

WELCOME TO THE VIRTUAL SOCIAL CENTRE (VSC) USER GUIDE



The website for the VSC is:
vsc.feros.care



Need help logging in or are
experiencing technical issues?
Contact us on **1300 671 331**

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WHAT'S NEW?



Waitlist Function

Is your favourite event booked out?

Now you can add yourself to a 'waitlist'. You will be notified in the VSC when a spot becomes available and be automatically added to the event.



Easier to Use

Same, same, but different! While you may be familiar with our current and upcoming events and catch ups, we tweaked them a little to make your experience even better.



View Event Length

You'll be able to see the exact length of each event when booking. This way, it's easier for you to fit your favourite event in your diary.



Recommendations

Events will be recommended to you based on your interests. Now you can immediately see what's coming up, that's of interest to you!



Find Things Easier

With the new search function, you can find exactly what you want based on interests, names, or date ranges. You can search for sessions from a particular time frame, so you know exactly what you missed. The best part? You can now search for your favourite host or event!



Plus so much more!

ACCESSING THE VSC

DEVICES AND WEB BROWSERS

Use any of the recommended web browsers on a computer, laptop or tablet to visit the website vsc.feros.care

Recommended devices



OR



A Windows or Mac OS based laptop or computer with a webcam is perfect.



Android or Apple tablets with headphones.



Recommended web browsers

Use one of these web browsers to access the VSC through the internet:



Google Chrome



Microsoft Edge Chromium



Apple Safari

You may need to install one of these if you don't have any of them.

IMPORTANT: Smartphones may experience some technical issues and are currently not recommended.

ACCESSING THE VSC

The website for the VSC is:
vsc.feros.care

The screenshot shows the VSC login page. At the top left is the 'VSC' logo. At the top right are 'Register' and 'Login' links. The main content area features the 'feros care GROW BOLD' logo and the title 'Virtual Social Centre'. Below this is a brief description: 'Meet people online, stay connected, and have new experiences, all from the comfort of your home.' There are two help links: one with a question mark icon for logging in (contact 1300 671 331) and one with a star icon for learning about features (click here). The login form itself has a 'Username' field with 'example@email.com', a 'Password' field with a toggle eye icon, a 'Remember me?' checkbox which is checked, and a 'Forgot password?' link. A pink 'Log in' button is below the form. Below the form is a 'Don't have an account?' section with a green 'Register now' button. Red lines with dots at the end point from text on the right to the username field, password field, and 'Log in' button. A red line with a dot at the end points from a tip box at the bottom to the 'Remember me?' checkbox.

Enter your
username

and password

then click 'Log in'

TIP: Ensure the 'Remember me?'
box is ticked to stay logged in.

VSC NAVIGATION

HOME BUTTON

The Home button will take you back to the main page. If you ever get lost, click here to return to this page.

TIP: To see Recommended events you might enjoy, add some interests to your profile!

FIND AN EVENT

Use the search tool to find an event, or view all upcoming events.

The screenshot shows the VSC Home page with a dark navigation bar containing 'VSC', 'Home', 'Upcoming', and 'Catch Up'. The 'Home' tab is highlighted. Below the navigation bar, there are three main sections:

- My registered events:** A box stating 'You have not registered for any events. Use our search tool to find an event of [view all upcoming events](#)'.
- Find an event:** A search box with a 'Search by category' dropdown menu (set to 'Please select'), an 'OR' separator, and a 'Search by event name or host name' input field. A 'Search' button is located below the input field.
- Recommended events:** A horizontal scrollable list of four event cards, each with a date and time: 'Spanish with Steph 2 of 5' (Thu 21 Jan 2021 - 9:00AM), 'Forever Young' (Thu 21 Jan 2021 - 9:30AM), 'Strong Foundations' (Thu 21 Jan 2021 - 9:30AM), and 'Transitioning to Aged Care' (Thu 21 Jan 2021 - 10:30AM). Each card includes a brief description and a 'Find out more' link.

VSC NAVIGATION

UPCOMING BUTTON

The **Upcoming** button allows you to view events that are scheduled in the near future.

To peruse events, use the search function

or arrows on either side of the carousel.

The screenshot shows the 'Upcoming events' page. At the top, there is a navigation bar with 'VSC Home Upcoming Catch Up' and 'Chat My Profile'. Below this, the 'Upcoming events' section is titled. There are three filters: 'Filter by category' (Please select), 'Filter by date' (dd/mm/), and 'Search by event name or host name' (Event name or host). Below the filters is a carousel of four event cards. Each card has a title, date, time, description, host profile, and a 'Register' button. The first card is 'WHAT'S YOUR STORY' on Tue 09 Feb 2021 - 5:00PM. The second is 'Surf Rescue IRB Boats2 of 5' on Wed 10 Feb 2021 - 9:00AM. The third is 'What's New on the VSC' on Wed 10 Feb 2021 - 11:30AM. The fourth is 'searching test' on Thu 11 Feb 2021 - 9:00AM. Navigation arrows are visible on the left and right sides of the carousel.

VSC NAVIGATION

CATCH UP BUTTON

The **CATCH UP** button allows you to view events that have been recorded in the past. You can either scroll through the library of past events or use the filter function to find one you wish to watch. You can search for events from a particular date, and by event or host name.

Once you find an event you like, press **'Watch'** and then select **'Play Video'** to watch the recorded session.

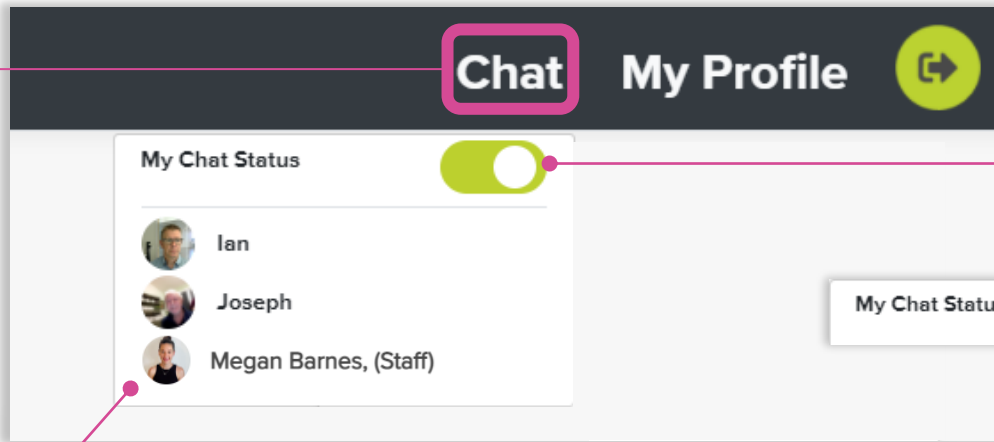
The screenshot displays the VSC 'Catch Up' interface. At the top, navigation tabs include 'VSC', 'Home', 'Upcoming', 'Catch Up' (highlighted), 'Chat', and 'My Profile'. Below the tabs is the heading 'Catch up on events'. A filter section includes 'Filter by category' (a dropdown menu), 'Filter by date' (a date input field), and 'Search by event name or host name' (a search bar with 'Search' and 'Clear' buttons). The main content area features a grid of event cards. Each card includes a thumbnail image, a date and time, the event title, a brief description, the host's name and profile picture, and a 'Watch' button. The first card is for 'DANIELLE'S CHAIR DANCE!' on Thu 03 Dec 2020 - 9:30AM, hosted by Danielle L. A pink line connects the 'Catch Up' tab to this grid. A second pink line connects the 'Watch' button on the first card to a video player. The video player shows the recorded session for 'DANIELLE'S CHAIR DANCE!' with a play button and a 'Play Video' button. The video description on the right side of the player reads: 'Injured or sore body preventing you from dancing? Well join Danielle in her chair dance class so you can move your body, stimulate your brain, and feed your mind and soul all from the comfort of your own chair! Wear clothes you are comfortable in and don't forget the H2O!'. At the bottom of the page, there is a footer with the text 'Living boldly everyday, always', 'Terms and Conditions', 'VSC cares about you privacy, view our policy', a phone icon with the number '1300 671 331', and an email icon with the address 'vsc@feroscare.com.au'.

VSC NAVIGATION

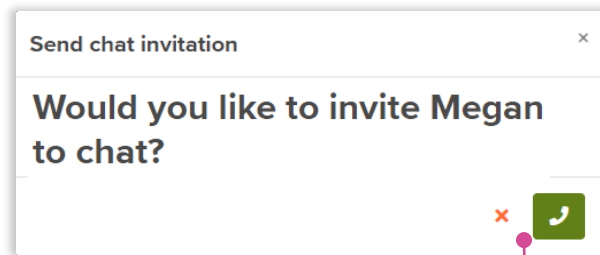
CHAT BUTTON

Click on the 'Chat' button on the top right of your VSC page and the 'Private Chat' feature will open showing you who is online and available to chat.

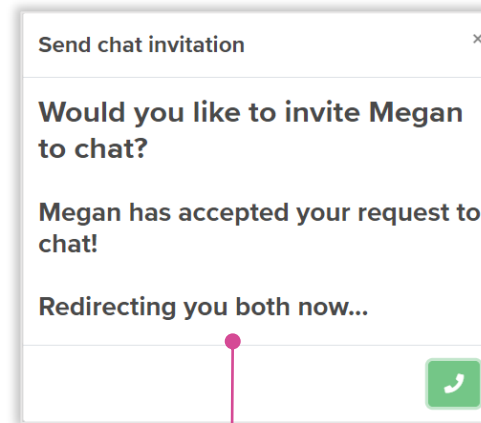
Click on someone's profile image to invite them to a private video chat.



Click on the toggle to make yourself available (green) and unavailable (grey) to others.



Click the green phone button to send an invitation or the red cross to cancel.



If the person on the other end accepts your invitation, you will both be redirected to a private chat. This session is not recorded.

VSC NAVIGATION

MY PROFILE BUTTON

The **MY PROFILE** button will allow you to edit your profile.

Click the **'Edit profile'** button to change your profile details, time zone, add a phone number, email address, picture or write a personal biography.

TIP: Editing your time zone will update the session times to reflect your time zone.

'Add interest' to your profile to see more event recommendations based on your interests. Press on **'What's this?'** to learn more about interests.

The screenshot shows the 'My Profile' page for a user named Julia Wicker. The page is divided into several sections:

- Account Settings:** Includes 'Reminders' (Sms reminders are on, with a 'Turn on' button) and 'Image' (I allow the use of my image in marketing material, with an 'Edit settings' button).
- My Interests:** Lists 'Animals and Nature', 'Advice, Chat, Catchup and Connect', 'Cooking, Dining and Food', and 'Exercise & Movement'. It includes an 'Add interest' button and a 'Create Interest Categories' input field with a 'What's this?' link.
- My Community & Groups:** Shows the user's role in the 'Virtual Social Centre' community, with options for Administrator, Host, Moderator, and Staff.
- Event Viewer Setup & Testing:** Includes 'System checks' and a 'Test event' section with buttons for 'Test my audio & video' and 'Join test event'.

Callouts from the text blocks point to these specific elements: the 'Edit profile' button, the 'Add interest' button, the 'Turn on' button, the 'Test my audio & video' button, and the 'Join test event' button.

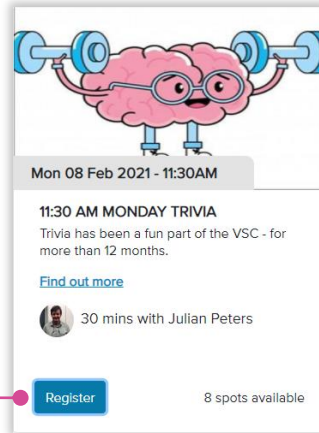
'Turn on' SMS reminders to receive reminders on your mobile phone for registered and waitlisted events. Remember to add your mobile number in your profile.

To test your audio and video prior to an event, click **'Test my audio & video'**. Click **'Join test event'** to check you are good to go for joining an actual event. You can also use these tests if you experience technical issues.

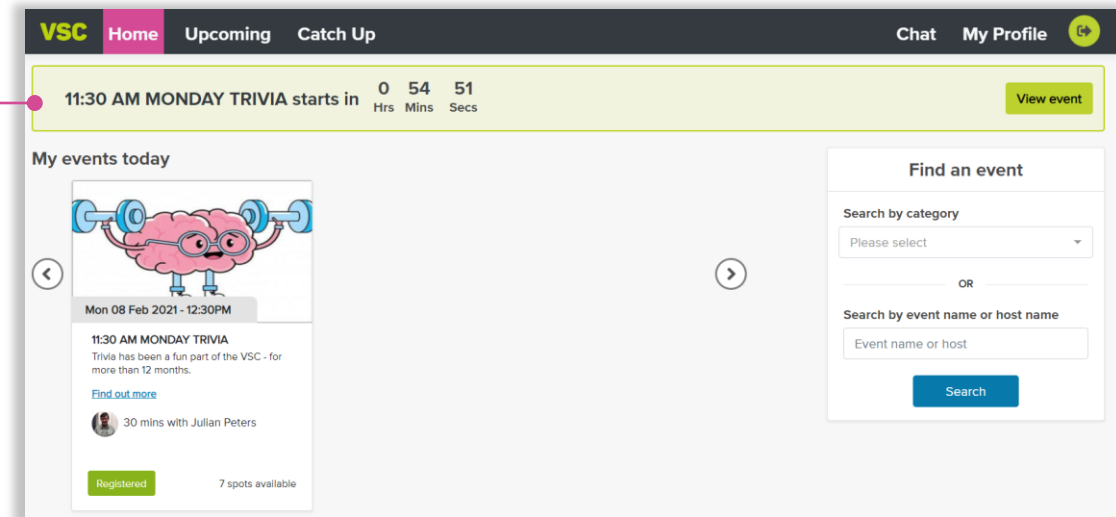
JOINING EVENTS

REGISTRATION

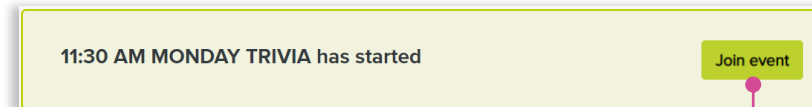
Register for events by pressing the 'Register' button.



Once registered, you will see a countdown timer advising when your next event begins.



The countdown timer will change when it's time for your event. Click 'Join event' to join the event.



JOINING EVENTS

REGISTRATION AND WAITLISTING

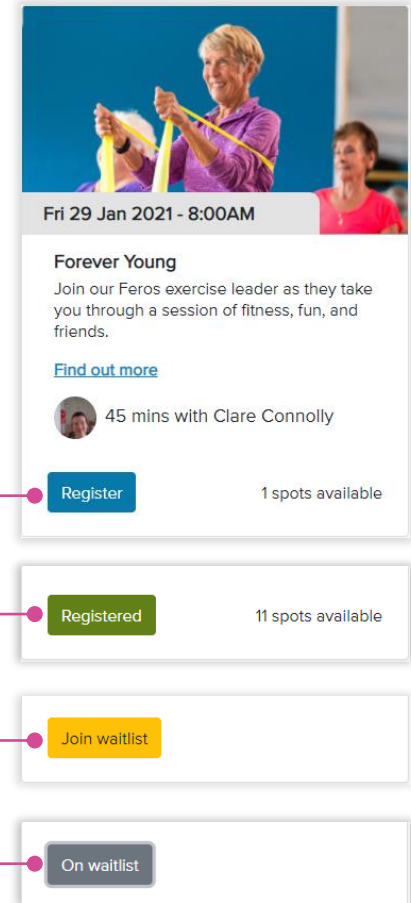
Events you can register for have a blue **'Register'** button.

All events you have already registered for have a green **'Registered'** button. Click this button to revoke your attendance and de-register from the event.

Click on **'Join waitlist'** to join the waitlist for events that are already booked out. Once a spot becomes available, you will be automatically registered for the event.

Once you've joined the waitlist, the button will change to **'On waitlist'**. You can leave the waitlist by clicking on this button again.

IMPORTANT: To provide all users with a wonderful experience, please deregister from events you can no longer attend. This way, you make a spot available for others.



The screenshot shows an event card for 'Forever Young' on Friday, 29 Jan 2021 at 8:00AM. The event description is: 'Join our Feros exercise leader as they take you through a session of fitness, fun, and friends.' There is a 'Find out more' link and a profile picture of Clare Connolly with the text '45 mins with Clare Connolly'. Below the event details are four buttons: 'Register' (blue), 'Registered' (green), 'Join waitlist' (yellow), and 'On waitlist' (grey). Red lines connect the text in the main document to these buttons.

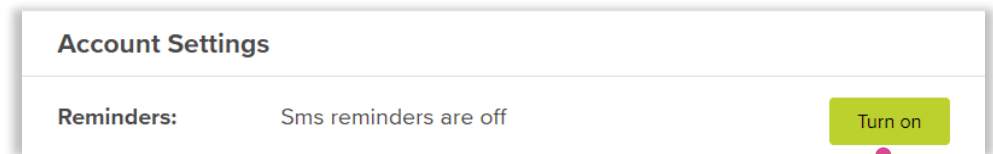
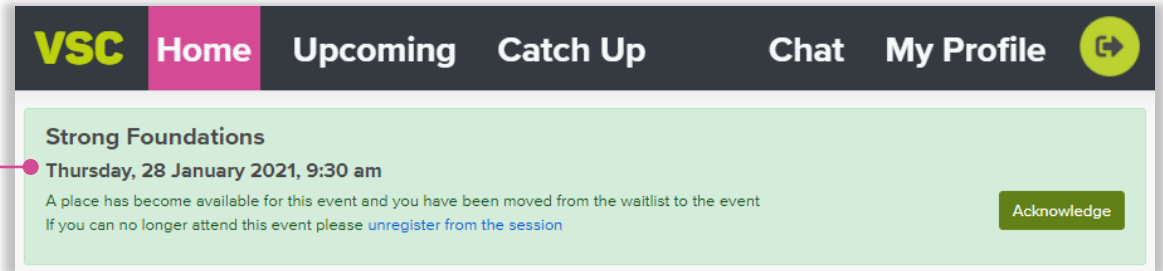
JOINING EVENTS

WAITLISTING CONTINUED

In the case a spot becomes available for a waitlisted event, you will be **automatically registered** for the event and receive a banner notification (green box).

You can either acknowledge the message or unregister from the event by clicking the blue text '[unregister from the session](#)'.

There is no guarantee you will be able to join a waitlisted event. Turn on **SMS Reminder** under '**My Profile**' to receive a SMS reminder in the case you're added to the event.



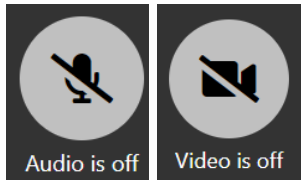
THE VSC WHEN IN A SESSION

DURING AN EVENT

Once you have joined your event, you will see yourself and other people in your session.

To turn on/off your audio or video, click these buttons. The text underneath the buttons indicates if your audio or video is on or off.

If your audio or video is off, the button will appear grey and is crossed out.

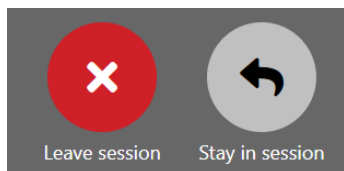


THE VSC WHEN IN A SESSION

LEAVING AN EVENT

When you wish to finish the event, press the **'Leave'** button on the bottom right of your screen.

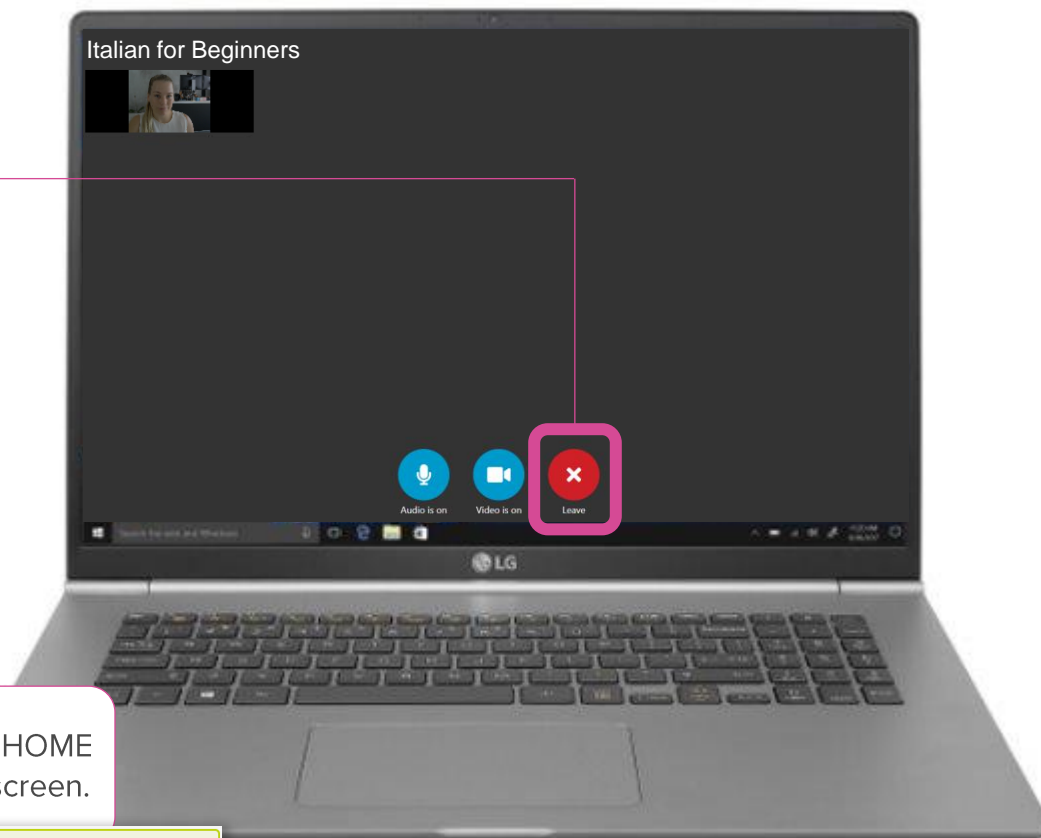
Once you have clicked the button, you will be provided with two options to either **'Leave session'** or **'Stay in session'**. If you are sure to leave the event, press **'Leave session'**, and you will be returned to the HOME page. If you don't want to leave, click **'Stay in session'** to return to the event.



TIP: You can leave a session at any time and rejoin through the HOME page if the **'Join event'** banner is still visible on the top of your screen.

Total Body Workout has started

Join event



THE VSC WHEN IN A SESSION

ROLES

Host

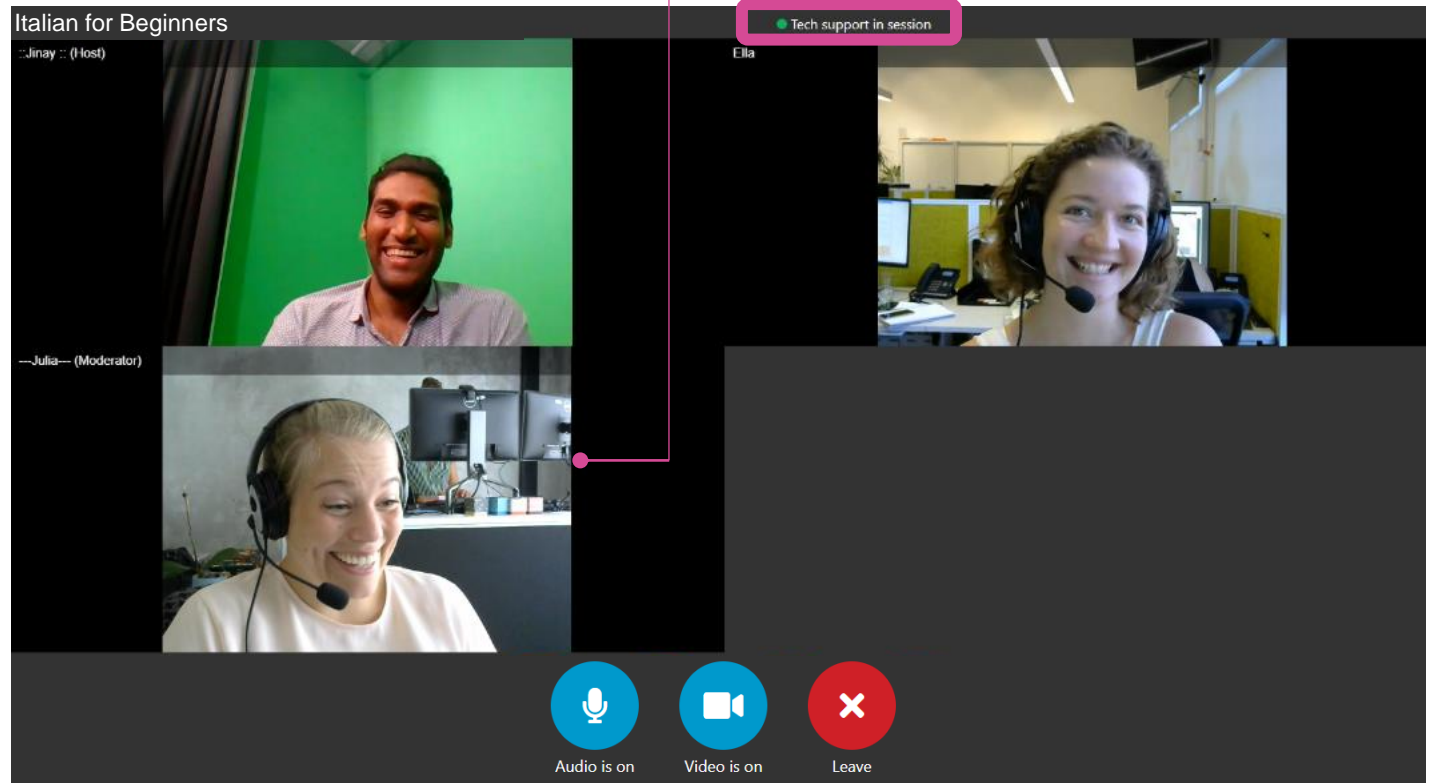
The host leads the session. They can mute participants, change the layout or end the session. You'll see (Host) after their name.

Users

Everyone else is a member of the VSC community, just like you.

Moderator

Moderators sometimes join as support in the case of technical issues. They have the same abilities as hosts and may also turn on their video and audio. You know if a moderator is in a session when the green light is on saying 'Tech support in session'.



HOW TO PROVIDE FEEDBACK

After you have left a session, you can provide feedback in the 'Event feedback' form.

Press on the stars to rate the session and the host. You can rate up to 5 gold stars being 'very satisfied' and 0 gold stars being 'very dissatisfied'.

You can also provide additional feedback (for example about the topic, sound or video quality) in the comment field.

Once you have provided your feedback, press the **Submit** button.

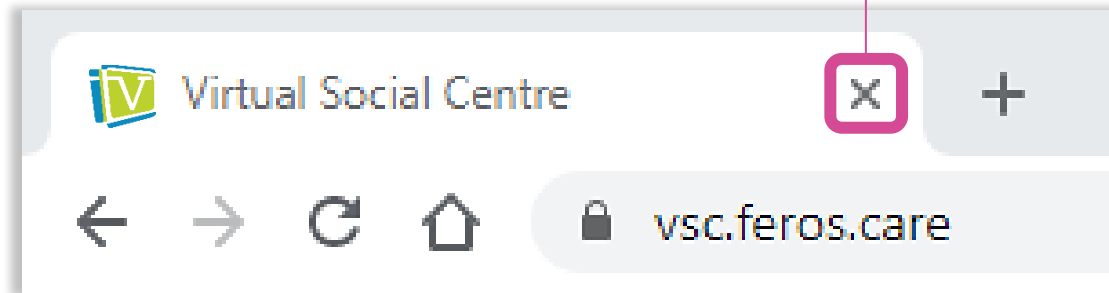
If you'd like to skip the feedback, go to the HOME screen by pressing on the **HOME** button on the top.

The screenshot shows the 'Event feedback' form on the VSC app. At the top, there is a navigation bar with 'VSC Home Upcoming Catch Up' and 'Chat My Profile'. The form title is 'Event feedback' with a sub-header 'Thanks for joining us! If you have a moment we would greatly appreciate your feedback'. There are two rating questions: 'How would you rate the session overall?' with five gold stars, and 'How would you rate the host?' with four gold stars and one grey star. Below these is a text input field for 'Do you have any additional feedback?' and a blue 'Submit' button. The footer contains the VSC logo, 'Living boldly everyday, always', 'Terms and Conditions', 'VSC cares about you privacy, view our policy', and contact information: '1300 671 331' and 'vsc@feroscare.com.au'.

IMPORTANT: We would love your feedback to ensure our vibrant online community provides you with the best experience and offers what you are looking for.

LEAVING THE VSC

When you have finished using the VSC for the day, close the browser tab (press the 'X') to ensure it shuts down correctly.



VSC ETIQUETTE

For everyone to enjoy our vibrant online community, we'd all appreciate if you could please...



- be respectful and considerate of other participants, hosts and staff members, and their beliefs, values, ideas, and cultures
- **dress appropriately** – you don't have to wear anything fancy but choose something that is respectful of others
- **be on time** (although, we understand things happen and sometimes you might be a little late)
- **register for each event** (and unregister if you cannot make it)
- **be aware of your surroundings** – remember, everything behind you can be seen – even that pile of dirty laundry!
- **put yourself on mute** if you receive a phone call, hear a knock at the door, or just need to blow your nose!
- **remember to frame your camera correctly** – we don't want to be looking up your nostrils! Frame your camera in a way that feels natural and allows you to look at the camera and be comfortable.
- **try and have the right lighting** – lighting from the sides makes faces look the best. If you can, try to get light from that angle.
- **give everyone a chance to talk and share** – try not to interrupt or talk over the top of others.
- **be aware of the possible time delays** of about 1 to 2 seconds with video conferencing (particularly at lower internet speeds).
- **give your feedback!** Hosts love to hear what you enjoyed and how they can improve
- **HAVE FUN TOGETHER!**


ADD THE VSC FOR QUICK ACCESS

BROWSER FAVOURITES AND BOOKMARKS

Adding the VSC to your **bookmarks** or **favourites** allows you to access the VSC with just one click.

When adding the VSC to your bookmarks or favourites, you don't need to type in the VSC website <https://vsc.feros.care> in your browser anymore.

For  Google Chrome and  Microsoft Edge Chromium browsers

Click on the star  symbol at the end of the address bar.



The VSC is now added to your bookmarks. You can access the VSC moving forward by simply clicking on the **bookmark**.



ADD THE VSC FOR QUICK ACCESS

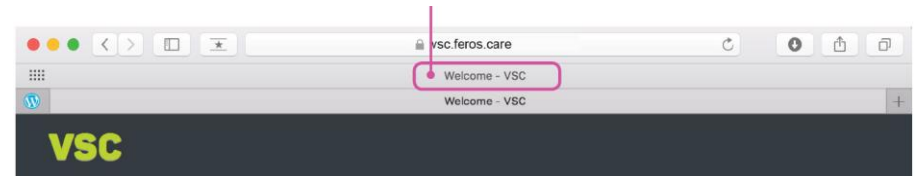
For  Apple Safari browser

Click on the share  symbol at the end of the address bar (pictured below).

Then select 'Add bookmark'



The VSC is now added to your bookmarks. You can access the VSC moving forward by simply clicking on the **bookmark**.



ADD THE VSC FOR QUICK ACCESS

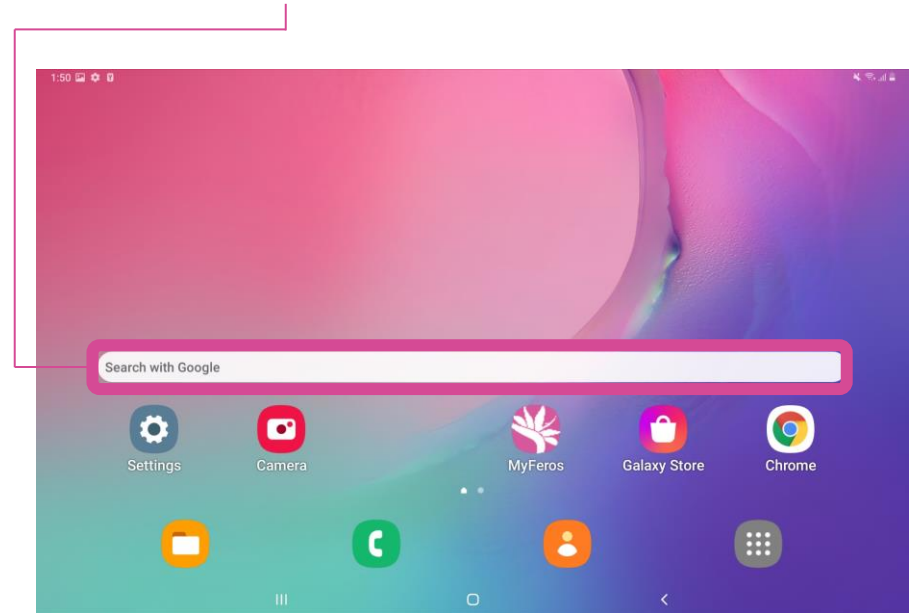
SAMSUNG TABLET SHORT CUT

Adding the VSC to your SAMSUNG tablet as a short cut allows you to access the VSC with just one tap.



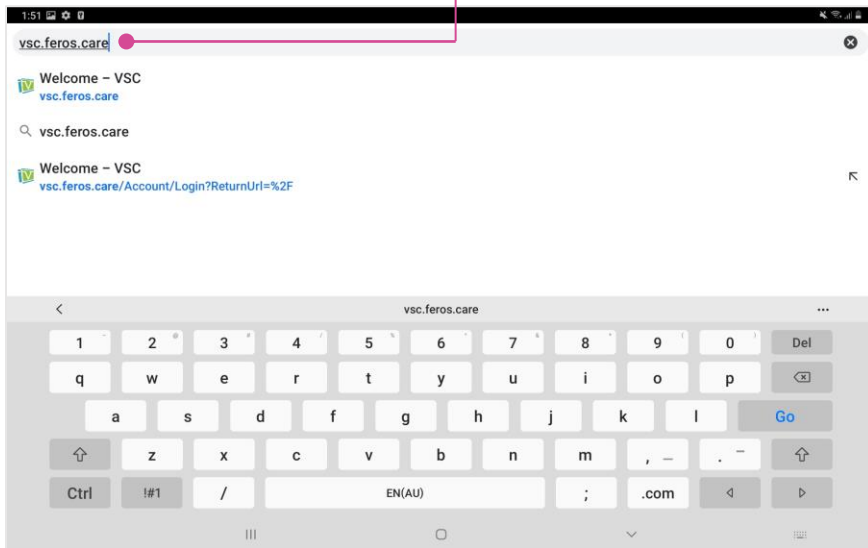
Follow the next steps to create a short cut for your tablet.

1 Tap on the Google Search bar

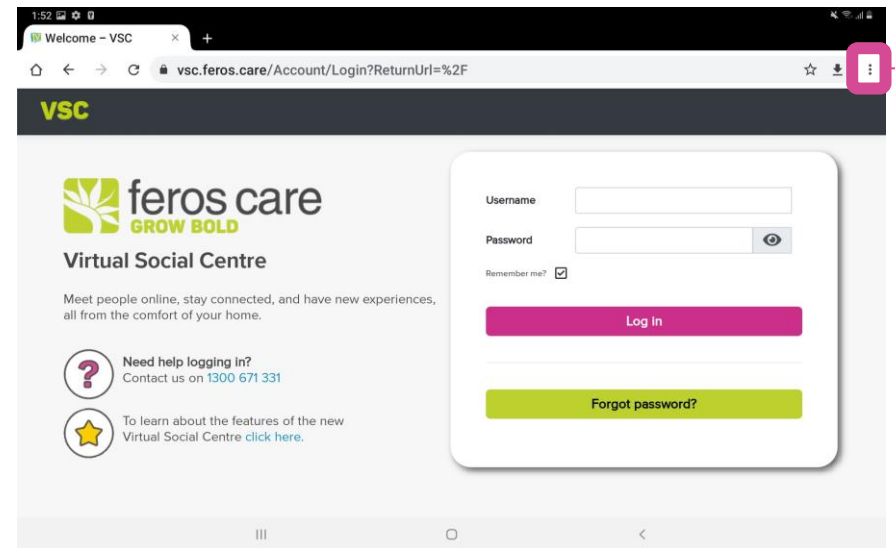


ADD THE VSC FOR QUICK ACCESS

- 2 Type **vsc.feros.care** into the search bar

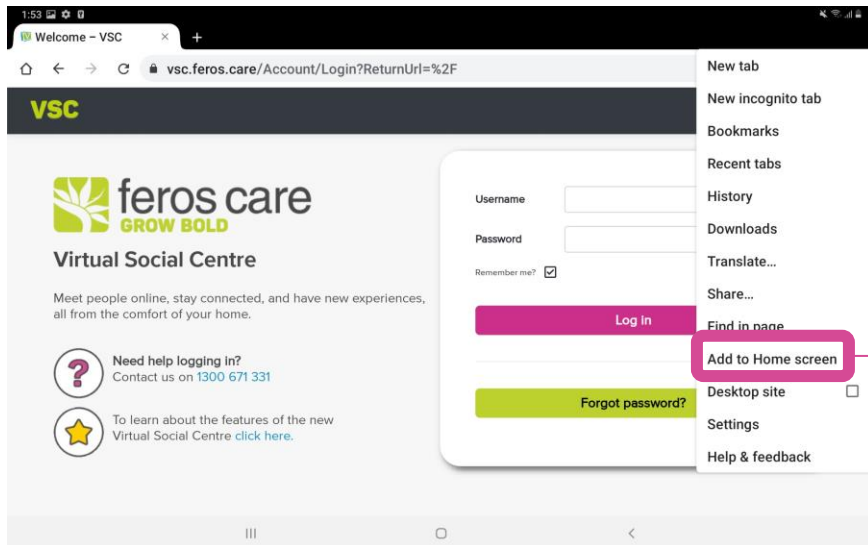


- 3 Tap the three dots at the top right corner

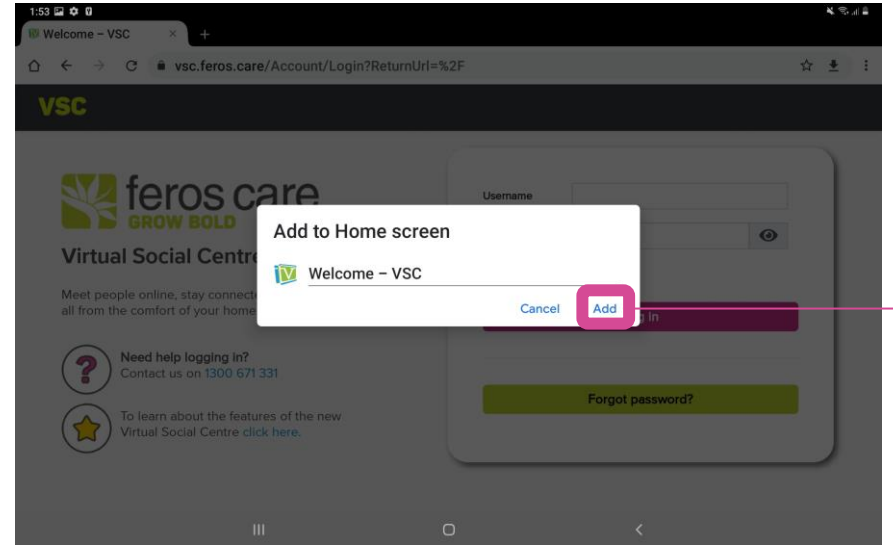


ADD THE VSC FOR QUICK ACCESS

4 Tap 'Add to Home screen'

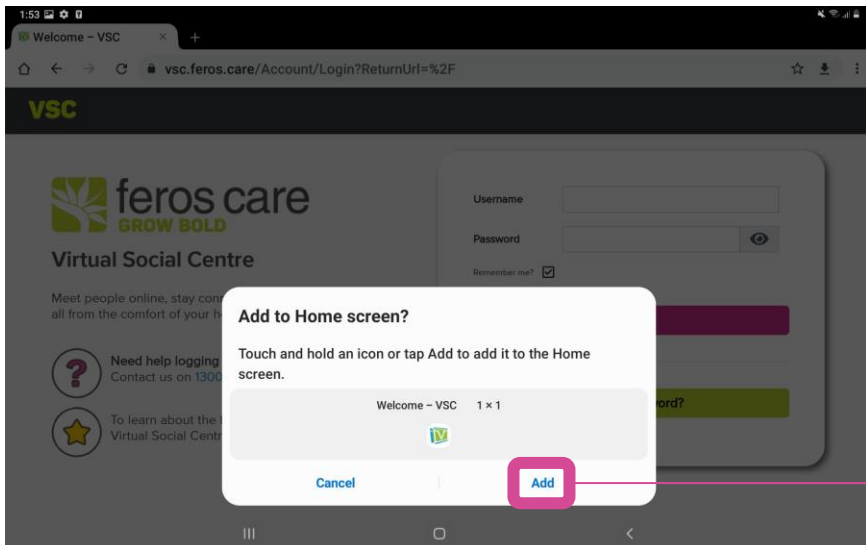



5 Tap 'Add'

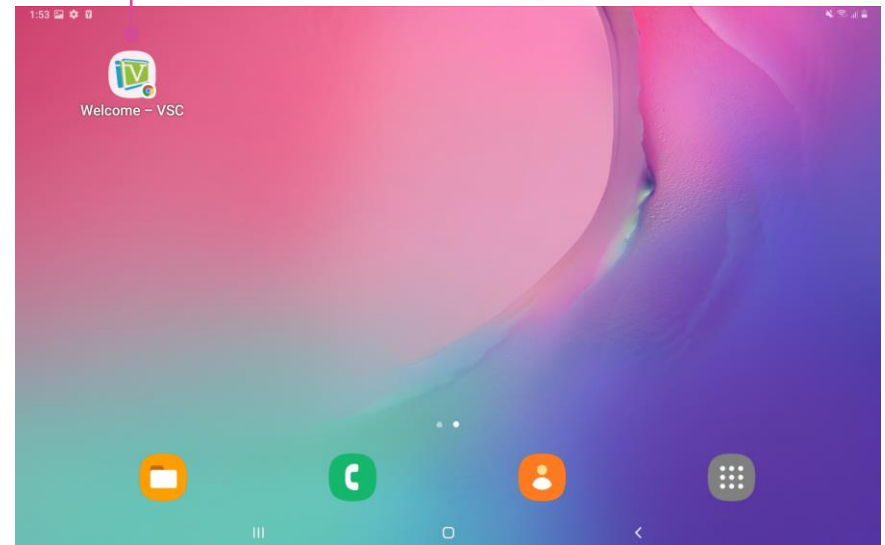



ADD THE VSC FOR QUICK ACCESS

6 Tap 'Add' again



7 Go to home screen, swipe right to the next window and locate the  Welcome - VSC app



You can access the VSC moving forward by simply clicking on the  Welcome - VSC app.