

Assemble FAQs

At ellenor, our volunteers are at the heart of everything we do. To better support you in your vital duties, we are introducing a new volunteer system called **Assemble** designed to make your experience smoother, clearer, and to enable you to be more connected.

What is the Assemble?

Assemble is a mobile app that you will download to your phone or tablet and is a volunteer system which is designed to improve your volunteer experience at ellenor. It is a secure, easy-to-use online platform that brings everything together in one place. It will ensure recruitment, onboarding and volunteering processes are more efficient, it is simple, user-friendly, and accessible. You will be able to find out about exciting opportunities, news, updates and invitations to gatherings.

Why are we introducing this new system - Assemble?

The system has been introduced to streamline processes, improve recruitment and volunteer's experience, increase efficiency, and provide better reporting and data management. We are committed to providing the best possible experience for our volunteers while continuing to deliver compassionate care to patients and families.

This new system will help us:

- Simplify shift scheduling.
- Improve communication.
- Keep your information up to date.
- Provide better support across all volunteer activities.

When will Assemble go live?

The system will be available to use from October 2026. More information regarding this will be provided in due course.

Who will be using Assemble?

Only volunteers and volunteer managers can log on to Assemble.



Access and Login

How do I access the system?

You can access the system by logging in with your personal email address. We will give you all you need to Get Started - you will receive an email invitation with instructions to set up your account.

Will I need a username and password to log in?

Yes, you will receive login details via email on the launch date.

Forgotten password

If you have forgotten your password go to <https://app.goassemble.com/auth/login> and enter your email address and select the Forgot password link in the Welcome screen. Your password must be a minimum of six characters with at least one uppercase and one lowercase letter as well as a number.

Can I access the system from home or on a mobile device?

Yes, you can access the system remotely using an internet connection and compatible device. Once registered, you can access the system on a computer, a tablet or your smartphone.

Do I always need a system to log on to Assemble?

No, you can log in to the system via Assemble mobile app. If you haven't received your email? Please check your junk folder or contact the Volunteer team – volunteering@ellenor.org

Training and Support

Will training be provided?

Yes. Training sessions, user guides, and other resources will be available after launch. We understand that everyone has different levels of confidence with technology. We are here to help you. Support available will include:

- Friendly training sessions.
- Step-by-step guides.
- One-to-one support if needed.

Where can I find user guides or training materials?

Training materials will be shared by email, and hard copies will be provided to volunteers during the training sessions. (You can pick up a guide from the host desk as well or you can request via email.)

Who do I contact if I need help?

Please contact volunteering@ellenor.org or call the HR office on 01474 320007.

Using the System

What can we do when we log on to Assemble?

You can update your volunteering hours (subject to approval from your line manager), your personal details and apply for other volunteering opportunities.

Using the system, you will be able to:

- View and sign up for shifts.
- Manage your availability.
- Update your personal details.
- Track your volunteering hours.
- Receive important updates from ellenor.

Will my existing data be transferred?

Transitioning to the New System - We will gradually move from current processes to the new system. You may be asked to:

- Activate your account.
- Check your details.
- Attend a short introduction session.

You might need to update your information if any of it has changed or example home address, telephone number and so on.

What happens if I make a mistake?

Most changes can be corrected. If you're unsure, contact the support team for assistance at Volunteering Team at volunteering@ellenor.org

Security

Is my information secure?

Yes. The system meets organisational security standards and data protection regulations. Keeping Your Information Safe - your privacy is very important to us.

- Your information will be stored securely.
- The system meets UK data protection standards.
- You can update your details at any time.

Who can see my information?

Access is based on duties and permissions, ensuring only authorised users can view relevant information. Please note that you have provided permission for ellenor to hold your data in line with legislation when you applied for the volunteering opportunity.

Technical Questions

What internet browser should I use?

The system is compatible with all types of browsers such as Microsoft Edge, Google Chrome, safari etc. We recommend using a modern browser, (e.g. Google Chrome, Firefox, Microsoft Edge are ideal) as Internet Explorer is rather old now and not very secure.

What should I do if the system is slow or unavailable?

First, refresh your browser and check your internet connection. If the issue continues, contact the volunteering team.



Feedback

All Feedback and suggestions are welcome to help us improve how we use the system and feedback to our providers. If you have feedback or questions, please let us know, volunteering@ellenor.org. Your time, compassion, and dedication make an incredible difference to the people we care for. This new system is here to support you - so you can continue doing what matters most. Together, we continue to provide outstanding hospice care.

How do I submit feedback?

You can send feedback via volunteering@ellenor.org, or speak to your volunteer manager.

Other Questions

Who should I contact if my question isn't answered here?

Please contact the Volunteering Team at volunteering@ellenor.org or Chrissie Phillips, Volunteer Manager at chrissie.phillips@ellenor.org, we will be happy to assist you.