



Micro-volunteering @ Deloitte

FAQs

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Contents

Micro-volunteering @ Deloitte

What is Micro-volunteering @ Deloitte?	3
How does the Micro-volunteering @ Deloitte platform work?	3
What is a challenge?	3
How many challenges can I post?	3
Are there any restrictions for a challenge?	3
Who are the volunteers?	4
When will the platform be live to volunteers?	4
What is Deloitte's role in the platform?	4

How do I get involved?

How do I sign up?	4
What are the eligibility requirements?	5

Using the Micro-volunteering @ Deloitte platform

How do I create a challenge?	5
How long is my challenge live?	5
How do I extend my challenge deadline?	5
What happens when my challenge ends?	5
How do I delete a challenge?	6
How can I respond to my volunteers?	6
What happens if no volunteers respond to my challenge?	6
How can I thank my volunteers?	6

Managing your profile

Who in my organisation should be involved?	7
Can I add a colleague to my account?	7
How do I reset my password?	7
Where can I go for more information?	7

FAQs

Micro-volunteering @ Deloitte

What is Micro-volunteering @ Deloitte?

Micro-volunteering @ Deloitte is a platform that enables Not-for-Profit organisations to connect with our network of passionate employees, as well as other skilled professionals who are eager to volunteer their personal time, skills and experience to solve challenges – entirely online! To learn more, watch our short video, [Introduction to Micro-volunteering @ Deloitte](#).

How does the Micro-volunteering @ Deloitte platform work?

When a micro-volunteer logs into the platform, the platform recommends challenges that match their skills and the causes they are passionate about. A micro-volunteer can then respond to these challenges, working together with you and other volunteers.

What is a challenge?

A challenge is a small project or question that can be solved entirely online, can be completed in bite-size chunks of time (3 minutes to 3 hours), and that has a clear deliverable. For example:

- Can you help us design a logo?
- I need to create a social media plan for my organisation – can you help?
- Can you help us brainstorm activities for a sponsor event?
- How can I better manage my volunteer base?

For more ideas, see our [Challenge index](#) or explore the platform to see what other organisations are posting!

How many challenges can I post?

You can post up to 5 challenges at any one time. Each time you close a challenge, you can create a new one.

Are there any restrictions for a challenge?

Challenges must be projects or questions that are able to be completed **online**. Activities that **are not** permissible include:

- Job postings
- Requests for volunteers to work for you in person (micro-volunteering is for online volunteering only)
- Donation requests
- Requests for volunteers to join your Facebook page
- Requests for volunteers to vote for your organisation in a contest
- Requests for volunteers to follow you on Twitter
- Requests for volunteers to tweet/blog about your Not-for-Profit organisation.

FAQs

Who are the volunteers?

Micro-volunteering @ Deloitte will be made available to Deloitte Australia employees as part of our Community and Social agenda.

Skilled and passionate individuals outside of Deloitte are also able to volunteer through an existing micro-volunteering platform known as **Skills for Change**, powered by the organisation Sparked - hosts of the world's first micro-volunteering website. Deloitte has collaborated with Sparked to create a version of the platform specifically for our network of professionals to engage in micro-volunteering opportunities. **Skills for Change** already has thousands of Not-for-Profit organisations and volunteers onboard from around the world, having partnered with other Corporates internationally including Google, SAP, Kraft Foods and LinkedIn.

In our version of the platform, known as **Micro-volunteering @ Deloitte**, you will have access to these passionate and skilled volunteers AS WELL AS those within our Deloitte family. The benefit of using **Micro-volunteering @ Deloitte** is that your challenges will automatically present as preferred opportunities to our network of Deloitte volunteers; giving them higher status.

When will the platform be live to volunteers?

The **Micro-volunteering @ Deloitte platform** will be launched in February 2014.

What is Deloitte's role in the platform?

Deloitte's role, in conjunction with Sparked, is that of a facilitator only - making the platform available to you and our network of skilled professionals. All advice, opinions and views provided through the platform are the individual's own, and do not constitute services or advice from Deloitte.

How do I get involved?

How do I sign up?

1. Log-on to **Micro-volunteering @ Deloitte** by clicking [here](#)
2. Select the 'ok' button... and again!
3. Select your organisation's cause. If there isn't an exact match, choose the one that fits best
4. Choose your needs. You will be able to update your needs each time you create a challenge
5. Complete the sign in form. **Note:** When completing this form, be sure that your website and email domain match. If they don't match, put in a temporary website that does match your email domain. Once your Not-for-Profit is approved, you must edit your website url on your profile page to ensure it is correct
6. Upon submitting your sign up form, you will receive an email requesting you to confirm your email address. As soon as you have confirmed your email address, you can begin to post challenges
7. Create your profile by selecting 'Settings' in the top right corner
8. Start posting challenges!

FAQs

What are the eligibility requirements?

To use **Micro-volunteering @ Deloitte** you must be a registered Not-for-Profit organisation, school, international NGO, or accredited social enterprise. If you are not sure if your organisation meets these requirements, email us at microvolunteering@deloitte.com.au.

As part of the **Micro-volunteering @ Deloitte** initiative, all expressions of interest will be reviewed and assessed as to their alignment with Deloitte's corporate values. Deloitte reserves the right to accept or deny any expressions of interest in its absolute and ultimate discretion.

Using the Micro-volunteering @ Deloitte platform

How do I create a challenge?

To create a challenge, login to your **Micro-volunteering @ Deloitte** profile. Select the 'post challenge' tab.

Micro-volunteering @ Deloitte provides a number of challenge templates to make posting challenges easier. You can choose to use one of these templates or create your own custom challenge.

To create a challenge using a template, select the template you want to use. Fill in the information requested, customising the text in brackets. You can include links and attach files to challenges. When you are finished creating the challenge, scroll to the bottom of the page click "post selected challenge(s)."

If you decide to create a challenge without using a template, click the "create your own" option, fill out the information about your challenge, scroll to the bottom of the page and click "post challenge."

How long is my challenge live?

Challenges are live for up to three weeks. Each challenge also gets a one-time extension that is available after the challenge expires.

How do I extend my challenge deadline?

Challenges can be extended once only. When a challenge expires, you will receive an email with the option to extend.

Scroll to the bottom of the challenge. You will see a box with the heading 'Take action on this challenge'. Select the 'Extend deadline' tab and the timeframe you wish to extend your challenge by then 'Extend deadline'.

What happens when my challenge ends?

When your challenge has reached its deadline, you have a few options:

- **Extend the challenge** - Each challenge gets a one-time extension that is available after the challenge expires
- **Close the challenge** - If you have the results you hoped for, you can close the challenge and mark it as a success. If you feel your challenge was unsuccessful, and you don't think extending it would help improve your results, you can close your challenge and mark it as unsuccessful.

FAQs

How do I delete a challenge?

To delete a challenge, login to your **Micro-volunteering @ Deloitte** profile. Select the 'home' tab. From here, you can view all your challenges.

To delete a challenge, click the challenge you wish to delete. Scroll to the bottom of the challenge. You will see a box with the heading 'take action on this challenge'. Select the 'delete' tab and then 'delete this challenge'. Your challenge will then be removed.

How can I respond to my volunteers?

Each time a volunteer responds to your challenge, you will be notified by email. The email will allow you to be directed to your challenge.

Once there, you can comment on a user's response by selecting the 'add a comment' option in the user's response. Alternatively, you can go to your challenge and scroll down to the box with the heading 'take action on this challenge'. Select the 'post a follow-up response' tab and type your comment. Select the 'post' button and your comment will be posted.

What happens if no volunteers respond to my challenge?

If no volunteers respond to your challenge, there are a number of actions you can take:

- **Edit the challenge** - You can edit your challenge to make it more appealing. To do this, go to the 'home' tab and select the challenge you wish to edit. In the challenge itself, you will see an option to 'edit' your challenge. There you can make updates to your challenge accordingly and select 'update'
- **Extend the challenge** - You can choose to extend your challenge to allow more time for volunteers to see it. To learn more about this, click [here](#).
- **Make your next challenge more engaging** - There are some simple things you can do to make your challenge more engaging. Watch our short video, [Optimising your profile](#) to find out more!

How can I thank my volunteers?

Showing appreciation is a great way to make it more likely you'll get help on future challenges. You can thank your volunteers in the following ways:

- **Give a thumbs up** - You can give a thumbs up to any volunteer for each challenge they work on (and other micro-volunteers can also give a thumbs up to any micro-volunteer whose work they like). Just click on the thumbs up image, which is in the top right corner of a volunteer's response box
- **Write a response with a short "thank you"** - You can thank individual volunteers by responding directly to their posting using the button at the bottom of the volunteer's response field "add a comment". They will receive an email with your comment, and it will be visible to all volunteers on the challenge page
- **Thank all your volunteers when you close your challenge** - When it is time to close your challenge, you will receive an email which provides an overview of the process for closing your challenge (which is really important to do) and appreciating your volunteers one last time.

FAQs

Managing your profile

Who in my organisation should be involved?

Challenges can be sourced from all areas of your organisation... so anyone, anywhere within your organisation can get involved! You can even use the [Challenge collector](#) to help you with this process!

You can have multiple people manage your organisation's profile to expand the opportunity it presents you. This could be a great activity for your traditional volunteers to manage.

Can I add my co-worker to my account?

If you've created an account for your organisation and would like to add an additional administrator (someone else who can edit the profile and add/edit challenges), you will need to go to "settings" in the top right corner of your **Micro-volunteering @ Deloitte** page. Choose "not-for-profit settings" from the navigation bar on the left side of the screen.

In the 'Account Administrators' section, scroll down to see the option to "Enable your staff to administer this account. To add members to your account, send them this link." You will need to email them the link that is listed. **Only share this link with people who you trust to represent your Not-for-Profit.** Send an email to support@sparked.com if the security of this link has been compromised.

How do I reset my password?

Login to your **Micro-volunteering @ Deloitte** profile and select "settings" in the top right corner of the screen.

Select "change password" on the left side of the screen, under your organisation's photo. Enter your current password, and then enter your new password and verify.

If you forget your password, click "Forgot your password?" on the sign-in page at <http://Deloitte.sparked.com/welcome/non-profit>.

Where can I go for more information?

If you have any additional questions, or require more information, email us as at microvolunteering@deloitte.com.au.

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