

Participant Workbook Portal FAQ

Q: What does PWP stand for?

A: PWP stands for Participant's Workbook Portal. We also call it the "Participant Portal" or "Portal".

Q: How does someone get the link for the PWP?

A: The link has been provided to project manager volunteers and nonprofit representatives who are registered for the Project Management Day of Service (PMDoS). The link is: <https://sites.google.com/pm4change.org/pmdos-participant-portal/home>.

Q: Can anyone with the link access the PWP?

A: No, it is reserved for use by project manager volunteers and nonprofit representatives who are registered for the Project Management Day of Service (PMDoS).

Q: What is the PWP used for?

A: The Participant's Workbook Portal is a custom-designed portal where project manager volunteers and nonprofit representatives work together on different documents related to nonprofit projects. These documents serve as a foundation for nonprofits to continue working on their projects after the Project Management Day of Service (PMDoS).

Q: I clicked on the PWP link and Google Chrome is not opening the PWP. What should I do?

A: There are two possible solutions:

1. Try to copy and paste the link in a new incognito/private Chrome tab.
2. Try using another browser

A: Open a new browser, e.g., Microsoft Edge, Firefox, etc.

b. Copy and paste the link and hit "Enter" button

You should be able to access the portal login page.

Q: Which browsers will work best for PWP?

A: Internet Explorer (IE), Google Chrome, Microsoft Edge, Firefox, and Safari will work the best. We would like to recommend keeping your browser up to date for the best experience.

Q: I can't find my email from PM4C. Where do I find login credentials for PWP?

A: Please use the email id you used to register for the Project Management Day of Service. You can retrieve your passcode by following these steps:

1. Enter registered email id
2. Click the "Get Passcode" button.

Your passcode will be emailed to you instantaneously. Please check your Inbox for email from "PMDoS-Security" with subject line "Your PMDoS Password Reminder". If you don't see it in your Inbox, please check your spam/junk folder.

Q: I had requested a passcode in the past. Can I use the same passcode that I received in an email?

A: For every event year request for the passcode once received it will not expire till 30 days after the event. That is, your passcode from last year's event will not work this year's event. If you used a different email address to register, you'll need to request another passcode using the "Get Passcode" button (see answer above).

Q: I never received a passcode even though I received a message that it will be delivered to my mailbox. What should I do?

A: Please check your junk/spam folder for the email from "PMDoS-Security" with subject line "Your PMDoS Password Reminder"

Q: I'm using the passcode that was just emailed to me and it's not working - what should I do?

A: Check for the letters "i" and "L" in your passcode. A lowercase "L" may look like an uppercase "i". You can copy-paste the passcode to another application (e.g., Microsoft Word) and change the font, or copy-paste the passcode from the email right into the Passcode field on the Portal login.

Q: I logged into the PWP. How do I know that I am accessing the right project?

A: After successfully logging in, you will be taken to the main portal screen where you can find your name, nonprofit name, and project name. This should help you confirm that you are working on the right project.

Q: How do I know which team members I am working with?

A: On the Portal, if you look at the left side of the screen, the top half portion of the screen displays the names of the team members you are working with. Names followed by a red asterisk are the names of the nonprofit representatives.

Q: Where can I get contact information about my team members?

A: A Participant Directory can be found on the Participant Portal, on the right side under Event Program. It contains contact information for only those participants who have formally agreed to be included. For participants who are not listed in the Participant Directory, please approach them directly.

Q: I want to enter project data: Where do I do that?

A: In the middle portion of the portal screen, there are various tabs. Clicking on the tab will display a link to the corresponding project template document, and a file with instructions on how to fill it out. When you click on either of those links, the associated file will open in a new tab.

Q: Am I required to follow a certain order while working on different project templates?

A: We recommend that you follow the order of the tabs from left to right, but it is not mandatory to do so.

Q: How many templates am I supposed to work on?

A: There are five templates for each project. In addition, there is a Project Details file that was populated prior to the event, and it may be updated as needed. Consider using the “bottom” of the Project Details file for brainstorming notes.

Q: I need help with filling in a template. Where can I find help?

A: There is an “Instructions” document for each template on the respective tab. You will find an explanation of the information required along with examples. We recommend you review the Instructions to get an idea of the expected content. Event staff are also available to provide assistance as needed.

Q: I am logged in to the PWP. How do I open a template?

A: There are 2 ways to access a template.

1. If you click on a “Launch Project Details” button next to “Action” in a corresponding template tab, a template should open as a Google file (a Google Docs file, Google Sheets file, or Google Slides file).
2. You can also open a form by copy-pasting the URL located below the “Launch Project Details” button into a browser window.

Q: Where can I record additional information that is not directly related to one of the five templates?

A: You can use a Webex whiteboard (instructions are available [here](#)) or another application on your computer (e.g., Word, PowerPoint, etc.). However, we recommend that you use blank pages of an existing Portal template document, such as Project Info or Next Steps.

Q: Can I work collaboratively with my team members to simultaneously edit a document?

A: Yes. Because the Portal is using Google files, multiple team members can update the same file simultaneously.

Q: How do I invite my team members to edit a document?

A: All your team members will have access to the same set of documents, so you do not need to do anything.

Q: I am done working on a document. What should I do next ?

A: When you are done working on a document, just close the tab. The document is automatically saved while you are editing it.

Q: I entered data into a template but I want to change a few things. How do I edit it?

A: Each time you launch a template file, it will open in edit mode in a new browser tab. You can edit the file as many times as needed.

Q: How do I know which documents I have worked on?

A: Please refer to the Audit Trail feature of the portal at the bottom of the screen in the center.

Q: I opened the “About Project” document for the first time, and I see that someone has already worked on it.

A: The Project Details file on the “About Project” tab contains the information the nonprofit organization provided in advance of the event. If any updates are needed, this document can be revised.

Q: I accidentally logged out. How do I log in again? Will I lose my work?

A: If you log out of the Portal anytime, you can log back in using the same Portal URL and login credentials. You will not lose any information.

Q: How will I learn about updates on the event while working in the portal?

A: You can click on the “Announcements” link on the right side of the screen. It will provide you with a snapshot of the announcements.

Q: My nonprofit has more than 1 project. Can I see documents related to other projects for my nonprofit?

A: Project documents are visible only to the team members of the associated project. If another member from your nonprofit working on a different project shares a document link with you in an email or text, then you can open it in a separate tab and view it outside of the Portal. (You can both edit the file simultaneously, if desired.)

Q: My team is finished entering data into the project templates. Will those files be available after the event?

A: The Participant Portal will continue to be available to all participants for 30 days after the event. We recommend that you download or email the project files by going to the File menu and selecting the appropriate action, i.e., File->>Download or File->>Email.

Files can be downloaded in different formats like MS Word, pdf, html, rtf, zip, etc.
Files can be emailed to yourself or to a group.

Downloading or emailing the files will ensure your future access to the work products from this event.

Q: We have finished our Project Working Session. How do I provide feedback?

A: We hope you had a great experience. You can provide feedback by clicking the “Feedback” link on the right side of the Portal screen. The link will take you to the Survey Monkey page for the PM survey or the nonprofit representative survey, depending on your role. Thank you for helping us to change the world, one project at a time!