










## Overview of IT accounts provided for Alzheimer's Society volunteers – information for volunteers

There are two types of Alzheimer's Society IT account routinely provided to volunteers - full accounts and light accounts. They provide different levels of access to Alzheimer's Society IT systems - the account you are provided with will depend on the volunteer role(s) you perform.

- Full account - provides you with a firstname.surname@alzheimers.org.uk email address and a similar level of access to our IT systems as employees.
- Light account - provides you with a firstname.surname@volunteers-alzheimers.org.uk email address and a limited level of access to our IT systems.
- No account - even if you don't have a full account or light account you can still access MYV-Learning – our e-learning platform for volunteers.

	Full account	Light account	No account
<b>Where to login</b>	Login via the volunteer portal – <a href="https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer">https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer</a>	Login via the volunteer portal – <a href="https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer">https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer</a>	Login via the volunteer portal – <a href="https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer">https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer</a>
<b>Login username</b>	firstname.surname@alzheimers.org.uk	firstname.surname@volunteers-alzheimers.org.uk	Personal email address
<b>Authentication method</b>	Password + two factor authentication (SMS)	Password + two factor authentication (SMS)	Password only
<b>Password reset</b>	Via the <a href="#">volunteer portal</a> or <a href="mailto:volunteeringsupport@alzheimers.org.uk">volunteeringsupport@alzheimers.org.uk</a>	Via the <a href="#">volunteer portal</a> or <a href="mailto:volunteeringsupport@alzheimers.org.uk">volunteeringsupport@alzheimers.org.uk</a>	Via the <a href="#">MYV-Learning home page</a> or <a href="mailto:elearning@alzheimers.org.uk">elearning@alzheimers.org.uk</a>
<b>Access at a Society office</b>	 Can login to any iGel at an office.  Can login to any spare staff laptop at an office.  Can use own device connected to office Wi-Fi (Experience the same as at home)	 <u>Cannot</u> login to an iGel at an office.  Can login to any spare staff laptop at an office.  Can use own device connected to office Wi-Fi (Experience the same as at home)	 <u>Cannot</u> login to an iGel at an office.  <u>Cannot</u> login to any spare staff laptop at an office.  Can use own device connected to office Wi-Fi (Experience the same as at home)

### Systems that can be accessed by each type of IT account

System	Description	Full account	Light account	No account
My V-Learning	e-learning platform for volunteers	Yes	Yes	Yes – using personal email address
Email - Microsoft Outlook 365	Web-based email platform	Yes - @alzheimers.org.uk address	Yes - @volunteers-alzheimers.org.uk address	-
Yammer	Our internal social network	Yes	Yes	-
Delve	Our internal people directory	Yes	Yes	-
Microsoft Office 365 (Word, Excel, Powerpoint etc.)	Web-based versions of Microsoft Office apps	Yes	Yes	-
Microsoft OneDrive	Online file storage and sharing	Yes	Yes	-
Microsoft Teams	Communication and collaboration app	Yes	Yes	-
Salesforce	Database platform hosting a number of different apps	Role manager can arrange access if required	Role manager can arrange access if required	-
Computerised Record System (CRS)	Salesforce app with information on our services and the people we support	Role manager can arrange access if required	Role manager can arrange access if required	-
Dementia Voice Database	Salesforce app with information related to Dementia Voice	Role manager can arrange access if required	Role manager can arrange access if required	-
knowledge-net	Online encyclopedia of dementia knowledge	Role manager can arrange access if required	Role manager can arrange access if required	-
Radar	Safeguarding database	Role manager can arrange access if required	No	-
Windows Virtual Desktop (WVD)	Remote desktop system	Role manager can arrange access if required	No	-
Dementia Catalogue / Dementia Knowledge Centre	Dementia library and information service	Role manager can arrange access if required*	No	-
Progress*	Fundraising database	Role manager can arrange access if required*	No	-
Navision / Integrated Finance System*	Finance system	Role manager can arrange access if required*	No	-

Financial reports system (alzreports)*	Financial reporting system	Role manager can arrange access if required*	No	-
CHC Appeals*	Salesforce app for the Continuing Healthcare Appeals service	Role manager can arrange access if required*	No	-

\*These systems can only be accessed by volunteers from a Society computer at a Society office or remotely via Windows Virtual Desktop (WVD). Your role manager must request access to WVD after your full account has been setup.