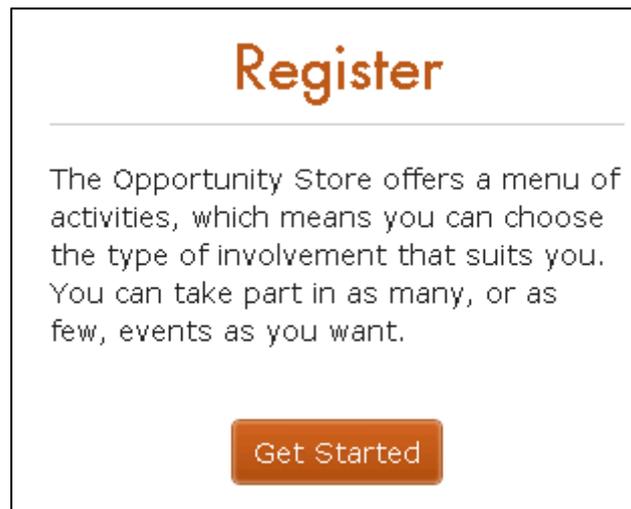


Opportunity Store Frequently Asked Questions

Registration & logging in

Q. How do I register for the Opportunity Store?

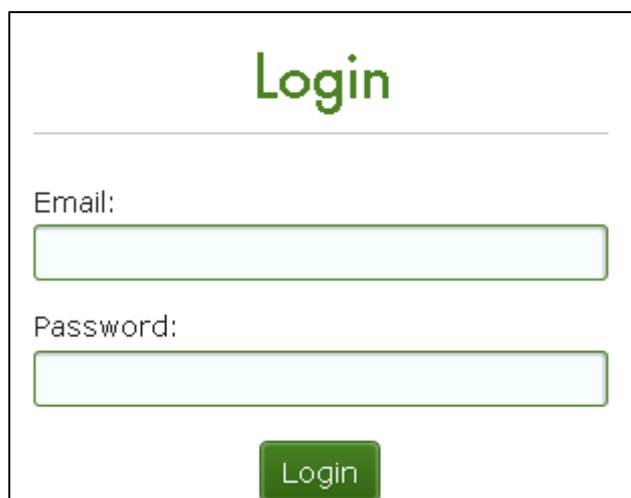
A. You can register your details on the first page of the Opportunity Store, on the Register section. Click the 'Get Started' button and complete the form with all your details, including setting your password. You'll need to read & accept the Terms and Conditions, and then click Register.



The screenshot shows a registration page with the word "Register" in a large, orange, sans-serif font at the top. Below it is a horizontal line. The main text reads: "The Opportunity Store offers a menu of activities, which means you can choose the type of involvement that suits you. You can take part in as many, or as few, events as you want." At the bottom center is a rounded rectangular button with the text "Get Started" in white on an orange background.

You'll then need to confirm your details. As soon as you have clicked Register, you will receive a message to your email address. This message will contain a link to verify your account. Click the link and you'll be directed to the Opportunity Store, where you can get started.

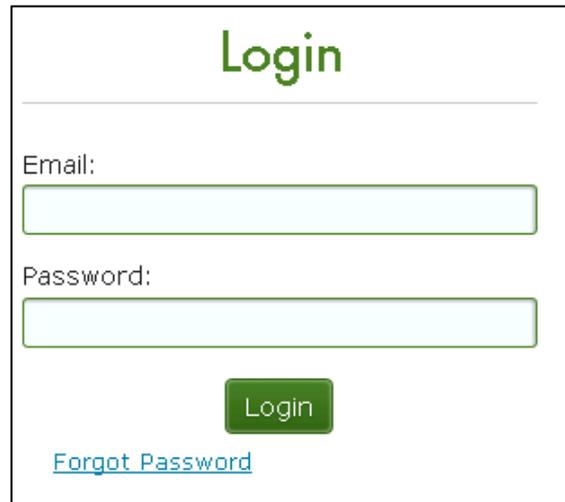
Once you've registered, you'll be able to login by entering your email address and password into the boxes on the Opportunity Store login page.



The screenshot shows a login page with the word "Login" in a large, green, sans-serif font at the top. Below it is a horizontal line. There are two input fields: the first is labeled "Email:" and the second is labeled "Password:". Both fields are light blue with a green border. At the bottom center is a rounded rectangular button with the text "Login" in white on a green background.

Q. What do I do if I forget my password?

A. Don't worry if you forget your password. You can always click the 'Forgot Password' button. You'll find this under the login section of the Opportunity Store.



The image shows a login form with the following elements:

- Header: "Login" in green text.
- Form fields: "Email:" and "Password:" labels above their respective input boxes.
- Buttons: A green "Login" button and a blue "Forgot Password" link below it.

Q. How do I make sure my contact details are up to date?

A. You can check and update your contact details by selecting the 'My Account' button. Once you've selected this button, you'll see a blue box that says 'Update Account' on the right hand side of your screen. If you click the link 'Update my account' you'll be able to update your details.



You'll also find an 'Update my Account' link in blue 'Opportunities for me' box on the left hand side of your screen.

Opportunities

Q. How do I sign up for an opportunity?

A. By clicking on the 'Opportunities' button, you'll be presented with a list of different Opportunities which are available for you to sign up to.



Click on the title of the Opportunity you're interested in and you'll be presented with some more information about the opportunity.

If you decide you'd like to attend the event or find out more about what's offered, click the 'sign up' button.



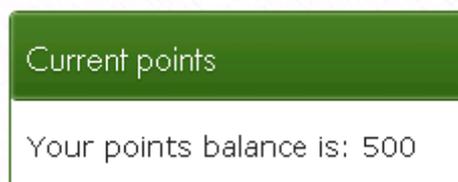
Once you've signed up for an event, you'll receive an email to confirm you're signed up.

Q. How many opportunities can I sign up for?

A. You can sign up for as many Opportunities as you like. You'll find a wide variety of opportunities available so that you can choose the type of involvement that suites you.

Q. How can I see how many points I have?

A. You can view your points by clicking on the 'My account' button. You'll find a 'Current Points' box on the top right hand corner of your screen.



Q. How can I view what events I've attended and how many points I got for each of them?

A. You can see this information by clicking on the 'My Account' button.



Events history

Name	Status	Points
Mystery Shopping	Attended	1000
Editorial Panel	Attended	250
Rosebery's Job Club	No show	250

Q. Will I get points for every Opportunity?

A. Some of our Opportunities are about providing support and development opportunities. Some of these opportunities do not attract points, but will have other benefits like receiving funding through our Brighter Futures Fund.

The Brighter Futures Fund



Event Type Employability

Q. What do I do if I can no longer attend an Opportunity?

A. If you've signed up to attend an Opportunity, you'll be able to cancel your sign up by selecting the Opportunity you were attending. You can do this by clicking on the 'Opportunities' button.



Find the event you were going to attend and click on the title.

You'll then be able to select the 'cancel sign up' button.

You're registered as attending this event.

Cancel sign up

Rewards

Q. How do I redeem my points?

A. As you collect points, you'll be able to exchange them for exciting rewards and services like shopping vouchers, cinema vouchers, and much more. To claim your rewards click on the 'Rewards' button.



You'll find a list of different rewards that you can choose from. You'll also be able to see how many points you need to claim each reward. Once you've chosen a reward, enter how many you'd like to claim in the quantity box. If you've got enough points, you might be able to choose a selection of different rewards.

£10 Cinema Voucher



Points: 1000

Qty:

Once you have selected the rewards you want to claim, click the 'Redeem' button at the bottom of your screen.

Redeem

Q. How can I see what rewards I've already claimed?

A. Click on the 'My Account' button. You'll be able to view a list of the rewards you've claimed.



Events history

Name	Status	Points
Editorial Panel	Attended	250
Rosebery's Job Club	No show	250

Q. Can I claim my rewards if I am in arrears?

A. No. Opportunity Store points can not be redeemed if the Opportunity Store member is in arrears or behind with any payment owned to Rosebery Housing Association, including the payment of rent. Their points will remain on their account but will not be redeemable until all arrears have been cleared in full including any court costs.

Q. Can I still sign up for events if I am in arrears?

A. Yes you can still sign up for opportunities and earn points for attending. Your points will be saved for you until your rent account is in credit.

Feedback

Q. How do I leave feedback?

A. You can leave feedback about the Opportunity Store by using the Opportunity Store Forum. You could tell us what you think about an Opportunity you've attended, or maybe there's an Opportunity you think we could offer? To add your feedback, click on the 'Feedback' button.



You can then leave your feedback using the comment box. Don't forget to add a subject.

Start a new Thread

Your name

Your email address

Topic

Subject

Comment

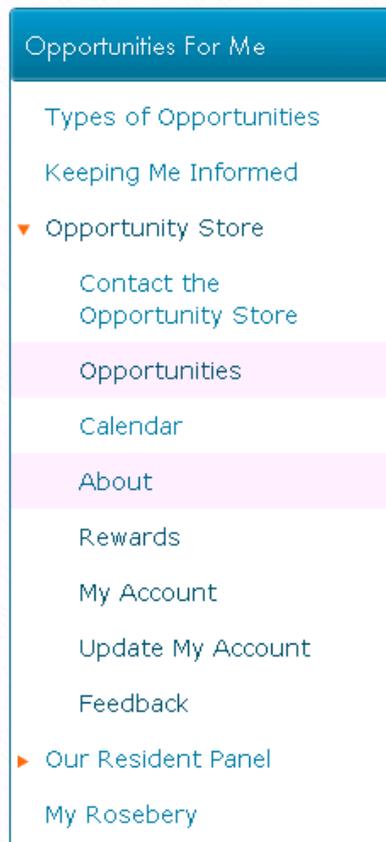
Help

Q. Who do I speak to if I have problems with using the web site?

A. You can call the Customer Service Team on 01372 814 000 or Freephone 0800 068 7664. Alternatively, you can email us at opportunitystore@rosebery.org.uk

Q. Where can I find out more about the Opportunity Store?

A. You can find out more about the Opportunity Store by clicking on the 'About' button.



You'll also find more information in the Opportunity Store Terms & Conditions. You'll find a link to the terms and conditions on the bottom left hand corner of your screen.

Telephone: 01372 814000
Email: customerservices@rosebery.org.uk

[Data Protection Statement](#)

[Website Terms of Use](#)

[Opportunity Store Terms and Conditions](#)

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