Parent/Guardian Support

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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

Groop 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

Groop Knowledge Base article - https://knowledge.groop.com/my-events
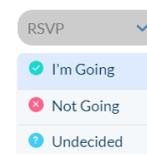
Being a Guardian

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.