

Comet

Admin

User Guide

Getting Started

For the basics on Comet, check out the Volunteer Guide.

Being an Admin

As an admin, you have tremendous amounts of power. Power to do almost anything on Comet.

You have the power to **create** volunteer opportunities, to **create** new roles and training levels, to **create** whole new partners and locations, to turn other users into admins, and to take away another admin's admin privileges (you can't revoke yours though).

You have the power to do everything except delete things. You aren't given that power because it only leads to chaos.

The rest of this guide is a brief exposition of some of the ways Comet helps you organize your volunteer clinic.

Almost every aspect of administering Comet is addressed in the [tutorial videos on YouTube](#), so go watch those. Each of them is about a minute long with the longest being a little over two minutes. They show you how to pretty much do everything.

One thing not covered by the videos is how to change the contents of the reminder and confirmation emails that Comet sends out. Learn about those in [Configuring Automated Emails](#)

Terminology

Real quick, Comet understands two kinds of people: **Users** (or volunteers) and **Admins**.

Admins are, like yourself, able to do everything.

Volunteers are only able to sign up for volunteer opportunities, and that's really it.



Admins see this - all the power



Volunteers see this - none of the power

Locations are the physical place where volunteering happens, e.g., Neighborhood Fellowship Church, People's Health Center, etc.

Partners are the groups of people that come together to make the clinic happen. Partners are sometimes referred to as disciplines or affiliations, e.g., Medicine, Nursing, Pharmacy, etc.

Roles are the, well, roles that individuals play when at the clinic, e.g. Clinic Manager, Front Desk Attendant, etc. When a volunteer opportunity is created, it is created for a role, e.g., an opportunity for an interpreter on Saturday May 5, 2018 from 9am to 2pm.

A **Training Level** is analogous to one's level of education. Training levels are tied directly to disciplines, e.g, Second year med student (MS-2) is tied directly to Medicine. Also, roles can be configured to only be serviced by certain training levels. For instance, you might create a Clinic Manager role that you only want third and fourth year med students to fill.

Tutorial Videos

Everything about using Comet can be learned in the [tutorial videos](#) on YouTube.

Configuring Automated Emails

As an admin, you can edit the contents of six of the automated messages that Comet sends. Access the Automated Email Manager through **Menu > Manage > Automated Emails**.

Keep in mind that any change you make here affects every single person who uses Comet - not just those in your discipline or at your clinic.

For each email, the **Description** is its purpose, the **Subject** is the actual subject content of the email, and the **Body Template** consists of text and @{placeholders} that Comet uses to customize the message for each recipient.

Placeholder	What Comet replaces it with
@{first_name}	Recipient's first name, e.g., Aaditya

@{date}	The date of the volunteer opportunity the recipient signed up for, e.g, 04/08/2018
@{location_name}	The name of the volunteer clinic, e.g., Neighborhood Fellowship Church
@{start_time}	The time when the volunteer opportunity starts, e.g, 9:00 AM
@{end_time}	The time when the volunteer opportunity is over, e.g, 2:00 PM
@{address}	The clinic's address
@{role_description}	The role the volunteer signed up for. e.g. Med: Clinic Manager
@{role_email_text}	The Email Text for the role the volunteer signed up for. The Email Text field is explained in the <i>Managing Roles</i> video.
@{location_email_text}	The Email Text for the clinic. Explained in the <i>Managing Locations</i> video.
@{training_level_email_text}	The Email Text for the recipient's training level.

This whole deal is best expressed with an example, so here goes.

Let's assume that a volunteer named [Alex Lovelace](#) who is a [Resident](#) signed up to be the [Clinic Manager](#) at [Neighborhood Fellowship Church](#) on [April 12, 2019](#), the opportunity runs from [9:00 AM](#) to [3:00 PM](#), the Email Text for Residents is "Don't forget to bring your scalpels," and the Email Text for Clinic Managers is "Oversee your charges with love and respect."

Right after Alex signs up for this opportunity, Comet sends them a confirmation email whose Body Template is as follows:

Hello [@{first_name}](#),

This is a confirmation email for your volunteer experience at the clinic.

Date: [@{date}](#) from [@{start_time}](#) to [@{end_time}](#)

Role: [@{role_description}](#)

Location: [@{location_name}](#)

Address: [@{address}](#)

[@{role_email_text}](#)

@{training_level_email_text}

@{location_email_text}

Thank you for being an important part of the Clinic Mission!

The email that Alex receives will look like the following:

Hello [Alex](#),

This is a confirmation email for your volunteer experience at the clinic.

Date: [04/12/2019](#) from [9:00 AM](#) to [3:00 PM](#)

Role: [Clinic Manager](#)

Location: [Neighborhood Fellowship Church](#)

Address: [3102 East 10th Street, Indianapolis, IN 46201](#)

[Oversee your charges with love and respect.](#)

[Don't forget to bring your scalpels](#)

[Don't bring your car, there's no place to park](#)

Thank you for being an important part of the Clinic Mission!

Great! That's about that. Now, don't neglect to pass on the institutional knowledge when your stint as an admin ends.