Best Buddies Online
User Guide
Member Edition

To establish a global volunteer movement that creates opportunities for one-to-one friendships, integrated employment and leadership development for people with intellectual and developmental disabilities (IDD).

Revised: September 2013
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Welcome to Best Buddies Online!

Best Buddies Online, commonly called “BBO,” is the official website for managing a Best Buddies chapter. BBO can be found at www.bestbuddiesonline.org in your web browser. This document, the BBO User Guide, Member Edition, has been created to assist chapter members in navigating BBO. A BBO User Guide, Chapter Admin Edition document is also available to assist chapter officers and advisors in managing their chapter.

As a Best Buddies chapter member, BBO is where you can do the following:

- Join your chapter by submitting a membership application
- View your chapter’s roster and calendar of events
- Submit monthly friendship updates
- Apply to join the officer corps for the upcoming school year

Getting Started

Before you proceed with joining your chapter, here are some important things to know as you prepare.

Member Profile

When you join a Best Buddies chapter for the first time, BBO creates a member profile for you. This member profile is your record in the system, and ties together all of your information in the system. As part of your profile, you will be assigned a user name and the password that can be used to log into BBO.

Your BBO Username

User names assigned by BBO are formatted with your first initial and your full last name; in cases where there are multiple members in BBO with the same first initial and last name, this will be followed by a numeral. For example, Brenda Foster’s BBO username could be BFoster27.

Note: your BBO username was assigned to you alone, and should not be shared with or transferred to anyone else, including other chapter members.

Your BBO Password

BBO also assigns a temporary password for first-time members. When you log in for the first time, the system will prompt you to change your password.

Important note: your chapter leaders and the Best Buddies staff will be able to view your BBO password. For that reason, when changing your BBO password, please do NOT use the same password that you use to protect other online information, such as your bank account, your e-mail accounts, Facebook, etc.

Forgot Your BBO Login?

If you cannot remember your BBO username or password, please follow these steps to retrieve your login information:

1. Go to www.bestbuddiesonline.org
2. In the MEMBER LOGIN area, click on the “Forgot your user name/password?” link
3. To retrieve your login information, enter either of the following
a. Your BBO username (your first initial and full last name, possibly followed by a numeral, e.g. bfoster27)
   b. The e-mail address you used to sign up for BBO

Then press SUBMIT

4. Check your e-mail; you will be sent an e-mail with your current username and password. If you don’t receive an e-mail within a few minutes, the e-mail may have been blocked by your e-mail provider (see “Add BBO to E-mail Contacts” section in this user guide)

Note: the login retrieval form will not work if you did not provide an e-mail address on your MA. Please contact your chapter leadership with any questions.

**E-mail Alerts**

BBO is designed to send occasional e-mail alerts to your e-mail address to communicate important updates or changes to your profile. To ensure that these e-mails are not erroneously blocked, please add the following e-mail address to your e-mail contact list (sometimes called a safe list or white list):

[donotreply@bestbuddiesonline.org](mailto:donotreply@bestbuddiesonline.org)

**Membership Applications**

To join a Best Buddies chapter, the first step is to submit a membership application (MA) on BBO. All chapter members and advisors must complete an MA every year that they participate in Best Buddies. There are two types of MA:

1. NEW member MA
2. RETURNING member MA (requires login)

The new member MA should be used by all first-time Best Buddies participants. Once your MA has been approved, you will receive a username and password for BBO.

If you have participated in a Best Buddies chapter in the past, you should log in using your BBO username and password to complete a returning member MA. This will link your current MA with your previously submitted MAs, and will shorten the application for you.

Note: all MAs must be approved by the chapter leadership in order to join a Best Buddies chapter. You will receive a confirmation e-mail when your application has been approved. Please contact your chapter leadership with any questions about your MA.

**New Membership Applications**

If you have not been in a Best Buddies chapter before, follow these steps to join your chapter:

1. Open [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org) in your web browser
2. Hover over the MEMBERSHIP APPLICATIONS button and select your program type from the dropdown menu – College, High School or Middle School
3. On the next page, select NEW MEMBER, then click CONTINUE
4. Choose your chapter by searching for your school in the YOUR CHAPTER section. Take care to ensure that you have chosen the correct school. If your chapter is not listed, please contact your chapter leadership.
5. Follow the onscreen instructions and fill out the MA as completely as possible.
6. On the final page, all chapter members must provide consent. Please be sure to read the consent form completely before agreeing. If you are under the age 18, or have a legal guardian, your parent guardian must also provide consent before you can participate.

Note: all MAs must be approved by the chapter leadership in order to join a Best Buddies chapter. You will receive a confirmation e-mail when your application has been received, and another when it has been approved. Please contact your chapter leadership with any questions about your MA.

**Returning Membership Applications**

If you were previously approved to participate in a Best Buddies chapter, follow these steps to join your chapter (requires username and password):

1. Open [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org) in your web browser
2. Hover over the MEMBERSHIP APPLICATIONS button and select your program type from the dropdown menu – College, High School or Middle School
3. On the next page, select RETURNING MEMBER and confirm that the program type is correct, then type in your BBO username and password and click CONTINUE; if you do not remember your username and password, please see the “Forgot Your Login Information?” section of this user guide
4. Choose your chapter by searching for your school in the YOUR CHAPTER section. Take care to ensure that you have chosen the correct school. If your chapter is not listed, please contact your chapter leadership.
5. Follow the onscreen instructions and fill out the MA as completely as possible. The application will include your responses from the last MA you submitted. If anything has changed, please update that information on your MA.
6. On the final page, all chapter members must provide consent. Please be sure to read the consent form completely before agreeing. If you are under the age 18, or have a legal guardian, your parent guardian must also provide consent before you can participate.

Remember: all MAs must be approved by the chapter leadership in order to join a Best Buddies chapter. You will receive a confirmation e-mail when your application has been received, and another when it has been approved. Please contact your chapter leadership with any questions about your MA.

**Chapter Portal**

The chapter portal on BBO serves is your chapter’s official website. The chapter portal contains the chapter’s roster and calendar, and should be used to submit monthly friendship updates. The chapter portal is only accessible to approved Best Buddies chapter members.

**Logging into the Chapter Portal**

To access the chapter portal for your chapter, follow these steps:

1. Open [www.bestbuddiesonline.org](http://www.bestbuddiesonline.org) in your web browser
2. In the MEMBER LOGIN area, type your BBO username and password in the provided fields and press LOGIN

If you do not remember your BBO username or password, please see the “Forgot Your BBO Login?” section in this user guide.
My Profile
The My Profile section of the chapter portal is comprised of two sub-sections: My Profile and My Match

My Profile
The My Profile tab allows you to view and update your own personal information, including:

- My Information (includes your BBO password, phone numbers, and e-mail address)
- Emergency Contact Information
- Address Information
- Parent Information
- Matching Survey (used by chapter leadership to identify strong buddy pair candidates)

Please update any of this information if it changes at any time during the program year.

My Match
The My Match tab helps you get to know your buddy by providing access to their contact information and Matching Survey data.

Member Roster
This section of the chapter portal lists the chapter members, officers, buddy pairs, and their contact information.

Act Reports
This section of the chapter portal lists recaps of special events, called Best Buddies Acts, hosted by the chapter to promote disabilities awareness and Best Buddies in your school and local community.

Friendship Updates
Friendship updates are brief reports submitted by a matched buddy pair each month to document and brag about what they did. These updates are due each month on the 1st of the next month (for example, the October update is due November 1).

To complete a friendship update, please follow these steps:

1. Open www.bestbuddiesonline.org in your web browser
2. In the MEMBER LOGIN area, type your BBO username and password in the provided fields and press LOGIN
3. Click on the “Friendship Updates” button on the portal menu
4. On the form provided, indicate the number of contacts and activities you had with your buddy for the month, as well as any details you would like to share.

Be honest on your updates. Please include both successes and challenges, as each will enable your chapter leadership to best support your match.
Calendar
This section of the chapter portal is the official calendar of events for your chapter, and should be used by the chapter leadership to track all chapter meetings, activities, and fundraisers. A list of upcoming events can be found on the chapter portal homepage. To view the full calendar, follow these steps:

1. Open www.bestbuddiesonline.org in your web browser
2. In the MEMBER LOGIN area, type your BBO username and password in the provided fields and press LOGIN
3. Click on the “Calendar” menu button on the portal menu

Leadership Selection
If you would like to take on a larger role in your chapter next year, consider applying to join the chapter officer corps next year. The Chapter President Application (CP Application) and Officer Application are used by the chapter leadership to identify and select the best candidates for these roles.

Chapter President Application
To apply to be the chapter president for your chapter next year, please follow these steps:

1. Open www.bestbuddiesonline.org in your web browser
2. In the MEMBER LOGIN area, type your BBO username and password in the provided fields and press LOGIN
3. Hover over “Leadership Selection” on the portal menu and click on “CP Application”
4. Follow the onscreen instructions and fill out the form as completely as possible, then click SUBMIT; some fields will be pre-populated with information from your MA, please update if anything has changed

Submitted CP applications will be reviewed by the current chapter leadership as well as the Best Buddies staff to identify top candidates. Final CP selections will be made by the Best Buddies staff.

Officer Applications
To apply to be an officer for your chapter next year, please follow these steps:

1. Open www.bestbuddiesonline.org in your web browser
2. In the MEMBER LOGIN area, type your BBO username and password in the provided fields and press LOGIN
3. Hover over “Leadership Selection” on the portal menu and click on “Officer Application”
4. Follow the onscreen instructions and fill out the form as completely as possible, then click SUBMIT; some fields will be pre-populated with information from your MA, please update if anything has changed

Submitted officer applications will be reviewed by the current chapter leadership to identify top candidates. Each chapter can develop their own process for selecting officers, and final officer selections will be made by the chapter leadership.