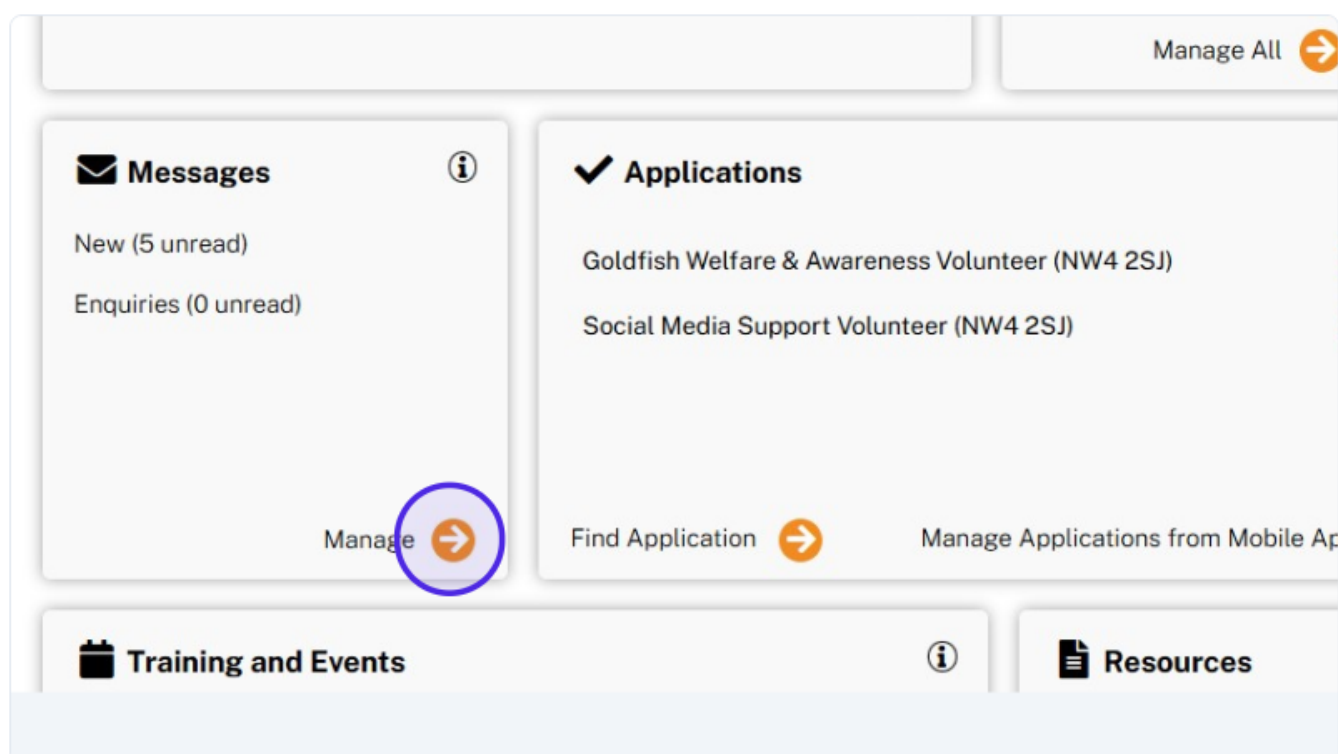


An Overview of Message Management via the JVN Dashboard

This guide provides details of the **'Message Management'** area of the Charity Dashboard. It is split into sections: the **'Message Lifecycle'** and new actions you can use within Messages.

Section 1: Message Lifecycle

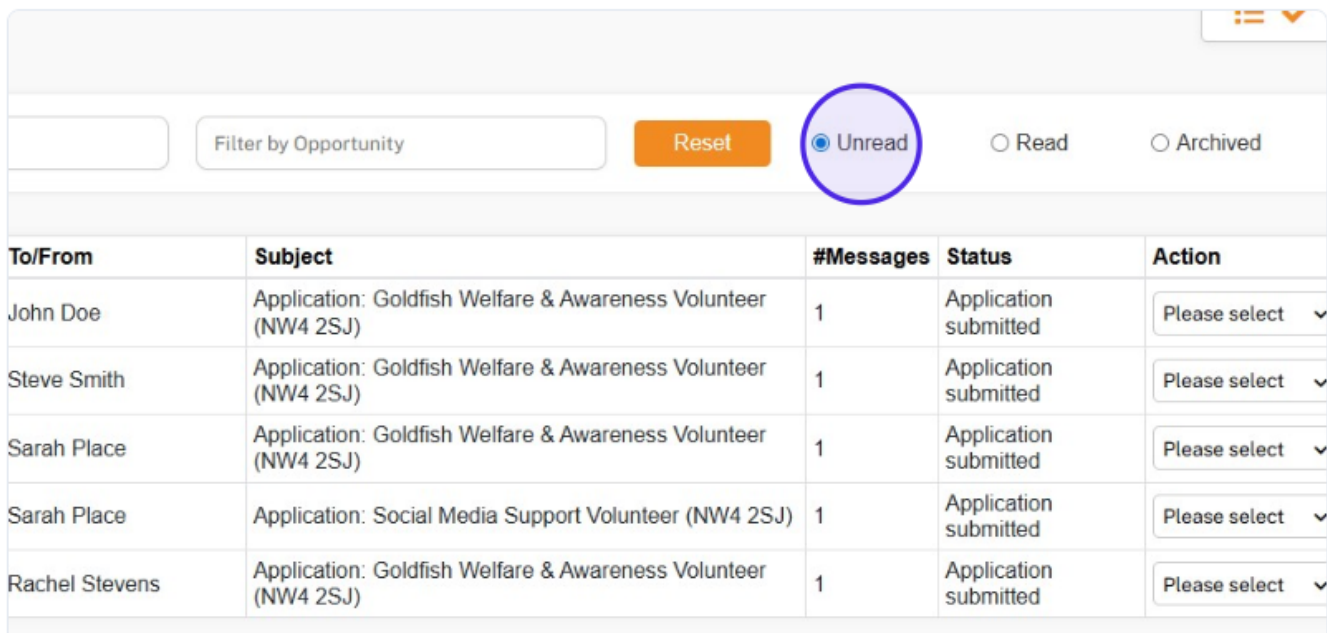
1 Access the Messages Section



On the Messages Box, it will highlight how many messages are unread for both New **'Applications'** and New **'Enquiries'**.

From the **Charity Dashboard**, click **'Manage'** to go to messages and enquiries from potential or current volunteers.

2 Filtering Messages: 'Unread'



The screenshot shows a web interface for managing messages. At the top, there is a search bar, a 'Filter by Opportunity' dropdown, a 'Reset' button, and three radio buttons: 'Unread' (selected and circled in blue), 'Read', and 'Archived'. Below the filters is a table with the following columns: 'To/From', 'Subject', '#Messages', 'Status', and 'Action'.

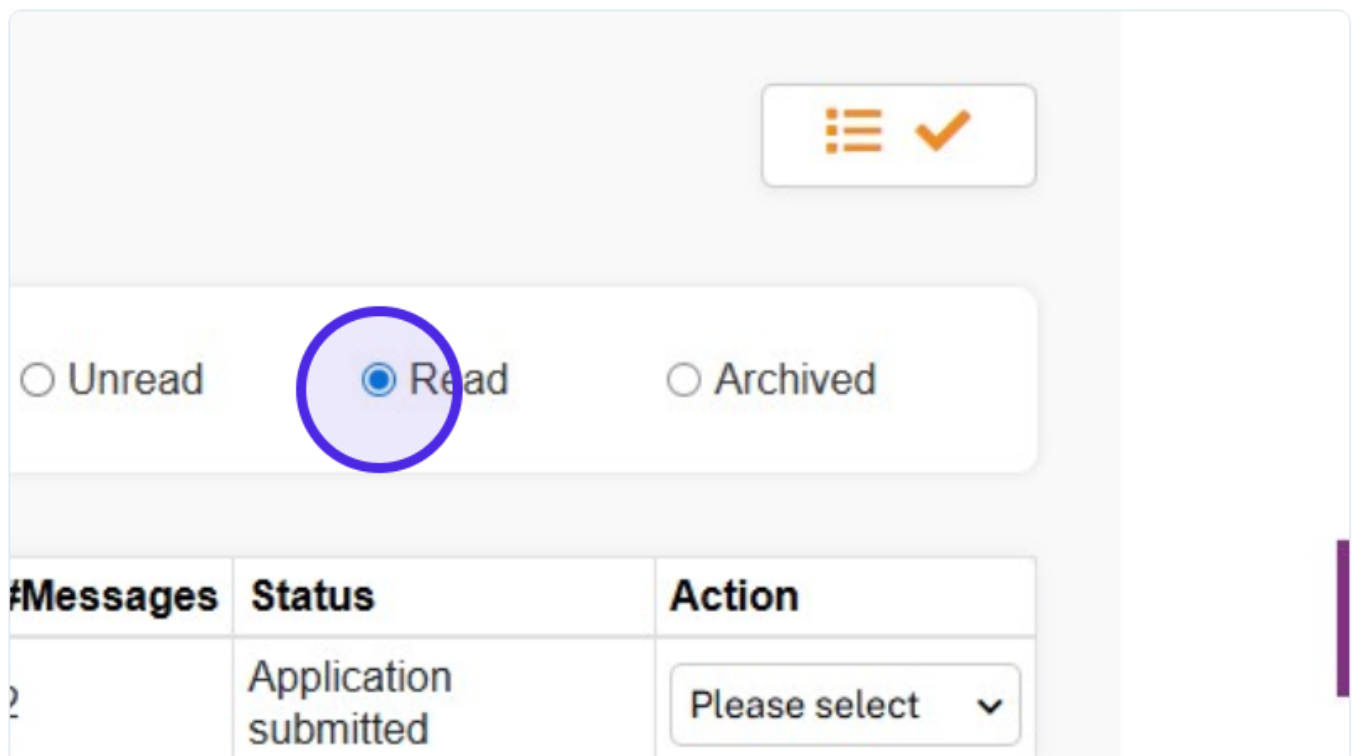
To/From	Subject	#Messages	Status	Action
John Doe	Application: Goldfish Welfare & Awareness Volunteer (NW4 2SJ)	1	Application submitted	Please select ▼
Steve Smith	Application: Goldfish Welfare & Awareness Volunteer (NW4 2SJ)	1	Application submitted	Please select ▼
Sarah Place	Application: Goldfish Welfare & Awareness Volunteer (NW4 2SJ)	1	Application submitted	Please select ▼
Sarah Place	Application: Social Media Support Volunteer (NW4 2SJ)	1	Application submitted	Please select ▼
Rachel Stevens	Application: Goldfish Welfare & Awareness Volunteer (NW4 2SJ)	1	Application submitted	Please select ▼

Along the top bar of 'Messages', there are 3 different radio buttons. These can be selected 1 at a time to display different messages. These are '**Unread**', '**Read**' and '**Archived**'.

'**Unread**' will show any messages that have not been opened by any '**Charity Volunteer Manager**' user. (Only those connected as '**Charity Volunteer Manager**' will be able to read/reply to messages. Please note that after you have read an '**Unread**' message, it is automatically marked as '**Read**'.

Messages will automatically move to '**Archived**' from both '**Read**' and '**Unread**' filters after 12 months.

3 Filtering 'Read' Message



The screenshot shows the same web interface as before, but with the 'Read' radio button selected and circled in blue. The table below shows the filtered results.

#Messages	Status	Action
2	Application submitted	Please select ▼

The '**Read**' radio button will filter the list to show only messages that have already been read.

4 'Archived' messages

Reset

☐ Unread

☐ Read

☒ Archived

	#Messages	Status	Action
Goldfish Welfare & Awareness Volunteer	1	Application submitted	Please select 

The '**Archived**' radio button will filter the list to show messages that have been archived and not display in the other options. You can archive messages using the '**Action**' function.

Section 2: New Features in Messages

2a: Mark as Unread/Read

1 Navigate to Messages

 **Messages** 

New (4 unread)

Enquiries (0 unread)

Manage 

 **Applications**

Goldfish Welfare & Awareness

Social Media Support

Find Application 

Navigate to '**Messages**' from the Charity Dashboard.

2 Open the either Unread or Read messages

Reset

☒ Unread

☐ Read

☐ Archived

	#Messages	Status	Action
ss Volunteer	1	Application submitted	Please select ^

Select the relevant type of messages you would like to view. By default, your **'Messages'** page will automatically display **'Unread'** messages for review.

3 Mark Message as Unread or Read

Reset

☐ Unread

☒ Read

☐ Archived

	#Messages	Status	Action
cial Media Support Volunteer (NW4	2	Application submitted	Please select ^ - Read/Reply - Mark as Unread - Archive - Update Status - View Opportunity (Cancel)

Office hours

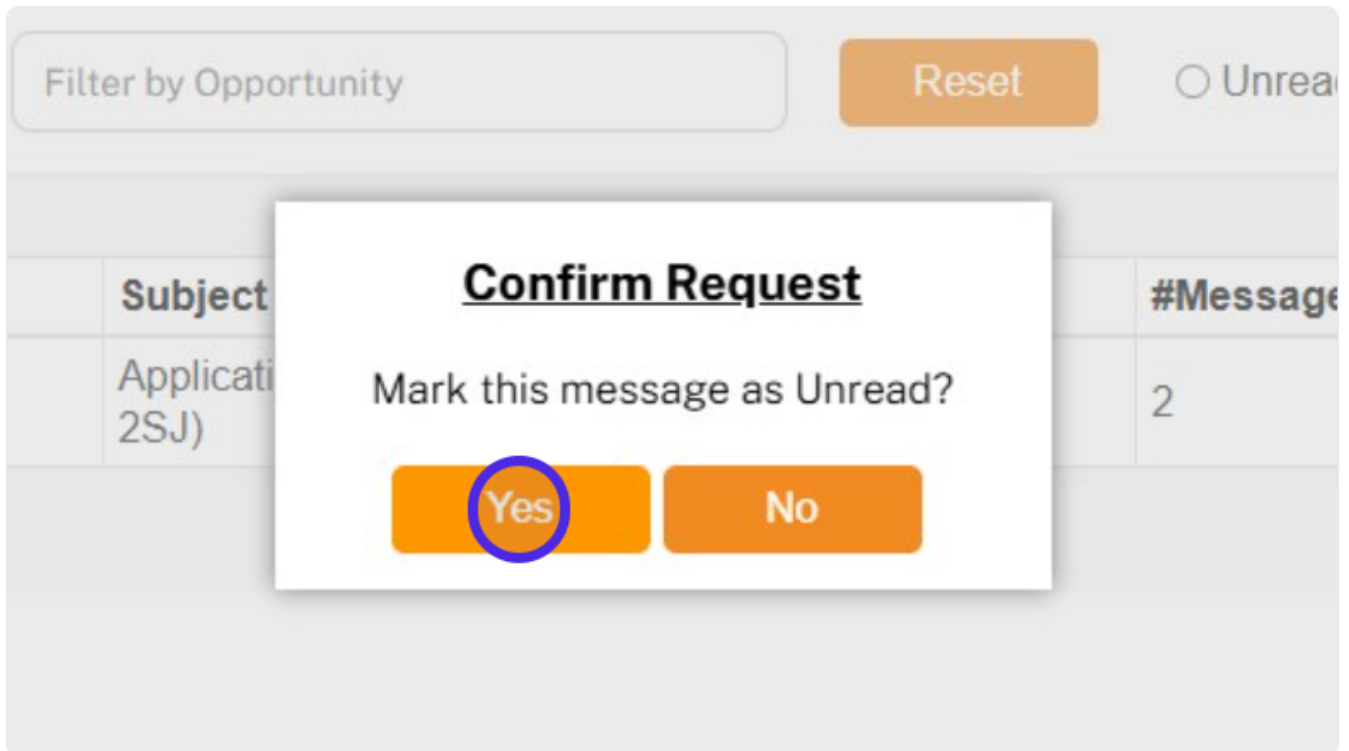
work,  Mon-Thur 9.00am-5.30pm

Quick links

[Site map](#)

From the relevant message, you can use the **'Action'** Column to select the drop-down menu. Depending on which messages are visible, you can select the option **'Mark as Unread'** or **'Mark as Read'** from the relevant list.

4 Confirm the Change



A confirmation pop-up will appear, prompting confirmation, marking the message as 'Unread' or 'Read'. Click 'Yes' to proceed with the change or 'No' to cancel.

2b: Archive a message

1 Go to messages section from Dashboard

Messages - Save Our Goldfish

Dashboard ☰ ✓

Name Filter by Opportunity Reset ☐ Unread ☒ Read ☐ Archived

Time	To/From	Subject	#Messages	Status	Action
2-2026 17:15	Steve Smith	Application: Goldfish Welfare & Awareness Volunteer (NW4 2SJ)	1	Application submitted	Please select ^ Read/Reply Mark as Unread Archive Update Status View Opportunity (Cancel)

12:15:13

Registered with
**FUNDRAISING
REGULATOR**

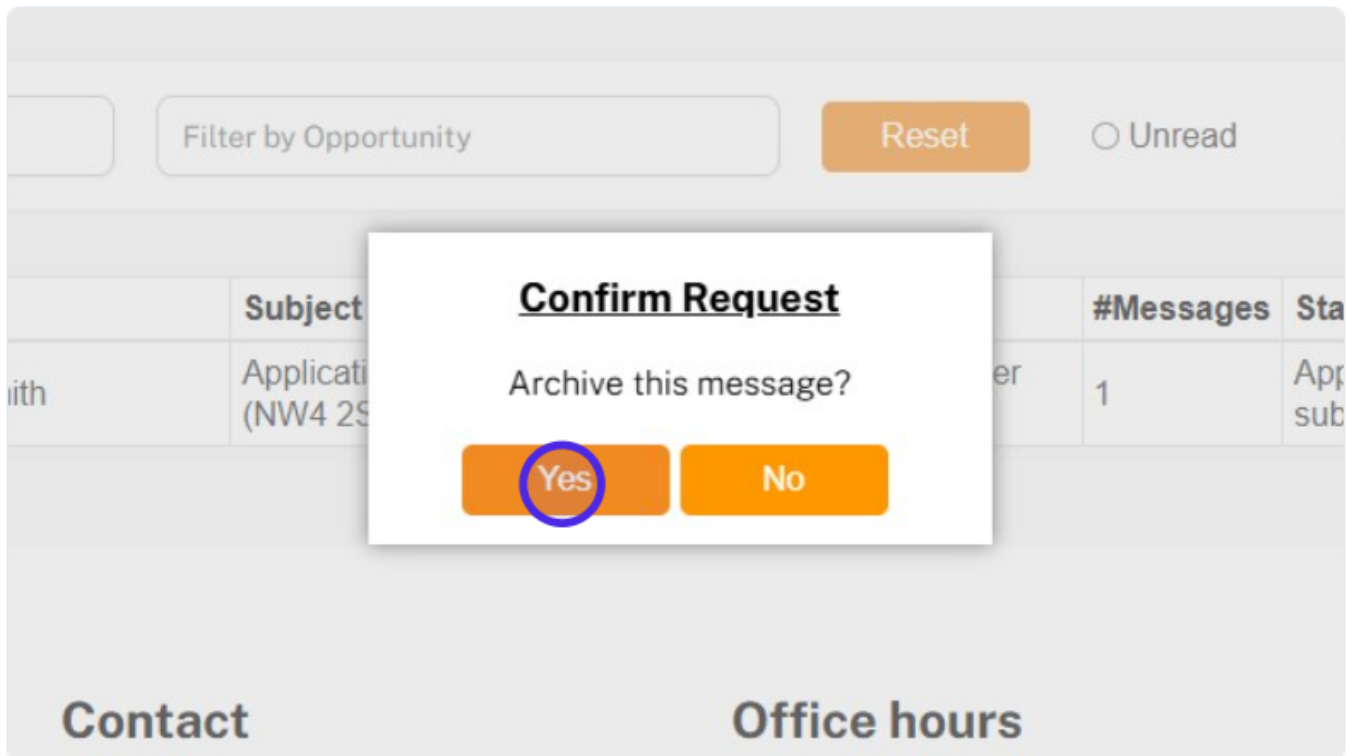
Contact
✦ Jewish Volunteering Network,
Wohl Campus for Jewish Education,
44a Albert Road, London, NW4 2SJ
☎ 020 8203 6427 (London & Herts)

Office hours
☎ Mon-Thur 9.00am-5.30pm
☎ Fri 9.00am-1.00pm (winter)
3.00pm (summer)
🚫 Closed weekends, bank holidays

Quick links
[Site map](#)
[Terms and conditions](#)
[Privacy policy](#)
[Safeguarding policy](#)

Similar to other actions, from the Charity Dashboard, go to the 'Messages'. Select either the 'Unread' or 'Read' to view the correct messages. From there, select the 'Action' for the correct message and select 'Archive'.

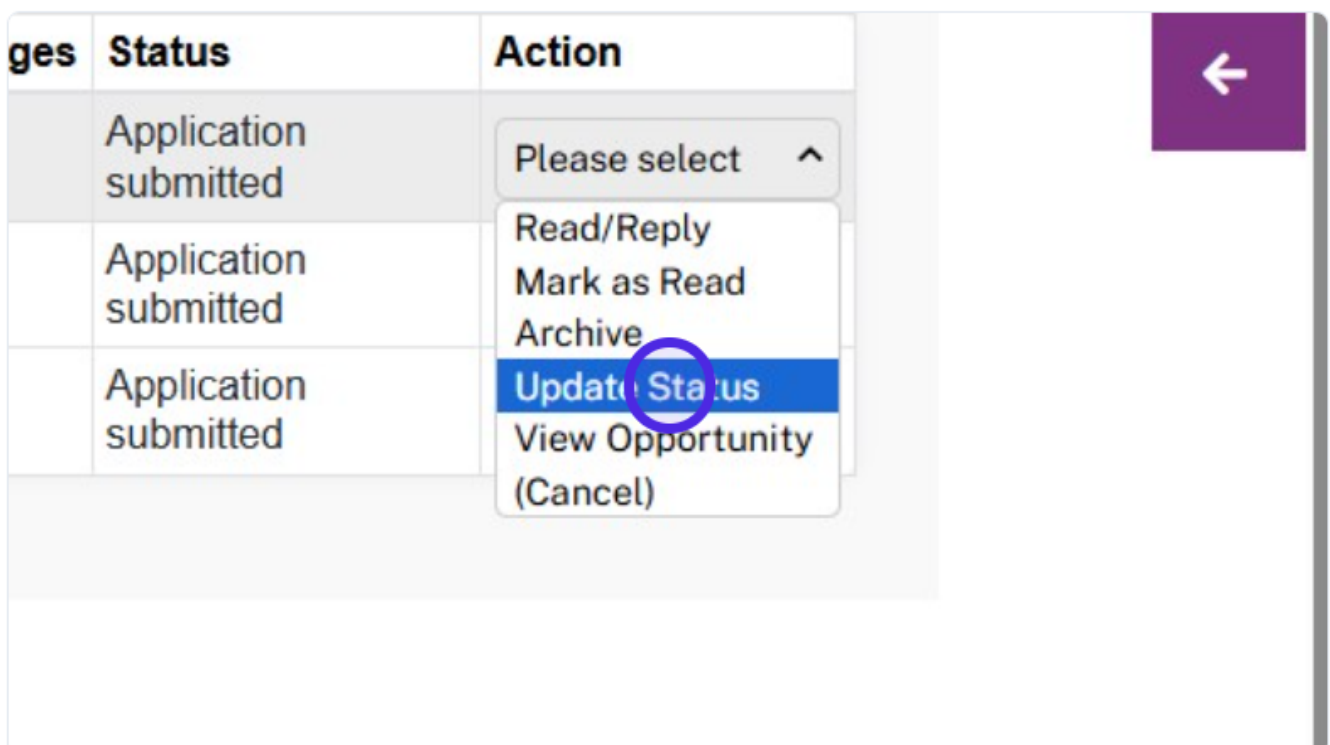
2 Confirm Message Archival



A confirmation pop-up will appear, prompting you to '**Archive**' the message. Once confirmed, it will move the message to the Archived list of '**Messages**'.

2c: Update Status

1 Choose 'Update Status'



From the Messages section in the Charity Dashboard, select '**Update Status**' from the drop-down menu in the '**Action**' column.

2 Select relevant Application process update

Volunteer
Sarah Place

Opportunity
Goldfish Welfare & Awareness Volunteer

Current Status
Application submitted

New Status *

Hours per month

Adhoc
☐

Update Status **Cancel**

Complete the Status update pop-up, including 'New Status' for the Application.

3 Confirm the New Status selection

Volunteer
Sarah Place

Opportunity
Goldfish Welfare & Awareness Volunteer

Current Status
Application submitted

New Status *

Hours per month

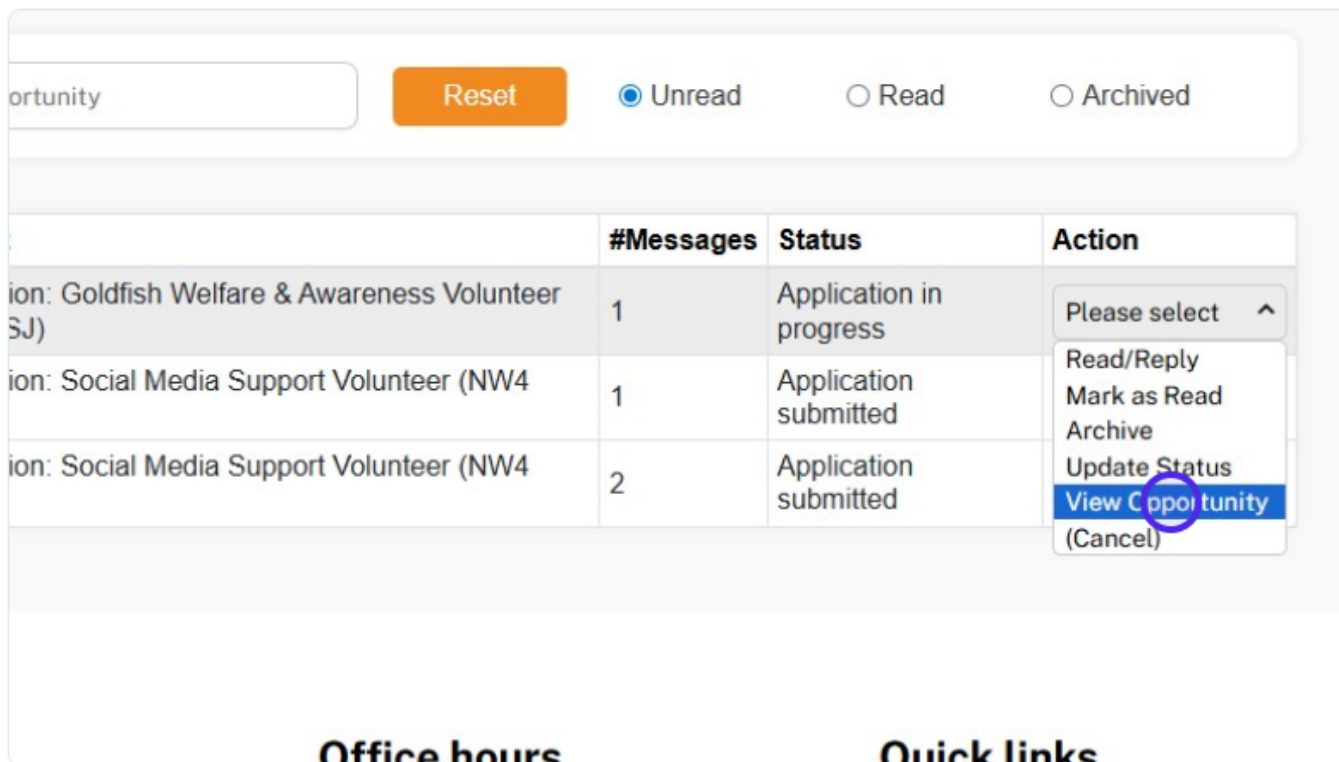
Adhoc
☐

Update Status **Cancel**

Confirm 'Update Status' or 'Cancel' as appropriate.

2d: View Opportunity

1 Select View from Action Menu

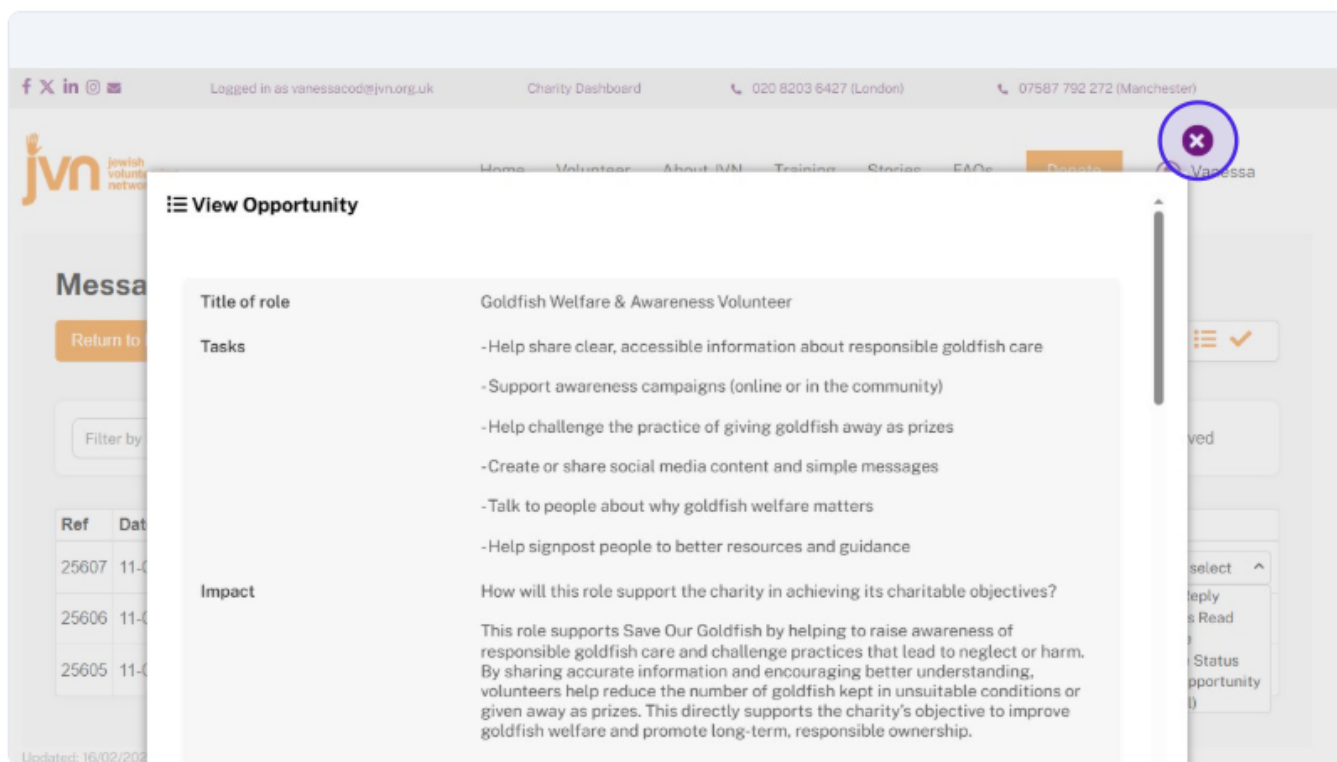


The screenshot shows the 'Messages' section of the Charity Dashboard. At the top, there is a search bar with the text 'portunity', a 'Reset' button, and three radio buttons for 'Unread' (selected), 'Read', and 'Archived'. Below this is a table with four columns: 'Title', '#Messages', 'Status', and 'Action'. The table contains three rows of messages. The third row is highlighted, and its 'Action' menu is open, showing options: 'Please select', 'Read/Reply', 'Mark as Read', 'Archive', 'Update Status', 'View Opportunity' (highlighted with a purple circle), and '(Cancel)'. Below the table, there are two sections: 'Office hours' and 'Quick links'.

Title	#Messages	Status	Action
Message: Goldfish Welfare & Awareness Volunteer (SJ)	1	Application in progress	
Message: Social Media Support Volunteer (NW4)	1	Application submitted	
Message: Social Media Support Volunteer (NW4)	2	Application submitted	Please select ^ Read/Reply Mark as Read Archive Update Status View Opportunity (Cancel)

From the Messages section in the Charity Dashboard, select '**View Opportunity**' from the drop-down menu in the '**Action**' column. This will only be available for messages linked to an Opportunity, not General Enquiries.

2 Review Opportunity Details



The screenshot shows the 'View Opportunity' pop-up window. The window has a title bar with a purple 'X' in the top right corner. The main content area is divided into three sections: 'Title of role', 'Tasks', and 'Impact'. The 'Title of role' is 'Goldfish Welfare & Awareness Volunteer'. The 'Tasks' section lists six tasks: '-Help share clear, accessible information about responsible goldfish care', '-Support awareness campaigns (online or in the community)', '-Help challenge the practice of giving goldfish away as prizes', '-Create or share social media content and simple messages', '-Talk to people about why goldfish welfare matters', and '-Help signpost people to better resources and guidance'. The 'Impact' section contains two paragraphs: 'How will this role support the charity in achieving its charitable objectives?' and 'This role supports Save Our Goldfish by helping to raise awareness of responsible goldfish care and challenge practices that lead to neglect or harm. By sharing accurate information and encouraging better understanding, volunteers help reduce the number of goldfish kept in unsuitable conditions or given away as prizes. This directly supports the charity's objective to improve goldfish welfare and promote long-term, responsible ownership.'

View Opportunity

Title of role
Goldfish Welfare & Awareness Volunteer

Tasks

- Help share clear, accessible information about responsible goldfish care
- Support awareness campaigns (online or in the community)
- Help challenge the practice of giving goldfish away as prizes
- Create or share social media content and simple messages
- Talk to people about why goldfish welfare matters
- Help signpost people to better resources and guidance

Impact

How will this role support the charity in achieving its charitable objectives?

This role supports Save Our Goldfish by helping to raise awareness of responsible goldfish care and challenge practices that lead to neglect or harm. By sharing accurate information and encouraging better understanding, volunteers help reduce the number of goldfish kept in unsuitable conditions or given away as prizes. This directly supports the charity's objective to improve goldfish welfare and promote long-term, responsible ownership.

You can review the Opportunity and its content in the pop-up window. When you have finished, you can close by selecting the purple 'X' in the right-hand corner.