



# Heart Foundation Walking Website user guide for Local Coordinators



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# Website User Guide for Local Coordinator

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## 1. Introduction

This guide has been developed to help you navigate your way around the Heart Foundation Walking (herein referred to as HFW) website as a Local Coordinator.

Should you have any questions, contact your Heart Foundation Local Coordinator. Alternatively, contact the Heart Foundation's Helpline 13 11 12.

Please note > you cannot share an email address with any other person in the database

### 1.1 Finding the HFW website

Open your browser (e.g. Google Chrome, Internet Explorer, Firefox, etc.)

Type the HFW web address (<http://walking.heartfoundation.org.au>) into the Quick Launch Bar (see figure 1).

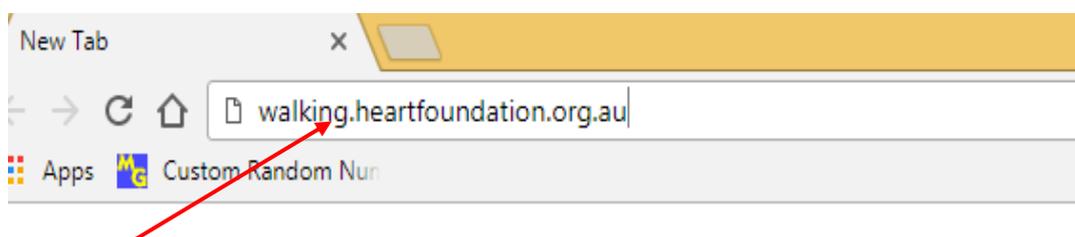
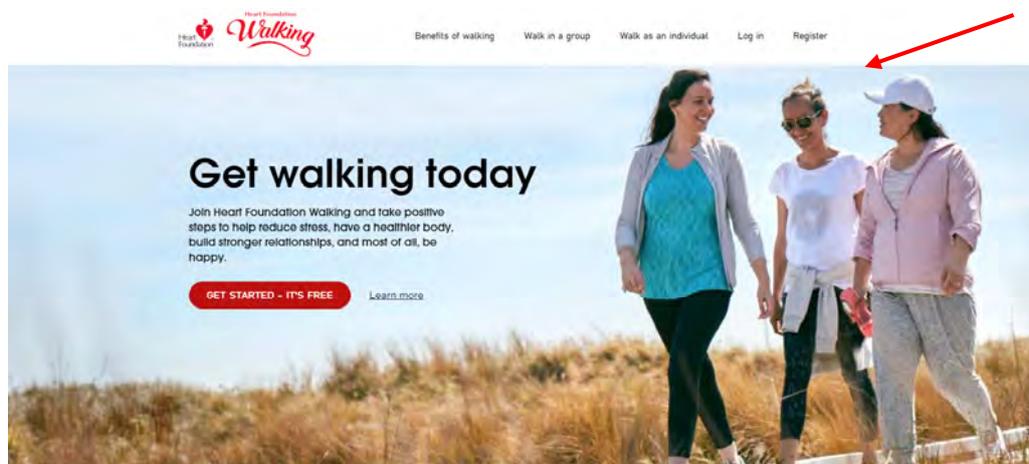


figure 1

### 1.2 Log in on the HFW website

Click on 'log in' in the red box in the top right-hand corner of the screen (see figure 2).



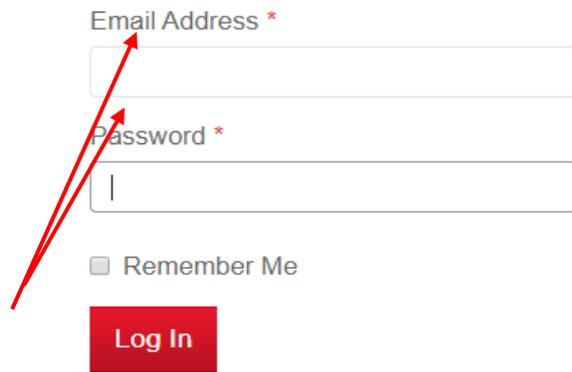
**Choose how you want to walk**

figure 2

The log in page will now appear (see figure 3).

# Log In

If you are already registered with Heart Foundation Walking and have your login details please login below. If you have not yet received your login details please send an email to [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) or click 'lost password' below.



The screenshot shows a login form with the following elements:

- Email Address \***: A text input field with a red arrow pointing to it from the left.
- Password \***: A text input field with a red arrow pointing to it from the left.
- Remember Me**: A checkbox with the text "Remember Me" to its right.
- Log In**: A red button with the text "Log In" in white.

[Lost Password](#)

figure 3

Enter your email address (the email address used when registering with HFW).

Enter your password (use the automated password that was emailed to you when you registered (this can be changed once you have logged in (refer to [Section 3.5](#))).

If you have lost your password, click on the lost password button (under the login box) at the bottom of the page. A new password will be emailed to you.

If you want the system to remember your password, click on “Remember Me”

Click Log In

## 2. Your Dashboard Page

Once you have successfully logged in, your personalised HFW profile page will appear (see figure 4). Your personalised online profile will feature your name and the role you play within HFW.

The online crazy has many features that are designed to help you in your role as Local Coordinator.

Local coordinator

Local Snapshot

| Walkers | Groups | Walk Organisers | Total Walks Achieved | Time In Program |
|---------|--------|-----------------|----------------------|-----------------|
| 0       | 0      | 0               | 0                    | 0               |

Achievements

18 AUG 2016 25 walks Well done! Share

Announcements [Create New](#) [Manage](#)

No current announcements.

Completed Walks

| Month    | Group                     | Count | Role           |
|----------|---------------------------|-------|----------------|
| JANUARY  | Tingha Walkers            | 84    | Walk organiser |
| JANUARY  | Country Loving Walkers    | 48    | Walk organiser |
| DECEMBER | Health Advisory Council 2 | 50    | Walk organiser |
| JANUARY  | Phoenix Walkers           | 36    |                |
| JANUARY  | Coast Busters             | 14    |                |
| JANUARY  | Reekara Ramblers          | 6     | Walk organiser |

figure 4

Each of the online profile features in figure 4 will be described in the next section of this User Guide.

### 3. Basic Online Profile Features

The following online profile features will be explored in this chapter:

- Local Snapshot
- Achievements
- Suggested Local Groups
- Your Profile

#### 3.1 Local Snapshot

This provides a summary of your data. This includes:

- Total number of walkers and group(s)
- Total number of walks achieved by the walkers in your group(s)
- Time in program - the amount of time since the first registration of a walker
- Last Attendance Record - the most recent attendance record entered into the database.

#### 3.2 Achievements

Achievements

7 APR 2015 25 walks Well done! Share

Figure 5

This information indicates your progress in the HFW Walker Recognition Scheme (your own personal milestones and achievements e.g. 25 walks).

If you wish., these achievements can be shared on your Twitter and Facebook accounts using these icons.

### 3.3 Suggested Local Groups

Your online profile displays other walks in your local area.



figure 6

You may like to join them, be aware of, or promote other walking options to your own group members. You could also arrange a visit to other local groups or could set up a local support network.

To see the group details, click on 'View'

To see the Walk Organiser contact details, click on 'Walk Organiser'

To join the walking group, click on 'Join'

### 3.4 Your Profile

Information stored in within your profile can be managed by you. This includes the following:

|  |
|--|
| Change your own personal details (phone, email, address)     |
| Change your password   |
| Join the Walker Recognition Scheme                           |
| Select the communications you would like to receive from HFW |
| Local Coordinator for listing                                |
| Leaving HFW  |

To access these features,

Move your mouse to the grey head and shoulders image at the top left-hand side of the online profile (figure 9 below).

Hover the mouse over the bottom left-hand of the image box and the text 'edit profile' will appear.

Click on the text 'edit profile'.

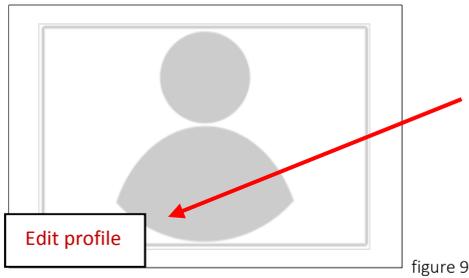


figure 9

The 'edit Local Coordinator organiser' window will appear.



figure 10

From this window, you can:

- Edit your own email address
- Edit your own password
- Edit your own phone and address details
- Join the Walker Recognition Scheme (see figure 11)



Figure 11

Select the information you wish to receive from HFW (see figure 12)



Figure 12

See a list of groups for which you are a Local Coordinator.

Inform us that you wish to leave HFW (select from a dropdown list).



Importantly, clicking **save** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

## 4. Side Panel > General Features

The left-hand side panel of your online profile will include the following information. Where applicable further information will be given in this chapter on these features.

|   |  |
|---|--|
| Reporting                                 | Generates reports regarding the participants which are in groups for whom you are the Local Coordinator.   |
| Create Announcements                      | Share information with the Walk Organisers and Walkers for whom you are the Local Coordinator.   |
| Tips and Tools                            | Use this link to access a vast range of support documentation  |
| Prime Minister's One million steps report | Using this tab, you can run a report to see which of your walkers has selected to be part of the Prime Minister's One million steps and how many walks they have achieved in a date range.<br><br>Further information on this function is given below. |

### 4.1 Reporting

There are many options reports which can be generated to provide data regarding the HFW participants for whom you are the local coordinator. Refer to the list below (see figure 13).

The image shows a dropdown menu titled 'Report \*'. The menu is open, displaying a list of options. The top option is '-- Please Select --'. Below it, the following options are listed: 'New LC Welcome Pack', 'New WO Welcome Pack', 'New Walkers within a date range', 'New Groups within a date range', 'All Participants', and 'All Groups'. The 'New LC Welcome Pack' option is currently selected and highlighted in blue.

figure 13

Click the report you wish to generate, then click 'generate'. An Excel spreadsheet will be generated. If the report is large it may take some time to download.

For assistance creating these report, please contact HFW using the details provided within this User Guide.

### 4.2 Creating Announcements

Any new announcements you have made or received will in this space. It is a communication platform between HFW team and you, and your Walkers and Walk Organisers.





figure 14

### Creating a New Announcement

To create a new announcement,

Click 'create new'

The 'Create Announcement' window will open (see figure 15).



figure 15

Select the group(s) you are messaging.

Add your required content

Click save. Your message will now be published to the selected group(s)

### Managing an Existing Announcement

To edit, view, or delete a previous announcement,

Click 'manage'

The 'Manage Announcement' window will open.

To find a previous announcement, click in the date box and select the month and/or year that the message was sent. Then click search.

Once the announcement is identified, click 'edit' to edit the message OR click 'remove' to delete the message you no longer need.

## 4.3 Tips and Tools

This area of the website has a considerable number of tools to assist you in your role as a Walk Organiser. The following tools can be found in this area:

Expand your HFW Network > information sheets for various specific settings for HFW groups.

Marketing, Advertising and Promotion > promotional templates, walking images, community information presentation, media release

HFW Documents and Forms > registration forms, user guides, translated materials (including registration forms), walkability checklist, thank you certificate template, resource order information

#### 4.4 Prime Minister's One million steps report

Run a report to see how many walks your walkers have achieved in a date range. To generate the report, complete the following steps:

Click the PM's One million steps red box on the left-hand side of your screen

Enter the dates you wish to use (for example 25 March – 31 March)

Click submit

An excel file will open at the bottom of your screen. Open the file and you will see the following:

Internal walker identification number

Name

Email and physical address

Contact number

Total number of walks achieved

Achievement of 10, 25, 50, 75, 100 walks in the specified time period.

Please note: this report reflects only data which has been entered either by yourself or a HFW team member into our database (paper logs posted to HFW). This can take up to 24 hours to update in some cases.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

#### 5. Side Panel > User Functions

The following online profile features will be explored in this chapter:

Users > (Walkers / Walk Organisers)

|                   |  |
|-------------------|--|
| Record Attendance | Use this function to record Walkers' attendance from your online profile.<br>This area can also be used to print attendance logs to use at your walking group.<br>In addition, previous logs can be adjusted in this section of your online profile. |
| Manage User       | Use this function to search for HFW group members and their details.   |

|               |   |
|---------------|---|
|               | This function should also be used to remove walkers who are no longer HFW in your group.                  |
| Add New Users | Use this function to add a new walker to one of your existing groups or to register a new Walk Organiser. |
| Recruit Users | Invite new Walkers and Walk Organisers to the program.  |

## 5.1 Record Attendance

This function is used to record walkers' attendance at group walks. To record attendance or print Attendance Logs on behalf of a Walk Organiser,

Click the Record Attendance button



The 'Record Attendance' window will appear (figure 16 below).

### Record Attendance

Group \*

-- Please Select --

Next

Figure 16

Using the dropdown list, select your group and click 'Next'.

A new window will open which will list 'Previous Logs' recorded, provide an option to 'Print an Attendance Sheet' and 'Create a New Monthly Attendance Log' (figure 17 below).

To adjust a previous log > click view log. Make the necessary adjustments and then click 'save'.

To print an Attendance Sheet > click the text.

To create a new monthly log > click on the appropriate button.

Record Attendance

Create New Monthly Attendance Log

Print Attendance Sheet

Previous Logs

| Month    | Actions  |
|----------|----------|
| 2017 May | View Log |

Figure 17

A list of the selected registered group participants will appear (figure 21 below).

Adjust the walks completed for each participant using the plus and minus symbols under the number of walks.

## Attendance

### Walkers



|  | Number of Walks |
|--|-----------------|
|  | 0               |
|  | 0               |

Figure 18

Note: if people do not appear on the list of participants they are not registered and you will need to refer to the 'Add Walker' process above to add them to the applicable group.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

### 5.2 Manage Walkers

This can be used to complete the following actions:

- Updating participants contact details (including resetting a participant's password)
- Add or remove a participant from a group
- Exiting a participant from HFW
- Re-instating an exited participant

To access the specific participants' profile to make the changes above, use the search function and enter the participant's name. Click search and then the participant's name to access their profile page. From here, many tasks can be completed.

### Updating Participants Contact Details

Participant details can be updated within their profile page by re-populating fields with the updated information. The password can be updated this way. In addition, you can open a walker's profile to tick the Prime Minister's One million steps check box to include them in the campaign.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

### Adding or Removing Participants from a Group

To add or remove a Walker from one of your groups,

Search the user and click edit

At the bottom of the screen (you may need to scroll) a list of walking groups the participant belongs to.

To remove the participant, click the grey remove button. If you accidentally remove them or would like to add them to a new group,

Click add another and select the chosen group from the drop-down box. See figure 19.



figure 19

Please note, when a participant is removed from a group it does not remove them from the HFW program. Refer to the instructions below to remove a participant from the HFW program entirely.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

#### Exiting a Participant from HFW

If a walker would like to permanently leave HFW, their online profile/account must be closed (exited from HFW). This also applies when a participant is deceased.

As per the process described above, remove the participant from the group (if any). Then exit them within their profile.

A pop up box will appear. Select a reason for the participant's exit from the drop-down list.

The walker will receive an automatically generated email to say their account is closed. If the walker did not have an email address registered, the LC must inform the walker their account is closed directly.

Please note, if a walker is part of another group that you are not the Local Coordinator for, you will not be able to exit them.

### 5.3 Add New Users

A new user is someone who has not yet registered with HFW. You can add the following user types:

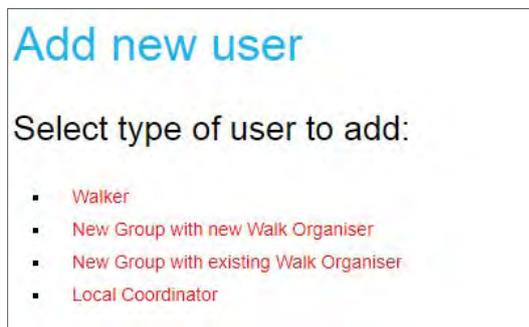


figure 20

Click on the appropriate user type and populate the fields as required. The information should be taken from a registration form or details provided (Local Coordinator only).

Please note; email addresses cannot be shared. Each new participant requires a separate email address.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

## 5.4 Recruit New Users

To invite registered HFW participants to join your walking group/s, click on the 'Invite Users' button.

If the person you wish to invite has not registered as a Walker with the HFW program, refer them to the HFW website (<http://walking.heartfoundation.org.au/>).

The 'Recruit Users' window will open (figure 21 below).

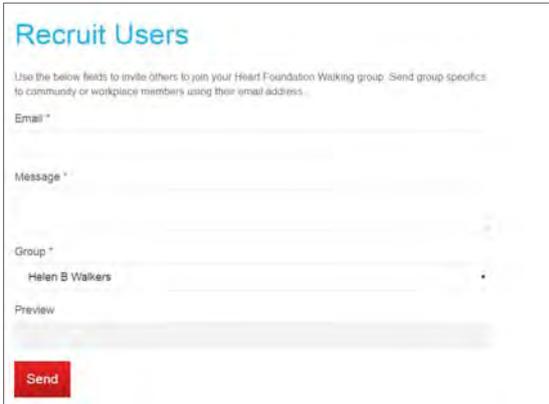


Figure 21

Populate details as required.

Select your group from the drop-down list.

Click send, the invitation will be sent.

## 6. Side Panel > Group Functions

The following online profile features will be explored in this chapter:

|              |   |
|--------------|---|
| Manage Group | View and amend group details including walk details, changing the Walk Organiser, and disabling groups. |
| Create Group | Create a new group with you as the Local Coordinator.   |

### 6.1 Manage Groups

View and amend group details including walk details, changing the Walk Organiser, and disabling groups.

To access the group profile to make the changes above, search the applicable group (see figure 22 below), then select the group from the results provided.

# Manage Group

[Create New](#)

### Search Groups

Group name

Suburb

Postcode

*Please fill in the relevant fields for you search. Not all search fields are required.*

| Group Name       | Organiser | Walkers | Actions |
|------------------|-----------|---------|---------|
| No results found |           |         |         |

Figure 22

Click 'edit', make the required changes to the group.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

## 6.2 Create a New Group

To add a new group with yourself as the Local Coordinator,

Click on the 'Add Group' button



the Create Group window will open (figure 23 below). Select an option depending on if the Walk Organiser has a previous group.

# Create Group

- [New Group with new Walk Organiser](#)
- [New Group with existing Walk Organiser](#)

Figure 23

From there, populate the fields as required (postcode of the walk, Local Coordinator, etc.).

The Walk Organiser will be sent HFW Walk Organiser training via email if required.



Importantly, clicking **submit** at the base of the page will ensure any changes you have made will be changed. Please be aware that it may take between 12-24 hours for the changes you make to be live on the website.

## 6. Other Resources

The following resources and functions will be discussed in this chapter.

|  |  |
|--|--|
| Training                                       | Use this link to access training materials                     |
| Tips and Tools                                 | Use this link to access a vast range of support documentation. |
| Becoming a Walk Organiser of an Existing Group | Use this link to join a group as a Walk Organiser              |
| Leaving HFW                                    | Use this link to exit the HFW program                          |

These appear in the right-hand column of the online profile (figure 27 below).

### Other Resources

- [Walker Handbook](#)
- [Training - Walk Organiser](#)
- [Training - Local Coordinator](#)

Figure 27

### 6.1 Training

This link allows you to access tools needed to create, plan and lead their own. The following can be found in this window:

Online training website link

The HFW trouble shooting guide for the online training website

Print versions of online training materials (these should only be used as a backup to online training or if a Walk Organiser does not have access to a computer or the internet).

Dementia specific training module

This Walk Organiser Website User Guide.

## 7. Questions and Comments

If you have any questions please contact your HFW Local coordinator firstly, then [walking@heartfoundation.org.au](mailto:walking@heartfoundation.org.au) or call 13 11 12 to speak to one of the HFW team.