



Eurofurence 30: Critter System Guide - Critter

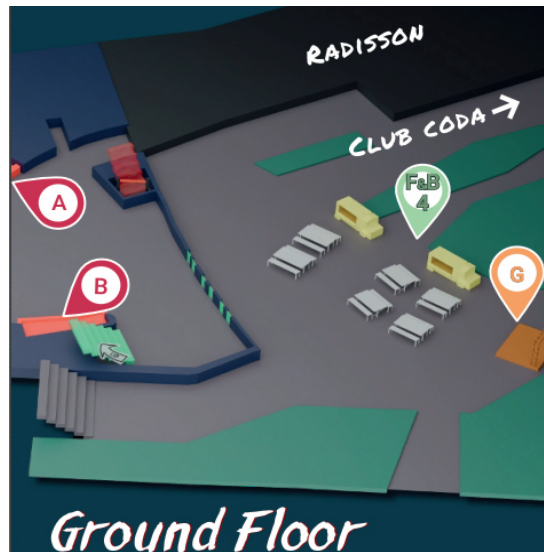
Welcome to the Eurofurence Critter System! Thank you for being an essential part of making Eurofurence happen. Your dedication and effort ensure that this event is a fantastic experience for everyone involved. With this tool, you can easily manage your shifts and continue to contribute to the success of the event.

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The Info Desk

When you enter the building, you will find us to your left, right at the entrance at Location B on the official Eurofurence Map. Our team is here to assist you if you have any questions about other departments, becoming a Critter, finding a specific location, or navigating the Critter System. Don't hesitate to pay us a visit!



Logging in for the first time

Once you visit <https://critter.eurofurence.org>, you will begin the onboarding process.

The first step is to consent to the processing of your volunteer profile data. Simply check the box and click Agree & Continue.

You can then choose which pronouns you would like to be addressed with and provide a mobile phone number. Both of these are optional.

With the new Critter System comes the ability to link your account to Telegram. If you choose to do so, you will be able to manage your shifts via Telegram instead of logging into the Critter System.

Simply click the “Open in Telegram” button. This should open Telegram, where you can then follow the bot’s instructions.

The last step is to choose which notifications you want to receive and whether Shift Managers can see your full name or email address. This is necessary to ensure that Shift Managers are able to reach you.



Notifications & visibility

Email notifications

☐ Shift notifications

☐ Goodies notifications

Visible to managers & shift managers

☐ My full name

☐ My email

You must share at least one channel so managers and shift leads can reach you. You choose which.

Critical notifications (password reset, security, support) are always sent. We never share your email or send spam.

Continue

You can now log in using your Eurofurence Identity credentials. These are the same credentials you used to register for Eurofurence.

Linking your Telegram account

If you skipped this step during the onboarding process, you can still do it later by opening your profile in the top right corner and clicking on “Telegram”.

Now click “Link Telegram”, followed by “Open in Telegram”. This should prompt you to open the link with Telegram.

Telegram

Link your Telegram account to receive notifications via the bot.

Link Telegram

Telegram

Link your Telegram account to receive notifications via the bot.

Tap the button below to open the bot and finish linking automatically.

Open in Telegram

If the button does not work, send this code to the bot yourself (valid 13:16):

C4EAD2EEB537

Waiting for confirmation...

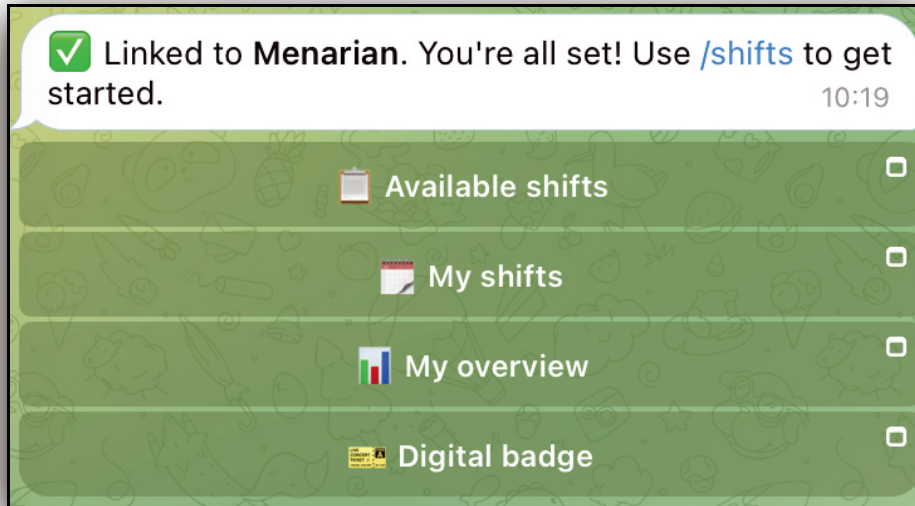
[Generate a new code](#)



Once you have done that, the bot should open. Simply send “/start” to complete the process. Your Critter System account is now linked to Telegram.

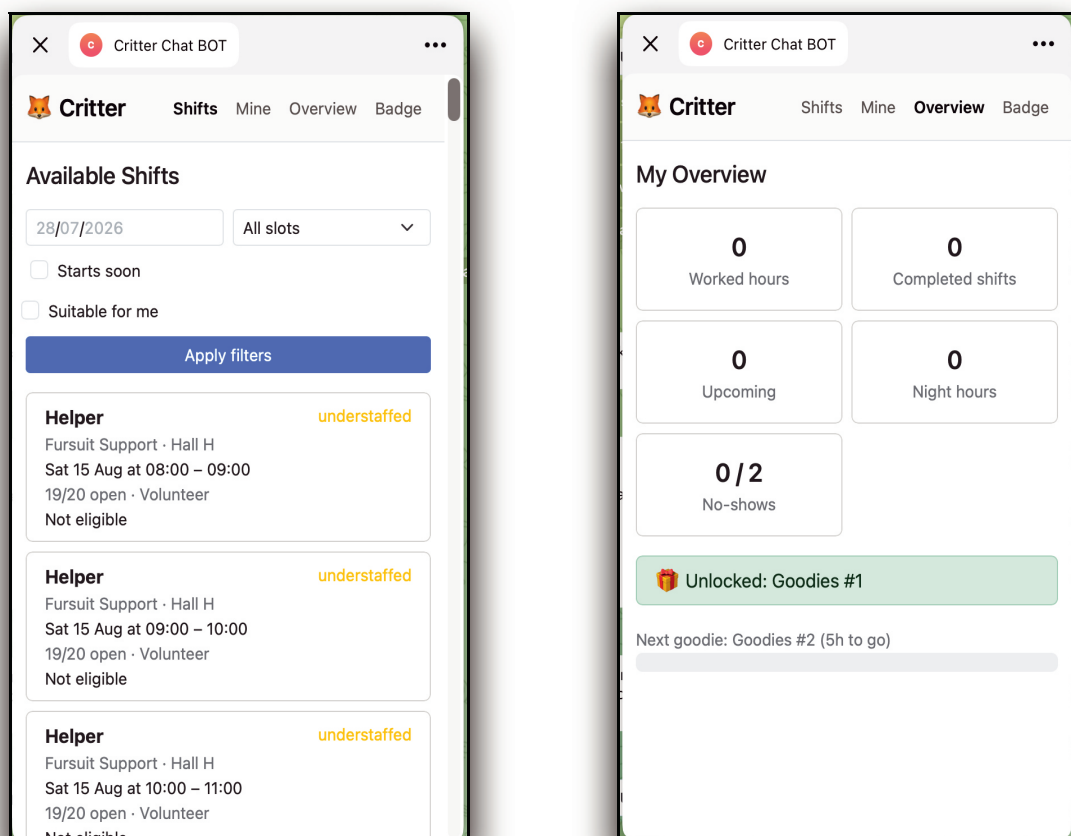
Telegram Bot

Now that you have linked your account, you should be able to see this:



Here you can see all the shifts currently available, with the option to hide those you are not eligible for. You can also see the shifts you are currently assigned to, an overview, and your digital badge.

Your digital badge is a QR code that you can show to our Info Desk Staff so they can quickly find your profile in the Critter System. It will look like this:



Becoming a Critter

To start your journey as a Critter, **head to the Info Desk and get your Critter Ribbon**. This will identify you as a Critter and must be visible **at all times** while volunteering. Shift Managers and Directors need to be able to identify you at a glance.

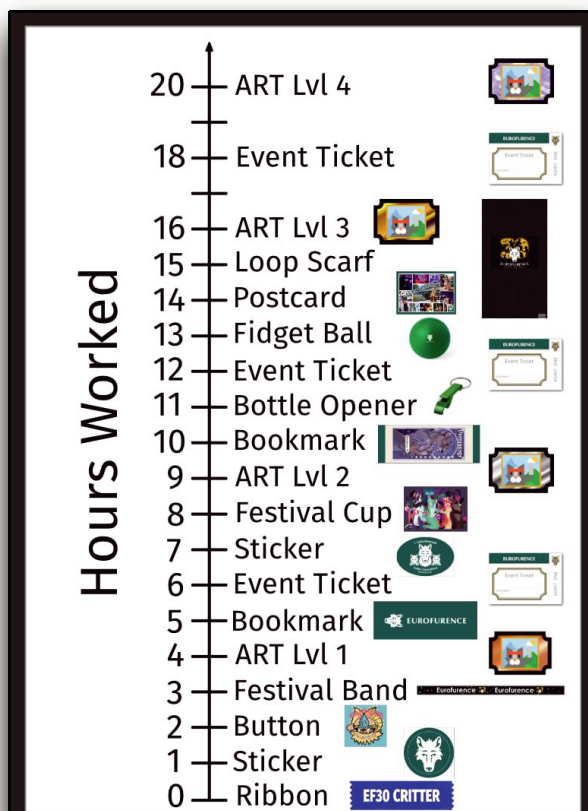
Volunteering without a Critter Ribbon is not allowed during the convention. Please also make sure you are assigned to a shift before you start helping in a department. How to apply for a shift will be explained later in this guide.

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Critter Rewards

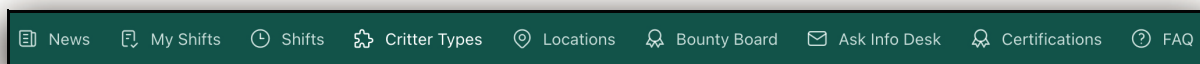
In addition to our gratitude, you will also receive a variety of goodies depending on the number of hours you have volunteered.

All of these rewards can be picked up at the Info Desk. Art raffle entries will be automatically redeemed, so you won't need to pick up anything. Please note that these rewards **cannot be carried over to next year's Eurofurence**, so make sure to pick them up while you can.



The Interface

Now that you're all set up, let's have a look at what you can do inside the Critter System.



News

This area displays the latest news posted by the Shift Managers or the Info Desk. Changes or important dates, such as the **Stage Briefing**, can be published here. If you agree to receive notifications, you will be notified by email when news is published.

My Shifts

Here you can see all the shifts you are currently assigned to, including when and where they take place and how long they last. At the top of the page, you can see your total credited hours. These determine which Critter Reward you are eligible to receive from the Info Desk.

Should you, for whatever reason, not be able to attend your shift, you can cancel it from this page. Please do so at least **3 hours** in advance. If you have to cancel a shift less than 3 hours in advance, please come to the Info Desk. We will cancel the shift for you and inform the corresponding department. This will not result in any penalty for you.

On the other hand, **not showing up for a shift** without cancelling **will result in a deduction from your logged hours**. The amount deducted will be twice the duration of the missed shift.

As compensation for volunteering night shifts (2 am to 8 am), every hour contributed will be counted double.

Shifts

On this page, you can browse all shifts that are currently posted. By using the filters at the top of the list, you can narrow down the selection. You can filter by location, date, shift type, shifts you are able to join, and shifts that require your specific role.

Once you have found a shift that suits you, press the "Sign up" button. You will then be able to see the shift in your "My Shifts" tab. The button will be replaced with "Cancel sign-up", allowing you to cancel your sign-up if you wish.

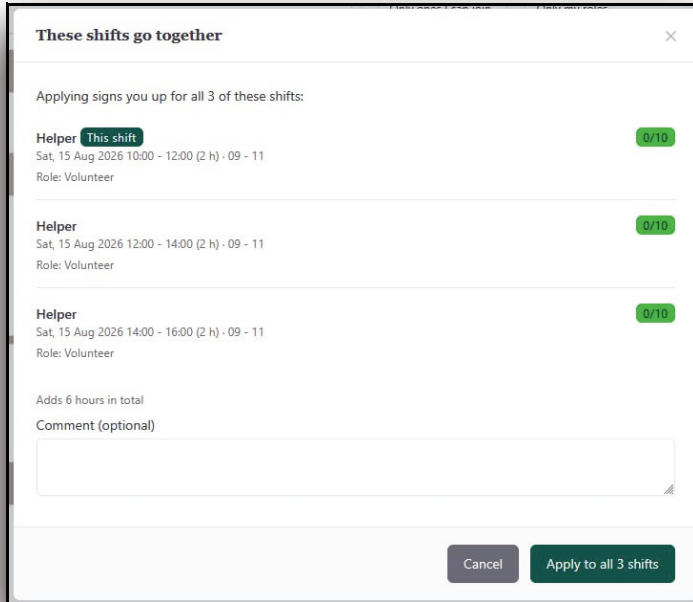
It is standard procedure for Critters to sign up for shifts themselves. Manual assignment to a shift by the Info Desk will only be done in exceptional cases. However, we are here to guide you through the process should you need any help.



Bundled Shifts

Sometimes you will see so-called “**bundled shifts**”, which consist of more than a single shift. When you apply for them, you will be notified that **you will also apply for all other shifts in this bundle**. This is normally done when it is necessary for the same person to attend these exact shifts, which can be for various reasons.

Some departments may want the same person for multiple morning shifts, as the tasks may be different in the evening. This reduces the amount of time needed to explain these specifics.



The screenshot shows a modal window titled "These shifts go together" with a close button (X) in the top right corner. Inside the modal, it says "Applying signs you up for all 3 of these shifts:". Below this, there are three shift entries, each with a "Helper" role and a "0/10" status indicator in a green box. The first shift is "Sat, 15 Aug 2026 10:00 - 12:00 (2 h) - 09 - 11". The second shift is "Sat, 15 Aug 2026 12:00 - 14:00 (2 h) - 09 - 11". The third shift is "Sat, 15 Aug 2026 14:00 - 16:00 (2 h) - 09 - 11". Below the shifts, it says "Adds 6 hours in total" and "Comment (optional)" with a text input field. At the bottom, there are two buttons: "Cancel" and "Apply to all 3 shifts".

Critter Types

Critter types are different types of Critters, comparable to ranks or groups to which Critters belong. Belonging to certain Critter types can give you the authorization to apply for shifts with special tasks.

For example, a Critter type may require specific equipment or **special training, such as a safety briefing**. These Critter types are opt-in, meaning that participation must also be confirmed by a Shift Manager or one of their supporters if a Critter wishes to join this type.

Most of the time, belonging to the “Volunteer” Critter type is enough to apply for shifts.

Overview

Visiting the Critter Types page will show you all available Critter types, including whether you can join them directly or need to apply and get approved. Some also require an introduction, which is indicated by the tag “requires introduction”.

If preferred, you can switch to a table view by pressing the corresponding button in the top right corner.



Clicking on the name of a Critter type will open a brief description and show you any responsible contacts. From this page, you can also join or apply for the Critter type.

Locations

If you're not familiar with the premises but want to visit a panel or need to go somewhere for any other reason, this database will have you covered.

Bounty Board

Sometimes Critters can't make it to a shift, or a department has underestimated the number of people needed and is understaffed. This is where the Bounty Board comes in.

Departments can trigger a **"Call for Help"** for shifts, which will cause them to appear on the Bounty Board, where you can apply for these shifts. Please note that a Call for Help can only be triggered 30 minutes before a shift, which means that if you want to help, it will be quite soon.

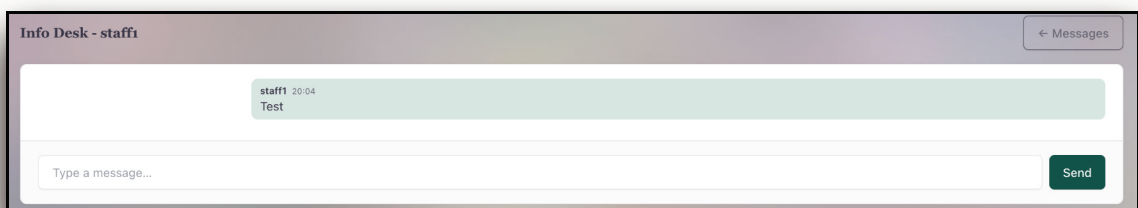
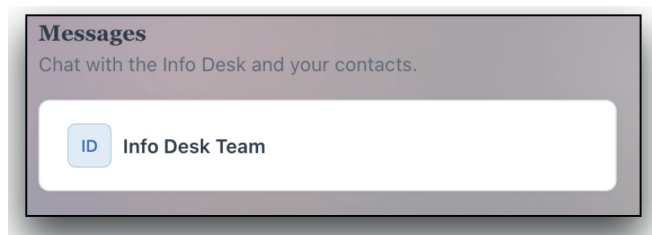
To apply for these shifts, click on the little drop-down menu in the top right, next to your profile. This is where you can mark yourself as available for a given time frame. Only then will you be able to see shifts on the Bounty Board.

Unfortunately, we cannot offer any additional rewards other than our heartfelt gratitude (and possibly head pats).

Ask Info Desk

Here you can ask the Info Desk team any questions you may have about the Critter System, Critter Rewards, or Eurofurence in general. Please keep in mind that the Info Desk team may be busy and it may take some time for them to respond.

Simply click on our name and start typing. It should look something like this:



Certifications

Certifications
Apply for the certifications you have. Approval happens in-person by scanning the operator's QR.

Certified Companion The certification required to be able to undertake Companion shifts, where new attendees are accompanied and given an introduction to Eurofurence Not applied More information Apply	Elevator Briefing Details will follow... 365 days validity Not applied More information Apply	Stage Safety Briefing Details will follow... 365 days validity Not applied More information Apply
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This will show you a list of certifications you have or may apply for, such as the Stage Safety Briefing. These may be requirements for applying for certain Critter Types.

FAQ

As with all FAQs, this is a collection of the most frequently asked questions. It will be managed and expanded by the Info Desk Team as the convention progresses.

Please check here before asking a question, as it may have already been answered, saving you some time. Naturally, if your question has not been answered in the FAQ yet, feel free to visit us at the Info Desk.

Your Profile

Profile & account

View my profile

My availability

Notifications

Privacy & my data

Two-factor authentication

Telegram

Digital ID

Theme

API key

Account

Username staff1	Email staff@invalid.inv
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Your name and email are managed by single sign-on and cannot be changed here.

Profile

First name staff	Last name 1 staff
Pronouns Maximum 15 characters	Mobile
Planned arrival dd / mm / yyyy	Planned departure dd / mm / yyyy

Profile picture
Browse... No file selected.

Preferences

Language * English	Theme Eurofurence
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[Save](#) [Feedback](#)



Clicking on your name in the top right corner and choosing “Settings” will bring you to your profile page, which will look like this:

Here you can provide your pronouns, arrival and departure dates, which are helpful for planning and statistics, link your Telegram account, show your availability for the duration of Eurofurence by the hour, and much more. Explore it to your heart’s content. We don’t need to go into detail about everything in this guide.

Feedback

In the bottom right corner of every page, you will find the Feedback button. If you have any suggestions or encounter any bugs, please tell us about them using this feature. It also allows you to attach screenshots, which we encourage you to do if you encounter any errors.

This concludes our Critter System Guide!

Huge thanks to our development team, who worked their tails off to build this new Critter System from scratch. And **special thanks to you** for volunteering.

Godspeed, Critters!





Eurofurence 30



Critter Operations Critter Manual

Version 10.08.2026

Written by Menarian & Pattarchus