



Volunteer Management System – Rosterfy Volunteer User Guide

What is Rosterfy?

Rosterfy is the world's leading Volunteer Management Software that empowers volunteers to take control of their volunteer experience. Trusted by well known global organisations including The British Heart Foundation, The Scouting Association, Water Aid, Guide Dogs, Birmingham 2022 Commonwealth Games and BEDE Events, Rosterfy helps to make the volunteer journey a positive experience from registering to being part of the team at an enjoyable and rewarding event.

The desktop portal and fully featured mobile app provides a central location to find opportunities, apply for roles, complete onboarding and training, access shift information, and stay connected to The Pony Club.

How to login to your account

During registration, you will be prompted to set up a username and password, which will create your own Rosterfy volunteer account linked to The Pony Club's volunteer programme. You can use these credentials to log in to your volunteer portal at any time.

Make sure to save The Pony Club's unique portal log in link!

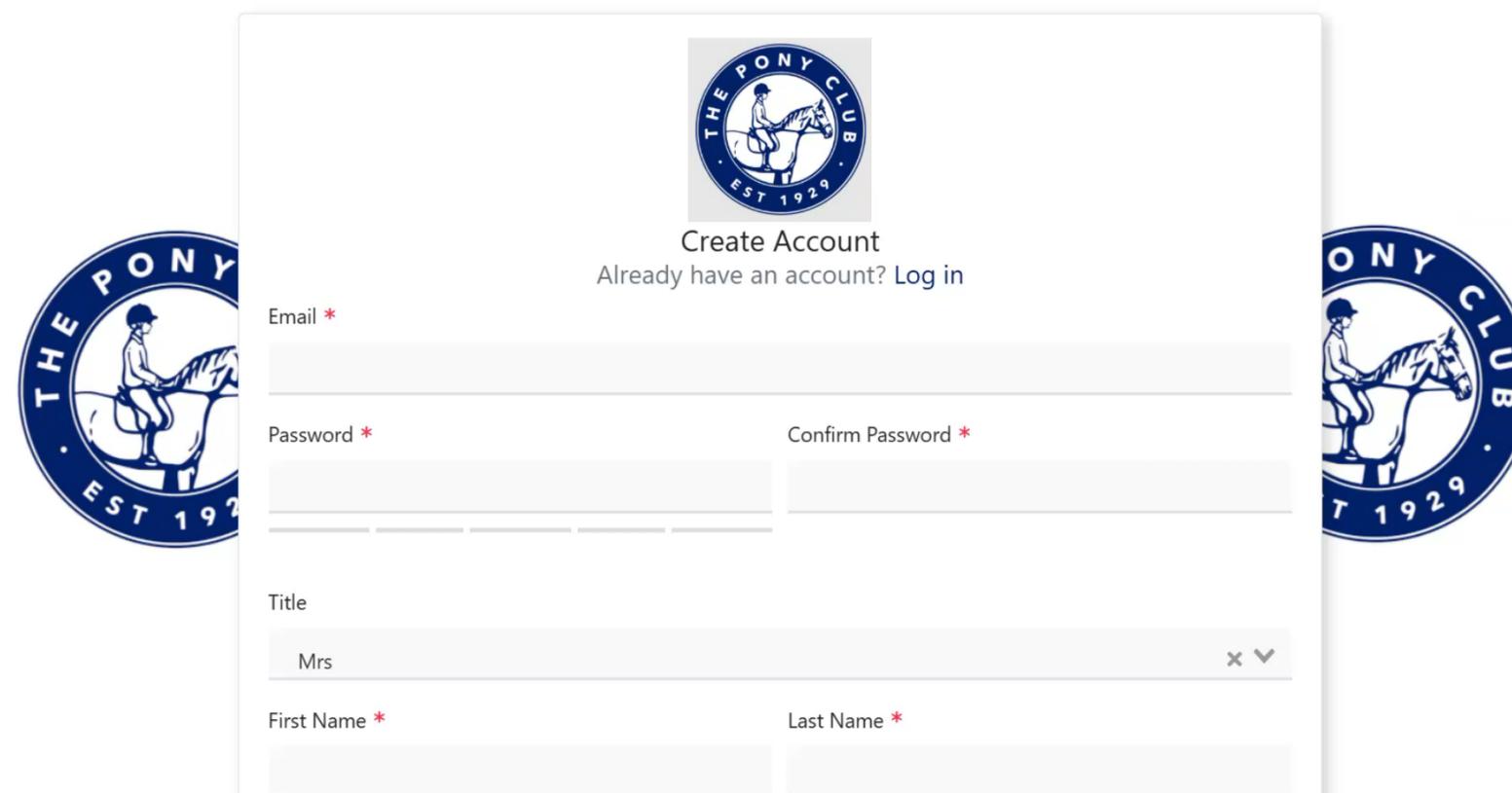
- **Your volunteer portal**
- Once you've logged in, you will be welcomed to your volunteer portal. This has been set up by The Pony Club, it's your central account for everything volunteer related.
- Navigate your user-friendly dashboard to find:
 - Volunteering opportunities
 - Your volunteer profile
 - Onboarding and training requirements
 - Communication, notifications, and emails
 - Upcoming roles or shifts
- **Managing your account**
- In your volunteer portal you can update your personal details such as email address, phone number, credentials, and documentation to ensure everything is up to date.
- Look for 'My Profile' in your volunteer portal to update your personal details or general information at any time.
- **Need help?**
- If you have a question or need assistance, please contact The Pony Club directly for support at volunteering@pcuk.org or check for the '**Contact Us**' form in your volunteer portal.

Create an Account

You only need to create an account once, this will be your record for all events

- Clicked the link to Register
- To Create an Account, complete the registration form with your details
- **Make a note of your Password**
- You will be required to agree to the T's & C's and the End User Agreement
- Once complete click 'Create Account' at the bottom of the form

(Click on the image to the right to see the full page displayed)



The image shows a screenshot of the 'Create Account' page for The Pony Club. At the top center is the club's logo, a circular emblem with a rider on a horse, surrounded by the text 'THE PONY CLUB' and 'EST 1929'. Below the logo, the text 'Create Account' is displayed, followed by a link: 'Already have an account? Log in'. The form contains several input fields: 'Email *', 'Password *', 'Confirm Password *', 'Title' (a dropdown menu currently showing 'Mrs'), 'First Name *', and 'Last Name *'. The form is flanked by two partial circular logos on the left and right sides.

[Click HERE to view full page](#)

Complete Registration

This is your Dashboard

This shows you how far along your Volunteer Journey you are

Click on 'Complete Profile' to move to stage 2

The screenshot shows the Pony Club dashboard interface. On the left is a dark blue sidebar with the Pony Club logo at the top, a user profile icon, and buttons for 'Your Name' and 'My ID'. Below these are navigation links for 'Dashboard', 'Notifications', and 'My Profile'. The main content area has a 'My Journey' header and a progress bar with five stages: 1. Complete registration (checked), 2. Please complete / update your Profile (highlighted), 3. Please Select An Event Below, 4. Event Selected, and 5. Event Attended. Below the progress bar, a message says 'Hello' and 'Please complete your profile by clicking the button below.', followed by a large blue 'Complete Profile' button.

My Profile

- There are 3 sections to fill in to complete your profile using the tabs under the 'My Profile' blue bar

1. General – Basic personal detail

The screenshot displays the 'My Profile' page of the Pony Club portal. On the left is a dark blue navigation sidebar with the Pony Club logo at the top. Below the logo is a circular profile picture placeholder, followed by a white box labeled 'Your Name' and another labeled 'My ID'. The sidebar contains four menu items: 'Dashboard', 'Notifications', 'My Profile' (highlighted in purple), and 'My availability'. The main content area has a white header with the text 'My Profile' and a breadcrumb 'Portal / My Profile'. Below this is a dark blue bar with the title 'My Profile' and three tabs: 'General' (selected), 'Emergency Contact Information', and 'Dietary Requirements'. The 'General' tab contains five form fields: 'Email *', 'Title' (a dropdown menu with 'Select one' and a close icon), 'Preferred Name', 'First Name *', and 'Last Name *'. All fields are currently empty.

Emergency Contact Information

2. Emergency Contact Information

This is a mandatory requirement

General	Emergency Contact Information	Dietary Requirements
Emergency Contact Name *	<input type="text"/>	
Emergency Contact Phone *	<input type="text" value="🇬🇧 +44"/>	
Emergency Contact Email	<input type="text"/>	
<input type="button" value="Save"/>		

Dietary Requirements

3. Dietary Requirements

This assists us in making sure we cater accordingly for your dietary needs

Click 'Save' once you have completed each section

General Emergency Contact Information **Dietary Requirements**

Please ensure you record any allergies including dietary and food related allergies and intolerances.

Dietary Requirements

Save

Selecting an Event

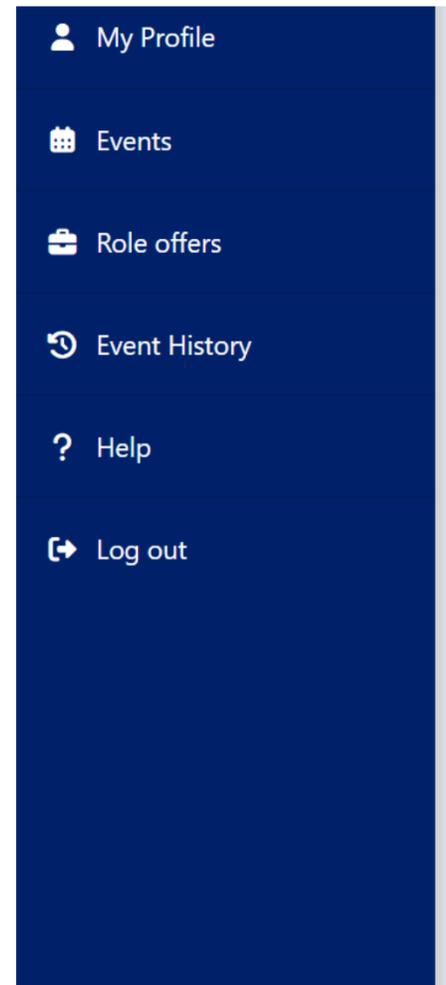
Now your profile is complete, you will move to the Dashboard and Stage 3 of your journey – Select an Event

A welcome message will appear below the journey bar

The screenshot shows the Pony Club volunteer dashboard. On the left is a dark blue sidebar with the Pony Club logo at the top, followed by a profile icon and the text 'Your Name'. Below that is a 'My ID' button with a QR code icon. The sidebar menu includes 'Dashboard' (highlighted in purple), 'Notifications', 'My Profile', and 'Events'. The main content area has a dark blue header 'My Journey' and a progress bar with five steps: 1. Complete registration (checked), 2. Please complete / update your Profile (checked), 3. Please Select An Event Below (active), 4. Event Selected, and 5. Event Attended. Below the progress bar is a 'Hi' greeting and a message: 'Thank you for visiting The Pony Club volunteer dashboard. Please follow the steps below to view and apply for current volunteer roles.'

Dashboard

- Below your welcome message, you will see the instructions of how to view, select and apply for an event, role and shift
- Click on the blue button to continue to upcoming events



- Please click the button below to view the volunteer opportunities available at the **2026 Barrier Animal Health Spring Festival England & Wales.**
- 'View Event' will give you a brief overview of the event and location details
- 'Apply Now' will allow you to view all the roles and shifts in the event that you are interested in. Each role has a brief description to help you decide if that is the role for you
- Click 'Select' for the shift you would like
- Confirm your selection by clicking 'Apply' in the purple bar at the top
- A box will appear to show you have been successful, you can then choose 'Take me to the Dashboard' or 'Select more Shifts' to select another role

PLEASE NOTE

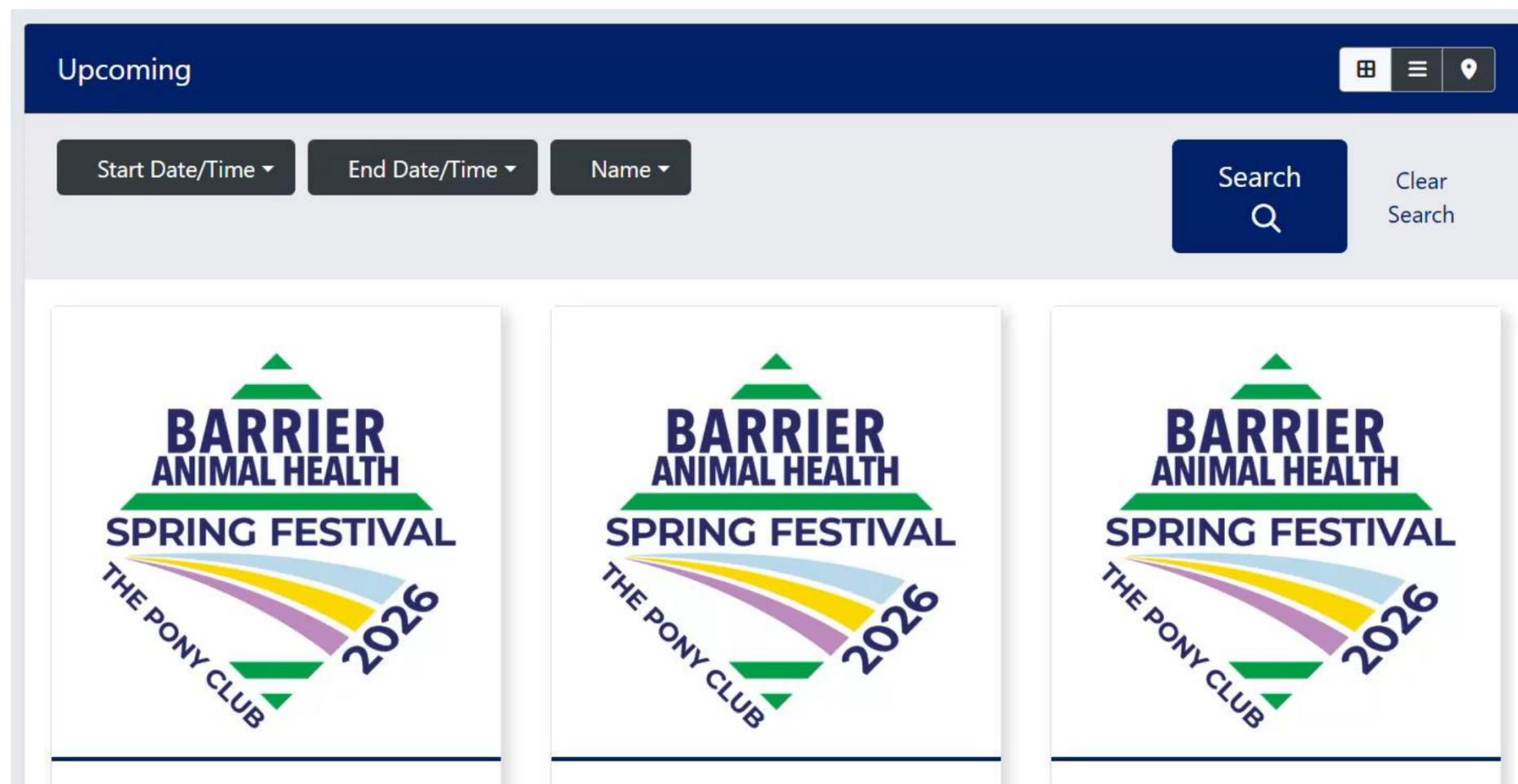
All times are approximate and will be confirmed once entries have closed

[Click Here to Volunteer](#)

Select an Event

- All upcoming events will show
- Below each event you will see 2 buttons:
 - **Apply Now** – This will take you to the list of available roles and shift
 - **View Event** – This will give you more details about the event you have selected including timetables and venue map

(Click on the image to the right to see the full page displayed)



[Click HERE to view full page](#)

Select a Shift

- The available shifts are listed in chronological order
- Each shift has the number of slots available for the role
- Select the shift you would like to apply for

Available Shifts		
 SAT, 28 MAR 2026 08:00 TO SAT, 28 MAR 2026 13:30	2 spot(s) open	Select this Shift
 SHOW JUMPING - Collecting Ring Steward - Addington International		
 SAT, 28 MAR 2026 08:00 TO SAT, 28 MAR 2026 13:30	6 spot(s) open	Select this Shift
 SHOW JUMPING - Arena Party - Addington International		
 SAT, 28 MAR 2026 13:30 TO SAT, 28 MAR 2026 18:00	5 spot(s) open	Select this Shift
 SHOW JUMPING - Arena Party - Addington International		
 SAT, 28 MAR 2026 13:30 TO SAT, 28 MAR 2026 18:00	0 spot(s) open	Cannot apply
 SHOW JUMPING - Collecting Ring Steward - Addington International		The Shift is full
 SAT, 28 MAR 2026 18:00 TO SAT, 28 MAR 2026 21:00	2 spot(s) open	Select this Shift
 SHOW JUMPING - Collecting Ring Steward - Addington International		You are unavailable at this time

Confirm or Remove Selected Shift

- Confirm the shift you have selected by clicking on 'Apply to Select Shift' in the purple bar
- You can remove the shift selected by clicking on the cross

2026 Barrier Animal Health Spring Festival England & Wales SHOW JUMPING - Shifts

Portal / Event / Shifts

My Selections

SAT, 28 MAR 2026 08:00 TO SAT, 28 MAR 2026 13:30

SHOW JUMPING - Collecting Ring Steward - Addington International

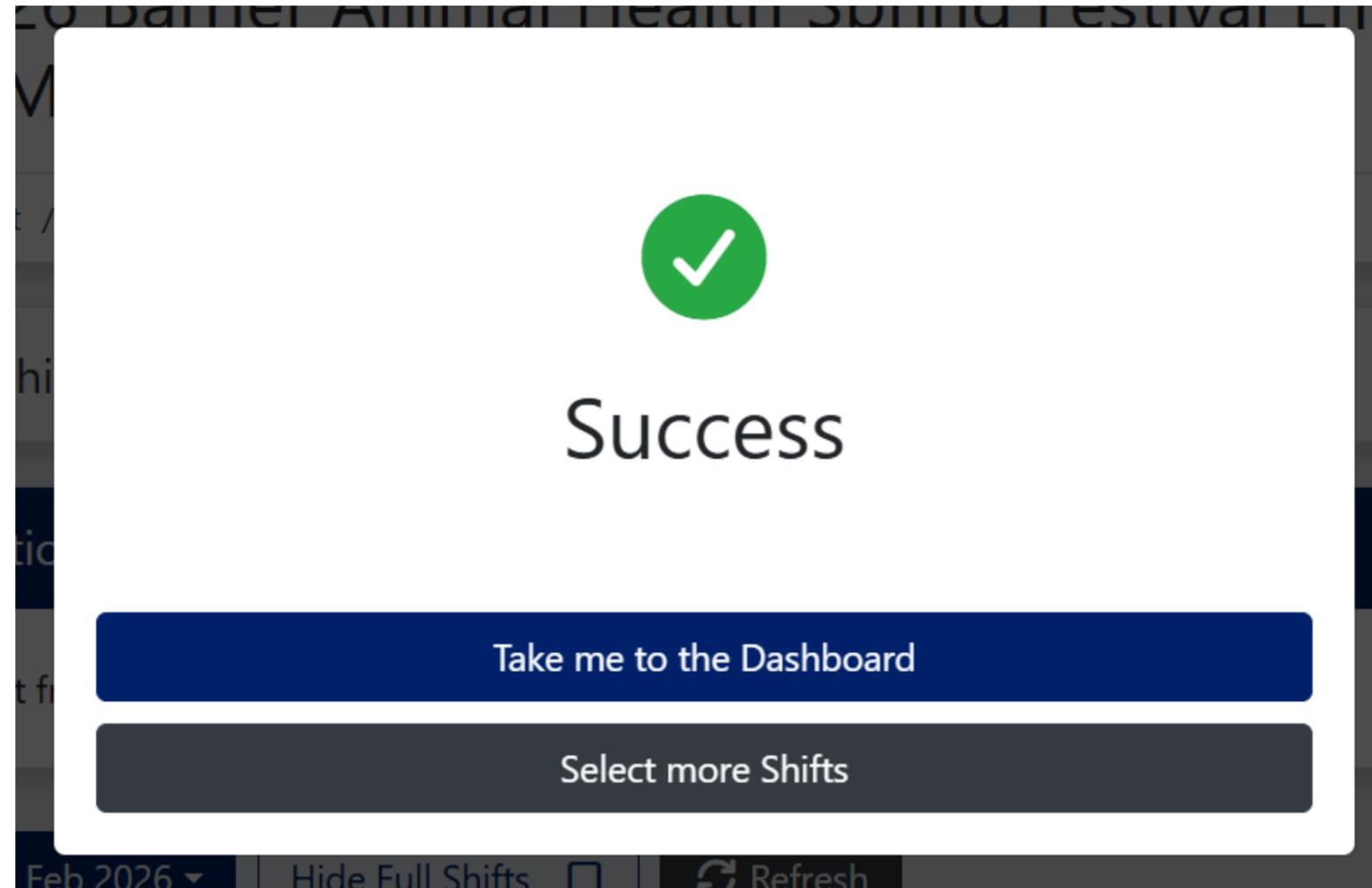
Click to Remove shift

You have 1 Shift selected. Click 'Apply' to Apply for your selected Shift

Apply to selected Shift

Shift Confirmation

- The Success message will appear once you have applied for the shift
 - The shift will show as 'Pending' until it has been approved by the administrator
 - You can choose:
 - **Take me to the Dashboard** - to go back to your Dashboard to choose another event
- or
- **Select more Shifts** - to choose more shifts in the same event



Additional Functions – Setting Daily Availability

- Using the menu on the left-hand side you can set your availability to narrow down the shifts that will be displayed according to your schedule
- Remember to **Save** your settings before you leave this page

The screenshot displays the 'My availability' settings interface. On the left, a dark blue sidebar contains navigation links: 'Dashboard', 'Notifications', 'My Profile', 'My availability' (highlighted in purple), 'Training', 'Shift Calendar', and 'Events'. The main content area has a dark blue header 'Daily Availability' with an information icon. Below the header, a list of days from Sun to Sat is shown. Each day has a checked checkbox, the word 'From', a time input field set to '09:00', the word 'To', another time input field set to '17:00', and a plus sign icon. At the bottom left of the main content area, a dark blue 'Save' button is circled in purple.

Additional Functions - Training

- Click on 'Training' in the left-hand menu to view relevant training videos
- Click on 'Start' to watch the video

The screenshot displays a user interface for the PCUK Training section. On the left is a dark blue sidebar menu with the following items: 'My ID' (with a grid icon), 'Dashboard' (with a clock icon), 'Notifications' (with a bell icon), 'My Profile' (with a person icon), 'My availability' (with a calendar icon), 'Training' (with a graduation cap icon and highlighted in purple), 'Shift Calendar' (with a calendar icon), 'Events' (with a calendar icon), and 'Role offers' (with a briefcase icon). The main content area on the right features three training modules, each with a green circular icon containing a white silhouette of a horse and rider. Each module is labeled 'Elective Training' in a blue box and includes a title, a duration of '10 mins' with a clock icon, and a description: 'Instruction of the role and duties of a Fence Judge.' The modules are: 1. 'Eventing Fence Judges Briefing Part 1', 2. 'Eventing Fence Judges Briefing Part 2', and 3. 'Eventing Fence Judges Briefing Part 3'. Each module has a dark grey 'Start' button on the right side.

Support

If you require any assistance, please contact The Pony Club directly



volunteering@pcuk.org



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