

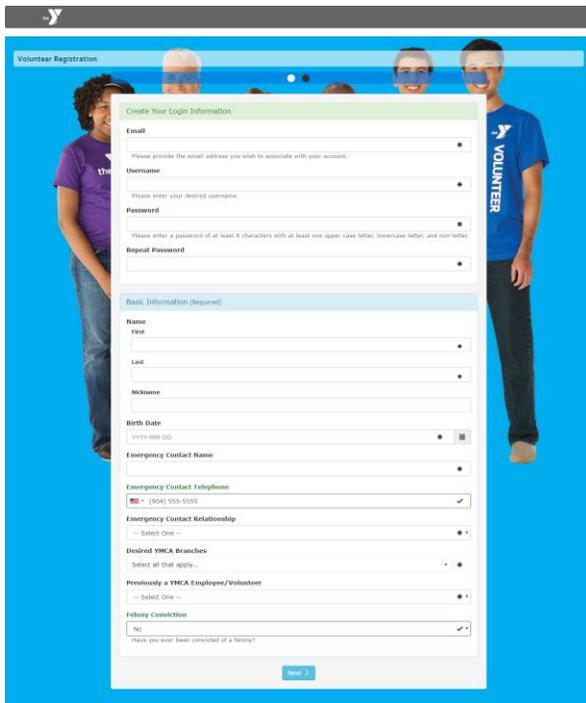
Volunteer Experience

Volunteers may gain access to your Volunteer Management System either as a public/guest user (does not need a login) or as a registered user (needs a login).

Public/Guest

A public user can register as a new user either by visiting the registration form directly (<https://customercode.volunteermatters.org/register>) or by browsing your volunteer project catalog and attempting to sign-up for a need (<https://customercode.volunteermatters.org/project-catalog>).

Registration form

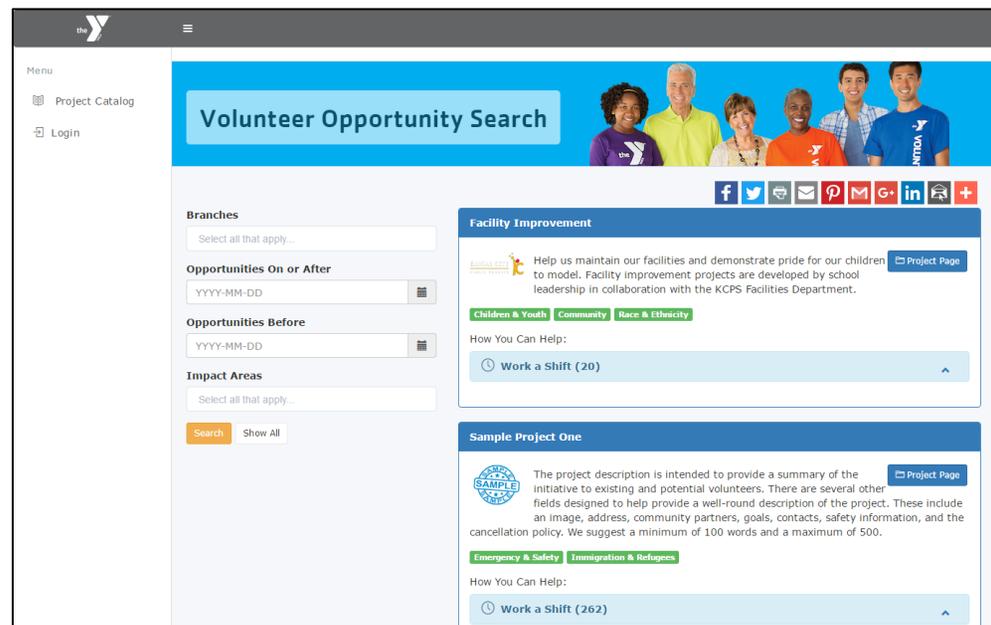


The registration form is titled "Volunteer Registration" and is set against a blue background with a photo of four diverse people. The form is divided into several sections:

- Create Your Login Information:** Includes fields for Email, Username, Password, and Repeat Password. A note states: "Please provide the email address you wish to associate with your account." and "Please enter a password of at least 8 characters with at least one upper case letter, lowercase letter, and non letter."
- Basic Information (Required):** Includes fields for Name (First, Last, Nickname), Birth Date, and Emergency Contact Name.
- Emergency Contact Telephone:** A field with a phone icon and a checkmark.
- Emergency Contact Relationship:** A dropdown menu with "Select One" and a plus sign.
- Desired YMCA Branches:** A dropdown menu with "Select all that apply..." and a plus sign.
- Previously a YMCA Employee/Volunteer:** A dropdown menu with "Select One" and a plus sign.
- Felony Conviction:** A field with "No" and a checkmark. A note below asks: "Have you ever been convicted of a felony?"

A "Next" button is located at the bottom right of the form.

Volunteer Project Catalog



The "Volunteer Project Catalog" page features a search interface with the following elements:

- Menu:** Includes "Project Catalog" and "Login".
- Search Header:** "Volunteer Opportunity Search" with a blue button.
- Filters:** Includes "Branches" (dropdown), "Opportunities On or After" (YYYY-MM-DD), "Opportunities Before" (YYYY-MM-DD), and "Impact Areas" (dropdown).
- Search Buttons:** "Search" and "Show All".
- Facility Improvement Project:** Includes a description: "Help us maintain our facilities and demonstrate pride for our children to model. Facility improvement projects are developed by school leadership in collaboration with the KCPS Facilities Department." and a "Project Page" button. It also lists tags: "Children & Youth", "Community", and "Race & Ethnicity". Under "How You Can Help:", there is a "Work a Shift (20)" button.
- Sample Project One:** Includes a description: "The project description is intended to provide a summary of the initiative to existing and potential volunteers. There are several other fields designed to help provide a well-round description of the project. These include an image, address, community partners, goals, contacts, safety information, and the cancellation policy. We suggest a minimum of 100 words and a maximum of 500." and a "Project Page" button. It also lists tags: "Emergency & Safety" and "Immigration & Refugees". Under "How You Can Help:", there is a "Work a Shift (262)" button.

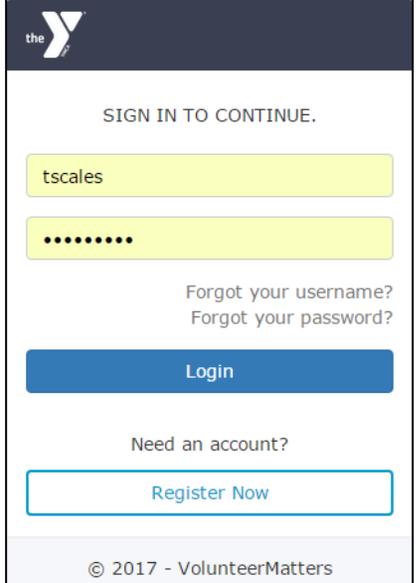
Registered User

A registered user may log into the portal to keep up to date on all volunteer announcements, manage assignments, update their profile information, and browse and sign-up for new volunteer needs. A user may visit <https://customercode.volunteermatters.org> and they will be presented with a login screen. First-time visitors to the portal should enter the username and password they defined as part of their registration process. If the registered user has forgotten their username and/or password there are utilities to help recover and reset them. If a visitor who had never registered found this login screen, there is a link here to “Register Now” which will bring them to the registration form.

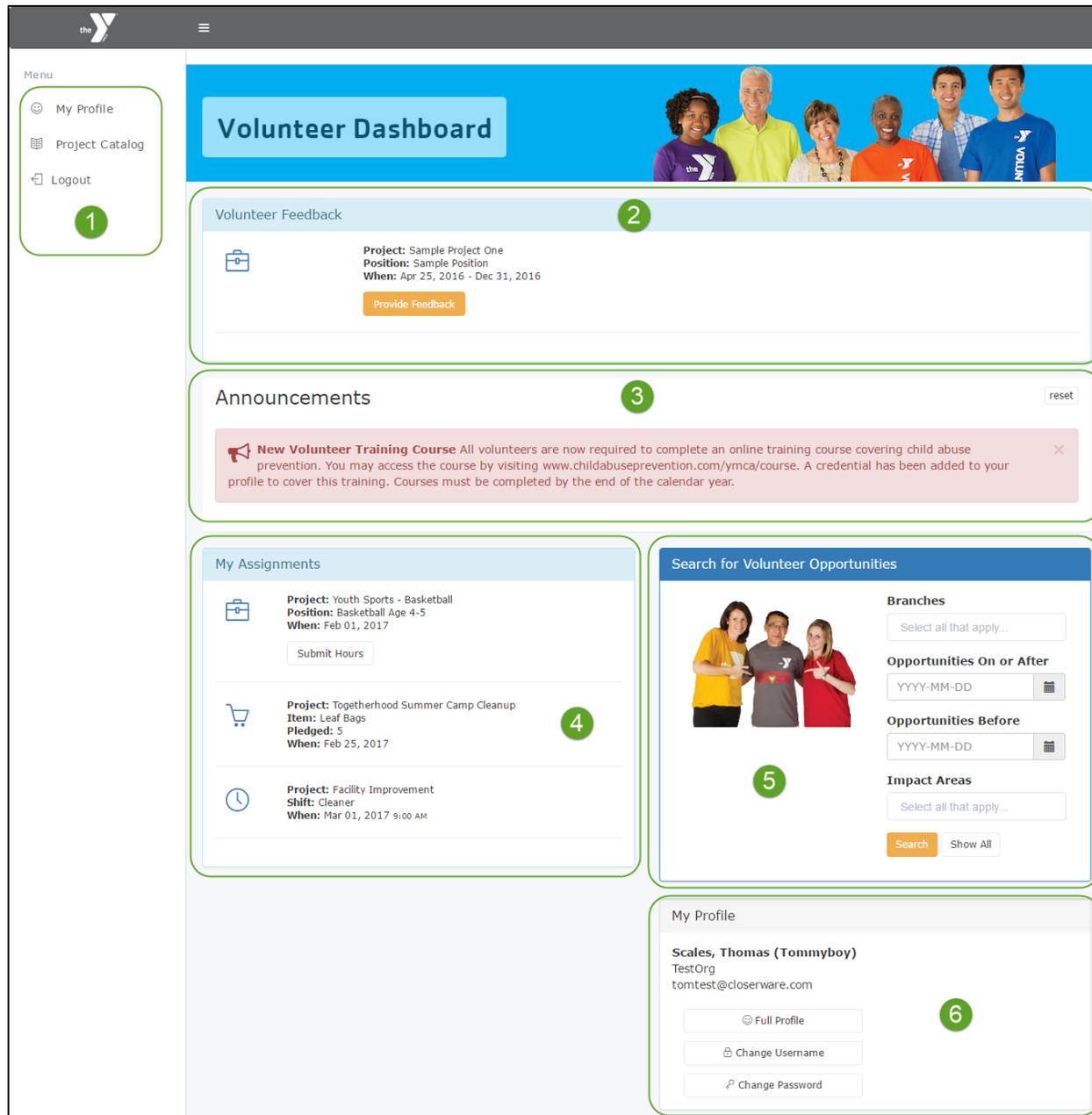
Volunteer Dashboard

The “home” page for the volunteer portal is called the “Volunteer Dashboard”. Users may return to the dashboard at any time by clicking the logo at the top-left of the screen. The dashboard provides access to:

- 1) Site Navigation (My Profile, Project Catalog, Login/Out)
- 2) Volunteer Assignment Feedback (automatically displayed for completed assignments, removed when submitted)
- 3) Announcements (managed by administrators)
- 4) My assignments (list of current assignments, can submit position hours, if applicable)
- 5) Volunteer opportunity search (project catalog)
- 6) My profile (view/edit contact and biographical information and manage system username and password)



The screenshot shows the login interface for the VolunteerMatters portal. At the top left is the logo for 'the Y'. The main heading is 'SIGN IN TO CONTINUE.'. Below this are two input fields: the first contains the username 'tscates' and the second contains a masked password '.....'. To the right of the password field are two links: 'Forgot your username?' and 'Forgot your password?'. Below the input fields is a blue 'Login' button. Underneath the button is the text 'Need an account?' followed by a 'Register Now' button. At the bottom of the page is the copyright notice '© 2017 - VolunteerMatters'.



The screenshot shows the Volunteer Dashboard interface. On the left is a menu with three items: 'My Profile', 'Project Catalog', and 'Logout'. The main content area is divided into several sections: 'Volunteer Feedback' with a 'Provide Feedback' button; 'Announcements' featuring a red alert about a new training course; 'My Assignments' listing three projects with 'Submit Hours' buttons; 'Search for Volunteer Opportunities' with filters for branches, dates, and impact areas; and 'My Profile' for user Scates, Thomas (Tommyboy), with options to view the full profile, change the username, or change the password. Green circles with numbers 1 through 6 highlight specific elements: 1 (Menu), 2 (Feedback button), 3 (Announcements), 4 (Submit Hours button), 5 (Search button), and 6 (Full Profile button).

Menu

- My Profile
- Project Catalog
- Logout

Volunteer Dashboard

Volunteer Feedback

Project: Sample Project One
Position: Sample Position
When: Apr 25, 2016 - Dec 31, 2016

[Provide Feedback](#)

Announcements

New Volunteer Training Course All volunteers are now required to complete an online training course covering child abuse prevention. You may access the course by visiting www.childabuseprevention.com/ymca/course. A credential has been added to your profile to cover this training. Courses must be completed by the end of the calendar year.

My Assignments

- Project:** Youth Sports - Basketball
Position: Basketball Age 4-5
When: Feb 01, 2017
[Submit Hours](#)
- Project:** Togetherhood Summer Camp Cleanup
Item: Leaf Bags
Pledged: 5
When: Feb 25, 2017
- Project:** Facility Improvement
Shift: Cleaner
When: Mar 01, 2017 9:00 AM

Search for Volunteer Opportunities

Branches

Opportunities On or After

Opportunities Before

Impact Areas

[Search](#) [Show All](#)

My Profile

Scates, Thomas (Tommyboy)
TestOrg
tomtest@closerware.com

- [Full Profile](#)
- [Change Username](#)
- [Change Password](#)

Project Catalog

The project catalog contains all active and published volunteer projects that have current/future needs. Needs may include volunteers to work shifts, contribute items, perform tasks, or take on a longer-term position.

1) The catalog allows a volunteer to narrow their search to include projects affiliated with one or more branches (within the association), date range, and/or impact areas (e.g., children & youth, disaster relief, homelessness, etc.)

2) Projects are listed with their a) project name, b) image, c) summary description, d) impact areas, e) Project Page button/link (view more project details) and f) all of the project's needs grouped by need type.

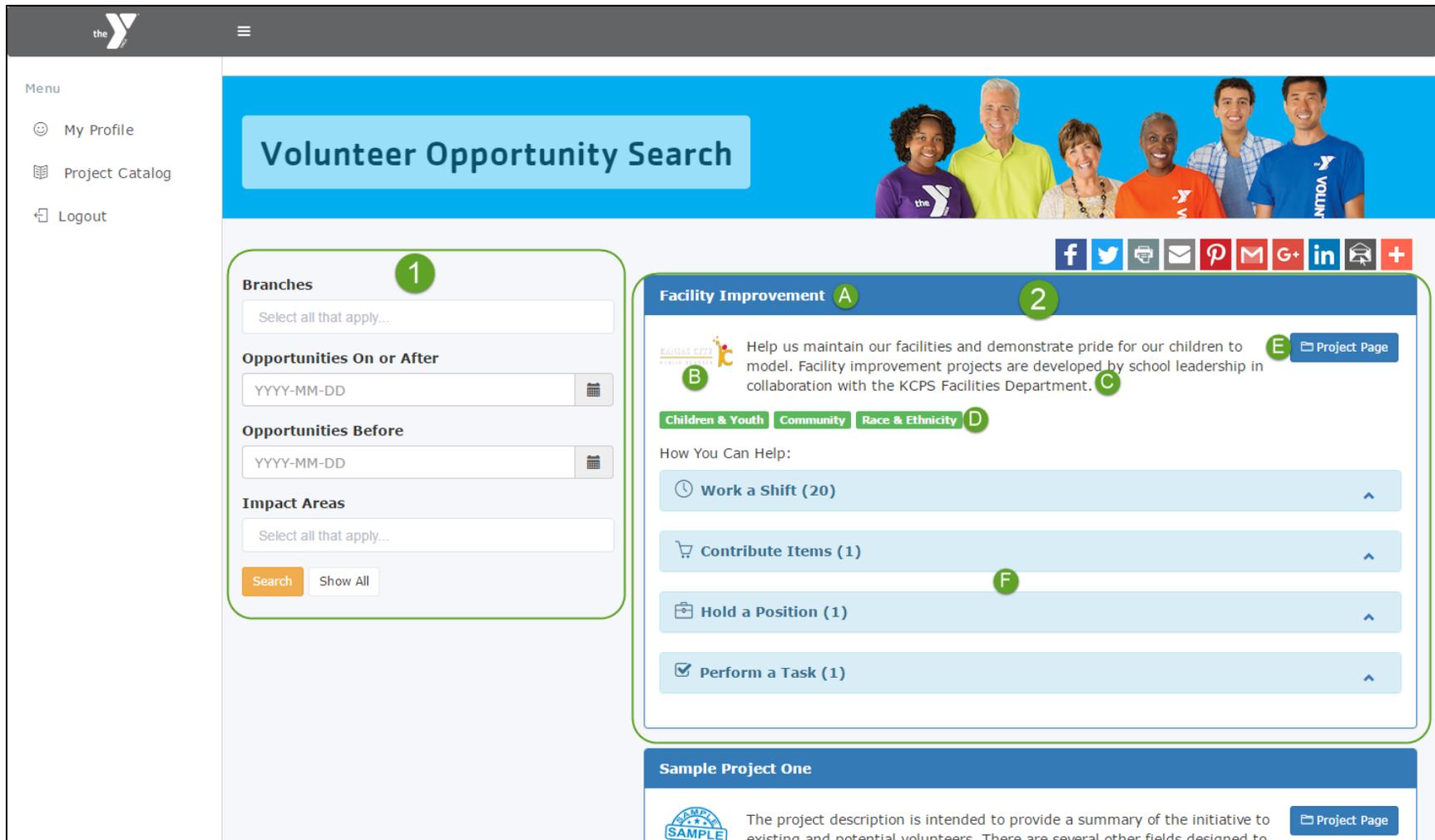
Need Types:

Shifts - Needs where a volunteer is expected to work a specific role (job) during a predetermined time slot (specific date and time).

Items - Needs where you are asking volunteers to donate or lend item(s) to your cause (food, tools, clothing, etc.). Items have a due date as to when they are expected to be delivered.

Tasks - Needs where a volunteer is asked to "do" something but the work can be done according to the volunteer's schedule. You are only asked to complete the task by a specified date.

Positions - A position is a long-term commitment to take on a more staff-like role for the project or organization. An example might include a volunteer manager, project chair, or committee member.



The screenshot shows the 'Volunteer Opportunity Search' interface. On the left is a navigation menu with 'My Profile', 'Project Catalog', and 'Logout'. The main content area features a search filter sidebar (callout 1) with sections for 'Branches', 'Opportunities On or After', 'Opportunities Before', and 'Impact Areas'. The main search results area (callout 2) displays a project titled 'Facility Improvement' (callout A) with a description (callout B), tags for 'Children & Youth', 'Community', and 'Race & Ethnicity' (callout D), and a 'Project Page' link (callout E). Below the description is a 'How You Can Help' section with four options: 'Work a Shift (20)', 'Contribute Items (1)', 'Hold a Position (1)', and 'Perform a Task (1)', each with an expand/collapse arrow (callout F). A 'Sample Project One' section is visible at the bottom.