



**Royal  
Osteoporosis  
Society**

Better bone health for everybody

## **Accessing and navigating the NEW SharePoint hub for volunteers.**

**How to guide**

## **Introduction**

We have created the hub based on feedback and engagement with volunteers, which said volunteers wanted more information and resources available to them. Volunteers said they wanted:

- Volunteer resources that are easy to access and simple to find
- Everything in one place, online, which can be accessed at any time
- To save having to contact staff to access what they need, saving delays if staff aren't available immediately or on a weekend
- A space that isn't hosted on our website (feedback told us it was already too busy and complicated to access members' area)

The hub provides the first ever dedicated space for ROS volunteer resources.

## **Key Principles in developing the hub**

- Keeping it simple
- Make it super easy to access the most regularly used information and forms (e.g. expenses claim form)
- Not duplicating other existing ROS digital spaces (health unlocked is a discussion forum, ROS website is for clinical information)
- One stop shop – allowing volunteers to quickly access everything themselves

## **Room for growth**

This is a brand new digital space for volunteer resources. The hub is being launched with the approach to enable our volunteers to shape its development and growth over time.

## **Feedback**

Feedback from volunteers on the content, design, and opportunities and ideas for future development are always encouraged and welcomed. Please email the VPE team with any feedback.

## **Access issue**

If you have any difficulties accessing the hub or downloading any documentation, please contact us for support.

## Accessing the hub: Logging in for the first time

**IMPORTANT:** Please remember: each volunteer can only access the hub with the exact email you were registered with. Please do not try to access from alternative emails as you will not have access.

### **1) For volunteers using a personal email (non ROS email) to access the hub**

Please click on the link in the email inviting you to access the volunteer hub.

If you lose this link at any time, the link (and this guidance document) are also available on our website here

[Volunteer With Us](#)

**Please note:** The journey to access the hub may be slightly different depending on your email provider (Gmail, Hotmail, Outlook etc).

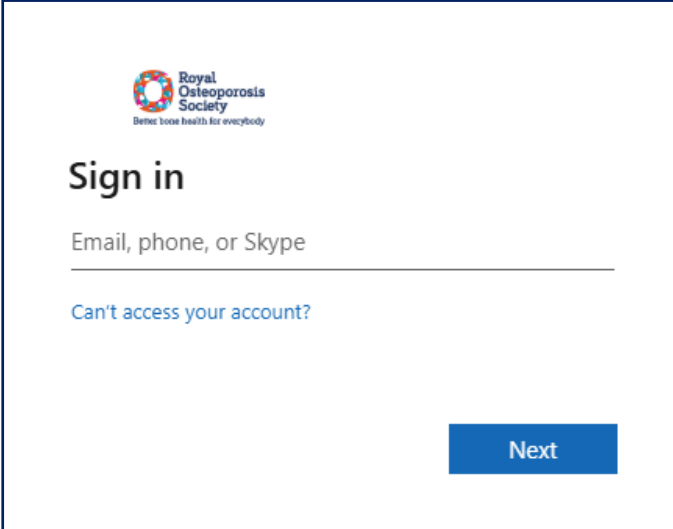
### **2) For volunteers using a ROS email addresses to access the hub**

The Volunteering and Public Engagement team will confirm you have been given access and send you a link to access the hub by email. This email will usually be sent from [volunteerengagement@theros.org.uk](mailto:volunteerengagement@theros.org.uk) and we would expect this to reach your inbox directly.

Volunteers using a ROS email address will have a different log in experience to those using their personal email.

## Initial Log in to the ROS Volunteer Hub

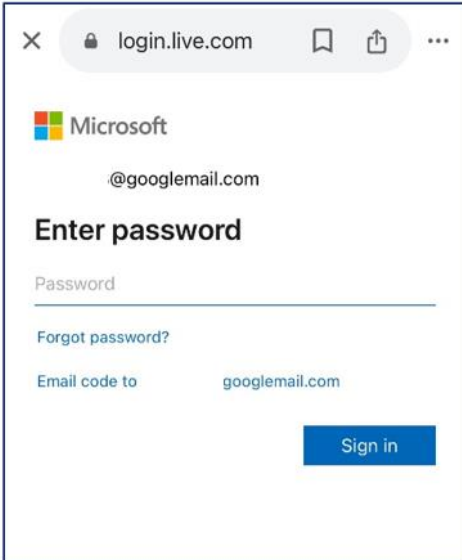
**Step 1: To sign in enter your email address and press "Next"**



The screenshot shows the sign-in page for the Royal Osteoporosis Society. At the top left is the logo with the text "Royal Osteoporosis Society" and the tagline "Better bone health for everybody". Below the logo is the heading "Sign in". Underneath is a text input field labeled "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next".

Please remember, you can **only** use the email address we have registered you with. Other email addresses won't have access and you will not be able to sign in.

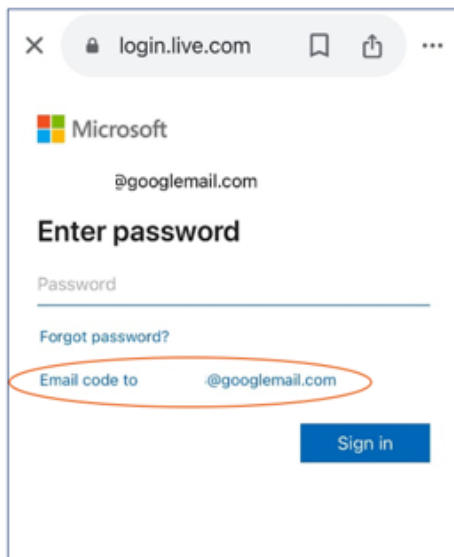
**Step 2: You will be asked to enter a password**



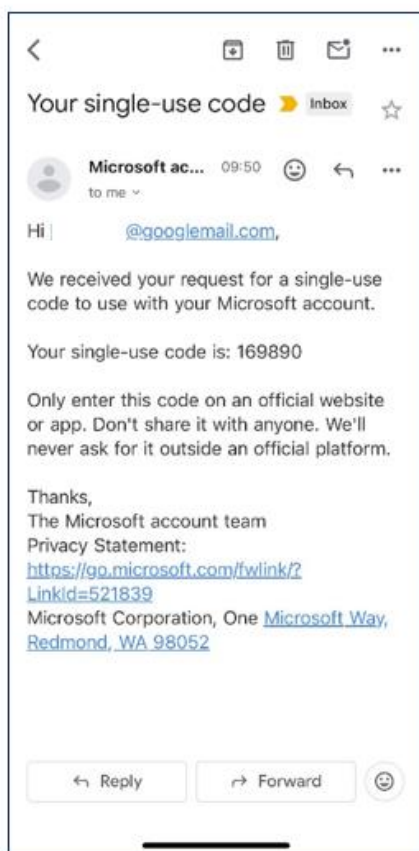
The screenshot shows a Microsoft login page in a browser. The address bar shows "login.live.com". The page features the Microsoft logo and the text "@googlemail.com". The heading is "Enter password". Below this is a "Password" input field. There is a link for "Forgot password?". Below that, it says "Email code to" followed by "googlemail.com". At the bottom right is a blue button labeled "Sign in".

- a) If you are signing in with a **ROS email address**, enter your current password and press "**Sign in**". If you have forgotten your password, select "**Forgot password?**" and follow the steps to reset it.

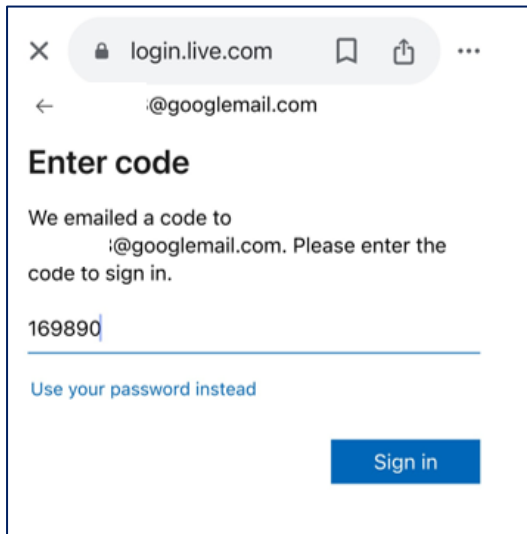
b) **If you have a personal email which is not an office 365 account**, the simplest way to log in is to select **"Email code to <your email address>"**.



You will receive a single-use code by email, which should arrive immediately. The email you receive will look something like this:



Copy the code from the email and return to the hub login screen, paste or type in the code and press **“Sign in”**.

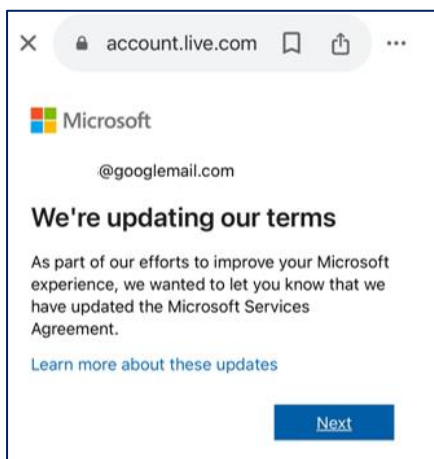


c) *If you do not have an office 365 account but would like to set one up, you can get free access by creating an outlook email [Create account](#)*

**You do not need an office 365 account to access the hub but you will not need the additional verification step if you do have one.**

### **Step 3: You may be told “We’re updating our terms” (Microsoft)**

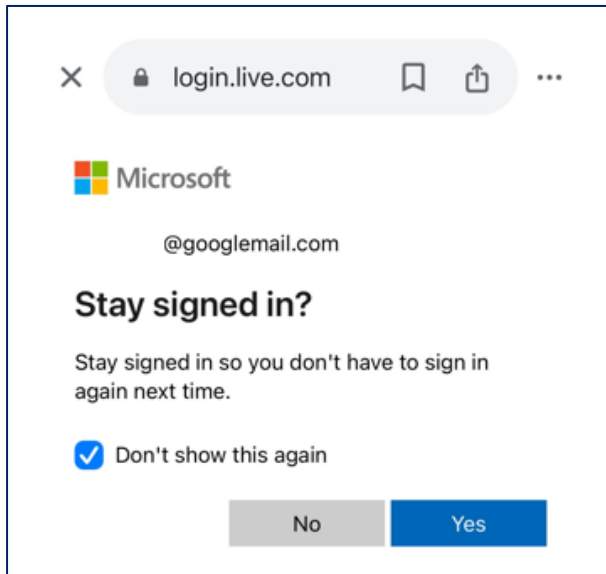
(This is a possible additional step – depending on Microsoft updates at time of login) If you see this screen, please click **“Next”** to progress to the next screen.



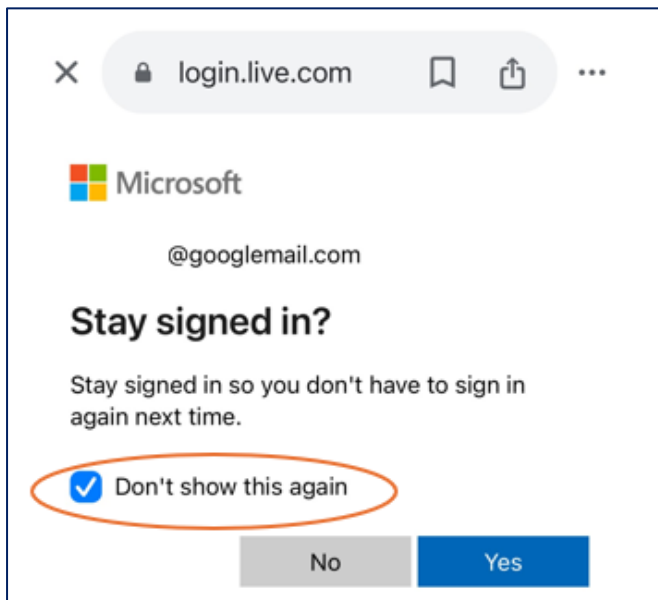
For any support with accessing or using the ROS volunteer hub, contact us: [volunteerengagement@theros.org.uk](mailto:volunteerengagement@theros.org.uk)

#### Step 4: You may be asked if you would like to "Stay signed in?"

We highly recommend you select "Yes" as this should remove the need to log in for future visits.



**Please note:** the "don't show this again" box is automatically ticked. Therefore, if you tick "No" to say you do not wish to stay signed in, you will not have the option to change this later. We recommend if you select "No", to untick the "don't show this message again" box, so you can have the option each time you log in.



## Step 5: You will be asked to accept permissions

Please click **“Accept”** to progress to the volunteer hub.

**Please note:** you must accept these permissions to access the hub.



On pressing **“Accept”** – your device will open a new browser page which will take you to the homepage of the ROS Volunteer Hub.

**You are now logged in and have access to the hub.**

## The Volunteer Hub

There are two sections to the ROS Volunteer Hub

- 1) The Homepage
- 2) Files and Forms

Each time you follow the link to access the hub, it will take you to the homepage first. Depending on what device you access the hub on, it may look slightly different (e.g. phone, laptop, tablet etc.)

### The Homepage

What the homepage looks like:

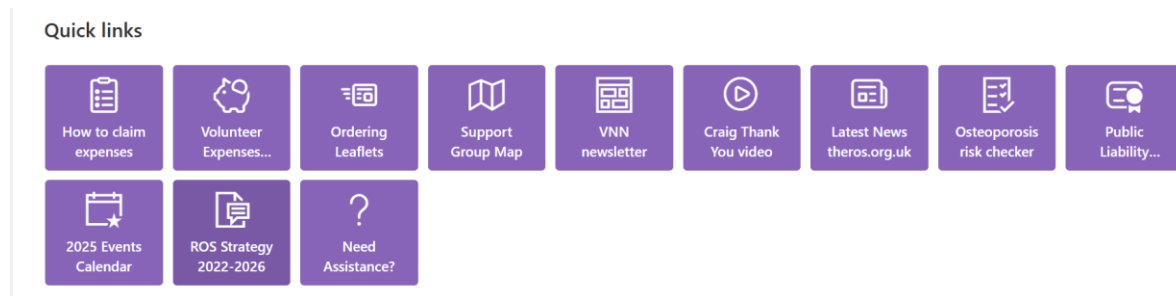


### Content on the homepage:

At the bottom of the homepage are a series of "buttons" called "Quick Links". By clicking on one of these buttons it will directly open the resource.

For any support with accessing or using the ROS volunteer hub, contact us: [volunteerengagement@theros.org.uk](mailto:volunteerengagement@theros.org.uk)

## Quick Link Buttons



### Resources with “Quick link” buttons:

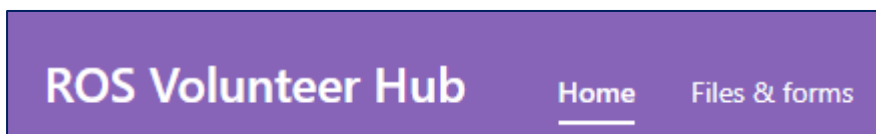
- **How to claim expenses** – this will take you to our guidance document for volunteers on what you can and how to claim expenses incurred during your volunteering
- **Volunteer Expenses Form** – this will open the form to complete to claim your volunteer expenses (please remember to download your own copy before editing)
- **Ordering Leaflets** – this will take you to our “How to order ROS leaflets” guidance document
- **VNN newsletter** – this will take you directly to the latest issue of Volunteer Network News
- **Support Group Map** - a map with locations of our current and upcoming support groups
- **Craig Thank you video** - a short video from our Chief Executive Officer, Craig Jones
- **Latest News** – this will take you to our website’s latest news page
- **Osteoporosis Risk Checker** – this will take you directly to our online risk checker tool on the ROS website
- **Public Liability Insurance Certificate** – a copy of our certificate for support groups and volunteer events
- **2025 Events calendar (ROS fundraising events)** – a one page overview of ROS fundraising events happening across 2025
- **ROS Strategy 2022-2026** – this will take you to “Breaking the Silence” our current charity strategy
- **Need Assistance** – this will create a pop up email to us in the Volunteering and Public Engagement Team. Please let us know what you having an issue with and how best to contact you and we will come back to you as soon as possible.

## To move between the "Homepage" and the "Files and Forms" section

There are two ways to navigate between the homepage and the "Files and Forms" section. The options available may depend on your device.

### Option 1:

At the top of the homepage, there is a purple band with white text. You will see Home (which should be underlined showing you are on the homepage).



If you click on "Files & forms" to the right, the page will change over to that section.

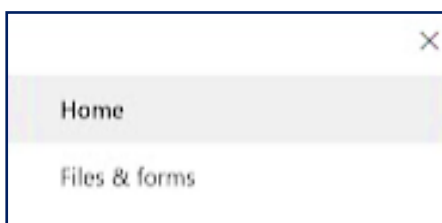
You can select and switch between these two areas by clicking either "Home" or "Files & forms"

### Option 2:

At the top of the home page, there is a purple band with white text. You will see three horizontal lines to the left of the ROS Volunteer Hub title.

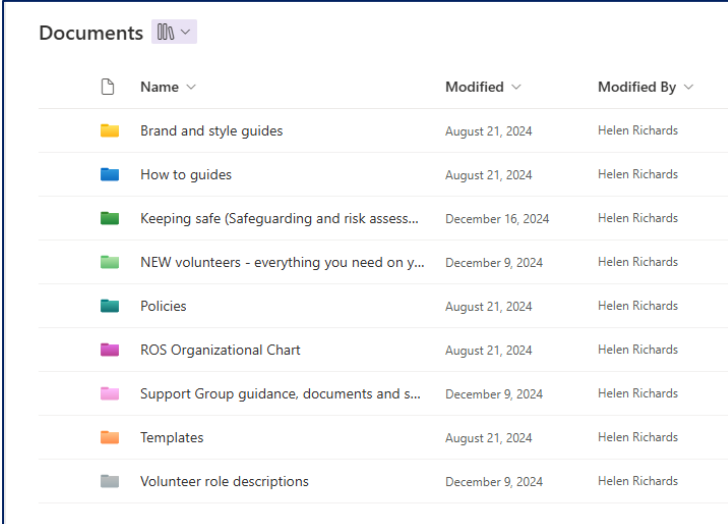


If you click on these three horizontal lines at the top of the page, you will be able to select and switch between



## Files & Forms area:

What the Files & forms area of the hub looks like:



| Name  | Modified          | Modified By    |
|---|-------------------|----------------|
| Brand and style guides                        | August 21, 2024   | Helen Richards |
| How to guides                                 | August 21, 2024   | Helen Richards |
| Keeping safe (Safeguarding and risk assess... | December 16, 2024 | Helen Richards |
| NEW volunteers - everything you need on y...  | December 9, 2024  | Helen Richards |
| Policies                                      | August 21, 2024   | Helen Richards |
| ROS Organizational Chart                      | August 21, 2024   | Helen Richards |
| Support Group guidance, documents and s...    | December 9, 2024  | Helen Richards |
| Templates                                     | August 21, 2024   | Helen Richards |
| Volunteer role descriptions                   | December 9, 2024  | Helen Richards |

This is a one stop shop for volunteer resources. Each folder provides resources on different topics. To access a folder, please click on the name of the folder to open it.

### Content in the Files & forms area (correct Feb 2025)

- **Brand and Style guidance** – guidance from our Brand team on how we present ourselves as a charity. Volunteers must comply with brand guidelines in all their volunteering activities
- **How to guides** – our series of “How to” guides for volunteers
- **Keeping safe** – this contains all our safeguarding documents and templates for risk assessments
- **NEW Volunteers** – this folder, for volunteers new to the charity, aims to provide everything that might be helpful at the start of your volunteering journey with us
- **ROS organisation chart** – a link to our current organisation chart showing which staff are in which roles/departments
- **Support groups guidance and documents** – this folder is for volunteers involved in organising a support group and is aimed to provide everything that might be helpful to our support groups
- **Templates** – this folder contains templates to download and use (e.g. poster and newsletter templates)
- **Volunteer role descriptions** - this is all our role descriptions for current volunteer roles.

**Please note:** Additional folders may be added as the hub develops. We will refresh this guide regularly, but as resources will continue to be added to the hub in the meantime, updates may not be reflected until a new guide is made available.

## **Opening a document**

To open any document or resource please click on the name of the document. The document will open in a new browser page.

## **Downloading documents/using a template**

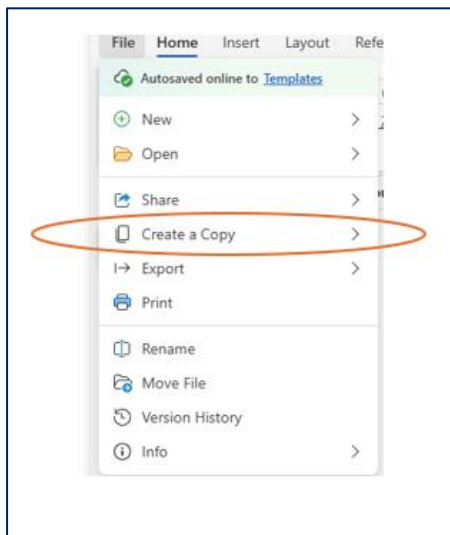
**You must download your own copy of all template documents before starting to put your information in.**

By making your own copy, you will leave the original as it is for others to download and copy after you. It also means you do not share any information with others by saving on the master copy.

There are two main options for downloading and making a copy of downloadable resources on the hub:

### **Option 1: Using the "File" tab**

At the top of the screen, go to **"File"** - select **"Create a copy"** - then choose **"Download a copy"**

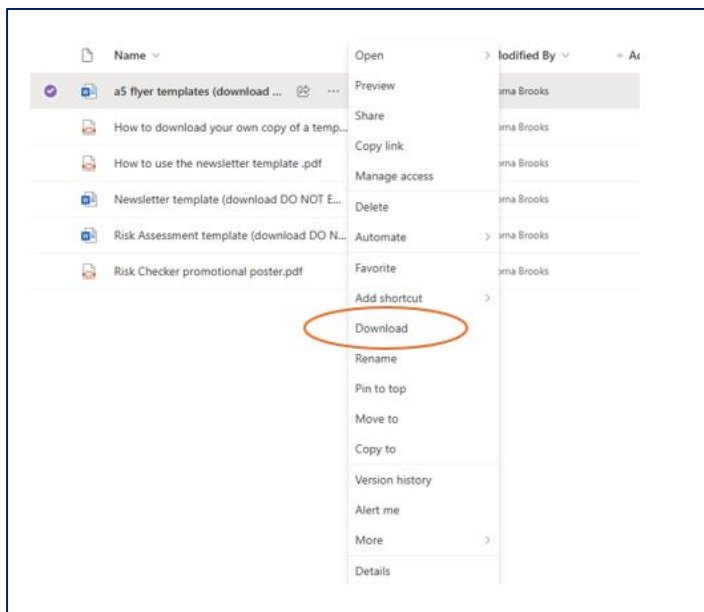


## Option 2 : Using the "Show more options" three dots

In between the file name and date the file was last modified, there are three dots which open the "Show more options" list.

Depending on your device, the three dots may or may not be visible when you look at the folder lists.

If the three dots are not visible, hover over or select the document to make them visible. Click the three dots and the "Show more options" list will appear. Select "Download" from the list of more options.



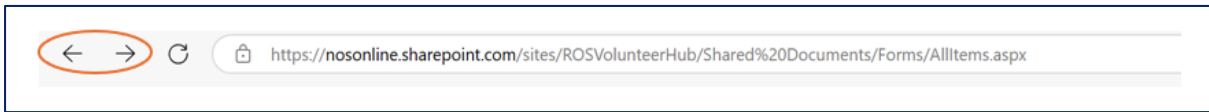
## Document types and formats

All documents not for editing (information giving documents) are on the hub in PDF format only.

Documents you are able to edit (forms and templates) will be in Microsoft Word or Excel format. We always recommend completing forms and templates on a laptop (rather than a tablet or phone) for ease of viewing and amending.

## Returning to the main document folder list

To return to the main document folder list, use the forward and back navigation (arrows) on your internet browser toolbar.



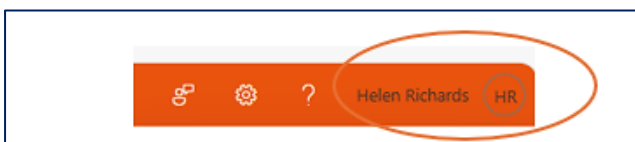
Alternatively, click on "Documents" at the top of the white section of the page.



## Signing out/Logging off

We recommend you continue to remain logged in to the SharePoint hub, which means when you want to leave the hub, you can simply close down the page without needing to log out. If you select "**Stay Signed in**" when you logged on, this should prevent the need to log in again the next time you want to access the hub.

If you do wish to sign out before logging off, go to the top toolbar and click on the "account manager" option (this will usually be your name)



When you click on your name – a small white box will become visible. Click "**Sign out**" to sign out of the volunteer hub.

