

Updating your iKnow profile – help notes for Group Leaders

Below is a step-by-step guide to ensuring that all your information on iKnow is up-to-date (we will send out further information about updating the details of your children and young people at a later date), which really helps us to process group bookings quickly. If you need your iKnow login details reset, or you have any questions, please email 3Generate@methodistchurch.org.uk.

Once you have opened iKnow and logged into the system...

- 1) Click on 'Me' in the menu bar at the very top of the iKnow home screen. This takes you to your own personal profile.

- 2) At the very top-left of your profile you can upload a photo (not obligatory) by clicking on the 'change image' button.

- 3) Underneath the space for a profile picture, please ensure that all the information regarding your name, email address and phone number is correct.

- 4) At the top-right of your profile you can add your date of birth, sex and nationality (again not obligatory). However, you DO NOT need to upload a copy of your DBS certificate here – this should be uploaded further down the form.

- 5) As you scroll down the form, the next section you come to is "3Generate event attendance". This should say 'Group Leader' and other relevant roles you have in relation to 3Gen. If it gives any incorrect labels, please let us know by emailing 3Generate@methodistchurch.org.uk

- 6) Please then check and, if necessary, update the next section, "Dietary and Medical Info", making sure you've told us everything we need to know about your medical, dietary and access needs.

- 7) In the next section, entitled "Groups", all Leaders need to have uploaded photos of both the front and back page of their DBS certificate in the relevant places. Please also check this certificate will be in-date by the time 3Generate happens (if the DBS check is a Methodist Church one, this has to be less than five years old. If it was carried out by an organisation external to the Methodist Church, it should be less than two years old). If your group is staying overnight (and not just visiting for the Saturday), your leaders' DBS certificate also need to show that a 'Barred list check' has taken place (if you have any questions about this, please email us: 3Generate@methodistchurch.org.uk).

8) After tickets have been purchased, please then also complete the rest of the information in this section, regarding your group, as best as you can. Please note – the two questions regarding travel plans need only be completed by the Main Group Leader nearer to the event (the person in charge of your group).

9) Ignore the next section, “18-23 year old participants” – although if a member of your group (not a leader) is aged 18 or over, please encourage them to upload their DBS certificate/safeguarding declaration promptly after they are given an iKnow profile.

10) Unless you are Delivery Team member as well as a Group Leader, ignore the next section, “Delivery Team” and the section entitled “Artists & Contributors” and scroll to the bottom of the page. Please tick all permission boxes, as we will need to contact you about your group’s attendance at 3Generate (and this is the only reason you will be contacted). Please also make sure there’s a tick in the box that gives us permission to hold your data.

Finally – and most importantly – PLEASE MAKE SURE YOU CLICK THE GREEN ‘SAVE’ BUTTON at the very top or very bottom of the page, any time you update your profile information