

A blurred background of a cafe interior with wooden tables, chairs, and people in the distance. In the foreground, a dark smartphone lies on a wooden table next to two teal coffee cups on saucers.

For Volunteers

Volunteers are what keep churches running! This guide is for volunteers who use Elvanto.

If you're in charge of volunteers, why not check out our [Volunteer Scheduling Guide](#)?

Let's see how Elvanto can make your job as a volunteer easier ?

- The Elvanto Team

Contents

Part 1 - Introduction	1
Part 2 - Accessing the Member Area	4
Logging in	5
Using the Mobile App	7
Part 3 - Volunteers & Elvanto	8
Checking your upcoming schedule	9
Swapping & Replacing	12
Updating your availability	13
Updating your personal details	17
Part 4 - Account features	18
Using the Member Directory	19
Using the calendar	20
Accessing Songs	21

Part 1 - Introduction

Volunteers are vital to the smooth running of any church, and it takes a serious amount of organization and communication to empower them.

This guide covers the ways that volunteers can take advantage of Elvanto and capitalize on others' efforts to organize and communicate with them.

It covers:

- [Using the Mobile App](#)
- [Checking when you are scheduled on a service](#)
- [Communicating unavailability](#)
- [Checking calendars](#)
- [Updating your profile](#)

Can't find something we're talking about?

Because of the ways you can customize Elvanto, things in your account may appear differently to what you read in this guide. If you can't find something we talk about in this guide in your account, talk to the person who is responsible for rolling out Elvanto in your church.

Sometimes features require you to have certain access permissions or for your church's Elvanto to be set up in a particular way. If you don't have access, talk to the person who is responsible for rolling out Elvanto in your church.

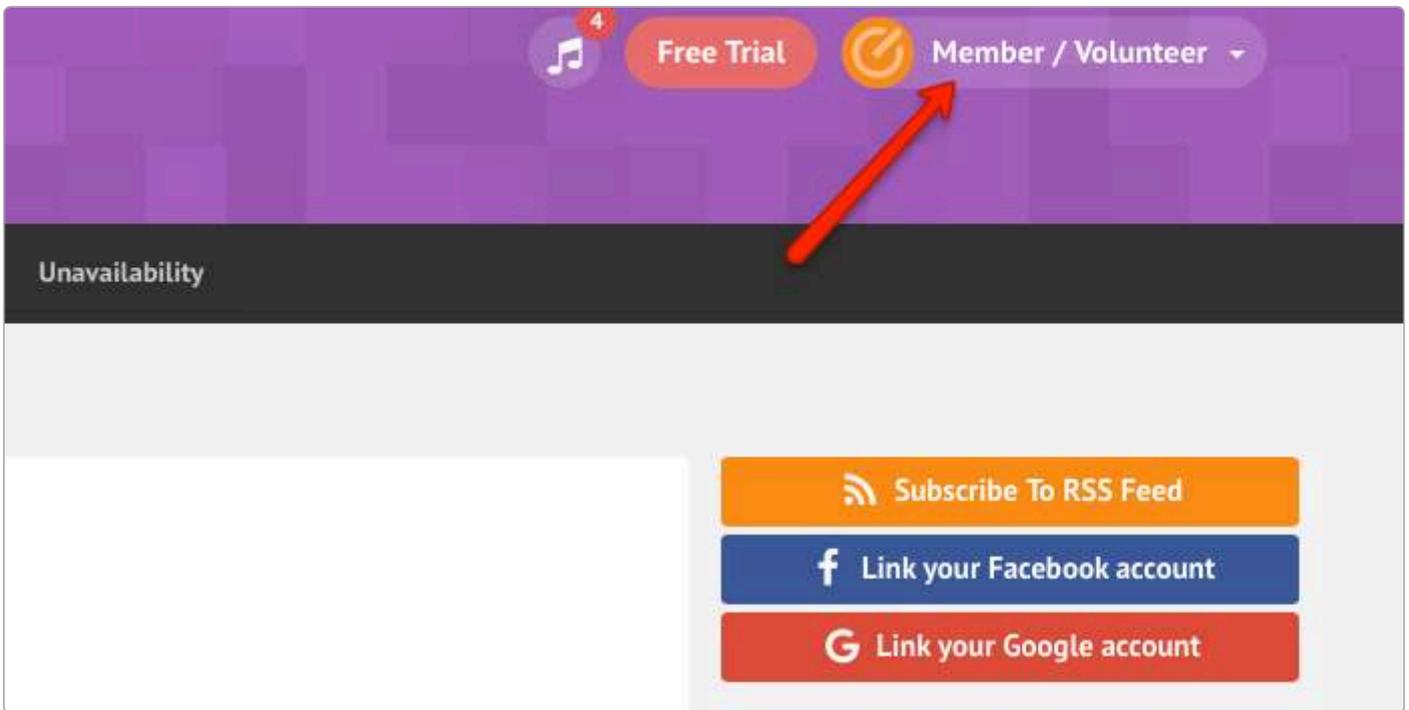
Help is just two clicks away!

From your account, you can find help by opening the drop-down menu used for accessing your profile (read the common phrases section below to find where this drop-down menu is). That link will bring you to our help site where you can find extra resources, as well as contact details if you have a question to ask.

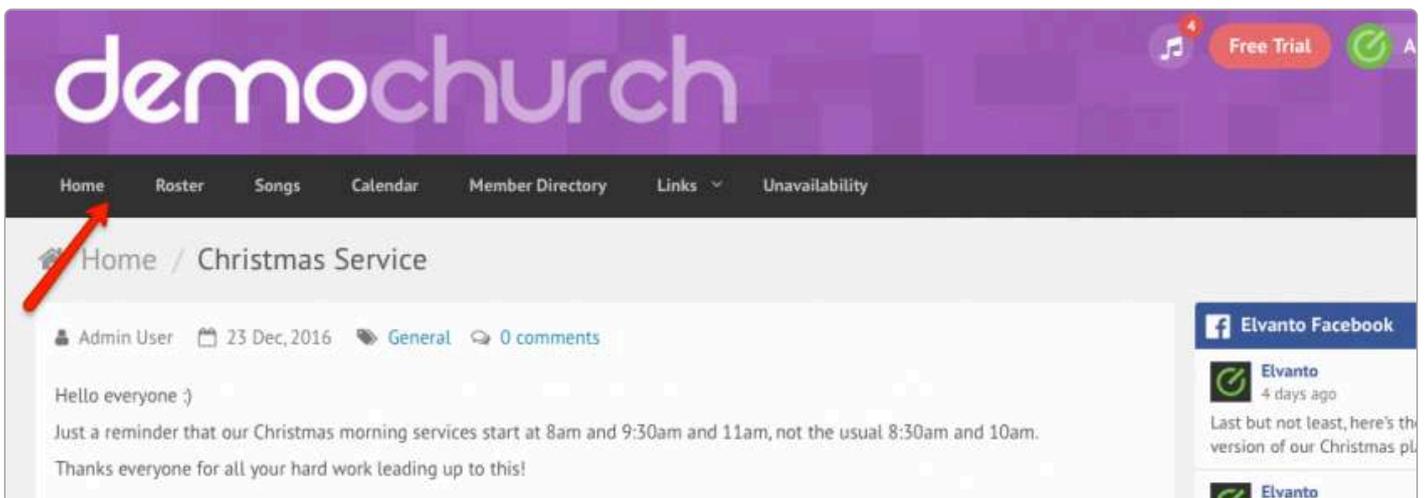
Common phrases in this guide

You'll find that this guide refers to a few parts of the member area more frequently. And while the equivalent in your church's Elvanto may differ slightly, it should look more-or-less the same as these examples.

When we mention the drop-down menu in the online site, we're talking about this:



When we mention the bar across your account, we're talking about this bar of links:



And when we mention the menu on the mobile app, we're talking about this button:

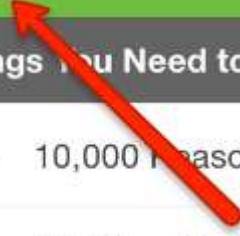
 Songs

Songs You Need to Learn ▲

- 10,000 Reasons (Bless The Lord) >
- All I Need Is You >
- Forever (We Sing Hallelujah) >

All Songs

- 'Tis So Sweet To Trust In Jesus (Trust In Jesus) >
- 10,000 Reasons (Bless The Lord) >



Part 2 - Accessing the Member Area

It's no good having all these features if there's no way for you to use them!

This part looks at how to access your account, and how to overcome some problems you might experience.

Logging in

Logging in to Elvanto is easy! But that doesn't mean there isn't things that can go wrong.

What you need to login

In order to log in, you're going to need login details. These are emailed to you from your church's Elvanto. If you haven't received your login details, you should speak to the person in charge of rolling out Elvanto in your church.

If you've already received this email, you'll just need the link to your church's Elvanto, your username, and your password. Once you've logged in, you'll start in your accounts homepage.

What happens when you forget your password

It happens to all of us from time to time: we forget things. It's no reason to panic, though. Just click on the 'Forgot password?' link located on the login page. It will send you an email with a link. Click on that link, and you'll be taken to a page where you can reset your password.

Log In

Username or Email

Password

[I forgot my password](#)

Remember me on this device

Log In

Log In Using

f Facebook **G Google**

OR

Create Account

You will be sent an email with a link to reset your password. If the link doesn't work, it could be because you've been sent another more recent link (which should work), or because a system administrator has sent your details to you again.

Using the Mobile App

Did you know Elvanto has a Mobile App? Check it out on the [App Store](#) or [Google Play](#).

To use the app, you'll still need to login to your church. But once you've logged in, you'll be able to access the bulk of your account through the touch of a finger.

For the moment, though, the App only gives you access to the Member Directory, Roster, and Songs. You can also update your unavailability, and more features will be coming soon!

Pin login & Touch ID

In the app, you're able to speed up logins by setting a pin code (or using Touch ID if you have an iOS device) for the app. This is especially handy for those with multiple people using one device.

To set up a pin (or Touch ID) for login, go to Settings in the menu (access by pressing the three lines at the top left), then turn on 'Use Pin for Login', and follow the prompts.

Part 3 - Volunteers & Elvanto

New technology can be daunting to use at first, but with this guide, you'll have mastered the basics in no time!

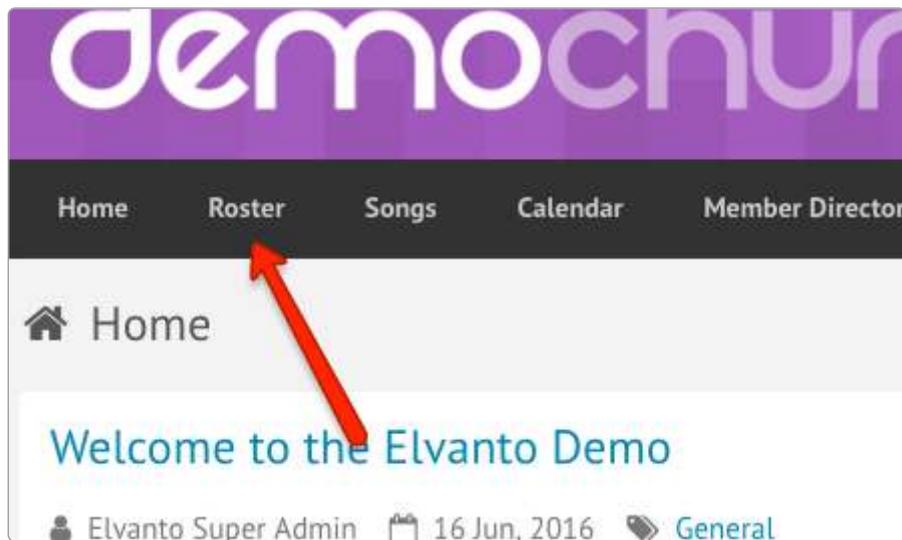
As a volunteer, there's a few things your leaders expect you to be able to do in Elvanto. This part is about helping you know how to do those things.

Checking your upcoming schedule

Being a good volunteer means checking your upcoming schedule regularly. Here's how to do that:

On the website

Once you've logged in to the member area, you'll see a bar near the top of the page with various links on it. Click on 'Roster'.



Once there, you will automatically be shown the volunteer list for the next service. You can change by clicking on the 'Plan' tab, to see that service's plan. Or, you can change which service you're looking at by scrolling through the sidebar with all the upcoming services until you find the one you want to look at.

Roster / Monday, 16 January Subscribe

Upcoming Services

Monday, 16 January

Wednesday, 18 January

8:00 AM
Traditional / North Campus

10:00 AM
Sunday Morning / Central Campus

5:30 PM
Sunday Night / Central Campus

Monday, 23 January

Wednesday, 25 January

8:00 AM
Traditional / North Campus

10:00 AM
Sunday Morning / Central Campus

5:30 PM
Sunday Night / Central Campus

Monday, 30 January

Collapse

Volunteers Plan

6:00 PM Youth / Central Campus LIVE Print

✔ **About a minute ago** Friday, 13 January, 2017 11:13 AM
All Departments

Today is the launch of our new service! Make sure you're here early to help set up :)

Creative Team	
Vocalists	
Trevor Evans	Worship Leader
Jordan Wilkerson	Backup Vocalists
Adria Baldwin	Backup Vocalists
Musicians	
Trevor Evans	Acoustic Guitar
Damian Cote	Electric Guitar
Hall Wood	Keyboard

Other Times

4:30 PM Music R... Rehearsal

Media Player

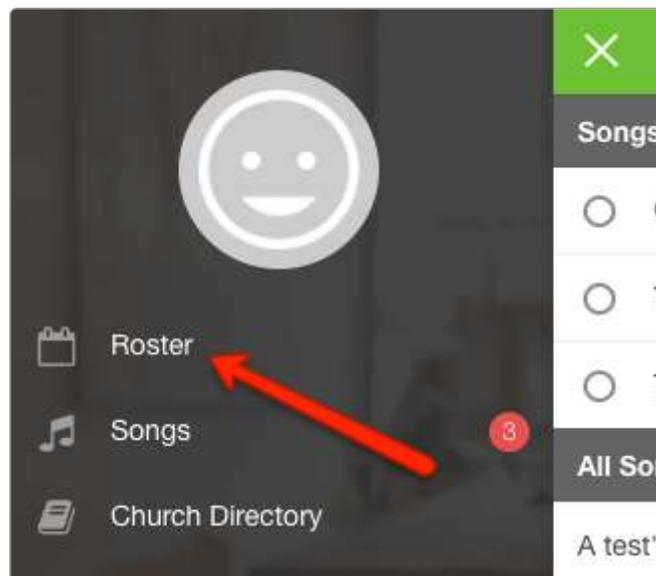
Songs

Alive 0:00
Default Arrangement [E]
2 Attachments

Blessed Be Your Name 0:00
Default Arrangement [B]
2 Attachments

In the mobile app

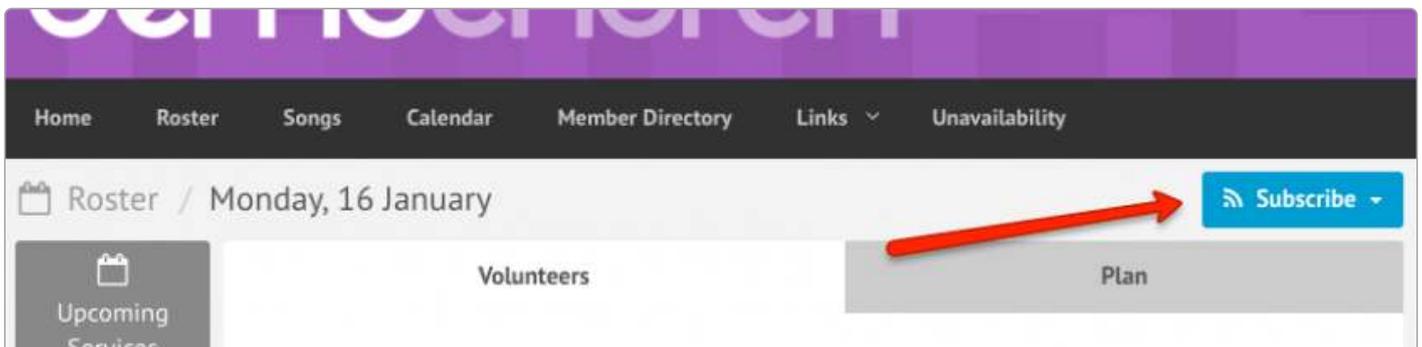
Once you've logged in to the mobile app, you can access your roster through the side menu (the top left button).



When you're on the Roster screen, you can respond to pending requests to volunteer and see the upcoming services. To view a particular service, tap on it. From there you can choose to see what songs are being played (Songs), who else is rostered on (Volunteers), and what else is happening in the service (Plan).

Subscribing to the calendar

From the roster page on the website, you can subscribe to your upcoming schedule for the calendar app on your computer or phone. Simply click the subscribe button located on the Roster page.



Swapping & Replacing

Sometimes you just can't make a service you're rostered on for. That's okay! With Elvanto, you can attempt to swap with someone, or have yourself replaced.

Swaps

Swapping with someone is exactly as it sounds: you're asking another rostered volunteer to do your turn, and in exchange, you'll do theirs. This will only go through if they accept your request.

Replacement

Replacing is similar: you're asking someone else to take your turn, but you're not promising to take theirs in return. 'Replace' looks at replacing you with another volunteer who is not rostered but eligible to be rostered on that position. For both swapping and replacing, you can send requests to as many people as possible at once.

Unsuccessful requests

If your request is unsuccessful, you'll be sent an email. A request will be unsuccessful if all people decline, or if you run out of time. Talk to your ministry leader to see how long you have before you are no longer able to swap or be replaced.

If you try to swap or be replaced inside this time period, you will automatically fail your request.

[Visit this page](#) for a comprehensive walkthrough of swapping and replacing.

Updating your availability

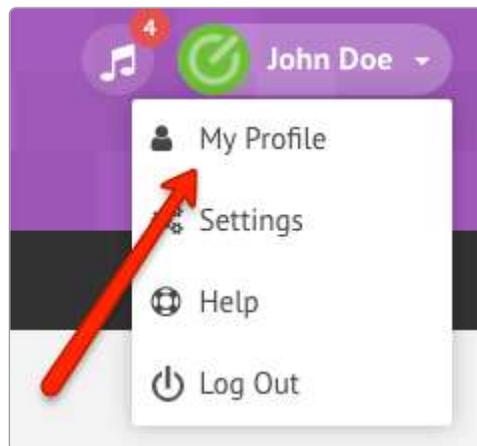
Save everyone the hassle of late replacements by keeping your unavailability up-to-date. And with Elvanto, updating your unavailability is just a few clicks away!

Unavailability

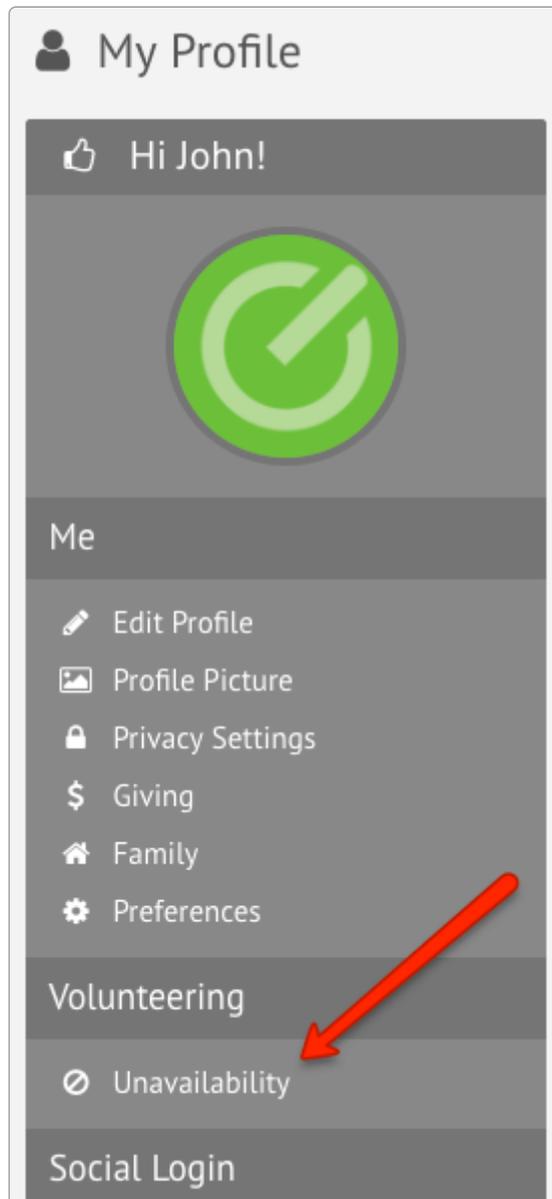
Unavailability is simply a way to notify your leaders that you won't be around for a particular service. Or, if your church opts to use auto-scheduling, it will mean that Elvanto does not roster you on for any time between the dates you specify.

Unavailability on the website

To update your unavailability, go to your 'My Profile' page.



Then click on the 'Unavailability' link located on the sidebar.

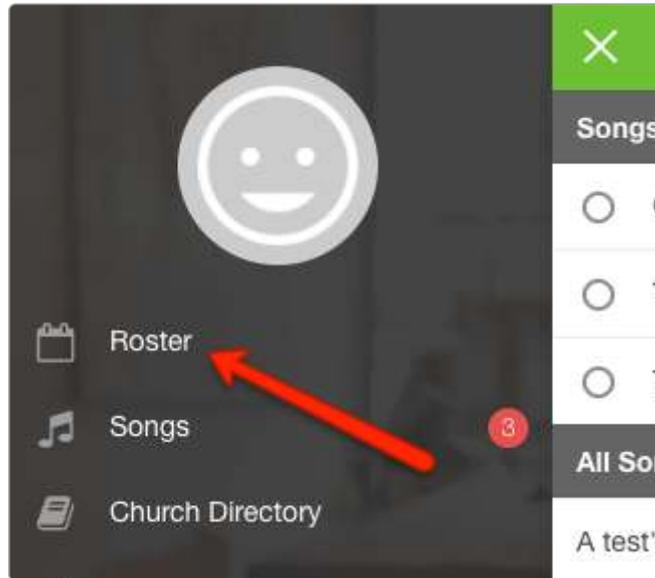


Once there, simply select the range of dates and times that you'll be unavailable, and click 'Submit'. Your upcoming unavailability will appear in a table on the page.

To remove unavailability, select the upcoming unavailable times that you are now available for (by clicking on their checkboxes), and select 'Delete' in the drop-down menu that appears at the top of the table once you've selected something. To perform the delete on all selected times, click the 'Perform Mass Manage' button.

Unavailability on the mobile app

To update your unavailability, navigate using the menu to 'Roster'.



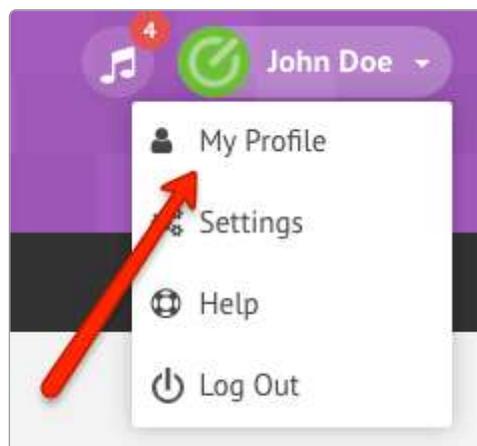
Once there, select the 'More' option at the top right.



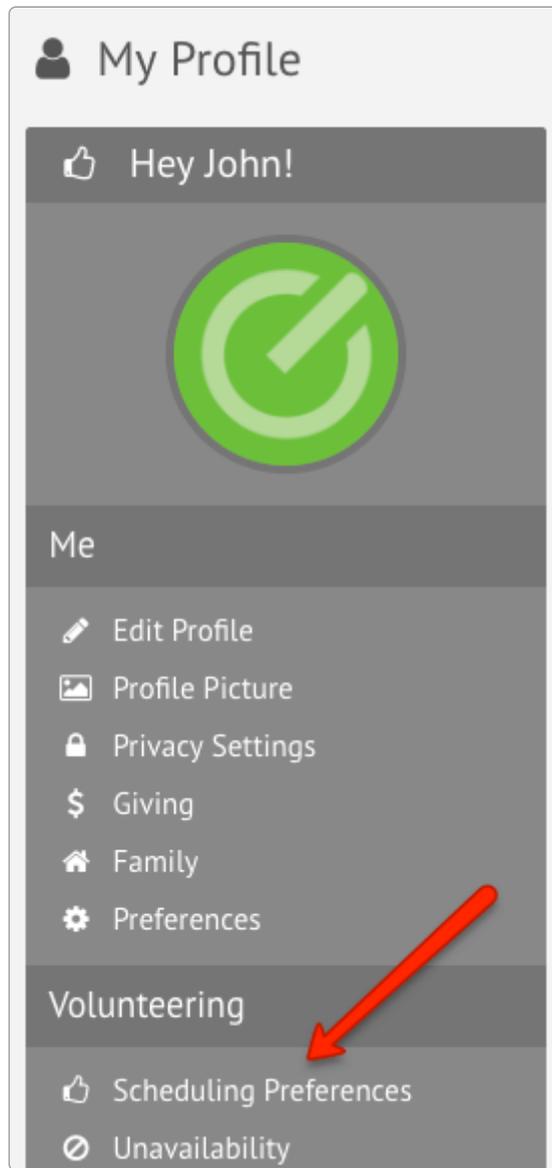
From there, you can select unavailability, and can view and add your unavailability.

Scheduling preferences

Scheduling preferences allow you to notify your leaders how frequently you want to be rostered on. For example, if your church has multiple services, you may only want to be rostered on once per week, twice per month. You can update these preferences by going to your profile.



And clicking on 'Scheduling Preferences' on the sidebar.



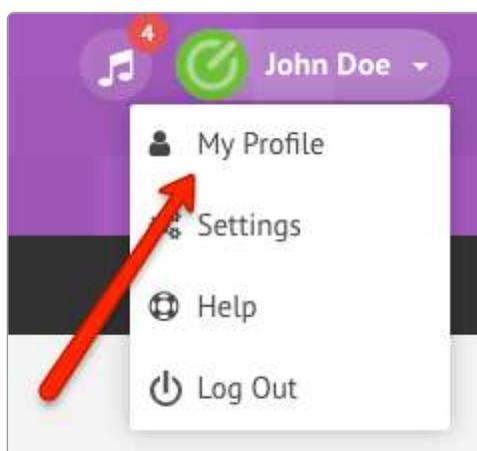
For a step-by-step walkthrough of adding scheduling preferences, [visit this page](#).

Updating your personal details

Make sure you stay in the loop by keeping your personal details up-to-date in Elvanto.

Your Elvanto Profile

In Elvanto, all your information is stored under your profile. So feel free to add a picture so people have something to look at over time they roster you on – a face to put to the name, in other words. You can do this by clicking on the My Profile link in the drop-down menu with your name on it, and selecting 'My Profile'.



From there, quickly access various parts of your profile by clicking on links in the sidebar under your profile picture.

Depending on your church's preferences, you may not be able to edit any of your details. But most of the time, you'll be able to edit things like phone numbers and addresses. Just make the changes, and remember to click 'Save' at either the top or bottom of the page when you're done.

Updating your profile in the mobile app

Unfortunately, you can't update your profile picture or personal information in the mobile app. We're working on it! For now, you'll have to use the website.

Part 4 - Account features

Your account is super useful! This part is about getting the most out of the additional features in your account.

Just remember: if something you read about here isn't accessible to you, it might be because your Admin hasn't given you access. So ask them about it if you think you'll find it particularly useful.

Using the Member Directory

Let's keep the communication paths open! Here's a couple of tips on using the Member Directory ?

On the website

Again, if your system admin has set up the Member Directory, you'll be able to access it, along with the other links, in the bar across the top of your account. Once there, you can browse or search for people and various details about them. For even more information, click on that person's name.

I know a person exists, but I can't find them

This happens from time to time. It could be because of a number of reasons. If they haven't been added to Elvanto, you won't be able to find them. More likely, however, is that you either don't have the access permissions (possibly because of their age, location, or the fact they're not in your group), or that they aren't in the Directory (they may have opted out of being in the directory). In any case, if you can't find someone in the directory and you think you should be able to, talk to your system admin.

In the mobile app

In the mobile app, you can access the Member Directory through the menu. Once there, you can browse or search for people. Tap on their names to see more information. Note that the Member Directory in the mobile app will normally give you significantly less information than looking up someone on the website.

Using the calendar

Today everyone seems to run increasingly busy lives. Manage your time even better with Elvanto's calendar.

The Calendar

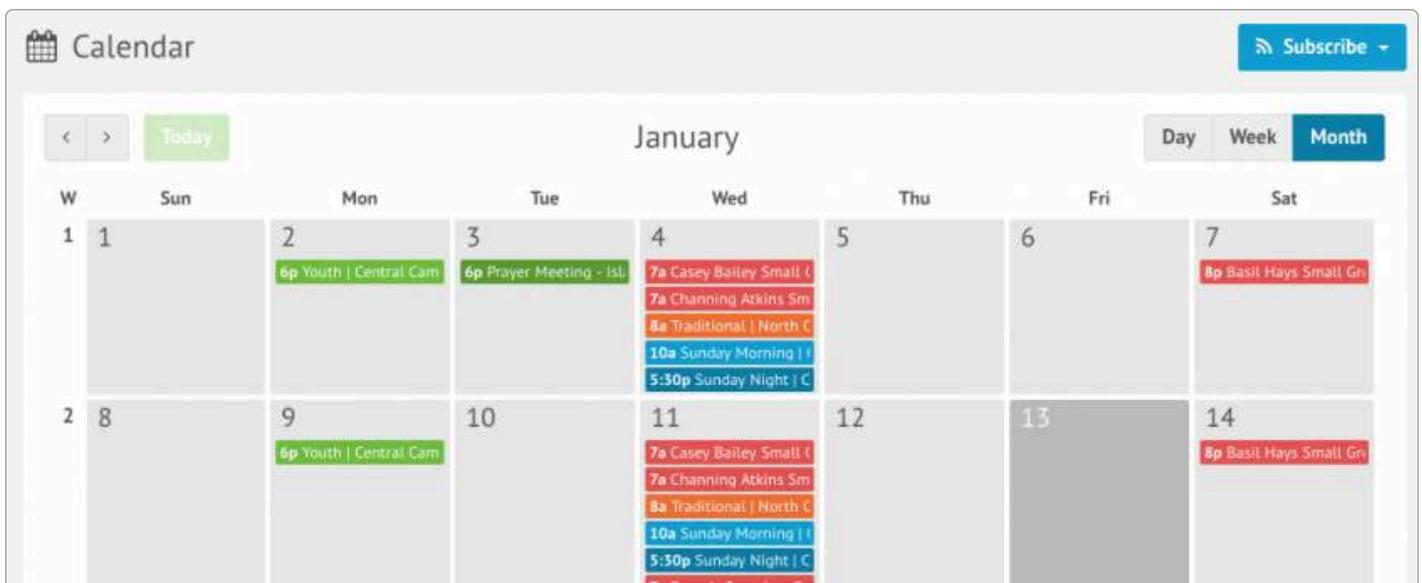
When making events, the host of that event will decide exactly which calendars it goes on (so most people won't see a Pastoral Team Meeting, for example). Some events, like regular Groups, will automatically appear on the calendars of people in that group, and others, like rehearsals, will automatically appear on the calendars of people who have a role to play.

Accessing the Calendar

On the website, the Calendar will be part of the bar of links at the top of your account. When you click on 'Calendar' it will take you right to this week on the calendar, highlighting today's date. There, you're able to browse upcoming events. For a more big-picture view, you can set the view to 'Month', or for a more focused view, you can set the view to 'Day' by selecting the options from the buttons at the top right.

Subscribing to the calendar

Subscribing to the Member Calendar will automatically add all of its information into your calendar (whether that's a Google, Outlook, or iCalendar). To subscribe, simply click on the blue 'Subscribe' button at the top right of the Calendar page, and follow the prompts.



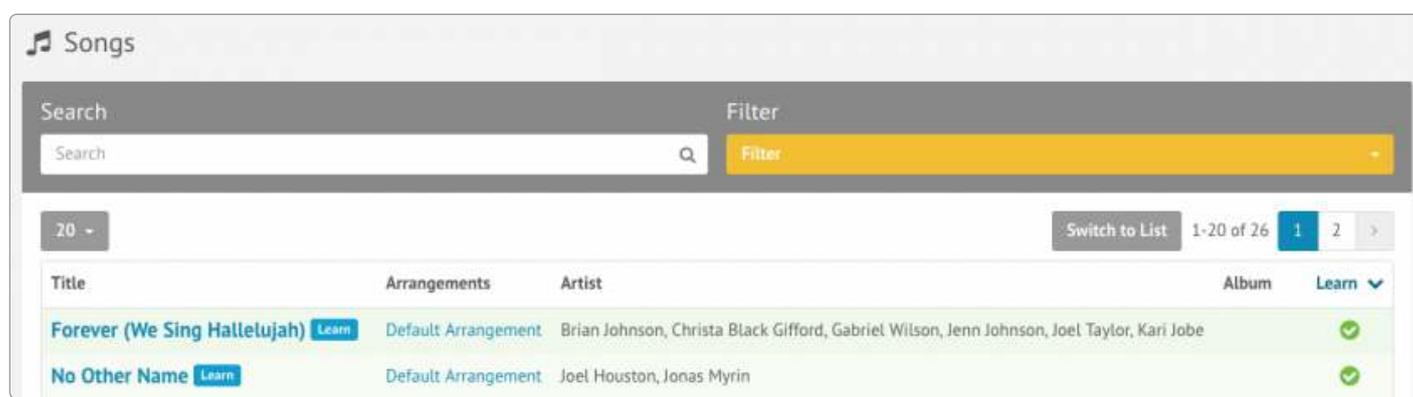
Accessing Songs

Songs is a really handy tool for anyone wanting to practice for an upcoming service.

If you want to look up songs generally, this is the best method. But, if you want to look up a song because you're playing it in an upcoming service, it's normally easiest to find it through your roster.

Accessing Songs on the website

Songs on the website can be accessed through a link on that bar that goes across the top of the page. Once you're there, you can browse or look up songs and access lyrics and/or chord charts.



The screenshot shows the 'Songs' section of a website. At the top, there is a search bar with the text 'Search' and a magnifying glass icon. To the right of the search bar is a 'Filter' button. Below the search bar, there is a '20 -' dropdown menu and a 'Switch to List' button. The main content area is a table with the following columns: 'Title', 'Arrangements', 'Artist', 'Album', and 'Learn'. The table contains two rows of data:

Title	Arrangements	Artist	Album	Learn
Forever (We Sing Hallelujah) Learn	Default Arrangement	Brian Johnson, Christa Black Gifford, Gabriel Wilson, Jenn Johnson, Joel Taylor, Kari Jobe		<input checked="" type="checkbox"/>
No Other Name Learn	Default Arrangement	Joel Houston, Jonas Myrin		<input checked="" type="checkbox"/>

Songs to Learn

Songs to Learn may be new songs for your church. They will – by default – appear at the top of your browsing list, so you can find them easily.

Accessing Songs in the mobile app

Songs in the mobile app can be accessed through a link in the menu. Once you're there, you can browse songs, and access lyrics and/or chord charts.

For Volunteers

An Elvanto Guide

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We want you to be able to use this guide for training, so feel free to distribute as a whole or in part as needed.

<https://www.elvanto.com>