

How to access our key IT systems – a guide for volunteers

This document outlines how to access the IT systems most often used by volunteers at Alzheimer's Society, namely:

- **My V-Learning** (online learning)
- **Outlook** (email)
- **Arena** (our intranet)
- **Yammer** (our social network)
- **CRS** (Salesforce app with information on our services and the people we support)
- **Dementia Knowledge Centre Catalogue** (library and information service)
- **Windows Virtual Desktop** (remote desktop system)

If you need to access other IT systems as part of your volunteer role, your role manager can advise you how to do so.

Volunteer Portal

The volunteer portal is the recommended start point to access all Alzheimer's Society IT systems and also hosts the volunteer handbook and helpful support information:

<https://volunteers.alzheimers.org.uk>

Volunteer Portal

Volunteer Portal

Welcome to the volunteer portal and thank you for everything you do to support us in the fight against dementia.

[Login to our network](#)

If you have been provided with a Society IT account or have requested access to Arena in the past then you should [login here](#).

[My V-Learning](#)

[My V-Learning](#) is where you'll find your online e-learning courses.

[Volunteer Handbook](#)

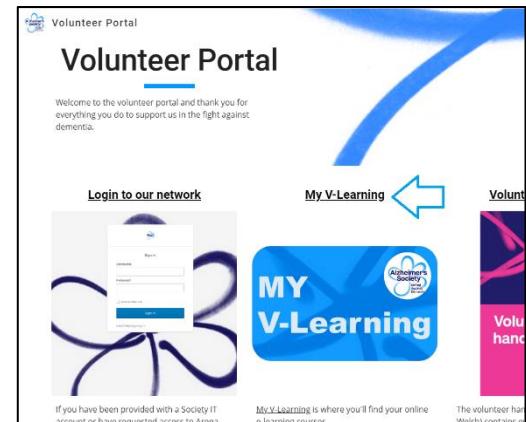
The volunteer handbook (available in [English](#) & [Welsh](#)) contains everything you need to get started as an Alzheimer's Society volunteer.

I've forgotten my password. How can I reset it?

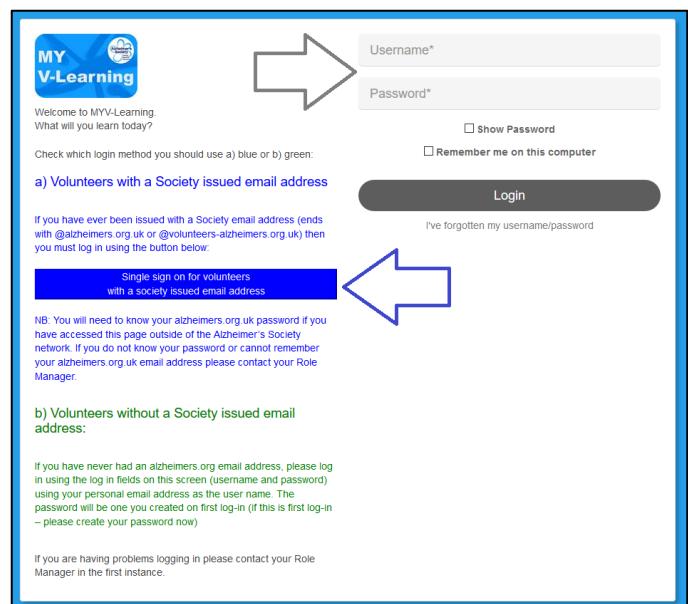
What is two factor authentication?

How to access My V-Learning (online learning)

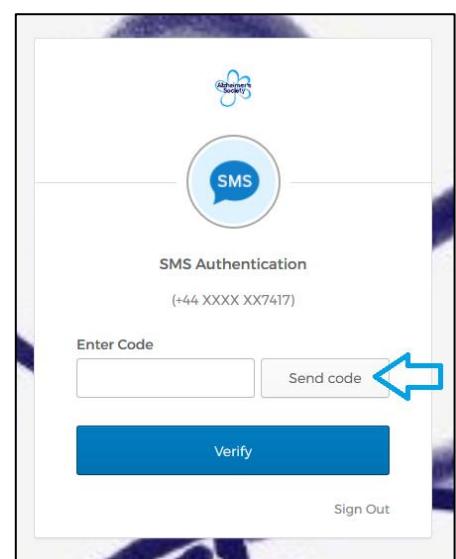
1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'My V-Learning' (see screenshot)



3. If you don't have a Society IT account, enter your Username (use your personal email address that you provided when you joined), enter your Password and click the grey 'Login' button. You will see the My V-Learning homepage appear.
4. If you do have a Society IT account (i.e. you have an email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk) click the blue 'Single sign on' link and continue to step 5.



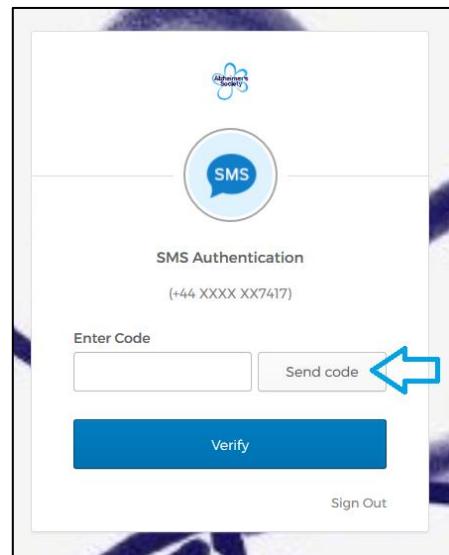
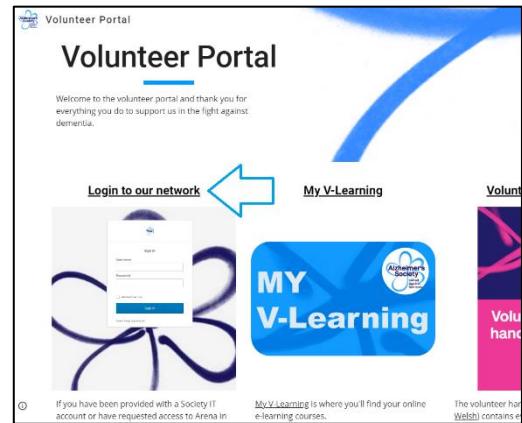
5. Enter your Username (use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk), enter your Password and click 'Sign in'.
6. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
7. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login. You will see the My V-Learning homepage appear.



How to access Outlook (email)

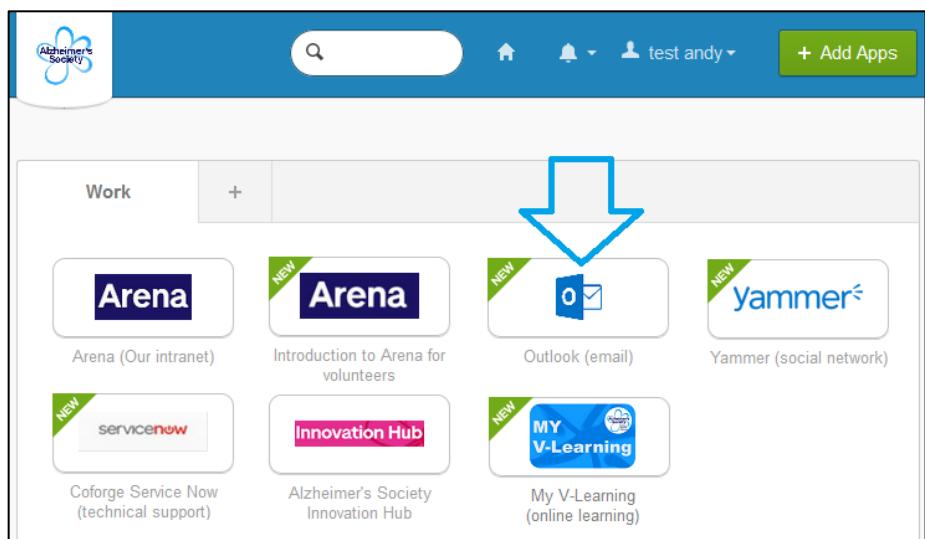
Note: Outlook is only available to volunteers with a full or light Society IT account.

1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot above)
3. Enter your Username (*use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk*), enter your Password and click 'Sign in'.
4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.



6. Click the 'Outlook (email)' icon. You will see the Outlook web interface appear.

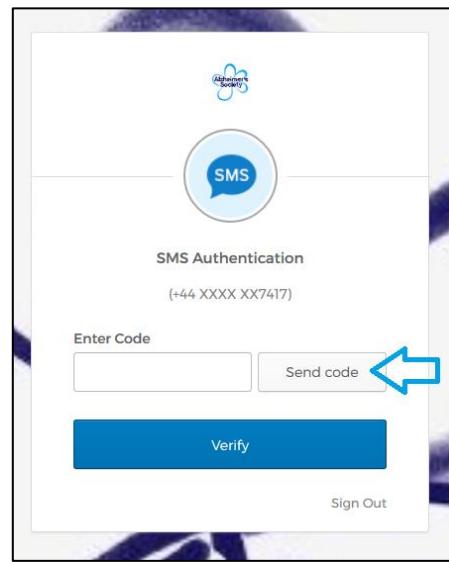
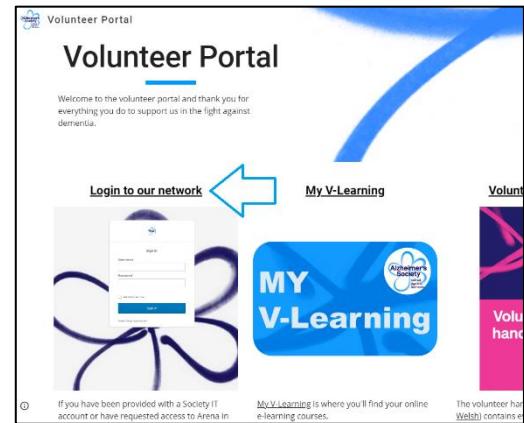
Note: the icons you see here may appear in a different order.



How to access Arena (our intranet)

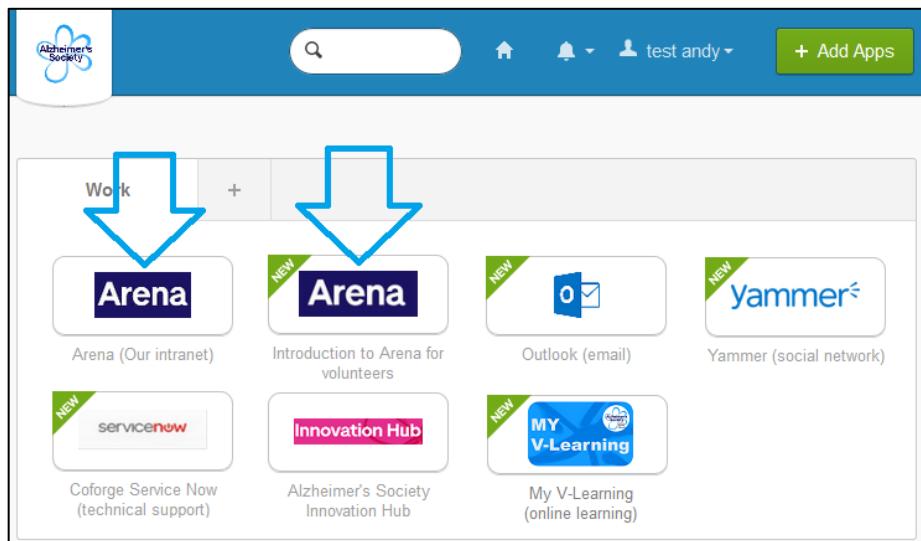
Note: Arena is only available to volunteers with a full or light Society IT account.

1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot above)
3. Enter your Username (*use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk*), enter your Password and click 'Sign in'.
4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.



6. If this is your first visit, click the 'Introduction to Arena for volunteers' icon. Alternatively click the 'Arena (our intranet)' icon and you will be taken to the main Arena homepage.

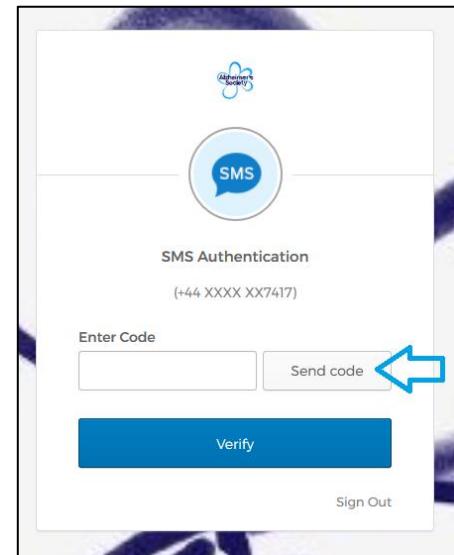
Note: the icons you see here may appear in a different order.



How to access Yammer (social network)

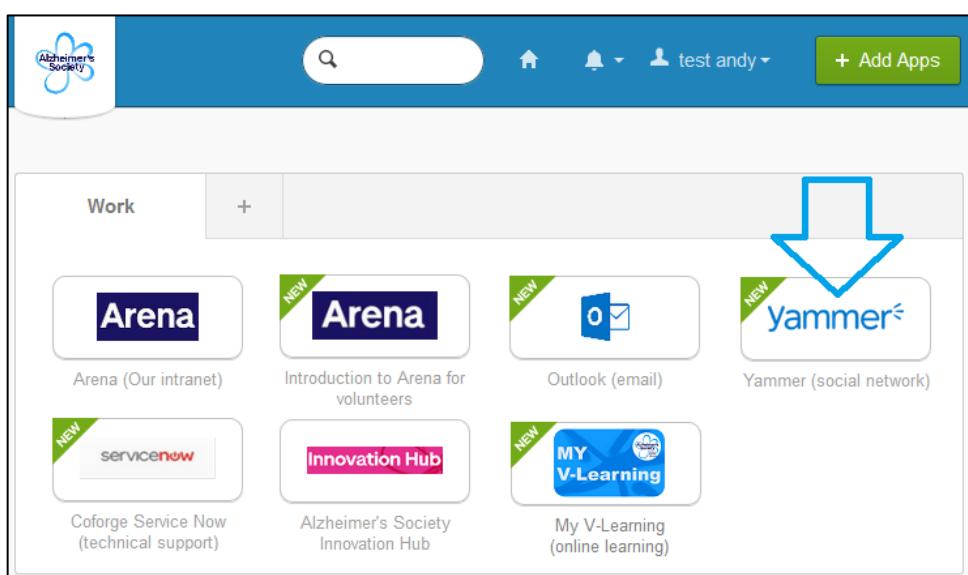
Note: Yammer is only available to volunteers with a full or light Society IT account.

1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot)
3. Enter your Username (use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk), enter your Password and click 'Sign in'.
4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.



6. Click the 'Yammer (social network)' icon. You will see the Yammer homepage appear.

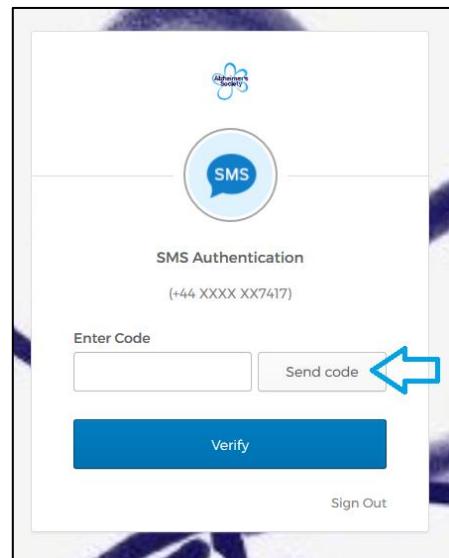
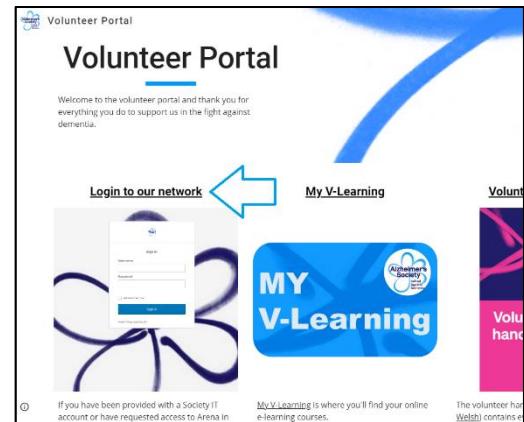
Note: the icons you see here may appear in a different order.



How to access CRS

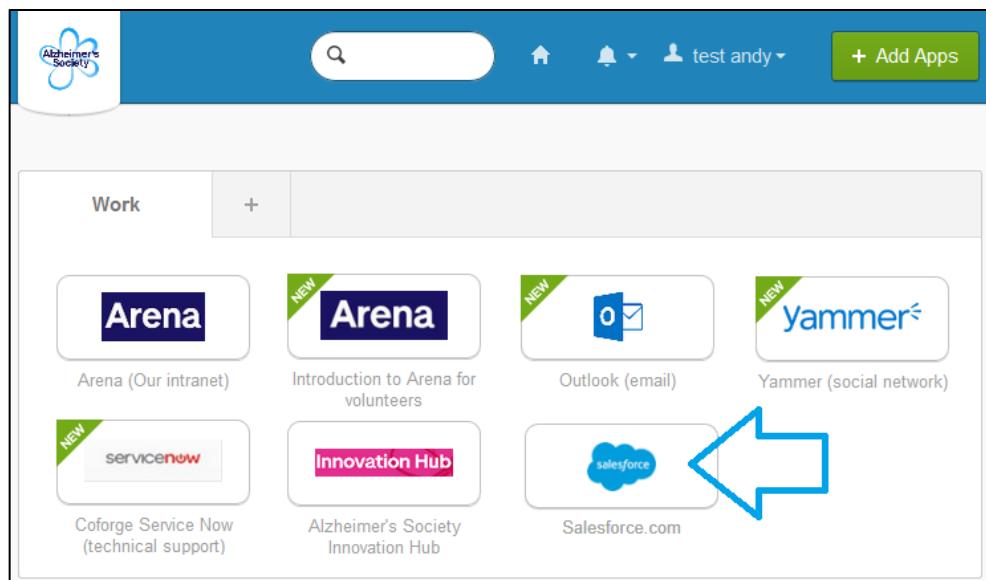
Note: CRS is an app on the Salesforce platform and is only available to volunteers who have been specifically provided with access to it for the purposes on the role.

1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot)
3. Enter your Username (use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk), enter your Password and click 'Sign in'.
4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.



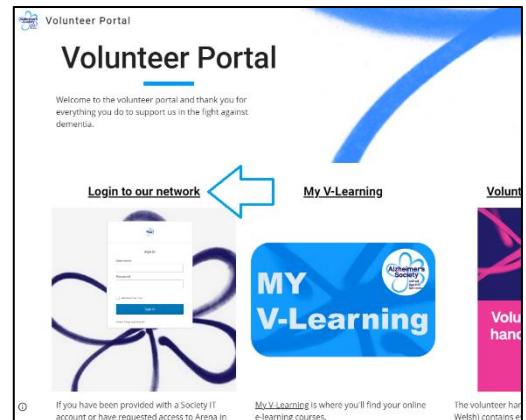
6. Click the 'Salesforce.com' icon. You will see the CRS interface appear.

Note: the icons you see here may appear in a different order.

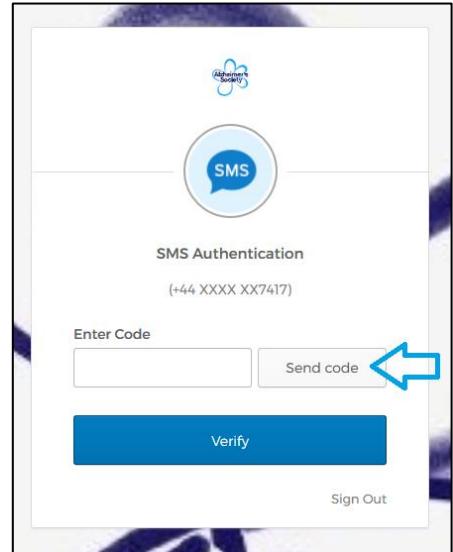


How to access the Dementia Knowledge Centre Catalogue

1. Launch your web browser and go to the Volunteer Portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot)
3. Enter your Username (use your Alzheimer's Society email address ending in @alzheimers.org.uk or @volunteers-alzheimers.org.uk), enter your Password and click 'Sign in'.

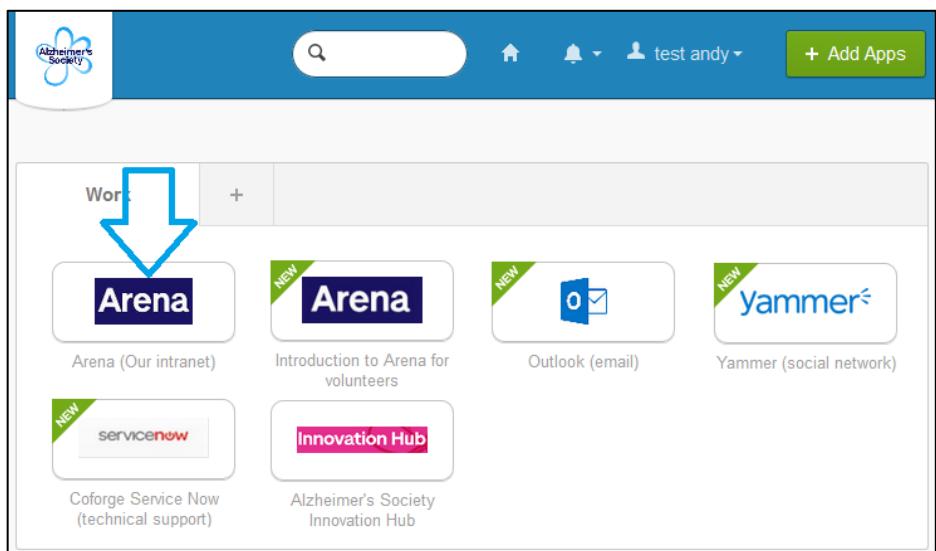


4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.

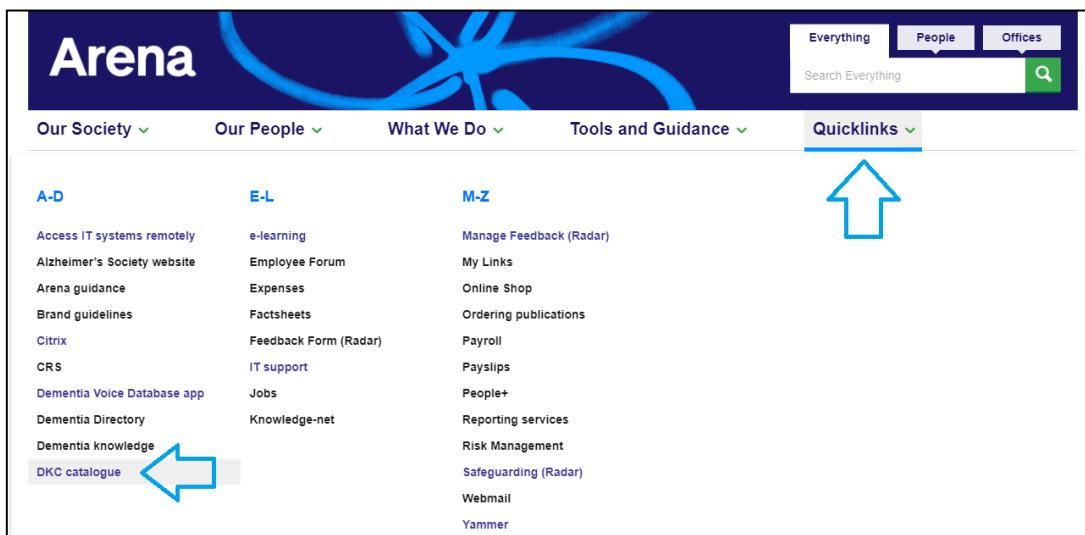


7. Click the 'Arena (intranet)' icon.

Note: the icons you see here may appear in a different order.



8. Click on 'Quicklinks' on the menu bar top right, then click the 'DKC catalogue' link bottom left. You will see the Dementia Knowledge Centre Catalogue appear.



The screenshot shows the 'Arena' website interface. At the top, there is a dark blue header with the 'Arena' logo on the left and search and navigation buttons on the right. Below the header, a horizontal menu bar includes 'Our Society', 'Our People', 'What We Do', 'Tools and Guidance', and 'Quicklinks'. The 'Quicklinks' menu is expanded, showing three columns of links: 'A-D', 'E-L', and 'M-Z'. The 'DKC catalogue' link is located in the 'A-D' column and is highlighted with a blue arrow pointing to it. Another blue arrow points upwards from the 'DKC catalogue' link towards the 'Quicklinks' menu header. The background of the page shows a blue abstract graphic.

A-D	E-L	M-Z
Access IT systems remotely	e-learning	Manage Feedback (Radar)
Alzheimer's Society website	Employee Forum	My Links
Arena guidance	Expenses	Online Shop
Brand guidelines	Factsheets	Ordering publications
Citrix	Feedback Form (Radar)	Payroll
CRS	IT support	Payslips
Dementia Voice Database app	Jobs	People+
Dementia Directory	Knowledge-net	Reporting services
Dementia knowledge		Risk Management
DKC catalogue		Safeguarding (Radar)
		Webmail
		Yammer

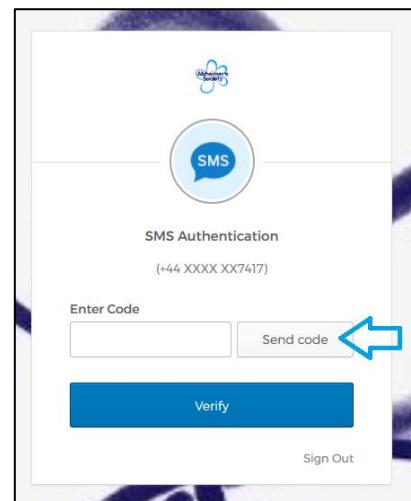
How to access Windows Virtual Desktop

Note: Windows Virtual Desktop is only provided to a limited number of volunteers who require it for their role.

1. Launch your web browser and go to the volunteer portal at <https://volunteers.alzheimers.org.uk>
2. Click the link to 'Login to our network' (see screenshot above)
3. Enter your Username (*use your Alzheimer's Society email address ending in @alzheimers.org.uk*), enter your Password and click 'Sign in'.

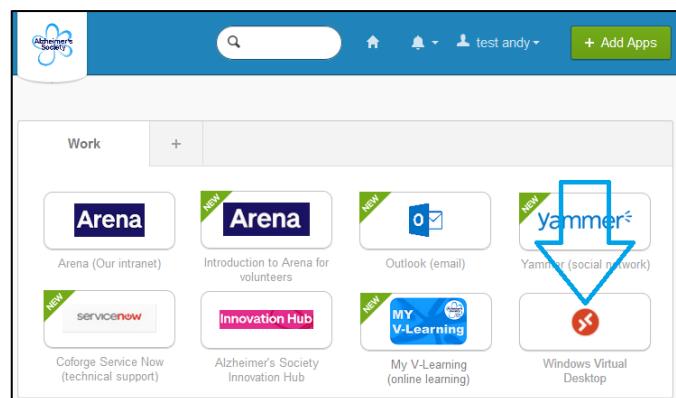


4. On the screen titled 'SMS Authentication' click the 'Send code' button (see screenshot)
5. Wait a few seconds for your mobile phone to receive the text message, then enter the unique six-digit code you've received in the 'Enter Code' box and click 'Verify' to login.

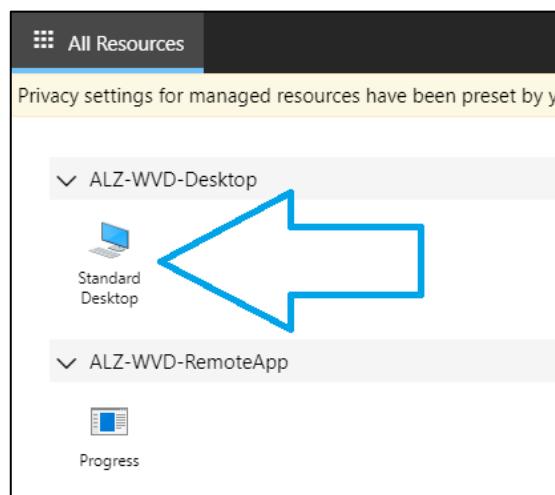


6. Click the 'Windows Virtual Desktop' icon. This will open a new browser tab titled 'Remote Desktop Web Client'.

Note: the icons you see here may appear in a different order. You may need to re-enter your Alzheimer's Society email address (ending in @alzheimers.org.uk) and password again.

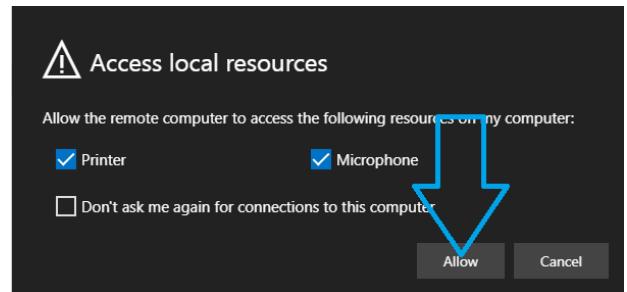


7. Click the 'Standard Desktop' icon.



- When prompted with a question about accessing local resources, click '**Allow**'. This will launch the remote desktop session.

Note: You may need to re-enter your Alzheimer's Society email address (ending in @alzheimers.org.uk) and password again.



- After the remote desktop has booted up you will see a standard Windows 10 desktop screen. This is the equivalent of being logged into a Society computer at a Society office.

