

Go! QuickStart Guide: District/ Division Commissioners



Welcome to Go!

'Go!' stands for 'Guiding organiser', Girlguiding's membership database. Go! helps you to manage member information, record guiding achievements and cut down on paperwork. Up-to-date statistics are available at any time, helping you to plan for events and simplifying the annual subscriptions process. From 1 January 2011, it will be mandatory for all Girlguiding members and recognised volunteers, girls and adults, to have their details recorded on Go!.

Further information - *QuickStart Guide: Unit Leaders*

Another leaflet, *Go! QuickStart Guide: Unit Leaders* (available in the [Download Help Files](#) area) provides detailed information for Leaders about using Go!. It is recommended that you read this.

Logging in

1. Visit <https://go.girlguiding.org.uk> or click the Members' area & Go! link on Girlguiding's website.
2. Enter your registration number, password* and date of birth.
3. Click . You will now see the welcome page.
4. Click the Go! logo to enter the Go! site.



For more login information and for help logging in, please see the *QuickStart Guide: Unit Leaders leaflet*.

* Password

Go! passwords are unique to individuals and should **never** be shared with anyone else (this is an offence under the Computer Misuse Act). Passwords are emailed to volunteers once they have completed the Girlguiding recruitment checks. A password reminder can be requested by clicking the [Need Your Password?](#) link on the login page. It will be automatically emailed to your main (m) Go! email address.

Viewing Go!

The [Role Management](#), [Report Management](#) and [Level Management](#) pages show the names of all the levels in which you are personally active.

- To view a level's record – click the [level name](#).
- To see levels below (eg all units within your District) – click .
- If there are no levels below,  appears next to the level name.

You don't have to Go! it alone

- The [Download Help Files](#) area has step-by-step guides, help videos and answers to common questions.
- Your area's Go! Coordinator will be able to support you further in using Go!.
- Your District/Division User Group is also able to manage Go! volunteer records. Why not appoint a designated District/Division Key User to manage Go! records, or assign specific Go! tasks to members of your team?
- Remember to keep yourself up to date by attending local trainings.

Your role

As a Commissioner, you are responsible for adding and updating volunteer roles and qualifications. Volunteers are responsible for keeping their contact information up to date.

Who is a 'volunteer'?

A volunteer is anyone who helps within Girlguiding. This includes Young Leaders as well as occasional helpers and Leaders. The Unit User Group is responsible for girl and level information (see *QuickStart Guide: Unit Leaders*).

What is a 'level'?

A level is a unit, District, Division, County or Country/Region. All roles are held within a level.

Creating a record for a volunteer who is new to Girlguiding

Please be aware that from 17 December 2012 all individuals new to guiding will be added to Go! through the Join Us system only.

1. Go to **Role Management**.
2. Click on the correct **level name**.
3. Click on the relevant role (eg Leader, Unit Helper).
4. Enter the volunteer's full forename, surname and date of birth.
5. Click **search** and then click **new**.
6. Complete their personal details including postal address, email (so they can receive their password) and phone number. Click **submit**.
7. Enter when they started the role (the 'Valid From' date) and click on the relevant specialism (eg which section they are helping with).
8. Click **submit** and a record will be created.
9. Update their 'Additional Personal Details'. Ensure that a disclosure check and two references have been requested, if the role requires these.

NB A registration number will be assigned overnight.

Leaving

When a volunteer wishes to leave a role, you need to make their role inactive.

1. Click **Role Management** and then click the relevant **level name**.
2. Click on **View Active [level] Team** to see all the active volunteers.
3. Click **edit** next to the volunteer's name.
4. Go to **Role Details** and click **edit** next to the role they wish to leave.
5. Change the Role Status to 'Inactive' and enter a 'Valid To' date (the date they ended the role). Click **update** to save. They will be removed from the active list and all reports.
6. If the individual is leaving Girlguiding, make all their roles inactive to change their Membership Status to 'Inactive'.

The recruitment process

Every volunteer role is entered onto Go! as 'Active-pending'. Individuals in specific roles need to complete a disclosure check and supply two references. When these recruitment checks are complete their role will become 'Active'. They will then be able to access the level's records, appear on Go! reports and will receive a membership card (to their main address).

If a role does not require recruitment checks, or the individual has completed them, the role will become active after 48 hours. Remember, only individuals with 'active' roles can use the 'need your password' link.

Adding new or additional roles to an individual's record

This process is for any current or former member of Girlguiding, including girl roles.

1. Click on the **level name** in the **Role Management** area.
2. Click on the relevant role (eg Leader, Unit Helper).
3. Enter the volunteer's registration number. Click **search**.
4. Check the individual's name and date of birth on screen. If these are correct, click **submit**.
5. Enter their role start date (the 'Valid From' date) and specialism (eg which section they are helping with). Click **submit** and then **finish** to create the new role.
6. If the new role is to be their main role, click **edit** next to the role you just added (in role details) and tick the 'Main Role' box.
7. The new role and membership status will become active within 48 hours if the volunteer has the correct recruitment checks.

NB If a volunteer has had a break of more than three years, they will need to complete the Girlguiding recruitment checks again.

Extending a role

It is possible to extend volunteer roles on Go!. Before extending a role you need to consult the volunteer to ensure they are in the correct role for them. You cannot extend a role beyond any age or role rule restriction.

1. In the **Role Management** area, click on **View Active [level] Team**. Click **edit** next to the individual's role.
2. Change the 'Valid To' date to the new agreed end date.
3. Click **update** to save the change.

Please note: if a role passes its 'Valid To' date the individual will not be able to access Go! records until the role has been changed or extended.

Changing a role

A volunteer may wish to change their role, for example because they have completed the Leadership Qualification.

1. Change the individual's current Role Status to 'Inactive' and add a 'Valid To' date.
2. Add their new role.

Main Role/Contact

Each individual has a main role marked with **m**. This is where they will pay their annual subscription. To change this, click **edit** next to the correct role and tick the 'Main Role' box.

Every level team has one role marked with **✓**. This identifies the main contact for that level. To change this, go to **View Active [level] team** and click **Change Main Contact**. The level team should update the level contact information in **Level Management**.

Registration number

Every individual has a unique registration number, which is their key to Girlguiding resources. When adding a role to an existing volunteer, enter their registration number *only*. This will locate their record quickly and ensure all their roles and achievements are saved on one record.

An individual's registration number is:

- Printed on their membership card.
- Located next to their current/previous roles on a level's Go! record.

Reports

The **Report Management** area gives you access to printable reports, which collect information from within your District/Division, or a specific unit within it, and display this in a single document.

You can run a report for any level by clicking on its **level name**. More information on running/viewing reports can be found in the *QuickStart Guide: Unit Leaders*.

When running a report at the District/Division level, you will be asked 'Show Levels Below? (Y/N)':

- 'Y' – produce results for every level below
- 'N' – show just that level's information.

These key reports will help you within your role:

- Every volunteer's contact information:
 - **Directory – Alphabetic** – volunteers organised by surname.
 - **Directory – Levels and Roles** – volunteers organised by level.
- **Current Roles Due to End** – Shows all volunteers with a role which is due to end.
- Statistics and planning:
 - **Section Age Profile** – total number of unique volunteers and unique girls (by age).
 - **Waiting to Join Summary** – the number of waiting-to-join girls.
 - **Level Profile** – Breakdown of units per section.

Communication

Go! lets you email every volunteer within a level's 'Active team' using the **Send Email** button. Instructions on how to send an email can be found in the *QuickStart Guide: Unit Leaders*. You are able to contact directly any volunteer or Senior Section member.

Subscriptions

It is vital that all information is kept up to date on Go!, in order to aid the annual subscriptions process. For the latest information about subscriptions please refer to the Subscriptions section of the Members' Area, under Running your unit > Finances.

How can your County help you?

Your County has access to the Go! database through a programme called County Go!.

They can help you with the following tasks:

- Adding historic roles to volunteers' records when a role history is incomplete.
- Opening or closing (making active or inactive), merging or moving a unit or District.
- Calculating when long service awards are due and administering awards.

