



VPC Gateway

A Guide for Cadets

Contents

1. Introduction	3
2. Accessing the VPC Gateway	4
3. User Profiles	6
3.1. Creating your user profile	6
3.1.1. Stage 1: Verify your Profile	6
3.1.2. Stage 2: Add you contacts	6
3.1.3. Stage 3: Health & Permission form (Part 1)	6
3.1.4. Stage 4: Health & Permission form (Part 2)	6
4. Maintaining you User Profile details	7
4.1. Updating your own Account	7
4.2 Forgotten password	7
4.3. Changing your password	8
4.4. Checking your Notifications	8
5. Safeguarding	8
5.1. Raising a Safeguarding Concern	8
6. News & Picture Gallery	9
6.1. Viewing a news article/gallery picture	9
7. Events	9
7.1. Registering to attend an Event	9
7.2. Withdrawing from an Event	10
7.3. In Case of Emergency (ICE) Details	10
8. Forums	10
8.1. Unit Forum	10
8.2. Area Forum	10
8.3. Force Forum	11
8.4. Forum characteristics	11
8.5. To view a discussion and reply	11
8.6. Reporting a post	11
9. Resources	11
9.1 Accessing Resources	12
Further help	12

1. Introduction

The VPC Gateway is the upgraded online management system for the Volunteer Police Cadets (VPC). Significant investment has been made into upgrading the software that sat behind the previous version, Marshall Volunteer Portal, and enhancing the user experience. The functionality for VPC Gateway replicates that of the Marshall Volunteer Portal.

VPC Gateway is not a Policing IT system and sits on secure Microsoft Azure servers. All data within the system is encrypted and the system has been subjected to rigorous Penetration Testing by a third-party cyber security expert. Access to the system is via email and password and the system also utilises Two Factor Authentication, as an additional security measure.

VPC Gateway is free to use for Forces who operate a VPC scheme and allows schemes to manage their VPC activity. Events can be created managed and booked onto, with Leaders being able to access In Case of Emergency (ICE) information lists.

Message boards are available to be used at Force and Unit level as well as direct messaging between Cadets and Leaders (these messages are all recorded and fully auditable).

VPC Gateway also enables VPC schemes to store their own resource material for leaders as well as access resources created by the National VPC Safeguarding and Standards Hub.

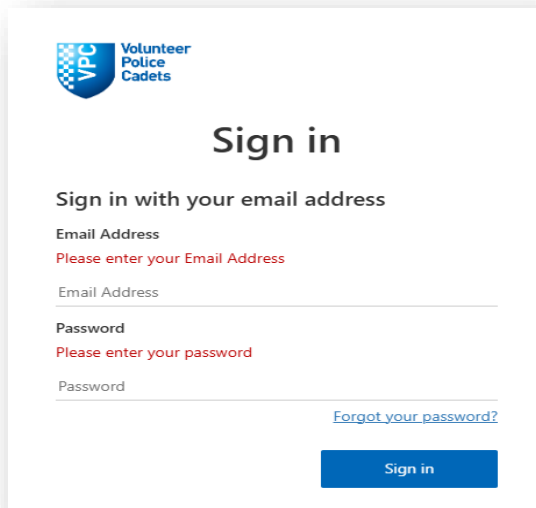
It is also somewhere to share news and photographs from VPC activity within your own Force profile and is not accessible to any other Force unless you wish to share it.

Until VPC schemes have on-boarded all users onto the VPC Gateway both systems will be operational to allow online management of VPC schemes to continue whilst the transition takes place. Once all user profiles have been created and verified on the VPC Gateway then the VPC scheme should use VPC Gateway only.

Marshall Volunteer Portal will be switched off when all forces have created their user profiles and the data in Marshall Volunteer Portal archived, as per GDPR.

2. Accessing the VPC Gateway

The VPC Gateway is currently accessed via the following URL address. Paste it into your web browser <https://gateway.vpc.police.uk/>

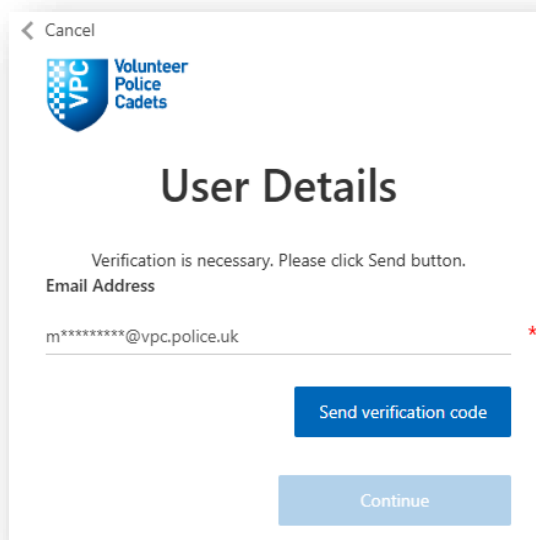


The image shows the 'Sign in' page of the VPC Gateway. At the top left is the VPC Volunteer Police Cadets logo. The title 'Sign in' is centered. Below it, the instruction 'Sign in with your email address' is displayed. There are two input fields: 'Email Address' and 'Password'. Both fields have red placeholder text: 'Please enter your Email Address' and 'Please enter your password' respectively. A blue link 'Forgot your password?' is located below the password field. At the bottom right is a blue 'Sign in' button.

Once the VPC Gateway Sign In page is loaded, enter your email address and password in the fields provided and then click on the “Sign in” button.

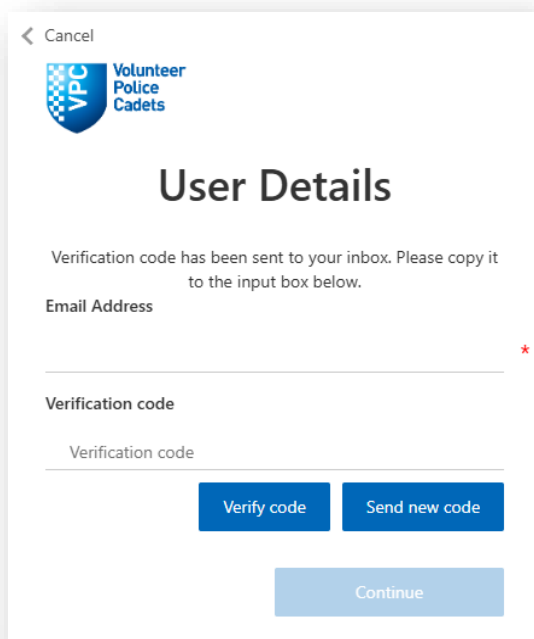
Due to the nature of the data held withing VPC Gateway an additional security measure has been included in the upgrade.

Two Factor Authentication adds an extra layer of security by requiring two distinct forms of proof before granting access. In addition to a password, a second required factor is required to gain access, which is a code emailed to you. This makes it significantly harder for unauthorised individuals to access the most sensitive data. `



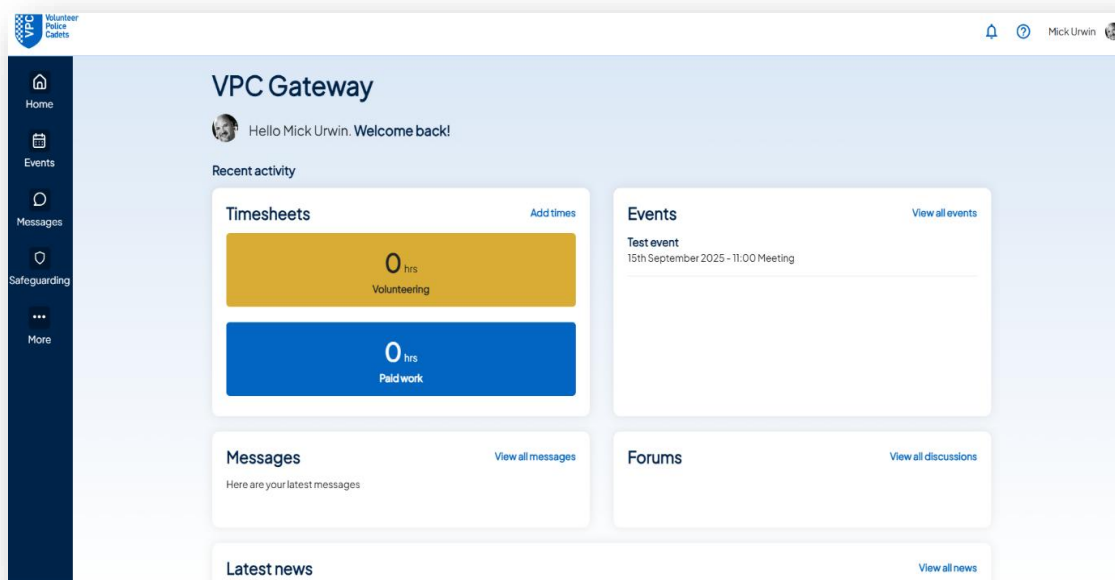
The image shows the 'User Details' page of the VPC Gateway. At the top left is the VPC Volunteer Police Cadets logo. The title 'User Details' is centered. Below it, the instruction 'Verification is necessary. Please click Send button.' is displayed. There is an 'Email Address' input field containing the text 'm*****@vpc.police.uk'. A red asterisk is visible to the right of the email field. At the bottom right are two buttons: a blue 'Send verification code' button and a light blue 'Continue' button.

On clicking 'send verification' you will receive an email containing a code. Input the code from the email the email and click 'Verify code'



A mobile app screen titled 'User Details' with the VPC logo at the top left. Below the title, a message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There are two input fields: 'Email Address' and 'Verification code', each followed by a red asterisk. At the bottom, there are three buttons: 'Verify code' (blue), 'Send new code' (blue), and 'Continue' (light blue).

You will then be taken to your **Home page**.



A desktop web interface titled 'VPC Gateway'. The top right shows a user profile for 'Mick Urwin'. A left sidebar contains navigation links: Home, Events, Messages, Safeguarding, and More. The main content area includes a welcome message 'Hello Mick Urwin. Welcome back!'. Below this is a 'Recent activity' section with two cards: 'Timesheets' (showing 0 hrs for Volunteering and Paid work) and 'Events' (showing a 'Test event' on 15th September 2025). At the bottom, there are 'Messages' and 'Forums' sections, each with a 'View all' link. A 'Latest news' section is also visible at the very bottom.

3. User Profiles

A user account needs to be created before you can access the system. This section describes the process and covers everything from creation, maintenance and removal of user accounts, to how to sort out issues with user credentials.

3.1. Creating your user profile

Creating an Account in the VPC Gateway is a multi-step process, each part of which must be completed in sequence, there are 4 steps that you and your parent/carer need to take.

Your user profile will be initiated by your Unit Leader. You will receive an email containing a link to complete the registration process. The email will come from no-reply@vpc.police.uk. On receipt of the email either click on the link or paste it into your internet browser.

3.1.1. Stage 1: Verify your Profile

Complete the required fields with your personal details – ***pay specific attention to the date of birth field as it will self-populate with the date the account was created and will need changing.***

3.1.2. Stage 2: Add you contacts

Complete the required fields with your parent/carer details

3.1.3. Stage 3: Health & Permission form (Part 1)

On completion of stage 2 an email will be sent to your parent/carer. This email will contain a link so that they can complete stage 3.

3.1.4. Stage 4: Health & Permission form (Part 2)

On completion of stage 3 an automated email will be sent to the Cadet to complete stage 4. This section gives you the opportunity to ask for a private discussion with a Leader if they so wish.

Once all 4 registration stages have been completed your local VPC scheme will be notified. They will review the registration form and then approve you as a User.

You cannot access the system until your user profile has been approved

4. Maintaining you User Profile details

A User can update a number of their own profile details; with the extent of this functionality limited by the Role they hold within the VPC Gateway.

All Users can update their personal details such as address and phone number, change their password, update their Avatar and their qualifications. Some Users will need to have details such as Role and Unit updated by senior Users on their behalf.

When updating your own Account, items which you cannot configure are visible but disabled.

4.1. Updating your own Account

To update details on your own Account:

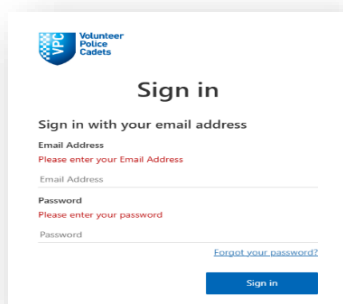
1. From the **“Homepage”** click on your profile name in the top right corner.
2. From the available options select the one you wish to choose
3. Update your profile details as required you will be asked to review the details and then click on the **“Submit”** button at the bottom of the page to complete your update.

4.2 Forgotten password

If you have forgotten your Password, it is possible to create a new one via the VPC Gateway Login Page.

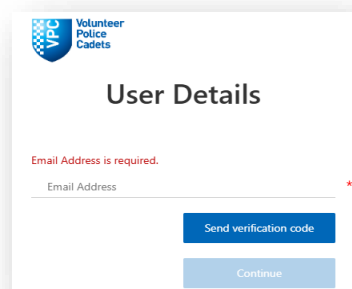
To reset your existing Password:

1. On the VPC Gateway Login Page, in the “Login” section, click the **“Forgot your Password?”** link.



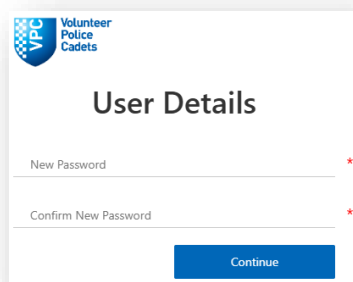
The screenshot shows the 'Sign in' page of the VPC Gateway. It features the VPC logo and the text 'Sign in with your email address'. There are two input fields: 'Email Address' with a red error message 'Please enter your Email Address' and 'Password' with a red error message 'Please enter your password'. A blue 'Sign in' button is at the bottom. A link 'Forgot your password?' is located below the password field.

2. You will be taken to the User details box. In the “Email Address” field, type the email address you used when registering your VPC Gateway Account. An email will be sent to this address containing a personalised, time-sensitive link.



The screenshot shows the 'User Details' page of the VPC Gateway. It features the VPC logo and the text 'User Details'. There is an input field for 'Email Address' with a red error message 'Email Address is required.' and a red asterisk. Below the field are two buttons: a blue 'Send verification code' button and a light blue 'Continue' button.

- Once verified you can continue the process and change your password



4.3. Changing your password

You may change your Password at any time as part of a robust Password policy or if you believe it has been compromised.

To change your existing Password:

- From the **“Homepage”** click on your profile name in the top right corner.
- From the available options select **“Reset my Password”** and follow the procedure as in [section 4](#)

4.4. Checking your Notifications

Where information relevant to you is generated by the VPC Gateway or an action requires your attention, you will receive an automated email containing details. A log of these Notifications is accessible via the VPC Gateway interface for reference

To view your new Notifications:

- Click on the “Notifications” icon  in the top right corner of the VPC Gateway interface.
[The VPC Gateway “Notifications” page is displayed]
- Click **“Manage”** next to any of the notifications and then click **“Read”** to view further details.

5. Safeguarding

There is the facility in VPC Gateway for you to report a safeguarding concern.

Force Coordinators will be alerted when a concern has been entered or not the system and the concern will be triaged and managed by the Force VPC coordinator. The CSM enables tasks to be allocated and updates to be recorded, providing an action log for each case.

NB: The CSM is not a replacement for police safeguarding systems – if a safeguarding concern raised by as Cadet requires police intervention then the local police force procedures for doing so will be followed.

5.1. Raising a Safeguarding Concern

From the Navigation Toolbar on the left of the page, select **“Safeguarding”**
[The VPC Gateway **“Raise a Concern”** page is displayed]

You can raise a concern where –

- You need help
- You are worried about another cadets
- You have a concern about an adult leader
- You have a concern about a VPC Force Coordinator

Once complete click **“Submit”**

Your report will be handled safely and confidentially by the appropriate person.

6. News & Picture Gallery

News articles and pictures can be created and published to let everyone know about news and events in your VPC scheme.

6.1. Viewing a news article/gallery picture

To view a News Article:

1. On your **“Homepage”** scroll to the bottom of the page and you will see –



The latest News Articles will appear there. Clicking on **“View all news”** to the right of the page will take you to the VPC Gateway **“News & Gallery”** page where you can click on a specific entry for more details

7. Events

Events can be created and displayed on a calendar to let you know what is going on and to be able to register to attend. When an event is relevant to you, you will receive an email notification.

7.1. Registering to attend an Event

To create an express interest in attending an Event:

1. The **“Event”** tile on Your **“Homepage”** will show which Events are available for you to express an interest in attending. You will also receive an email when an event has been created where you can attend.
2. Click on the Event you wish to attend, and the event and relevant details will be shown
3. Select your response from the drop-down menu and then click **“Confirm”** a message will show and you will see that you are booked onto the event – **Booked**

7.2. Withdrawing from an Event

To withdraw from an Event:

1. Click on the Event you wish to withdraw from the Events tile on your **“Homepage”**
2. Click and select **“Withdraw”** you can state the reason why, if you wish to, in the free text box below and then click **“Confirm”** You will see the following message –

 Thank you for letting us know that you can no longer attend this event.

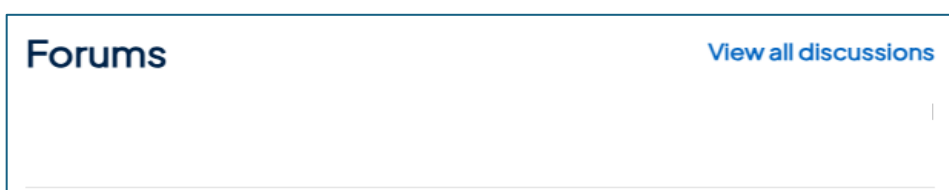
Prior to an Event commencing, the Event Organiser will confirm the booking on the system.

7.3. In Case of Emergency (ICE) Details

Event organisers can access an ‘In Case of Emergency’ (ICE) list for their event and print off a copy that can be taken to events if there is no internet access. The information is taken from the information you gave when registering your profile. Please ensure this information is kept up to date.

8. Forums

There are a number of forums set up that are all available from the Forum box on your homepage.



1. To access a forum, click on **‘View all discussions’**
*[The VPC Gateway **“Forums”** page is displayed]*
2. From the menu top left select the forum you wish to view (which forums you can access will depend on your user profile within the VPC Gateway)

8.1. Unit Forum

There is a Unit forum board for every Unit within a Force. This forum is available for any member of the Unit to create messages and post responses within messages; this includes Cadets, Cadet Leaders, Unit Leaders as well as Area Coordinators & Force Coordinators

8.2. Area Forum

Where Areas are configured within a Force, there will be an Area forum. This forum is available for any member of an Area to create messages and post responses within messages; this includes Cadets, Cadet Leaders, Unit Leaders, Area Coordinators as well as Force Coordinators

8.3. Force Forum

For each Force there is one Force forum. The forum is available for any member of the Force to view;

8.4. Forum characteristics

Each forum will be presented in a similar layout with similar characteristics; the only difference is that Cadets and Cadet Leaders cannot create or update discussions in their Force forum and cannot see the All-Force forum.

Once in a forum a list of the discussions will be displayed with the most recent post first. The only exception to this will be discussions that have been 'pinned' to the top of the board for prominence.

8.5. To view a discussion and reply

To view a discussion, click the discussion header in blue.

Each discussion within a forum will be presented in a similar layout with similar characteristics

The discussion header will be displayed at the top of the screen with details of who created it and when. At the bottom of the page to post a reply.

Type reply

 Reply

Replies will be displayed in chronological order with the most recent first to the right-hand side of the page. The only exception to this will be replies that have been 'pinned' to the top of the board for prominence

8.6. Reporting a post

It is possible to Report a post within a discussion if you feel the content is inappropriate.

1. From the **"Forums"** tile on your homepage select to the left of the page, select **"View all discussions"** to display further menu option
[The VPC Gateway "Forums" page is displayed]
2. Select the forum which contains the discussion you wish to report from the top left of the page (*which forums you can access will depend on your user profile within the VPC Gateway*)
3. From the list of Forum click on the forum header of the discussion you wish to edit
4. At the top of the page, you will see the option to **"Report"** select this option
5. Reporting a post will generate a notification to the force VPC coordinator.

9. Resources

The VPC Gateway gives access to users (dependent on role) to a number of resources created by the National VPC Safeguarding & Standards Hub, to support local delivery.

Local VPC schemes are able to store their own resources which can either be for their own force user access or made available to all users,

9.1 Accessing Resources

1. From either the Navigation Toolbar on the left select 'More' then select **"Resources"**
[The VPC Gateway "Resource" page is displayed]
2. The page will display resources available to you. You can also perform a **keyword search** to find resources
3. When you have located the resource, you are looking for click on the topic header and it will be

Further help

For any issues please contact: vpc.admin@vpc.police.uk

