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

Logging In

To Login

Enter your email address. > Enter your password. > Press [Enter] or click [Log In]
Notes: You may check [x] Remember Me and the system will remember your username. (This will not keep you logged in.)

To Reset Your Password (before logging in)

Click 'Forgot your password?' >
Enter your username (email address) if it is not already there.
Enter the 3 characters in the box. >
Click [Reset] >
Check your email (and Junk email folder) for your reset password.
Notes: If not found ask your Coordinator to Reset your password for you.

To Change Your Password (after logging in)

Login >
Click 'Account' on the menu bar. >
Click 'Change Password' under the menu bar. >
Enter your new password (twice). >
Click [S A V E Password].
To cancel the change click [Cancel].

To Change Your Username (after logging in)

Login >
Click 'Account' on the menu bar. >
Click 'Edit Address' under the menu bar. >
Enter your new username in the Username box. >
Click [Save]
Notes: Your Username is NOT used for email communications and can even be a fake email.
Username is only used for logging in.
Your email address in the 'Edit Contact' area is used for email communications.

Home: Announcements, New Requests and New Offers

To Post an Announcement, Request or Offer to the Whole Exchange

Click 'Home' on the menu bar. >
Type your announcement, request or offer into the 'Post an Announcement:' box. >
Click [Post].
Notes: Each time an announcement is replied to everyone in the thread will be copied by email.
Each Monday (2am) announcements, offers and requests created in the past week are emailed to the entire active membership. You may opt out of this mailing in [Account] > 'Edit Address'.
Announcements are deleted when they are set to expire: 1 to 14 days. 14 days is the default.

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To Email Another Member

Type any part of the member's name into the 'Search' box in the header.
Click [Search]. >
Click '# Members by name.'
Find your member and click on their 'email@address' or the 'Email Me' link. >
Fill out the email form and the security code. >
Click [Send].

To Post an Announcement to All the Members of a Group

Click 'Groups' on the menu bar. >
Select the Group you want to contact from the drop down list. >
Type your announcement into the 'Enter your announcement here and click Post...' box. >
Click [Post].
Notes:
New announcements are emailed to you and all the other group members, BCC. Each time an Announcement is replied to from here, you and the other group members will be copied by email. Announcements are deleted 14 days after they or posted or 14 days after the last reply if any.

To Reply to an Announcement

Click 'Home' on the menu bar. >
Click [Reply] next to the announcement you want to reply to. >
Type your reply into the highlighted box. >
Click [Post].
Notes:
Everyone in the thread will receive an email copy of the thread.
Announcements are deleted when they are set to expire: 1 to 14 days. 14 days is the default.

To Delete an Announcement

Click 'Home' on the menu bar. >
Click the [x] next to the Announcement you want to delete.
Notes: You may only delete announcements you have created.

Hours

To Report Hours Exchanged

To Report Hours from Scratch (start from the top of the form and work down)
Click 'Hours' on the menu bar. >
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 >
Type in any part of the member's name(s) in each box provided. >

Select the member from the list that appears. >
Type in any part of the name of the service or category. >
Select the service category from the list that appears. >
Select the service from the list that appears. >
Add a comment* if you like. *Only the two members involved in the transaction see comments.
Click [Record Transaction!].

To [Report Hours] from an Announcement
Click [Report Hours] on the announcement you exchanged on. >
Select if you Provided or Received. >
Select the date of the service. >
Enter the hours. >
Add a comment* if you like. *Only the two members involved in the transaction see comments.
Click [Record Transaction!]

To [Report Hours] from another member's Offer or Request
Click [Report Hours] on the Offer or Request you exchanged on. >
Select the date of the service. >
Enter the hours. >
Add a comment* if you like. *Only the two members involved in the transaction see comments.
Click [Record Transaction!]

To [Report Hours] from Your Own Offer or Request
Click [Report Hours] on the Offer or Request you exchanged on. >
Type in any part of the member's name you exchanged with. >
Select the member from the list that appears. >
Click [Continue]
Select the date of the service. >
Enter the hours. >
Add a comment* if you like. *Only the two members involved in the transaction see comments.
Click [Record Transaction!]

Notes:
Click 'See Statement' (on the Home, Hours, or Account pages.) to verify your transaction.
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 'Statement' Entry

Click 'See Statement' (on the Home, Hours, or Account pages.) >
Click the [+] next to a transaction where the provider, receiver and service are the same as what you want to record. >
Enter the new transaction date. >
Enter the transaction hours. >
Click [Record Transaction!] >
Notes:
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.

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

To View your Statement

Click 'See Statement' (on the Home, Hours, or Account pages.)
You may sort your statement by clicking on the columns (A-Z / Z-A).

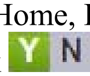
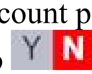
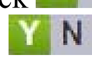
To Print your Statement

Click 'See Statement' (on the Home, Hours, or Account pages.) >
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

Click 'See Statement' (on the Home, Hours, or Account pages.) >
Enter a valid email address into the 'Email My Statement TO:' box.
(It already contains your Contact Email1 address if you have one.) >
Click [Send]

To Indicate Your Satisfaction With an Exchange

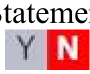
Click 'See Statement' (on the Home, Hours, or Account pages.) >
In the 'Satisfied' column, click  to change to 
or Click  to change to  on the line where the transaction appears.

All About Member Satisfaction

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 an email outlining the details of the exchange. If the member does not agree with these settings they may change them in their Statement area. Click 'See Statement' (on the Home, Hours, or Account pages.) Just click on the  to change it to  for Satisfied or vice versa.

All About Member Endorsements

The member not recording the exchange is sent an email outlining the details of the exchange.

You may Endorse the providing member from this email or from anywhere else in the system you see the member's name or service listing. A heart icon will appear by their name as a link to the page where you may call or email each endorsing member.

In another member's profile area the header will contain information about the number of exchanges in which the receiver was satisfied, in addition to Last Login or Last Transaction, Member Since, and how many exchanges with how many members. All of this information can help you decide if this is a member you'd want to exchange with.

To Add Service Offers

Click [Offers] on the menu bar. >
Click 'edit my offers'. >
Click [Add Offers] >
Click on a Service Category >
Scroll through the list and click the [x] checkbox next to any service you'd like to offer.
Click [Add to My Offers] >
Add service descriptions to each new entry. >
Click [Save All Changes] to save your changes.
Notes: You may add multiple services and descriptions at once.
Service descriptions get searched when members are looking for your service.

To Add Service Requests

Click [Requests] on the menu bar. >
Click 'edit my requests'. >
Click [Add Requests] >
Click on a Service Category >
Scroll through the list and click the [x] checkbox next to any service you'd like to request.
Click [Add to My Requests] >
Add service descriptions to each new entry. >
Click [Save All Changes] to save your changes.
Notes: You may add multiple services and descriptions at once.
Service descriptions get searched when members are looking for your service.

To Attach an Image to a Service Offer

Click [Offers] on the menu bar. >
Click 'edit my offers'. >
Click [Add Image] >
Click [Browse] and locate the jpg, gif, or png image you want to attach. >
Click [Upload Image]
Note: Use an image under 2MB that has already been sized down.

To Remove an Image from a Service Offer

Click [Offers] on the menu bar. >
Click 'edit my offers'. >

Locate the service image to remove. >
Click [Remove Image]

To Add or Edit a Service Description

Click [Offers] or [Requests] on the menu bar. >
Click 'edit my offers' or 'edit my requests'. >
Locate the service to edit. >
Click on and edit the service description. >
Click [Save All Changes].

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

Click 'Account' on the menu bar. >
Click 'Edit Address' or 'Edit Bio' under the menu bar. >
Make any changes as desired. >
Click [Save].
Notes: If you add an 'Address' type contact in your 'Contact Info' area the address in your Account will be used to create a Google Map link.
Your username is NOT used as your contact email address.
The 'Email1' contact in your 'Contact Info' area IS your contact email address.

To Print Your Member ID Card

Click 'Account' on the menu bar. >
Click 'Edit Edit' next to your name. >
Click [Print your Member ID Card]. >
Click {File}-{Print} on your browser menu.

To Add New Contact Information

Click 'Account' on the menu bar. >
Click 'Edit Contact' below the menu bar. >
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'. >
(Only Admin can see your Private contact info except Email1 will display as 'Email Me')
Click [Add Contact Info].
Notes: Set Type = Address to add a Google Map link. (It will use the address in your 'Account' 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).

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

To Edit Existing Contact Information

Click 'Account' on the menu bar. >
Click 'Edit Contact info' below the menu bar. >
Edit the contact information to be changed in the 'Contact' box. >
Click [Save] >
Click Y N or Y N 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 an 'Email 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 'Account' (What your account looks like to other members.)

Click 'Account' on the menu bar. >
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 service offers.
You may include an avatar image for this page. (see 'Account' and click on the image icon.)
If other member(s) have indicated they would provide you a reference for a service you offer a link to them will appear here. Your hours balance will not appear to other members.

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

Click [Groups] on the menu bar. >
In the My Groups section click [x] to leave a group. >
Click [Add] next to any group you'd like to join in the lower part of the page.
Notes: To view the other members in a group click on the number next to the group.
You may post an Announcement (and email) to all of the members of a group you are in from here.

To View the Other Members in a Group You are In

Click [Groups] on the menu bar. >
Mouse over or click on the number next to the group in the 'My Groups' area.
Use {File}-{Print} in your browser menu to print the list of group members.

To Add an Image to Your Account.

Click 'Account' on the menu bar. >
Click on your existing avatar image or the icon placeholder. >
Click Browse... to choose a jpg, png or gif image file from your computer. >
Click [Upload Image] >
Note: Select an image under 2MB that has already been resized.

To SEARCH the Whole Exchange:
Names, Bios, Announcements, Offers, Requests & Help

Type one or more search terms into the search box. (Add a zip or town to limit further.) >

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

Click [Search] >
Click the appropriate link(s) to display results.
Notes: See how Search works! 3 letter words are omitted. Beck* will return names like Becky, Beckett, Becker and so on. Adding a town name or zip/postcode will limit to that town!

How SEARCH works:

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 sub-expressions. 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 Explore Member Offers

Method One:
Type one or more search terms into the search box on the menu bar. >
Click [Search]. >
Click the (#) Providers in (#) Categories link.

Method Two:
Click 'Offers' on the menu bar. >
Click on a Service Category in the list. >
Click on a Service in the list.

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

To View, Print or Email the Member Offers Directory

Click 'Offers' on the menu bar. >
Click [Browse Offers Directory] to see the entire service directory. >
Click [Email a Copy] to send yourself the directory or click [Print a Copy] to print it.

Search Member Requests

Method One:
Type one or more search terms into the search box on the menu bar. >
Click [Search]. >
Click the (#) Receivers in (#) Categories link.

Method Two:
Click 'Requests' on the menu bar. >
Click on a Service Category in the list. >
Click on a Service in the list.

To View, Print or Email the Member Requests Directory

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