

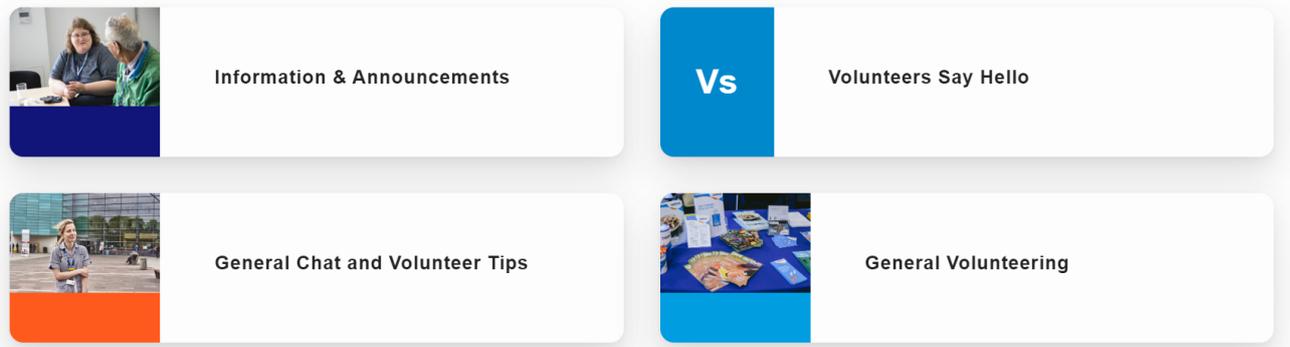
# DIABETES UK

Hello, and welcome to the Diabetes UK Online Volunteer Forum!

We're so glad that that you have joined Diabetes UK as a volunteer. We have put together some Frequently Asked Questions and a simple guide on how to use the Forum. If there is something you feel would be helpful to include here, we would love to hear from you. Please post it in the feedback category on the Forum.

## 1. I have access to the Forum, where do I start?

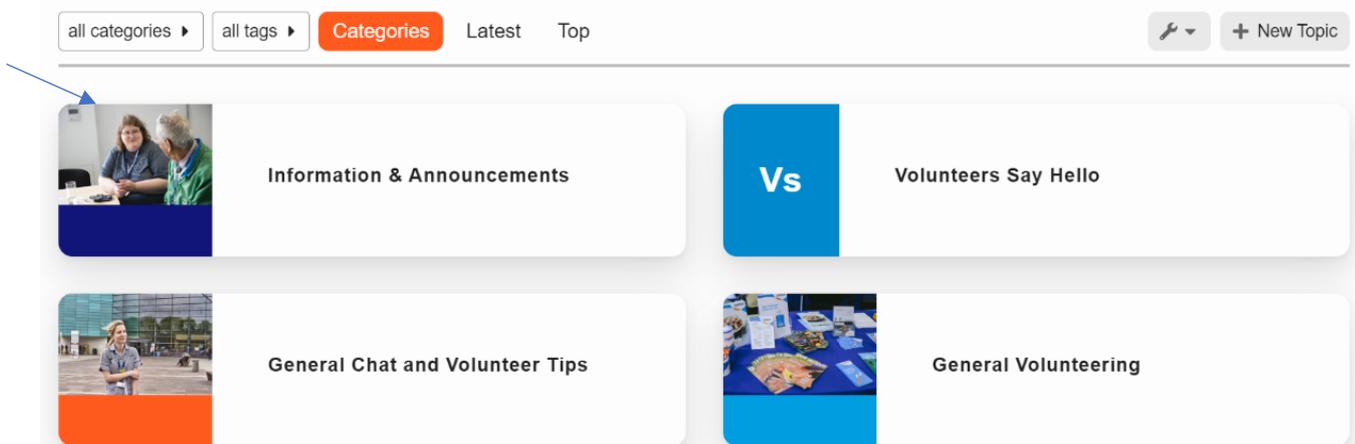
It may be helpful to start viewing the different categories that may be suitable for you:



We would love to get to know you, so please say hello on our new members thread: [Volunteers Say Hello Here](#). You can mention how long you've been volunteering for or tell us what volunteer options you are interested in.

## 2. Where can I find a list of the different categories and topics on the Forum?

We have a variety of categories covering every aspect of volunteering, which we look forward to welcoming you to. You can find a list of the different categories on the main page of the Forum.

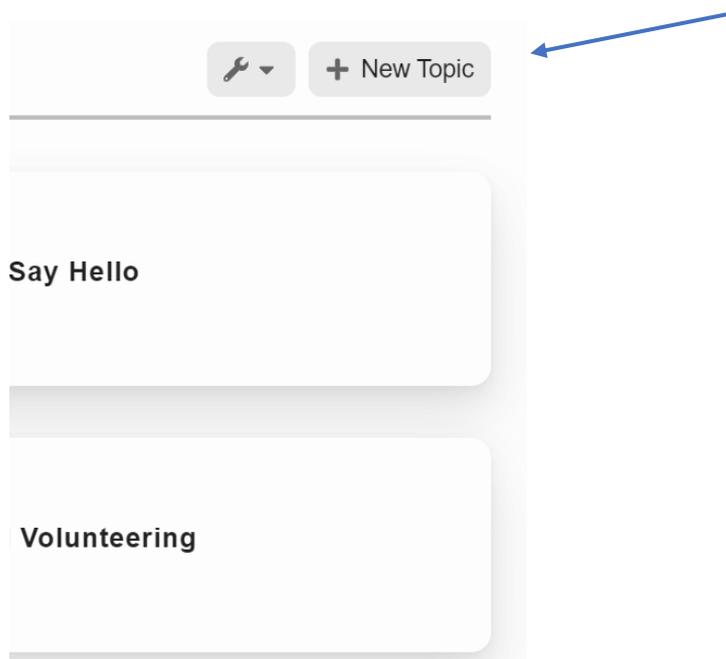


All our categories are visible on the homepage of the Forum when you first log in. If you click on any one of our categories, it will take you to a list a of topics within that specific category. If you switch back to the Forum homepage, to your right you will be able to see our latest topics and tabs, which allow you to see new or unread topics.

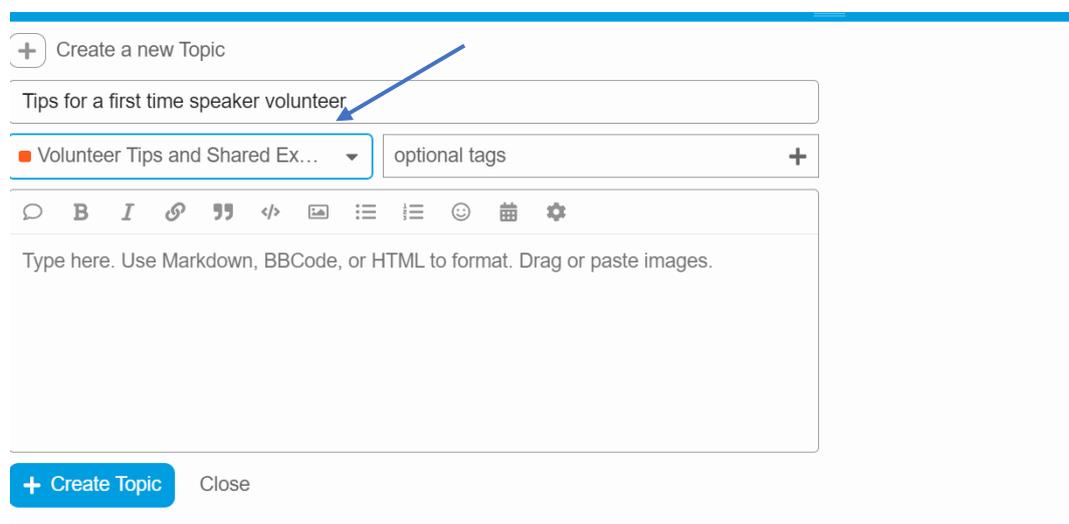
You can go back to the homepage at any time by clicking the 'Diabetes UK' logo at the top of your screen.

### 3. How do I start a topic?

If you don't see a topic that covers what you'd like to talk about, you can start a new one. You can do this by clicking the 'New topic' icon either on the Forum homepage, or within a particular category.

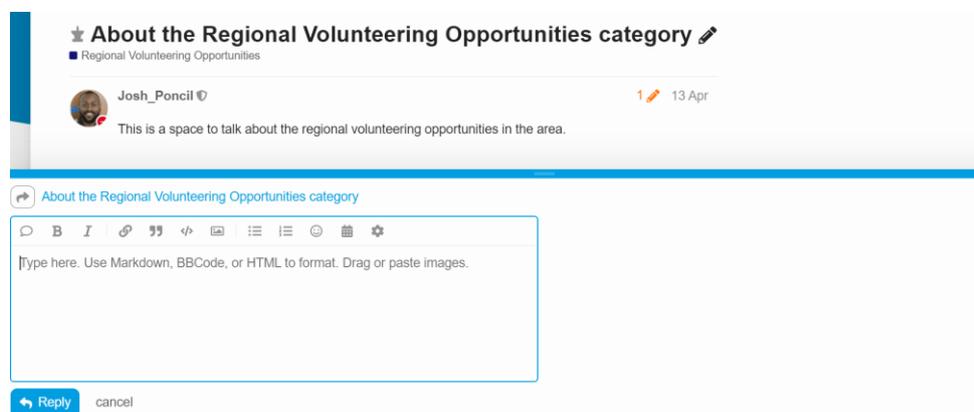


A box will then pop up where you can type the title for your new topic, and your question. Don't forget to choose which category your topic falls into. Click the blue "Create Topic" button and you'll have added a new topic!



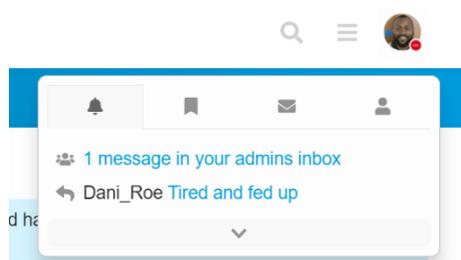
#### 4. How do I reply to someone within a topic?

To reply to a post within a topic, click “add comment” under the post you would like to reply to. A box will then appear at the bottom of the page (see below), where you can type your response. Click the blue “reply” button once you’re ready to send it.

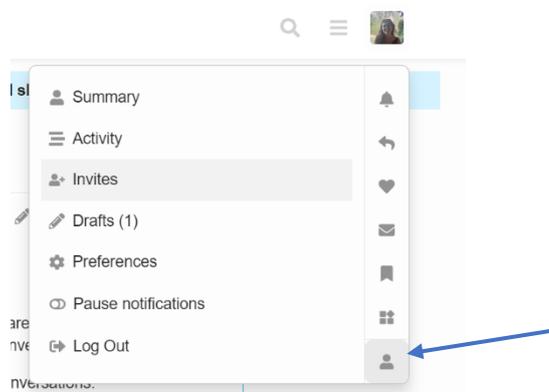


#### 5. What does it mean if I have a notification?

You will see a blue notification symbol appear on your profile picture to tell you that you have a notification. This may be to tell you that someone liked your post, someone has replied to a post of yours or that you have been mentioned in someone’s reply. Clicking on your profile picture will bring up the list of notifications.



You can change your notification preferences on your profile by clicking on your profile picture and then the icon of a person at the bottom. This will bring up the option to “Pause notifications” or click into “Preferences” for more options.

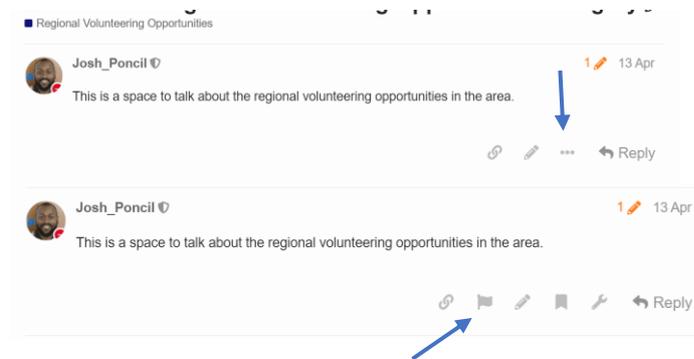


#### 6. What should I do if I see an inappropriate post?

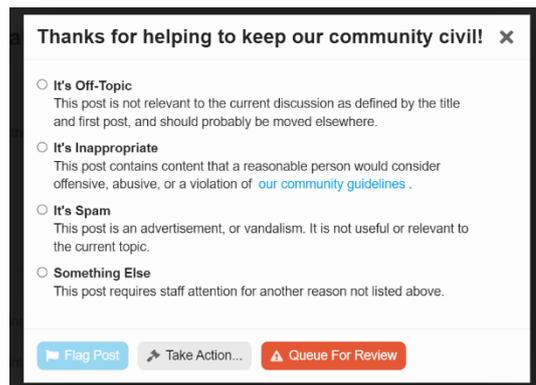
We want the Forum to be a safe, welcoming place for everyone. Staff will regularly moderate posts on the Forum, but there will not be full time moderation.

You may see a concerning post before we do – please do flag these posts so we can take any necessary action. To flag a post, click on the three little dots below the post.

If you would like more information about what sort of things need to be flagged, please do feel free to have a look at our [Terms of Use](#).



You will then see more icons appear; click on this flag icon, see below, this will give you options of what to flag the post for. You just need to then select the reason for flagging the post. An example is below:



## 7. How can I send a direct message to another Forum member?

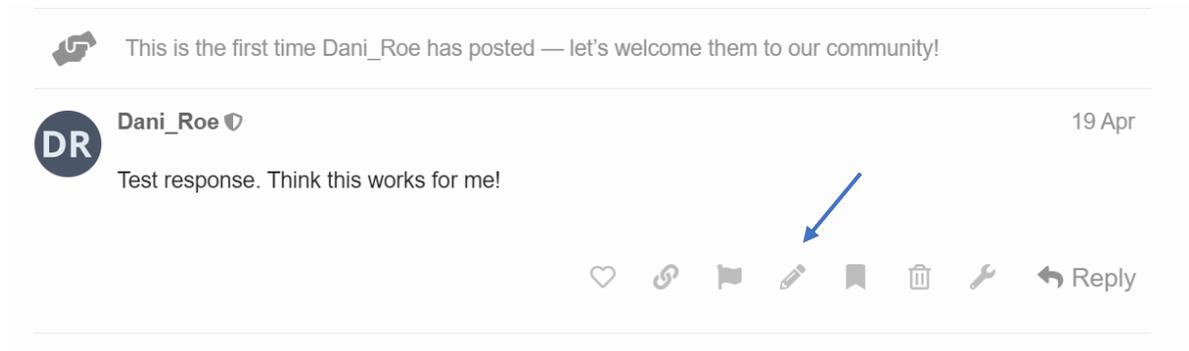
You can do this by clicking on a user's name or the circle with their profile picture or initials in. This will bring up this popup below, and you can send a message here. Just click on the blue message button and begin typing your message. Once you're ready to send it, just click the blue message button again.



We ask all members to follow our terms of use and not send abusive or rude messages to members, or to send private messages soliciting for money or medical advice.

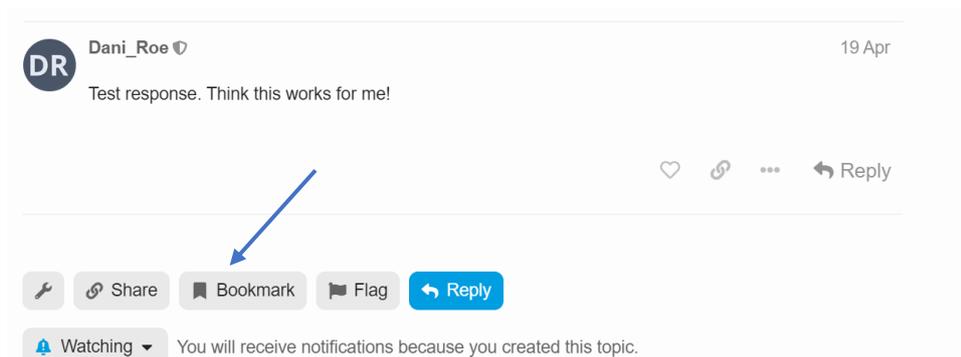
## 8. How do I edit a comment I have posted?

Have you posted a comment on a thread, and you wish to amend it? Just click on this little pencil icon and you will be able to edit your comment. Then click “save edit” when you’re happy with the changes.



## 9. How do I mark certain topics as favourites?

Are there certain topics you would like to save as favourites, which you can spot easily and come back to as and when? Well, you can bookmark them!



If you click on this bookmark icon here, after scrolling down to the bottom of the thread.

## 10. Can I delete any personal messages in my Forum inbox?

Yes, you can. You just need to open the message you wish to delete, and then click on the 3 dots under the message.



You will see a few more icons appear, just click on the bin icon and there you go!



**That's it from us for now!**

We hope this guide has been helpful to you and look forward to hearing from you on the Forum! Any further questions? Please contact your volunteer manager or email [volunteering@diabetes.org.uk](mailto:volunteering@diabetes.org.uk).