

Step 1: Log in with email and password. You will land at your personal dashboard. View Your Balance, Transactions. Offers, and Requests. “Activity” shows the activity of all members.

The screenshot shows the BACE dashboard for user Monica Johnston. At the top, there is a search bar and navigation links for Admin view, Your Groups, Help, and an Inbox with 203 items. Below the navigation are tabs for Home, Directory, Exchanges, Requests, Offers, and People. A yellow banner indicates the user is viewing their group. On the left, a summary shows a balance of 562.52 hours, 114.83 hours paid, and 677.35 hours earned. The 'Your Transactions' section lists three recent transactions from 'The Timebank Collective' for tech support, social media planning, and a social media volunteer summary. The 'Your Offers' section features an offer for cat care (#1312) with 3 available spots. On the right, the 'Activity' section shows recent actions by other members, including Fred Cook and Monica Johnston.

Best Practice: Keep your offers current. Extend the due date (edit the offer), when possible.

Best Practice: Read your Inbox. You'll find Direct Messages from other members.

Step 2. Click on the Requests tab. See all requests that members have made and when requests expire. (Likewise, click on Offer, Directory or People). To make a request, click on the “Add New Request” button.

The screenshot shows the BACE 'Requests' page. The 'Requests' tab is selected in the navigation bar. Below the navigation, there are options to view requests (Active Requests) and a blue 'Add New Request' button. A pagination bar shows page 2 of 2. The main content area displays two requests: #8801 'Bicycle tune-up (1.00 hours) Due: in 3 months' by Doug Miller, and #8800 'Fixing a Garland Stove/Oven (50.00 hours) Due: in 7 days (Respond within 6 days)' by Sausan Academy. Each request includes a profile picture, a description, creation date, distance, and listing category.

Step 3. Make a Request by click on the blue “Add New Request” button. You'll a screen like this:

Best Practice: Use the search bar to find a particular topic for a request or offer.

The screenshot shows the 'New request' form on the BACE website. The header includes the BACE logo, a search bar, and navigation links for Admin view, Your Groups, Help, and an Inbox with 203 items. The main navigation bar has links for Home, Directory, Exchanges, Requests, Offers, and People. The form itself is titled 'New request' and contains the following fields:

- Title:** A text input field.
- Description:** A large text area for detailed information.
- Estimated payment:** A text input field with '0.00' and 'hours' next to it.
- Respond by date:** A date selection field.
- Due date:** A date selection field.
- Upload a photo:** A 'Choose File' button and the text 'No file chosen'.
- Categories:** A dropdown menu with the instruction 'For multiple selection (at most 5) in the list, press and hold Ctrl key (or Command for Mac users)'. The visible options are: Animal Welfare, Arts & Crafts, BACE Timebank Volunteer, Building Services, Building Trades, Business, Business:Emplmnt Services, and Business:Fundraising.
- Neighborhoods:** A dropdown menu with the same instruction. The visible options are: East Bay, East Bay:alameda, East Bay:albany / el cerrito, East Bay:berkeley, East Bay:berkeley north / hills, East Bay:brentwood / oakley, East Bay:concord / pleasant hil, and East Bay:danville / san ramon.
- Notify members?:** A checkbox labeled 'Notifications' which is checked.

A blue 'Create' button is located at the bottom right of the form area.

Step 4. After posting your request or offer, log in frequently to check your Inbox for responses. Direct message those who contact you. Communicate whether (yes or no) you will do an exchange. Agree on terms of the exchange. Respond to all who contact you.

Step 5. If you received a service or good, go to their message in your Inbox. Click on their name. Credit them in hours (e.g. 0.25, 1, 2.5). If you have problems giving or receiving credit, and have tried unsuccessfully to resolve the issue with the other timebanker, then contact support@bace.org.