Quick Start Guide for hOurworld: powered by Time and Talents!

Logging In

To Login

Enter your email address. > Enter your password. > Click [Log In]

To Reset Your Password (before logging in)

Click 'Can't Login?' >
Enter your email address. >
Click [Reset] >
Check your email for your new password.
Notes:
If not found ask your Coordinator (They also receive a copy).
Your Coordinator could also set your password for you to any value you like.

To Change Your Password (after logging in)

Login >
Select 'My Profile' on the menu. >
Click [Change Password] >
Enter your new password. >
Click [S A V E Password].
To cancel the change click [Cancel].

To Change Your Username (after logging in)

Login >
Select 'My Profile' on the menu. >
Enter your new usename in the Username: box. >
Click [Save]
Notes:
Your Username is NOT used for email communications and can even be fake.
It is only used for logging in.
Your email address (type Email1) in the 'my contact @' area is used for email communications.

My News and Messaging

To Post a Message to the Whole Exchange

Select 'My News' on the menu' >
Click the 'Member to Exchange' tab. >
Type your message into the 'or Post a Message:' box. >
Click [Post].
Notes:
Message length up to 140 characters. New messages are NOT emailed to anyone.
Each time a message is replied to everyone in the thread WILL be copied by email.

Messages are deleted 14 days after they or posted or 14 days after the last reply if any.

To Post a Message to Another Member

Select 'My News' on the menu' >
Click the 'Member to Member' tab. >
Type in any part of the member's name. >
Click [Find a Member]. >
Select the member from the list. >
Type your message into the 'Enter your message here and click Post...' box. >
Click [Post].
Notes:
Message length up to 140 characters. New messages are emailed to you and the member you have messaged. Each time a message is replied to you and the other member will be copied by email. Messages are deleted 14 days after they or posted or 14 days after the last reply if any.

To Post a Message to All the Members of a Group

Select 'My News' on the menu' >
Click the 'Member to Group' tab. >
Select the Group you want to message from the list. >
Type your message into the 'Enter your message here and click Post...' box. >
Click [Post].
Notes:
Message length up to 140 characters. New messages are also emailed to you and all the other group members. Each time a message is replied to you and the other group members will be copied by email. Messages are deleted 14 days after they or posted or 14 days after the last reply if any.

To Reply to a Message

Select 'My News' on the menu' >
Click [Reply] next to the message you want to reply to. >
Scroll down and type your reply into the yellow box. >
Click [Post] Message length up to 140 characters.
Notes:
Everyone in the thread WILL receive a copy of the thread by email.
Messages are deleted 14 days after they or posted or 14 days after the last reply if any.

To Delete a Message

Select 'My News' on the menu' >
Click the [X] next to the Message you want to delete.
Notes:
(You may only delete messages you have created.)

My Hours

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To Report Hours Exchanged from Scratch

On the 'My Hours' menu select 'report hours'. >
Select if you Provided or Received. >
Enter the number of hours. >
Enter the exchange date. >
Enter the number of members Provided To or Received From >
Click [Continue]
Type in any part of the member's name(s). >
Click [Find Member(s)] >
Select the member from the list that appears. >
Click [Continue]
Type in any part of the name of the service or category. >
Click Get Service Categories >
Select the service category from the list that appears. >
Click [Continue] Select the service from the list that appears. >
Click [Record Transaction!].
Select 'My Hours' then 'my statement' to verify your transaction if you like.
Notes:
You may indicate your willingness to be a reference for any member that has provided to you.
(Notice a link to members willing to provide you a reference will appear with your service listing in your profile!)
You may delete any transaction where you were the provider, effectively giving a refund.
You may indicate you were not satisfied with any transaction where you were the receiver.

To Report Hours Exchanged Using an Existing 'my statement' Entry

Select 'my statement' on the 'My Hours' menu. >
Click the [+] next to a transaction where the provider, receiver and service are the same as what you want to record. >
Enter the exchange date. >
Enter the exchange hours. >
Click [Record Transaction!] >
You'll be taken to your 'my statement' area to verify the new entry.
Notes:
You may indicate your willingness to be a reference for any member that has provided to you.
(Notice a link to members willing to provide you a reference will appear with your service listing in your profile!)
You may delete any transaction where you were the provider, effectively giving a refund.
You may indicate you were not satisfied with any transaction where you were the receiver.

To View your Statement

Select 'my statement' on the 'My Hours' menu.

To Print your Statement

Select 'my statement' on the 'My Hours' menu. >

Click [Make a Printer Friendly Statement] >
Select 'File' then Click 'Print' on your browser menu to send your statement to your printer.

To Email your Statement

Select 'my statement' on the 'My Hours' menu. >
Enter a valid email addess into the 'Email My Statement TO:' box.
(It already contains your Email1 address if you have one.) >
Click [Send]

To Indicate Your Satisfaction With an Exchange

Select 'my statement' on the 'My Hours' menu. >
In the 'Satisfied' column, click [Yes] to change to [No]
or Click [No] to change to [Yes] on the line where the transaction appears.

To Indicate Your Willingness to Provide a Member Reference

Select 'my statement' on the 'My Hours' menu. >
In the 'Reference' column, click [Yes] to change to [No]
or Click [No] to change to [Yes] on the line where the transaction appears.

All About Member Satisfaction and References

When the receiver of a service is reporting hours they may indicate their satisfaction with the exchange and their willingness to provide a reference for the provider. Satisfaction and Willingness to Refer are recorded separately so that members may be satisfied AND maintain their privacy (i.e. a receiver of health care).

When the provider is reporting hours the system assumes the receiving member is satisfied, and is not willing to provide a reference.

The providing member may delete a transaction if the receiving member is not satisfied, essentially refunding the hours earned.

The member not recording the exchange is sent a message viewable in the My News area (member to member tab) outlining the details of the exchange. They'll receive an email copy. If the member does not agree with these settings they may change them in their 'my statement' area. Just click on the [Yes] to change it to [No] for Satisfied or Reference or vice versa.

In the providing member's 'my page' area (which other members can see), a heart icon will appear with the number of references the member has for that service. Holding the mouse over the heart number pops up a list of those willing to provide a reference. Clicking on the heart number brings you to page where you may email each reference provider (one at a time).

In the provider's 'my page' area (which other members can see) the header will contain information about the number of exchanges in which the receiver was satisfied, in addition to

Last Login, Last Transaction, Member Since, etc. All of this information can help receivers decide if this is a member they want to exchange with.

To Add a Single Service Offer or Request

On the 'My Hours' menu select 'my services'. >
Click [Add Service Offer/Request] >
Type a word or words into the search box and click [Search]
OR click a Service Category on the list. >
Locate the desired Service. >
In the Provide column indicate if you will provide the service: Select [Yes] or [No]. >
In the Receive column indicate if you want to receive the service: Select [Yes] or [No]. >
Type in your service description. >
Click [Add].
Notes:
If you can't find your service and ask them to add it for you.
Notice a link to members requesting a service you provide or vice-versa will appear with your listing in your profile!
Notice your service descriptions are included in searches. (It may take a few hours for the system to see them.)

To Attach an Image to a Service Offer

On the 'My Hours' menu select 'my services'. >
Click [Add Image] >
Click [Browse] and locat the jpg, gif, or png image you want to attach. >
Click [Upload Image]

To Remove an Image from a Service Offer

On the 'My Hours' menu select 'my services'. >
Locate the service image to remove. >
Click [Remove Image]

To Add or Edit a Service Description

On the 'My Hours' menu select 'my services'. >
Locate the service to edit. >
Enter and edit the service description. >
Click [Save].
Notes:
If you are offering AND requesting the same service write your description to accommodate both since they will share the same description. (Or select slightly different listings for the offer and request.)

To Add and or Remove Multiple Service Offers at Once

On the 'My Hours' menu select 'my services'. >

Click [Bulk Add Offers] >
To add new services scroll down through the list and click the [ ] checkbox next to any service you'd like to offer.
To remove a service from your offerings uncheck the [√] checkbox by clicking on it. >
Click [Update Services] >
To finish add service descriptions to any new services one at a time. >
Click [Save] to save your changes.
Notes:
Service descriptions get searched when members are looking for your service.

To Add and or Remove Multiple Service Requests at Once

On the 'My Hours' menu select 'my services'. >
Click [Bulk Add Requests] >
To add new services scroll down through the list and click the [ ] checkbox next to any service you'd like to request.
To remove a service from your requests uncheck the [√] checkbox by clicking on it. >
Click [Update Services] .

To Edit Your Profile (Name, Address, Bio, etc.)

On the 'My Profile' menu select 'my profile'. >
Make any changes as desired. >
Click [Save].
Notes: If you add an 'Address' type contact in your 'my contact @' area THIS address will be used to create a Google Maps link.
Your username is NOT used as your contact email address. The 'Email1' type contact in your 'my contact @' area IS.

To Print Your Member ID Card

On the 'My Profile' menu select 'my profile'. >
Click [Print your Member ID Card]. >
Click {File}-{Print} on your browser menu.

To Change Your Password (after logging in)

On the 'My Profile' menu select 'my profile'. >
Click [Change Password] >
Enter your new password (twice). >
Click [S A V E Password].
To cancel the change click [Cancel].

To Add New Contact Information

On the 'My Profile' menu select 'my contact @'. >
Select the 'Type' of contact information to be added. >

Enter the contact information in the 'Contact' box. >
Select [No] or [Yes] if you want the information to be 'Private'. >
Click [Add Contact Info].
Notes: Set Type = Address to add a Goole Map link. (It will use the address in your 'my profile' area, not what you enter here.
Set Type = Website to create a link to your own website if you have one.
Set Type = Facebook to enter a link to your Facebook account.
Set Type = Video1 or Video2 to add links to web-based video you have uploaded (like YouTube).

To Edit Existing Contact Information

On the 'My Profile' menu select 'my contact @'. >
Edit the contact information to be changed in the 'Contact' box. >
Click [Save] >
Click [No] or [Yes] to set the information to be 'Private' or not. >
Notes: Administrators have access to your private contact information. Other members do not.
If your email is set to private other members will see a 'Message Me' link instead of your address and may still contact you. If you reply to them from your own email client, they will then have your address.

View your 'my page' (What your profile looks like to other members.)

On the 'My Profile' menu select 'my page'. Notes: You may include a Google Map link to your address, a link to your website, and or email address. (see 'To Add New Contact Information'.)
You may include images with your services (see 'My Hours' > 'my services').
You may include a profile image or a banner for this page. (see 'My Profile' > 'my images'.)
If other member(s) have indicated they would provide you a reference for a service you offer a link to them will appear here.

To View the Groups You are In or to Join or Leave a Group

On the 'My Profile' menu select 'my groups'. >
Click [Remove] to leave a group. >
Click [Add] next to any group you'd like to join.
Notes: To view the other members in a group mouse over or click on the number next to the group in the 'See Members' column.
In the 'My News' area you may post a message (and email) to all of the members of a group you are in.

To View the Other Members in a Group You are In

On the 'My Profile' menu select 'my groups'. >
Mouse over or click on the number next to the group in the 'See Members' column.
Notes: In the 'My News' area you may post a message (and email) to all of the members of a group you are in.
Use {File}-{Print} in your browser menu to print the list of group members.

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To Add a Banner to Your 'my page'

On the 'My Profile' menu select 'my images'. >
Select Add Banner Image: Best Ratio 4 wide : 1 tall. >
Click Browse... to choose a jpg, png or gif image file from your computer. >
Click [Upload Image] >
Click [See how 'my page' will look to others.] to view the result.

To Add an Image to Your 'my page' and Profile.

On the 'My Profile' menu select 'my images'. >
Select Add Profile Image: Best Ratio 3 wide : 4 tall. >
Click Browse... to choose a jpg, png or gif image file from your computer. >
Click [Upload Image] >
Click [See how 'my page' will look to others.] to view the result.

To Bulk Add or Remove Attributes from Your Profile.

On the 'My Profile' menu select 'my attributes'. >
Click [Bulk Add Attributes] >
To add new attributes scroll down through the list and click the [ ] checkbox next to any entry.
To remove an attribute from your profile uncheck the [√] checkbox by clicking on it. >
Click [Update Attributes].
Notes: ONLY Staff can see these Attributes. They are not published anywhere.
They do NOT appear in any profile or report that other members may see.
They are used to anonymously report on the time bank's activities, in some cases to justify funding.

To Add a Single Attribute to Your Profile

On the 'My Profile' menu select 'my attributes'. >
Click [Add an Attribute] >
Click an Attribute Category on the list. >
Locate the desired Attribute. >
In the Possess column indicate if the attribute describes you: Select [Yes] or [No]. >
In the Prefer column indicate if you'd prefer this attribute in another member: Select [Yes] or [No]. >
Click [Add].
Notes: The Prefer column won't make sense in some cases so just ignore it. However you might prefer to get transportation from a non-smoking member, or to exchange with another Spanish speaking member.
Your coordination can do a special search for you in such a case.

SEARCH

SEARCH the Whole Exchange:
Names, Bios, Eblasts, Messages, Offers, Requests & Help

Type one or more search terms into the search box. > Click [Search] > Click the appropriate link(s) to display results. Notes: The search capability supports the following operators:

+ A leading plus sign indicates that this word must be present in each row that is returned.

- A leading minus sign indicates that this word must not be present in any of the rows that are returned. Note: The minus operator acts only to exclude rows that are otherwise matched by other search terms. Thus, a search that contains only terms preceded by - returns an empty result. It does not return 'all rows except those containing any of the excluded terms.'

> < These two operators are used to change a word's contribution to the relevance value that is assigned to a row. The > operator increases the contribution and the < operator decreases it.

( ) Parentheses group words into subexpressions. Parenthesized groups can be nested.

~ A leading tilde acts as a negation operator, causing the word's contribution to the row's relevance to be negative. This is useful for marking 'noise' words. A row containing such a word is rated lower than others, but is not excluded altogether, as it would be with the - operator.

* The asterisk serves as the truncation (or wildcard) operator. Unlike the other operators, it should be appended to the word to be affected. Words match if they begin with the word preceding the * operator.

If a word is specified with the truncation operator, it is not stripped from a boolean query. This occurs because the word is not seen as too short or a stopword, but as a prefix that must be present in the document in the form of a word that begins with the prefix.

" A phrase that is enclosed within double quote (""") characters matches only rows that contain the phrase literally, as it was typed. The full-text engine splits the phrase into words and performs a search in the FULLTEXT index for the words. Nonword characters need not be matched exactly: Phrase searching requires only that matches contain exactly the same words as the phrase and in the same order. For example, 'test phrase' matches 'test, phrase'. If the phrase contains no words that are in the index, the result is empty. For example, if all words are either stopwords or shorter than the minimum length of indexed words, the result is empty. The following examples demonstrate some search strings that use boolean full-text operators:

'+apple +juice' or 'apple banana' Find rows that contain both words.

'+apple -macintosh' Find rows that contain the word 'apple' but not 'macintosh'.

'+apple ~macintosh' Find rows that contain the word 'apple', but if the row also contains the word 'macintosh', rate it lower than if row does not. This is "softer" than a search for '+apple -macintosh', for which the presence of 'macintosh' causes the row not to be returned at all.

'+apple +(>turnover <strudel)' Find rows that contain the words 'apple' and 'turnover', or 'apple' and 'strudel' (in any order), but rank 'apple turnover' higher than 'apple strudel'.

'apple*' Find rows that contain words such as 'apple', 'apples', 'applesauce', or 'applet'.

'"some words"' Find rows that contain the exact phrase 'some words' (for example, rows that contain 'some words of wisdom' but not 'some noise words'). Note that the """ characters that enclose the phrase are operator characters that delimit the phrase. They are not the quotation marks that enclose the search string itself.

To Search Member Offers

Method One:

Click 'Offers' on the menu. >

Type one or more search terms into the search box. >

Click [Search] .
Notes: To see all the members offering a particular service click on the service title.
Click [+Add] to add a service to those you provide.

Method Two:
Click on a Service Category in the list. >
Click on a Service in the list.
Notes:
You may click [+Add] to add a service to those you provide.

Method Three:
Click 'Offers' on the menu. >
Click [Browse Service Offers] to see the entire service directory.

To View, Print or Email the Member Offers Directory

Click 'Offers' on the menu. >
Click [Browse Service Offers] to see the entire service directory. >
Click [Email Spreadsheet] to send yourself the directory.
(or click [Print Service Directory] to print it.)

Search Member Requests

Method One: Click 'Requests' on the menu. >
Type one or more search terms into the search box. >
Click [Search] .
Notes:
To see all the members requesting a particular service click on the service title.
Click [+Add] to add a service to those you want to receive.

Method Two: Click on a Service Category in the list. >
Click on a Service in the list.
Notes:
You may click [+Add] to add a service to those you want to receive.

To View, Print or Email the Member Requests Directory

Click 'Requests' on the menu. >
Click [Browse Service Requests] to see the entire service directory. >
Click [Email Spreadsheet] to send yourself the directory.
(or click [Print Service Directory] to print it.)