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**Girlguiding**

# Enquirer Log In FAQs

## For Volunteers

### **Why are enquirers now able to login?**

Following feedback from enquirers and volunteers, providing access to the enquirer that enables them to amend their own contact information and change their preferred unit will mean they can better manage their enquiry to join.

### **What information will parents/enquirers see?**

Enquirers will be able to see all of the details they entered at original registration (name, DOB, address, contact details etc.) along with the unit name and day of their preferred choices.

### **Does this mean you will be giving out my contact details?**

No, we don't give out contact information for our volunteers in line with the Data Protection Act 1998.

### **If I add a comment will they be able to see it?**

No, contact should still be made by email, phone or letter. The comment box is designed to enable you to keep account of the enquiries and make notes as required. The enquirer's question will be logged here so that if volunteers within the level change you will still be able to see this information.

### **What happens if the unit main contact changes?**

Any questions made or actions taken by the parent can still be seen on the enquiry as it is logged against the enquirer's record. Email notifications of these questions will be re-routed within 48 hours as with all other email notifications to the new main contact.

### **Can commissioners/join us coordinators/other leaders in the unit see and reply to enquirers' comments?**

Yes. They won't receive the email notification of the question being made, but can see this on the comment tab and can contact them as usual via the contact information recorded on the details tab.

### **How will this work for a district list?**

When an enquiry is made for a unit operating as part of a District waiting list this should be made clear to the enquirer as soon as possible. An enquirer will be able to refer their enquiry if their preference of unit changes, but this should not affect their place in the District waiting list.

### **What information will a parent need to be able to login?**

On their automated enquiry notification we will provide details of how to log in. They will be asked to answer three different security questions before being granted access to the record. These questions will be related

**If I register a girl at the request of a parent, will they be able to login afterwards?**

Yes, the parent will continue to receive the same notification email to let them know that their enquiry has been registered and this email provides them with details of how to log in to manage their enquiry.

**Can I remove a comment if entered by mistake?**

No. Once a comment has been added we are unable to remove this from the system. Comments added by a volunteer can only be seen by volunteers.

**Will I still need to email enquirers or can I reply to them through the system?**

Yes. Communication should still be direct with the enquirer as this provides the personal touch and welcome.

**How will this be launched to enquiries already in the system?**

This will be rolled out over a period of time to ensure that we can handle any support required for parents.

**Will enquirers need an email address to use this?**

No, they will be able to access the web link using the enquiry reference number and details entered as part of the enquiry process.

**What should I do if I believe an enquirer has entered an offensive/inappropriate/abusive comment?**

Report this to [concerns@girlguiding.org.uk](mailto:concerns@girlguiding.org.uk) as soon as possible providing the enquiry reference number. Please do not remove the enquiry from the system as this will help us to investigate the concern.