



Look Good Feel Better Volunteer Portal – ‘How to’ Guide

A very big welcome from all of us at Look Good Feel Better! We are pleased to provide you with our Volunteer Portal ‘How to’ Guide which explains each aspect of the volunteer portal.

As always, we ask that you only book on to Workshops that you are committed to attending and please be realistic regarding how many Workshops you can attend. We ask that you volunteer a minimum of three times a year.

On our Volunteer Portal you will be able to view upcoming Workshop dates in your area, book on, confirm and cancel your attendance, amend your details, and access our training & resources.

Please note that the portal is NOT supported by Internet Explorer (so please use Google Chrome/Safari when accessing the volunteer portal)

This handy guide covers everything you will need to know about the portal:

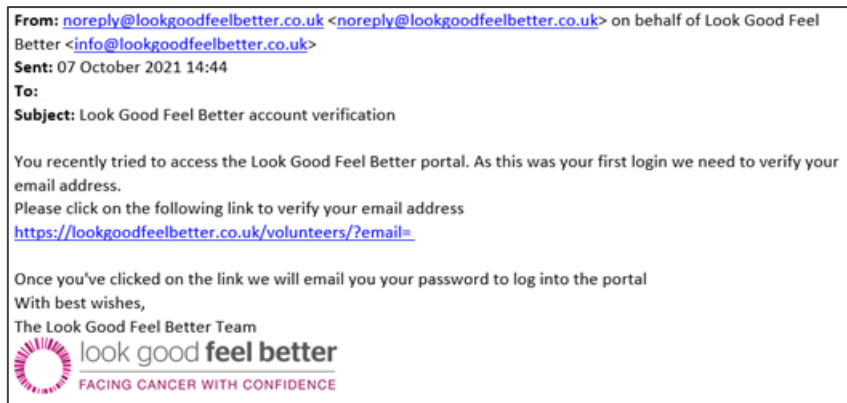
- Page 2 - Setting up your account and logging in
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- Page 5 – Your Workshops, Training and Resources and Your Details
- Page 6 – Changing Your Password
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If you have any questions or need assistance, please contact us at info@lgfb.co.uk or phone 01372 747 500.



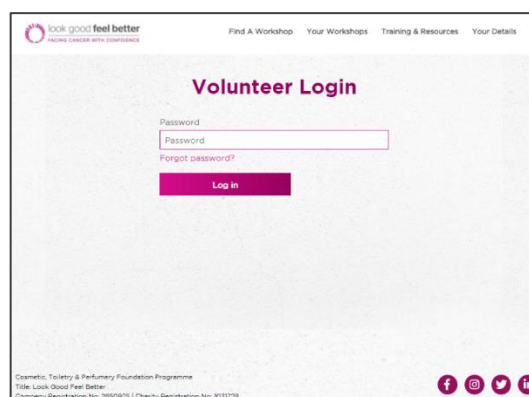
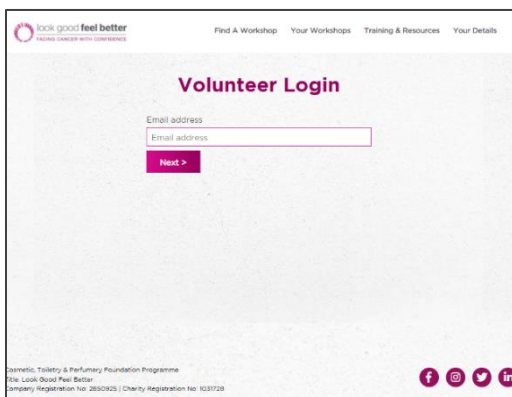
Setting up your account (logging in)

To log in to the Volunteer Portal, please visit <https://lookgoodfeelbetter.co.uk/volunteers/> (please note that the portal will not work on Internet Explorer but functions on Google Chrome/Safari). Enter in your email address and check your junk mail. You will receive a verification email along with a password. You can change your password on the portal.



Logging in

To log in to the Volunteer Portal, please visit <https://lookgoodfeelbetter.co.uk/volunteers/> (please note that the portal will not work on Internet Explorer, but functions on Google Chrome/Safari). Enter in your email address, click 'Next', then enter in your password and click 'Log in'. If you have forgotten your password, then please click 'Forgot password?' and check your email for a new password.





Dashboard

Your upcoming Workshops

The Workshops which you have booked to volunteer at will display here.

The screenshot shows a user dashboard for 'Dulcie Rowe'. At the top, there are navigation links: 'Find A Workshop', 'Your Workshops', 'Training & Resources', and 'Your Details'. The main heading is 'Welcome Dulcie Rowe' with a sub-heading 'Intro text, set this in theme options via Wordpress.' Below this is a section titled 'Your Upcoming Workshops' containing two workshop cards:

- Nov 10**: Body confidence Virtual Workshop, Wednesday, 10 11 2021 10:00 to 12:00. Delivery style: NO VALUE. Status: Confirmed. [Click to Cancel](#)
- Nov 30**: Edinburgh - Maggie's Centre Western General Hospital Skincare and Makeup Workshop, Tuesday, 30 11 2021 14:00 to 16:00. Delivery style: NO VALUE. Status: Confirmed. [Click to Cancel](#)

Below the workshops is a 'Find A Workshop' section with a search form:

- Location (postcode):
- Distance:
-

At the bottom, there is a calendar navigation for 2021 with buttons for each month from Jan to Dec, and an 'ALL' button.

Find a Workshop

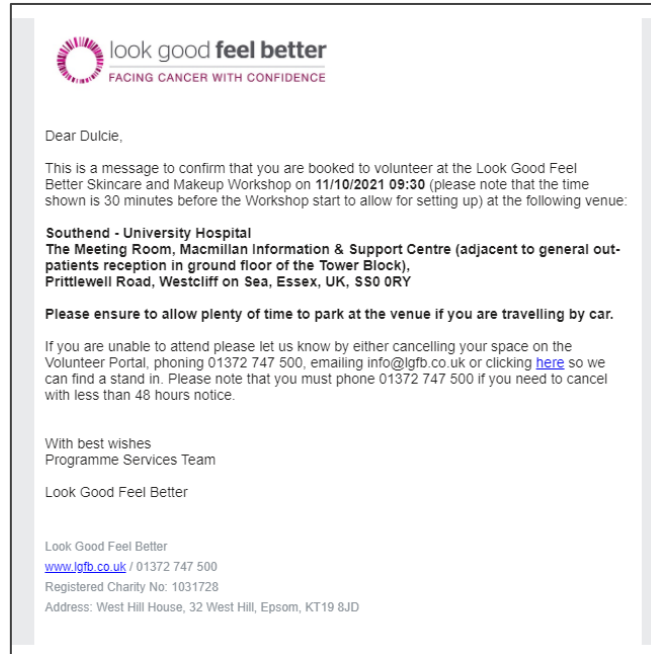
Your postcode will be automatically populated from the details which we hold for you on our database. You can amend the distance to show how far you are willing to travel. You can also amend the Location (postcode) to a different one if you require.

The screenshot shows the 'Find A Workshop' search results page. The search criteria are: Location (postcode) 'KT19 8JD' and Distance '50 miles'. The results are filtered for the month of 'Nov' 2021. There are four workshop cards listed:

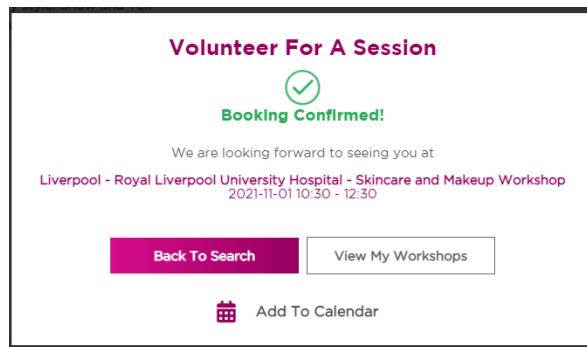
- Nov 1**: LGFB UK Skincare and Makeup Workshop KT19 8JD, Monday, 01 11 2021 10:00 to 12:00. Delivery style: No Touch. Status: [Past Event](#)
- Nov 8**: Southend - University Hospital Skincare and Makeup Workshop SSO ORY, Monday, 08 11 2021 10:00 to 12:00. Delivery style: Show and Tell. Status: [Volunteer for this workshop](#)
- Nov 11**: Winchester - BMI Sarum Road Hospital Skincare and Makeup Workshop SO22 5HA, Thursday, 11 11 2021 14:00 to 16:00. Delivery style: Show and Tell. Status: [Volunteer for this workshop](#)
- Nov 22**: Sutton - Maggie's at Royal Marsden Hospital Skincare and Makeup Workshop SM2 5NG, Monday, 22 11 2021 14:00 to 16:00. Delivery style: Show and Tell. Status: [Volunteer for this workshop](#)



Once you find a Workshop which you'd like to volunteer at, click 'Volunteer for this Workshop', then 'Confirm Booking'. You will see a Booking Confirmed Page. Once you have booked on, you'll receive a confirmation email with the details. *Please note: the time displayed on the portal is the Workshop run time, we ask that you arrive approximately 30 minutes before to help set up – your confirmation email will display your arrival time.*



You can either click 'back to search', 'view my Workshops' or 'add to calendar'.






Your Workshops



Find A Workshop **Your Workshops** Training & Resources Your Details

Print upcoming Workshops – you can click to download and print the Workshops which you’ve booked on to. This will display the full address of the Workshop.



Workshop List

Date	Time	Workshop	Address
10 Nov 2021	10:00	Body confidence Virtual Workshop	
30 Nov 2021	14:00	Skincare and Makeup Workshop	Edinburgh - Maggie's Centre Western General Hospital, Maggie's Centre Western General Hospital The Stables, Crewe Road, Edinburgh, Midlothian, UK, EH4 2XU

Training and resources



Find A Workshop Your Workshops **Training & Resources** Your Details

On this page you can see the ‘Show and Tell’ Volunteer Guide and other documents you may find useful.

Our Volunteer training is currently under construction and will be visible on this page.

Your Details



Find A Workshop Your Workshops Training & Resources **Your Details**

Amend your details and change password. Please use this section to check and update the details that we hold for you.



On this page you can view the details which we store for you. If your details change, then please update them here and send an edit request. We aim to approve your edits within 5 working days. You can also let us know on this page if you are no longer able to volunteer.

It's important to us that you let us know if you change the brand that you work for

look good **feel better**
FACING CANCER WITH CONFIDENCE

Find A Workshop Your Workshops Training & Resources Your Details

Your Details

Any edits **MUST** be approved by Look Good Feel Better

First Name
Dulcie

Last Name
Rowe

Email
info@lgfb.co.uk

Mobile

Address
Street
City
County
KT19 8JD
Country

Brand Affiliation
Lancome

I am no longer able to volunteer

Send Edit Request

Changing your password

You can change your password to something memorable, but it must be a minimum of 8 characters, contain upper and lower case letters, and numbers.

Reset your password

Your password should be a minimum of 8 characters and contain upper and lower case letters and numbers.

Enter your new password
New password

Confirm your new password
New password

Update password



Confirming your Workshop via the portal

When you log in to the portal, you will see 'Your upcoming Workshops'. If your Workshop is a week or less away, you will be asked to confirm your attendance.

You can also visit the 'Your Workshops' button at the top where you can confirm your upcoming volunteer commitment.

Your Upcoming Workshops

Oct	Newcastle Maggies Skincare and Makeup Workshop	Confirm Attendance	Click to Cancel
5	Tuesday, 05 10 2021 10:00 to 12:00 Please confirm		

You will receive a reminder email the week before the Workshop, please respond to this promptly - confirming is easy! Simply click on the link and confirm or cancel your place. Please note that if you do not reply to this email then you will receive texts reminders until we receive a response. It is imperative that you let us know if you will be attending. If you need to cancel, we will need to find cover. For health and safety reasons, we also need to know if you are there.

Cancelling your Workshop via the portal

Please log in to the portal, visit 'Your Workshops' and 'Click to Cancel' the relevant Workshop. Please note that you **MUST** phone 01372 747 500 if it's less than two working days, or less, to the Workshop.

You can also cancel via the reminder email, which is sent a week before the Workshop, but please do try and give us as much notice as possible so that we can find cover.

Cancel Workshop

Are you sure you want to cancel this workshop?

Oxford - Skincare and Makeup Workshop
2021-12-01 at 10:00

Yes
No