

# Manual for Critter<sup>1</sup>

Welcome to the **Eurofurence Critter System!** Thank you for taking the time to lend a helping hand to Eurofurence. We are grateful for every single paw that helps. With this tool, you can find shifts that suit you and easily make your contribution.

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<sup>1</sup> v2024-09-09 | **Written by:** Balenty & Pattarchus **Edited by:** Balenty, Pattarchus | **Translation:** Pattarchus

## Ranks

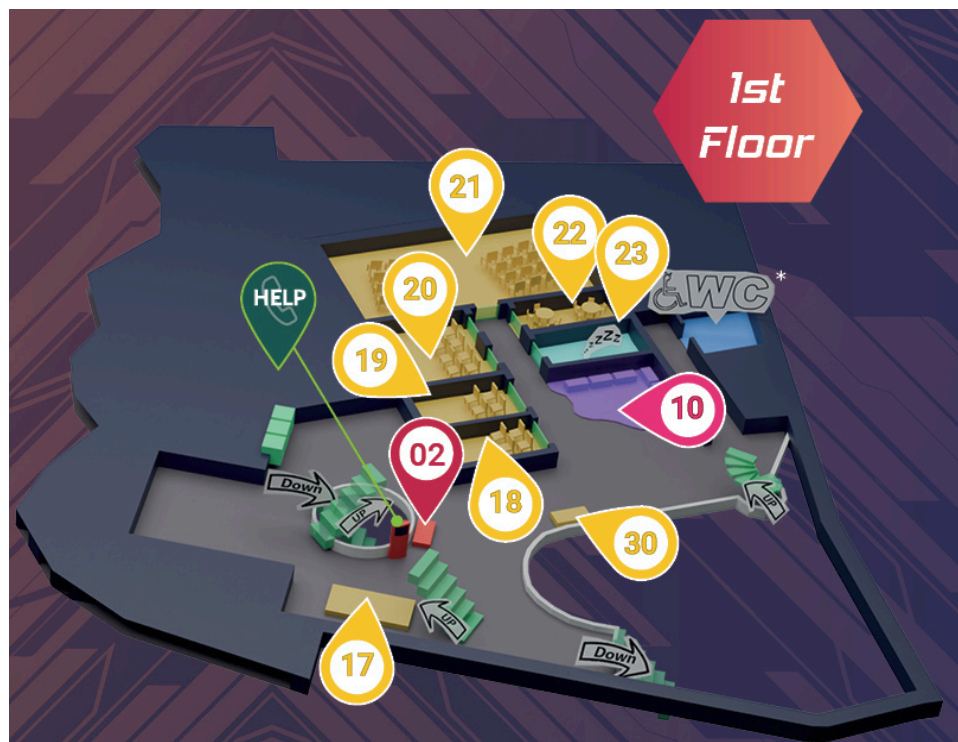
There are three types of users in the system: Shift Managers have the highest authorizations that they need for their tasks. Next is the Info Desk Team, who provide support at the Info Desk, can respond to questions and issue rewards.

Finally, there are the **Critters** who can search for shifts and sign in. **You decide for yourself when and where and how much you want to help our teams during Eurofurence! Your help makes this community event possible.**

## The INFO DESK

The INFO DESK team's task is to welcome you at Eurofurence, answer any questions you may have about our departments and open volunteer opportunities, and help you with any questions you may have about the Critter System.

The INFO DESK is located on the first floor. Don't hesitate to say hello to the team—they're looking forward to supporting you. Check the **02** marking on the following map for the exact location.

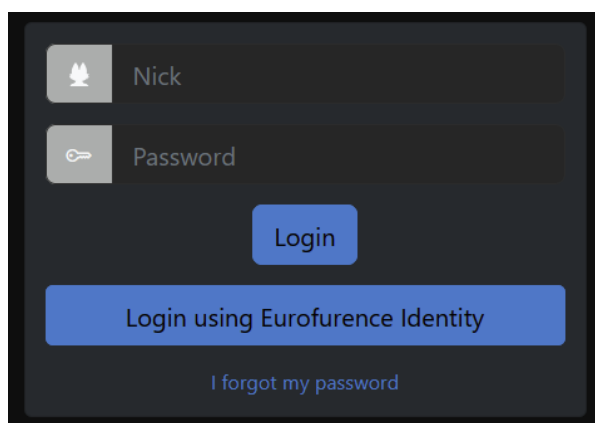


## Rewards

- **Volunteer Pins:** You will receive a unique volunteer pin after completing 2 hours of work. (once only)
- **Event Tickets:** After every 6 hours of work, you can receive an event ticket of your choice, if still available. These tickets are valid for the event and may be passed on to others.
- **Distribution:** The Volunteer pin and the event tickets are only issued via the [Info Desk](#).

## Login:

The first step is to log in to the Critter system. To do this, open the main page <https://critter.eurofurence.org> and select the [Login with Eurofurence Identity](#) button. You use the username and password of your regular Eurofurence account, which you also use to log in to other Eurofurence sites. This is the only way to log into the system.



## Registration

When you log in for the first time, you will be redirected to a registration page where you need to fill in any missing information. There you enter your Telegram name and decide whether you want to receive email notifications.

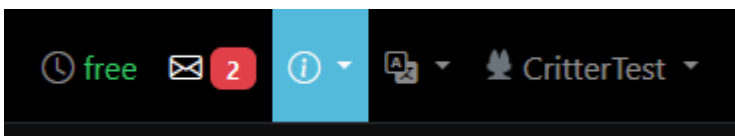
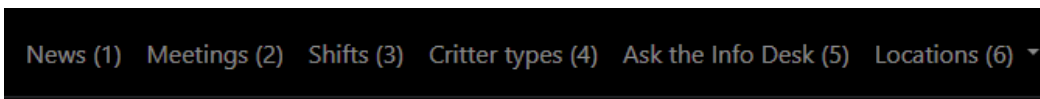
**Important:** It is recommended to choose the “General Critter” critter type on registration. Otherwise you might not see any open positions available!

## Menu

After logging in or registering, the news page opens and the navigation menu with eleven options is displayed in the header:

- [News](#)

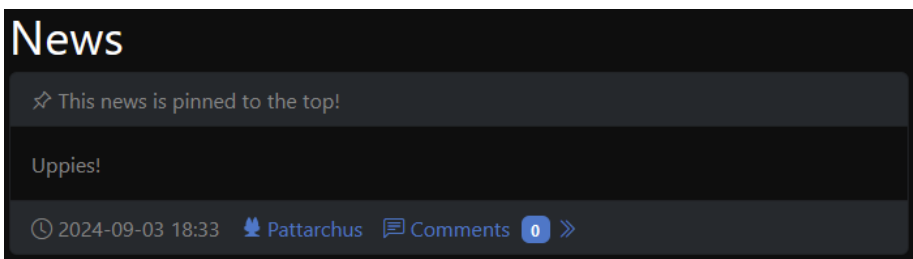
- [Meetings](#)
- [Shifts](#)
- [Critter types](#)
- [Ask the Info Desk](#)
- [Locations](#)
- [Next Shift](#)
- [Messages](#)
- [Information](#)
- [Language](#)
- [Account](#)



The menu items are explained below in ascending order and their functions are described.

## 1. News

This area displays the latest news posted by the Shift Managers or the Info Desk. Changes or important dates can be published here. If you agree to receive notifications, you will be notified by e-mail when news is published.



## 2. Meetings

As already mentioned under [News](#), all messages that have been marked as meetings are displayed in the [Meetings](#) menu item. Special introduction meetings, security briefings and other meetings for the teams will be announced here. These meetings will help you to show up on the right dates in order to receive approval to participate in the relevant shifts.

## 3. Shifts

Here you can **search** for all available shifts for which the individual teams are looking for your help. **Sign up** for the shifts that you like and that fit your schedule. But keep in mind that we count on your support and will be waiting for you. It is important that you are already familiar with other points such as [4. Critter types](#), and [6. Locations](#).

## Shift Search

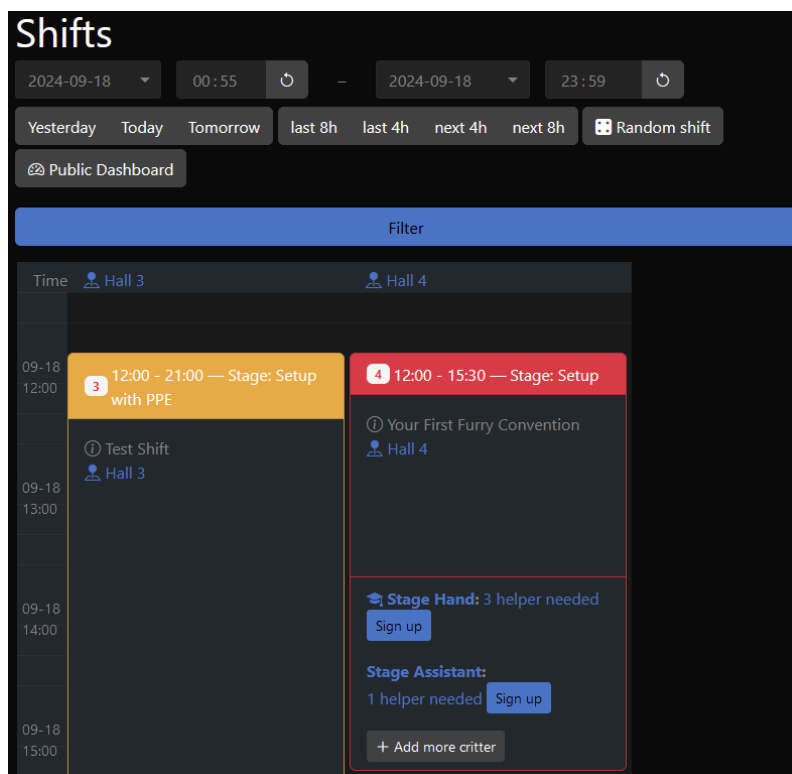
Let's start with the search for shifts. The date selection is limited to days when shifts are available. The start and end times can be set to the current time, and buttons such as *Today* or *next 4h* can be used to quickly select specific time periods. If no results are displayed or certain shifts are missing, it may be because not all the necessary options have been selected in the filters, such as *locations* and *critter types*.

The following information is displayed in the overview for each shift:

- Available slots for critters
- Runtime
- Shift type
- Shift title
- Location
- Required critters of the respective critter types

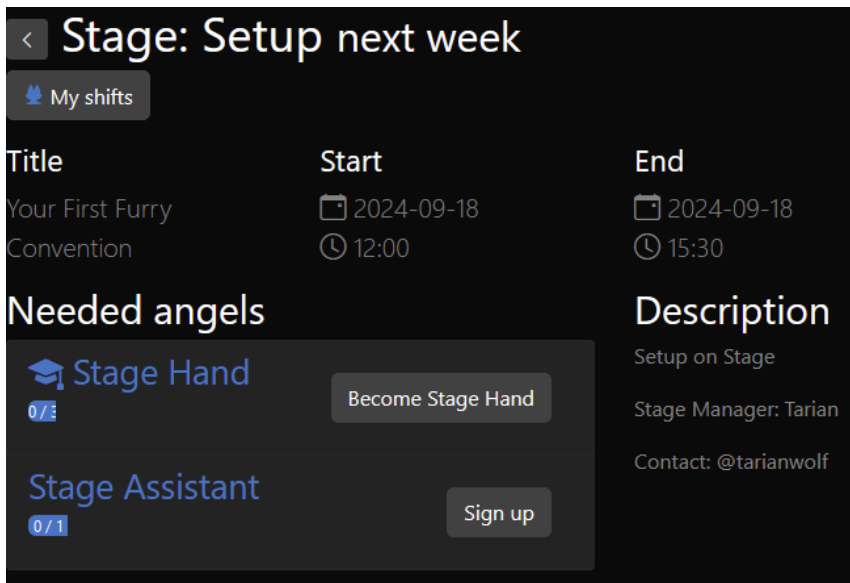
as well as the possibility to register directly.

A legend at the bottom of the page explains the meanings of the different colors. The *Random shift* button currently has no function. The *Public Dashboard* button shows anonymous statistics on the current shift planning, but is currently not used.



## Shift Information

When you select a shift, you will receive detailed information such as shift type, title, start and end time, description and the required critter types. Here you have the option of joining or leaving the shift.



## Signing up for shifts

If you register for a desired shift, you will either be accepted directly by clicking the “Register” button or you will be forwarded to the corresponding critter type by clicking the “become X” button to start the registration process with briefing and confirmation. After successful registration, you will be automatically assigned to this critter type.

**It is standard procedure for Critters to sign up for shifts themselves.** This shows their **initiative**, **interest** and **approval**, which is particularly important in view of possible consequences in the event of accidents or no-shows. Manual assignment of a Critter to a shift by the Info Desk should only take place in exceptional cases. However, the Info Desk will guide you through every single step and help you get to know the system and how to use it.

**You can cancel shifts yourself up to 3 hours before the start of the shift.** If you are unable to work a shift, please contact the [Info Desk](#).

## Missed a shift - What now?

If a scheduled Critter does not appear for a shift, this shift is marked as "freeloaded". This means that the number of hours you missed on the shift is deducted twice from your worklog.

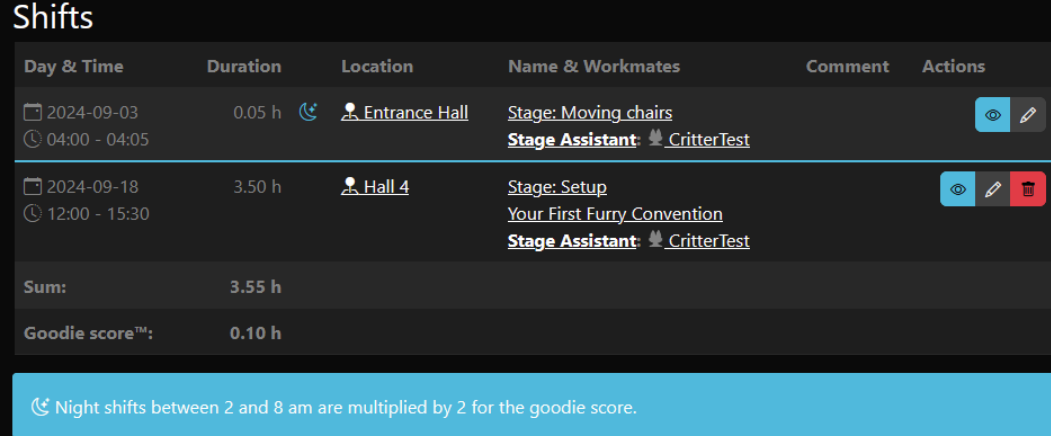
## My Shifts

On the info page of a shift and via the link under your user name in the header, you can access your own profile, where all completed, skipped and planned shifts are listed. You can also unsubscribe from shifts here.

A useful function for organizing and tracking shifts is the iCal export function. This allows you to export all your own shifts and import them into a calendar application.

## Worklogs and work time account

The Critter's worklogs and work time account are displayed here. If any shift entries are missing, the shift can be reassigned by the Help Desk in order to correct the working hours account accordingly. **Missed shifts** are deducted from the working hours account with a double weighting. **Night shifts** (02:00-08:00) will be added to the working hours account with a double weighting. All teams express their special thanks for your commitment at this time of day.



Day & Time	Duration	Location	Name & Workmates	Comment	Actions
2024-09-03 04:00 - 04:05	0.05 h	Entrance Hall	Stage: Moving chairs Stage Assistant: CritterTest		👁️ ✎️
2024-09-18 12:00 - 15:30	3.50 h	Hall 4	Stage: Setup Your First Furry Convention Stage Assistant: CritterTest		👁️ ✎️ 🗑️
Sum:	3.55 h				
Goodie score™:	0.10 h				

🕒 Night shifts between 2 and 8 am are multiplied by 2 for the goodie score.

## 4. Critter types

### Explanation

**Critter types** are different types of critters, **comparable to ranks or groups** to which the critters belong. Belonging to a critter type can give you the authorization to participate in certain shifts with special tasks.

For example, **a critter type can require** specific equipment or **special training, such as a safety briefing**. These critter types are opt-in, whereby participation must also be confirmed by a shift manager or one of their supporters if a critter wishes to join this type. Check [Meetings](#) to see when and where these meetings take place.

### Main Page

There is a list of all existing critter types with information on whether an introduction is required to join and whether you can then enter yourself in shifts that require this critter type. It also shows whether you already belong to this critter type. In addition, there is a global overview of the critter types after clicking on the *Teams-/Job description* button.

### Critter types

Teams-/Job description

Name	Requires introduction	Shift self signup allowed	Membership	
<a href="#">Internal Staff</a>		<input type="checkbox"/>	×	<a href="#">View</a> <a href="#">Join</a>
<a href="#">Stage Assistant</a>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	✓ Member	<a href="#">View</a> <a href="#">Leave</a>
<a href="#">Stage Hand</a>		<input checked="" type="checkbox"/>	×	<a href="#">View</a> <a href="#">Join</a>
<a href="#">Stage Hand (with PPE)</a>		<input checked="" type="checkbox"/>	×	<a href="#">View</a> <a href="#">Join</a>

## Info page of a Critter Type

Here you can learn about the individual critter types and discover what they do.

You can also find out what special requirements they have to fulfill and whether a instruction meeting is required.

On the [Shifts](#) tab, you will also find a list of all shifts that are assigned to this critter type.

The “General Critter” has no further specialization. It depends entirely on the shift itself what you will be doing.

## 5. Ask the Info Desk

This menu item can be used to ask private questions that will be answered by Info Desk Staff. The system works similarly to a PM or ticket system.

### Questions +

For general questions, have a look at our [FAQ](#).

① Other contact options: [E-mail](#)

Why can't I register with X?

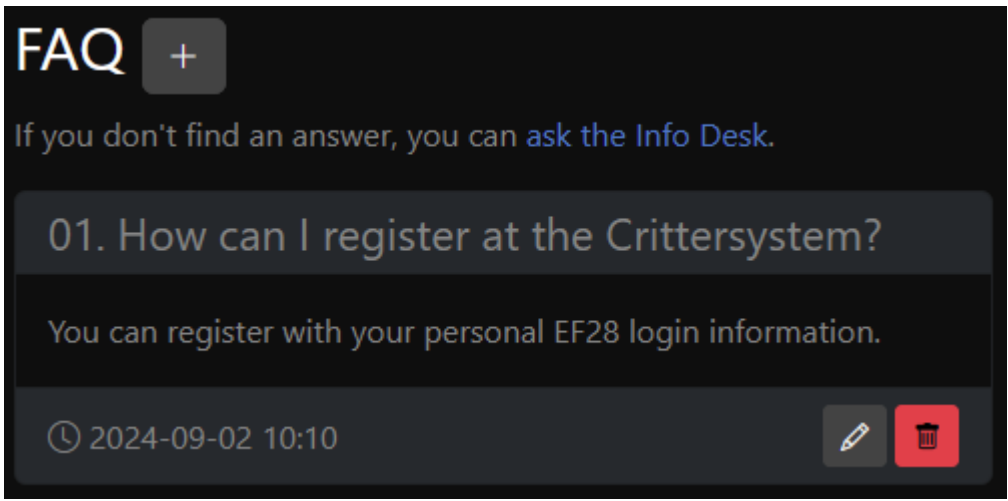
🕒 2024-09-03 03:05 ShiftManagerTest

To do this, you must be present at the introduction Y at Z.

🕒 2024-09-03 03:12 Balenty

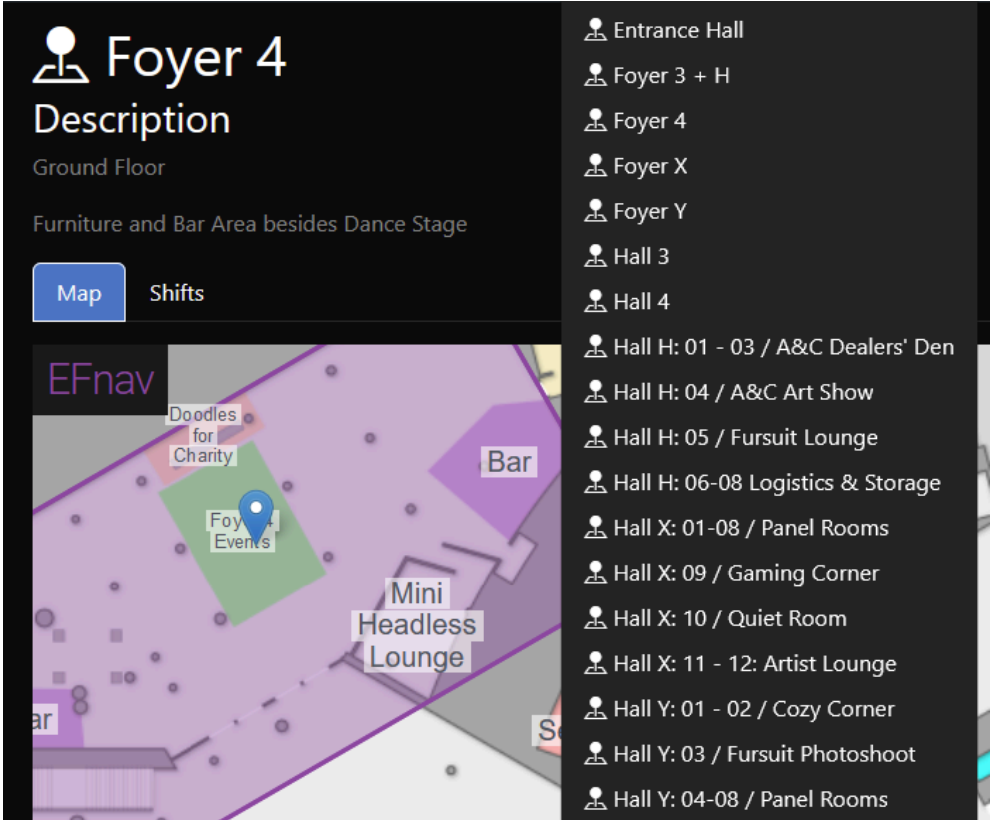
There is also a FAQ, which can help with frequently asked questions.





## 6. Locations

This menu item provides an overview of all relevant Eurofurence locations, their respective contacts, and the shifts that take place at these locations. The details of each location include a **navigation tool**. If you have trouble finding your desired place in the large CCH venue, open the *Map* area of the location and press *open in EFnave* to access a detailed routing tool.

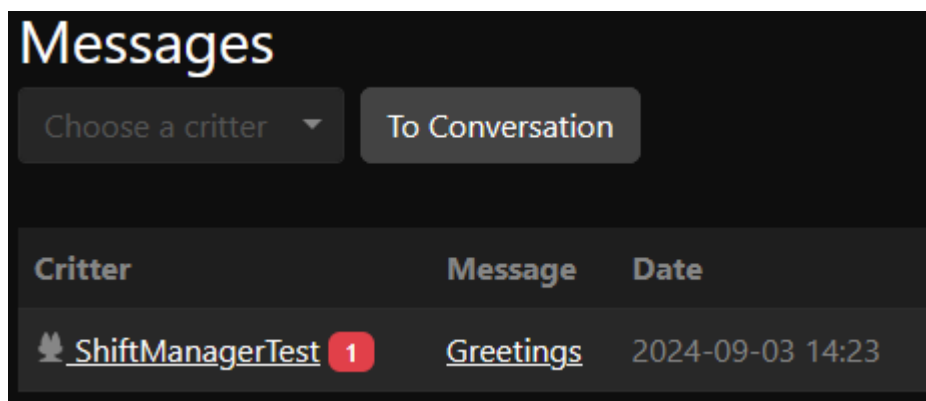


## 7. Next Shift

This area shows the shift that is next for you. When you open it, you will be taken directly to the info page for that shift.

## 8. Messages

This is where you will find the private messaging system. You can communicate directly with critters and have private conversations. If the option *Go to conversation* is grayed out, it often helps to reload the page. However, it is recommended to use Telegram as a fast and reliable way of communication.



## 9. Information

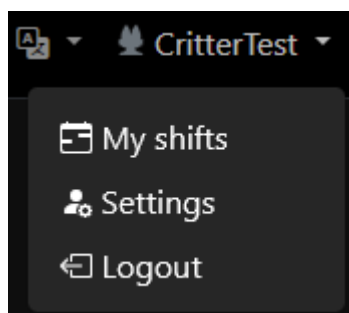
In this area, you will receive brief information about new events and recommendations, such as adding missing user data.

## 10. Language

Here you can switch the language of the Critter System between English and German.

## 11. Account

This area provides a link to your registered shifts, your account settings and the option to log out.

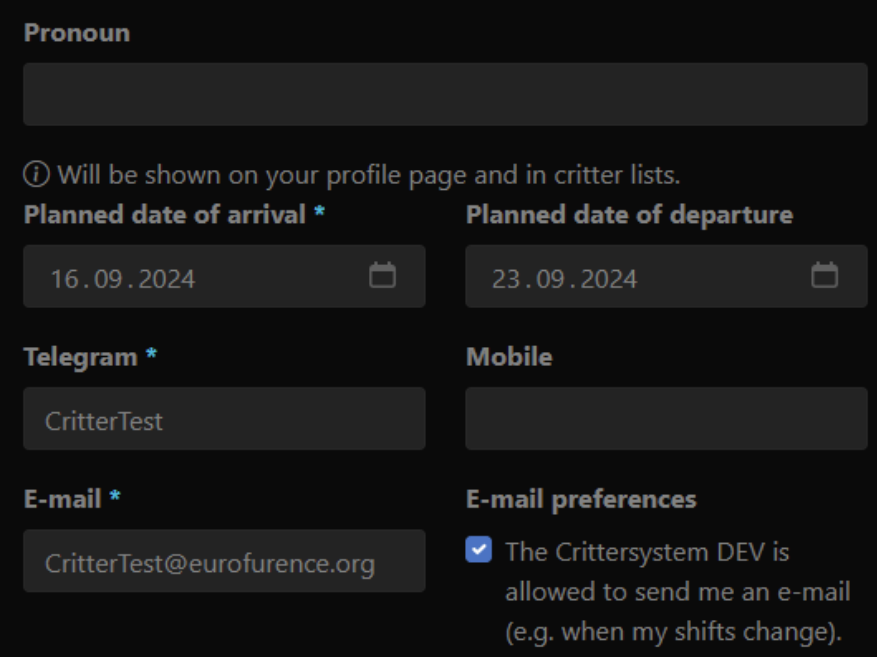


## My Shifts

This is a redirect to your shifts. See also [3. Shifts – My shifts.](#)

## Settings

In this section, you can change the information you provided during registration. Information about arrival and departure days is helpful for planning and statistics. Telegram is used primarily as a means of communication. Under *API*, you also have the option to export your assigned shifts as JSON or iCal. The iCal file can be used to subscribe your shift calendar to a digital calendar, such as on your smartphone.



**Pronoun**

*(i) Will be shown on your profile page and in critter lists.*

**Planned date of arrival \*** 16.09.2024

**Planned date of departure** 23.09.2024

**Telegram \*** CritterTest

**Mobile**

**E-mail \*** CritterTest@eurofurence.org

**E-mail preferences**  The Crittersystem DEV is allowed to send me an e-mail (e.g. when my shifts change).

## Log out

When you log out, the session is terminated and you will be redirected to the main page, where you have to log in again.