

# UEFA EURO 2020 VOLUNTEER APP GUIDE

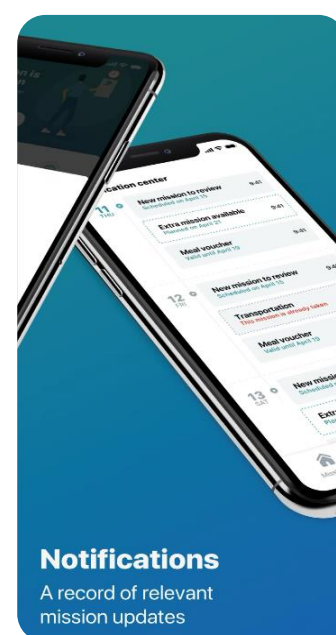
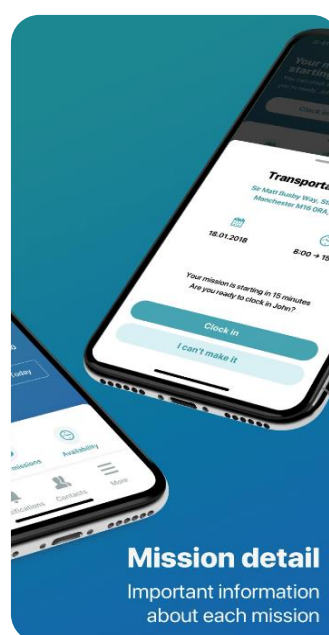
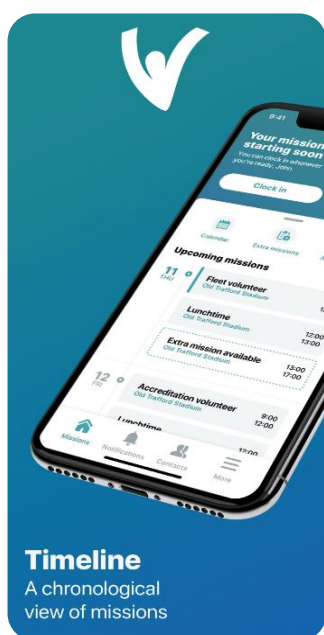


This guide provides step-by-step instructions on how to download the UEFA Volunteer App and how to use it to view your Volunteer Mission Schedule in preparation for the tournament.

As a UEFA EURO 2020 Volunteer you now have exclusive access to the official UEFA EURO 2020 Volunteer App, which is available to download from the [Apple Store](#) and [Google Play](#). The Volunteer App will be used to communicate your Volunteer Mission Schedule and will allow you to check-in and check-out at tournament time.

Your Volunteer Mission Schedule will be available in the Volunteer App calendar. Please note, Volunteer Mission Schedules are not yet available and will be published soon. The Volunteer App will also allow you to check-in and check-out of your Missions at the click of a button. The following guide provides instructions and suggestions on how to download and use the Volunteer App. If you have any questions or technical issues, contact us via [gla.volunteer@euro2020.com](mailto:gla.volunteer@euro2020.com).

Please note that, to access the Volunteer App, you must have been offered and have accepted your Volunteer role and read and accepted the Volunteer Agreement on the applicant portal.



UEFA EURO2020

# 1

## **You've got mail!**

You will receive an email entitled "UEFA EURO 2020 Volunteer Programme – Volunteer Confirmation." If you have received this email it means that your role confirmation has been successful - congratulations! You will also receive an SMS on the number provided in your application.

## **Your Volunteer App Credentials**

### **If you previously received and accepted a volunteer role offer in 2020 – Your**

Username will be the same as the email address you receive all volunteer communications to. If you have forgotten your password, please use the "Forgot your Password" at the login stage to receive a password reset.

# 2

### **If you are accepting a volunteer role for the first time in 2021 OR have updated your email address with us since last year -**

Shortly after receiving the Volunteer Confirmation email, you will receive a separate email detailing your personal login credentials for the Volunteer App. Please keep these in a safe place! You will receive your username and a temporary password. You will be prompted to change your password the first time you login. These credentials should be used for logging into the Volunteer App and E-Learning only. Please keep them in a safe place!



# 3

## **Download the UEFA Volunteer App on your phone**

The UEFA Volunteer App is exclusively for UEFA EURO 2020 Volunteers. The App is available for free on [Apple Store](#) and [Google Play](#). Please visit the relevant app store and click to download.

If you previously downloaded the V.App last year please ensure you have the most recent version downloaded by checking your app store for updates.

For Volunteers who do not use a device which supports the App, please email us at [gla.volunteer@euro2020.com](mailto:gla.volunteer@euro2020.com).



# 4

## **Log into the UEFA Volunteer App**

Open the App, click on the login button and enter the credentials provided in your Volunteer App Credentials email (see Step 2) to log in.

# 5

## **Volunteer App Terms and Conditions, location services and notifications**

The first time you login you will be presented with the [Volunteer App Terms and Conditions](#). Please review the T&Cs and click to accept. If it is the first time you have used the app you will also be asked to set your preferred settings for notifications and location services. We recommend allowing notifications and the use of your location for optimal use of the Volunteer App.

You will receive a Volunteer App notification when any updates are made to your Mission Schedule. From time to time, we may also offer 'extra missions.' You will receive a notification any time an extra mission is made available, and you can choose to accept or decline. If you choose not to receive notifications, we recommend checking the App from time to time see if any changes have been made to your Mission Schedule.

Geolocation services are used to allow you to check in and out of your missions. For those who choose not to consent to geolocation services, there will be an option to do manual check in at the Volunteers Centre during the tournament.

# 6

## **Your Mission Schedule is being built**

On the home screen of the App you will see the message *"We are building your mission plan. You will be notified when your mission plan is ready."* The Volunteer Management team are currently in the process of planning and reviewing Mission Schedules and once published, your assigned Mission Schedule will be available to view on the App. Mission Schedules are being assigned based on the general availability you provided during your interview. Sit tight, your mission schedule will be with you soon!



# 7

## Your Mission Schedule is ready!

As soon as your Mission Schedule is ready (April/May 2021), you will be able to view all your assigned missions in the Volunteer App in the “Upcoming missions” area. You will be able to view the title, date and timings of all your missions.

# 8

## Stay Connected!

You are now up and running on the Volunteer App. Please check your App regularly to ensure you know when you will be on mission. The App will be used to communicate your Mission Schedule and any updates. Please note, we will still email you to communicate news and information relating to your role, training and the tournament.

If you do not have a device which supports the App or if you have any questions or issues relating to the V.App please contact the Volunteer Management Team by email as soon as possible at [gla.volunteer@euro2020.com](mailto:gla.volunteer@euro2020.com).

