I want to help where can I sign up?
You can join us by signing up via the website www.goodsamapp.org/NHS. You will be asked to enter some basic personal details and attach a photo of your ID. Then select what support you can offer by selecting which of our 4 volunteer roles you are interested in.

Can I sign up to multiple roles?
Yes, there are 4 roles to choose from and you can sign up for as many as you are able to support. However the Patient Transport Role requires an Enhanced DBS Certificate with Adult Barred or Both Barred and needs to be issued in the last 12 months.

I’m a GoodSAM Responder for Cardiac Arrests, what should I do?
Please do NOT re-register. Your services will be transferred to the Royal Voluntary Service, your current affiliation will be lost and you’ll need to be approved again. In a few days’ time your profile will enable you to opt in as a NHS Volunteer Responder

How long do I have to wait?
Royal Voluntary Service currently have a strong support team of 150 people, going through applications. However due to the large number of registrations, please allow 2-7 days for identification checks to take place

I have not received my “activate” email to confirm my email address
Have you checked junk email? Unfortunately the sign up page has been disabled whilst we pause recruitment, however keep an eye out for when it is live again – which should be in a few weeks’ time, you’ll then be able to go to www.goodsamaapp.org/activate— enter your email address in the “Lost your activation code” box and you will get another email. If the system does not recognise your email then you have not actually registered. If it says you are already activated, you’re probably still awaiting approval.
I have signed up what happens now?
You will receive an email where you will have a link to verify your email address. Once you do this you will receive a confirmation email advising you that we are now going through the verifying ID process.

I have signed up and have not heard anything? I have been approved what’s next?
Thank you for stepping forward and signing up. As I am sure you have seen the response from the great British public has been outstanding. We are now verifying ID and this should be completed with the next 72 hours and you will then get an email confirming. At that point you will be sent a link to download the GoodSAM App and we can start matching you to local requests for support. Download the app (GoodSAM Responder) on Apple / Google Play stores and log in. Don’t forget to switch to ‘on duty’ when you are available after this date.

I am already a Royal Voluntary Service volunteer and can help. Do I need to apply?
If you could apply through www.goodsamapp.org/NHS this will allow us to make sure we can assign you to specific local support requests as part of this NHS England project. We are delighted you want to continue to support us in these challenging times.

How will I be informed of a task/job/request for support?
You will receive an alert on your phone when there is a request for support near you. You can accept or reject this alert. This information is in the back of your Getting you started guide.

Is the system and site legitimate?
Yes, the web address (https://www.goodsamapp.org/NHSvolunteerresponders) is publicised via NHS England and on RVS website. The NHS volunteer responses initiative in support of Coronavirus is a joint activity between RVS, NHS England and GoodSamApp – the technology provider. It’s a widely known application and used in times of emergency.

I’ve been accepted and have downloaded the app but I have been greeted with some medical questions and/or been instructed I will receive a GoodSAM identity card?
You have incorrectly attempted to register on the app which has taken you through a different route (e.g. NHS Volunteer Responders do not need a GoodSAM identity card – your profile on the app will become your ID). You do not need to register again, this was done via your sign up process. Simply log in using the email address and password you supplied during the sign up process.

What is this App? I’m not a first aider?
GoodSAM is a platform that has been saving many lives for the last 5 years. It alerts those trained (from resuscitation to cardiac arrest) to nearby incidents, while the ambulance is enroute. It is because of our technology of coordinating volunteers to those in need, that the system has been adopted for the NHS Volunteer Responders Programme.

**Do I need to upload a photo for my profile picture on the app?**
Yes please upload a photo. This will be used as your ID when supporting an Isolated Person or supporting a NHS Partner. Please makes sure you have your phone with you at all times when volunteering. You could be asked to provide ID at any time.

**I have applied for a role and I want to change the role I have applied for?**
Yes, you can re-apply through the same registration process using the same email address. However applications are currently on hold, so you may need to do this in a few weeks’ time once we have resumed the recruitment campaign.

**I have registered but want to change my details that were keyed in when I originally registered?**
You can go back through the registration process and re-apply with the correct details. However applications are currently on hold, so you may need to do this in a few weeks’ time once we have resumed the recruitment campaign.

**I have received several emails saying I have approved/rejected?**
Due to the volume of people we are supporting we have experienced a duplication issue which has caused emails to be generated unnecessarily.

**I have been approved but I haven’t received my “Getting you started” guide or getting started guide is not attached to the email?**
The “Getting you started” guide will be included in the first email you received when you registered as a PDF link in the body of the email. This is the same email that requested you to verify your email address. You can also find these on the NHS Volunteer Website – go to [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk) and click I’m a NHS Volunteer Responder.

**How do people show their DBS if it’s on online update system/service?**
By uploading a screenshot, showing full details. The date entered should be the date of your DBS certificate or the date of your update. Please note the only role that requires a DBS is a Patient Transport Role and this would be an Enhanced DBS with adult barred or an enhanced DBS with both and issued in the last 12 months. If you do not have either of these or do not wish to apply for a patient transport role, it may be simpler to select no to the DBS question and simply upload a photograph of your driving license or passport.

**Have we made contact with local community support groups other charities before launching?**
We have engaged with multiple third sector networks. However, given the timeframes associated with this programme, it has not been possible to engage with all groups.
Is the app designed for people with accessibility issues such as individuals who are blind or partially sighted?
At this stage the app does not support people who are blind or partially sighted. We will updated any guidance documents with relevant information if this becomes available.

Do I need to change my car insurance to be able to drive as a volunteer?
If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.

Will I receive an ID card?
You won’t receive an ID card your ID card is your profile page on the GoodSAM app, this is what the police and the person you are supporting will use to identify you as a volunteer. If you have come across anything referring to a GoodSAM identity card, you are trying to register on the app instead of logging in. Please log in using your email address and password that you supplied at sign up stage.

Does being a ‘responder’ mean you will be called to an emergency/is this the same as a First Responder for heart attacks?
You will only be asked to support the NHS Volunteer Responder programme. Whilst the app is used for several organisations such as paramedics, this is completely separate.

I have received a rejection email saying my address was incorrect – But I’m sure this was right.
If you have been provided this information unfortunately this was a mistake and we are unable to tell you the exact reason for rejection. We automatically delete your details on rejection for security purposes. If you let me know which form of ID you provided I’ll be able to give you some common reason as to why this would be rejected. (Call Handler to refer to the flow chart/script)

Where do people go who have not had an NHS letter who need support?
Although this is targeted at those who have received a letter from the NHS who are high risk and over 70 or have an underlying medical condition, there is a wealth of local support that is appearing all over the country. Check with your GP or local Health Board as they will be able to signpost you to get the support you need.

How up to date does my device/smart phone need to be?
For the functionality to work correctly we require:
- Apple – iphone5 and above (anything in the past 7 years) We are currently releasing an update to support iphone 4, this will be with you soon.
• Android – The app works with anything that google supports, therefore if you don’t have the functionality of google play you will not be able to install the app.

We have just set up our own local group – how does this initiative impact ours?
It doesn’t impact the local support being offered. NHS England specifically sent out letters to those over 70 or have underlying medical conditions and as a result there are still local groups and communities coming together and stepping forward. If through you feel your local group could support with this project then ask them to sign up.

I’ve been approved as a volunteer but want to stop and have my details removed?
We can remove people from the system but this has to be done via the Problem Solving Team. Ask the volunteer for their details (first name, surname and email address) and email to problemsolving@royalvoluntaryservice.org.uk

Can the same email address be used for more than one person?
Unfortunately not, we can only have one volunteer allocated to one email address.

I have tried to upload an image on my profile page but the image won’t save/ will not allow me to?
Please go in to your settings phone > apps > responder app and then check permissions and ensure that camera toggle and storage toggle is set to on. Also ensure that your phone is not in battery saving mode as even when these settings are on it can restrict permissions and notifications.

Questions about ID

Currently volunteer recruitment is paused in order for us to work through the 750,000 applications we have received. However, I can provide you with some information for when we resume recruitment – please be aware that we are continuously updating the system so this may change in the interim.

What ID do I need?
Depending on which role you would like to do the ID differs.

• Patient Transport Volunteer – A DBS Enhanced Certificate with Adult Barred or Barred Both, issued within the last 12 months.
• All other 3 roles – Community Response, NHS Transport, Check in and Chat
  o A valid and in date passport
Driving License
One photo with two forms of ID which can be either a P60/P45, mortgage statement, UK Security Vetting certificate within 12 months, bank statement dated in last 3 months or a NUS card. Please note if you are using two forms of ID make sure they are in the same photo.

A DBS – Please note this does not have to be enhanced or with barred lists as this is being used as a form of ID for non DBS roles

How do I upload my ID?
Take a photo of your ID and then attach a picture of that when you complete the registration form. The picture HAS TO BE in an IMAGE format e.g. JPEG or .png. Not a PDF or a word document. These formats would be too large. Take a screenshot or use your phone.

Can I upload a PDF with my ID?
No but take a photo of the PDF and upload this as a JPEG or PNG file.

How long will it take to verify my ID?
We anticipate this will take up to between 2-7 days to the outstanding volume of volunteer registrations we have had at this hugely challenging time.

What happens once my ID has been verified?
Once your ID has been verified, you will receive an email to confirm this. When you receive confirmation you will be given links to download the GoodSAM App which you can do as soon as you receive this email.

I don’t have a DBS, what can I do? Why can’t I support?
You only need an Enhanced DBS (with Adult and both Barred list) for one role, the Patient Transport role. If you do not have a DBS then you can still volunteer for the other 3 roles. You can upload a photo of your valid and in date passport or driving license. If you don’t have either of those then you can use two forms of ID including P45/P60 (last 12 months), mortgage statement (last 12 months), bank statement or utility bill (last 3 months).

How do I convert a PDF to a compatible file type?
The easiest way for you to do this is to take a photograph/screenshot of the PDF document and then you can simply attach the photograph/screenshot to the registration.

The system will not accept my date of birth / certificate date?
Just check that you are entering in the way the system requires this which is entering in the format of YYYY-MM-DD instead of our conventional way of DD-MM-YYYY
I have a DBS but it’s just over a year old… can I use it?
The DBS must be dated within the last 12 months for us to accept this as ID for these roles. It is only needed for the Patient Transport role and that must be an Enhanced DBS with adult barred or an Enhanced DBS with both and issued in the last 12 months. If applying for any of the other three roles it may be easier to upload a valid passport or Driver’s licence.

I have a DBS, but I don’t have it to hand as its stuck at work and I am at home?
Due to the emergency nature of this ask, if you do not have your DBS details to hand you can still support us by registering for the other roles and provide an alternative form of ID such as a valid in date passport.

When ID checking a passport, do we have to have a full address to approve?
We require the address to be traceable, so first line of address and town will be acceptable – e.g 12 Fred street, Bristol.

Suitability questions

Can I volunteer using my bike?
Yes this is fine as long as you are able to transport goods safely.

I am under 18 can I volunteer?
You are not able to register but could ask someone who is over 18 to register and you can volunteer with them as support.

I am over 70 and want to help?
You could sign up to volunteer as a check in and chat volunteer and offer support by making calls to check in on a high risk persons wellbeing.

I live in Wales or Scotland and want to support?
Currently this is only an initiative for NHS England. You are welcome to apply so if we open this up to other areas, you will already be registered and approved, ready to go.

I have signed up but still working so can only do evenings and weekends, is this ok?
Yes it absolutely fine and excellent that you have chosen to register and support. When your ID has been verified you will receive an email to download the App, on this you just need to ensure when you can support that you make sure the ON DUTY toggle is clicked ON, then
when you are unavailable for support click the On DUTY toggle to OFF. That way you will never be sent requests for support when you are unavailable.

**We both want to help and live in the same house so is this allowed?**
As long as you are fit and healthy and have no symptoms in line with the NHS and public health guidelines then you can both support. If either of you do get symptoms then you must follow the self-isolation guidelines to prevent any risk to yourself or others.

**I am currently self-isolating so can’t go out but still want to support?**
If you are well enough then you do have access to a telephone then we do have a volunteer position where you would call people and conduct check in and chat conversations. Obviously if you feel well enough to support then you can register for this volunteer position.

**I don’t have a smartphone – can I still help?**
Unfortunately we require a smartphone for the full functionality to work correctly we require:
- Apple – iphone5 and above (anything in the past 7 years) We are currently releasing an update to support iphone 4, this will be with you soon.
- Android – The app works with anything that google supports, therefore if you don’t have the functionality of google play you will not be able to install the app.

**How does this programme link to our local volunteering offers? / How do we mobilise local volunteers within the scheme in our area?**

NHS Volunteer Responders is designed to complement existing local support offers, not to replace them. If someone in your area is clinically or socially vulnerable, is at risk and needs support, anyone with an NHS or local authority email address can refer them into the programme through [www.goodsamapp.org/nhsreferral](http://www.goodsamapp.org/nhsreferral) This automatically matches the person who needs support with someone who has signed up to be an NHS Volunteer Responder on an individual basis.
What happens when I download the GoodSAM App?
After you have downloaded the GoodSAM responder app, you will need to log in with the email address and password you used when registering. Please don’t try and re-register via the app. When you are available to carry out support requests, ensure your ‘on duty’ option is switched on and when you are not available remember to turn this off. Step by step guidance can be found in your ‘Getting you started guide’.

What if I can’t support with a request?
If you have your ON DUTY toggle as OFF you will not be allocated any requests for support. If the ON DUTY toggle is ON and you are requested for support and are not able to assist, then when you receive an alert you can click on REJECT.

Do I have to accept every request that comes through?
No, only commit to what you can. Just ensure when you are available that you have your ON DUTY toggle set as ON and select OFF when you are not available. If you do not want to accept a specific request, click REJECT on the GoodSAM app.

Will all support requests come through the GoodSAM app or will I get calls/texts as well?
All support requests/alerts will come through the GoodSAM app.

What happens if I accept a request, but then find that I can’t make it or get delayed?
You can either “DROP THE CALL” via the GoodSAM app. If you have been delayed please inform the person you are supporting.

If shops/supermarkets are not able to take payment over the phone, how will we pay for shopping?
There are lots of payment options available this can be found in the Community Response Getting you started guide.

I’ve received a message/alert asking me to do a task which is not within my role? (e.g. I’ve been asked to pick up shopping but I’m a Check in and Chat Volunteer)
This is mistake on the referrer’s side, please just reject the message or the task, as the tasks that do not match to a volunteer will then be reviewed.
I’m a community responder will bags be provided for shopping?
Unfortunately we are not able to send every volunteer bags or additional supplies. We would advise using your own bags, due to infection control. Unpack the items onto the door step for the isolated person to retrieve. Please remember social distancing guidance.

What do I do if I have accepted a call, called the isolating person and they say they no longer need help?

We would advise the volunteer to call the Support Team and let them know. The Support team can check to see if this a frequent referral and inform the referrer.

The instruction we can give to the volunteer is accept the call, click on scene or with patient then drop the call. That way the alert will not bounce to another volunteer.

How do I contact the support team?
We are currently setting up and training our Support Team ready to help you. We will forward the contact details for the Support Team with your first alert or request for support.

| SUPPORT TEAM PHONE NUMBER | 0808 196 3382 |

How do I claim my out of pocket expenses?
We will communicate how to claim your out of pocket transport expenses via email in due course.

How far am I reasonably expected to travel in order to fulfil a request?
Most of the travel requests will be very local, less than 5 miles. In more rural areas this will increase to a maximum of 20 miles.

How will the person I’m supporting know that I’m a legitimate Royal Voluntary Service Volunteer?
You will be asked to show your profile page on the Good Sam app, please make sure you have your phone on you and don’t hand your phone to the isolating person.

I’ve tried calling an isolating person who needs support but I can’t get an answer?
If you haven’t already please make 3 call attempts. If you have called them for 3 times and if there is no answer, click “DROP THE CALL” this will enable the request to be passed onto another volunteer and picked up later on. Do not worry about leaving an answerphone message as this will confuse the isolating person as this request will be passed to another volunteer.
My “Getting you Started” guide, tells me I’m not allowed to collect shopping for the same person more than twice in a 4 week period? I keep getting requests to support the same person, what do I do?

You will need to continue rejecting the requests and I will take your details and send to our safeguarding team who will look into assigning more volunteers. *(Take the details of the volunteer and the person they are supporting - Forward this to the safeguarding team who will look into this).*

I would like to change my name, email address or home address?
You will need to take the details of the changes and send to the problem solving team to get this updated.

I have heard that there is a free car parking scheme available to NHS Volunteer Responders. How does this work?
All volunteers will be emailed a link to a PDF guidance document once they have been successfully verified, explaining how, and where the parking pass can be used. The parking permit will need to be printed before use. Unfortunately, Royal Voluntary Service are unable to print or post car parking passes on behalf of volunteers.

I’ve had a request but I signed up for multiple roles, I’m not sure what task is being asked of me?
Look at your notification/request for support at the very top you will see what support is being asked of you. This can be found on the top of the message you receive.

I am following the app guidance and I do not have a more tab at the top of my screen?
Do not worry about this as when you receive an alert and accept this you will get the more options which will allow you to click on ‘on scene or with patient’ if you are supporting and drop the call. This won’t show on all devices until you get an alert.

I have received an alert and went to support and other volunteer has turned up to support?
An individual isolating may have had a variety of referrals logged against them e.g. Check In and Chat and Community Response. Make sure the volunteer checks what support is required of them, this can be found at the top of the message/alert/notification they receive.

I have received an alert that is 50 miles away from me?
This may happen if the location settings are not correct on the phone, ask the volunteer to check the settings and wait for another referral to come through. The information keyed in from the referrer may not be correct, therefore they can drop the call.

I have been asked to support a patient with transport but there appointment is in a few days?
If you are able and willing to support the individual you are able to just click “on scene or with patient” and then “drop the call”, that way the alert/request for support will not bounce onto another volunteer. If you are unable to support just press “drop the call” and the request will bounce to another volunteer.
GoodSAM app troubleshooting FAQs

A video on how to use the app is available on the [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk) website.

If you are experiencing app issues such as not being able to **log on**, **app freezing or not being able to receive or access alerts**, please read the below information:

- Have you actually received an email that they have been approved and not just an email saying that their email is verified? You won’t be able to log in until approval has happened.
- Have you registered as a NHS Volunteer Responder and not tried to directly register in the GoodSAM app? This will not allow you to get alerts and requests for support from us.
- Are you using a phone that is compatible with the app either an IPhone 5 upwards or a google compatible smartphone and have download the app from play store?
- Have you enabled settings to receive alerts and notifications by going to phone settings > apps > permissions and ensuring location is switched ON and ensure that notifications toggle is ON?

I am getting an error message when I log in saying I am awaiting approval but I have had an email saying I have been accepted?

It is likely that the email received was to confirm that your email address had been verified and not that they have been accepted.

I have changed my phone number and need to update this to get alerts?

Alerts would come via the app and so you would still get alerts/requests if you are On Duty. To change your phone number please go to the GoodSAM website – [www.goodsampapp.org](http://www.goodsampapp.org). Log in using your email address and password you entered whilst registering. Click become a SMS responder, then you are able to enter in the new phone number into the “FULL MOBILE NUMBER” box.
The app is not finding my location after turning on location services, in settings and trying to re-install the app?
If you have already checked your settings and checked that the permissions is allowing location, next check that you are not in battery saving mode in your phone settings. If you are in battery setting mode then this will turn off location access.

I get a notification and then an issue with the app where it was not allowing me to come off the accept/reject screen?
Firstly check that the phone has compatibility and is the appropriate model.
Check that if its Apple – that this is only compatible for an iphone5 and above. Android – The app works with anything that google supports, therefore if you don’t have the functionality of google play the app will not be able to operate on phone. Secondly check notifications settings by going in to settings on your phone, make sure these are turned on. Then in to the GoodSAM app and set the notifications to ON.

I registered and so did my partner. I had email to say I was approved and I logged in to app. Then my partner got approved and he has logged in to app and I now can’t?
The app based platform allows us to send notifications to individuals and match appropriately. However it does only allow for one account per email address. What has happened here is that your partner has superseded your account when they were approved. That said we can resolve by getting you to re-register (when registration opens) with a different email address if you both want to support and receive your individual requests.

I got approved and when I went in to the app it asked for ID again and I updated this and now is saying waiting for approval?
Rather than signing in to the app it sounds like you have tried to register again which is not required. This app is also used by other organisations. You simply need to click on the link that was sent to you when you received your congratulations email confirming ID had been checked and then sign in with your email address and password you entered when you registered.

I can’t log in as over the box where I am asked to enter email and password as I have other boxes which is blocking me to be able to sign in and do anything?
This sounds like there is a compatibility issue with your phone and can I just check that you are using an I phone 5 or above or if using an android that this is compatible with google and that you have installed app using google play store. This tends to occur on I phones that are older than the iPhone 5 version.

I received an alert but when she clicked on it, nothing further came up, there was nothing in the comms section. I could see the person on the map but there was no info.
Firstly if this happens assure the caller that they can drop the call and this will ensure that this request goes to another volunteer to try. Check that their location and notifications are turned to on, both on their phone and in the GoodSAM app.

I have tried several times to request a resend of my activation code. I get a message telling me it has been resent, but I do not receive the e-mail from you informing me of the code and I cannot go on Duty?

There is no requirement for an activation code if using the app for NHS Responder Volunteer programme. The GoodSAM app is an established platform and we have adopted this as allows us great functionality to match volunteers with support requests. If you leave the activation code blank and just proceed to go on duty this will allow you to skip the activation code.

It keeps saying my email is invalid as has spaces in it, but I have entered it correctly and there are no spaces entered?

Sometimes when entering the email address it can place a space when you press (.). This happens automatically so when you enter email address even if you do not put a space just ensure that it has not entered a space after the (.) or at the start and end of your email address. It is better to try and enter the email address manually as appose to using autofill or copy and paste which can also sometimes put a space that is not required in to your email.

I've changed my ID or Certificate in the app and it says I need approval?

By changing this information the system will need to verify your ID again.