Befriending Networks

GUIDE TO USING BEFRIENDING NETWORKS' WEBSITE

Welcome to the new www.befriending.co.uk

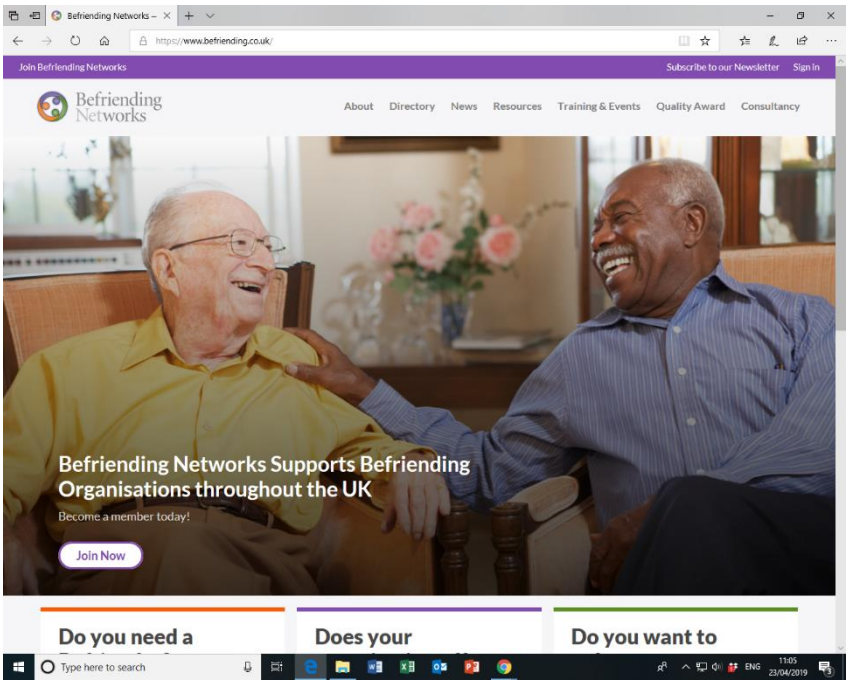
Learn How to

I) Join Befriending Networks: Pages 1-8
II) Update Account Information: Pages 9-13
III) Book a Course: Pages 14-19
IV) Renew your Membership: Pages 20-24
V) Change your Password: Pages 25-27

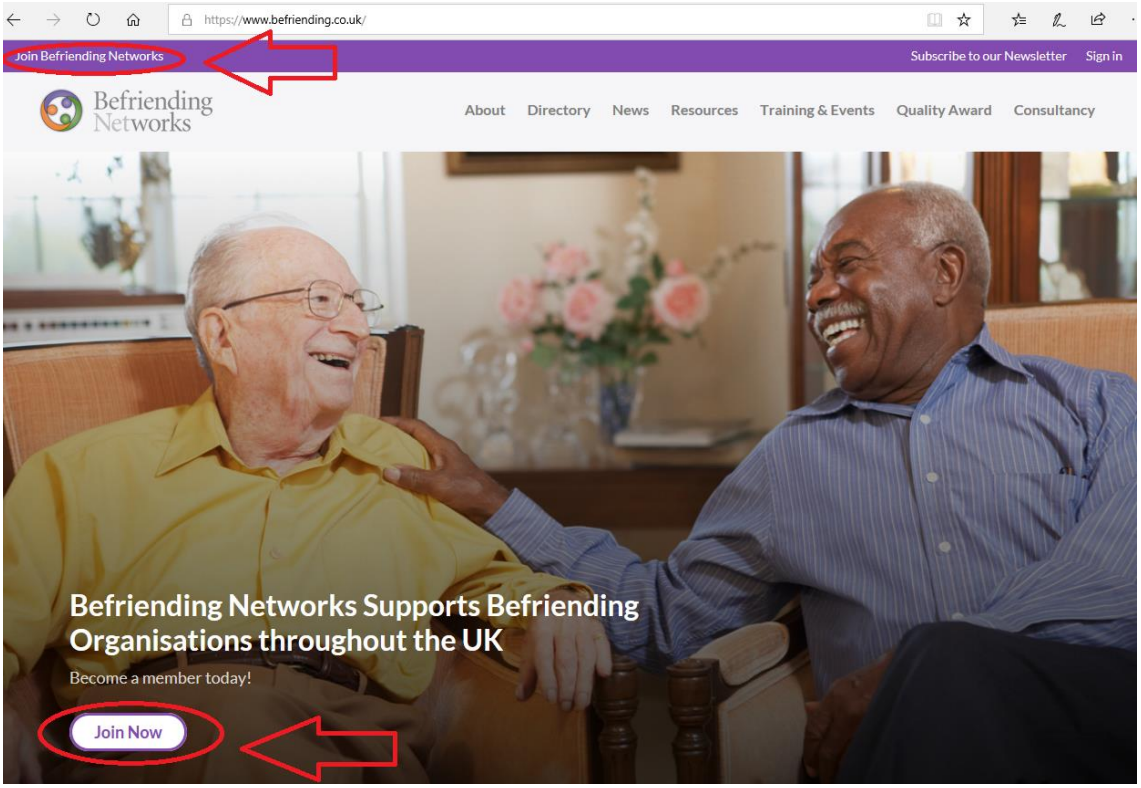
2019

I) How to Join Befriending Networks

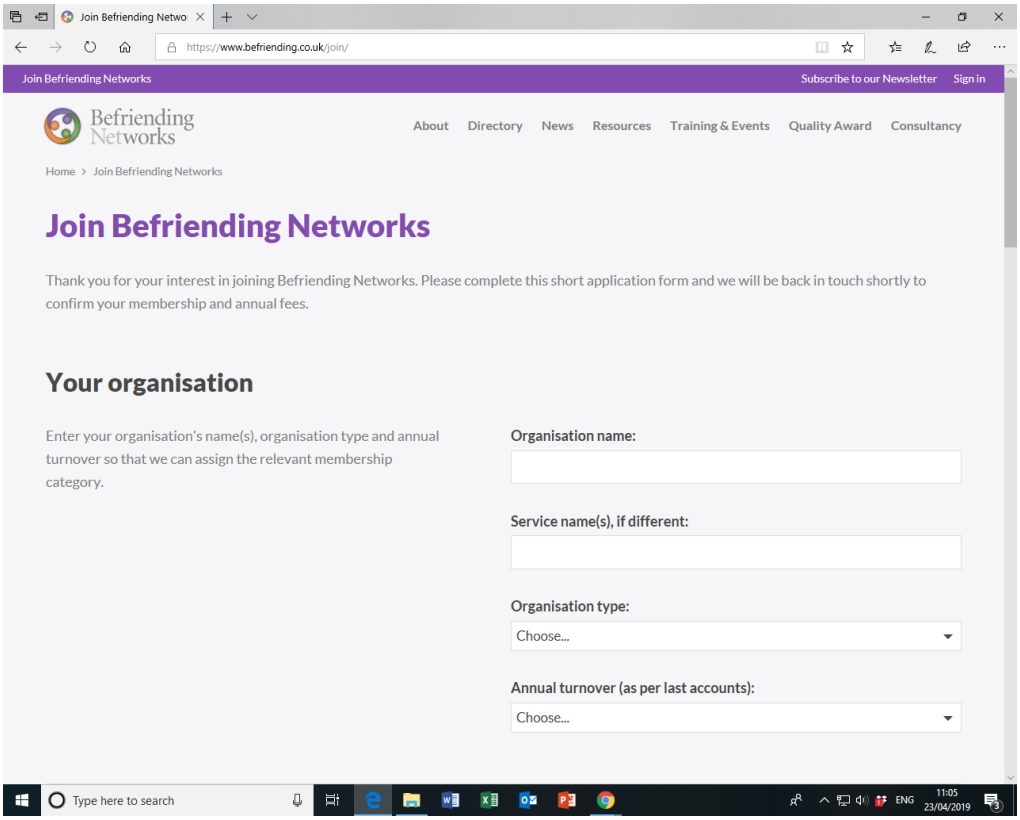
1) Visit www.befriending.co.uk



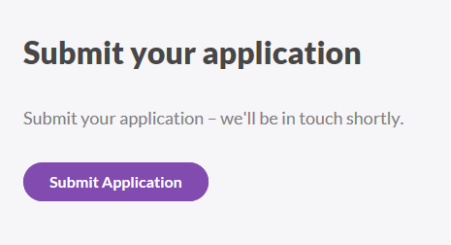
2) Click ‘Join Befriending Networks’ or ‘Join Now’



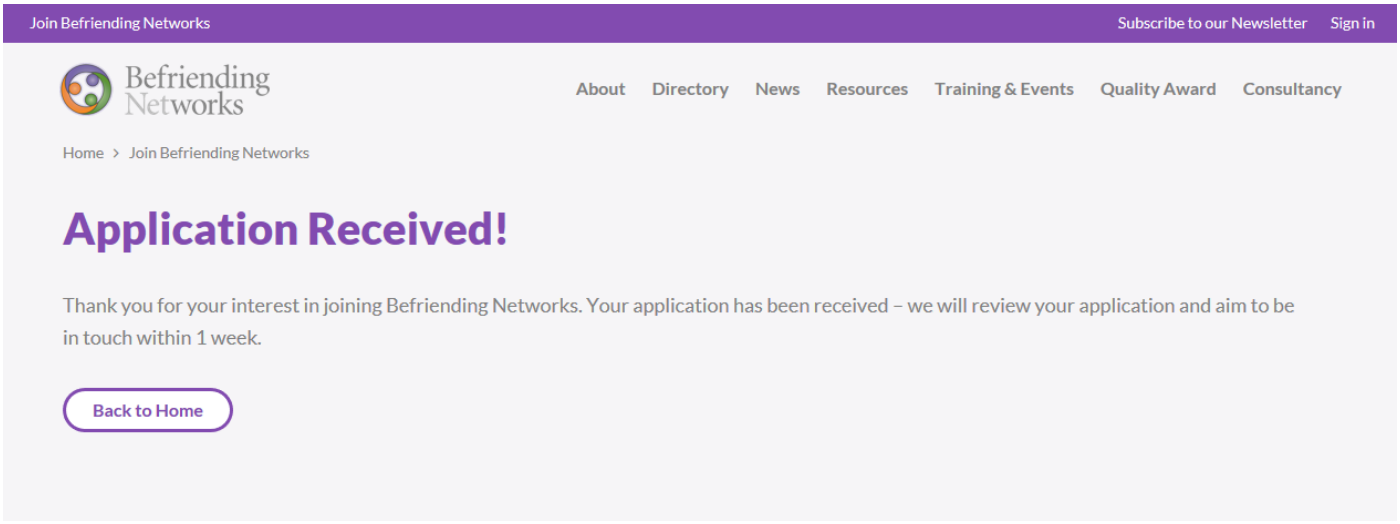
3) Fill in the required information…



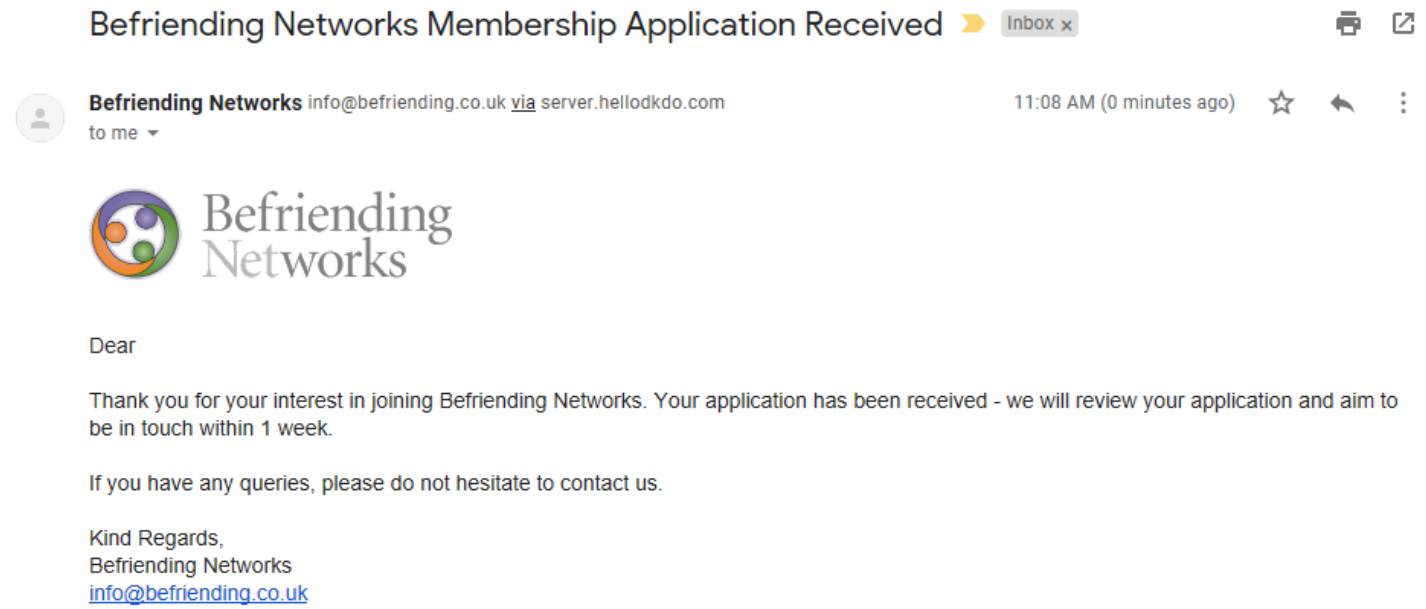
…when you get to the bottom of the page, click ‘Submit Application’



4) You will receive on-screen confirmation that your application has been received



5) Now, check your email for confirmation that your application has been received



Befriending Networks Membership Application Received Inbox ×

Befriending Networks info@befriending.co.uk via server.hellodkdo.com 11:08 AM (0 minutes ago)
to me

Befriending Networks

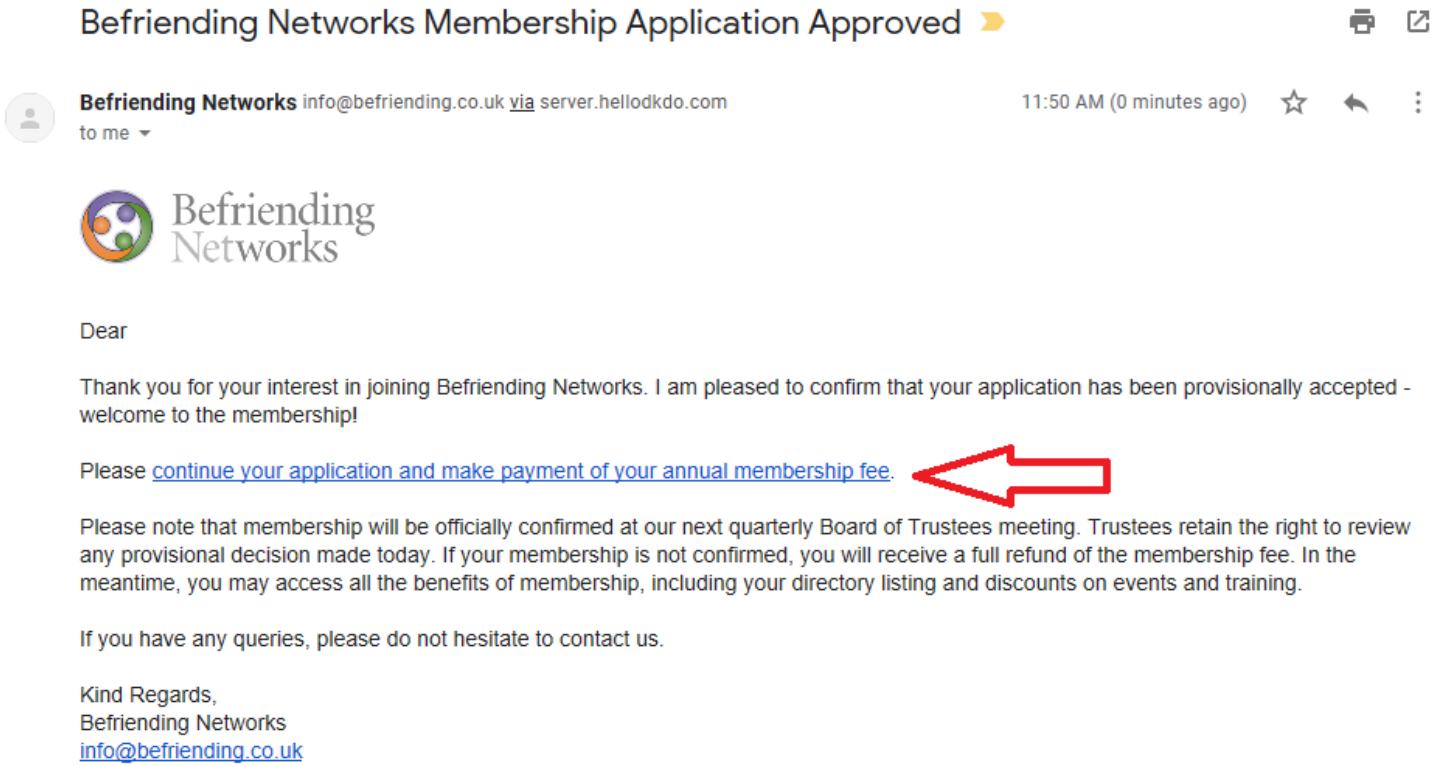
Dear

Thank you for your interest in joining Befriending Networks. Your application has been received - we will review your application and aim to be in touch within 1 week.

If you have any queries, please do not hesitate to contact us.

Kind Regards,
Befriending Networks
info@befriending.co.uk

6) Once Befriending Networks has approved your application, you will receive an email confirming this. You must then ***complete*** your application by clicking on the link.



Befriending Networks Membership Application Approved

Befriending Networks info@befriending.co.uk via server.hellodkdo.com 11:50 AM (0 minutes ago)
to me

Befriending Networks

Dear

Thank you for your interest in joining Befriending Networks. I am pleased to confirm that your application has been provisionally accepted - welcome to the membership!

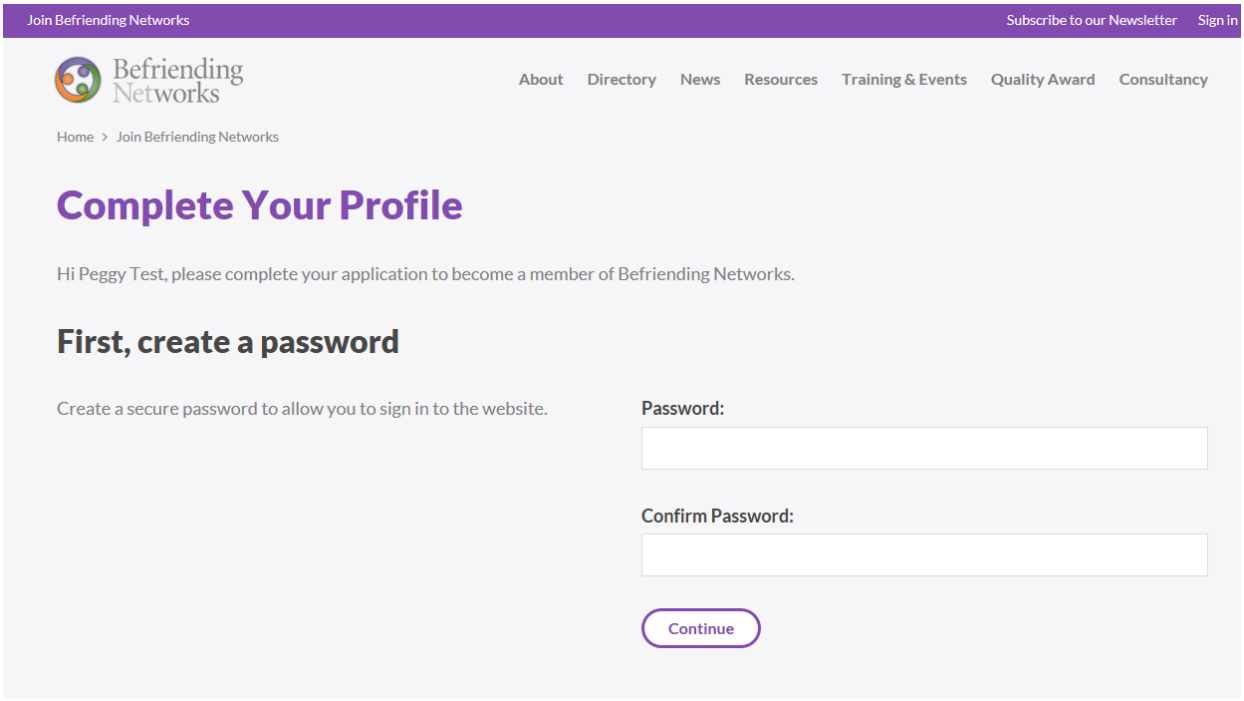
Please continue your application and make payment of your annual membership fee.

Please note that membership will be officially confirmed at our next quarterly Board of Trustees meeting. Trustees retain the right to review any provisional decision made today. If your membership is not confirmed, you will receive a full refund of the membership fee. In the meantime, you may access all the benefits of membership, including your directory listing and discounts on events and training.

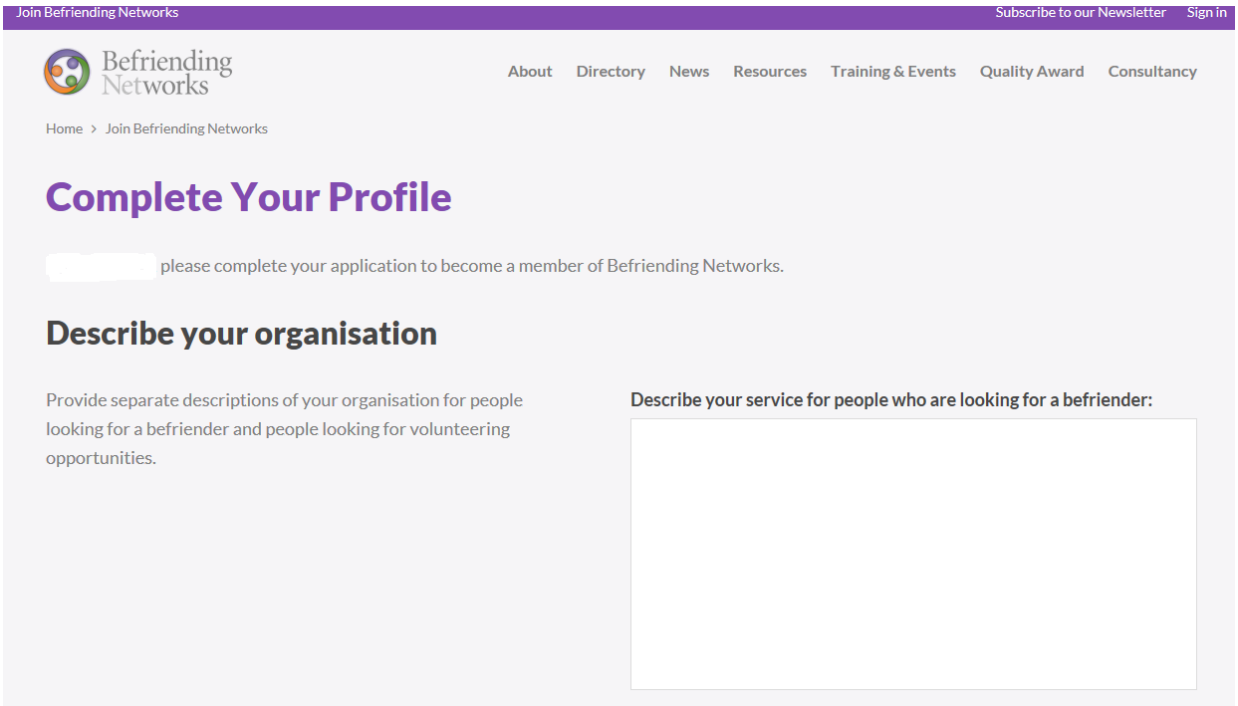
If you have any queries, please do not hesitate to contact us.

Kind Regards,
Befriending Networks
info@befriending.co.uk

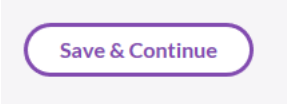
7) Clicking the link in your email will direct you to the Befriending Networks website where you can set your password. Click 'Continue' when finished.



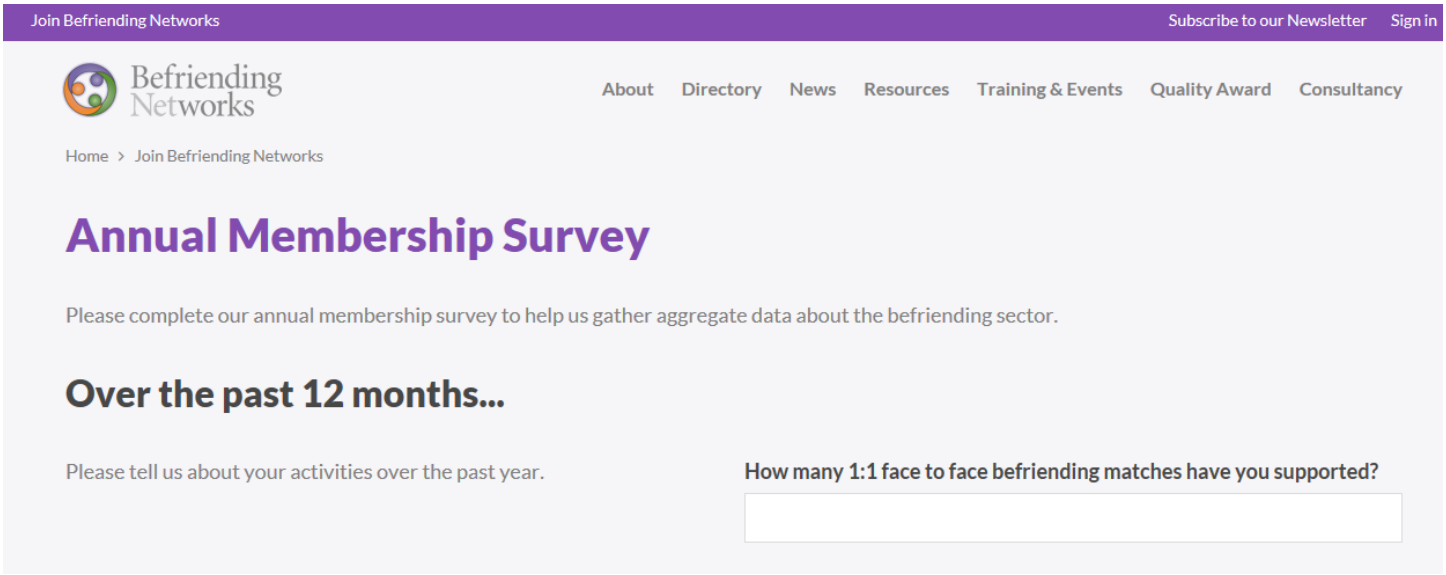
8) Continue completing your profile by filling in the fields on this page…



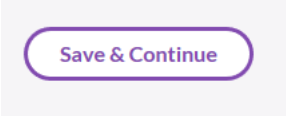
…when you reach the bottom of the page click



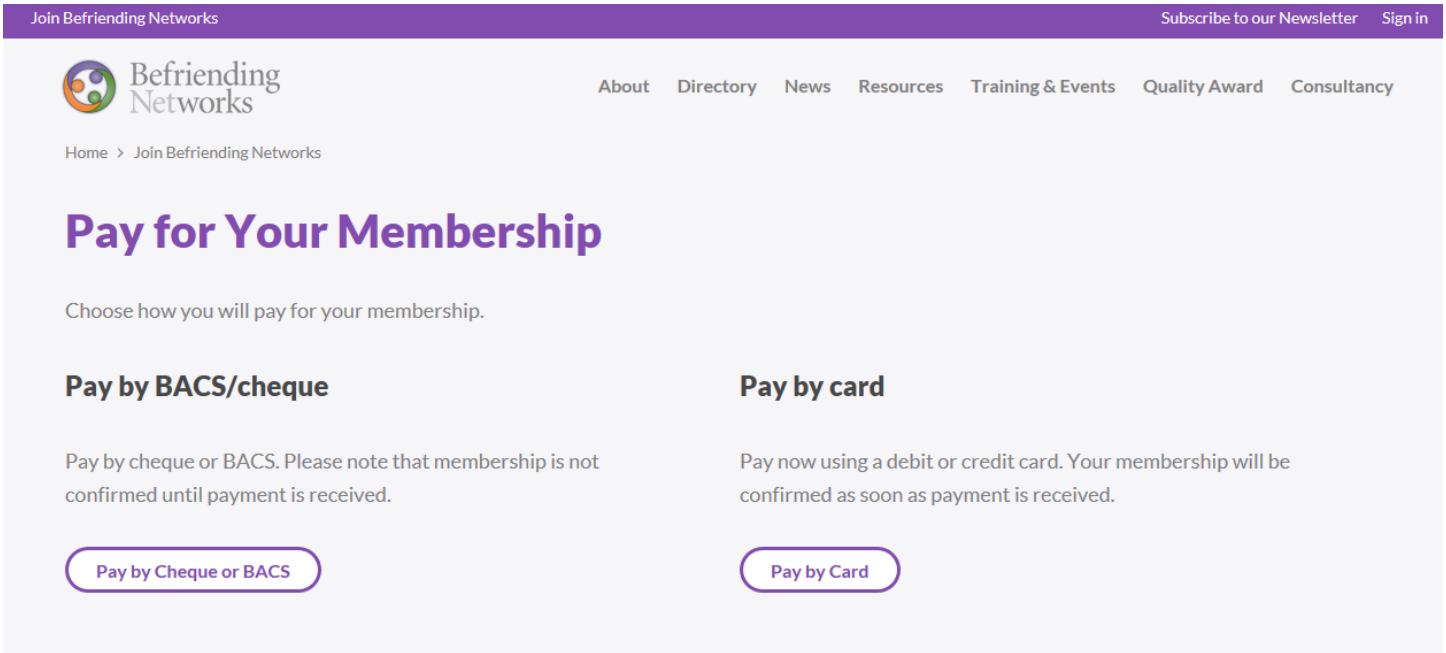
9) On the next page, continue completing your profile by filling in the required fields…



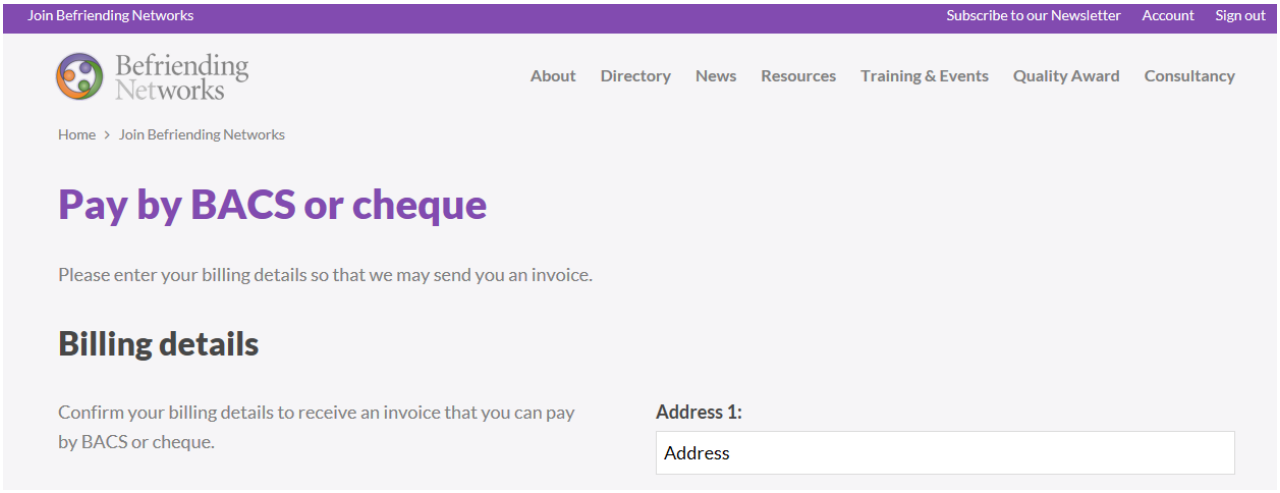
…when you reach the bottom of the page click

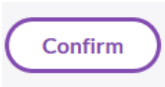


10) Next, select your payment method by choosing a)‘Pay by Cheque or BACS’ or b) ‘Pay by Card’

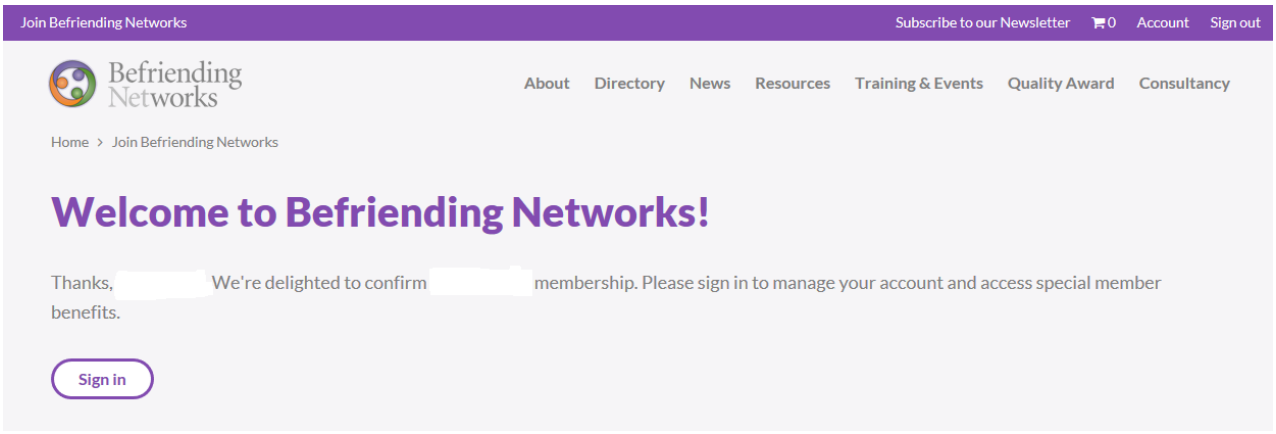


10a) If you Pay by BACS/Cheque, fill out all your details…

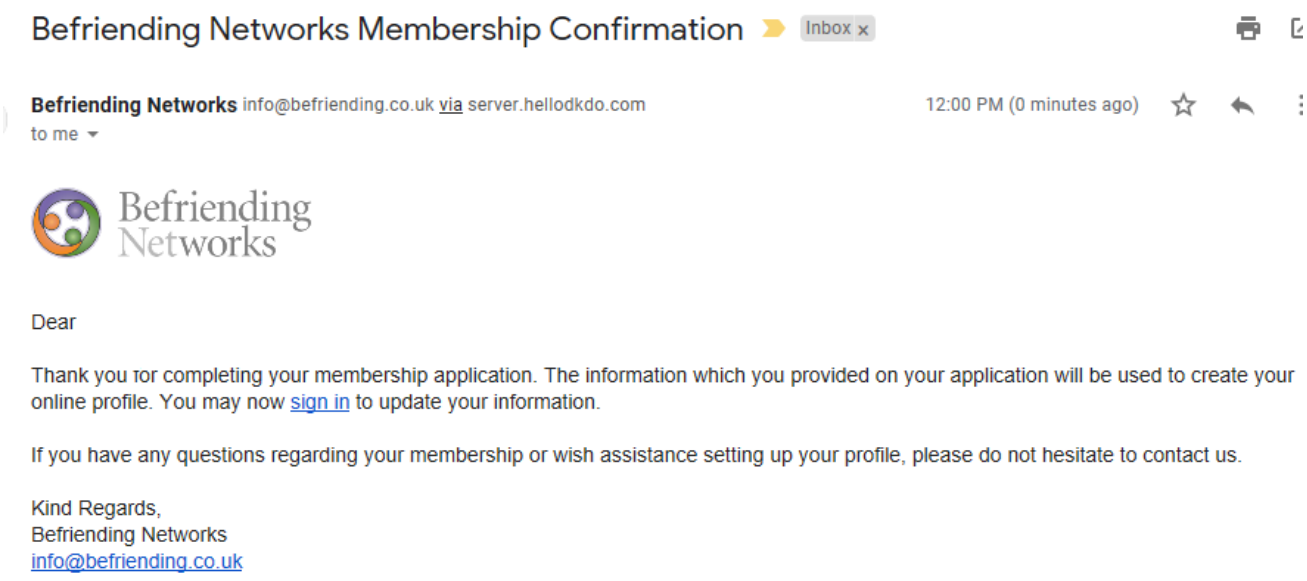


…when you've completed the required fields click 

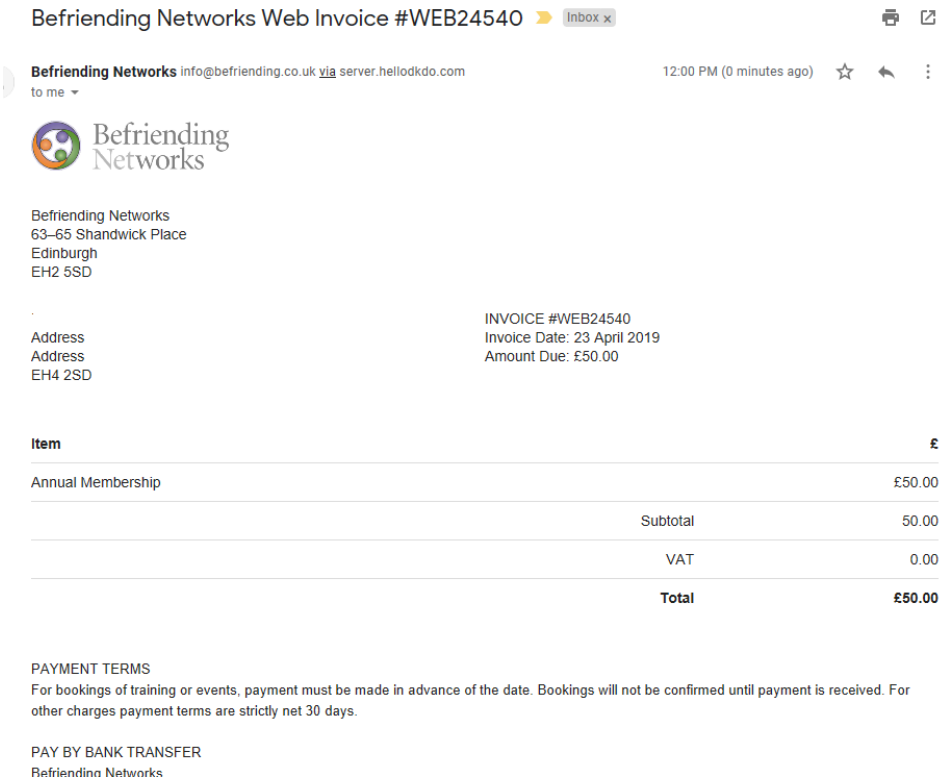
-You will then receive an on-screen confirmation…



-Now, check your email for confirmation…



-In your email will also be an invoice…



Befriending Networks Web Invoice #WEB24540 Inbox ×

Befriending Networks info@befriending.co.uk via server.hellodkdo.com 12:00 PM (0 minutes ago)
to me

Befriending Networks

Befriending Networks
63–65 Shandwick Place
Edinburgh
EH2 5SD

Address
Address
EH4 2SD

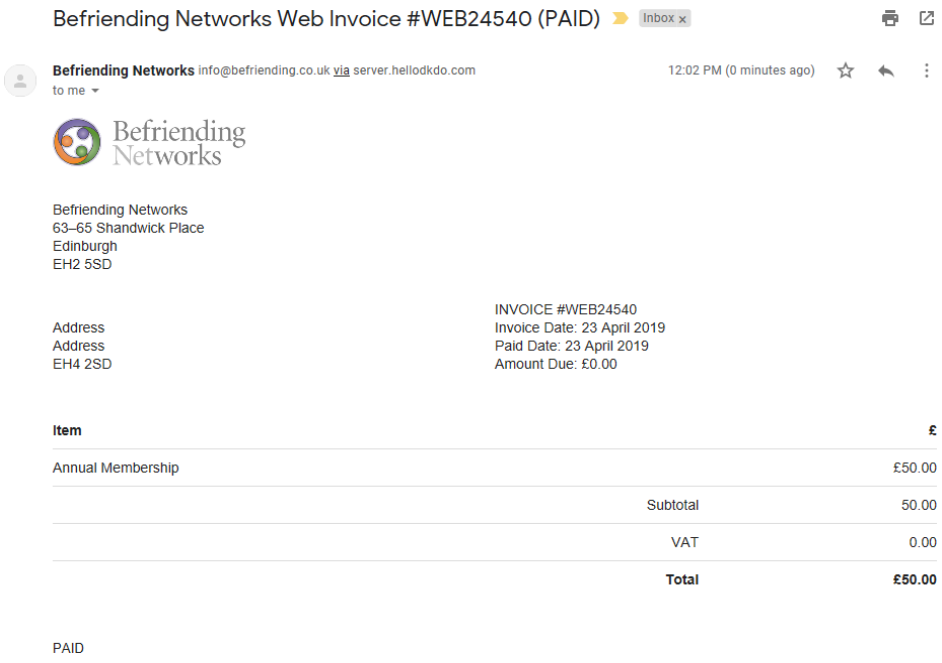
INVOICE #WEB24540
Invoice Date: 23 April 2019
Amount Due: £50.00

Item		£
Annual Membership		£50.00
	Subtotal	50.00
	VAT	0.00
	Total	**£50.00**

PAYMENT TERMS
For bookings of training or events, payment must be made in advance of the date. Bookings will not be confirmed until payment is received. For other charges payment terms are strictly net 30 days.

PAY BY BANK TRANSFER
Befriending Networks

-Once you pay the invoice and we receive the payment, you will receive a PAID invoice



Befriending Networks Web Invoice #WEB24540 (PAID) Inbox ×

Befriending Networks info@befriending.co.uk via server.hellodkdo.com 12:02 PM (0 minutes ago)
to me

Befriending Networks

Befriending Networks
63–65 Shandwick Place
Edinburgh
EH2 5SD

Address
Address
EH4 2SD

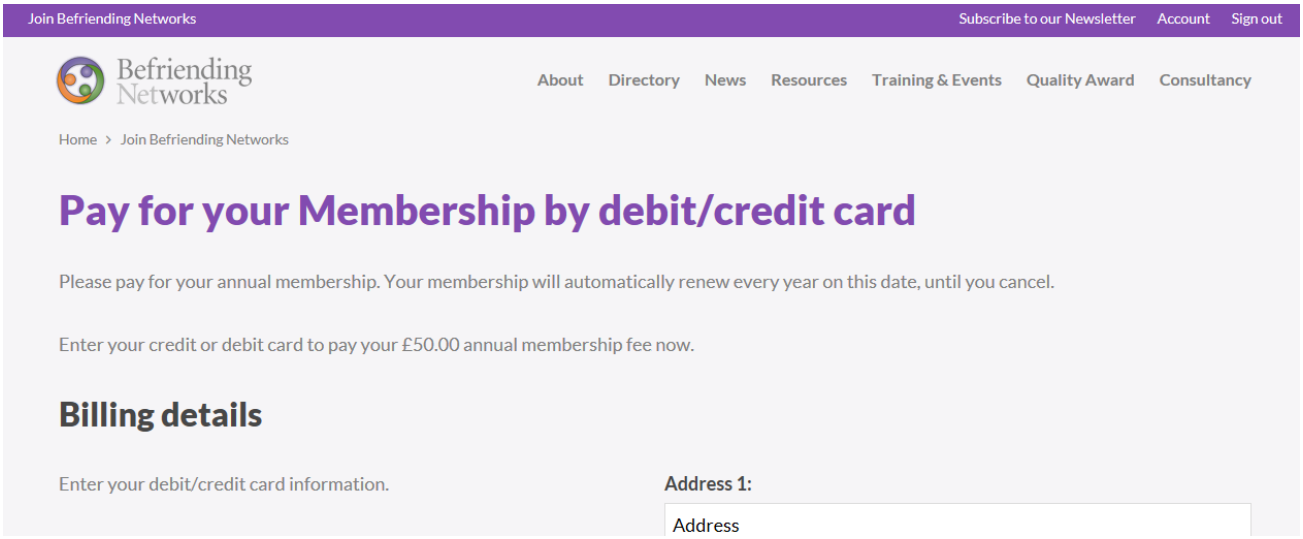
INVOICE #WEB24540
Invoice Date: 23 April 2019
Paid Date: 23 April 2019
Amount Due: £0.00

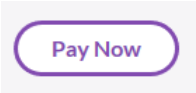
Item		£
Annual Membership		£50.00
	Subtotal	50.00
	VAT	0.00
	Total	**£50.00**

PAID

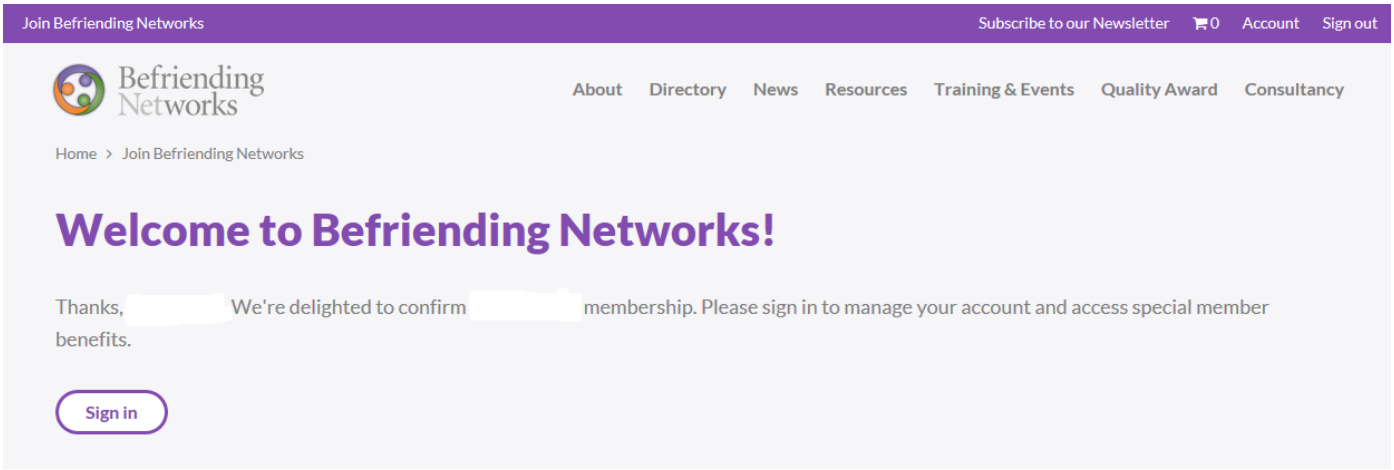
Congratulations! You have completed your membership information and are a Member of Befriending Networks!

10b) If you Pay by Card, fill out all your details…



… when you've complete the required fields click 

-You will then receive an on-screen confirmation…



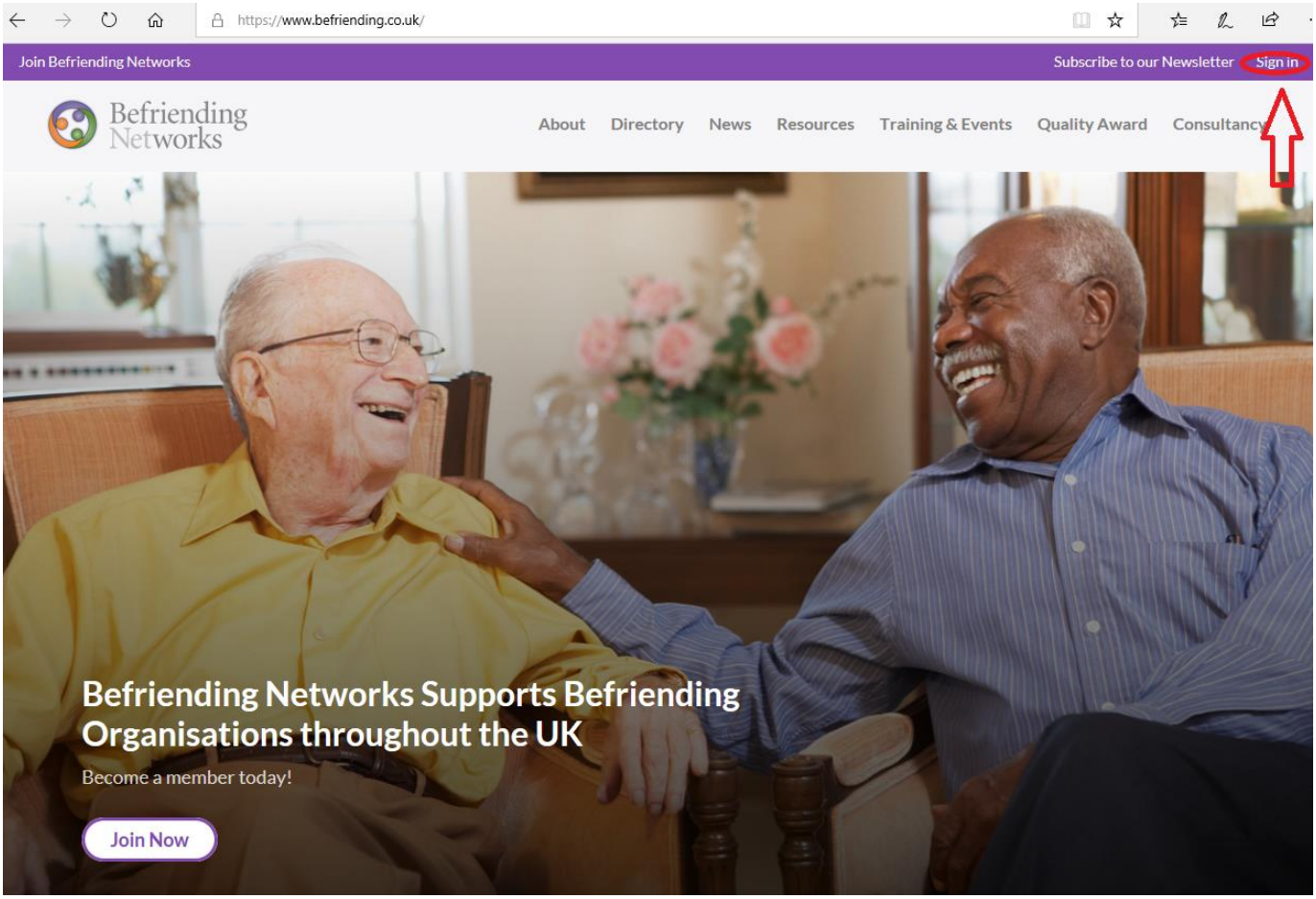
If you are not directed to this screen, but re-directed to a blank 'Pay for your Membership by debit/credit card' or receive a different notification do **NOT** fill in your details again or you may be charged twice. Phone Befriending Networks on: 01312618799

-Check your email for: Membership Confirmation email & PAID Invoice Email

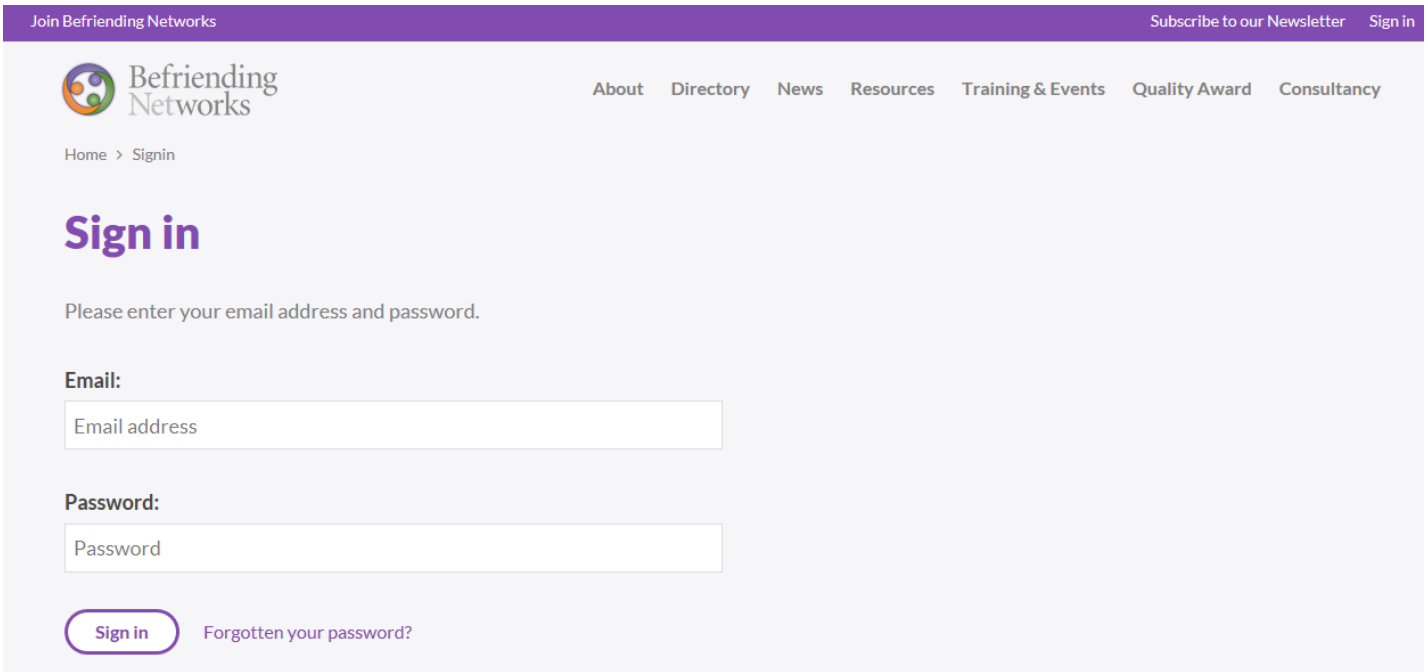
Congratulations! You have completed your membership information and are a Member of Befriending Networks!

II) How to Update Account Information

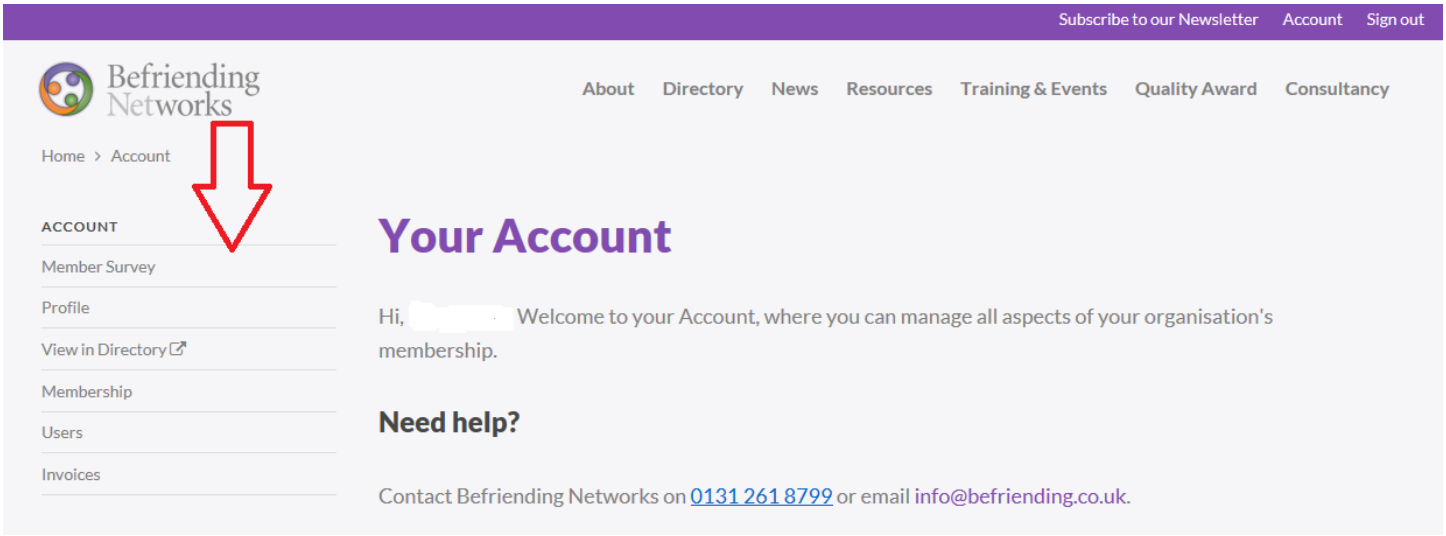
1) Visit www.befriending.co.uk and click ‘Sign in’



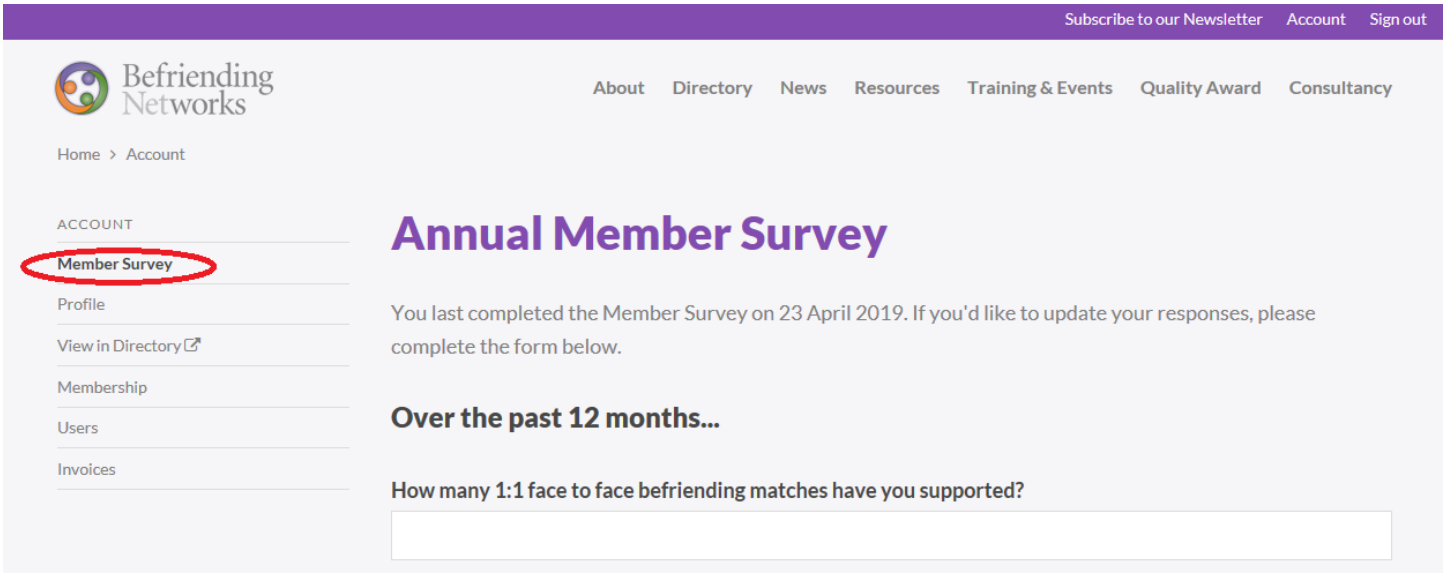
2) Enter your email address and password and click ‘Sign in’



3) You are now logged in as your organisation and can edit account information. The left-side bar (red arrow) will navigate you through each part of your account.

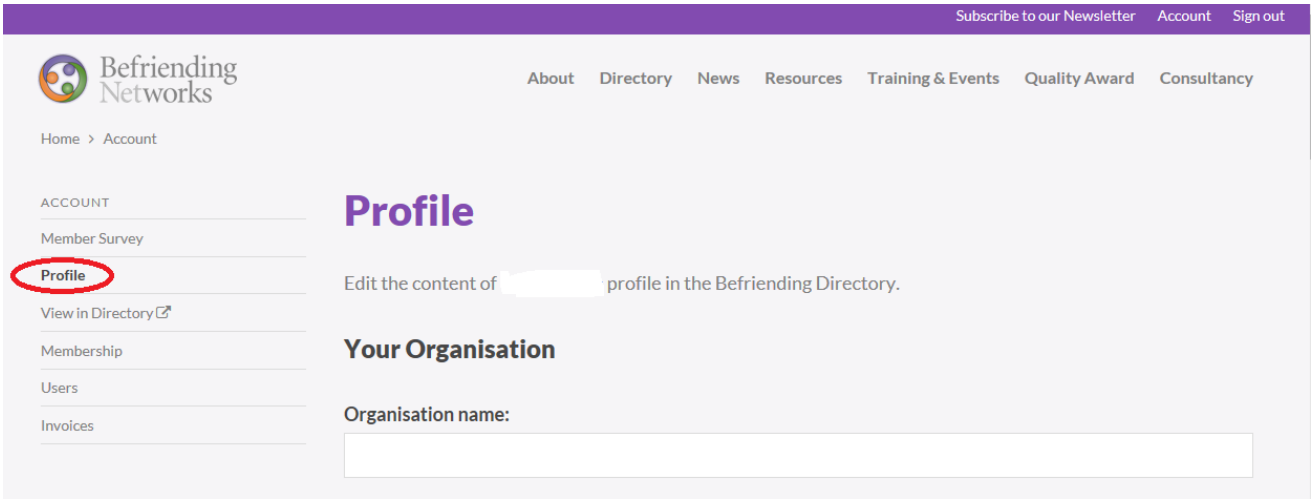


3a) By clicking 'Membership Survey' you will be brought to a form to update information about the number of people your organisation supports…



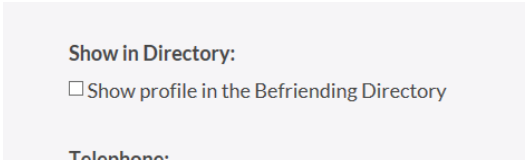
…when you've updated your information click 'Submit' at the bottom of the page.

3b) Your member Profile is what potential volunteer befrienders and befriendees see in your directory, so you'll want to keep it up to date. Click 'Profile'…

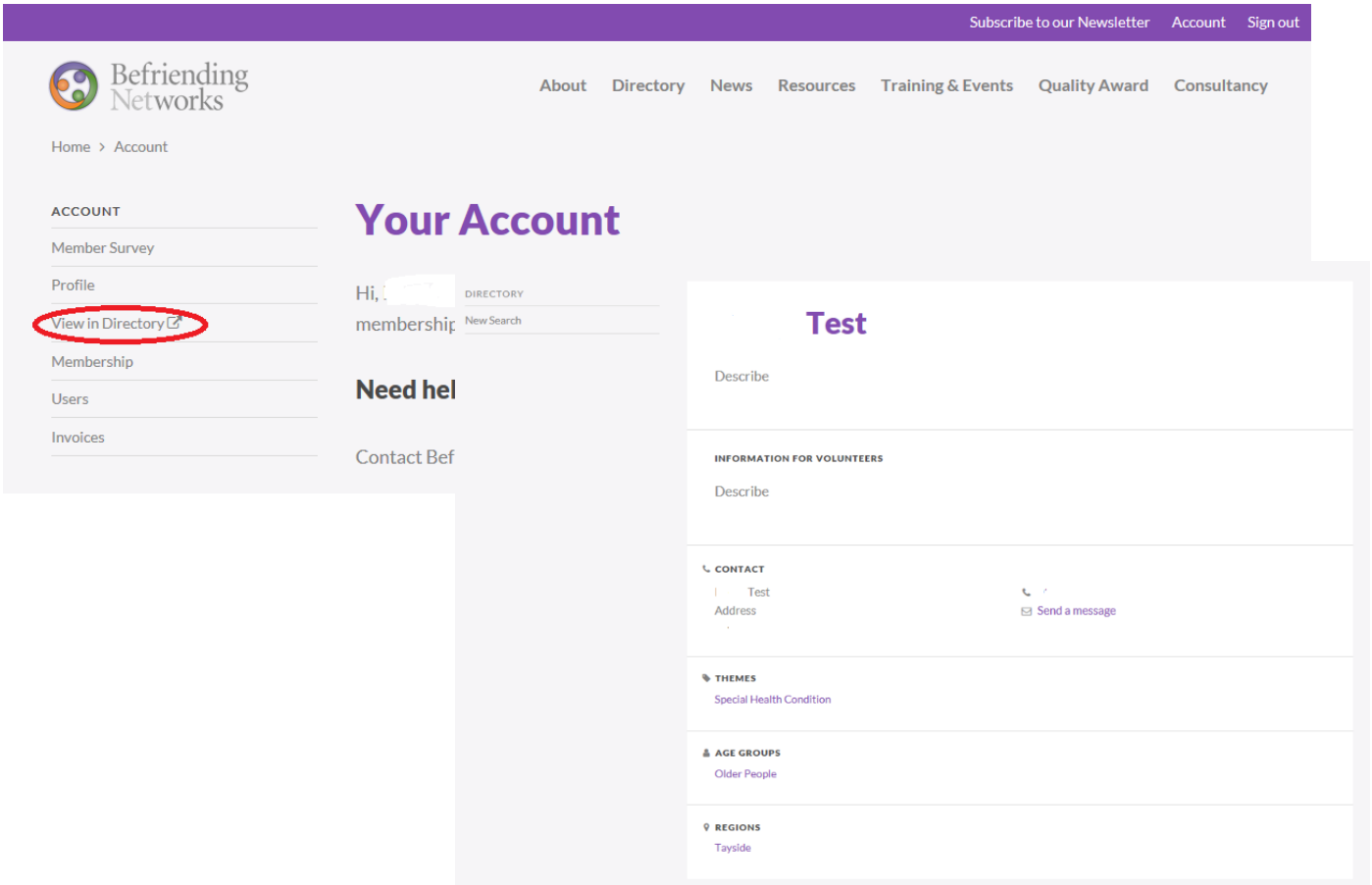


… Fill in your details. Click 'Submit' at the bottom of the page.

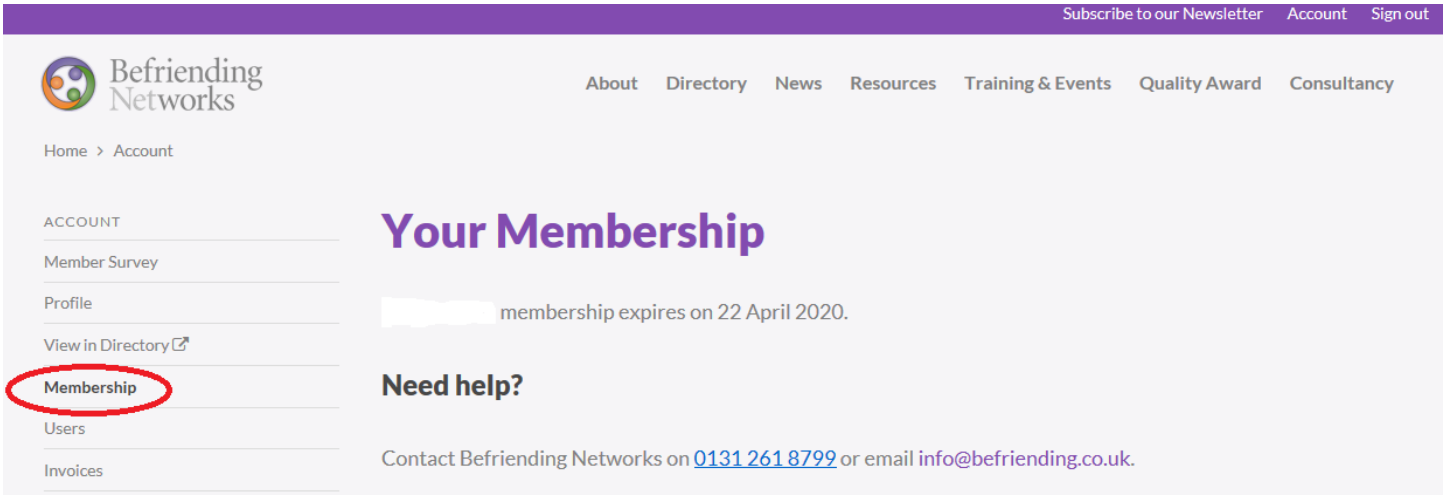
If you are an Individual member who does not want contact details listed in the Directory untick the box (as shown)



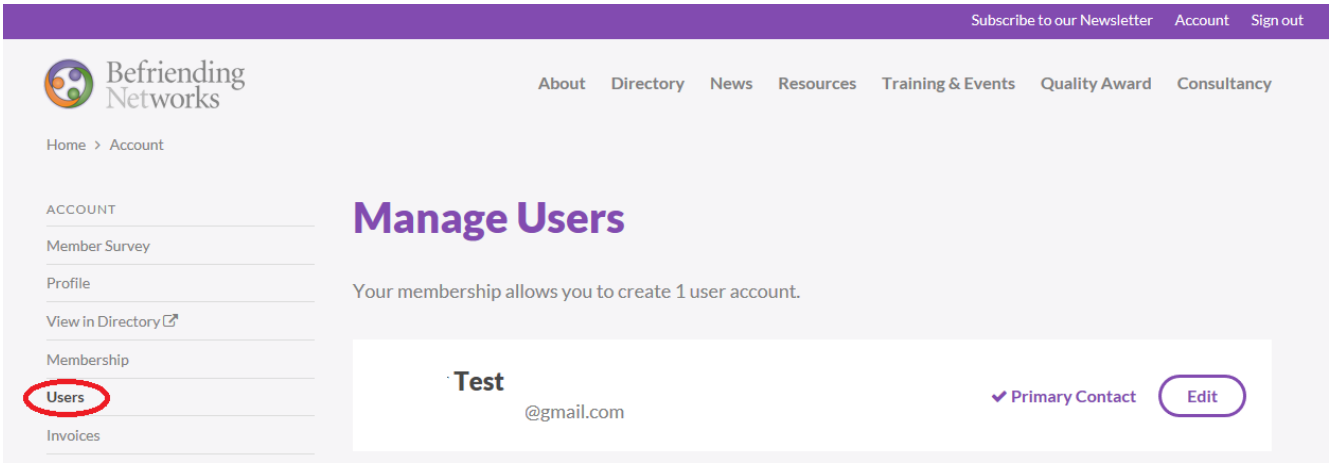
3c) Clicking 'View in Directory' lets you see how your profile will appear in the Directory.



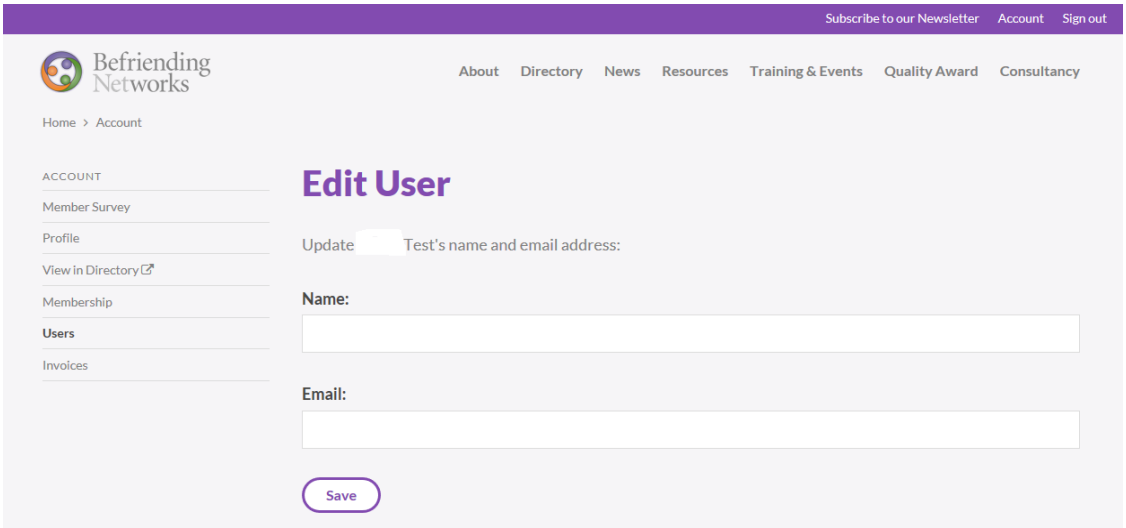
3d) Clicking ‘Membership’ will show you when your membership is due for renewal



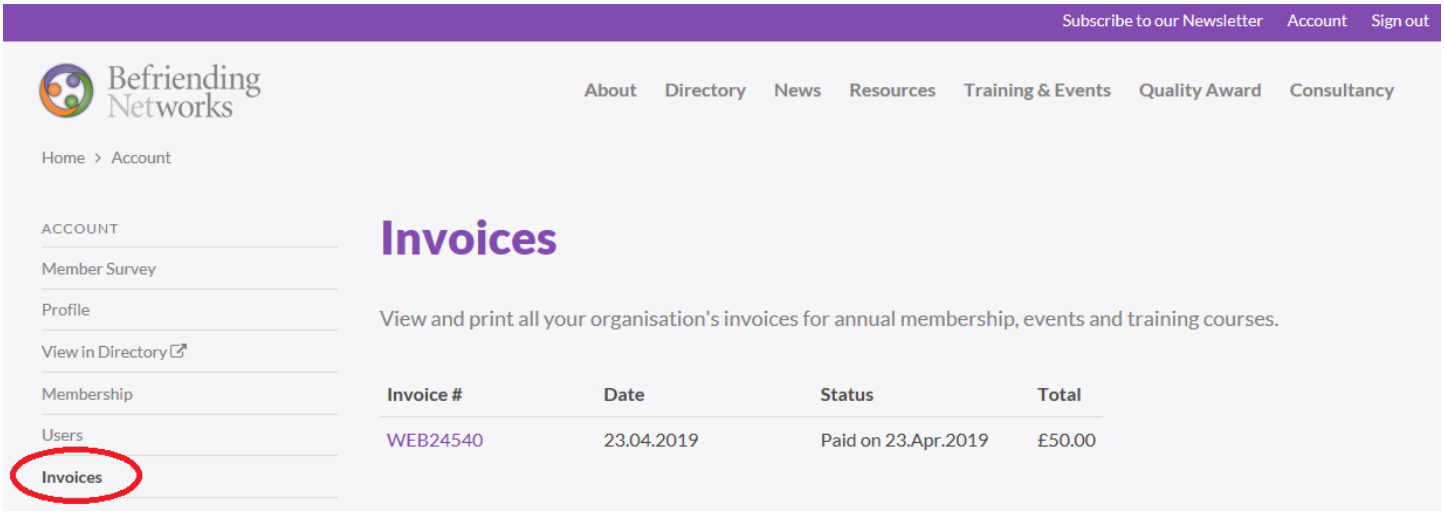
3e) Clicking ‘Users’ will let you change who is responsible for your account or add a user (if a medium/large organisation).



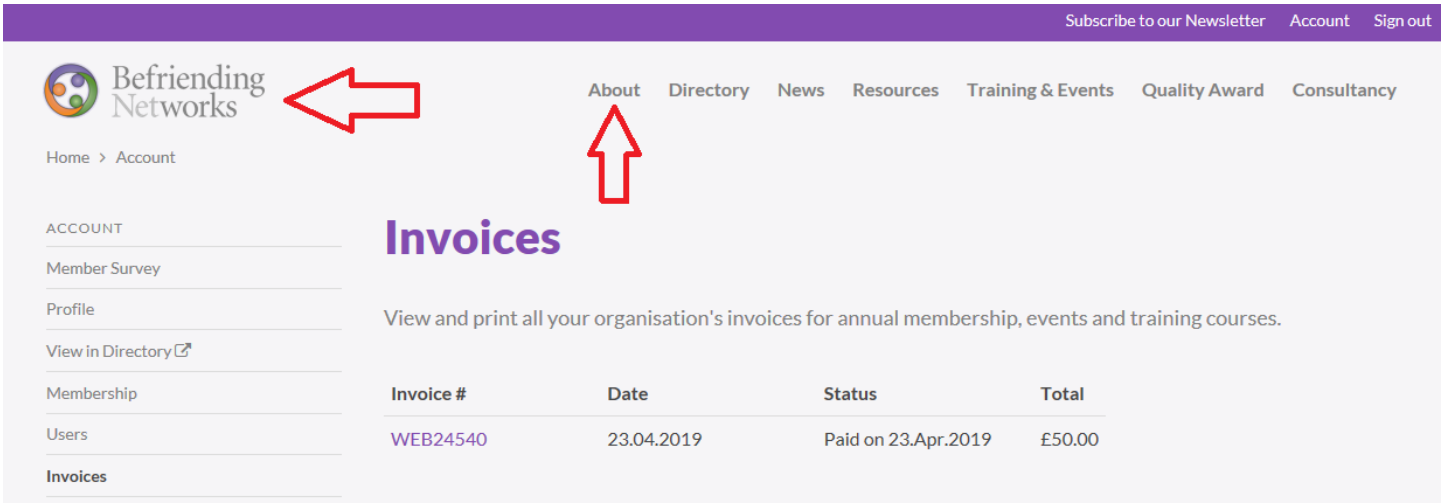
-Click ‘Edit’ to change the main contact name and/or email address and click ‘Save’



3f) Clicking ‘Invoices’ lets you view membership & training invoices

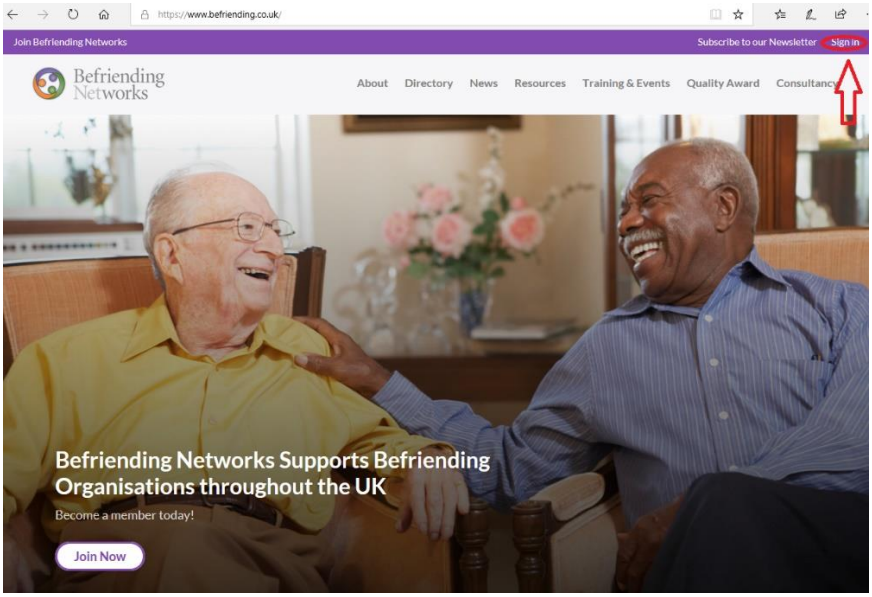


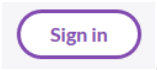
4) Once you’ve finished updating your Account information, you can visit the Befriending Networks website by click the logo (top left) or any of the desired tabs such as ‘About’ etc.



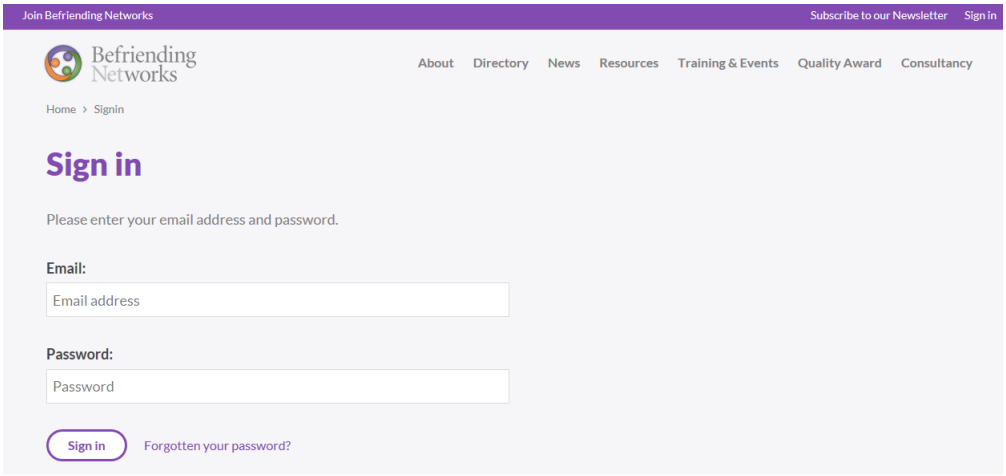
III) How to Book a Course

1) Visit www.befriending.co.uk and click 'Sign in'

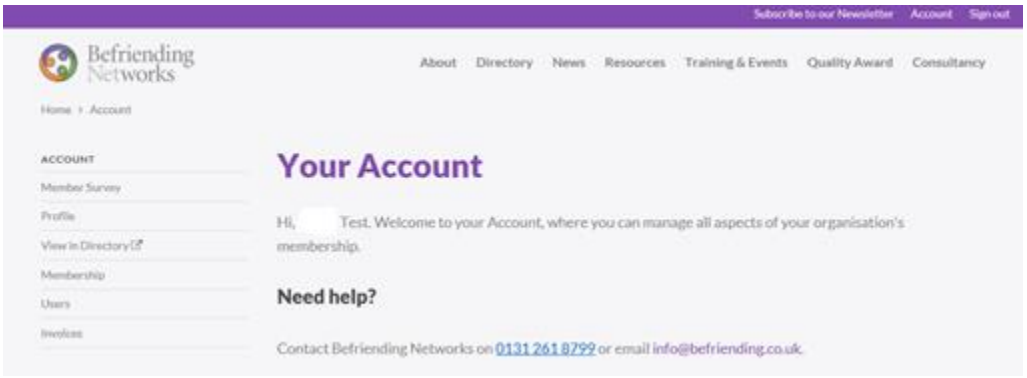


2) Enter your email address and password and click 

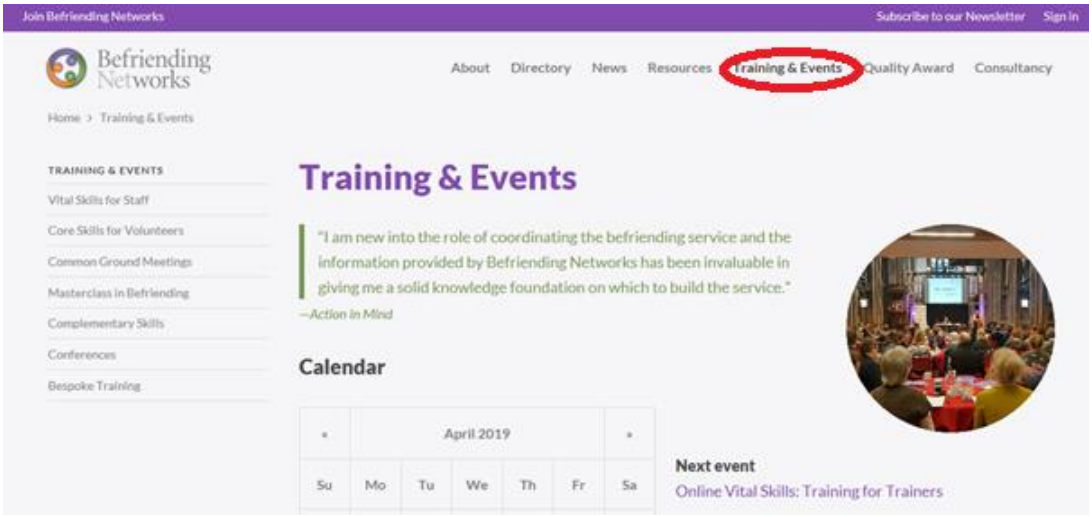
…



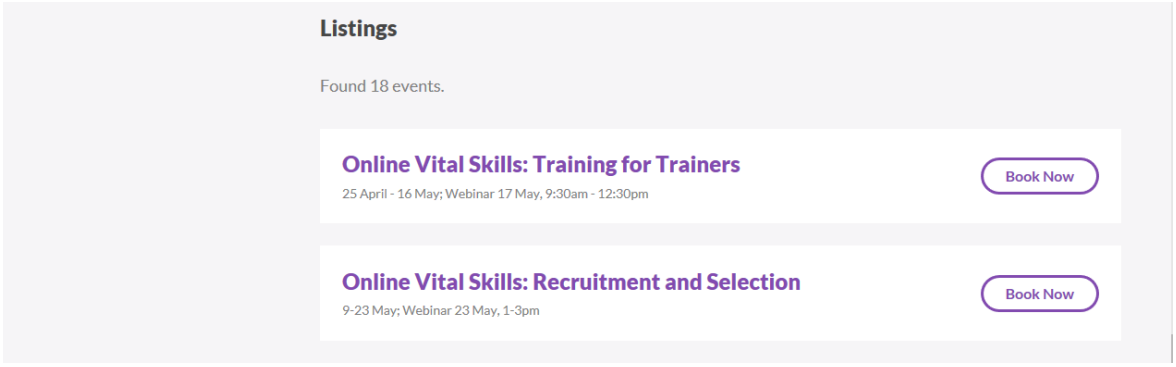
…Signing in ensures that any member discounts are automatically applied!!



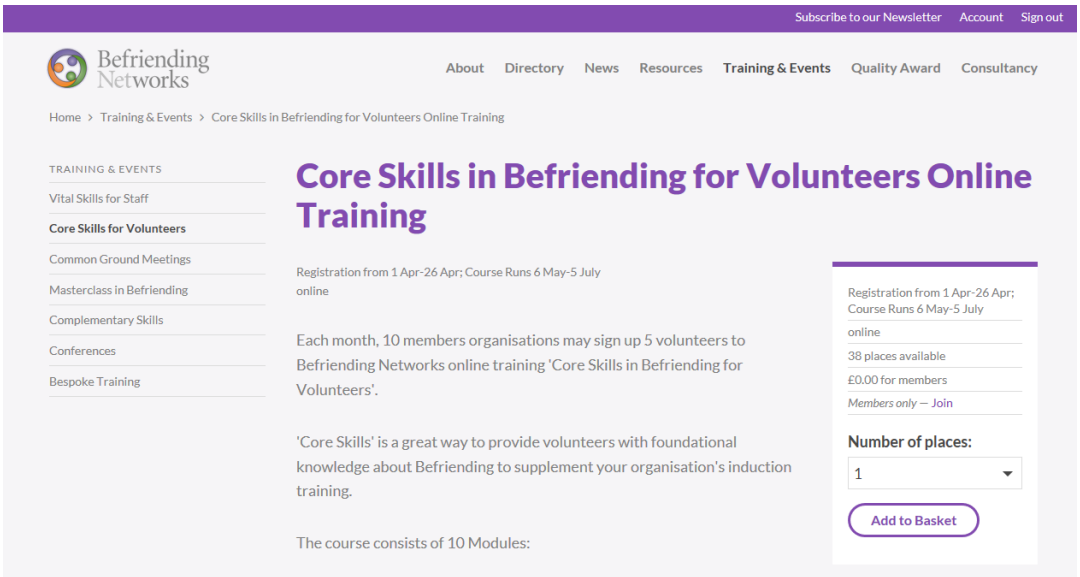
3) Now click on ‘Training & Events’ to view the Training Calendar or navigate the left-hand menu to view specific types of courses or events



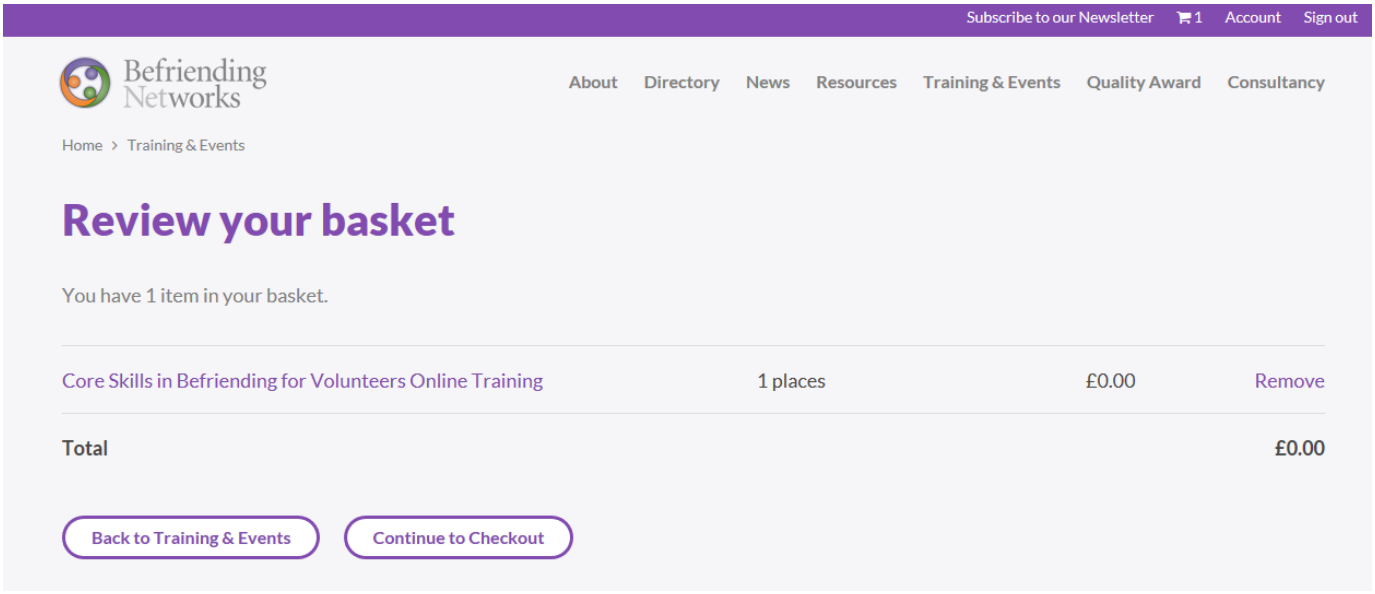
4) When you’ve found the course you want to book click Book Now

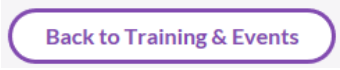


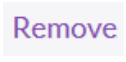
5) A new screen with further course details will appear. Select the number of places you want to book and click Add to Basket



6) You may now choose to…



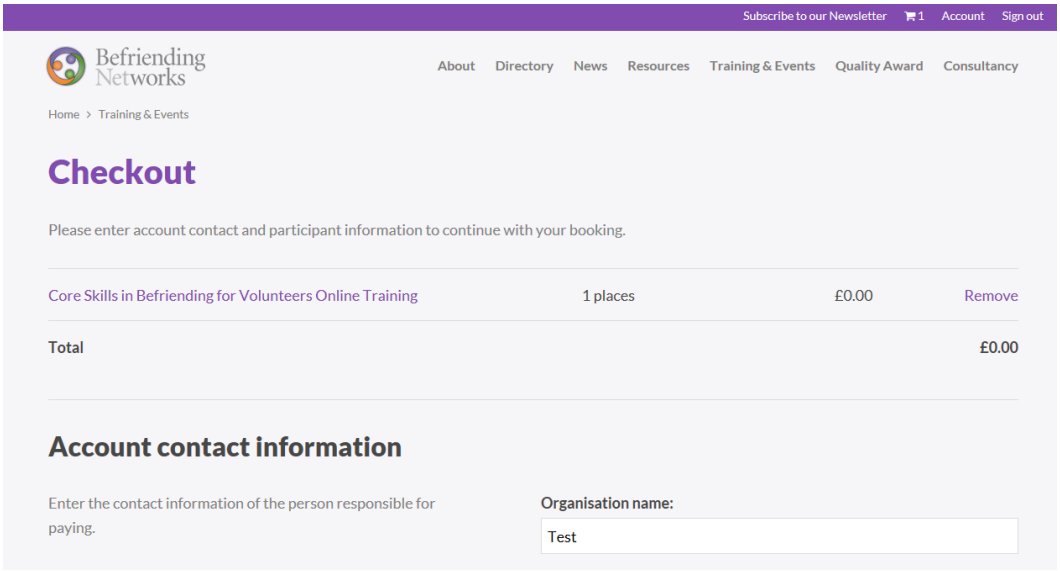
-Select another course to book by clicking 

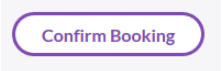
-Remove the course if you no longer want to book by clicking 

-Return to this basket later by Signing in and then clicking

-Finish your order by clicking

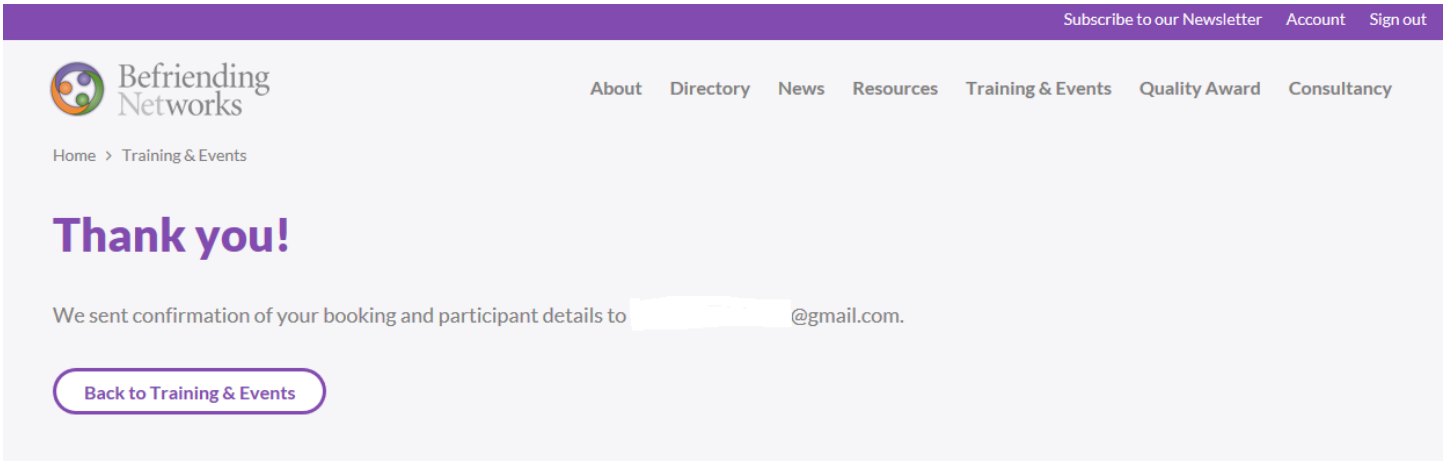
7) To Checkout you must fill in contact details about yourself, as the account holder, and the individual(s) who will be attending the course…



…once you've complete the required fields click 

8) Finalising your booking can happen in a few different ways:

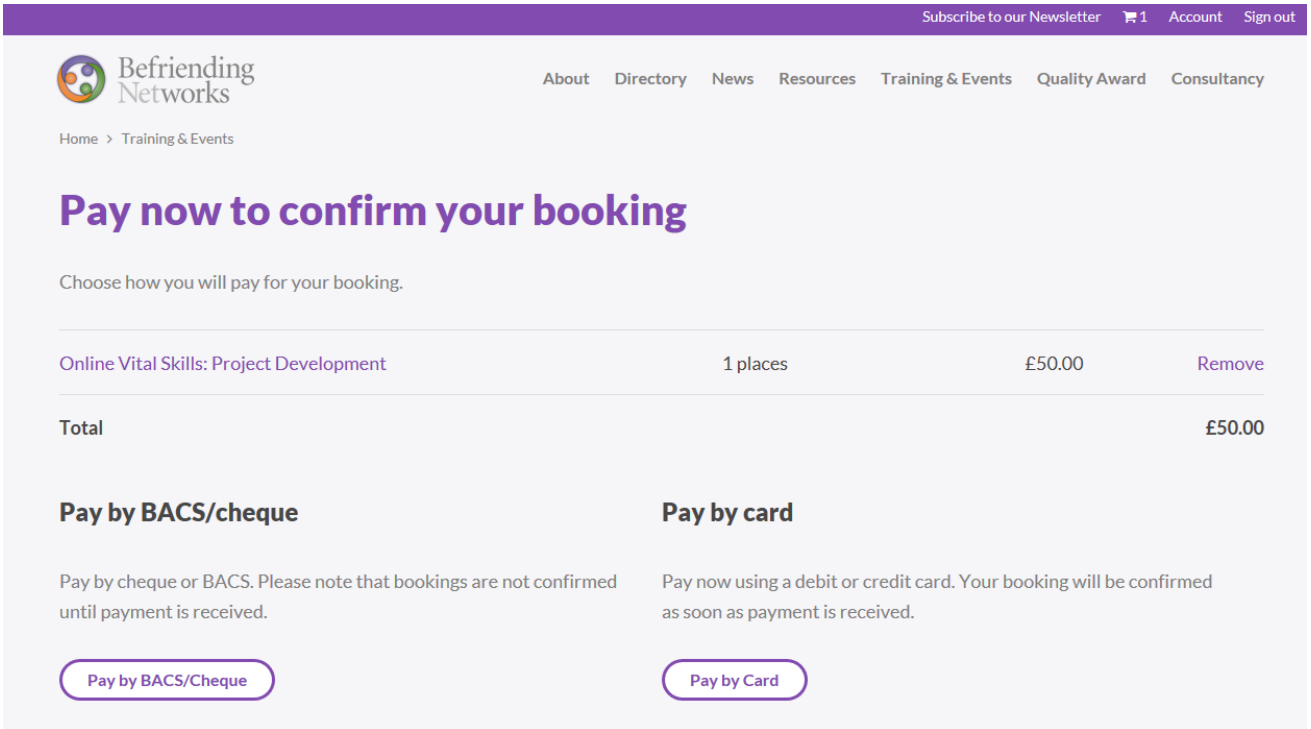
If it is a free event, then you will see on-screen confirmation of your booking…



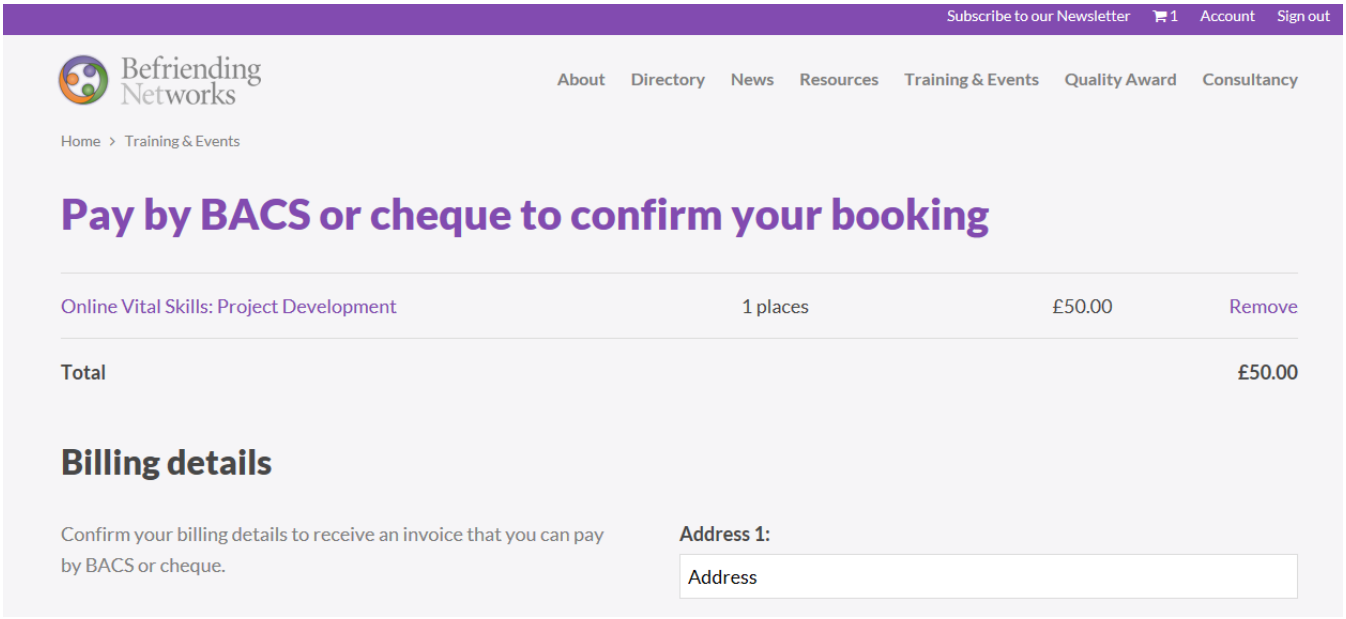
…you will receive an email confirmation as well. If you booked for multiple people, all participants will also receive a booking confirmation email. Lastly, you will receive a PAID invoice for £0.00 with event details.

If the event requires payment, you must first select your payment method by choosing

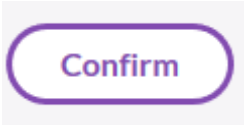
a)Pay by BACS/cheque b)Pay by Card



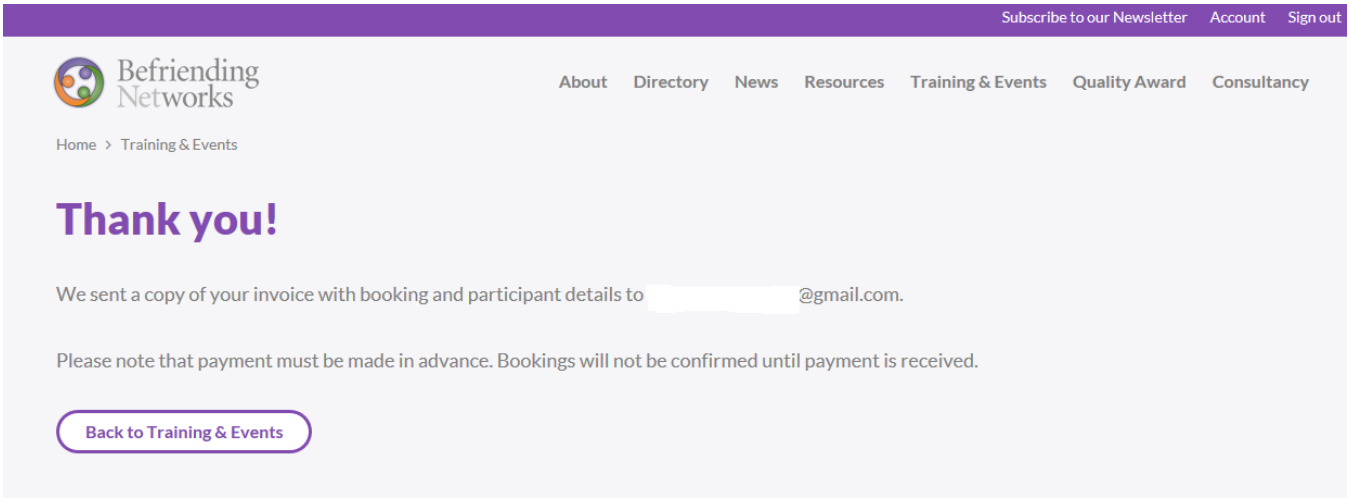
a) If you choose to 'Pay by BACS/Cheque', you will be asked to provide billing details…



…when you've filled in all the details, click



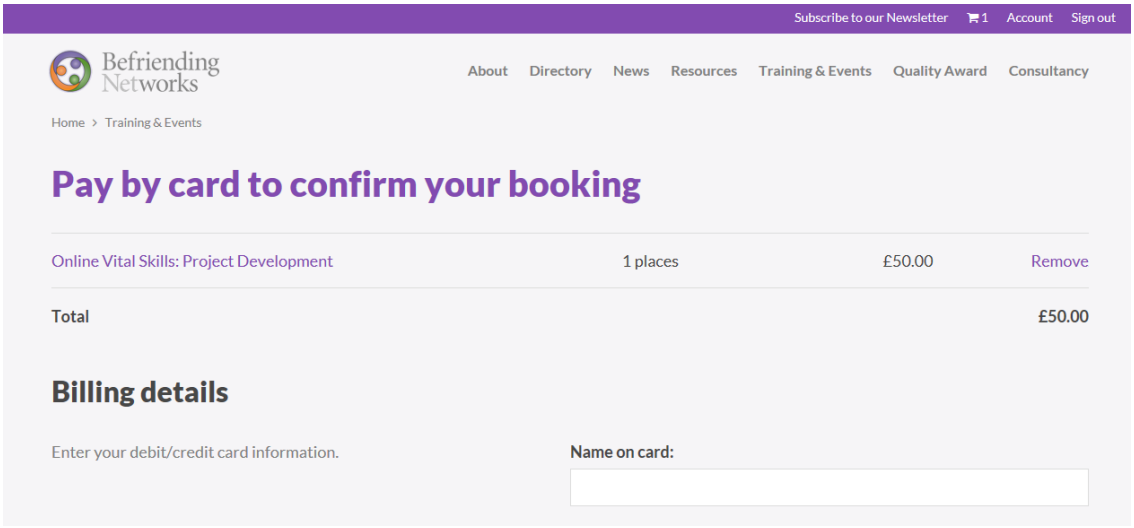
You will then receive on-screen confirmation that your booking has been received…

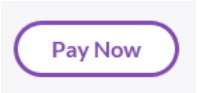


…now check your email for 2 emails: a booking confirmation & an invoice. If you booked for multiple people, all participants will also receive a booking confirmation email.

Please note, your place is only provisional until payment is received. Once you've paid the invoice and Befriending Networks confirms payment, you will receive a final PAID invoice confirmation.

b) If you choose to ‘Pay by Card’ you will be asked to provide card details…



…when you’ve filled in all the details, click 

-You will then receive ‘on-screen’ confirmation of your booking. (*If you are not directed to on-screen do **NOT** fill in your details again or you may be charged twice. Phone Befriending Networks on: 01312618799.)* Now, check your email for 2 emails: a confirmation email and a PAID invoice. If you booked for multiple people, all participants will also receive a booking confirmation email.

IV) How to Renew Membership

1) One month before your membership expires you will receive an email notification. (Please note, you can always check your expiry date by logging into your account and clicking 'Membership'.)

Befriending Networks

Dear

Thank you for being a part of Befriending Networks!

s membership is due to be renewed on 30 May 2019.

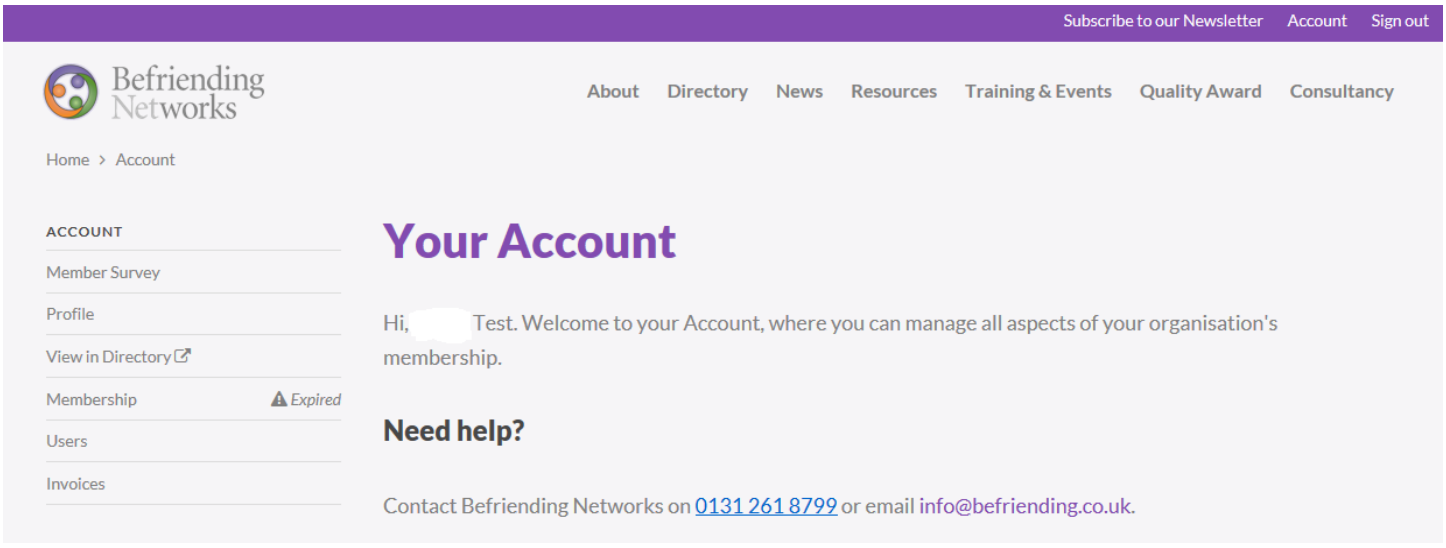
To continue enjoying all the benefits of membership, all you need to do is click here to renew your membership.

This will take you through a process of updating your membership details and providing us some statistics. At the end of the process you will be able to choose to pay by card or select Pay by Cheque/BACS to receive an invoice by email.

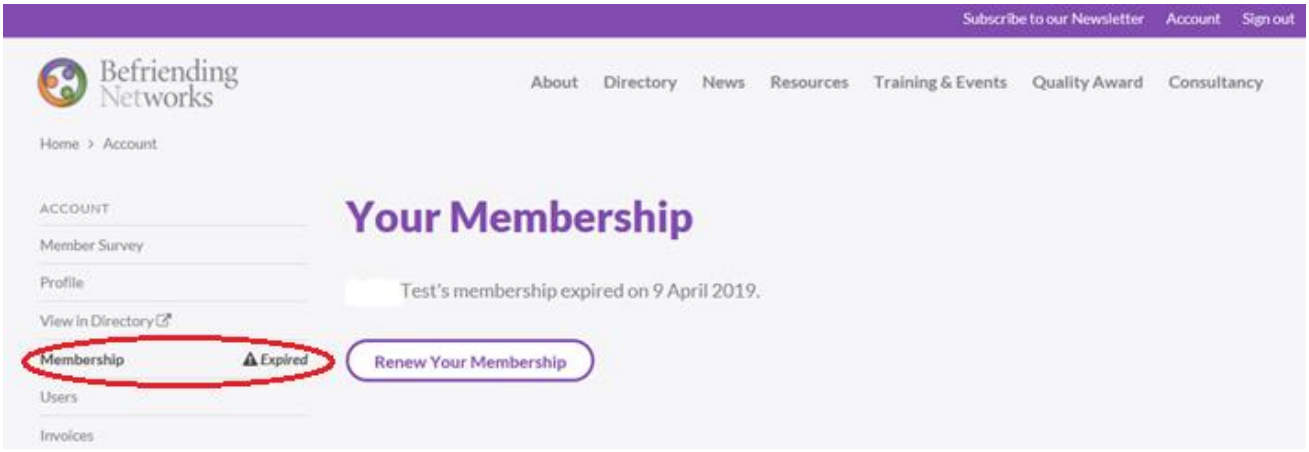
If you have any questions or need some assistance with the process, please get in touch with us on 0131 261 8799 or info@befriending.co.uk.

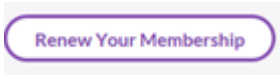
Kind Regards,
Befriending Networks
info@befriending.co.uk
0131 261 8799

…click 'renew your membership' to be directed to your Befriending Networks account.

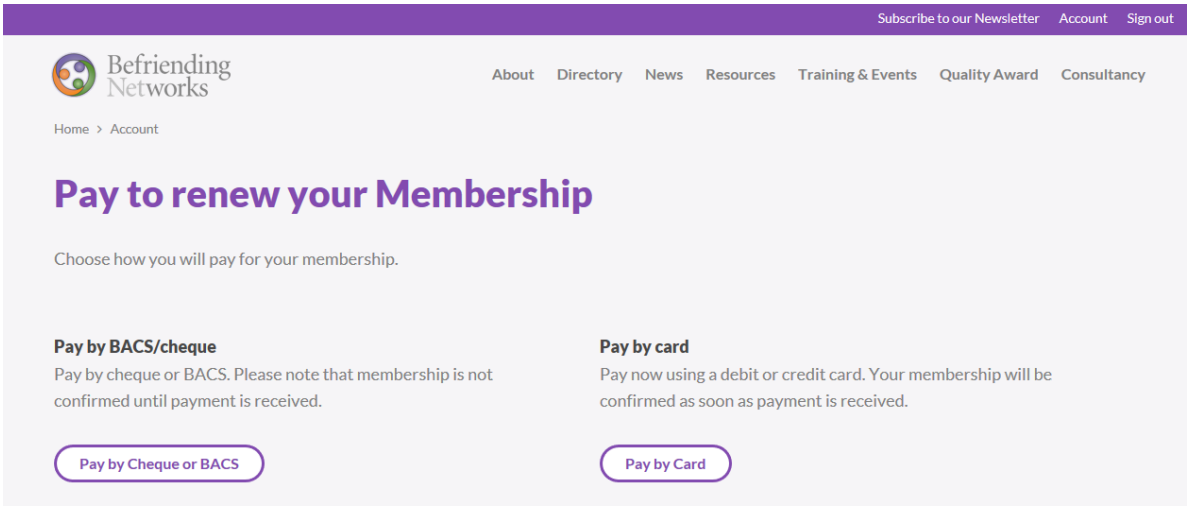


2) Click Membership (you will see there is an ‘Expired’ icon next to it)…

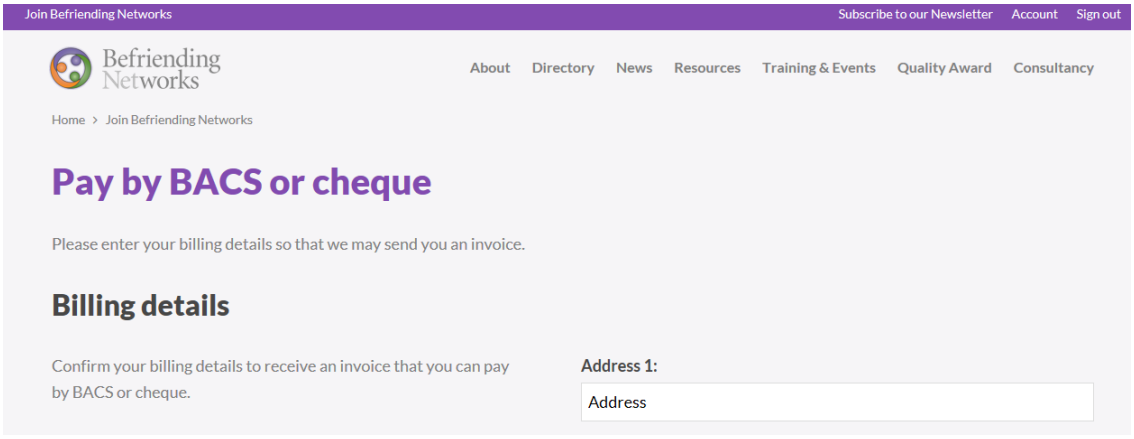


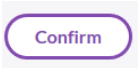
…then click 

3) Select your payment method by choosing a)‘Pay by Cheque or BACS’ or b) ‘Pay by Card’

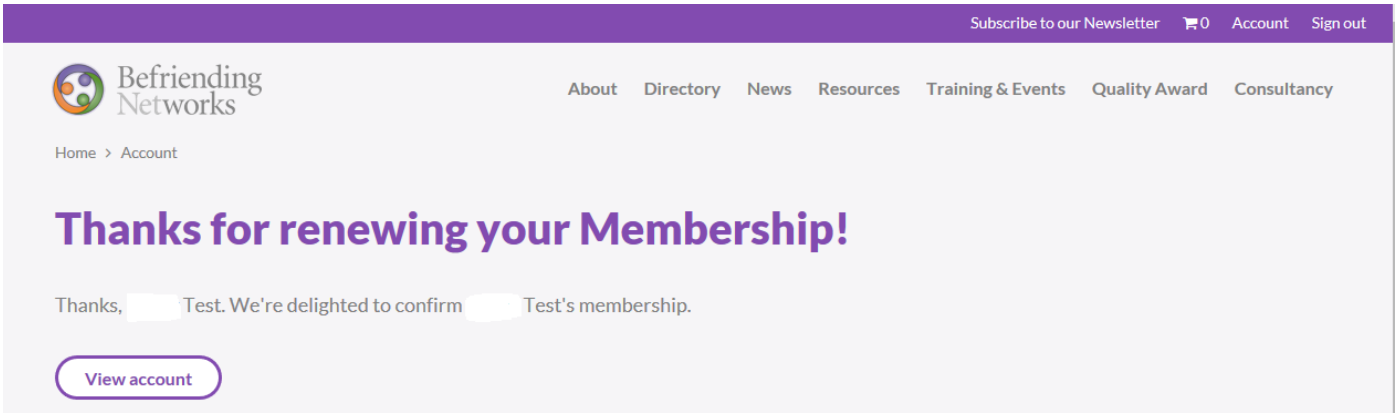


a) If you Pay by BACS/Cheque fill out all your details…

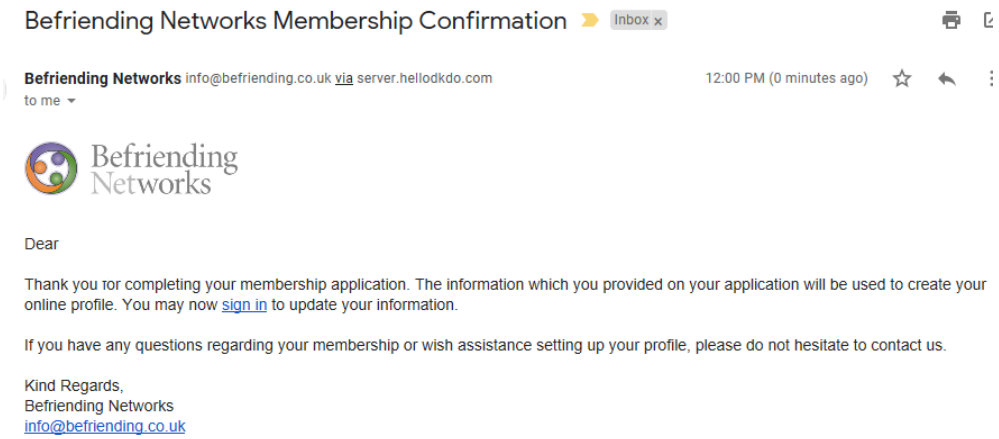


…when you’ve complete the required fields click 

-You will then receive an on-screen confirmation…

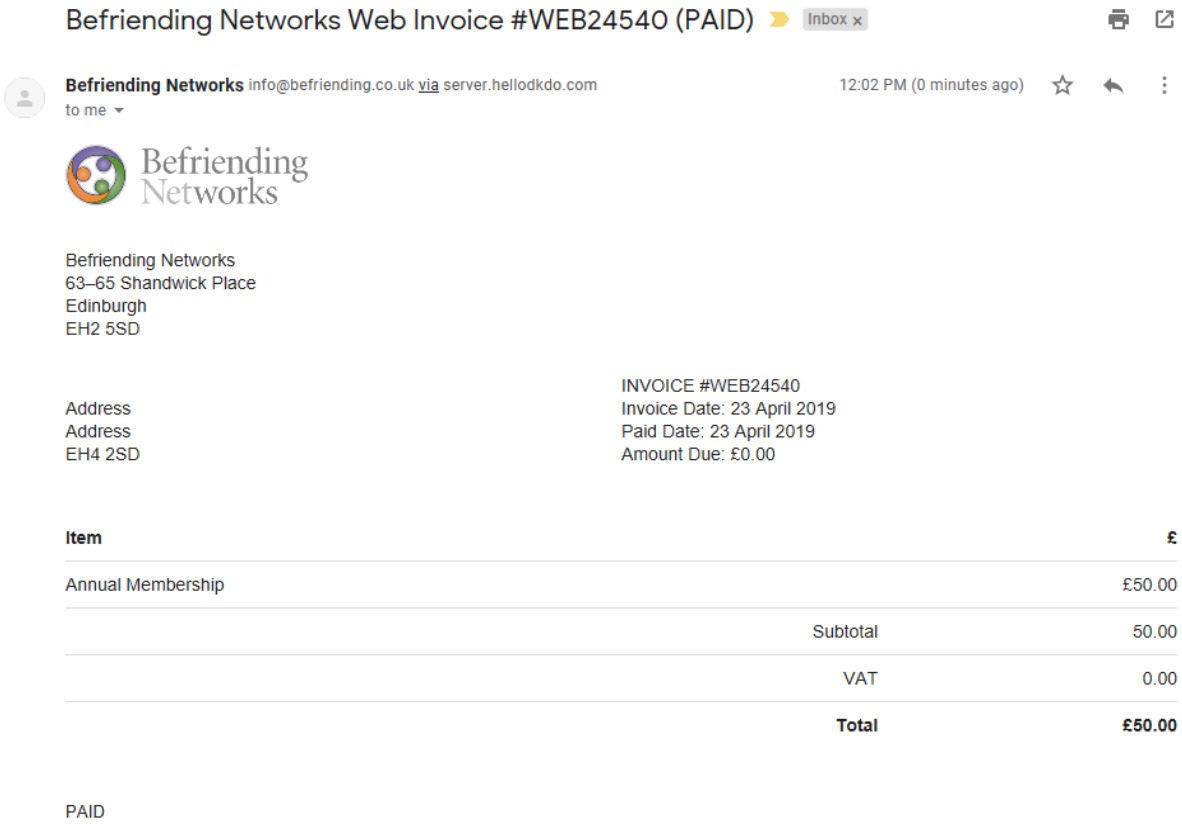


-Now, check your email for confirmation…



-In your email will also be an invoice…

-Once you pay the invoice and we receive the payment, you will receive a PAID invoice



Befriending Networks Web Invoice #WEB24540 (PAID) Inbox ×

Befriending Networks info@befriending.co.uk via server.hellodkdo.com 12:02 PM (0 minutes ago)
to me

Befriending Networks

Befriending Networks
63–65 Shandwick Place
Edinburgh
EH2 5SD

Address
Address
EH4 2SD

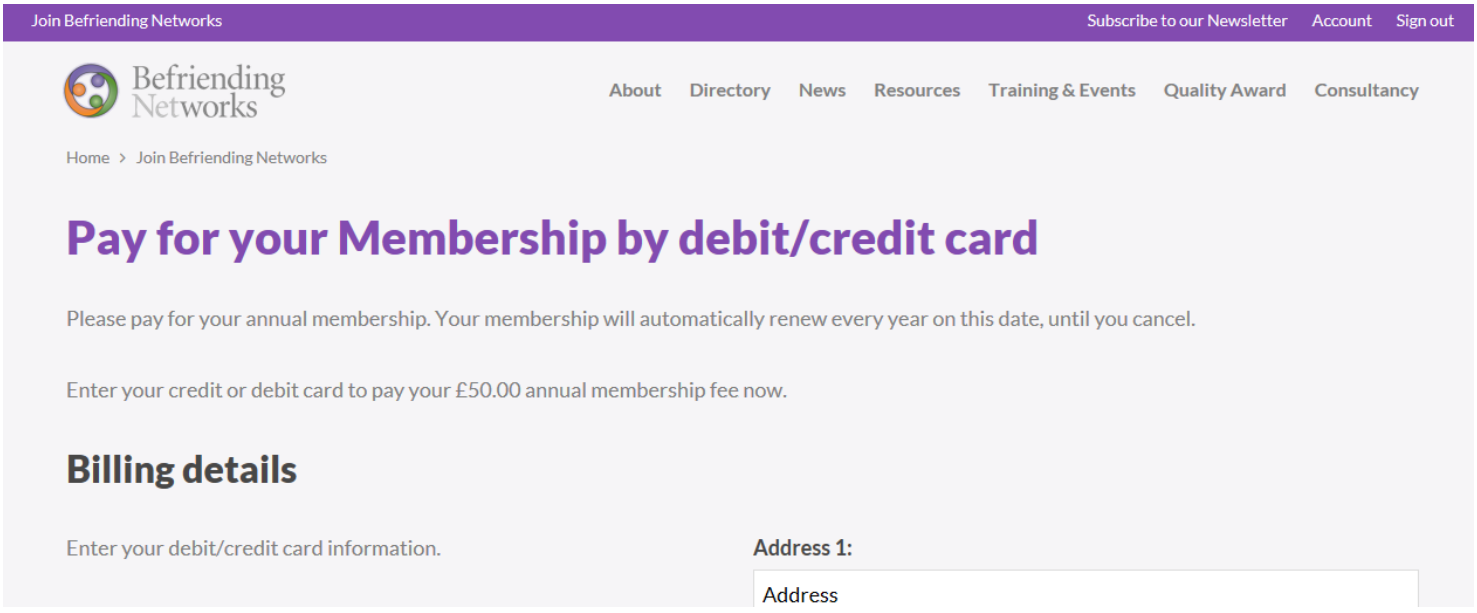
INVOICE #WEB24540
Invoice Date: 23 April 2019
Paid Date: 23 April 2019
Amount Due: £0.00

Item		£
Annual Membership		£50.00
	Subtotal	50.00
	VAT	0.00
	Total	**£50.00**

PAID

Congratulations! You have completed your renewal!

b) If you Pay by Card, fill out all your details…



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Pay for your Membership by debit/credit card

Please pay for your annual membership. Your membership will automatically renew every year on this date, until you cancel.

Enter your credit or debit card to pay your £50.00 annual membership fee now.

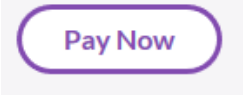
Billing details

Enter your debit/credit card information.

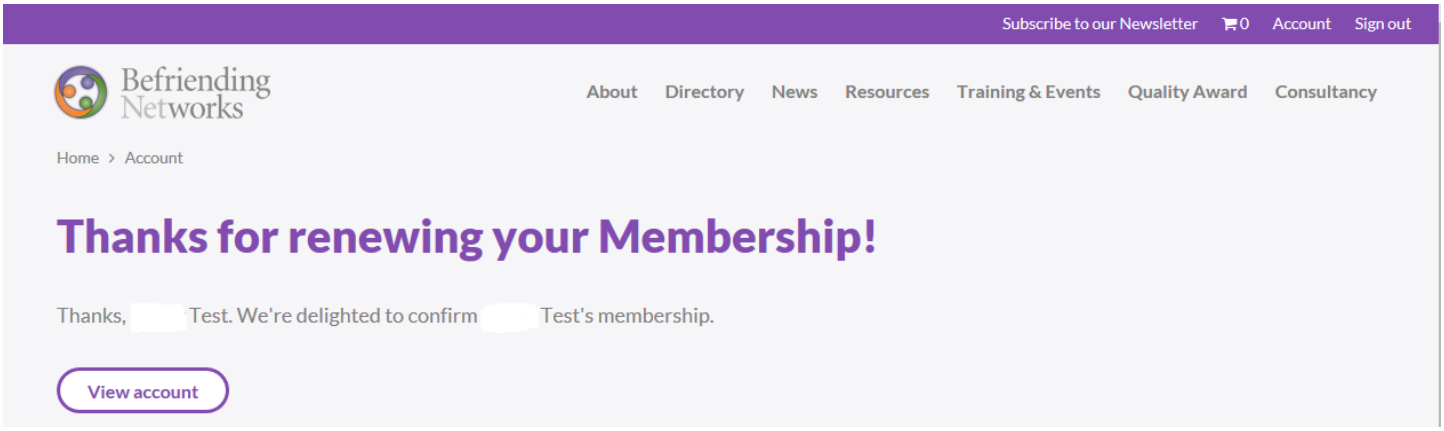
Address 1:

Address

… when you've complete the required fields click



-You will then receive an on-screen confirmation…



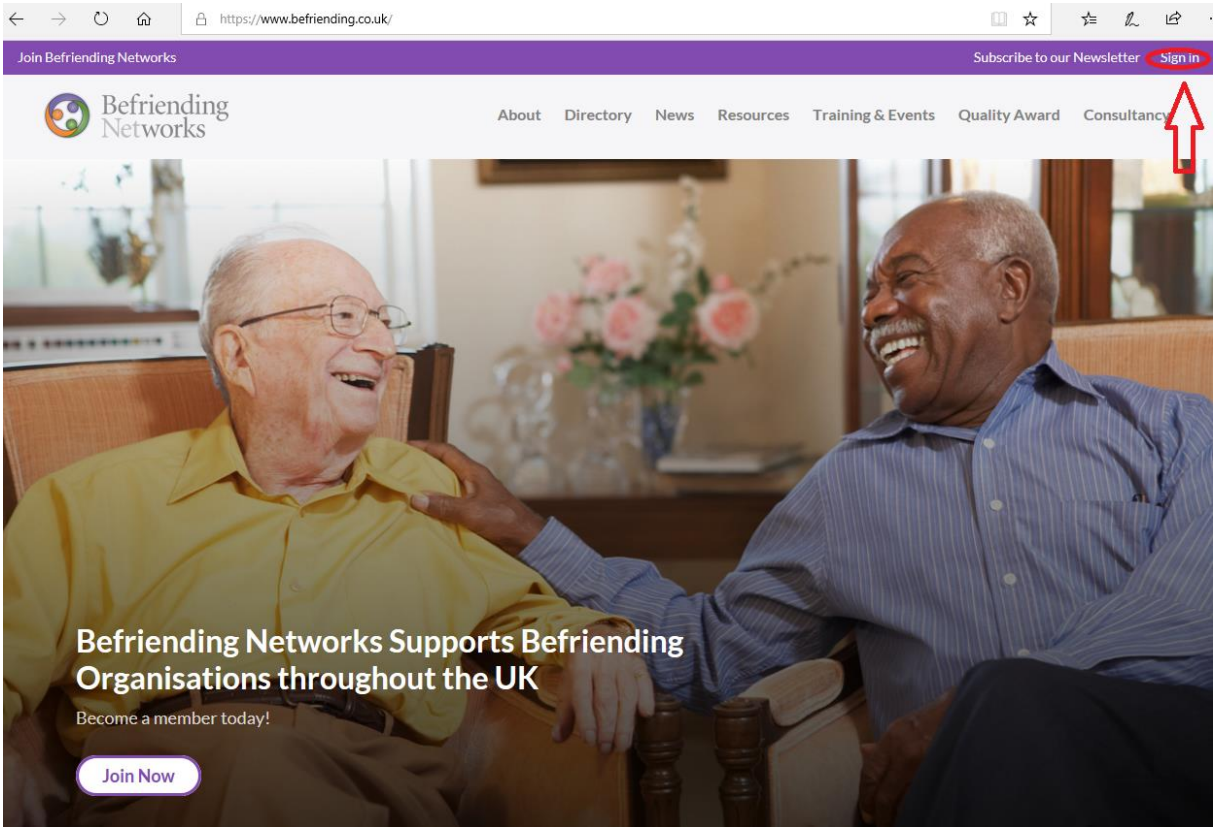
If you are not directed to this screen, but re-directed to a blank 'Pay for your Membership by debit/credit card' or are told there was an 'error' do **NOT** fill in your details again or you may be charged twice. Phone Befriending Networks on: 01312618799

-Check your email for: Membership Confirmation email & PAID Invoice Email

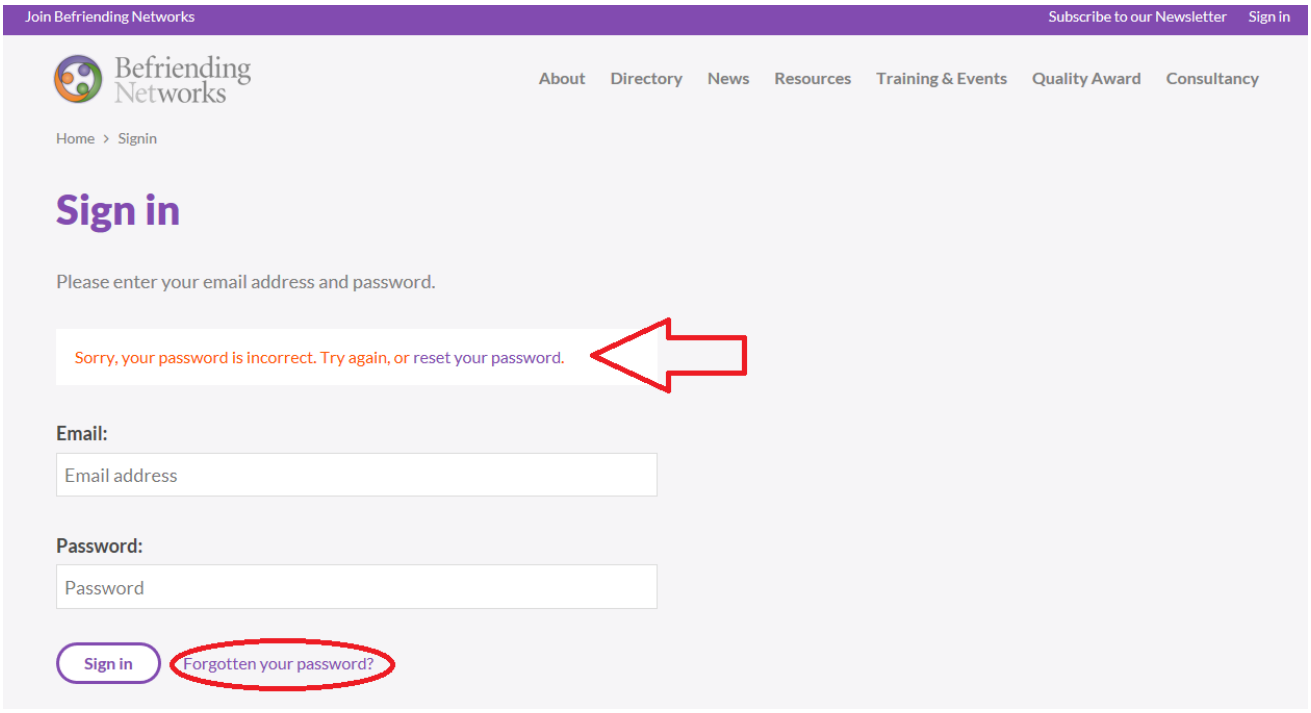
Congratulations! You have completed your renewal!

V) How to Reset your Password

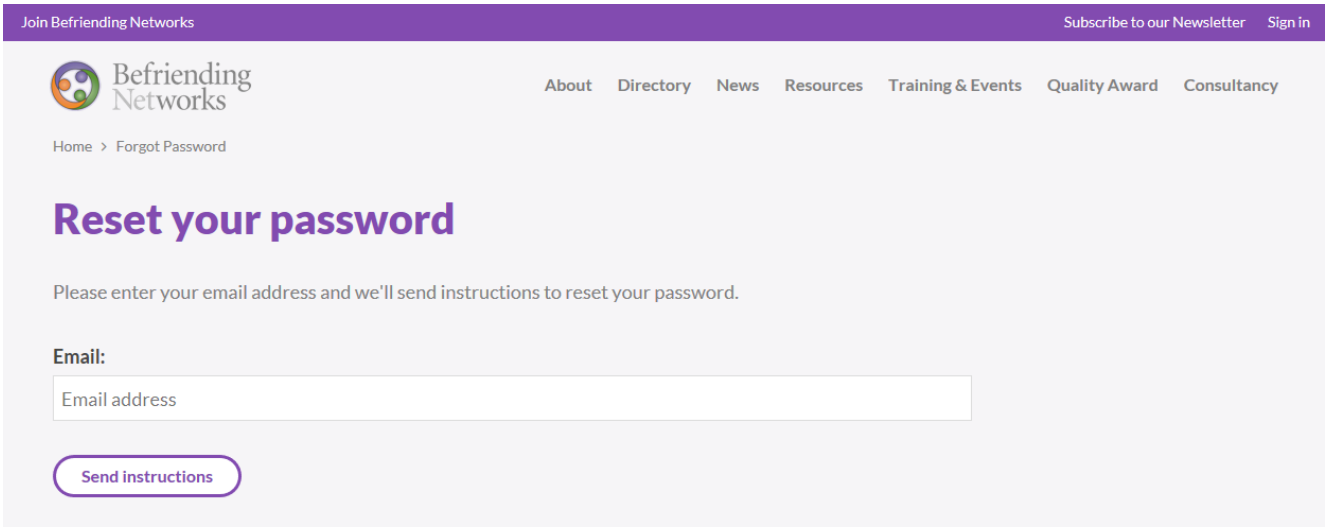
1) Visit www.befriending.co.uk and click ‘Sign in’



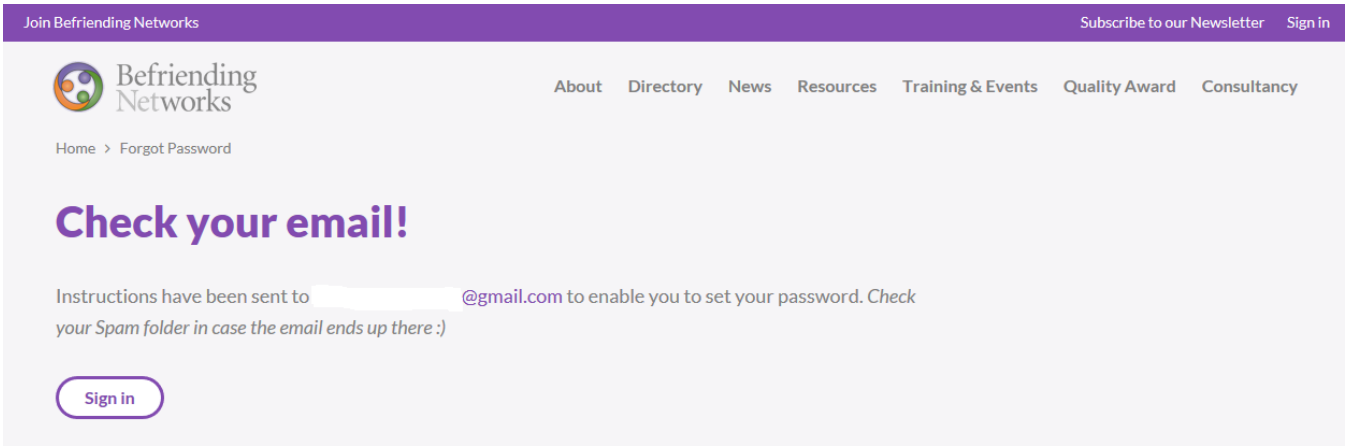
2) If you type in your password incorrectly and can’t remember it, click ‘reset password’ or ‘Forgotten your Password?’



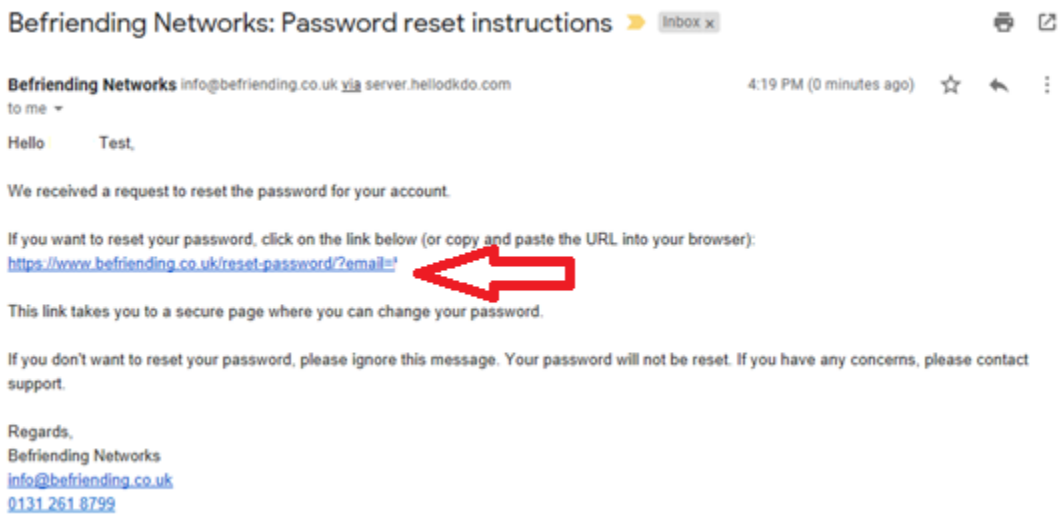
3) Enter your email address and click ‘Sent Instructions’



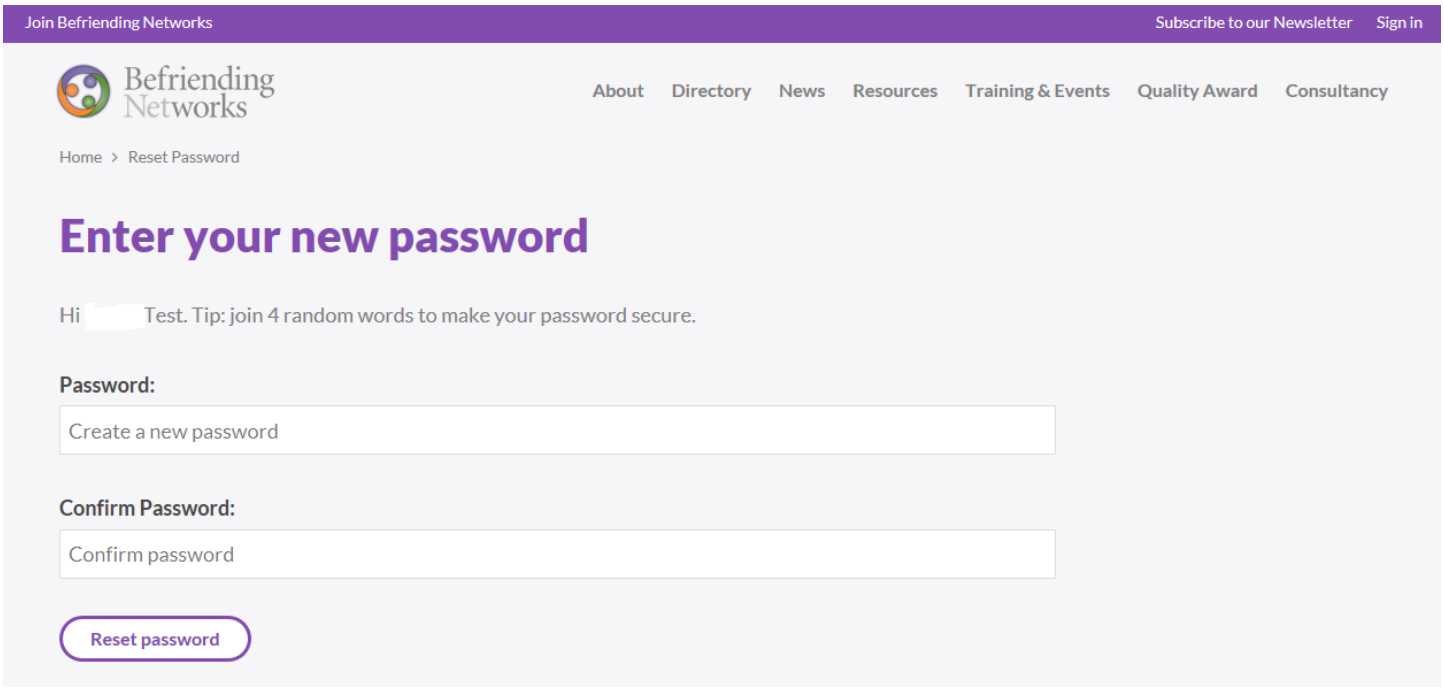
4) You will receive on-screen confirmation directing you to check your email



5) Now, check your email for ‘Password reset Instructions’…

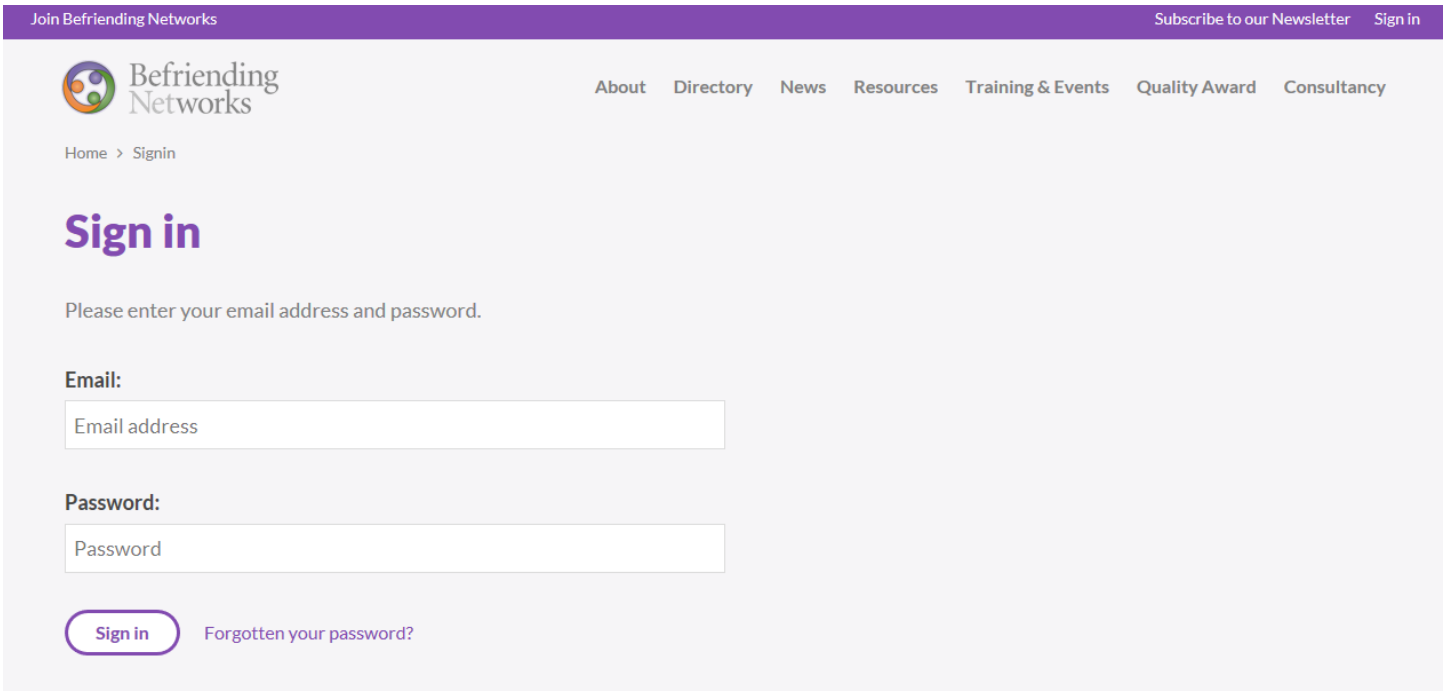


…click the link in the email be redirected to ‘Enter your new password’…



…once you've set & confirmed your new password, click 'Reset password'.

6) You will be redirected to the main 'Sign in' page to enter your email & new password…



…Click 'Sign in' and you should gain access to your account!