

Guidance about the basics of the Groop Platform - for parents/carers and volunteers (May 2021)

Summary

This guidance is about the basics of how the *Groop Platform* works. It doesn't cover everything that the *Groop Platform* can do but we've tried to cover the most important functionality.

This guidance is for parents/carers and volunteers.

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Introduction

What is this guidance about?

This guidance is about the basics of how the *Groop Platform* works. It doesn't cover everything that the *Groop Platform* can do but we've tried to cover the most important functionality.

For information on new functionality we expect to be added to the *Groop Platform* in due course, [see Annex 3 of this guidance](#).

Understanding jargon

The meaning of any word highlighted in green in this document is explained in the 'jargon buster' in [Annex 1 of this guidance](#).

Who is this guidance aimed at?

This guidance is aimed at parents/carers and volunteers.

Group and District **officers** should read the guidance aimed at them, which is available at <https://woodcraft.org.uk/groop>.

What is the *Groop Platform*?

The *Groop Platform* is an online system to which Woodcraft Folk subscribes to help with admin.

The system is structured around "**Groops**", which can be understood as online profiles. Each Woodcraft Folk Group has its own **Group** (referred to in this guidance as a **Group Group**). Each Woodcraft Folk District also has its own **Group** (referred to in this guidance as a **District Group**). This means, for example, that a person with access to a **Group Group** doesn't have access to information about the related **District Group**.

There is also a **Group** for members of the national organisation - this is called the **Woodcraft Folk Membership Database**.

Getting started with the *Group Platform*

Getting access to a *Group Group* or *District Group* on the the *Group Platform*

To get access to a *Group Group* on the *Group Platform* you need to receive an invitation from the relevant Group Contact or Group Admin.

To get access to a *District Group* on the *Group Platform* you need to receive an invitation from the relevant Membership Secretary.

Join the *Woodcraft Folk Membership Database* (the first step in becoming a member of the national organisation)

To join the *Woodcraft Folk Membership Database* (which is the first step in becoming a member of the national organisation) you need to click [here](#) and complete the form.

The hyperlink will take you to a form on the *Group Platform*, which you'll need to complete.

As part of completing the form, you'll need to provide an email address and set a password. If the email address you provide is already registered with another *Group* (eg. you used the same email address to register your child with a *Group Group*), the password that you set must be the same as the password you use for the other *Group* (otherwise you'll get an error message saying "Password Incorrect").

For the avoidance of doubt, even if you already have access to a *Group* on the *Group Platform*, if you want to become a member of the national organisation, you must first join the *Woodcraft Folk Membership Database* by clicking [this hyperlink](#).

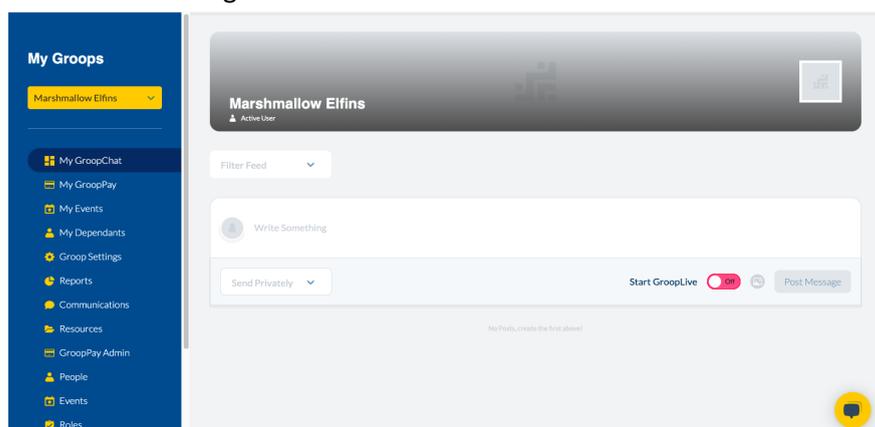
For more information on membership of the national organisation, go to <https://woodcraft.org.uk/how-become-member-woodcraft-folk>.

Logging into the *Group Platform*

To log into the *Group Platform*, go to www.groop.com or click on the link at www.woodcraft.org.uk/groop.

What you will see when you login

When you log in you will see your dashboard, which provides an overview of the *Group* you're accessing. The dashboard will look something like this:



In this guidance, we refer to the dark-blue section on the left of the image as the "side panel". The side panel is where you can access most of the *Group Platform's* functionality.

Mobile app for the *Group Platform*

The *Group Platform* has an app available for mobile devices (IOS and Android).

More info: <https://knowledge.groop.com/how-do-i-download-and-login-to-groops-mobile-app>

Where can I get help and support?

To get help with technical issues (eg. if the *Groop Platform's* website doesn't seem to be working and you're not able to login):

- Use the *Groop Platform's* Live Chat facility
- Submit a question to the *Groop Platform's* user support team at <https://knowledge.groop.com/en/kb-tickets/new> or request training at <https://groop.com/contact-product-support/>
- Take a look at the Groop Platform's knowledge base at <https://knowledge.groop.com/en>

If you need help with using the *Groop Platform* for something less technical (eg. if your child is moving up to Pioneers and you need to move their record from the Elfin **Group Groop** to the Pioneer **Group Groop**), please contact groop@woodcraft.org.uk. Please also use this mailbox if you have any comments about this guidance (eg. if something is missing/inaccurate).

For anything else, please contact membership@woodcraft.org.uk.

Key functionality

Below you will find brief info. on some of the key functionality of the *Group Platform* for parents/carers and volunteers.

Change which **Group** you're accessing

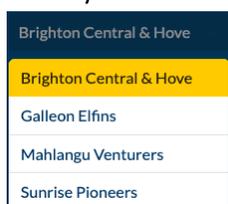
Some users have access to more than one **Group**. This is the case, for example, when a parent has a child in an Elfin Group and a child in a Pioneer Group, so they have access to two different **Group Groups**. Another example is where a volunteer has access to the **Woodcraft Folk Membership Database** and a **Group Group** for which they volunteer.

To change the **Group** you're accessing at any one time:

- Click on the yellow dropdown menu at the top of the **side panel**. It'll look something like this:



- When you click the yellow button, the menu will open and it'll look something like this:



More info on changing the **Group** you're accessing: <https://knowledge.groop.com/how-do-i-change-my-groop>

(As a **guardian**) log in on behalf of a **dependant**

If you are a **guardian**, you can log in on behalf of your **dependant** by taking the following steps:

- Click 'My Dependants' in the **side panel**
- Left click the **dependant's** name
- Click 'login as user'

Tip: this functionality will allow you to, for example, respond to an **event** invitation or make a payment on behalf of your **dependant**.

Tip: if you're a **guardian** for more than one child in relation to more than one **Group** (eg. you have a child in an Elfin Group and a child in a Pioneer Group, each related to a different **Group Group**) you'll need to [switch to the relevant Group](#) before selecting 'My Dependants'.

More info: <https://knowledge.groop.com/my-dependants>

Participate in an **event**

To book onto an **event** that you've been invited to:

- Click 'My Events' in the **side panel**

More info: <https://knowledge.groop.com/en/my-events>

View and pay an invoice/donation request online with a credit/debit card (eg. pay membership fees for the national organisation)

To view and pay an invoice/donation request online with a credit/debit card:

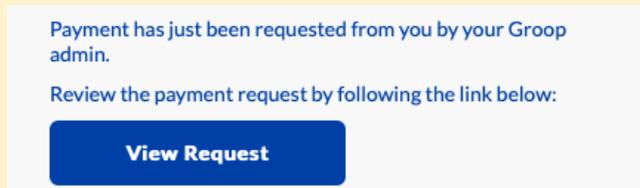
- Click 'My GroopPay' in the **side panel**
- Left click the invoice/donation request

Tip: if you make a payment by bank transfer, cheque or cash, the invoice/donation request will have to be manually marked as paid by a relevant Group or District **Officer** or by Folk Office.

Example - paying membership fees for the national organisation by credit/debit card

If you're becoming a member or you're renewing your membership and you don't want to pay your fee by Direct Debit, you'll need to pay the fee by credit/debit card. In summary, the process will work as follows:

1. You'll receive an email payment request that looks something like this



The hyperlink remains live for 7 days

2. You'll need to click on the link and login to the **Woodcraft Folk Membership Database** on the *Groop Platform*
3. You'll then be able to pay the fee using the method described above

NB: you can choose to pay by Direct Debit as part of the process of becoming a member of the national organisation and, if you're renewing your membership, you can choose to start paying by Direct Debit by going to <https://woodcraft.org.uk/woodcraft-membership-payment>.

More info: <https://knowledge.groop.com/en/my-grooppay>

Info. on becoming a member: <https://woodcraft.org.uk/how-become-member-woodcraft-folk>

Info. on Direct Debit payments: <https://woodcraft.org.uk/woodcraft-membership-payment>

View documents

To view documents:

- Click 'Resources' in the **side panel**
- Click your chosen folder
- Click your chosen file

Tip: national Woodcraft Folk documents can be found on the website - www.woodcraft.org.uk. In particular, there is an 'A to Z' of useful documents at <https://woodcraft.org.uk/policies-procedures-guidance>.

Tip: workarounds for amending personal details (eg. changing the email address held for you by Folk Office)

The *Group Platform* doesn't currently provide a mechanism for most users to amend their personal details.

Therefore, if you want to change your personal details (or the personal details of a child/young person for whom you are the parent/carer), you should use one of the following workarounds:

- In relation to the **Woodcraft Folk Membership Database**, send an email to membership@woodcraft.org.uk.
- In relation to a **Group Group**, send an email to:
 - the relevant Group Contact; or
 - the relevant Group Admin.
- In relation to a **District Group**, send an email to the relevant local Membership Secretary.

In the email you send you'll need to either:

- set out the changes you want made; or
- ask for a 'data request form' to be sent to you and use that form to submit the updated information - you'll receive an email that looks something like this:

An administrator from **Woodcraft Membership Database** has requested information about you to update their records.

If you have any queries please contact your group directly.

[Edit Data](#)

Best regards

Woodcraft Membership Database

Annex 1: jargon buster

“Clone”	To “clone” an item on the <i>Groop Platform</i> (such as an “event”, an invoice/donation request or an email/ mailing) means to make a copy of the item so that you can resend/repeat it or amend it and then resend/repeat it.
“Dependant”	A “guardian” can log into and use the <i>Groop Platform</i> on behalf of a “dependant” (eg. a parent who can log in on behalf of a child).
“District Groop”	This is a term we use in this guidance to mean a “Groop” associated with a Woodcraft Folk District
“Event”	In the context of Woodcraft Folk’s use of the <i>Groop Platform</i> , “event” may have a wider meaning than normal. It includes not only one-off activities (eg. a pee fair) but also camps/residentials, weekly Group night sessions and pretty much anything else anything else a Woodcraft Folk Group or District might do.
“Field”	A “field” is a place on the <i>Groop Platform</i> where you can capture a piece of information (eg. you could have a “field” capturing a name)
“Field area”	A “field area” is a collection of “fields” which are related to each other
“Groop”	Each “Groop” can be understood as an online profile for a particular Woodcraft Folk Group or District. There is also a “Groop” called the “Woodcraft Folk Membership Database”, which is a database of members of the national organisation.
“Group Groop”	This is a term we use in this guidance to mean a “Groop” associated with a Woodcraft Folk Group
“Guardian”	A “guardian” is a user of the <i>Groop Platform</i> who can log in and use the <i>Groop Platform</i> on behalf of another user, known as a “dependant” (eg. a parent who can log in on behalf of a child).
“Labels”	To make information easier to find, “labels” can be associated with people, “events” and invoices/donation requests on the <i>Groop Platform</i>
“Officers”	This means District Contact, Treasurer, Volunteer Coordinator, Membership Secretary, District Safeguarding Officer, Group Contact, Group Admin, Group Leader and Group Helper
“Resources”	“Resources” are useful documents like policies, risk assessments, forms, publicity and notices
“Side panel”	This means the blue panel on the left hand side of the <i>Groop Platform’s</i> user interface from which you can access most of the <i>Groop Platform’s</i> functionality
“Stripe account”	A Stripe account is required to transfer funds to your requested bank account when a user pays an invoice/donation request via the <i>Groop Platform</i> using a credit/debit card. Stripe is a company which provides the technical, fraud prevention and banking infrastructure required for such on-line payments.
“Sub Groop”	In this guidance we use the term “Sub Groop” to refer to a “Group Groop” associated with a “District Group”. Certain limited information related to these “Sub Groops”/“Group Groops” can be accessed by people with access to the relevant “District Groop”.
“Woodcraft Folk Membership Database”	This is a “Groop”. It is a database of members of the Woodcraft Folk national organisation. To become a member of the national organisation, the first step is to join this database.

Annex 2: data security and data protection

Data Security

The 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 collects 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.

Annex 3: future developments to the Groop Platform

- The national Woodcraft Folk membership database will be made available to Districts. Membership Secretaries will, for example, be able to view DBS information about local members.
- GroopPay Admin section to be made more user friendly. For example search functionality and a one-click way to add Gift Aid to a cash/cheque donation.
- Making it possible for an **event** created in a **District Groop** to have invitees from its **Sub Groups**.
- Ability for **Guardians** to receive notifications of their **Dependants'** invoices/donation requests and **events**.