TimeBanks Website

User Manual

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Congratulations on your decision to participate in a TimeBanks community. You're about to see that the process of exchanging services has evolved in a new and exciting way. Using this Internet-based software, you will be able to create ads for offers or requests yourself, giving them your own personal touch.

The basic premise is simple - you create an advertisement to either offer your services or to request a service. This ad, as well as your personal profile, can be viewed only by other members of your TimeBank, who then respond to you using the web site. You have a 'conversation' with these other members to discuss the service and iron out the details. Upon completion of the service exchange, you and your exchange partner use the system to close out the exchange and record the hours. The system will keep track of all the time you spend / earn, and you can easily recall your account status at any time. Of course, you also have the freedom and ability to browse offers and requests from other members to see how you can assist them. The system even has the capability of letting you record exchange hours *without* having to place an ad, if you have an arrangement with another member, for example, and don't need to advertise to the TimeBank for assistance.

This manual takes you step-by-step through the entire process, from registering and getting into the system, to creating your own ads and responding to others, and then recording your hours. Throughout the text you will find references to where to look on the screen (i.e. upper right) and diagrams to show you where to click your mouse (look for the arrows and shaded circles).
In the margins you will find helpful hints to assist you in making the most of the system's capabilities.

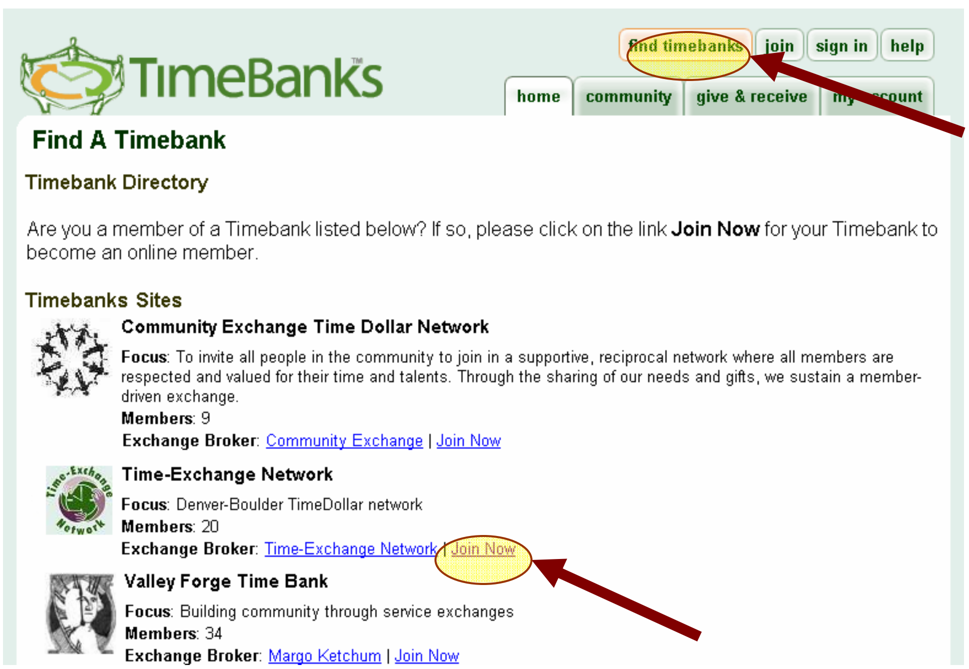
A final note on a few prerequisites – you will have the best experience with this system if you are comfortable navigating through web pages on the Internet, and are familiar with the basic concept of TimeBanking exchanges. If you'd like more information on TimeBanking, visit www.TimeBanks.org and if you feel you're not entirely comfortable on the Internet, please contact your TimeBank coordinator and they will pair you up with a 'buddy' who can help you with this process. Perhaps that will be your first exchange!

To join your local TimeBank you'll need:

- Access to the Internet
- An email address
- The desire to exchange your skills and time with others!

If you don't have access to the Internet, your TimeBank coordinator will match you up with a TimeBank Internet buddy who will do set up and run your account. Internet buddies get paid in Time Dollars.

1. Go to http://beta.TimeBanks.org
2. Click the **Find TimeBanks** button (upper right).
3. Scroll down the list to find your local TimeBank.



4. Click on the Join Now link.

5. Fill in the information on the Join screen as follows:

TimeBank	Review this field to make sure you are enrolling in the organization you want!
Name	Enter your first and last name.
E-Mail Address	Enter the email address you want to use to receive correspondence from this organization.
Password	Enter a password of your own choosing. It can be a mix of letters and numbers, and *is* case-sensitive. Your email address and this password will be your sign-in to the system, so don't forget it!
Verify Password	Retype (do not cut & paste) your password. This step ensures you did not accidentally enter a typo the first time.

6. Review the Terms and Conditions and click the box next to **I Agree**.

7. Click the **Join** button (lower right) to submit your registration request.

8. Wait about a minute and then go pick up your email. You'll find an email from sysadmin@TimeBanks.org that contains a link back into the system. Click on that link and sign into the system as instructed in the email.

9. You now have the opportunity to update your personal profile (See Set Up Your Personal Profile). When finished, click the **Update My Profile** button (lower right).

10. Once TimeBank coordinator has approved your application, you will receive another email inviting you to come back to the website where you can view other members of the TimeBank, post ads, and exchange services.

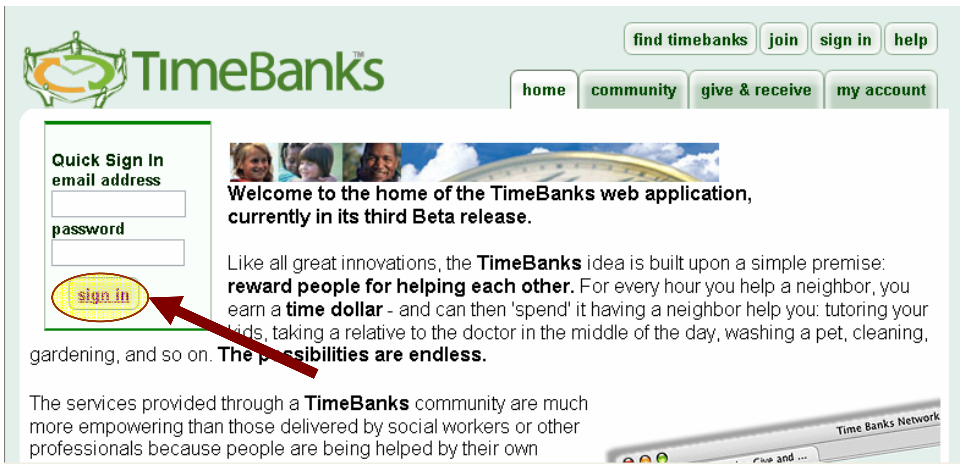
Sign into your TimeBank

Each TimeBank has a private location on the TimeBanks.org site. You have to sign in with your email name and password to view community events, look-up members of your TimeBank, place ads, and update your account.

You have to be signed in to view or conduct any activity.

1. Go to http://beta.TimeBanks.org

2. Enter your full email address and password sent to you by the sysadmin, then click the **Sign In** button (lower right).

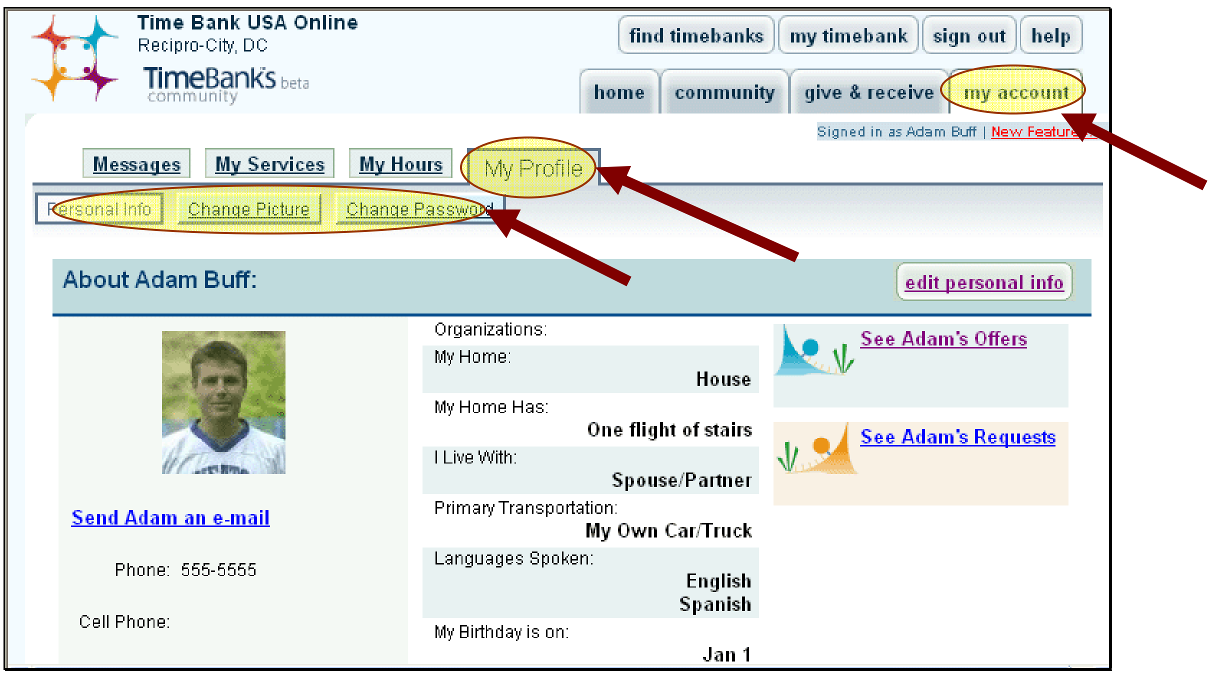


Set Up Your Personal Profile

Please use the Personal Profile page to tell the other people in your TimeBank about yourself. You are free to disclose as much or as little as you want. The more you share, the easier it will be to find a good match for your offers and requests. When in doubt add more personal information. We are trying to build community and the more you say about yourself the more ways people can connect to you.

1. Click the **My Account** tab (upper right).
   (Remember you must be signed in first, see Sign into your TimeBank.)

2. Click the **My Profile** button in the row of buttons that show up below My Account.



3. Immediately under this button you will now see three additional selections:

   I. ***Personal Info***
      1. Click the **Personal Info** button to view your personal profile.
      2. Then click the **Edit Personal Info** button (right side) to edit your profile.
      3. There are three levels of privacy for each section of information. Click on the field on the right labeled: **Show to:** and select

– Broker Only - only the broker will see that information.
– Members of my TimeBank
– Members of TimeBanks Worldwide

II. ***Change Picture***

1. Click on ***Change Picture*** here to add or change the image that appears next to your name on the Member List. Please note the restrictions on file size.
2. Click the **Browse** button to search for the desired image on your computer.
3. Once you have selected it, click the **Upload New Picture** button (lower right) to update your profile.

III. ***Change Password***

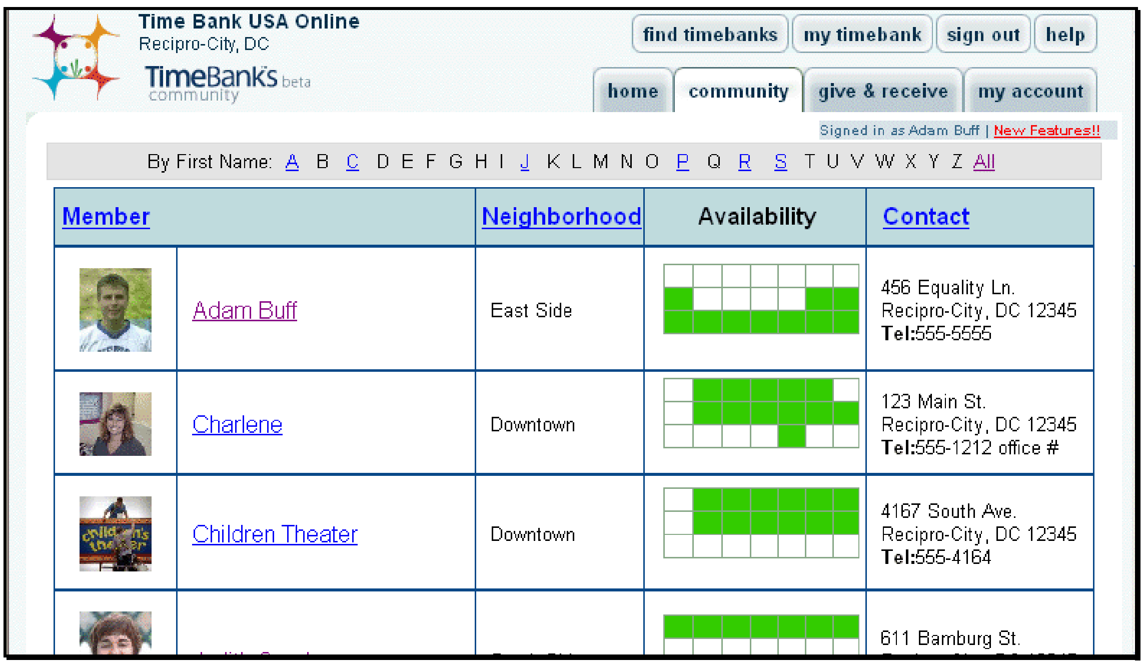
1. Click on ***Change Password*** to change your password. You must first enter your existing password, then the new one. The system asks you to enter it twice to confirm there are no typos.
2. When you have finished, click the **Change Password** button (lower right) to confirm the new password.

View Profiles of Other Members in Your TimeBank

Get to know the members of you community by reviewing their profiles. Its fun to find out all the interests you have in common with neighbors that you didn't know.

1. Click the **Community tab** (upper right), then the **Member list** link. (Remember you must be signed in first, see Sign into your TimeBank.)

2. In the Member List:
    - Click anywhere in a row to see a member's Profile
    - Click a letter in the alphabet row to display only those with first names beginning with that letter,
    - Click on the column headers (Member, Telephone, or Location) to sort by those values.



Click the column headers to toggle the sort between ascending & descending order.

Locate an Offer / Request

1. Click on the **Give & Receive tab**.

2. You can locate a service offer or request three ways:
   a) Click a specific category to view those listings, or
   b) Click on the **All Offers** or **All Requests** link (upper center), or
   c) Click on the **Search for Services** link (upper right) to use a keyword search for service ads.

Use unique words to get more accurate search results.

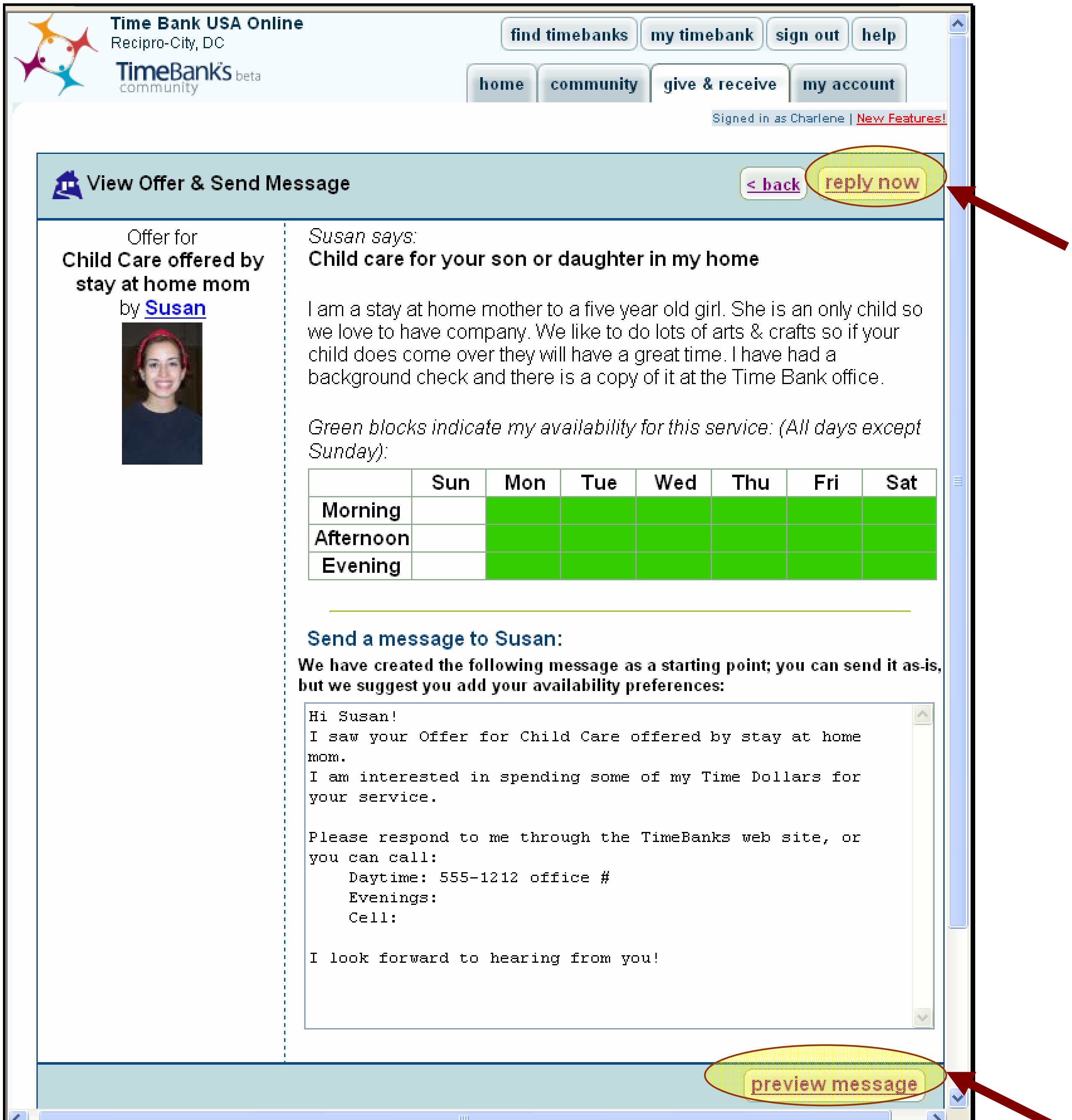
Keywords Type in any word or words and the system will display ads that contain these words.

Service Category You can search through all categories or narrow your search to just one category or sub-category. Selecting one of the items in the Service Category column will prompt a list of specific items to appear in the Service column. Select the item you are interested in.

Type of Service Ads Indicate whether the ad you are searching for is an offer, request, or both.

3. When you find an interesting ad, press the **more…** button for a fuller description.

4. If you want to reply to the message, click on the **Reply Now** button (upper right). **Reply Now** takes you to a draft reply message that is pre-built for that ad and contains contact information from your profile. You can use the message as is or edit it to your liking.



5. Click the **Preview Message** button (lower right) to see how your message will appear before sending it.
6. If you like how it looks, click the **Send Message** button or click **Edit Message** to go back and make some more changes.

When you reply to an ad the other person gets an email to come to the web site and see what you said. You'll get a notice when they respond to your response, etc. until you settle on a date and time for the service.

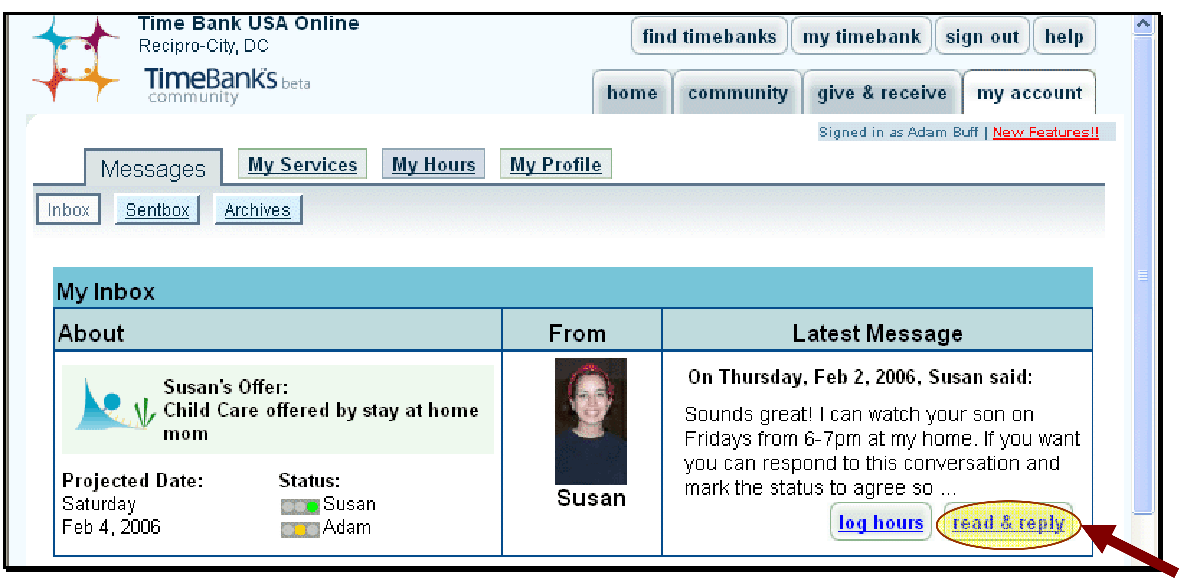
Setting up a service exchange is a lot like an email conversation. The only difference is that all the emails are sent and received on the TimeBanks web site so we can add extra tracking information like date and time to the emails.

When someone responds to your ad or your response to their ad, you will get and email like the one below inviting you to come to web site and see their response.

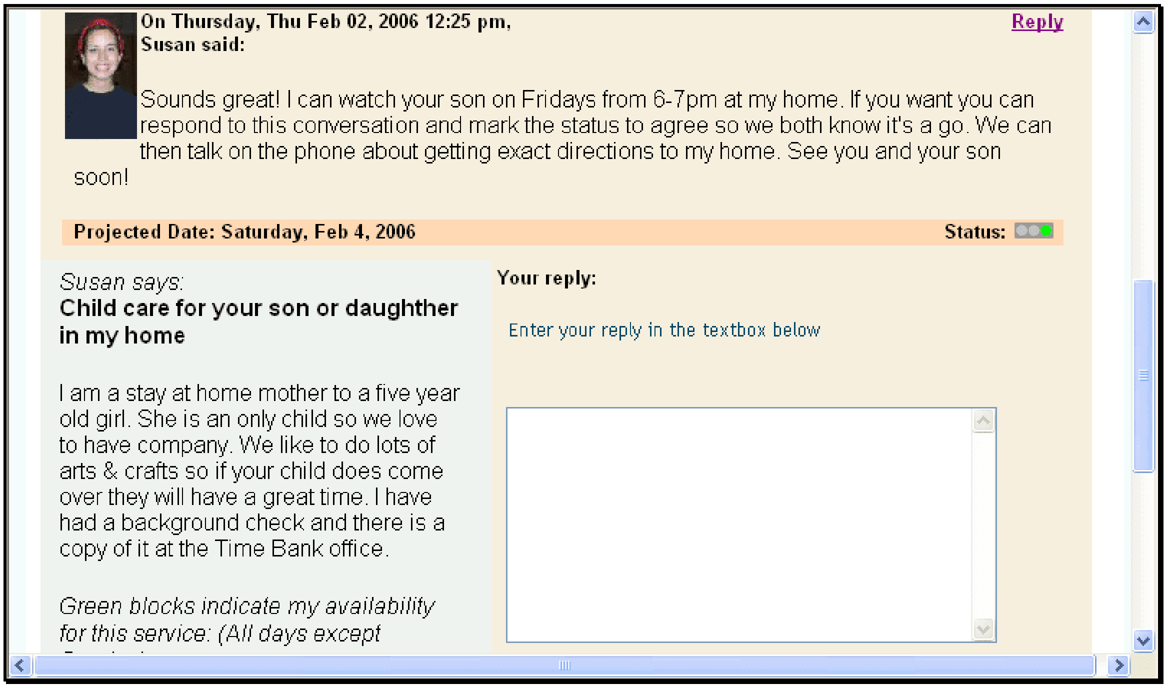
```
Dear Mark,

You have received a reply from Manisha Pandit regarding the Service
Offer for Authentic Indian cuisine. This message is located at:
http://beta.timebanks.org/msgcenter_ib.php

Regards,
The TimeBanks Team
http://www.timebanks.org
```

1. - Click the link in the email to go directly to your Message Center Inbox, OR,
   - Go to www.beta.timebanks.org, sign in, then click the **My Account** tab, then **Messages** button.

2. Each row in your Inbox contains a summary of the all the emails about an ad. Click on the **read & reply** button to see all the emails about a particular service exchange.



3. On the conversation page, you'll see a copy of the original ad, all the emails you had had about the ad, and a **Your reply** section at the bottom of the page. The latest response is in a grey box on the left and you **type in your reply** in the white box on the right. This is the only part of the reply that has to be filled in.



4. To help structure the conversation we have add three additional fields below the reply box:

   Availability: click in the time blocks that you are available

   Projected date: click on the calendar icon on the right of the Projected Date field to choose a date from a calendar.

   Change Status to:
   - Keep the Yellow **Pending** setting, if you are still negotiating a date and time.
   - Click on the Green **Agree** setting, if you can do the proposed date and time.
   - Click on the Red **Can't Do** setting, if you can't or don't want to do the service. TimeBank communities are strictly voluntary. You're not going to stay long in the community if you find yourself agreeing to lots of exchanges that don't feel right about. So please don't be shy about using the Can't Do setting.

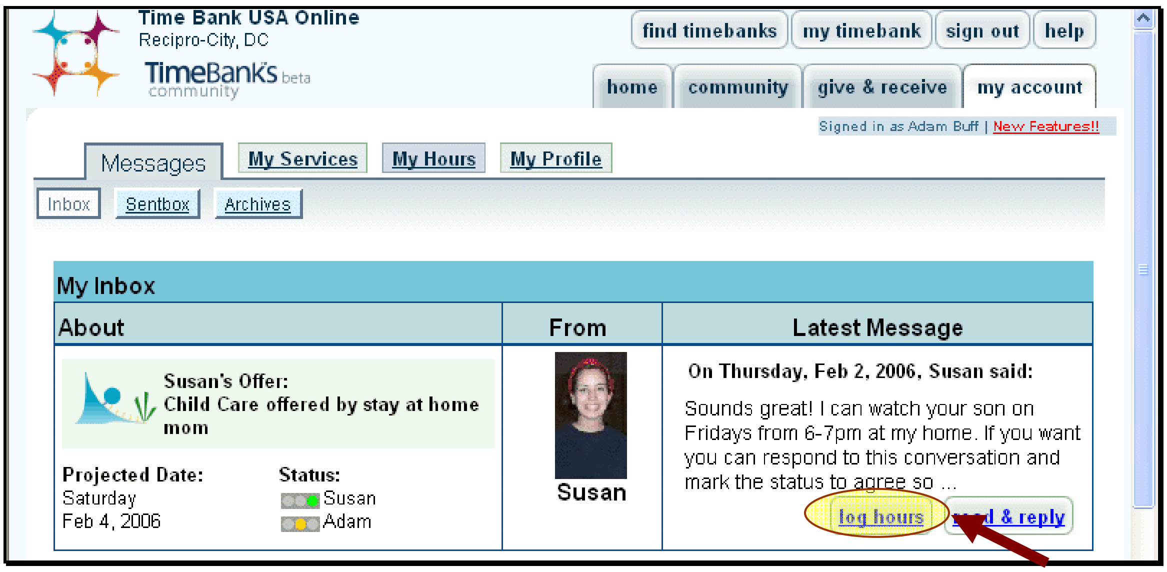
When both members click on the Green **Agree** setting, you are ready to go forward with the exchange.

Record Your Hours

Once an exchange has been completed, you'll want to record hours for it. The easiest way to do this is to find the old message summary for the exchange:

1. Click on the **My Account tab**, then the **Message tab**, then **Inbox**.

2. Click on the **Log Hours** button inside the appropriate message summary.



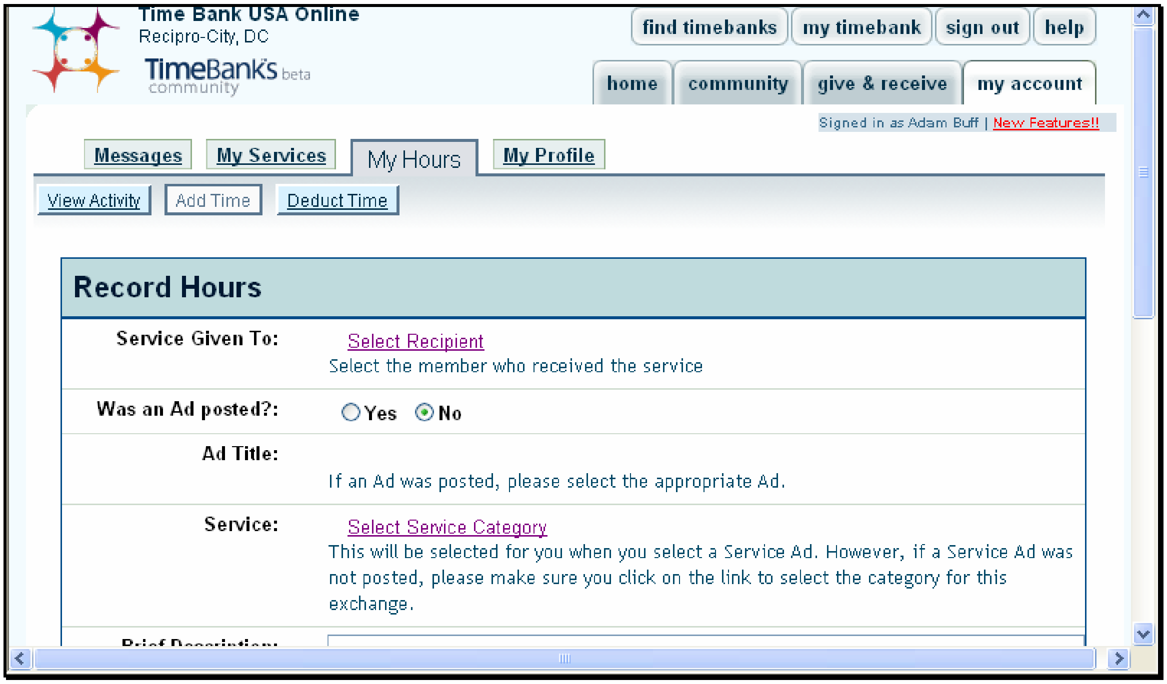
3. On the Record Hours screen, enter the **Date of Service, Time Spent** in quarter hours, and click on the **Preview** button.

4. You'll see a confirmation screen for the entire exchange. Click **Confirm** and this will subtract Time Dollars from the account of the person who received the service and add them to the account of the person who gave the service. The math will work correctly whether you are the give or the receiver who is recording the hours.

If you get billed incorrectly you can always send a message to the broker to dispute your bill. See View Account Status.

Logging hours for service exchanges not set-up through the website.
If you set up an exchange over the phone or email without using the TimeBanks website, you can still log hours for a service given to or received from another member.

1. Click on the **My Account** tab, then **My Hours**
2. – Use **Deduct Time** to bill another member for services you gave.
   – Use **Add Time** to pay another member for services they gave you.



3. Fill in the information on the Record Hours screen as follows:

Service Given By/To

1. Click the Select Provider/Recipient

2. Enter the *first* name of the member you are looking for, then click the **Lookup Member** button.

3. Select the appropriate member from the list that appears, then click the **Confirm** button.

Was an Ad Posted?

If an ad was placed in the system for this exchange,

1. Click **Yes.**
2. Go down one row and click on the **Select Ad**
3. Select the appropriate ad from the list that appears, then click the **Confirm** button.
4. Jump down to the Brief description row

If no ad was placed, ignore this field.

Ad Title

If no ad was placed, ignore this field.

This row is automatically filled out if you select an ad as instructed above.

Service If an ad was placed in the system for this exchange, the service description will automatically be filled in when you select the Ad Title as described above.

If no ad was placed:

1. Click on the link: **Change to another Service Category**
2. Selecting one of the items in the Service Category column, then in the Services column.
3. Click the **Confirm** button.

Brief Description If an ad was placed, ignore this field.

If no ad was placed, enter a short description of the exchange that was performed.

Date of Service Enter the date the exchange was performed. If the service spanned several days, enter the date it was completed.

Time Spent/Earned Enter the total elapsed time spent on this exchange, including travel time if applicable. Numbers should be entered as decimal, i.e. 3.5, not 3 1/2.

Mileage If travel was included in the exchange, enter round-trip mileage.

4. Click the **Preview** button (lower right) to see how your hours will appear before recording it. This will take you to the Record Hours summary screen. Select one of the links to proceed as follows:

Cancel Returns to the previous screen.

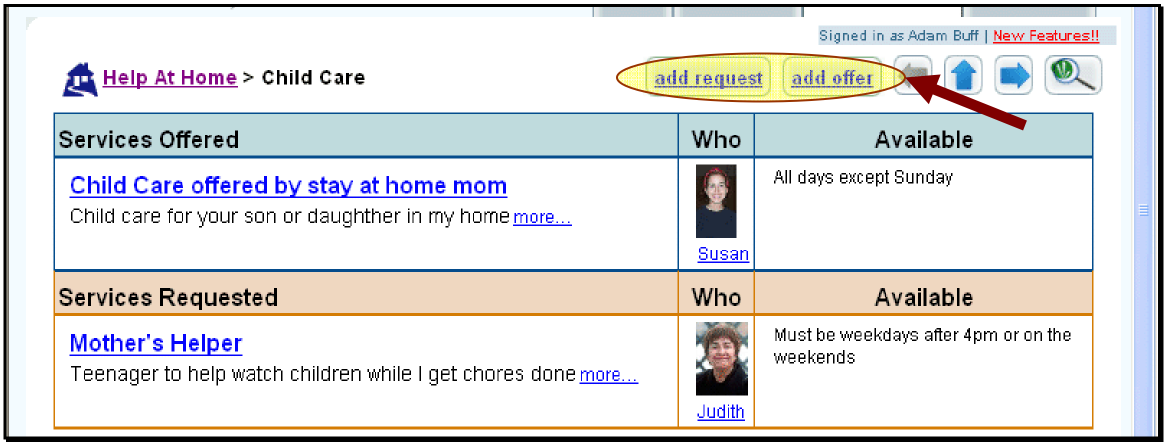
Edit Returns to the previous screen where changes can be made.

Confirm Will more Time Dollars between accounts confirms the hours were recorded. You can click on the **My Hours** link to see a change in your account.

Placing your offer or request is the heart of the TimeBanks web site. It is just as important that you put up listings for receiving as well as giving. People often forget that we need lots of receivers too if we are to build a healthy Time Dollar economy of people helping people.

1. Click the **Give & Receive tab**.
   (Remember you must be signed in first, see Sign into your TimeBank.)

2. Click on the **category** you're interested in. This will display a list of offerings in this category. Looking at these ads may help you in writing yours.



3. Click on the **Add Request** or **Add Offer** button to go to the Add a Service screen.

4. Now that you've successfully navigated to the Add a Service Ad screen, fill in the information as follows:

Service Category The Service Category is probably already correct, if you would like to change it:

Click on the link: **Change to another Service Category**

Selecting one of the items in the Service Category column, then in the Services column.

Click the **Confirm** button.

Type Indicate whether this ad is offering your services to another, or requesting assistance for yourself, by clicking on the round button next to Offer or Request.

Title This is a one line headline

Brief Description Please put in 1-3 lines of description to be used in listings. No need to repeat the title.

In Detail Put all the detail of the service offer / request here. Remember to ramble on here. The more detailed and personable the better. There are not professional ads and you are not paying for each additional word. We're building community and people want to get a sense of the person behind the ad. Ask your TimeBank coordinator to work with you on your first ads to add your personality.

Use the BBCode option to make your Ad stand out!

Also add details like: who's providing any tools and materials to be used, your level of expertise on the subject, urgency of the need, your expectations of the other member, pertinent information regarding allergies, gender preferences, restrictions on mobility, etc.

Availability Click in the time blocks in the Availability Grid to indicate when you are available (green); click again to change back to unavailable (clear).

Availability in Words In detail, specify times & dates, and location.

5. Click the **Preview Service Ad** button (lower right) to see how your ad will appear.

6. Select one of the links to proceed:

Back to My Requests Goes back to the **Give & Receive** tab to view all other listings in the category you selected. *Warning*: Any changes you just made to your ad will not be saved.

Cancel Returns to the previous screen where changes can be made.

Edit Service Ad Returns to the previous screen where changes can be made.

Submit Service Ad Places your ad on the **Give & Receive** tab.

7. The screen now displays a message indicating your ad is live. You can click on View Your New Service Request link to see it.

Your have now established a potential exchange in the system! You don’t need to check back to look for responses. When someone responds to your ad, the system will automatically send you an email with a link directly to their response.

As an extra measure, an email is sent to your TimeBank Coordinator alerting them to the new posting, so they can help facilitate an exchange.

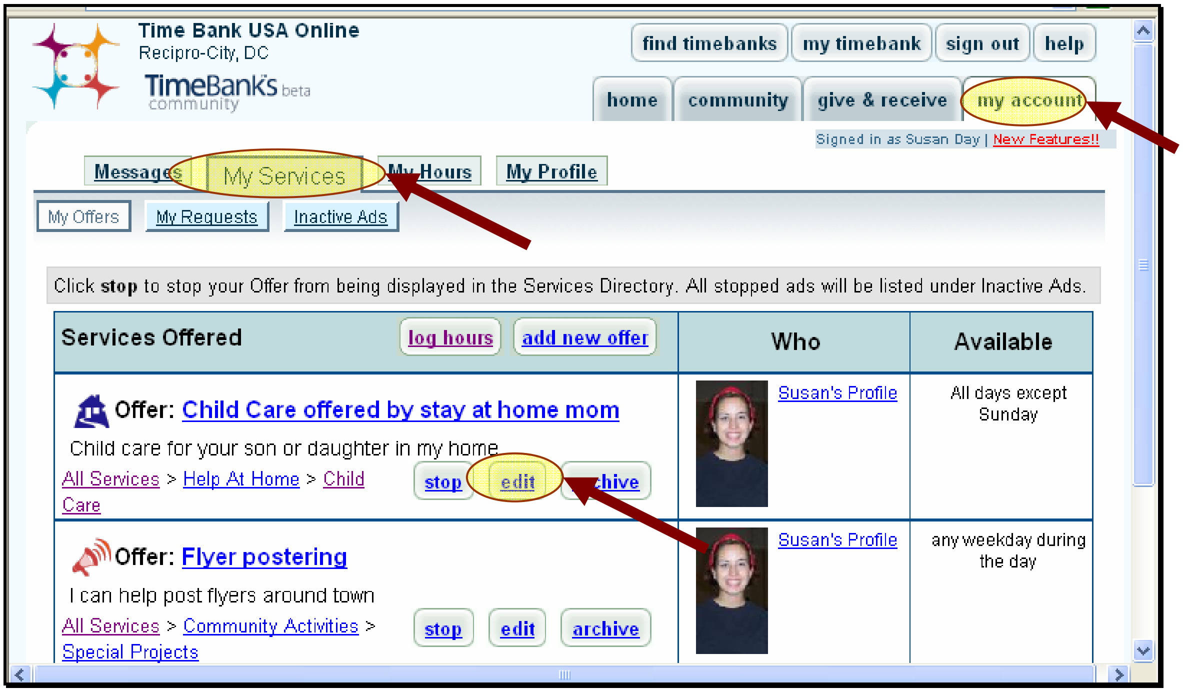
Folks who are new to TimeBanking often make the mistake of only listing the types of services one might find in a listing of professional services. At the core of the Time Dollar economy are the things that people do for each other in extended families. So go ahead and list hair braiding, cooking, after school kid watching, weeding, etc. TimeBank coordinators have a special talent for finding lots of talents that you wouldn’t normally think of offering. Ask the for help in coming up with more ideas for giving and receiving

Edit or Stop Your Offer / Request

1. Click on the **My Account tab**.

2. Click the **My Services** button in the row of buttons that show up below My Account.

3. Under My Services, click on **My Offers** or **My Requests**.



4. Find the ad you want to change, and click the **Edit** or **Stop** button.

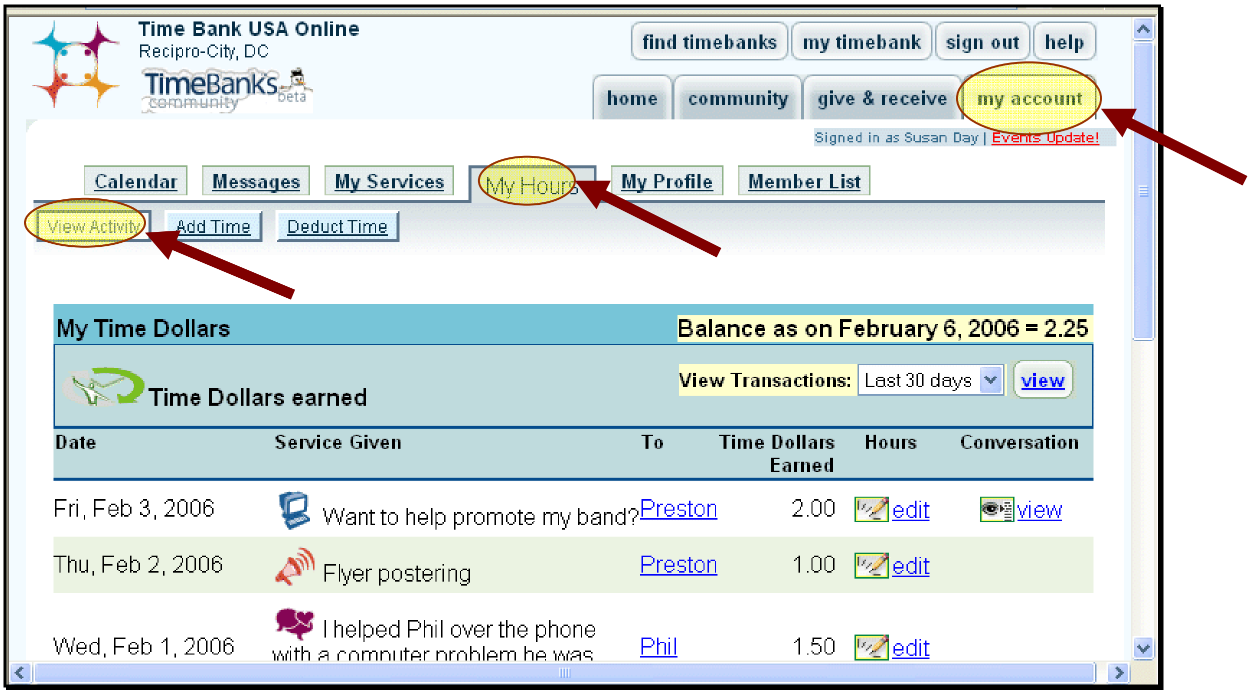
Edit Edit will take you to the Edit My Service Ad screen where you can update your ad as described in the Place Your Offer / Request. Adding more details is always better.

Stop The Stop button will turn into a Start button that you can press at any time to restart your ad. For example, you may wish to put a stop on a seasonal request and restart it later.

View Your Account Status

You can access your account status at any time, including hours earned, hours spent, and a cumulative balance.

1. Click the **My Account** Tab, then **My Hours**, and **View Activity**.



2. To change the date range. Use the **View Transactions** (right side), pull down menu, then click on the **View** button (right side),.

[The **Download CSV file** link needs documentation]

Exit the System

When you are finished with your activities, you don't need to sign out of the system unless you are using a public computer or share your computer with someone else. In these circumstances, it is a good idea to sign out so other people can't use your account.

Simply click on the **Sign Out** button (upper right). That's it!

Now that you've seen the basics, don't hesitate to go online and participate with the other members of your TimeBank. As more and more people get actively involved, a wider variety of services and locations will become available, and the whole process works better and better. The more you use this system the more comfortable you will feel with it and soon, placing and responding to ads will become second nature. Good luck!