

Galaxy Volunteer Database APP Update

Galaxy launched their APP Update on 3/22/22. We tried to test this out before they launched it because they would not permit us to do that. We have tested the functionality (and continue to do so). We have learned that some functions are helpful and others are not optimal for CCDC at all. We are asking Galaxy to consider modifying some things to be a better fit for CCDC. We appreciate your patience as we work through this. In the meantime, here is guidance so you know what you can do, what you cannot do, and what you should avoid doing. As always, you can send any specific questions to mrc@co.delaware.pa.us.

Step One: Download the app.

There are two methods of getting the new app:

If you have set your phone to update apps automatically, you will find the new app in place of the old one.

If you do not see the new app, go to your android or iOS app store and search for “Cause Connect”.

Once you have the app, turn the phone off and back on to reset the app name in your phone. Also check your settings and make sure that you have “Allow Notifications” turned on!

- Note that the name of the app changed to “Cause Connect”.
- The color of the app icon changed from a light blue to kind of a darker teal blue. Some people may not notice the color change at all.
- The app icon of a stick person did not change.
- Your login remains the same

Step Two: Functionality

Listed below are the questions we asked Galaxy, their responses, and our recommendations:

1. It seems that a volunteer can check in, and then also check out. After the check out, the check in button becomes available. Is the volunteer going to be able to check in AGAIN (which they can do on the original app)?

Galaxy: Yes, they can!

C&J: Well, folks that is a problem because we do not want double or triple check-ins like we are currently experiencing. Those Check-ins are accumulating shift hours in error. So be sure to check in ONE TIME ONLY, whether it is with your app or online in your browser.

2. Responding to a mission. Until now, you could only respond by logging into your account through a web browser. Before you SUBMIT RESPONSE, for in-person missions you also must review the waiver/covid screening form (known as a click-wrap waiver) and check the box. The app now gives the ability to respond through the app, so we asked Galaxy how that waiver will be managed in the app.

Galaxy: Unfortunately, this means that the Mission will not be available on the App for a volunteer response. This is because the App does not have a way to process Clickwrap Waivers.

C&J: This means that any in-person mission we post must be responded to from the website and not the app because the app cannot process the Covid-19 waiver. Missions having a click-wrap waiver will not even be available in the app for you to view. You can only see and respond to these missions by logging into your account through a browser.

You CAN respond to virtual missions through the app since they do not have a waiver/covid screening form. As covid lessens you will probably be seeing fewer virtual missions in the future. The bottom line is that using your browser is the only way for you to view and respond to all available missions.

3. **Mission Notifications:** If a volunteer uses the app to register for a mission, or to unregister, are the same notifications automatically sent?

Galaxy: The Notifications for registering and unregistering for a Mission will not be sent when completed in the Cause Connect App.

C&J: Automatic notifications are important. This includes your deployment notice. Managers rely on notifications that tell us you have registered or unregistered for a shift. The bottom line here is PLEASE DO NOT use the app to respond to missions or unregister from them. You should access these functions through your web browser as you always have. (The only exception: you could use it to unregister if the mission is over and you did not attend.)

4. **Hours:** Will checking in and out of a mission then credit the hours for manager approval? Will the hours entry on the app be disabled if hours are already credited for the mission the volunteer selects?

Galaxy: If there are already hours submitted for the Mission (via checking-in), the volunteer will get a pop up letting them know that they are entering duplicate hours. However, they can still enter their hours multiple times to the same Mission.

C&J: Do not enter hours because your hours will be credited when you check in. If you violate that rule, then the system will walk you through the steps of entering hours as if you are entering hours via your profile method. When you see a pop-up warning you that hours are already entered for that shift, please cancel the transaction. Do not enter hours after you have checked in, period.

5. **A new feature - Schedule:** The app gives you the ability to see your schedule on a monthly calendar, that is, all missions you have responded to. Any date you have scheduled yourself shows a dot on the calendar. Click on the dot to see the mission. You have the option to check in from that screen.

C&J: As always, please do not check in for any mission until you reach the mission location. You can also use this screen to unregister yourself from a mission, but we ask that you do not do that (see #3 above).

6. **Geofence:** In order for the geofence to work, necessary conditions are listed at the bottom of this tutorial. The short answer is that we are not recommending use of geofencing, as it is not 100% reliable. See the explanations below:

Geofence Specific Questions, Answers, & Comments

1. When all conditions are met, what exactly happens when the user enters the geofence? They are reminded to check in?

Galaxy: The user will get a push notification reminding them to check in.

C&J: The "Push Notification" will work for those who have allowed notifications for the app on their phone (this is found in your phone settings). Only 624 volunteers have this setting to ON.

(As an aside, regardless of the geofence feature, the ability to notify you with one of these messages to your phone is very important in situations to save you time and effort where you must:

- Stand Down from the mission
- Go in a different route because of road conditions
- Be re-deployed somewhere else in an emergency)

2. Are volunteers checked in automatically or something else?

Galaxy: They will not be checked in automatically. They will still need to manually check in!

C&J: So, volunteers, what is the point of the geofence? To let you know that you have arrived!

And when they leave the fenced area?

Galaxy: When they leave, they will get another push notification reminding them to check out. This is also done manually, not automatically.

C&J: Again, we do not see the value of the geofence. We prefer that you do not check yourselves out because the system will automatically do that without action on your part.

3. What happens if they enter successfully but then have a poor signal when they leave?

Galaxy: This might be on a case-by-case basis depending on the user's phone and how poor the signal is. If the signal is poor, they may not get the push notification reminding them to check out. However, they will still be able to check out through the App!

C&J: We prefer that you do not check out of the mission as mentioned above. The sketchy internet at every mission location just adds to the frustration of using the app. Galaxy will automatically check everyone out at midnight, so you never need to worry about it.

Galaxy APP Specifications for your phone: ALL of these conditions are necessary for the geofence to work.

Both Android and iOS

- Good reception and/or a strong Wi-Fi signal is required.
- Notifications for the app must be enabled in phone settings.
- Do not disturb must be turned off.

iOS Specific

- For iOS users, notifications will fire when they cross the boundary of the geofence. They have to start from the outside of the fence, and then move inside. Otherwise, notifications will not appear.
- Allow Location Access under Location Permissions for the app in the user's phone settings must be set to "Always" in order for notifications to appear when the app is closed and backgrounded. Otherwise, notifications will only appear while the app is running.
- Battery Saver mode must be turned off in order for notifications to come through while the app is backgrounded or closed. If battery saver is on, location processing for backgrounded or closed apps will not work.

Android Specific

- For android users, notifications can fire both when a user enters the fence from the outside, as well as if the user is already in the fence. This is different from iOS, and something to be aware of.
- As of March 2022, geolocation notifications are only working when the app is either active on the screen, or backgrounded. If the app is completely killed and not running, notifications will not go through. This may be a limitation of android systems and may need more investigation if Galaxy chooses to pursue it.
- The location permission for the app under Settings must be set to Allow All of the Time in order for notifications to work properly in both the foreground and background. (Note that for newer OS such as android 11 and 12, users will currently need to do this manually.) The app only prompts users to allow for location access while the app is running.

Galaxy Volunteer Database APP Update

- Power mode should be set to high performance or optimized with adaptive power saving turned off to work in both the foreground and background.
- Sometimes notifications can take several minutes to come through for android.