

Galaxy Volunteer Database APP Update

03/22/22

Galaxy launched their APP Update today. We tried to test this out before they launched it because they would not permit us to do that. We are testing it today, so be aware that things might work differently or not as we expect them to. We appreciate your patience with us as we work through this.

Step One:

The first step is for you to obtain the new app. There are two methods of getting the new app:

Install the new app from your App Store. It is called "Cause Connect". Turn the phone off and back on to reset the app name in your phone. Make sure that you have "Allow Notifications" turned on!

- The name of the app changed on the icon on my phone to "**Cause Connect**".
- The color of the app icon changed from a light blue to kind of a darker teal blue. Some people will not notice the color change at all.
- The app icon of a stick person did not change.
- Your login remains the same

Step Two:

The functionality is what we are testing now. Listed below are the questions we asked Galaxy that we felt were problems with the first version:

1. It seems that a volunteer can check in, and then also check out. After the check out, the check in button became 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.

2. Waivers: Currently, when a volunteer is using the website, and responds to a mission, there is a required Clickwrap waiver (Covid Screening Form) for them to view before they can respond. How will that 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: Therefore, it 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.

3. 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. Do not enter hours after you have checked in, period.

4. There is a geofencing feature about which we are asking Galaxy exactly how it works. Stay tuned for more information.