

## Assemble – Frequently Asked Questions

### ► Why is it called “Assemble”?

Assemble is the name of the software we’ve chosen as the platform for our new volunteer website.

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### ► Why have you chosen Assemble?

Assemble is a tried and tested system that’s already being used by lots of other charities – RSPCA, Barnardo’s and Ramblers to name but a few. We’ve chosen to use it because it’s secure, great to look at and easy to use, and it offers you, our volunteers, the power to: update your own contact details, easily connect with your team and other volunteers, manage your tasks and shifts, see what other volunteering opportunities are available, and much more – at home and on the move.

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### ► What will I need to use Assemble?

To access Assemble, you can use your computer, tablet or smartphone.

All you’ll need is an internet connection and a modern browser (eg Google Chrome, Firefox, Microsoft Edge or Safari).

There’ll also be a dedicated RSPB Assemble App, which is optimised for use on mobile devices and allows easier access while on the move. You’ll be able to download the App from the App Store for Apple devices and Google Play for Android devices.

If you don’t have access to a computer, tablet or smartphone, don’t worry – you will still be able to volunteer for the RSPB. For example, if you’d like to update your contact details or apply for a volunteering opportunity, you can contact your line manager / the manager recruiting for the volunteering role and they will be able to help.

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### ► How easy will Assemble be to use? What if I need help?

Assemble is simple to use, just like using Amazon or a social media platform such as Facebook.

If you ever do need help, there’s a support function built right into the website, plus we’ve developed a step-by-step user guide and simple, bitesize “How to” videos, which you’ll be able to access once Assemble is live.

Your line manager will of course be there to support you too if you need any help.

The developers of Assemble are working to continuously improve accessibility of the website and App. If you have any concerns around Assemble’s accessibility, please let us know as we don’t want this to be a barrier.

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▶ **Will my data be safe in Assemble?**

Yes, keeping your data safe is our top priority. Assemble is also fully compliant with appropriate UK Data Protection Legislation. On top of that, you can manage your own data in Assemble. If you want to know the legal details of how we look after your data, you can read our Volunteers privacy policy [here](#).

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▶ **Will I be able to change my contact details in Assemble?**

Yes, Assemble will allow you to view and make changes to your personal information, contact details, special requirements, skills, interests and more – anytime, anywhere, without having to contact the RSPB.