Herts & Middlesex Wildlife Trust

New Volunteer System Guidance

For Volunteers



Herts & Middlesex Wildlife Trust

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Introducing our new system



The new Volunteer Management System, powered by the Team Kinetic platform, is a system that will transform volunteering at Herts & Middlesex Wildlife Trust. Adopted by Wildlife Trusts across the UK, this system aims to bring significant benefits to both volunteers and staff.

The Wildlife Trusts identified a need for a better way to manage our volunteer activities. Our new system will offer better access to volunteering opportunities, self-service capabilities for volunteers, improve admin efficiency for staff and streamline the sign-up process.

This is an off-the-shelf product which means we cannot change the functionality or the layout of the site.

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How to register and sign in

You can register as a new volunteer or sign in from this link
https://hertsandmiddlesexwt.teamkinetic.co.uk

How to change/reset my password

If you are already logged in, scroll down on the left-hand side bar to 'change password'. You will need to have your existing password to be able to change it this way.

If you forget your password, you can press 'forgot my password' at the bottom of the login page and pop in your email address to receive further instructions via email. This may take a few minutes to arrive. Remember to check your spam/junk folder. Only click the reset link once, multiple clicks may delay the process.

Getting started and navigating the site

The first time you log in, you will be directed to a first time log in screen. If you navigate to the 'resources section' on the left-hand menu and click on the Team Kinetic Support folder you can watch our video on how to use Team Kinetic which is also linked below. There are links to all the documents you need to familiarise yourself with. If in doubt you can click the house icon in the blue banner at the top of the page, this will return you to your homepage.

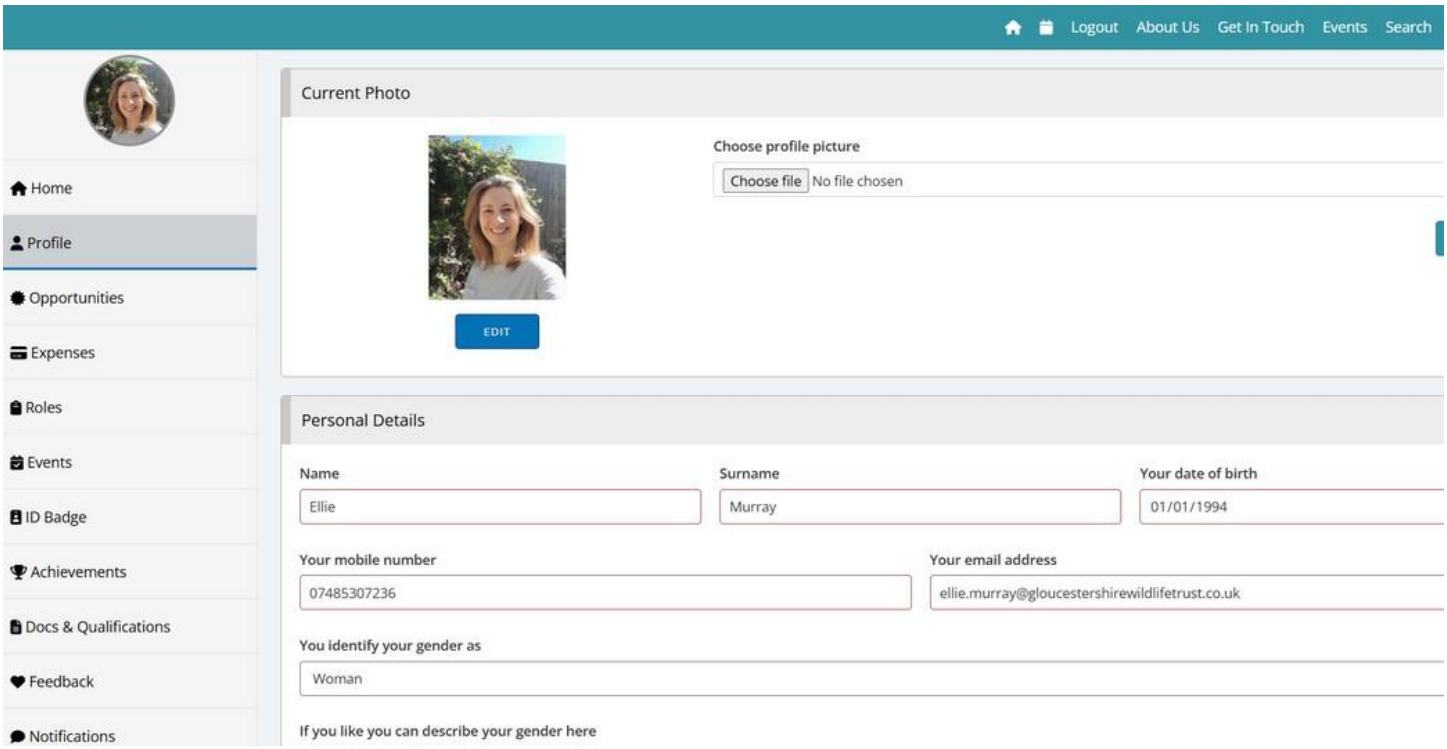
Use this link to watch our video on how to use the Team Kinetic or alternatively you can scan the QR code

https://vimeo.com/947013873/de6e0ca68b?share=copy

Keeping your profile up to date

Below is an example of a profile page. If you scroll down, you will find information including your contact details, your emergency contact details, medical information, and other information. Please make sure your details are up to date, especially your date of birth, emergency contact details and any allergy or medical information.

There are EDI (Equality, Diversity and Inclusion) fields on the profile page. By having this information, we can better understand our current volunteer team and can work on making our volunteering offer more inclusive, there are 'prefer not to say' options if you do not want to share this information with us. This information is only visible to system administrators.



Your date of birth

Existing volunteers' details have been migrated from our previous system – please note if we didn't have your DOB it has been set to 01/01/1900. Please make sure you change this to your actual date of birth. We need this for insurance purposes and as some of our volunteer opportunities have age restrictions.

You don't need to click the back button through the months to find the right year of birth – if you click on the year, it will give you the option to scroll through years first. On a computer you can type the DOB manually straight into the box, on the app you will use a pop-up calendar.

Other Dashboard Features (on the left-hand menu):

- Opportunities – this shows the opportunities you are booked onto, not all available opportunities.
- Expenses – we don't currently intend to manage expense claims through the Team Kinetic platform so, if you claim expenses, please continue to use the existing form and submit to your usual staff contact for approval. To request an expenses form, please contact your usual staff contact.
- Flows & Applications – this function is only applicable if you are trying to join an opportunity which requires you to complete specific steps or processes before you can take part.
- ID Badge – please ignore this as we don't currently use these.
- Achievements – this will automatically update with the number of sessions, opportunities and hours you have volunteered for.
- Docs & Qualifications – HMWT is looking at uploading your existing qualifications and may use this to record new qualifications going forwards. You can upload any existing, relevant training certificates you may have here if you wish but this is something we will look at doing for everyone in future.
- Feedback – this is an area where you can leave optional feedback on your volunteering experiences.
- Notifications & Permissions – you can see here whether you have signed up to receive bulk emails from the system and whether you are following any providers or opportunity categories. Please note that opting out of bulk emails will not exclude you from receiving any mandatory compliance, legal or health & safety communications we are required to send out.
- Message inbox – this is a log of all emails which the system has sent to you and is also where you can send a message to a provider you are connected to (i.e. because you are booked onto one of their opportunities). Any message sent in this way arrives as an email in the provider's email inbox.
- Resources and Help – contains links to the Volunteer Resources and documents section of the site.

App or no app?

You can access Team Kinetic from a web browser on either a phone, tablet or computer or you can download the app.

The Team Kinetic app is not HMWT branded and you need to have registered as a volunteer with HMWT first to be able to log in and use the app.

You can download the app either from the App store:
https://apps.apple.com/gb/app/volunteer-with-teamkinetic/id6456945746
Or Google Play: https://play.google.com/store/apps/details?id=uk.co.teamkinetic

There is a slight difference between the functionality and user interface of the browser version versus the app version. There is no calendar on the app and it's not as easy to navigate back and forth. The app is a useful tool for quick reference, one-off bookings, cancellations or just checking information.

If you are looking to book onto a selection of different opportunities across several weeks or months, then we recommend you use the browser version so you can access the calendar to identify any conflicting dates, for example, where two sessions you are interested in occur on the same date. This is particularly relevant when booking onto work parties where work parties in the West, East and Central regions may be scheduled to take place in different locations on the same day.

Jargon Glossary:

Opportunity and sessions - An opportunity is a volunteering activity – an opportunity to volunteer. It can be made up of multiple sessions on different days and times. You may be more familiar with the term volunteering role.

Providers – These are the lead individuals or teams that are organising and running the opportunities.

Flows and flow applications – as mentioned above, this will only be relevant for some opportunities where additional steps or processes are required before a volunteer can take part.

Opportunity categories – All opportunities are grouped into relevant categories e.g. work party. This will help you find all relevant opportunities you might be interested in by 'following' one or more categories.

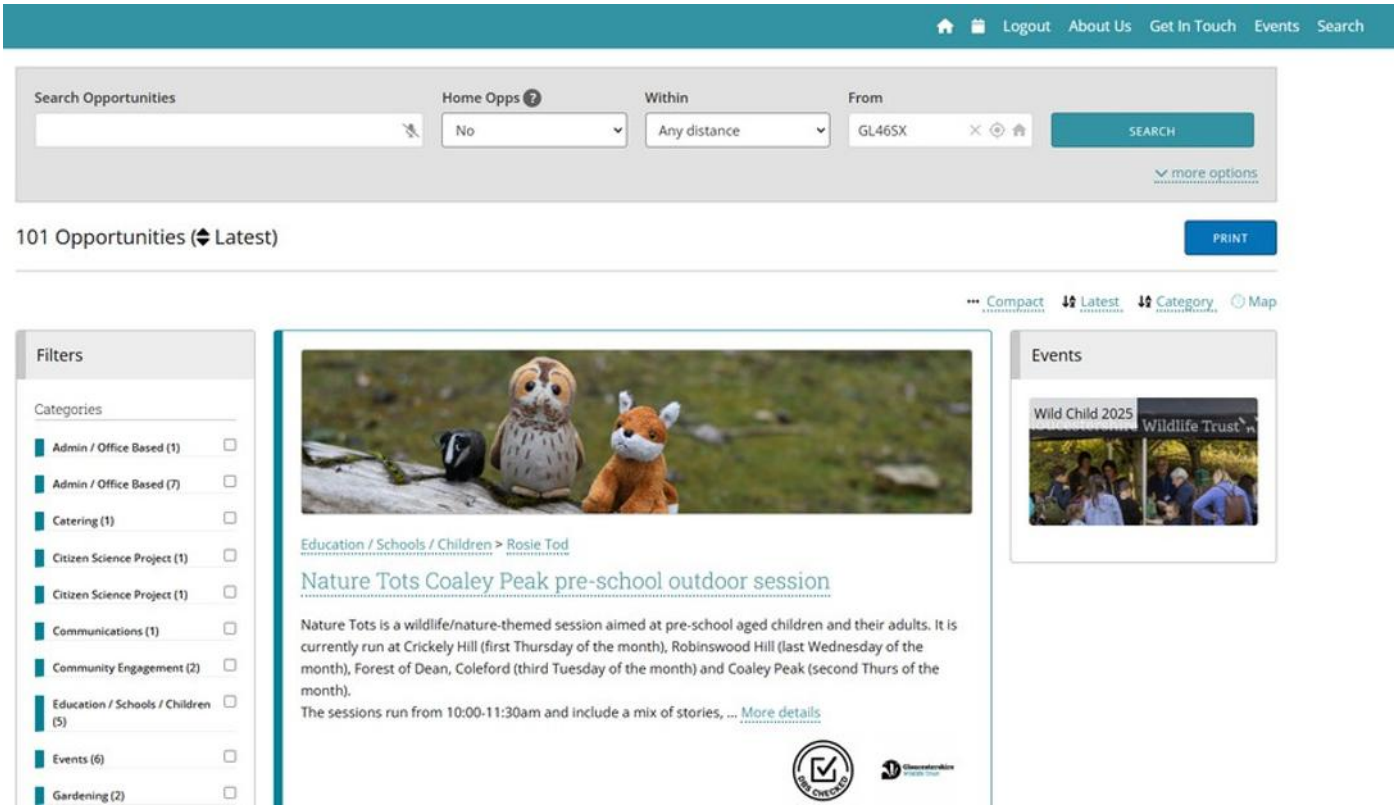
Flexible opportunity – can be done in your own time or as required (by agreement with the provider) rather than attending a scheduled volunteering activity. An example of a flexible opportunity might be mink raft checking or a warden carrying out ad hoc site checks.

Session based opportunity – takes place on a specific site/date/time/day. An example of a session-based opportunity would be a nature reserves work party.

How to find an opportunity

Our new system allows you to see current live opportunities posted by HMWT providers. To find new opportunities via the browser version, use the icons in the blue band across the top of the Team Kinetic site.

- If you click the house icon this will take you to your homepage and will list all of the available opportunities.
- If you click on the calendar icon this will bring up all the available opportunities in a calendar view, which can show multiple opportunities on the same day.
- If you click search in the blue band across the top this will allow opportunity searches to be filtered by terms in the ‘Search Opportunities’ box and distance in the grey box. To search via category these are listed in the left-hand menu.



Filters can also be applied using the lists on the side of the webpage, this is where you can also see relevant categories for our opportunities which you may wish to follow.

Some opportunities will be ones you can join straight away, whereas some may require you to apply first or complete some additional steps.

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How to follow providers or categories:

To follow a provider whose opportunities interest you, click into one of their opportunities which brings up the detail of that opportunity and click on the blue ‘Follow Provider’ button at the bottom of the opportunity description.

To follow a category (e.g. work party), click onto one of the work party opportunities and click on the blue ‘Follow Opp Type’ button.

You can also see who/what you are following on your dashboard under the section ‘Notifications and Permissions’.

Logging hours

If you were an existing volunteer when your data was migrated to the new system, regrettably any previous volunteer hours were not able to be transferred. This means that everyone has started from zero when the system goes live on 26 October 2026. We do still have a record of all volunteering hours committed prior to the launch of Team Kinetic and your volunteering history with the Trust and it is greatly appreciated. All these hours will still be reported on and form part of our records.

Going forwards, you can log your own hours on Team Kinetic and you are particularly encouraged to do so for flexible opportunities such as surveying, livestock checking, mink raft checking etc. as your provider won't know exactly when you did this or how long it took.

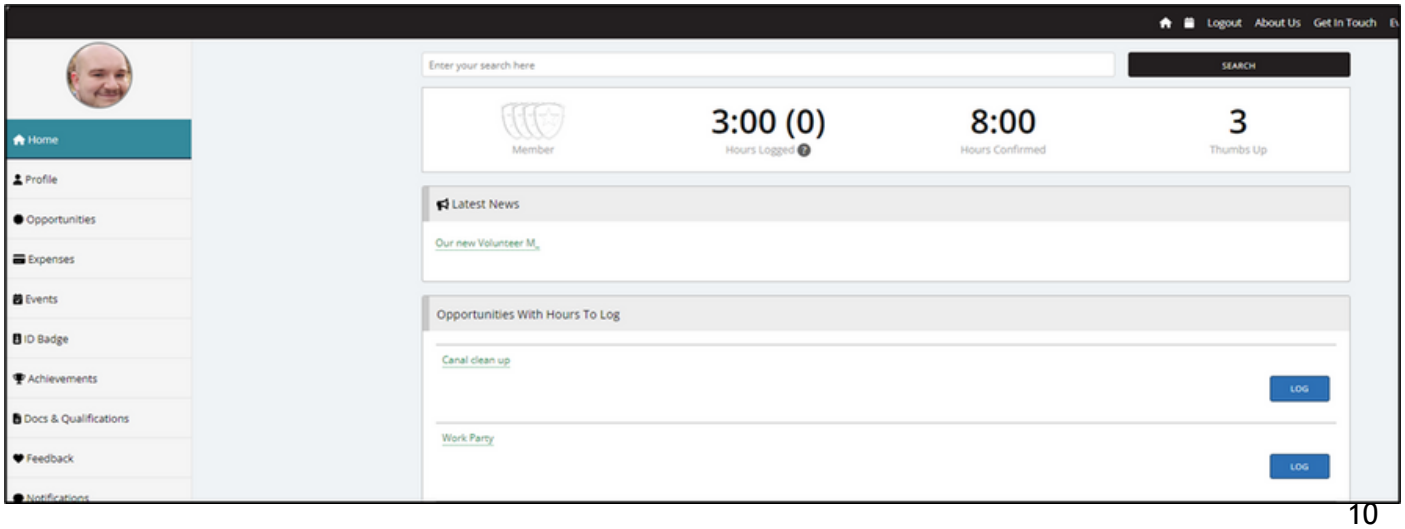
For organised group session-based opportunities such as work parties, you do not need to log your hours as providers will be able to capture this as a bulk input once the activity is complete. It's best to confirm with your provider if they would like you to log your hours for their opportunity.

You can log hours any time after attending and you will receive an email reminder to do so. Your total hours will be viewable on your profile dashboard. Please note: Your Hours Logged and Total Hours might not add up because your 'provider' needs to validate hours before they are counted.

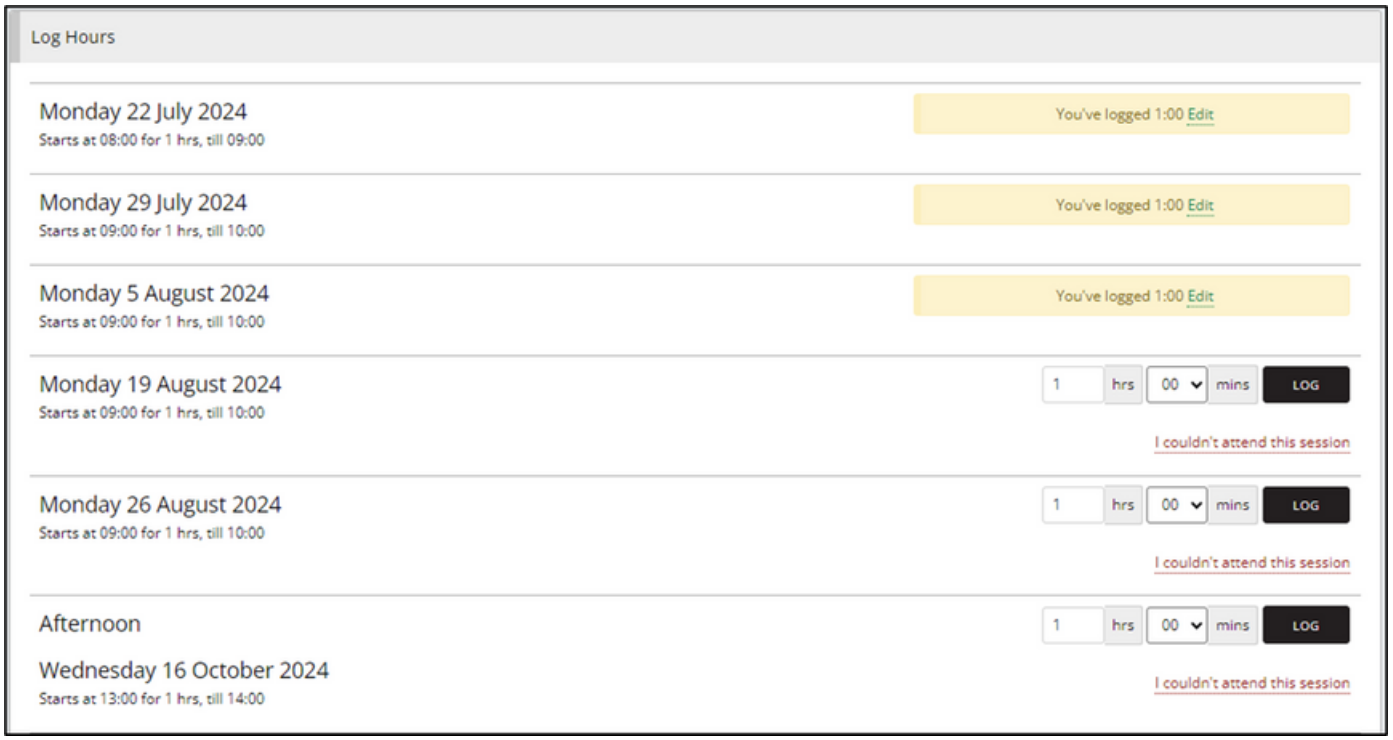
Logging hours for session-based opportunities

Session-based opportunities occur on a fixed date and time, so the hours will generally be pre-defined.

- **Locate the relevant Opportunity.** Once you have attended a session, return to your volunteering homepage on the Team Kinetic site. Here, you will see the sessions that you are required to log hours for as below:



- **Click "Log".** For session-based roles, select "Log" next to the opportunity. This will take you to the next page, where you may be asked to leave feedback for the opportunity provider, and where the sessions you can log hours for will appear. These sessions will be in the past and you may have more than one session to log hours for.

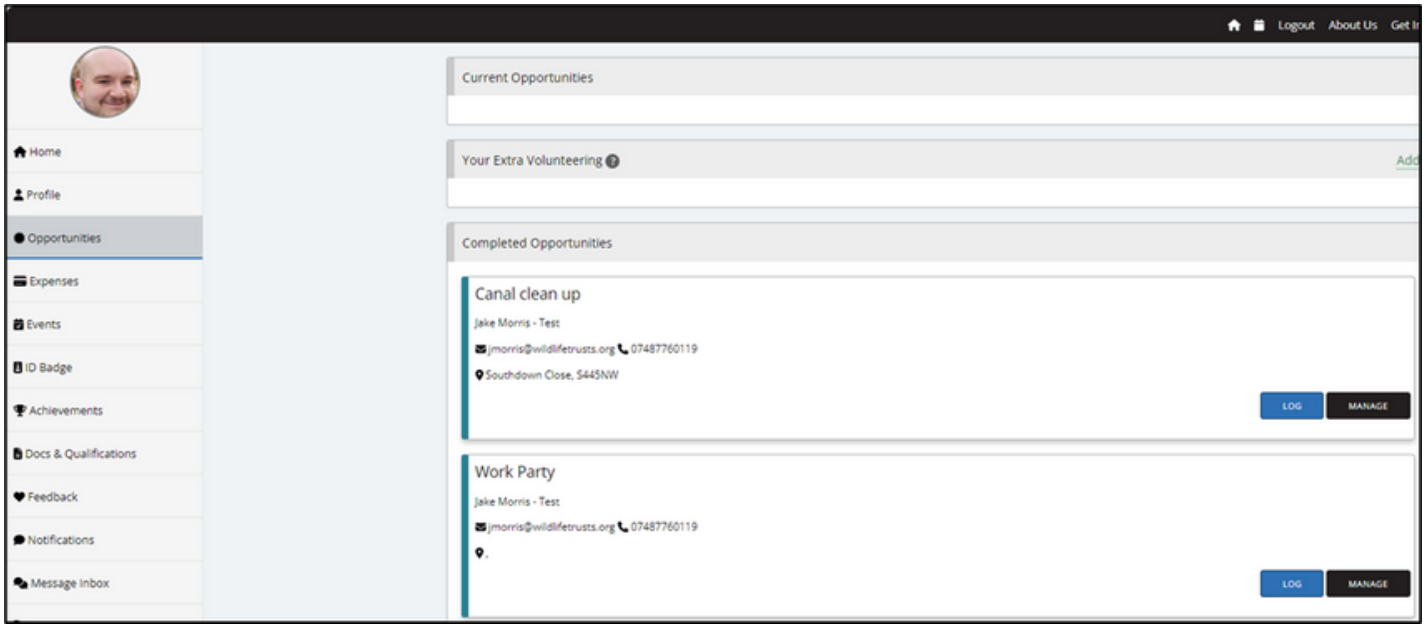


Please note that you can also edit previously submitted hours, if you've made a mistake.

- **Enter Hours.** The hours will automatically populate based on the scheduled session time. Confirm the details and submit your hours by hitting the 'Log button'. Once done, your total hours logged will increase in line with the amount logged.

Important:

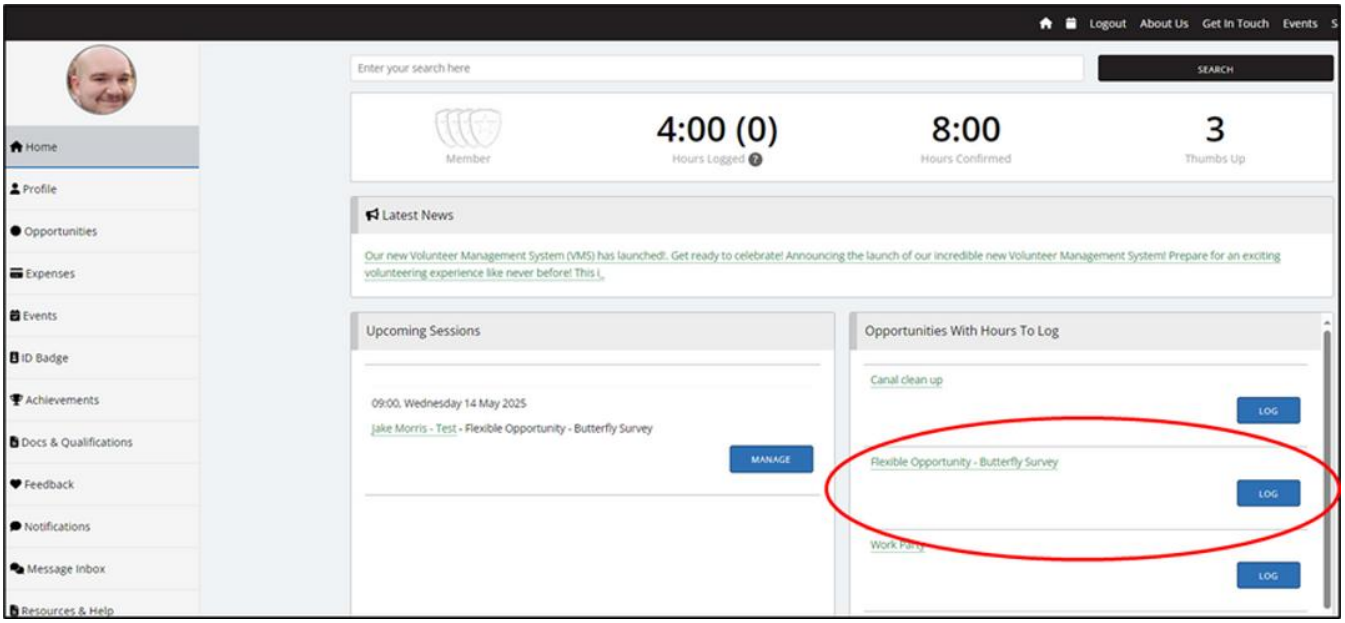
- You cannot record more hours than the session allows. If the session was scheduled for 3 hours, the system will cap your logged hours accordingly.
- If you attended only part of the session, you can adjust the hours within the session limit.
- You can also find opportunities with hours to log via the opportunities tab on your profile. However, these will be same as on the homepage.



Logging hours for flexible opportunities

Flexible opportunities allow you to volunteer at any time and log the actual hours you contributed.

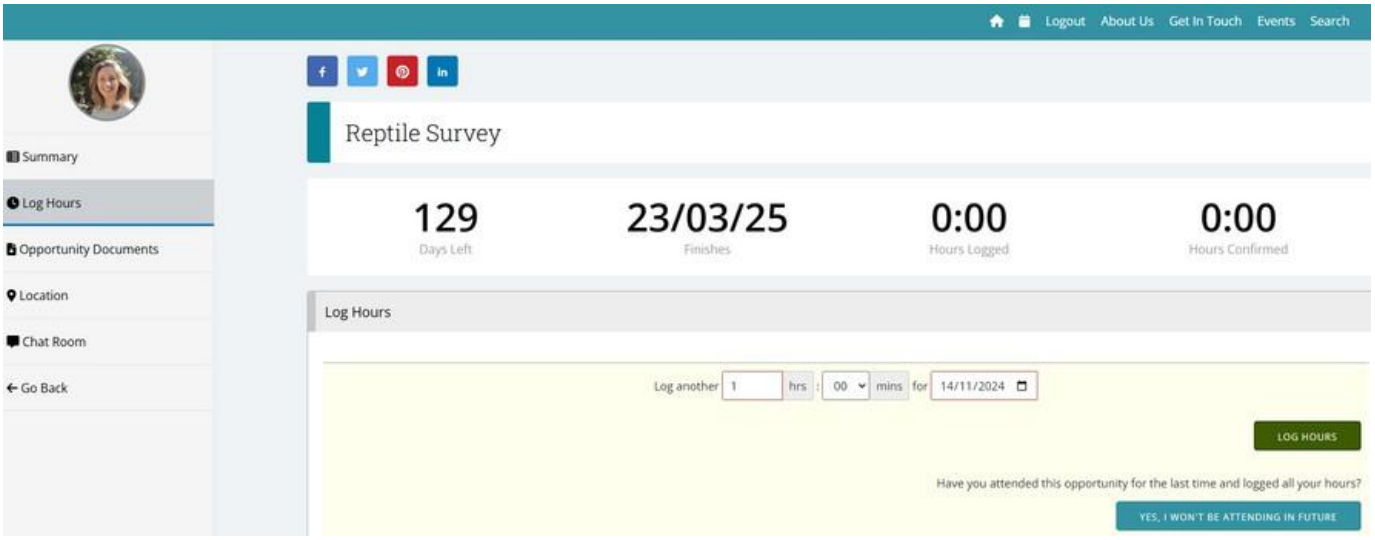
- **Locate the relevant Opportunity.** Once you have attended a flexible session, return to your volunteering homepage on the Team Kinetic site. Here, you will see the sessions that you are required to log hours against. For this example, we'll record hours against 'Flexible Opportunity – Butterfly Survey'. As below:



- **Click “Log”.** Select “Log” next to the opportunity. This will navigate you to the next page where you may be asked to leave feedback for the opportunity provider.

- **Enter Actual Hours.** Input the number of hours you spent on the activity and the date you attended. Flexible roles allow you to record any amount of time up to 24 hours per entry. Confirm and log your hours.

If it is the last time you intend to do hours on this opportunity, you can confirm this at the bottom of the page so the system knows you are all finished up!



If you stop volunteering with us
Please log in and officially ‘close your account’. This is an option located at the bottom of the left-hand bar on the screen. It would be great to let your provider know too.

Expenses

The Trust will reimburse pre-agreed, reasonable, out-of-pocket expenses to volunteers. There is a cap of a 40-mile round trip on mileage expenses per day, except for volunteers such as Trustees, Committee Members and Wildlife Sites Surveyors where additional travel is required as part of their role. The Trust encourages the use of public transport wherever possible.

We have decided not to manage expenses through Team Kinetic for the time being so please ask your provider if you would like an expenses form to make a claim.

Data Handling - How we hold your data

Please see our Privacy Policy for more information please click in the https://www.hertswildlifetrust.org.uk/whatwedo/about-trust/governance/policies/#privacy-policy

For more information about a specific opportunity please speak to the specific provider. For more general information, support and guidance on how to use Team Kinetic please contact volunteering@hmwt.org or phone 01727 858901 option 6 on the menu during work hours.