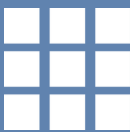2022 SACRAMENTO'S
POINT-IN-TIME COUNT

OUTREACH GRID CONTRIBUTORS

VOLUNTEER HANDBOOK

OUTREACH GRID

Volunteer Handbook

- Downloading the App

- Logging In / Signing Up

- Adding Event Code

- Joining Event Team

- Completing Surveys & Subsurveys

- Frequently Asked Questions

OUTREACH GRID

Downloading Outreach Grid Contributors App

Outreach Grid's Contributors App is available on mobile web, iOS, and Android.

Scan the appropriate QR code from your mobile device to download the app.

iOS:

Android:

OUTREACH GRID

Logging In / Signing Up

When you open the app, please make sure that the [ENV](ENV) bar is set to: "Sacramento"

Log in or sign up for a Contributor's account on the app's landing page.

11:46

Outreach Grid

Contributors

▤ Env: Sacramento

👤+ Sign Up

❓ Forgot Password

➜ Log In (v4.2.2)

OUTREACH GRID

Adding Event Code: train2022

Once you've logged into your account, tap on "Add Event Code" to join and gain access to the 2022 Sacramento's PIT Count Training Event.

The code for Sacramento's PIT Training Event is: train2022.

11:47

◄ Search

🚫 Back   👤+ Done

Instructions

Get the event code from the agency leading your event and enter it here.

Event Code

train2022   ✓

▦ OUTREACH GRID
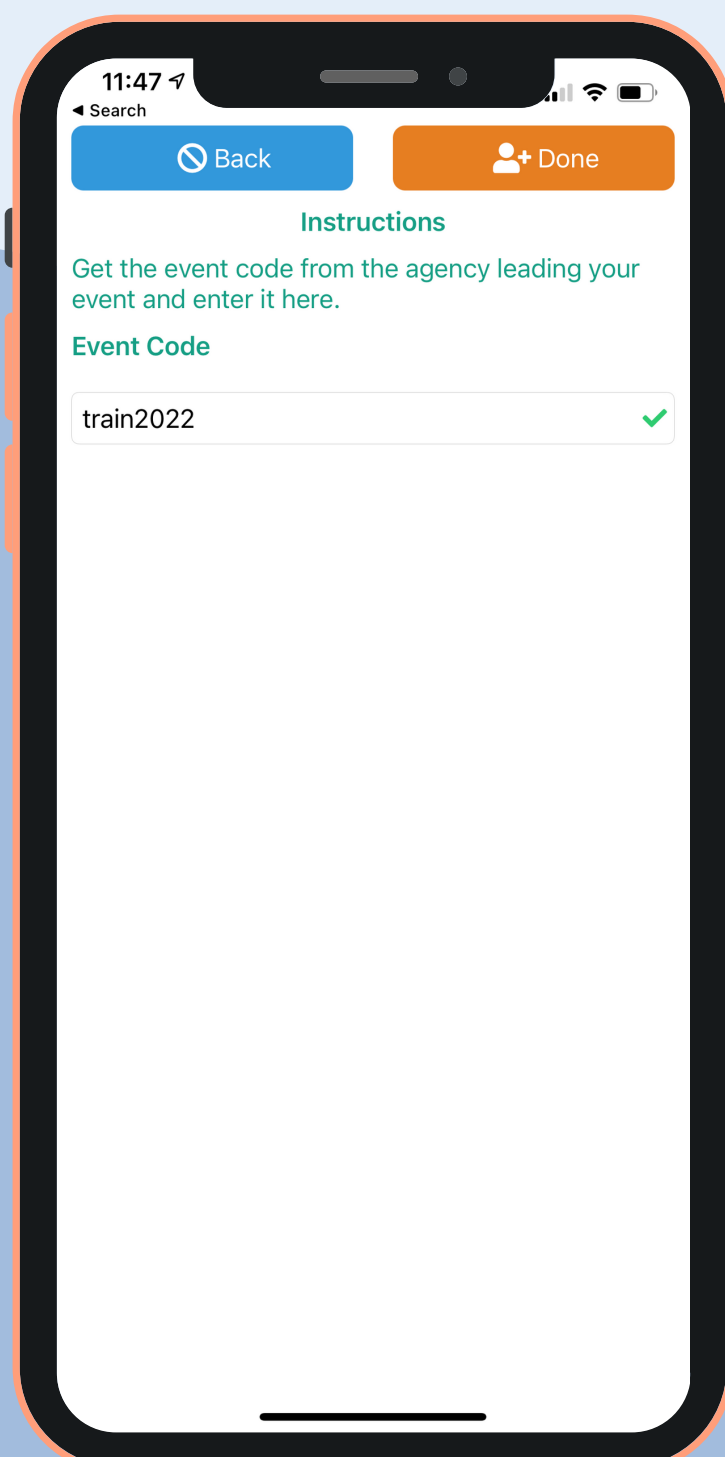
Joining Your Assigned Event Team

In order to complete surveys on the app, you must join an event team*.

To join an event team, navigate to your newly joined event and select "Join Team."
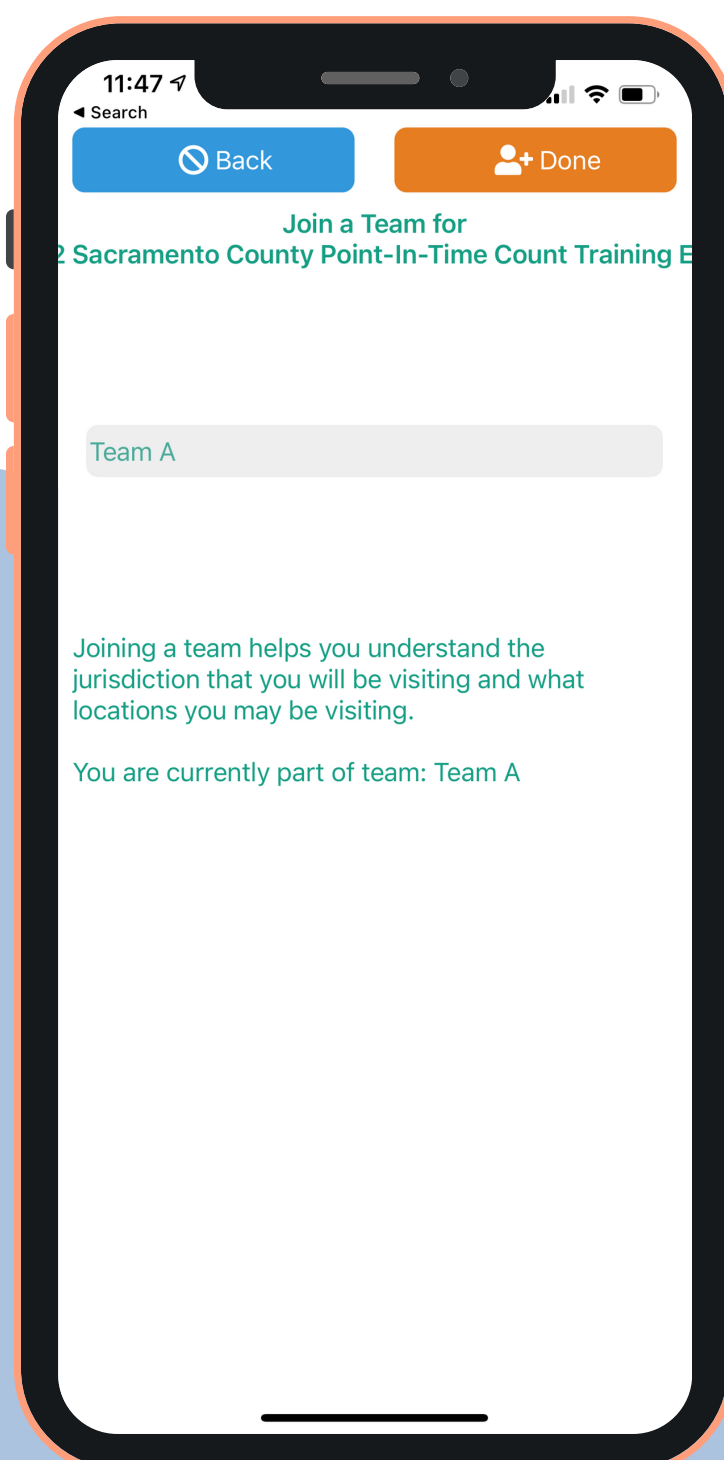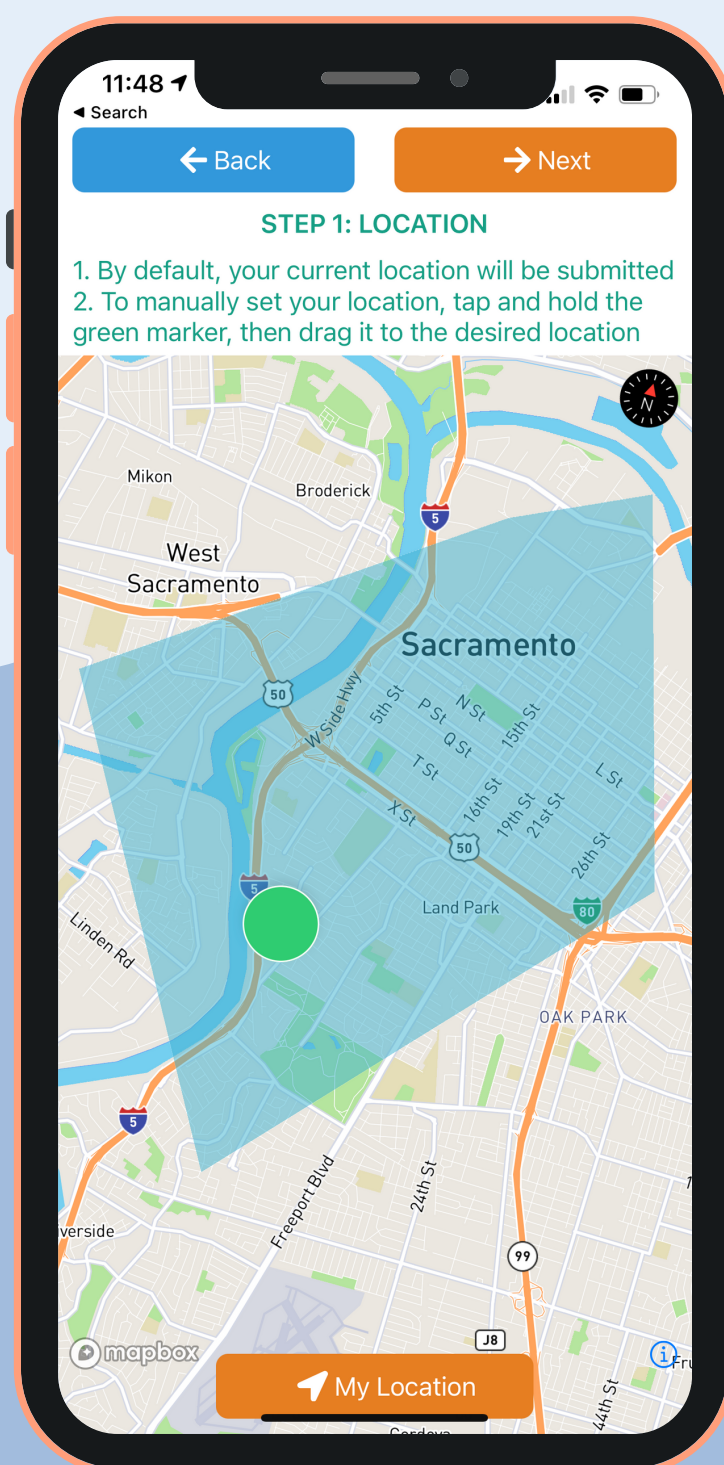

*Please refer to your team lead for your assigned team.

Completing Surveys and Subsurveys

Start collecting surveys as your encounter folks throughout the night.

Tap on "Enter Survey Event" to log the location of where the survey interaction is taking place.

OUTREACH GRID

Completing Surveys and Subsurveys

Once you've logged your location, select the appropriate survey to start surveying.

This is the unsheltered main survey for the main head of household.
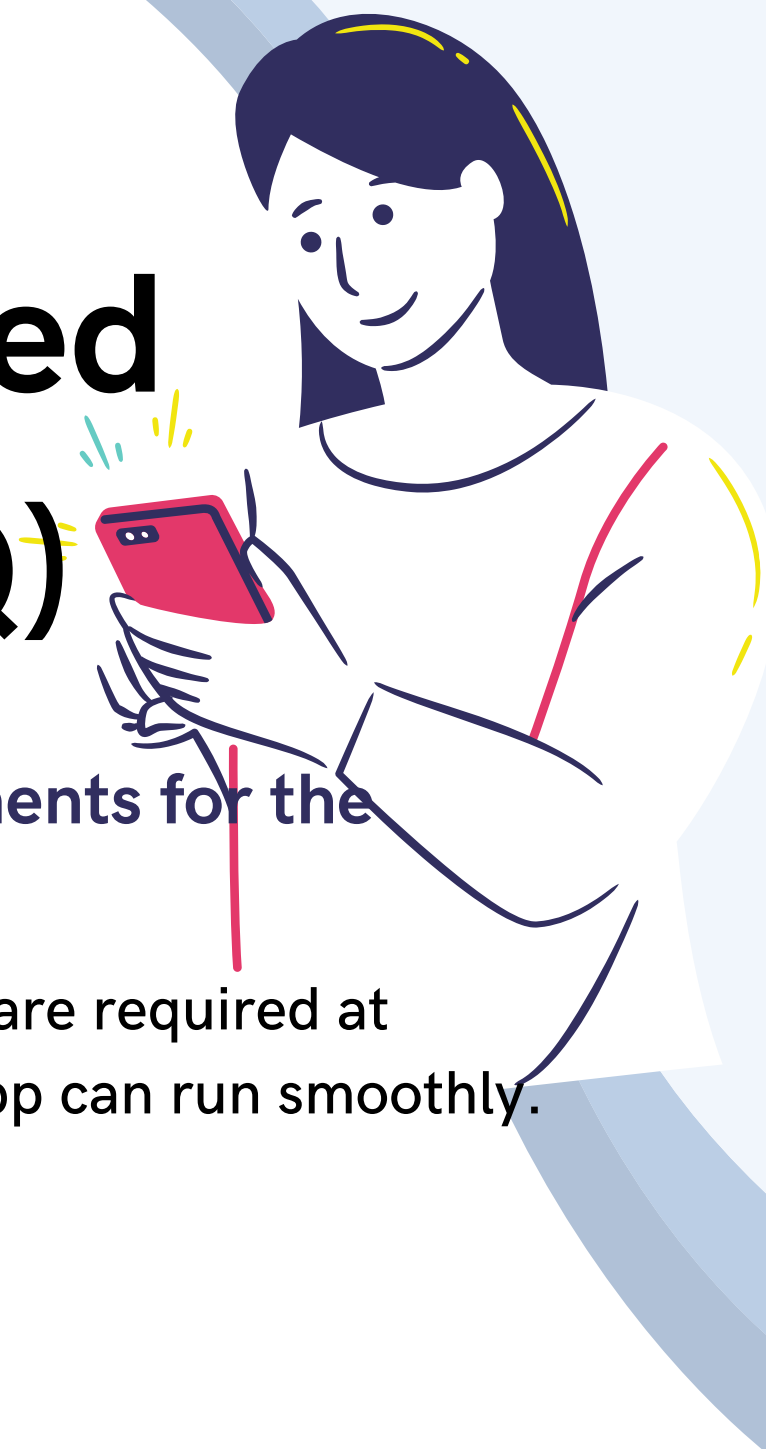

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Completing Surveys and Subsurveys

Select the number of additional household members (if applicable) once you've completed the main survey.

You'll be redirected to complete the subsurveys for the other household members.

OUTREACH GRID
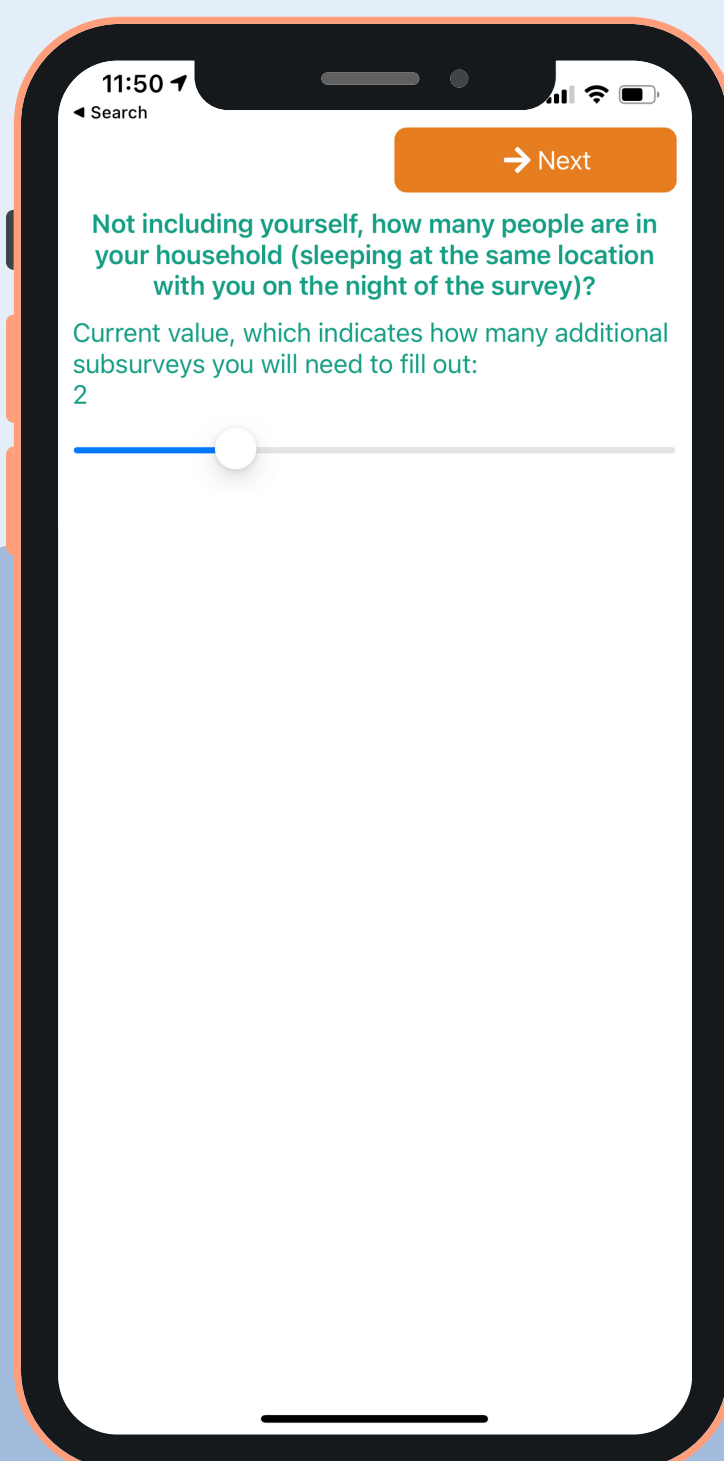
Frequently Asked Questions (FAQ)

What are the minimum OS requirements for the Contributor's App?

Here is a list of the operating systems that are required at minimum to ensure that the Contributor app can run smoothly.

<u>iOS:</u>
- iOS 12.4.1 or later

<u>Android:</u>
- Android OS 8 or later

How do I reset my password?

Volunteers can reset their passwords by tapping on the <u>Forgot Password?</u> button on the Contributor App. Please set your ENV to Sacramento first before tapping on the button.

## What happens if I lose my phone signal/connection to wifi?

Should you lose internet or data connectivity while completing a survey or using the app, you can continue to complete surveys by saving them as drafts.

When you lose connection, a popup will appear indicating that service has been lost and that the app is now in offline mode. The app will alert you multiple times to remind that you have lost connection. Surveys done in offline mode will be saved as drafts, which can be submitted once connectivity is restored.

If you are experiencing any technical difficulties or have other questions, please reach out to: (949) 346-8098 or support@outreachgrid.com.

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Frequently Asked Questions (FAQ)
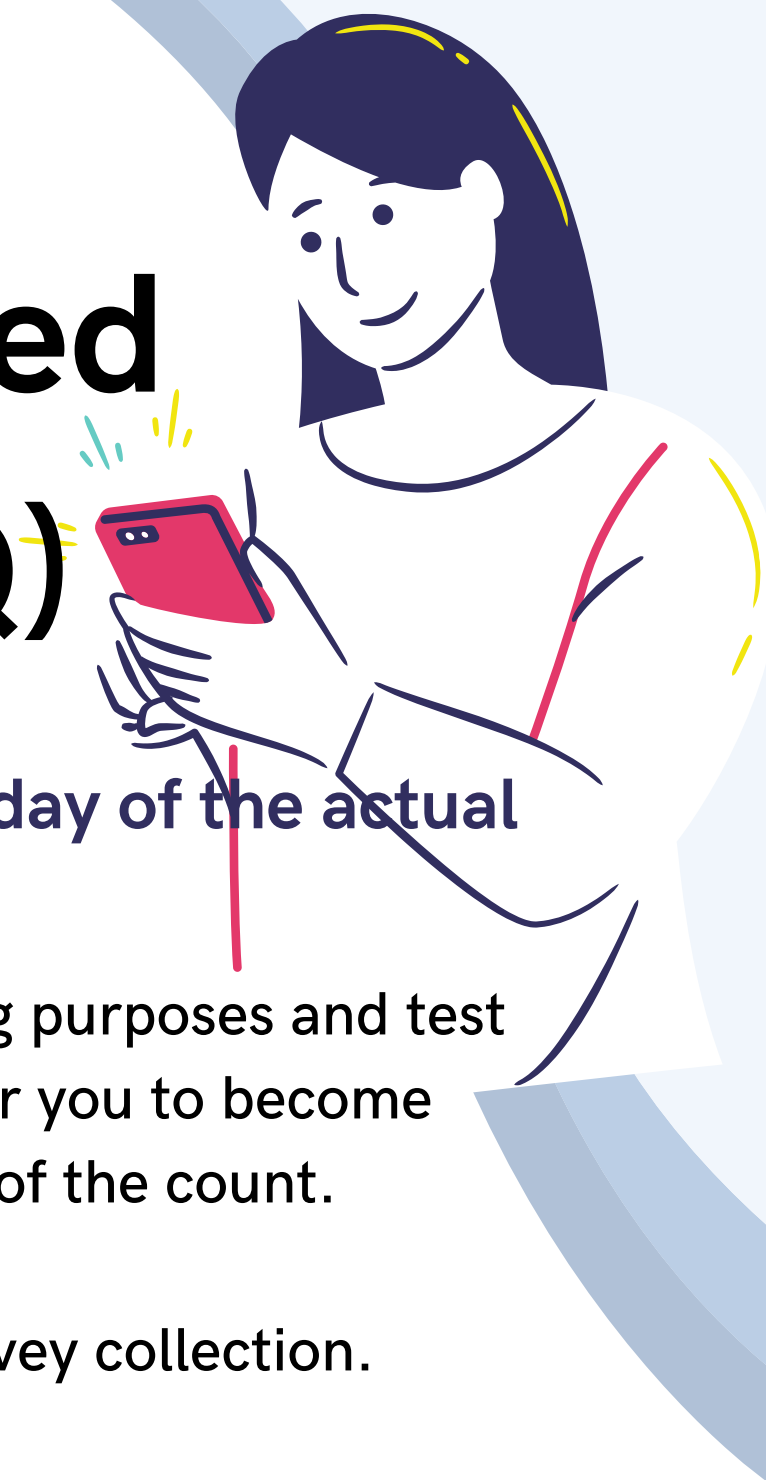
Can I use the Training Event for the day of the actual PIT Count?

No. The Training Event is meant for training purposes and test submissions only. The event is dedicated for you to become more familiar with the app prior to the day of the count.

Please use the Live PIT Event for actual survey collection.

What's the event code for the Live PIT Event?

Please refer to your team lead for the Live PIT Event's event code. You can also reach out to Outreach Grid's support team on the day of the PIT via email or phone to obtain the event code.

If you are experiencing any technical difficulties or have other questions, please reach out to: (949) 346-8098 or support@outreachgrid.com.

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Not all heroes wear capes.

Thank you for participating in Sacramento's 2022 Point-In-Time Count!

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