

## What is Elvanto?

Elvanto is the church management software we use to support our ministry by helping us to connect with our church family and manage services. One feature is volunteer scheduling, as explained below.

## Getting started

Your service administrator will set up an account for you on Elvanto and assign you as a volunteer on the services and areas where you currently serve.

When an account is created, you will receive an email containing information on how to log in, reset your password etc.

On logging in, please check your profile and ensure that your personal information is up to date.

For more information on how we use the data you give us, refer to our [privacy policy](#). You can access Elvanto using a mobile phone app or a web page. Both are explained here.

## Using the Elvanto app.

To get started, download the Elvanto app by clicking on either the Google Play image of App Store image.



### LOGGING INTO THE APP

Once downloaded, open the app.

- Enter **my.st-helens.org.uk** as the domain,
- Enter your username and password:

### MY SCHEDULE

Once logged in, you will see your volunteering schedule.

Tapping on a schedule will show you the service plan (scripture reference and service notes), documents and files uploaded (such as the Sunday school teaching programme) and who else is volunteering.

You can see your schedule for the next calendar year.

### RESPONDING TO A REQUEST


Depending on the service area and type of serving, you may be automatically confirmed or requested to volunteer.

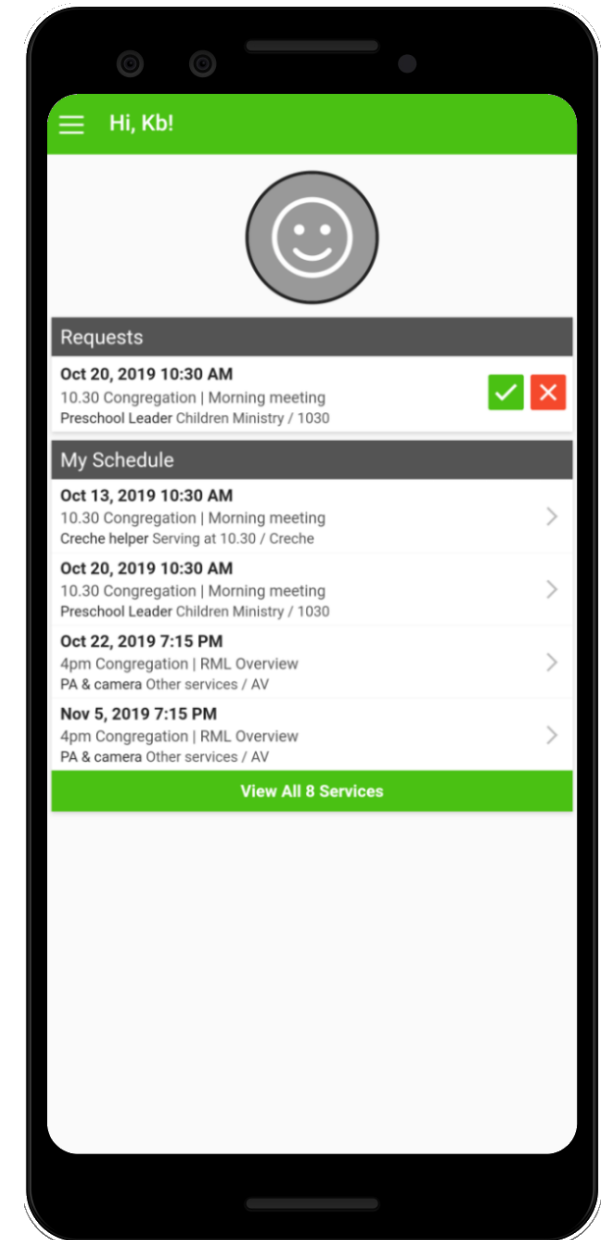
If you are requested to serve on a particular service, you will receive an e-mail notification asking you to respond to the request. You can either accept, or decline. You'll also get a reminder email a few days before your duty.

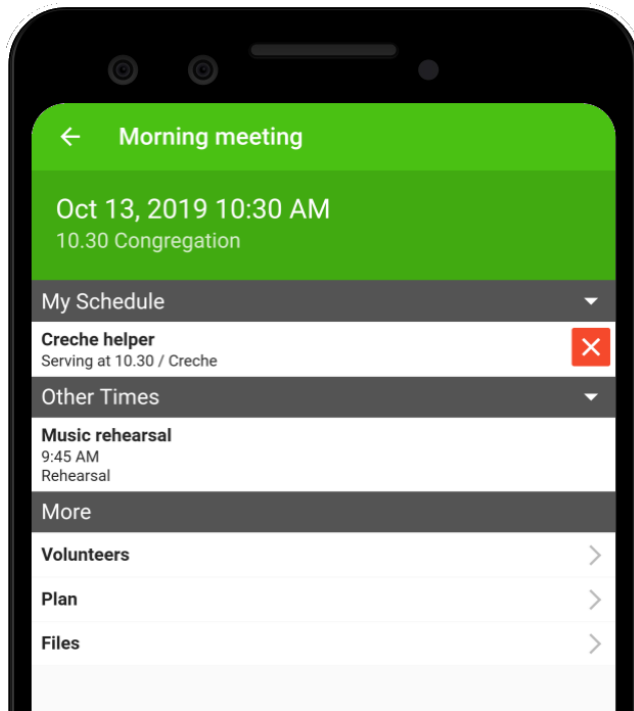
If you decline, please also contact your service administrator to let them know.

### RESPONDING TO AN ASSIGNMENT

If you are automatically scheduled, you will see this in **My Schedule** and be notified by email.

If you are unable to serve then, tap on the date and time of the service, then tap on the  button (as shown in the image on the left).

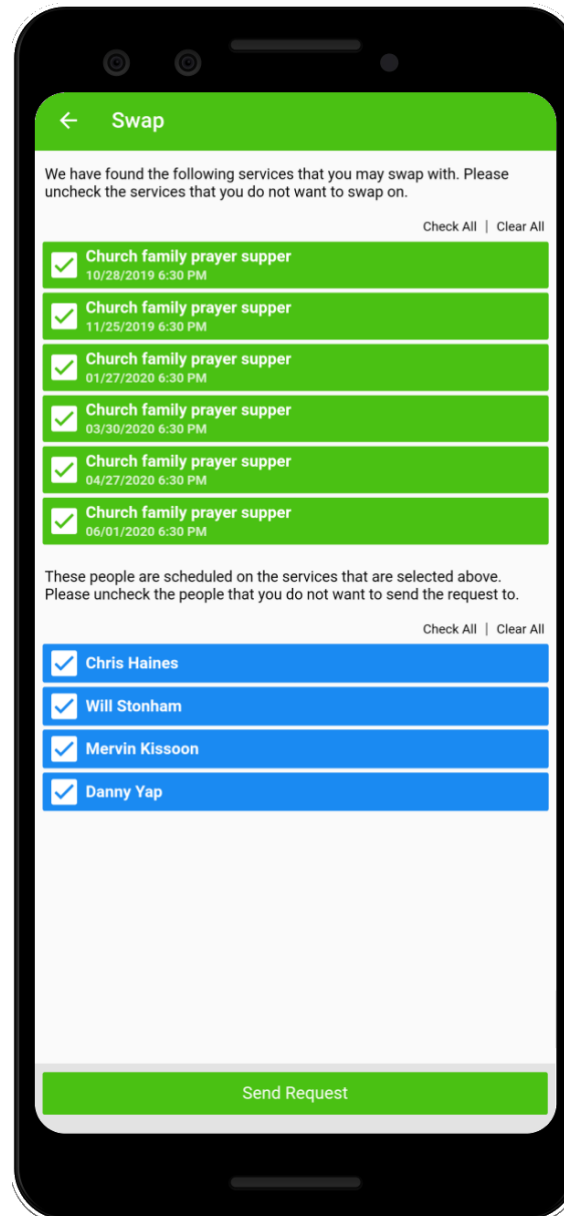




You will be given two options, **Swap** or **Replace**.

If you request to swap, you will be able to select up to 6 following services (dates) – all of them will be selected by default. Based on the selections, you will see a list of available people to swap with.

Check or uncheck the services / people as needed, then tap on Send Request. Upon sending the request, the people you selected will be notified, they can then choose to accept or decline.



Requesting a replacement is largely the same as requesting a swap. However, you will not be given a selection of services (dates) to swap on, you will be shown a list available people who could replace you, and then can make a request.

Replacing means that the other person will replace you for that service / area, but you will not be assigned to one of their slots.

### SUBMITTING YOUR UNAVAILABILITY

There are times when you will be away and won't be able to serve. To inform us of this you can submit your unavailability.

You can do this by tapping on the three bars at the top left of the app, then selecting *unavailability* in the menu, then the + icon at the top right corner. Fill in the details on the form, then press submit.

Upon submitting your unavailability, your service administrator would know when you're not available, and you should not be scheduled on any rotas when you are away.

### NEED HELP?

If you need help with this, or have any further questions please contact your service administrator, alternatively if you do not know who your service administrator is, please contact the St Helen's [reception](#)

## Using the Elvanto site.

Alternatively, you can access elvanto via the web. To get started go to: <https://my.st-helens.org.uk/login>

### LOGGING INTO THE PORTAL

- Click on 'Log In' located at the top right of the screen.
- Enter your username and password.

### MY SCHEDULE

Once logged in, by clicking on the 'Rota' tab, you will show you the service plan (scripture reference and service notes), documents and files uploaded (such as the Sunday school teaching programme) and who else is volunteering.

You can see your schedule for the next calendar year.

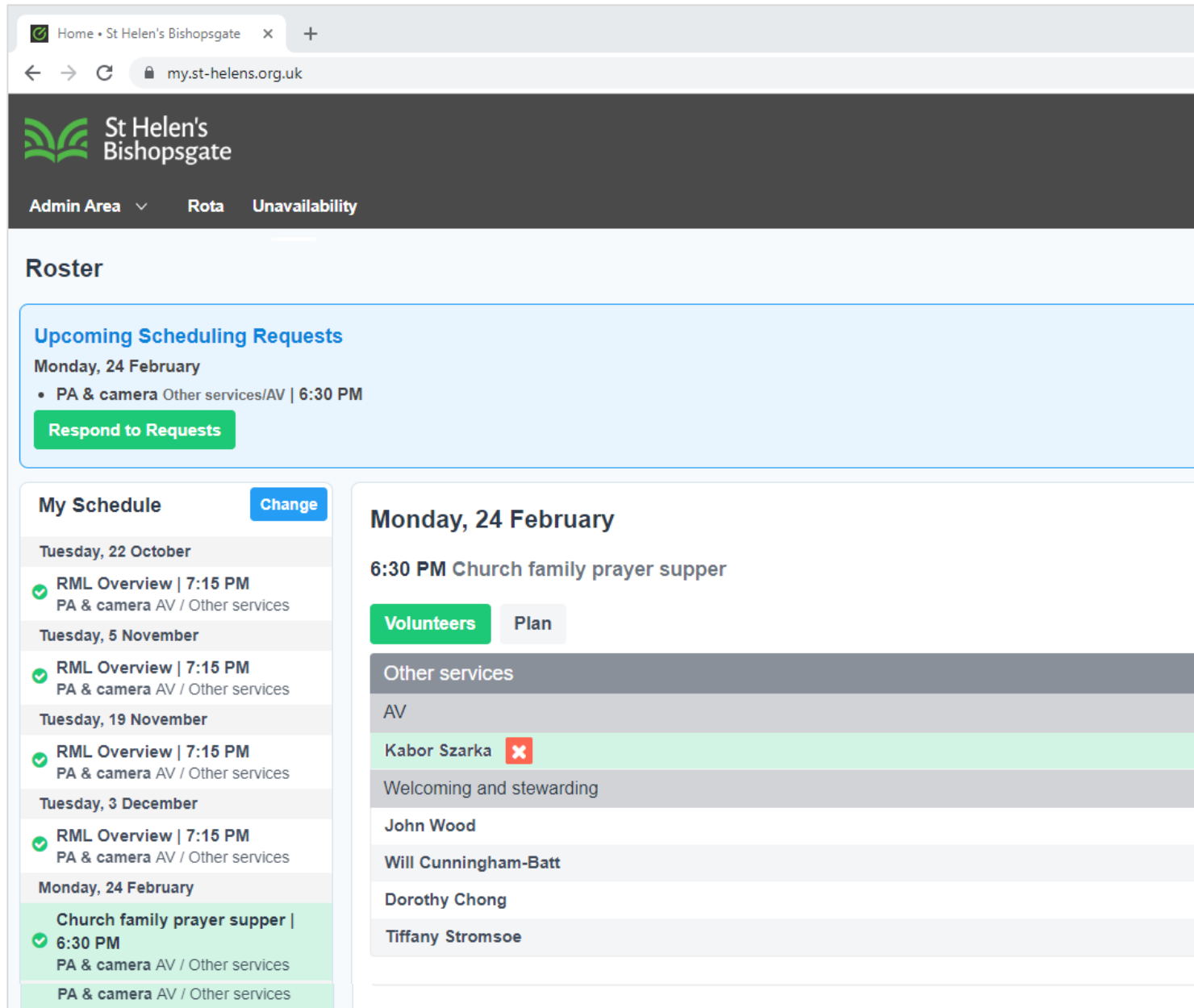
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If you are requested to serve on a particular service, you will receive an e-mail notification asking you to respond to the request. You can respond by clicking on 'Respond to Requests', then either accepting to declining. If you decline, please also contact your service administrator to let them know.

### RESPONDING TO AN ASSIGNMENT

If you are automatically scheduled, you will see this in **My Schedule** and be notified by email. You'll also get a reminder email a few days before your duty.



The screenshot shows a web browser window with the URL [my.st-helens.org.uk](https://my.st-helens.org.uk). The page header includes the St Helen's Bishopsgate logo and navigation links for 'Admin Area', 'Rota', and 'Unavailability'. The main content area is titled 'Roster' and features a section for 'Upcoming Scheduling Requests' for Monday, 24 February, listing 'PA & camera Other services/AV | 6:30 PM' with a 'Respond to Requests' button. Below this is a 'My Schedule' section with a 'Change' button, showing a list of services for various dates from October to February. The current date, Monday, 24 February, is highlighted, showing 'Church family prayer supper | 6:30 PM' and 'PA & camera AV / Other services'. To the right, a detailed view for Monday, 24 February shows the '6:30 PM Church family prayer supper' with 'Volunteers' and 'Plan' tabs. The 'Volunteers' tab is active, displaying a list of names: 'Other services', 'AV', 'Kabor Szarka' (with a red 'X' icon), 'Welcoming and stewarding', 'John Wood', 'Will Cunningham-Batt', 'Dorothy Chong', and 'Tiffany Stromsoe'.

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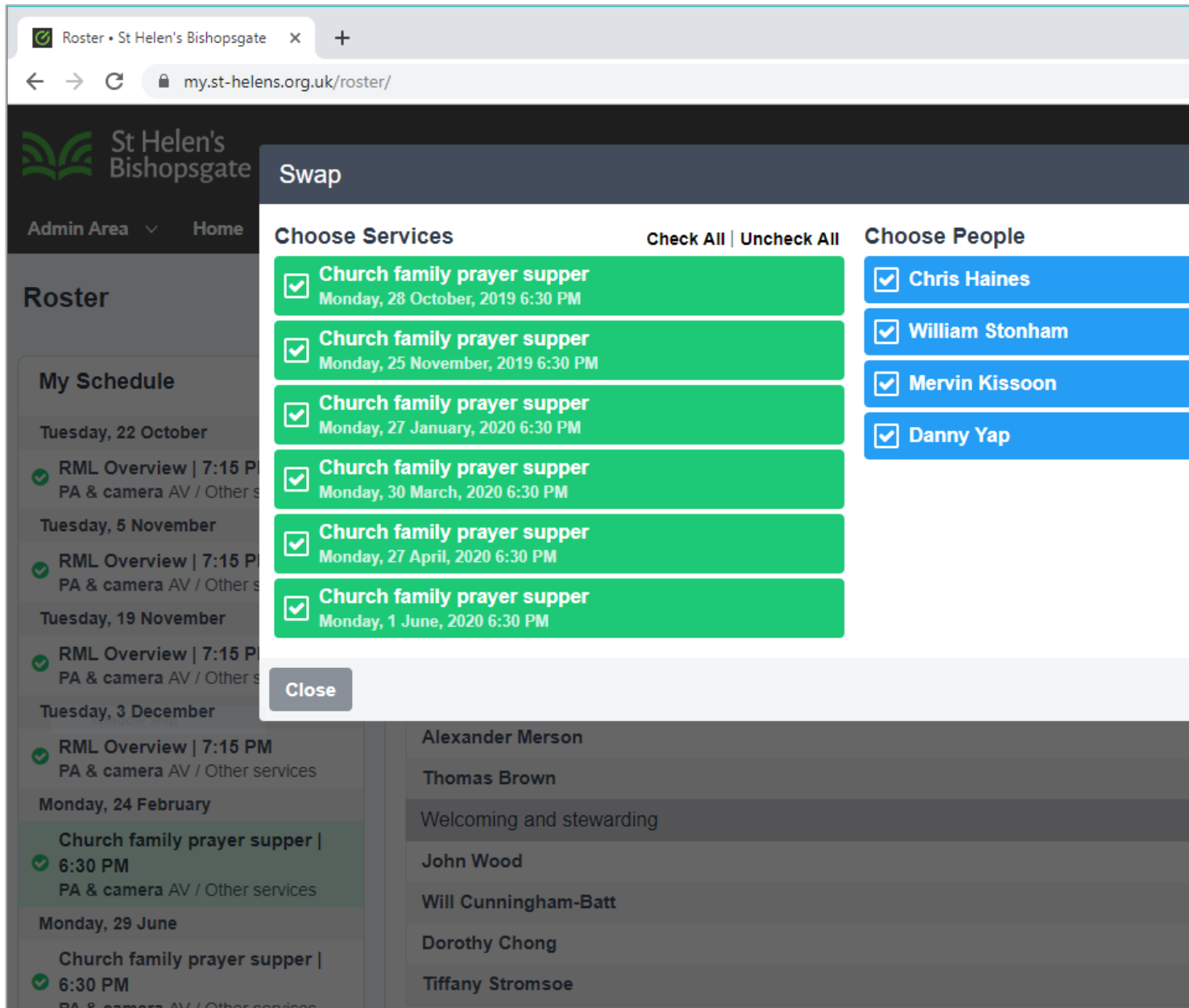
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### SUBMITTING YOUR UNAVAILABILITY

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Upon submitting your unavailability, your service administrator would know when you're not available, and you should not be scheduled on any rotas when you are away.



The screenshot shows a mobile application interface for St Helen's Bishopsgate. The top navigation bar includes 'Admin Area' and 'Home'. The main content area is titled 'Roster' and displays a 'My Schedule' section with a list of dates and service details. A 'Swap' dialog box is overlaid on the screen, featuring a 'Choose Services' section with five entries for 'Church family prayer supper' at 6:30 PM on various dates, each with a checked checkbox. To the right of the dialog is a 'Choose People' section with four names: Chris Haines, William Stonham, Mervin Kissoon, and Danny Yap, each with a checked checkbox. A 'Close' button is located at the bottom of the dialog. The background shows a 'My Schedule' list with dates from October to December and service details.