



ARTERY TUTORIAL

The Volunteer Portal

Everything you do on your phone, from signing in to signing off

For: riders and drivers

Artery v4.00 · October 2026

The screenshots use a made-up group, Wychwood Blood Bikes. Every name, hospital and phone number in them is fictional.

arterybb.uk

Welcome

The **Volunteer Portal** is Artery on your phone. It shows you your jobs, takes the signatures, keeps you safe while you ride, and lets you book your shifts and message Control. This guide walks you through all of it.

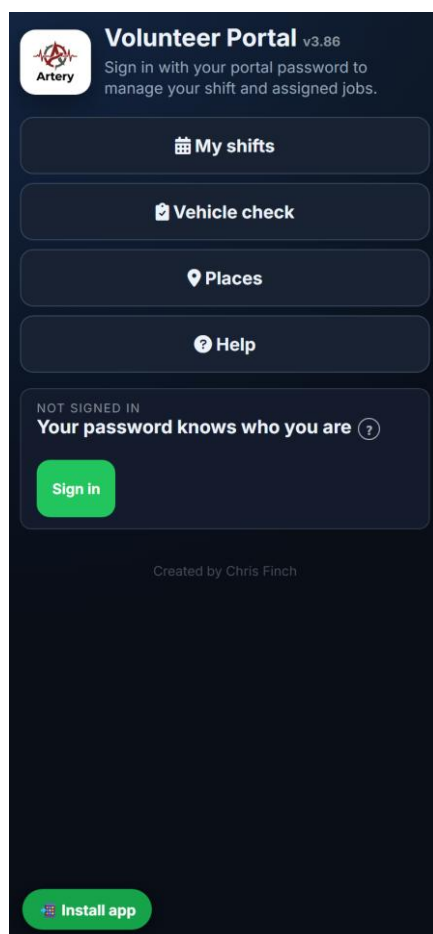
In an emergency

Press the red  **SOS** button. It is on the home screen and at the top of every job. If you can, ring Control or 999 as well.

1. Getting started

Open the portal

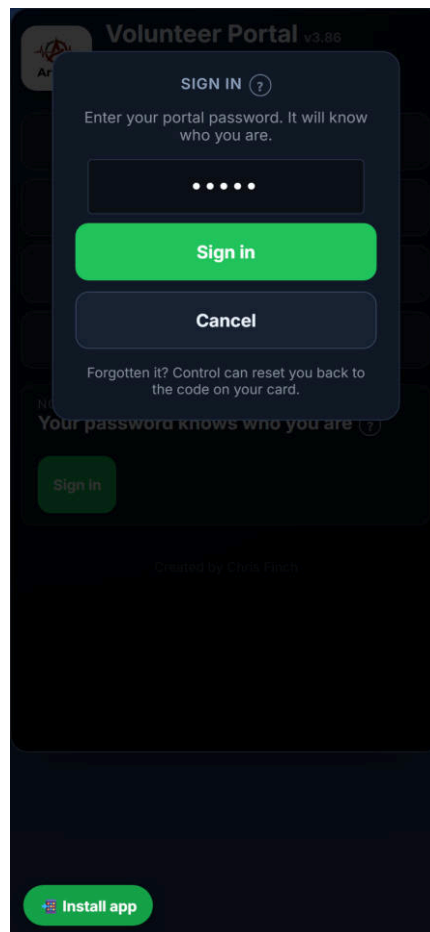
Your group will give you its Artery address. Add **/rider.html** to the end, or use the link on your volunteer card. On your phone, add it to your home screen so it opens like an app: tap  **Install app** if it appears, or choose **Add to Home Screen** in your browser's menu.



The portal before you sign in.

Sign in

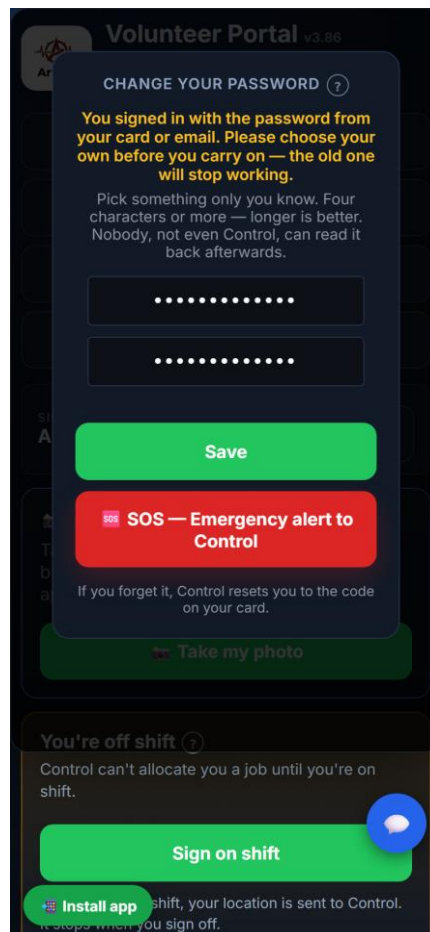
Tap **Sign in** and type the password from your volunteer card. You don't pick your name: your password tells the portal who you are.



Type the password from your card.

Choose your own password

The first time you sign in, you choose your own password. After that the code on your card stops working, so nobody can use your card to get in. Forgotten it? Ask Control or an admin to reset it; you go back to the code on your card.



Choosing your own password. The SOS button stays on this screen.

Allow notifications

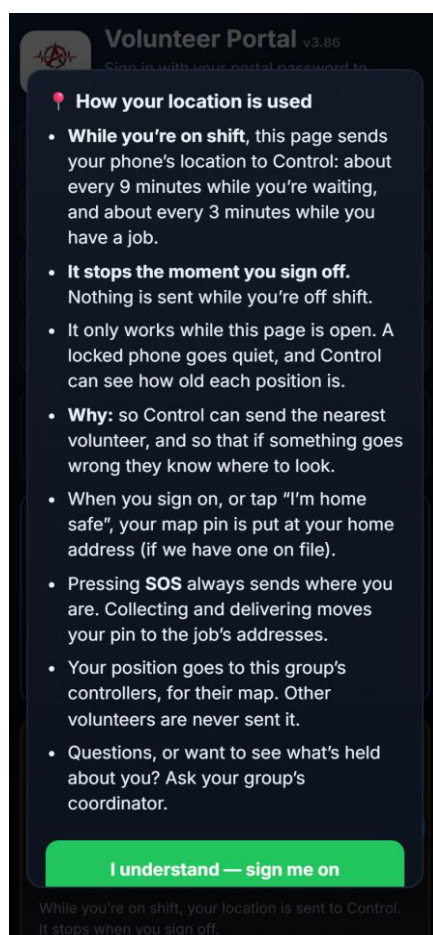
When your phone asks, **allow notifications**. That is how you hear about a new job. If the portal shows a yellow **Job alerts are switched off** warning, follow its steps.

2. Your shift

Sign on

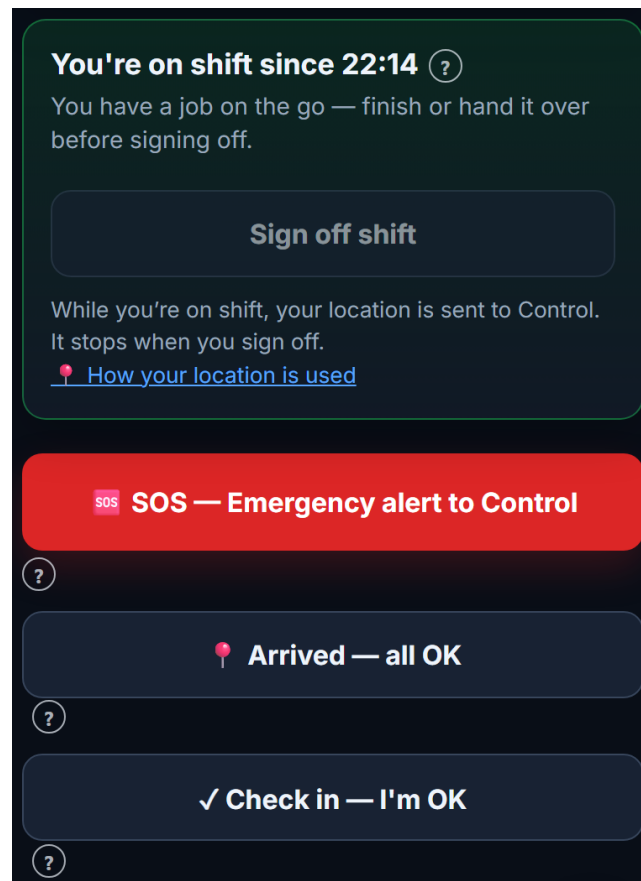
When you are out and ready for jobs, tap **Sign on shift**. Being on the rota is the plan; this tells Control you are actually available.

The first time, you are shown **how your location is used**. Read it, then tap **I understand — sign me on**.



How your location is used. You can read it again any time.

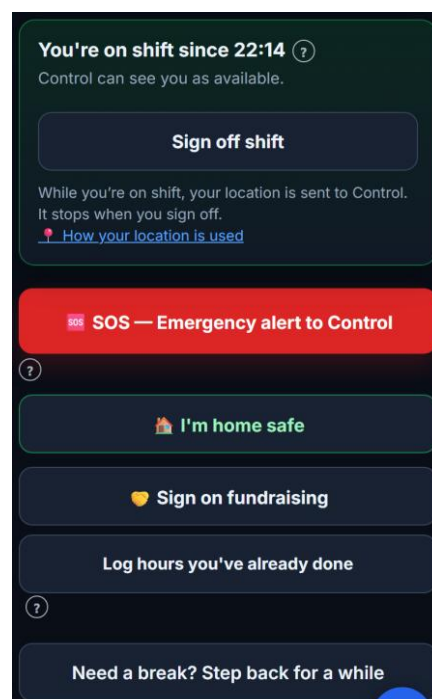
If you haven't done today's vehicle check you'll be offered it. It never stops you going on shift.



On shift. The card always says how your location is used.

Your safety buttons

Under your shift card are your safety buttons: **SOS**, **Arrived — all OK** (when you reach a pickup) and **Check in — I'm OK**. You'll also see who the duty controller is, and who else is on shift with a **Call** button for each.

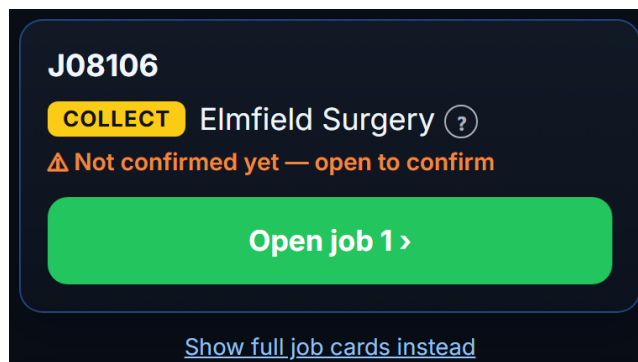


Your shift and safety panel.

3. Doing a job

A job comes in

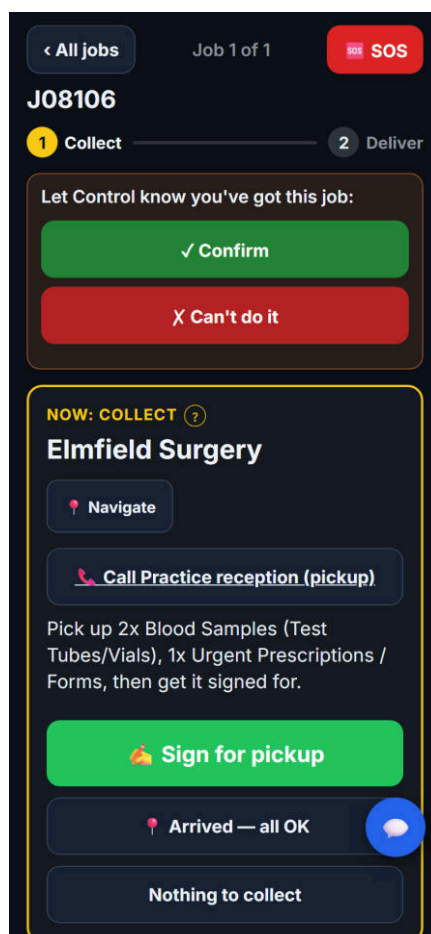
Your phone tells you, and the job appears as a short card: its number, the next step (Collect, Deliver or Hand over) and where. Urgent jobs have a red  **URGENT** banner and go to the top.



A new job on your list.

Confirm it, or say you can't

Tap **Open job**. At the top, tap ✓ **Confirm** to tell Control you are on it, or ✗ **Can't do it** with a short reason (comfort break, too far...) so they can give it to someone else quickly. Please answer either way. If you haven't after 10 minutes, your phone reminds you and Control may ring.



An open job: Confirm or Can't do it, then where to go and what to do.

Get there

- **📍 Navigate** opens your maps app with directions. A **///** link opens the exact what3words spot.
- **📞 Call** rings the person to ask for at the pickup or the drop-off, if Control has given one.
- **🕒 Needed by 14:30** shows the time it must arrive by; it turns orange when it's close and red if it's late.
- Instructions from Control are under the job. **Show all details** has everything else.

At the pickup

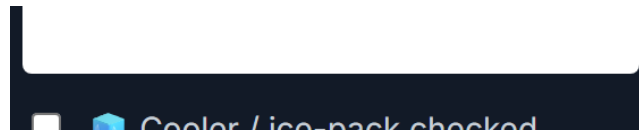
1. Tap **📍 Arrived — all OK** when you get there. It tells Control you are safe, and gives you 30 minutes to collect without anyone worrying.
2. **Count the items.** The signing screen starts with **📦 Check the count** and the total, e.g. 3 in total: 2× Blood Samples, 1× Urine Samples.
3. Tap **✍️ Sign for pickup**. The person handing it over prints their name and signs with a finger on the white pad. Tick **Cooler / ice-pack checked** if it applies. Tap **Save Signature**.

Signing for the pickup: the count, the name and the signature.

- **Nothing to collect?** Tap **Nothing to collect** before you sign. It records that you went, and the run still counts.
- **Items not known?** If the job says "items to be confirmed at collection", tap **Record items collected** and tick what you actually picked up.

Something wrong?

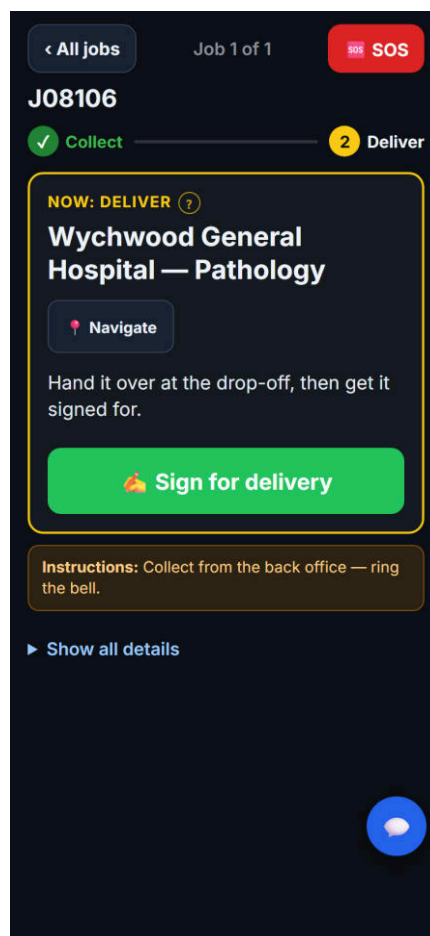
If the count is wrong, something is damaged or leaking, there is a cooler or temperature problem, or the labels or paperwork are wrong, open **Something wrong?** on the signing screen, choose what it is and add a short note (e.g. "2 bags, not 3"). Then sign as normal. Control are told straight away. If it is urgent, ring them too.



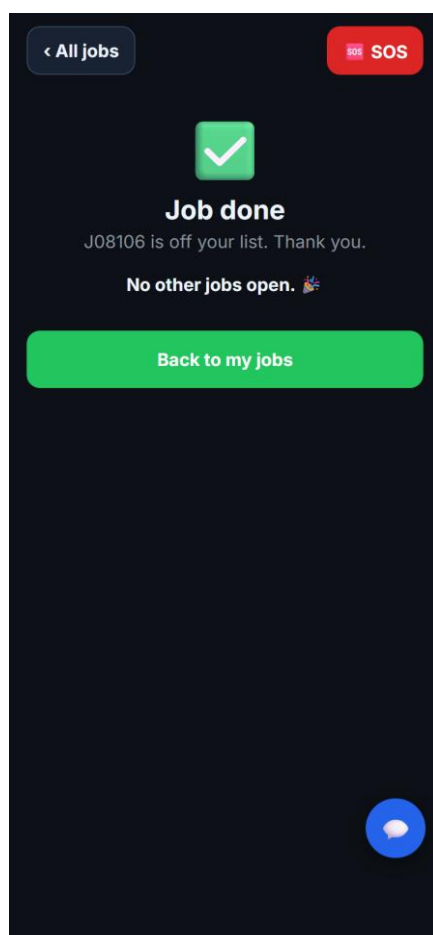
Something wrong? on the signing screen.

Deliver

The job now shows the drop-off. When you hand the items over, count them again, tap **Sign for delivery**, and the person receiving them prints their name and signs. That completes the job.



Step 2: deliver.



Job done.

No signal?

You can still sign. The signature is saved on your phone and uploads by itself when you are back online, even if you close the app. A small banner shows how many are waiting.

Several jobs at once

Every job keeps its own card and its own next step, so nothing gets mixed up. Do them in whatever order works; with two or more, the portal may suggest an order (⌚ Stop 1, Stop 2). When you finish one, the screen lists the jobs still open. If a job disappears unexpectedly, Control has probably given it to someone else; ring them if in doubt.

Relays and handing a job over

- **You're carrying it:** the job shows where the handover is and who you are meeting (with a 📞 Call button). When you meet them, tap the purple 🤝 **Hand over to...** button, give them the items and your phone, and they type their name and sign. Tap **Confirm handover**. The job leaves your list.
- **It's coming to you:** you see a 🔗 **Coming to you** card. Tap **Confirm**, go to the handover point, and sign on the other rider's phone. The job then appears on your list.
- **Can't finish a job** (a breakdown, the end of your shift)? Once you've signed for pickup, open the job, **Show all details**, then **Hand over to another rider**.

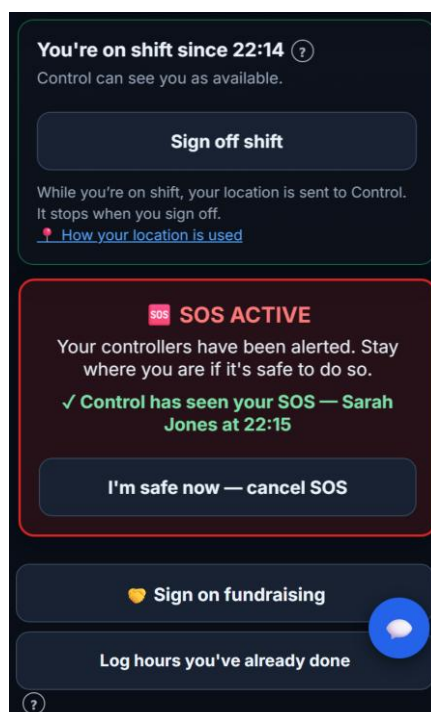
4. Staying safe

Running late

You are **not** asked to check in every half hour. Artery works out roughly when you should arrive and only tells Control if you are running well behind, so they may ring you. Only if you are 30 minutes late, or Control asks, does the portal ask **Control are checking you're OK**. Tap ✓ **I'm OK** when it is safe to stop, or ring Control.

SOS

1. Press  **SOS**. Every controller is alerted at once with where you are. No signal? It sends itself as soon as you have some.
2. Stay where you are if it is safe to. When a controller has seen it, your screen says ✓ **Control has seen your SOS** and their name.
3. When you are safe, press **I'm safe now — cancel SOS**.



SOS active, and seen by Control.

Home safe

When you get home after a run, tap  **I'm home safe**. Control's job isn't done until you are back.

Sign off

When you're done, tap **Sign off shift**. You can't sign off with a job still on the go (finish it or hand it over) or with an SOS still active. Signing off stops your location being sent.

Your location

Tap  **How your location is used** on your shift card any time to read exactly what your group shares and when. In short: it goes to Control only, never to other volunteers, and never once you have signed off.

5. Your vehicle

Before you ride, tap **Vehicle check**, choose your vehicle and tick off the check (POWDER for bikes, a car list for cars). Note anything that needs attention.

approves it, then it goes on your card.

PRE-RIDE VEHICLE CHECK ? X

POWDER check before you ride. Tick what's good, and note anything that needs attention.

Who's doing the check?

Amy Ash

Vehicle

-- Select vehicle --

POWDER check (bike)

- ☒ Petrol / fuel
- ☒ Oil
- ☒ Water / coolant
- ☒ Damage (frame & bodywork)
- ☒ Electrics (lights, indicators, horn)
- ☒ Rubber (tyres & wheels)

Anything wrong? (leave blank if all good)
e.g. rear brake light out

☐ **UNFIT for use — take out of service.**
Tick this only if the vehicle is not safe to ride/drive. It will be taken OUT OF SERVICE.

Need a break? Step back for a while

Controller on duty: Sarah Jones
No contact number saved for Sarah Jones — add one in the Database (Controllers tab).

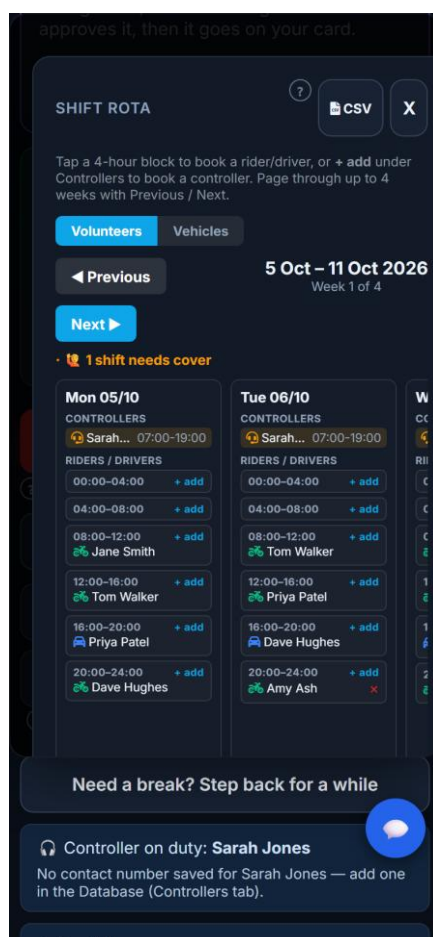
The pre-ride vehicle check.

Not safe to ride?

Tick ☒ **UNFIT for use**. The vehicle is taken out of service straight away and Control are alerted. A minor fault that is still safe (a small fairing crack, say): just note it and leave that box unticked.

6. Your shifts

Tap **My shifts** to see the rota and book yourself onto a 4-hour block as a rider or driver. You can see the whole team's rota, so you know who is on with you. You can add and remove **your own** shifts only.

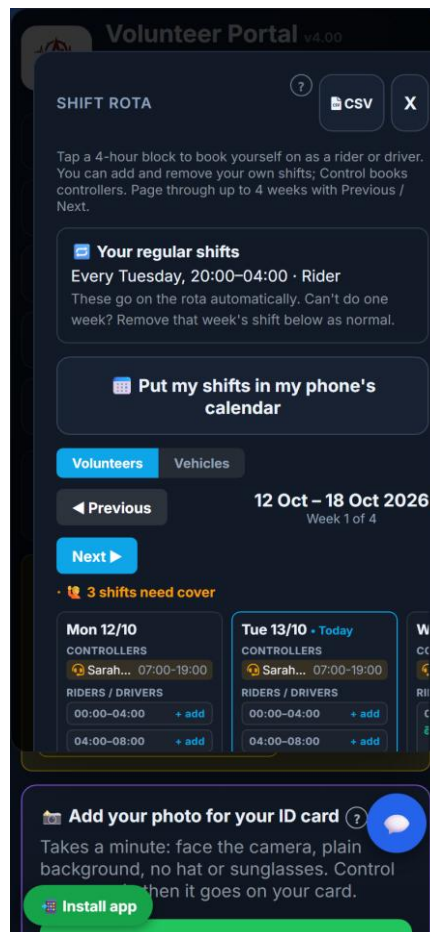


My shifts.

- **Can't make a shift?** Under it, tap **Can't make it** (add a note if you like). It stays on the rota marked **Needs cover** until someone takes it, and you are told who is covering. Within 24 hours, the duty controller is told straight away. Changed your mind? **Withdraw**.
- **Someone else needs cover?** Tap **Take it** on their shift.
- If your group has set how many people each block needs, short blocks show in red (e.g. 1/2): a good place to book yourself in.
- **Fundraising and other hours:** use **Sign on fundraising**, or **Log hours you've already done**. It all counts.
- **Need a break?** Tap **Step back for a while** to tell Control you are unavailable for a time. Nothing is removed, and **I'm back** puts you straight back.

Regular shifts

If you do the same shift every week, Control can set it up once and it goes on the rota by itself. You see it at the top of **My shifts**. Can't do one week? Remove that week's shift as normal. You get a reminder before each shift.

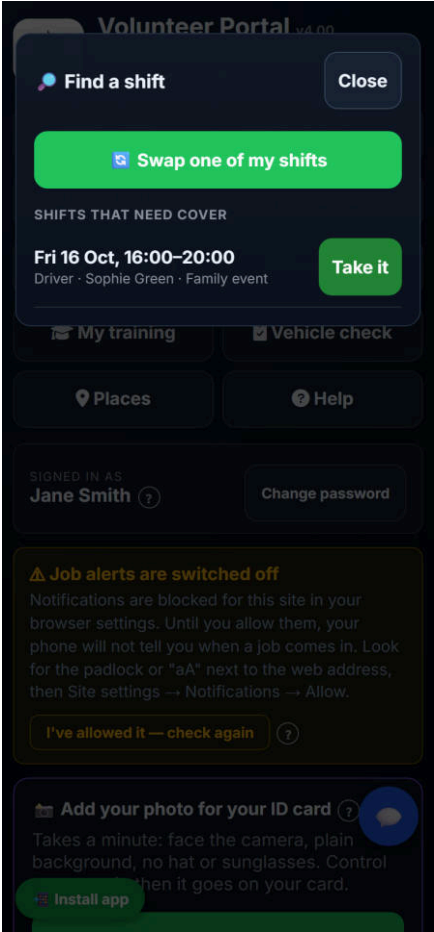


Your regular shifts, and the calendar button, at the top of My shifts.

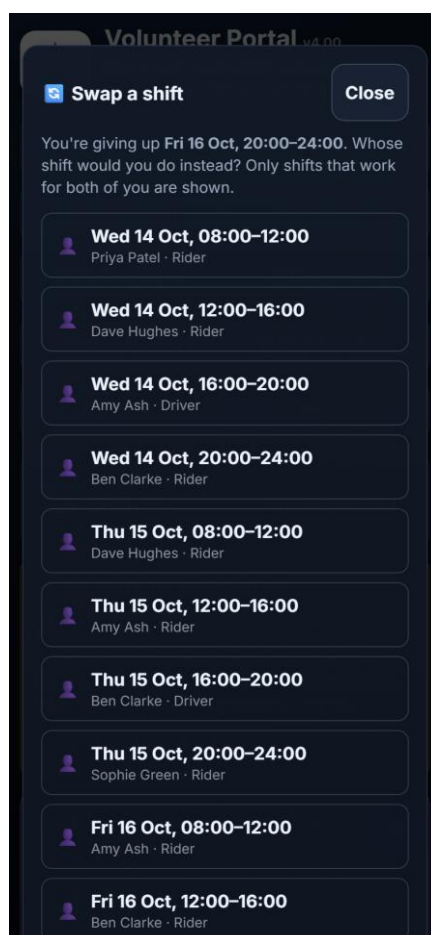
Find a shift, and swapping

Tap **Find a shift** to see shifts colleagues need covering (**Take it**) and the gaps on the rota for the next two weeks (**Book me**).

1. To swap, tap **Swap one of my shifts** and choose yours.
2. Choose a colleague's shift you would do instead. Only shifts that work for both of you are shown.
3. They get a notification and accept or say no. Nothing changes until they accept.



Find a shift.



Choosing whose shift to swap with.

Your shifts in your phone's calendar

In **My shifts**, tap **Put my shifts in my phone's calendar**, then **Make my calendar link**. On an iPhone tap **Add to calendar** and **Subscribe**. For Google Calendar, copy the link and add it on a computer under **Other calendars** → **From URL**. Only your own shifts are in it. Keep the link to yourself; making a new one stops the old one working.

Time away

Going on holiday? Tap **Time away** and add the dates. Your regular shifts are left off the rota, and any shift you have booked in that time is marked as needing cover.

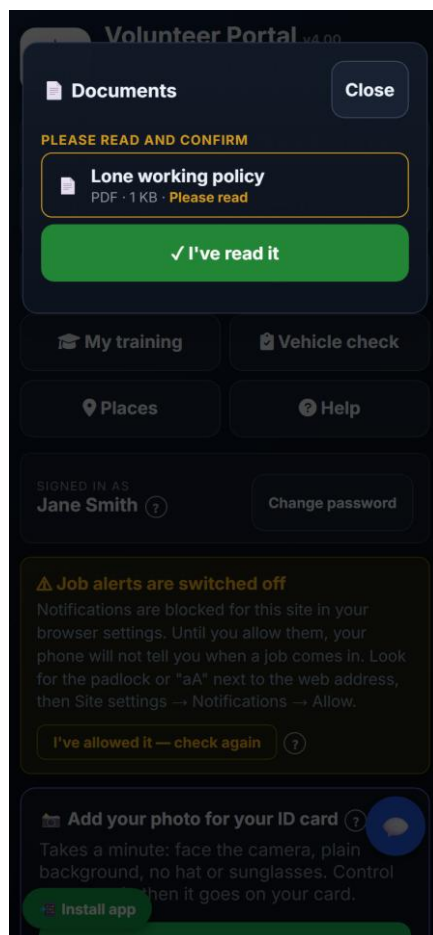
New to the group?

While you are an **applicant** you can look around the portal, but booking shifts, taking cover and swapping open up once you have started training.

7. Notices, documents and training

- **Noticeboard**: news from Control appears as a card at the top of the portal. Tap it, or **Noticeboard**, to read everything.
- **Documents**: your group's policies, forms and guides. Tap one to download it.
- **Please read**: some documents your group needs everyone to read. Open it, read it, then tap **I've read it**. Until you do, you may get a reminder. If it changes, you may be asked to read it again.

- **My training:** what you have done and when it runs out. Green is in date, amber runs out within 30 days, red has run out or is still needed. Something wrong? Tell Control.

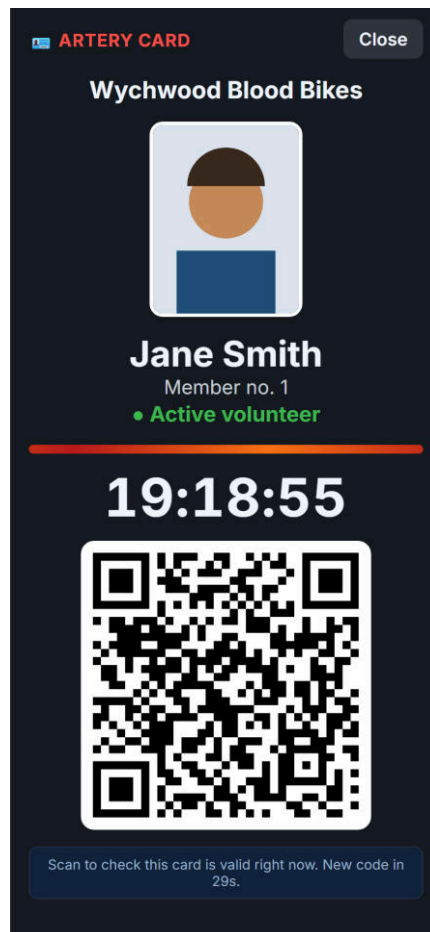


A policy to read and confirm.

8. Your Artery card

Tap **My Artery card** to show your name, photo and group with a QR code. Someone checking you, such as a hospital reception, scans it with their phone camera and sees **VALID NOW** with your photo.

The code changes every 30 seconds and stops working after two minutes, so a screenshot will not pass. It needs signal. The QR never contains your password.



Your Artery card.

9. Messages, your ID photo and help

Messages (💬)

Tap the blue 💬 button to message **Control**: whoever is on duty reads it and replies here. You can add a photo (a damaged box, a locked door). You can also message another volunteer who is on shift. All messages are logged and controllers can read them.



Messages.

Two rules

In an emergency use **SOS**, not messages.

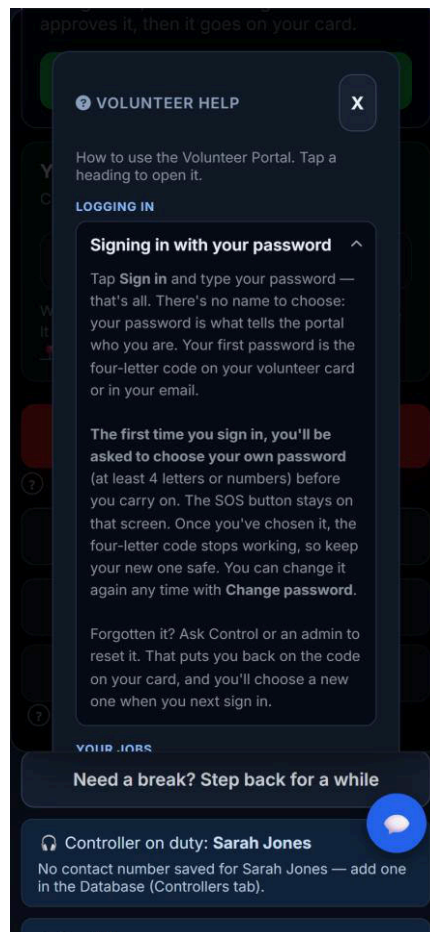
Never send photos of patients or anything that identifies them.

Your ID card photo

If your group makes photo ID cards you'll see 📷 **Add your photo for your ID card**. Tap **Take my photo**, face the camera against a plain background with no hat or sunglasses, then drag and zoom so your face fits the guide. It goes to Control to approve.

Help

Help at the top of the portal explains every part of it, and the small round ? buttons explain the thing they are next to.



The portal's Help.

Logging out

Sign off shift tells Control you're off duty but keeps you logged in, so you can still look at the rota. **Log out of the portal** (at the bottom of the page) signs you out completely. Always log out on a phone or computer other people use.

Quick reference

I want to...	Do this
Start my shift	Sign on shift , then the Vehicle check
Accept a job	Open job → ✓ Confirm
Turn a job down	Open job → ✗ Can't do it + reason
Get directions	📍 Navigate (or tap the /// link)
Say I've arrived	📍 Arrived — all OK
Collect	Count → 📄 Sign for pickup (they sign)
Nothing there	Nothing to collect
Report a problem	⚠️ Something wrong? on the signing screen
Deliver	Count → 📄 Sign for delivery (they sign)
Hand a job to another rider	🔄 Hand over to... → give them your phone → they sign → Confirm handover
Answer "are you OK?"	✓ I'm OK when it's safe to stop
Get help NOW	🆘 SOS (and ring Control or 999 if you can)
Message Control	💬
Book a shift	My shifts → tap a block
Can't make a shift	My shifts → 🚫 Can't make it
Pick up a shift that needs cover	Find a shift → Take it
Swap a shift	Find a shift → Swap one of my shifts
Book time away	Time away → add the dates
Confirm I've read a policy	Open it → I've read it
Show my Artery card	My Artery card
Finish	🏠 I'm home safe , then Sign off shift