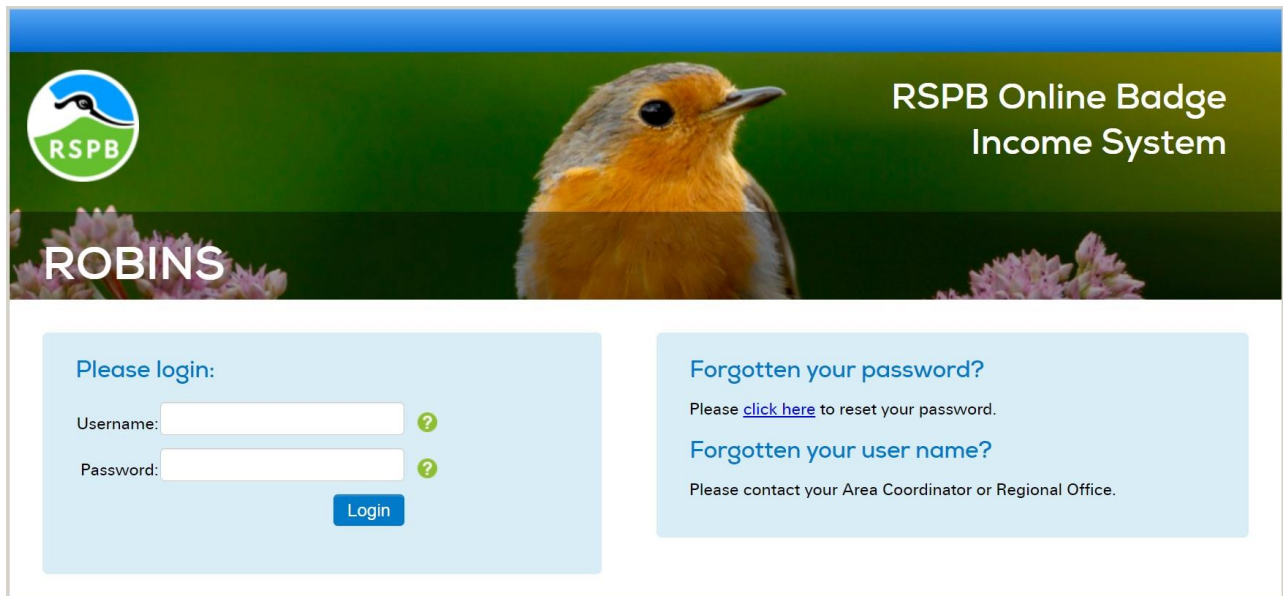




ROBINS User Guide

A screenshot of the ROBINS login page. The header features the RSPB logo on the left, a photo of a robin in the center, and the text 'RSPB Online Badge Income System' on the right. Below the header, the word 'ROBINS' is displayed in large white letters. The main content area has a light blue background and contains two sections. The left section, titled 'Please login:', has input fields for 'Username:' and 'Password:', each with a green question mark icon to its right, and a blue 'Login' button below. The right section, titled 'Forgotten your password?', contains the text 'Please [click here](#) to reset your password.' Below this, it says 'Forgotten your user name?' followed by 'Please contact your Area Coordinator or Regional Office.'

ROBINS User Guide

Created for



In partnership with



June 2014



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1. Introduction

ROBINS is RSPB's online pin badge income and ordering system. The system has been designed in partnership with The Ark-H Group who are RSPB's pin badge order fulfilment partner.

The purpose of ROBINS is to provide an easy to use system that supports the management of the pin badge scheme helping to ensure its continued success. As well as providing an important management tool the system also regulates the number of pin badges available based on total income logged and provides a more direct way that pin badges can be requested by each volunteer.

Web Address:

<https://robins.arkhgroup.co.uk/Account/Login>

Technical Support: ROBINS@RSPB.org.uk

Recommended browsers:

Internet Explorer 9 and above

Google Chrome

2. User Levels

If you are a **Level 1** user you are able to edit and report against all of your box sites and to place orders for pin badges.

If you are a **Level 2** user you are able to edit and report on all of the box sites within your area group as well as your own box sites. You can place orders for yourself or for other users in your area group.

If you are a **Level 3** user you are able to edit and report on all the box sites within your region as well as your own box sites. You can place orders for yourself or for other users in your area group. You are also able to add or edit a user from your region and make amendments to region groups and area groups.

If you are a **Level 4** user you are able to edit and report on all box sites. You can place orders for yourself or for any other user. You are also able to add or edit a user from any region and make amendments to region groups, area groups, reserve sites, and local groups.

3. Getting Started

When you have been set up on ROBINS you will receive an e-mail with a link asking you to create a password. Follow this link to create your new password.

Create Password

Create Password:

Username: ?

Password: ?

Confirm Password: ?

[Create password](#)



ROBINS User Guide

Your password must be between 8 and 255 characters long and must contain at least one uppercase and one lower case letter, it must also contain at least one number.

As with all the web pages if you click on the “?” next to a field you will see help text explaining what data should go in the field (where the field name alone is not enough to fully explain the requirement).

Once your password has been created you will be taken to the login screen.

4. Logging On

ROBINS can be accessed online at <https://robins.arkhgroup.co.uk/Account/Login>. Your username and password are both case sensitive. If you have forgotten your password you can use the link on screen to send yourself a password re-set e-mail.


If you have forgotten your username you will need to speak to your area coordinator or RSPB staff member.

A screenshot of the ROBINS login page. The header features the RSPB logo on the left, a close-up photo of a robin in the center, and the text 'RSPB Online Badge Income System' on the right. Below the header, the word 'ROBINS' is displayed in large white letters. The main content area has a light blue background and contains two sections. The left section, titled 'Please login:', includes input fields for 'Username:' and 'Password:', each with a green question mark icon to its right, and a blue 'Login' button below them. The right section, titled 'Forgotten your password?', contains the text 'Please [click here](#) to reset your password.' Below this, it says 'Forgotten your user name?' followed by 'Please contact your Area Coordinator or Regional Office.'



5. Home Screen and Navigation

When you login you will be presented with the ROBINS home page. On this page you will find useful links to the FAQ, details of your area coordinator, the latest announcements and RSPB's latest news.

At the top of every page you will find a navigation bar, this gives you easy access to all the different sections of the site as well as a back button  to return to the previous screen.



At the bottom of every page on the site you will find a link to the FAQ and the contact details for your area coordinator.

Need help?

If you require any assistance using this site please click here:

[FAQ](#)

Downloads

[User Guide \(PDF\)](#)

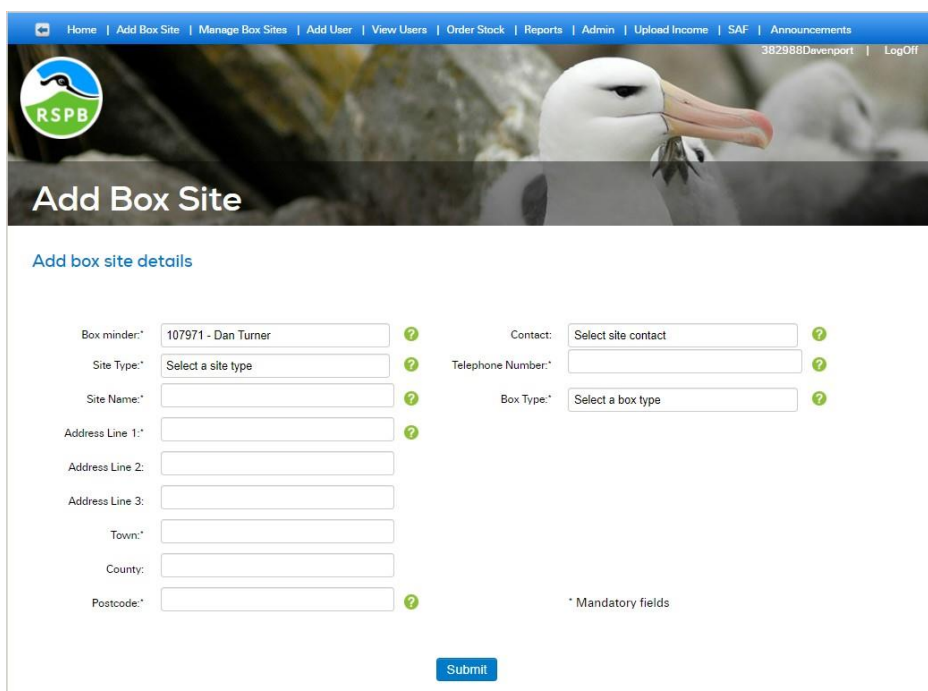
[Certificate \(PDF\)](#)

Your contact is **Susan Saxton** and their details are:

20 Romsey Road
Albrighton
Bridgnorth
Leicestershire
MK45 1AA
01767 693641
Susan-Saxton@RSPB.org.uk

6. Adding a Box Site

Whenever you place a new box, you need to add this as a new box site on ROBINS. When you click 'Add Box Site' on the top navigation bar you will be presented with the add box site screen.



All the mandatory fields are indicated with an asterisk. If you select 'RSPB Reserve Site' you will not be able to enter an address but will be given a drop-down list of all RSPB reserves to choose from.

The 'Contact' can only be selected from the drop-down list, for data protection reasons people's names cannot be used.

For the 'Box Type' you will have to select from:

Collection Box – This is a collection box or tin that does not contain pin badges but is used to collect donations.

Giant Robin – This is a giant robin collecting box that does not contain pin badges but is used to collect donations.

Pin Badge Box – This is an RSPB pin badge box that holds badges and collects pin badge related donations.

RSPB Display Board – This is a board displaying pin badges from which supporters choose their badges and provide donations. This is for RSPB events staff only.

HINT: If you are a level 2- 4 user you will need to select the correct box minder from the drop-down list.

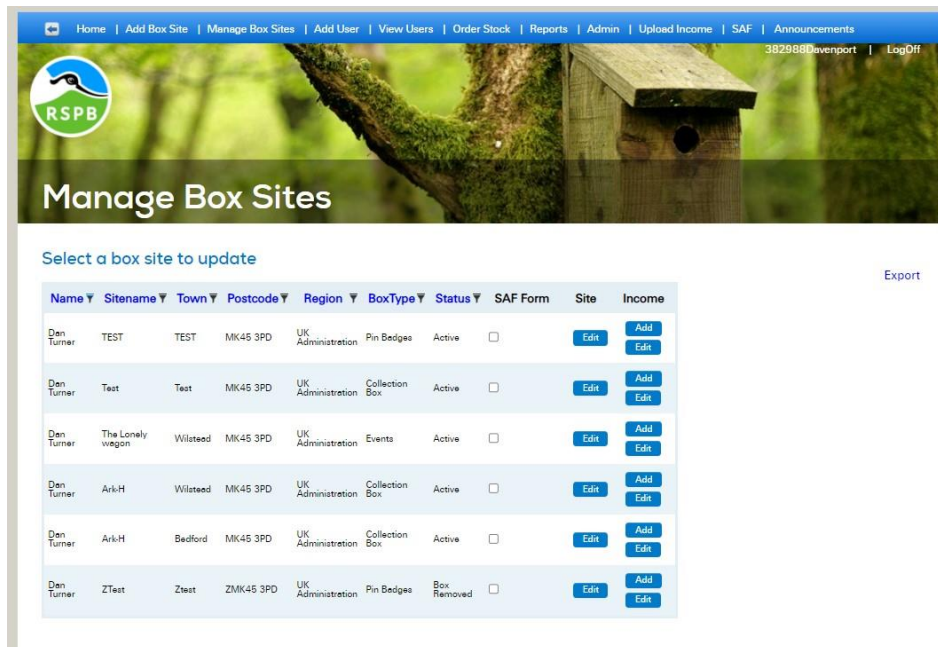
When you are ready click submit, if you have missed any mandatory fields ROBINS will ask you to fill this data in before submitting.

When your box has been added you will see a confirmation message

Boxsite added successfully

7. Viewing Your Box Sites

To view all your box sites click on 'Manage Box Sites' in the top navigation bar.



Name	Sitename	Town	Postcode	Region	BoxType	Status	SAF Form	Site	Income
Dan Turner	TEST	TEST	MK45 3PD	UK Administration	Pin Badges	Active	<input type="checkbox"/>	Edit	Add
Dan Turner	Test	Test	MK45 3PD	UK Administration	Collection Box	Active	<input type="checkbox"/>	Edit	Add
Dan Turner	The Lonely wagon	Wilstead	MK45 3PD	UK Administration	Events	Active	<input type="checkbox"/>	Edit	Add
Dan Turner	Arki-H	Wilstead	MK45 3PD	UK Administration	Collection Box	Active	<input type="checkbox"/>	Edit	Add
Dan Turner	Arki-H	Bedford	MK45 3PD	UK Administration	Collection Box	Active	<input type="checkbox"/>	Edit	Add
Dan Turner	ZTest	Ztest	ZMK45 3PD	UK Administration	Pin Badges	Box Removed	<input type="checkbox"/>	Edit	Add

You will see a list of all your box sites sorted by surname and postcode.

If there is more than one page you can change the page you are viewing using the buttons at the bottom of the list.



The column '£ Banked' shows a mini trend graph of all the income banked against a box site, if you click on this graph you can view a full screen version showing more detail. (If you are using Internet Explorer 8 this graph may not appear. If you are unable to upgrade to a later version of Internet Explorer please use Google Chrome instead.)

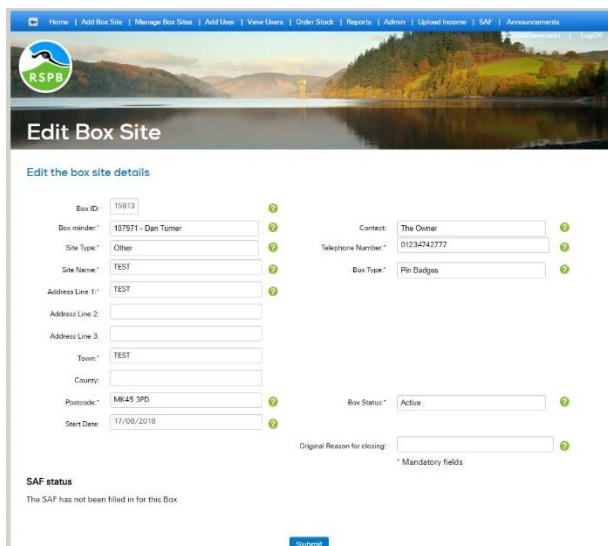
From the manage box site screen you can edit site information, record income against a box site or edit income that has previously been recorded against a site.

HINT: If you want to search for information in any one of the columns click the search button, type what you are looking for and click filter. To view everything again after a search follow the same process but click clear.

8. Editing a Box Site/Deactivating a Site

To edit a box site go to the manage box site page, from here you will be able to find the box site that you wish to edit (for more details on finding a box site see section 6).

Use the  button in the site column next to your box site to view and edit the details of the site.



Edit Box Site

Edit the box site details

Box ID: 15913

Box number: 107971 - Dan Turner

Site Type: Other

Site Name: TEST

Address Line 1: TEST

Address Line 2:

Address Line 3:

Town: TEST

Country:

Postcode: MK45 3PD

Start Date: 17/08/2018

Contact: The Owner

Telephone Number: 01234742777

Box Type: Pin Badges

Box Status: Active

Original Reason for closing:

* Mandatory fields

SAF status
The SAF has not been filled in for this Box

Submit

All the mandatory fields are indicated with an asterisk. If you select 'RSPB Reserve Site' you will not be able to enter an address but will be given a drop down list of all RSPB reserves to choose from.

The 'Contact' can only be selected from the drop down list, for data protection reasons people's names cannot be used.

For the 'Box Type' you will have to select from:

Collection Box – This is a collection box or tin that does not contain pin badges but is used to collect donations.

Giant Robin – This is a giant robin collecting box that does not contain pin badges but is used to collect donations.

Pin Badge Box – This is an RSPB pin badge box that holds badges and collects pin badge related donations.

RSPB Display Board – This is a board displaying pin badges from which supporters choose their badges and provide donations. This is for RSPB events staff only.

From this screen you can make a box site active/inactive by changing the box status. If the box site is only temporarily inactive (eg off season for seasonal sites) select "Temporarily Inactive", if the box has been permanently removed from a site select "Box Removed".

When deactivating a box, you will be asked to provide an end date (the date that the box was removed) and a short reason for closing it.



Box Status: **Box Removed**

End Date:

Reason for closing:

9. Adding Income

To add income, go to the manage box site page, from here you will be able to find the box site that you wish to add income against (for more details on finding a box site see section 6).

Use the  button in the income column next to your box site.



The form is titled "Add income for this box" and contains the following fields:

- Box ID: 1517
- Site Name: ovasdvdv
- Amount (£): 0.00
- Date Banked: [empty field] with a green question mark icon
- One-off event?: ☐ with a green question mark icon
- Receipt Number: [empty field] with a green question mark icon

At the bottom is a blue button labeled "Submit & Add Income".

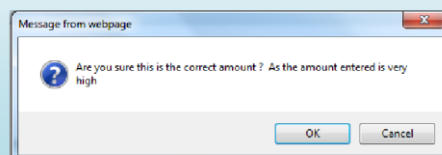
A popup will appear for you to enter the site income information. The amount and date are mandatory. If you are banking income from a one-off event tick the one-off event box. The receipt number field is optional and can be used for a receipt number or reference.

Once you have finished click submit & add income.

You will be taken back to the manage box site screen and a confirmation message will show at the top of the screen to confirm that you have successfully added income.

If you have made a mistake at any point do not worry, you can amend the details you have entered by using the edit income function.

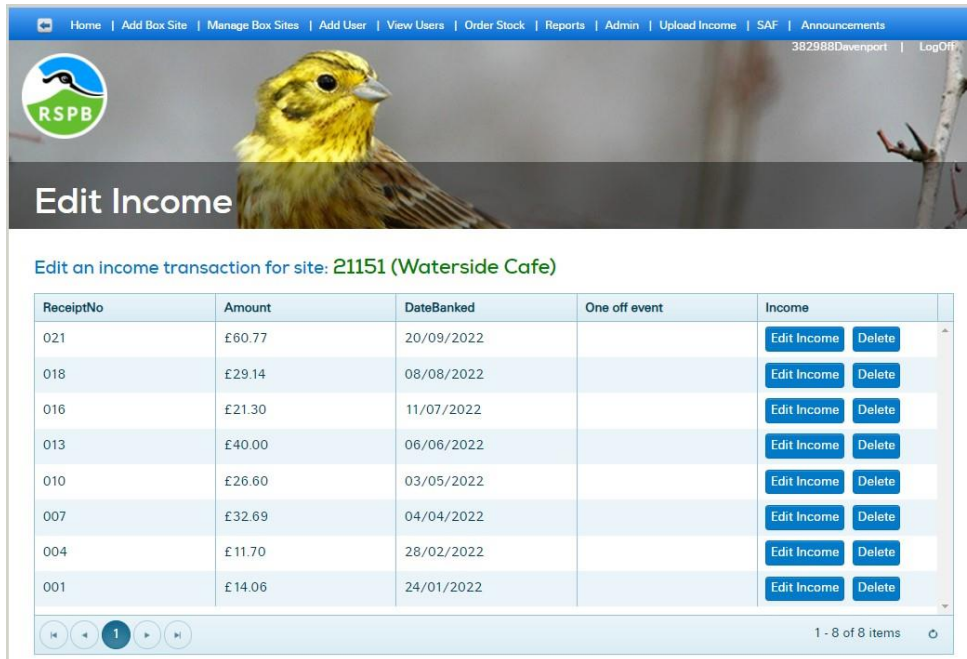
HINT: If you enter an amount of £100 or more you will get a popup message asking you if this is correct. If it is click OK, if you have made a mistake click cancel to enter a new amount.



10. Editing Income


To edit income go to the manage box site page, from here you will be able to find the box site that you wish to edit the income against (for more details on finding a box site see section 6).

Use the [Edit](#) button in the income column next to your box site, to see a list of all income logged against this site.



ReceiptNo	Amount	DateBanked	One off event	Income
021	£60.77	20/09/2022		Edit Income Delete
018	£29.14	08/08/2022		Edit Income Delete
016	£21.30	11/07/2022		Edit Income Delete
013	£40.00	06/06/2022		Edit Income Delete
010	£26.60	03/05/2022		Edit Income Delete
007	£32.69	04/04/2022		Edit Income Delete
004	£11.70	28/02/2022		Edit Income Delete
001	£14.06	24/01/2022		Edit Income Delete

1 - 8 of 8 items

If there is more than one page you can view the next page in the list of transactions using the buttons at the bottom of the list , you can also sort the list by clicking the text in the column header.

Select the transaction you want to edit and click [Edit Income](#). A popup will appear showing the current income details. You can type in any new details you would like into this popup and when you have finished click submit & edit income.



Edit income for this box

Box ID: 1517

Site Name: cvssdvadv

Amount (£):

Date Banked:

One-off event? ☐

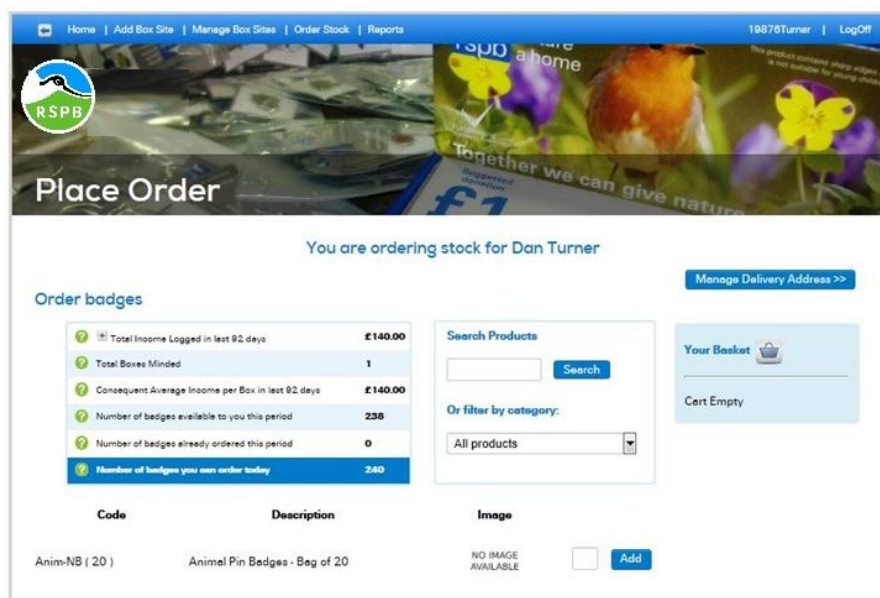
Receipt Number:

[Submit & Edit Income](#)

Once you have amended the income you will be returned to the edit income screen and a message will appear at the top to confirm the successful amendment.

11. Ordering Pin Badges

To place an order for pin badges, click on the order stock link in the top navigation bar.



At the top of this screen, you can see how much income you have logged, how many boxes you are looking after, the average income you are generating per box and how many badges you are able to order as a result.

You can use the search products box to find the badges you are looking for or you can browse the products by scrolling down and using the buttons at the bottom of the screen to change the page or to show more products on each page.

1/1 Items per page: 5

HINT: If you are a level 2, 3 or 4 user and want to place an order for another user skip ahead to section 15

To add a product, type the amount that you would like in the box next to the product and click 'add'.

HINT: If you want to clear the results of a search make sure that the box is blank and click search

Search Products

Search

All pin badges are in bags of 30 or bags of 10 so make sure the number you enter is the number of bags you want not the number of individual badges.

The badges you have ordered will appear in your basket at the top right of the page.

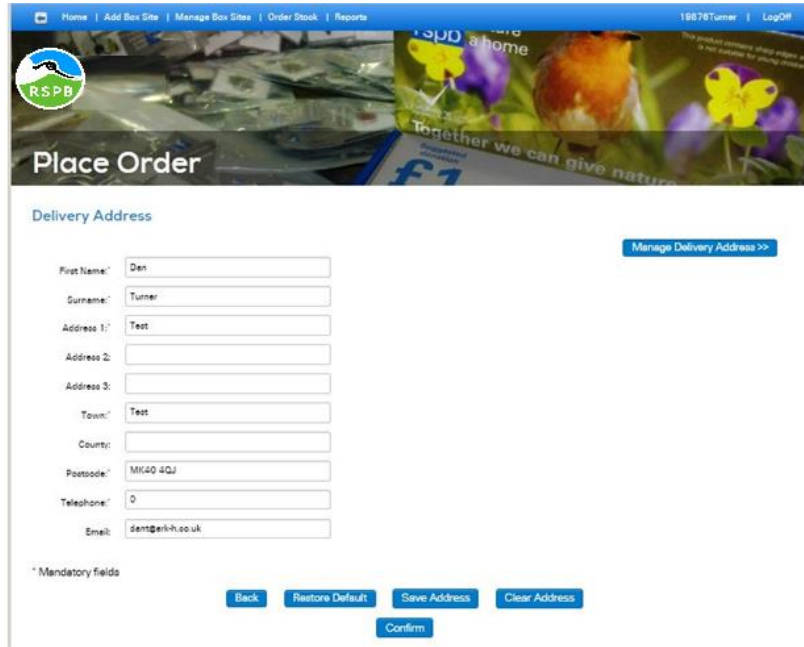
You can repeat this process to add more products to your basket.

To remove products, click the red cross next to the product in your basket.

When you have added all the products you would like, click the checkout button beneath your basket.



On the checkout page you will be asked to provide the delivery address. You can type this address in or select it from your list of saved addresses.



The screenshot shows the RSPB website's checkout process. At the top, there's a navigation bar with links like 'Home', 'Add Box Site', 'Manage Box Sites', 'Order Stock', and 'Reports'. The main header features the RSPB logo and a banner with the text 'RSPB a home' and 'Together we can give nature'. Below this, the 'Place Order' section is active, displaying a 'Delivery Address' form. The form includes fields for First Name (Den), Surname (Turner), Address 1 (Text), Address 2, Address 3, Town (Text), Country, Postcode (MK40 4QJ), Telephone (0), and Email (den@rspb.co.uk). A 'Manage Delivery Address >>' button is located to the right of the form. At the bottom of the form, there are buttons for 'Back', 'Restore Default', 'Save Address', 'Clear Address', and 'Confirm'. A note at the bottom left states '* Mandatory fields'.

Using the buttons at the bottom of the page you can restore the default delivery address (this will be your address), you can save a delivery address or you can clear the address.

Mandatory address fields are indicated by an asterisk. Once you are happy that the correct delivery address is showing on screen you can click the confirm order button. You will be shown a confirmation screen and an e-mail will be sent to you confirming your order.



The screenshot shows the 'Order Complete' confirmation screen. The header features the RSPB logo and a banner with the text 'RSPB a home' and 'Together we can give nature'. Below this, the 'Order Complete' section is active, displaying a 'Checkout Complete' message. The message states: 'Thanks for your order! Your order number is: 96. An e-mail with full details of your order has been sent to you.'



12. Running Reports

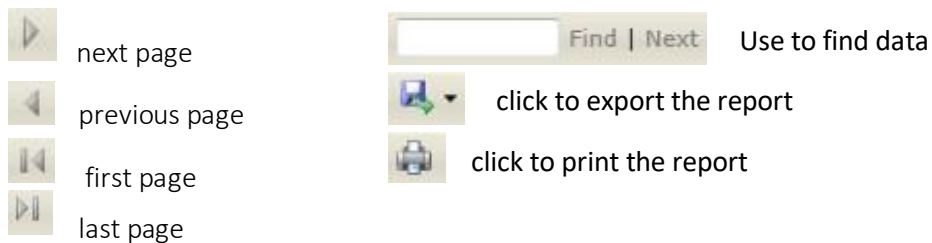
You can access reports using the reports button in the top navigation bar.





Once in a report you can use the tool bar at the top of the report to change page, find details, export or print the report.



The controls on this tool bar work as follows



Wherever you see a  in the report you can click this to show more detail (to reduce the detail click )



13. Changing your Password

If you have forgotten your password, you can use the password reset link on the ROBINS login page. If you have forgotten your username you will need to speak to your area coordinator or RSPB staff member.

To change your password once logged in click on your username which is displayed at the top right of the screen (to the left of the LogOff button)



You will be asked to enter your current password, your new password and then to confirm your new password.

Your password must be between 8 and 255 characters long and must contain at least one uppercase and one lower case letter, it must also contain at least one number.


14. Logging Off

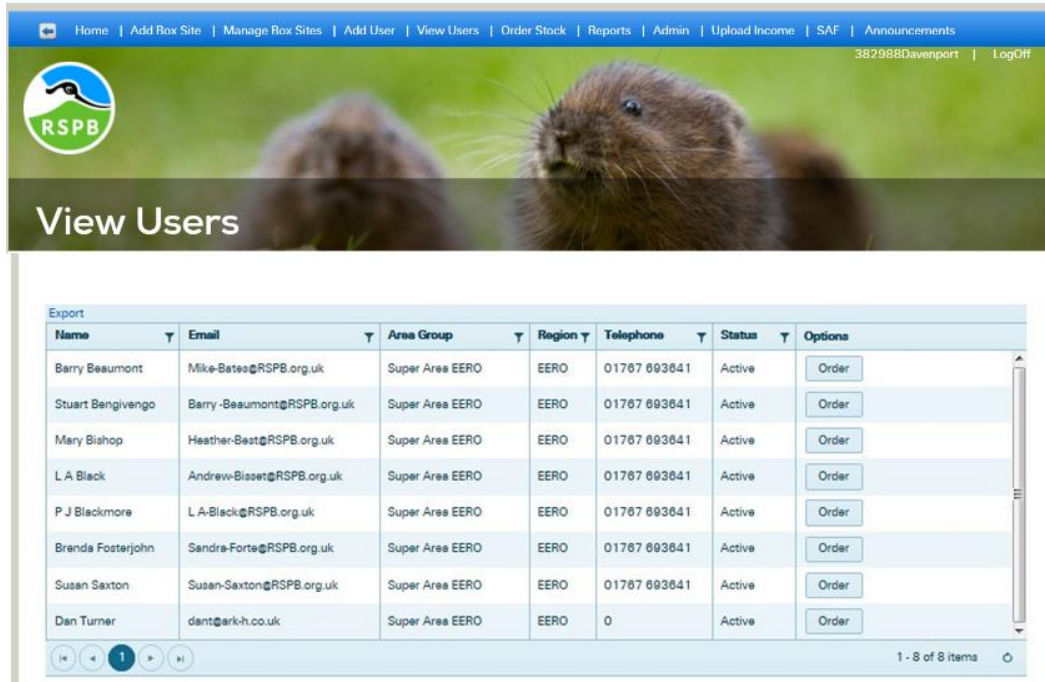
When you are done using ROBINS you can use the logoff button at the top right of the screen. ROBINS will automatically log you off after one hour.









15. What if it is not working properly?

If you have any problems using the ROBINS system please check the FAQ . If you cannot find the answer in the FAQ or in this user guide please contact the tech support team ROBINS@RSPB.org.uk.

16. Order Stock for a Different User (Level 2-4 Only)

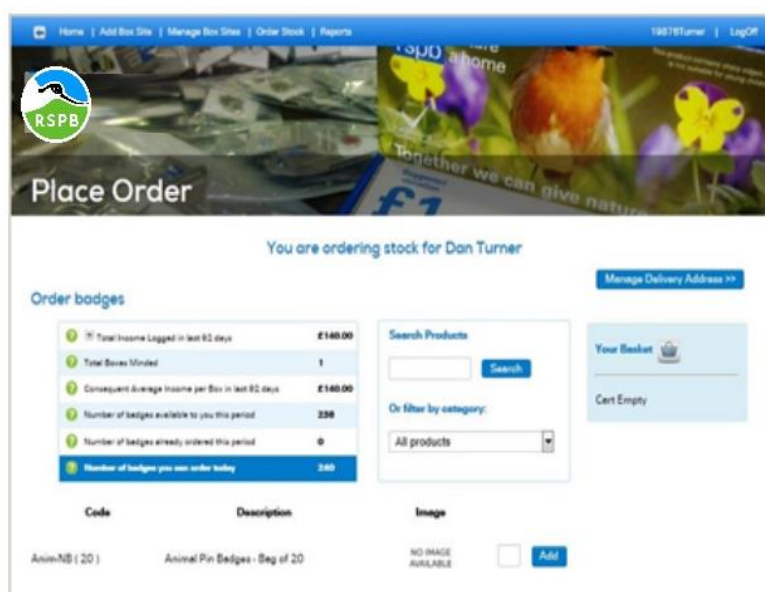
To order stock for a different user (anyone other than yourself), click the “View Users” button in the top navigation bar, find the user you want to place an order against and click the  button.



Name	Email	Area Group	Region	Telephone	Status	Options
Barry Beaumont	Mike-Bates@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
Stuart Bengivengo	Barry-Beaumont@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
Mary Bishop	Heather-Best@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
L A Black	Andrew-Bisset@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
P J Blackmore	L A-Black@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
Brenda Fosterjohn	Sandra-Forte@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
Susan Sexton	Susan-Sexton@RSPB.org.uk	Super Area EERO	EERO	01787 693641	Active	
Dan Turner	dant@ark-h.co.uk	Super Area EERO	EERO	0	Active	

You will be presented with the place order screen.

At the top of this screen, you can see how much income the user has logged, how many boxes they are looking after, the average income they are generating per box and how many badges they are allowed as a result.



Place Order

You are ordering stock for Dan Turner

[Manage Delivery Address](#)

Order badges

Total Income Logged in last 92 days	£140.00
Total Boxes Mined	1
Consequent Average Income per Box in last 92 days	£140.00
Number of badges available to you this period	238
Number of badges already ordered this period	0
Number of badges you can order today	238

Search Products

[Search](#)

Or filter by category:

All products

Your Basket

Cart Empty

Code	Description	Image	
AnimNB (20)	Animal Pin Badges - Bag of 20	NO IMAGE AVAILABLE	<input type="checkbox"/> Add



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You can use the search products box to find the badges you are looking for or to filter the list of products, or you can browse the products by scrolling down the screen and using the buttons at the

bottom to change the page or to show more products on each page.



To add a product type the amount that you would like in the box next to the product and click 'add'. All pin badges are in bags of 30 or bags of 10, make sure the number you enter is the number of bags you want not the number of individual badges.

Anim-NB (20)

Animal Pin Badges - Bag of 20

NO IMAGE
AVAILABLE

1

Add

This will then appear in your basket at the top right of the page. You can repeat this process to add more products to your basket.

To remove products click the red cross next to the product in your basket.

When you have added all the products you would like click the checkout button beneath your basket.

You will be asked to provide the delivery address for these pin badges. You can type this address in or select it from the users list of saved addresses.



Once you are happy that the correct delivery address is showing on screen you can click the confirm order button. You will be shown a confirmation screen and an e-mail will be sent to confirm your order.





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17. Adding a User (Level 3-4 Only)

To add a new user to ROBINS click the “Add User” button in the top navigation bar.

Mandatory fields are indicated by an asterisk. The VMS number must match exactly the VMS number that has been issued to the volunteer/member of staff.

Be careful to select the correct local group, user level, region and area group as these fields will affect what the user has access to.

As a guide for the user levels:

Level 1 – Box Minder

Level 2 – Area Coordinator

Level 3 – Regional Coordinator (Can only be set up by level 4 users)

Level 4 – Administrative user (Can only be set up by level 4 users)

Note that Users can be set up as Level 3 WITHOUT being the Regional Coordinator for their Region. This enables them to see all the Regional data and to order a greater range of badges. (Thus whilst a Regional Coordinator is ALWAYS a Level 3, a Level 3 is not necessarily a Regional Coordinator.)


It is important that the e-mail address is entered correctly as this is where the user details will be sent.

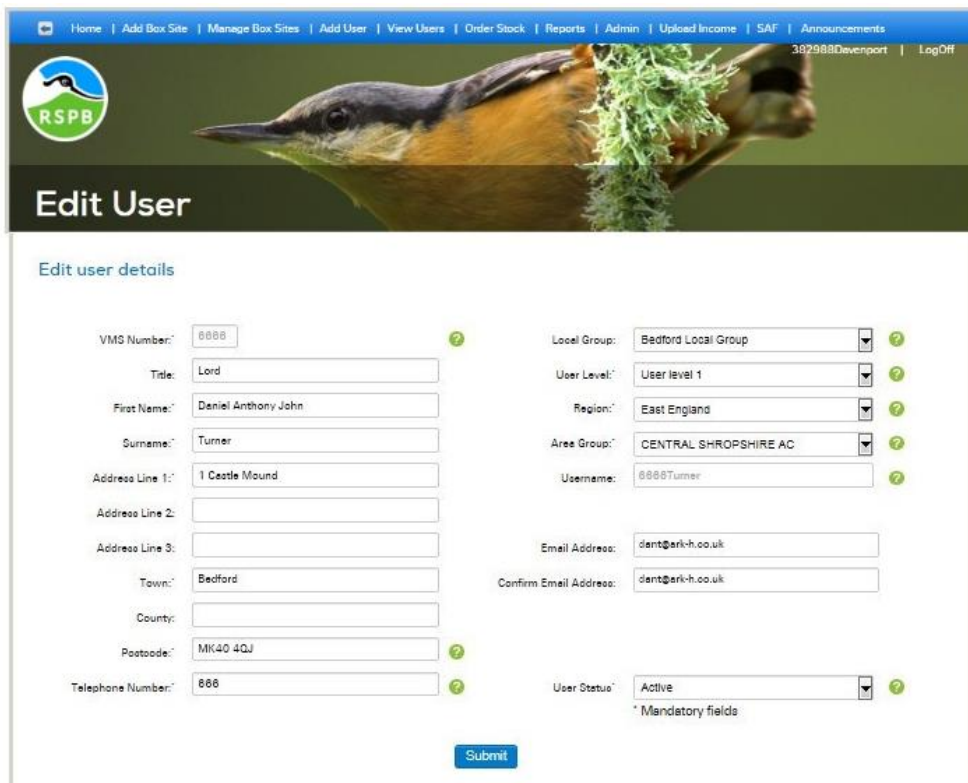
When you click submit you will receive onscreen confirmation that the user has been added successfully.

User added successfully

The user will receive an e-mail with a link to the ROBINS system this e-mail will display the text ‘You have been set up with a login for RSPB’s ROBINS system. Please follow the link to create your password [Create Password](#)’.

18. Editing a User (Level 3-4 Only)

To edit the details of a user, click the “View Users” button in the top navigation bar, find the user you want to edit and click the  button.



Mandatory fields are indicated by an asterisk. Once you have made the required amendments you can click submit to save the changes. You will receive a message to check that you are sure you want to submit the changes, if you are click OK, if not click cancel to go back and edit the details.

You will receive onscreen confirmation that the details have been successfully changed.

User edited successfully


The user will not be sent an e-mail unless you have changed the user’s surname. Changing a user’s surname will change their username; the user will be e-mailed to inform them of their new username.



19. Editing a Region Group (Level 3-4 Only)

To edit a region click on “Admin” in the top navigation bar and then click on “Manage Region Group”.



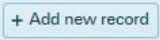
You will see a list of all region groups that you have permission to edit. To edit these, use the  button next to the group you wish to amend. A popup will appear showing the details of the region. Once you have made your changes click “Update” and the changes will be saved, click “Cancel” to discard any changes. Note that the Drop Down list of potential Regional Coordinators will be all users in the Region who are Level 3 or above.

20. Adding/Editing an Area Group (Level 3-4 Only)

To add/edit an area click on “Admin” in the top navigation bar and then click on “Manage Area Group”.



You will see a list of all area groups that you have permission to edit.


To add a new area group click the  button. A popup will appear for you to add the new area details. Once you have added all the required details click “Create” to add the new area group or “Cancel” to discard the group.



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The 'Add Area Group' dialog box contains the following fields and controls:

- Region:** A dropdown menu with the text '- Select Region -'.
- Area Coordinator:** A dropdown menu with the text '- Select a Coordinato...'.
- GroupName:** A text input field.
- Buttons:** '✓ Create' and '✕ Cancel' at the bottom right.

To edit these, use the  button next to the group you wish to amend. A popup will appear showing the details of the area. Once you have made your changes click “Update” and the changes will be saved, click “Cancel” to discard any changes. Note that the Drop Down list of potential Area Coordinators will be all users in the Region who are Level 2 or above.

The 'Edit Area Group' dialog box contains the following fields and controls:

- Region:** A dropdown menu with the value 'EERO - East England'.
- Area Coordinator:** A dropdown menu with the value '1 - Susan Saxton'.
- GroupName:** A text input field with the value 'Super Area EERO'.
- Buttons:** '✓ Update' and '✕ Cancel' at the bottom right.

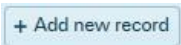
21. Adding a Region Group (Level 4 Only)

To add a new region click on “Admin” in the top navigation bar and then click on “Manage Region Group”.

Admin

- [Manage Local Groups](#)
- [Manage Reserve Sites](#)
- [Manage Region Group](#)
- [Manage Area Group](#)

You will see a list of all Region Groups.

To add a new region group click the  button. A popup will appear for you to add the new region details. Once you have added all the required details click “Create” to add the new region group or “Cancel” to discard the group.

The 'Add Region Group' dialog box contains the following fields and controls:

- Region Coordinator:** A dropdown menu with the text '- Select Coordinator -'.
- Code:** A text input field.
- RegionName:** A text input field.
- Buttons:** '✓ Create' and '✕ Cancel' at the bottom right.




22. Adding/Editing a Reserve Site (Level 4 Only)

To add/edit a reserve site click on “Admin” in the top navigation bar and then click on “Manage Reserve Sites”.

Admin


- Manage Local Groups
- Manage Reserve Sites
- Manage Region Group
- Manage Area Group

You will see a list of all reserve sites.

To add a new site, click the  button. A popup will appear for you to add the new area details. Once you have added all the required details click “Create” to add the new site or “Cancel” to discard.



A popup window titled "Add Reserve Site" with a close button (x) in the top right corner. It contains six text input fields labeled "Street1", "Street2", "Street3", "Town", "County", and "Postcode". At the bottom right, there are two buttons: "Create" (with a checkmark icon) and "Cancel" (with a close icon).

To edit sites use the  button next to the site you wish to amend. A popup will appear showing the details of the site. Once you have made your changes click “Update” and the changes will be saved, click “Cancel” to discard any changes.



A popup window titled "Edit Reserve Site" with a close button (x) in the top right corner. It contains six text input fields labeled "Street1", "Street2", "Street3", "Town", "County", and "Postcode". The "Street1" field contains the text "Leighton Moss", "Town" contains "Carnforth", "County" contains "Lancashire", and "Postcode" contains "MK40 4TH". At the bottom right, there are two buttons: "Update" (with a checkmark icon) and "Cancel" (with a close icon).




23. Adding/Editing a Local Group (Level 4 Only)

To add/edit a local group click on “Admin” in the top navigation bar and then click on “Manage Local Groups”.

Admin


- Manage Local Groups
- Manage Reserve Sites
- Manage Region Group
- Manage Area Group

You will see a list of all local groups.

To add a new group click the  button. A popup will appear for you to add the new group details. Once you have added all the required details click “Create” to add the new group or “Cancel” to discard.



The 'Add Group' popup form has a title bar with a close button. It contains a text input field labeled 'Local Group' and a checkbox labeled 'Open'. At the bottom right, there are two buttons: 'Create' with a checkmark icon and 'Cancel' with a circle-slash icon.

To edit groups use the  button next to the group you wish to amend. A popup will appear showing the details of the group. Once you have made your changes click “Update” and the changes will be saved, click “Cancel” to discard any changes.



The 'Edit Group' popup form has a title bar with a close button. It contains a text input field labeled 'Local Group' with the value 'Aberdeen And District Loc' and a checked checkbox labeled 'Open'. At the bottom right, there are two buttons: 'Update' with a checkmark icon and 'Cancel' with a circle-slash icon.