Puppy Raising Community: Raisers, Sitters and Volunteers

Guide Dogs for the Blind
What is a Community?

- Online platform using the internet browser of your choice.
- Log in anywhere using a computer, tablet or smartphone- no app required!
- Get access to real information from our Salesforce database
- Stay connected to GDB and your puppy club!
- Help us collect data to improve our puppy raising process through puppy reports!
What will I Learn?

This training session is for Puppy Raisers, Sitters and Club Volunteers. There is a separate training video for puppy club leaders.

• We will cover:
  - Logging in
  - Navigating the Community
  - What content is available and where to find it
  - How to update and submit monthly reports
  - How to create, update and submit Final Report and Fun Things
Getting Started

All active members in the Puppy Raising Community will receive a ‘New Members Welcome Email’ to get started

1. Click on link to community URL and set a new password.

2. You can bookmark this page in your browser for easy access next time you want to log in.

3. If you do not receive the email, please be sure to check your spam folder.

Hi Danielle,

Welcome to the GDB Puppy Raising Community! To get started, go to https://gdb.force.com/puppyraising to set up a password and get logged in!

Username: dvelken@guidedogs.com

Thank you,

Guide Dogs for the Blind
Returning to the Community

After setting up a password you are automatically logged in to the Community. For subsequent logins:

1. If you did not bookmark the community URL already you can find it after launch on the GDB website: https://www.guidedogs.com/support-gdb/volunteer/puppy-raising
2. You can always access the community from the GDB website, but we recommend bookmarking it for ease of access.
3. Enter your username and password to Log in.
4. You can also click ‘Forgot Password’ to set up a new one from this screen.
Community Layout- Raisers

**Home**: view lists of announcements, current co-raisers in your household and club leaders

**Dogs I’m Raising**: list of dogs you are actively raising, if any

**Contacts Directory**: full list of all contacts you have access to (household members, club leaders)

**Puppy Clubs**: list of all puppy clubs in which you are an active member

**Raiser Puppy Reports**: lists of all in progress and completed reports. Historic puppy reports from the old system will not be available in the community.

**Forms & Resources**: access to raiser forms & resources

**User Options (name at top right)**: update contact info, upload a photo, contact us, log out
Community Layout- Sitters & Volunteers

**Home**: view lists of announcements and current club leaders
**Contacts Directory**: full list of all contacts you have access to (household members, club leaders)
**Puppy Clubs**: list of all puppy clubs in which you are an active member
**Forms & Resources**: access to raiser forms & resources
**User Options (name at top right)**: update contact info, upload a photo, contact us, log out
User Options Menu

Click on your name in the upper right hand corner:
- Home: returns you to homepage
- My profile (photo below): add photo, bio, change password and edit contact info
- Contact Us: info on how to get in touch
- Logout

If you need to update any further contact information (home phone, address, etc.) please send us an email at ipuppy@guidedogs.com. Thank you!

If you would like to update your password, click here.

Danielle Veiken
Customer

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Danielle Veiken

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dvelken@guidedogs.com

Mobile
555-555-5555

About Me
I am the Salesforce Customer Community Manager at GDB. I am part of the Information Technology department and have worked at GDB for 2.5 years!
Announcements

- GDB Announcements are from GDB puppy raising staff to all puppy club volunteers
- Club Announcements are from your puppy club leaders and are specific to your puppy club

Tip: Click on Subject to see full announcement details

<table>
<thead>
<tr>
<th>Subject</th>
<th>Announcement</th>
<th>Date Posted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hurray for the New Community!</td>
<td>We hope you find the new Community to be easy to use and an improvement over the old s...</td>
<td>2/25/2020</td>
</tr>
</tbody>
</table>

View All

<table>
<thead>
<tr>
<th>Subject</th>
<th>Announcement</th>
<th>Date Posted</th>
<th>Created By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Announcement</td>
<td>Welcome to the new community!</td>
<td>3/18/2020</td>
<td>Test Club Leader A</td>
</tr>
<tr>
<td>Welcome to the new Community!</td>
<td>We are so excited about the new Community and we hope you are too!</td>
<td>3/10/2020</td>
<td>Test Club Leader A</td>
</tr>
</tbody>
</table>
Monthly Report Process

- Report auto created on the 1st of every month by Salesforce
- Email sent to raiser: Report has been created and you can log in to the community to update/complete
- Reminder “Report due” email sent to Raiser: only if the report has not been submitted by the 7th of the following month
- Raiser completes and submits report to Club Leader
“Monthly Report”: What’s New?

- The primary puppy raiser for EACH household can complete reports. If you do not see puppy reports in the community it means GDB’s records show that you are a secondary raiser in your household.

- Overall Format:
  - Mixture of pick lists, date fields, text boxes, large comment boxes and multi-select pick lists.
  - Directions are given throughout the form for particular areas
  - You can save your progress as you go and complete the report over time

- For multi-select pick lists: (video on next slide)
  - Move your selected response from the ‘Available’ column to the ‘Chosen’ column.
  - Tip: select multiple responses at once by holding down CTRL (windows) or command (Mac) while clicking on each choice.
  - If choosing “Acceptable/Ideal” you may not select other options.
  - If you see a description cut off with “…” hover over selection to see full description
(Video) Multi-select pick lists
(Video) Updating Monthly Reports: Option 1

- Select the ‘Dogs I’m Raising’ Tab – click name of dog
- down arrow next to report to hit ‘Edit’ OR click on the name of the report. This option will take you to a new page where you can then hit the ‘Edit’ button
- Hit ‘Save’ to save your progress and return later to complete
(Video) Updating Monthly Reports: Option 2

• Select the ‘Raiser Puppy Reports’ Tab- click on the name of the report from the “My in Progress Reports” section at the top of the page.
• This will take you to a new page where you can hit the ‘Edit’ button. Hit ‘Save’ to save progress and return later to complete!
Submitting Monthly Report to Club Leader

• When done updating/ completing a report:
  – Change ‘Report Status’ to “Ready for Club Leader” and hit ‘Save’

• This will lock the report and send an email to the primary club leader letting them know that the report has been submitted.

• The report will move to a “My Submitted Reports” list on the ‘Raiser Puppy Reports’ tab
Select the ‘Dogs I’m Raising’ tab

- Click on the name of the dog & select the ‘New Final Report’ button.
- You will be redirected to a new page with the created report.
- After the report is created you can access it from the ‘My In Progress Reports’ section of the ‘Raiser Puppy Reports’ tab
Submitting a Final Report

- Select the ‘Raiser Puppy Reports’ tab
  - Click on the name of the report you wish to submit from the ‘My In Progress Reports’ section
  - Click ‘Edit’ button and change the ‘Report Status’ field to “Ready for CFR”, hit ‘Save’

- This will lock the report and send an email to CFR that the report has been received.

- The report will move to the “My Submitted Reports” list on the ‘Raiser Puppy Reports’ tab
(Video) Create Fun Things

- Select the ‘Dogs I’m Raising’ tab
  - Click on the name of the dog & select ‘New Fun Things’ button.
  - You will be redirected to a new page with the created report.
  - After Fun Things is created you can access it from the ‘My in Progress Reports’ section of the “Raiser Puppy Reports” tab
Submitting Fun Things

- Select the ‘Raiser Puppy Reports’ tab
  - Click on the name of the report you wish to submit from the ‘My In Progress Reports’ section
  - Click ‘Edit’ button and change the ‘Report Status’ field to “Complete”, hit ‘Save’

- This will lock the report and automatically submit to GDB.
- The report will move to the “My Submitted Reports” list on the ‘Raiser Puppy Reports’ tab
Quirky Things!

• Throughout the community you may notice some buttons that say +Follow and Clone. Unfortunately we are unable to remove these from the layout, but clicking them won’t do anything.

• Do not attempt to change the name of a report. The system will give you an error message when you hit ‘Save’ and you will need to change the name back to exactly what it was before. If you don’t remember the exact name, you have to hit ‘Cancel’ and potentially lose any updates you had made.
Resource Links

- Puppy Raising Community Handbook for all Volunteers
- Puppy Raising Community link
- GDB Puppy Raising Webpage
- Send any questions to ipuppy@guidedogs.com
Thank You!