

## Getting Help

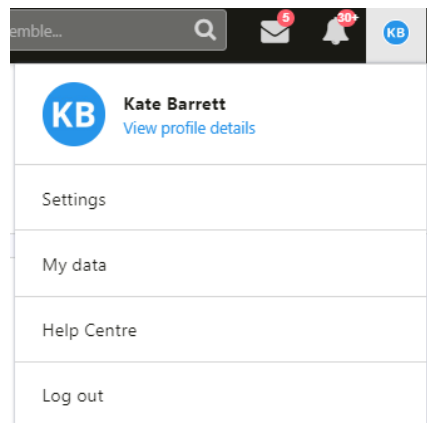
If you have a question about your role, or volunteering at Butterfly Conservation, we encourage you to contact your Key Contact in the first instance.



Role	Initial Point of Contact
All project volunteers	Your project officer
Engagement and Events Co-Ordinator	Branch Chair (when volunteering through a Branch)
Events Volunteers	Your Event Leader
Transect Surveyor	Transect Co-Ordinator
Wider Countryside Butterfly Survey (WCBS) Recorder	WCBS Champion
Practical Conservation Events Co-Ordinator	Branch Chair (when volunteering through a Branch)
Practical Conservation Group Volunteers	Your Practical Conservation Group (work party) Leader
Branch Secretary	Branch Chair
Volunteer Co-Ordinator	Branch Chair
Branch Committee Member	Branch Chair
Branch Newsletter Editor	Branch Chair

If the above people are not available, unable to help, or your role is not listed, you can contact the staff Key Contact for your role.


If you are unsure who your Key Contact is, you can check your profile. You can find this by clicking on your initials in the top right hand corner of the screen in Assemble, and then clicking on "View profile details":





From there you can click on the Roles and Responsibilities tab of your profile. You can check who your Staff Key Contact is by looking on the roles and responsibilities tab of your profile:

## User Details

ADD TOUCHPOINT ▾ ADD NOTE ADD RECOGNITION ADD ACTIVITY ADD TASK OTHER ▾




**Maria Wilson**  
Volunteer for 4 months  
 

Upload Photo [Send Message](#) [Add to favourites](#)

TOUCHPOINTS NOTES DETAILS SKILLS & INTERESTS CONTACTS **ROLES & RESPONSIBILITIES** ACTIVITIES MORE ▾

Roles ▾

TITLE	MANAGER	TEAM	START DATE	END DATE	
• Branch Volunteer Co-Ordinator	Kate Barrett	Cumbria Branch Commi...	10/05/2023	-	<a href="#">View</a>
Butterfly Recorder	CM Scotland	East Scotland Branch Area	26/06/2023	-	



### Help with Assemble

In the first instance, please check our Assemble guidance for help. We have lots of support and training guidance on a range of topics. The Assemble website also has a comprehensive set of [support articles](#) and there is also a support button in the bottom right-hand corner of every page in Assemble with a range of help topics.

If you can't find the answer to your question there, please speak to your Key Contact (or Manager – see above) if you have questions about your role or Assemble. If you are volunteering through a Branch and have a local contact, you can find them in Assemble and send them a message.

You can also ask the Volunteering Team a question by using the 'Talk to us' button on the bottom of Assemble's sidebar to ask a question. We will aim to respond to your question within 5 working days.



Please do share any feedback regarding Assemble or our guidance with the volunteering team.

You can also use this function to request changes to Assemble. Please use the appropriate subject in the Ask A Question form.

Subject

Please select a subject

- Please select a subject
- Resource request
- Design request
- Trading
- Finance
- News
- Assemble query

<b>Request</b>	<b>Subject</b>
New Address Book entry	Design request
New Team	Design request
News item to be shared	News
New / amended skill or interest	Design request