay off and click the 'view/edit state' button
- A new window will appear, select the payment type, input the amount and click update

**All invoices paid online by credit/debit card will automatically be paid off in the system.*

8. Fundraising for events and subs (gift aid)

One of the bonuses with using Groop is that the system can support donations and the process of gift aid. Districts can easily fundraise towards events and running costs (subs).

Parents/ Individuals can simply complete their gift aid declaration online (*for all future payments*) and can make their donation either online or offline. All of the information required by Folk Office to make a gift aid claim can be downloaded as a report and submitted to the HRMC. Funds raised will be paid out to Districts quarterly.

Any individuals who wish to Gift aid their donation must have their Gift Aid declaration tick box filled. This box can be found within each of the individuals personal profile in the 'People' section. Officeholders can send individuals a Data request to complete this section of their record. For instructions on how to do a data request see page 21.

To send out a donation request to your members for an event or running costs:

- Go to GroupPay Admin
- Click the Create button

- Select the 'Donation request' button
- Input in the 'requested donation' amount. This is your suggested amount you'd like to achieve for your event, activity etc.
- Leave the minimum donation at 30p. This can not be removed as it covers the cost of online debit/credit card fees.
- Input your reference number/name so funds received will be identifiable
- In the message section you will need to include more detail about your fundraising efforts. Templates to follow are available on our website:

➤ **Activities/Running Costs:**

[https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20Jan%202016%20\(4\)_1.doc](https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20Jan%202016%20(4)_1.doc)

➤ **Events:**

https://woodcraft.org.uk/sites/default/files/Template%20letter%20district%20fundraising%20for%20camp-event%20Jan%202016_1.doc

- You will then need to select the members who you wish to send the request to. We recommend sending requests to the members who are due to pay. Payments can be made online via credit card or offline (cheque, cash, bank transfer etc) and be manually paid off the system.

For more information on Gift Aid and how it works for Woodcraft Folk go to

<https://woodcraft.org.uk/resources/gift-aid-guidance-district-treasurers>.

Groop Knowledge Base article – <https://knowledge.groop.com/grooppay-admin>

Additional Features

For more info and diagrams go to <https://knowledge.groop.com/>



1. Custom Fields
2. Labels

Custom Fields

Adding custom fields enables you to add specific information against an individual that isn't available otherwise. You can add customisable fields to both people and events.

- Click the **Custom fields** tab from the left-hand side bar
- Once at the customisable fields you can then choose which type of customisable field you would like to create or edit. **User** or **Event**.
- Click **Create new custom field area** in your chosen area. A new field will appear, here you can change the **Title** by clicking the **pencil** icon and delete the existing text by clicking the **X** icon.
- Add a new field to this by clicking **Create new field**
- Upon clicking this you will see this pop up here you can give field a title e.g. DBS Certificate, Shoe Size, Days Available etc.
- Depending on your **Field Title** this will determine the **Field Type** that you will choose.

You have a number of **Field Types** to choose from;

1. **Text** - This is a small text box for 'shorter' written answers
2. **Text area** This is a larger text box so that more detail can be added
3. **Number**- This is a number picker e.g. Shoe Size 9.5
4. **Date Time Picker**- This allows you to pick dates and times
5. **Select** - This is just a single select option e.g. Yes or No
6. **Multiple Select** - This allows you to select multiple options from your created list e.g. I can volunteer on Monday, Wednesday and Sunday.
7. **File** - This allows you to upload a file e.g. safeguarding certificate, Qualifications.

- Once you have completed your chosen options then you can click **Create New Field**
- If completed correctly your new field will show in your **Customisable Fields**
- You can also see your finished **Customisable Fields** in the area that you created it under i.e. within People or Events
- To edit any of your **Custom Fields** simply look for the **pencil** icon. This will enable you to change the **Title** and the **Field Type** once you have amended your fields simple click **Save Field**

Groop Knowledge Base article - <https://knowledge.groop.com/customisable-fields>

Labels

Labels and label categories can be applied to People, Events and Invoices to make them easier to find, use and report on.

Creating Labels

- To create a label, go to the left-hand side panel and select **Labels**
- Choose which type of label you would like to create from **User**, **Event** or **Invoice** and click **Create Label**
- Here you can add necessary details and then click **Create Label**

Applying labels

You can use the labels that you have created in the three different areas of the platform **People, Events** and **Invoices**.

Below is an example of the labels used in **People** section but is the same principle for the other two areas.

1. Click on a person's record you wish to apply the label to and choose **Edit**. This will be done within the **People** area.
2. Scroll to the labels section and click the **Add Label** box
3. Start typing the name of the label you wish to apply; a drop-down choice will appear as you type. The more characters typed the less choices will be available.
4. Select the label(s) you wish to apply and click **Update User** (You can add as many labels to a **User, Event or Invoice** as you like).

Groop Knowledge Base article - <https://knowledge.groop.com/labels>

Parent/Guardian Support



1. GroopChat
2. My GroopPay
3. My Events
4. Being a Guardian
5. Resources
6. Letter to parents about Groop - **now available at www.woodcraft.org.uk/groop**

1. My GroopChat

Parents and Leaders can receive messages and communicate with each other using the My GroopChat facility. This is a secure and private forum to share updates, post notifications, share good practice and fun ideas.

- Click on the **My GroopChat** on the left-hand side panel
- Create a new thread for everyone to see by typing a message in the **Write something** box at the top of the page
- To attach images or files, click the small **attachment** icon
- You can also **comment** on previous posts by clicking on the post and typing in the box below
- To like a comment, click the **Heart** button

Whenever a new post is created or one of your posts is commented on you will receive a notification.

Sending a message to all users in a specific Sub Groop

4. From within My GroopChat choose your specific Sub Groop from the **Post to** drop down
5. Create your post and attach photos or documents if required
6. When you're ready press the **Post Comment** button

Send to specific person or people

5. From within My GroopChat choose who you want to send the message to via an **Email, Name or Label** which you enter in the **Send Privately** field. e.g. everyone with a label '**Common Ground participants**'
6. From the resulting list you can then choose an individual or add all
7. Create your post and attach photos or documents if required
8. When you're ready press the **Post Comment** button

Groop Knowledge Base article - <https://knowledge.groop.com/groopchat>

2. My GroopPay - online & offline

My GroopPay is where you will find all of the invoices and subscriptions that have been sent to you by your group. Within My GroopPay you can see an overview of these payments and keep track of ones that you have or haven't paid.

How to pay my invoices?

1. Go to **My GroopPay**, found on the left-hand side panel
2. Find the invoice you wish to view or pay and click it, giving you a pop-up to **View & Pay**
3. By clicking **View & Pay** you are taken to a new screen, here you can see a message associated with the invoice e.g. Monthly Membership, along with instructions on how to pay
4. To make an online payment enter your card details and postcode and click **Pay Invoice**

5. Once an invoice has been paid, you can still view the details by clicking the title followed by **View** pop-up. This includes all the original information including date of payment

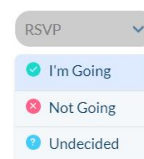
To make an offline payment please follow your Groups instruction given in the invoice. Groups usually do accept cash, cheque and bank transfer payments

Group Knowledge Base article - <https://knowledge.groop.com/my-grooppay>

3. My Events

My Events is where you will find all the activities you have been invited to attend.

- Within **My Events** I can see all of my invites and if I have responded
- To view more information about the event I have been invited to. Click **View Event**. This will give a more detailed view, including start and end times and the location of where that event is being held
- To respond to an invite, click **RSVP** in your chosen event and choose from the different drop-down options
- You can also download the event to your personal calendar by clicking **Download event**
- The system will prompt if an online payment is required or go to My GroopPay



Group Knowledge Base article - <https://knowledge.groop.com/my-events>

Being a Guardian

In the instances when there are siblings in a group or the parent/carer is a member of Woodcraft or is a Groop admin, we recommend using 'Guardian' facility. We can elect a parent/carer to be a Guardian on the system meaning they'll be able to log in as their child and make online payments and book events on their behalf.

- When you have been elected a guardian, you will have the option of **My Dependents** in the left-hand panel. **This is where you can see other accounts linked to your own**
- This enables you to see any associations you may have and, if enabled, can login on their behalf. You can use the system on behalf of a dependant by clicking on their name and selecting **Login As User**
- Once you have switched user you can then book events and make online payments in '**My GroopPay**' and '**My Events**'.
- The great thing about being a Guardian is you can have the responsibility of **many accounts all under one single login**.

Resources section

The resources section found on the left-hand panel is a library of all Woodcraft Folk policies, insurance info, programme ideas, publicity materials, resources and useful forms. This library is accessible to all parents to view.

Individual groups will also store their local policies, risk assessments, forms, adverts and notifications for parents and leaders to access.

Annual Group Registration

Guidance on using Groop to register your Group each year

Every year Woodcraft Folk Districts have to register details of their Groups and make a financial contribution to the national movement annually. (More information about Group Registration can be found at <https://woodcraft.org.uk/resources/group-district-registration>.)

This year we're using **Groop** (Woodcraft Folk's new Online Group Management System) for the Registration process. (More information about Groop can be found at <https://woodcraft.org.uk/groop>.)

How to register a Group in your District using Groop

NB: to register one of your District's Groups using Groop, you must have the 'Role' of 'Admin' for the relevant Group. If you're a 'Group contact', you will have received an email from noreply@groop.com inviting you to 'join' the relevant Group. Before taking the steps below, if you haven't done so already, please follow the link in the invitation email to register with Groop. The invites last for 14 days before expiring. If you need us to resend an invitation email info@woodcraft.org.uk.

Complete all the steps below to register your Groop:

1. Firstly, go to <https://my.groop.com/login> and log on
2. Check your Group meeting details, age group and contact information *(see page 19)*
3. Set up your regular group night event. You'll need to set up your regular group night via the online events function. This will update Folk Office on your Group's meeting day & time and will become a bookable event for your children and young people to attend and pay/donate for in advance. This data will then be displayed on the Woodcraft Folk website at www.woodcraft.org.uk/where. *(see pages 23)*
4. Invite your children and young people to register *(see pages 20-23)*
5. Roles - update us on the Group contact/coordinator *(see page 19)*
6. Notify us of a Group opening, closure or merging - email info@woodcraft.org.uk
7. Pay your Group Registration fees

If you're a group contact for more than one group you will need to do the above steps for each of the groups you manage. To access each individual group, please go to the left-hand blue panel, to the top you'll find your group name highlighted in a yellow box, click the downward area and a drop-down list will appear of all groups you can access & manage.

Group Registration Fees

2020 – All District Treasurers were invoiced in December 2019; the calculations were based on the number of children registered in January 2019. To receive a copy of the invoice email info@woodcraft.org.uk.

2021 – District and groups will be invoiced for their fees based on the number of children on their online registers.

Technical Support

- Whilst logged on to Groop you can access their '**Live Chat**'. Direct communication with a Groop consultant who can support you with the system. Live Chat is available Monday – Friday between 9am to 5pm.
- Groop are happy to arrange demos with members who have questions. To arrange training go to <https://groop.com/contact-product-support/> and complete their contact form.
- Full guidance on how to use the Groop system can be found at <https://knowledge.groop.com/> and video guidance at <https://www.youtube.com/channel/UCNec2zy9YIM1fQJ34Y0KGog>
- Along with FAQs, webinars and our Groop support tools which are available here on our website <https://woodcraft.org.uk/groop>

If you've any questions please email us at info@woodcraft.org.uk or call on 020 7703 4173.