

Important communication & IT systems

The pages in this chapter describe in detail the systems the board use. Perhaps you don't have to use all of them, but it is good to know where you can find what you are looking for.

- Introduction
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- Email
- Google Drive
- Cognito Forms
- Zapier
- MailChimp

Introduction

The pages in this chapter describe in detail the systems the board use. Obtaining a solid understanding of these is a great onboarding step into the Board. Perhaps you don't have to use all of them, but it is good to know where you can find what you are looking for.

- Podio
 - Board
 - Crew; Sponsorkopper, Storage Manager Orders
 - Finance (to be deprecated) men hvad indeholder det?
 - Food Admin
- Cognito Forms
- E-conomic
 - Roger.ai
 - Pleo??
 - Danske Bank District
- NemID Medarbejdersignatur
- Zapier
- Simply.com
 - Emails
 - Hjemmesider
- MailChimp
- Communication Platforms
 - Facebook
 - Instagram
- Board Google Calendar

Slack

Slack is the main means of communication in the board. At any time, many things are happening simultaneously, and Slack allows for this to be divided into channels. It makes it much easier for things not to be lost in a single thread.

Upon being elected, you will be invited to the Analog Board workspace.

There are channels dedicated to, among others, GA, operations, incoming emails and many more.

Most communication within the board is not urgent. Thus you don't have to stay on top of what's happening all the time, but check in at least once a day. You can also set up slack on your phone, and receive notifications like you would any other messaging app.

Podio

Podio is a tool we use to log things happening in Analog. It is where we, among others, keep the list of all our current volunteers, where shift reports are logged, and where we store all passwords. Podio is mostly used for food and storage administration.

Find Podio at <https://podio.com>. When elected to the board, a current board member will grant you access.

Podio has *workspaces* which consists of *apps*. On the landing page of each workspace is an activity tab where activity across all apps is shown. There are three workspaces:

- **Analogen Board**

In this workspace you can find a list of current and former volunteers, service agreements, policies, and passwords

- **Analog Food Administration**

This workspace contains everything related to health and safety: Shift reports, temperature readings, and water filters.

- **Analog Operations**

This is used to log how much product we order, and who our suppliers are.

The next headlines will introduce the workspaces in detail.

Analogen Board

The Analogen Board has the following apps:

- **Applicants** Here you will find the list of every volunteer Analog has had.
- **Agreements**
- **Records**
- **Policy**
- **Codes**

This app contains all the username and passwords for all of Analogs accounts across services. It is possible to sort by active and deprecated.

Email

The Board maintains a series of emails related to Analog. We get a rather large amount of requests regarding questions, advertisements and events. When someone sends an email to us, it is forwarded to the Board through ITU emails.

Upon election to the Board, mails sent to Analog will be forwarded to your ITU-email.

The following main mails are in use:

- **analogen@cafeanalog.dk**
Main email account. Emails are forwarded to all Board members.
- **finance@cafeanalog.dk**
The treasurers' email.
- **invoices@cafeanalog.dk**
The treasurers' email for invoices only. Reembursments go here for example.
- **kitchen@cafeanalog.dk**
Email for the kitchen. Used also by kitchen managers.
- **storage@cafeanalog.dk**
Email used by storage manager

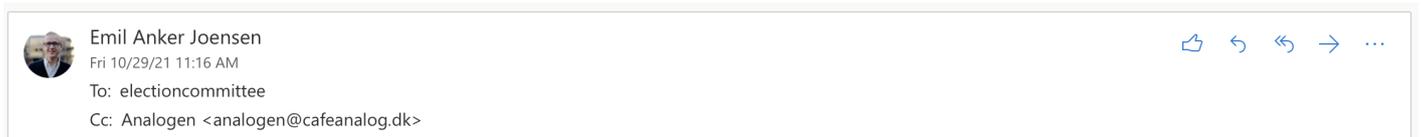
A number of other, less important emails exist. These are mostly automated tasks, bots or for the IO team. Emails are managed through <https://www.simply.com>. Credentials can be found in Podio.

Replying to emails

Be aware that we never answer directly from Analog's emails. We answer from our own ITU emails. This gives the sender an impression that a real person is at the other end, and you can answer in your mail client of choice.

When a mail is forwarded to you, it is important to answer the sender **with the Analog email as CC**.

An email sent from your own email should look like:



Managing emails

Within the board there is a Slack channel dedicated to managing emails. Everytime we get an email at analogen@cafeanalog.dk, a notification is sent in the channel. Then, we can discuss who will answer, and how we will answer the email. Perhaps it is something we need to discuss at a board meeting. This also makes sure no email is answered twice.

Signature

If you would like to use the Analog signature when sending mails, you can ask a current board member to forward it to you (as it was too difficult to present on this page).

Google Drive

The board maintains a Google Drive folder. It contains our bylaws, board meeting agendas, and general documents/presentations. In Drive, you will find a lot of things from the past, but it can be a fun adventure into seeing how Analog operated in the past.

Upon election, you will be invited to the shared Drive.

There are 12 subfolders, containing material related to its title.

Cognito Forms

Cognito Forms is the tool we use to provide forms for shift reports, received goods, and so on. These will have to be updated according to current operating procedures. This is at least at the beginning of every semester.

Find Cognito Forms at <https://www.cognitoforms.com>. Login is found in Podio.

Currently there are a variety of forms in operation:

- **Shift Reports**

For filling out shift reports. Logic within the form decides which prompts to give.

- **Received Goods** Two versions: For baristas and for storage manager. Used for tracking whenever we get foodstuffs delivered

- **Kitchen Report**

Used to log changes/errors/maintenance in the kitchen

- **Bug Report**

Report bugs with the app

- **Reimbursement Form**

Getting money back from Analog

When updating a form, it is recommended to clone the previous one, and edit/test the new one. Then, the old one can be archived and the new form implemented.

Zapier

Zapier is a tool for creating workflows between systems. In particular, it converts entries in Cognito Forms into Podio entries. It is also used for a variety of other tasks, like notifying the board of new emails, or automatically sending reimbursement forms to the treasurer.

Find Zapier at <https://zapier.com>. Login can be found in Podio.

MailChimp