

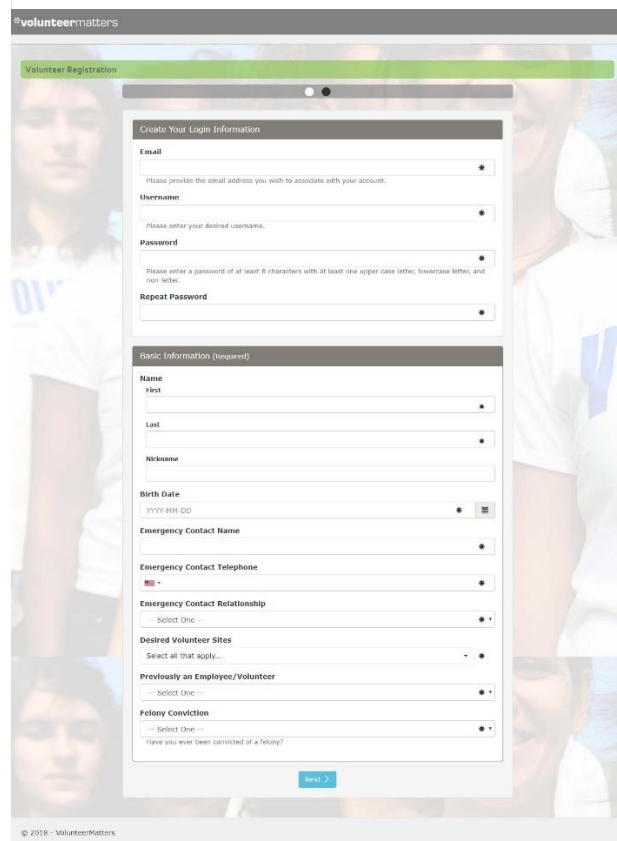
## Volunteer Experience

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

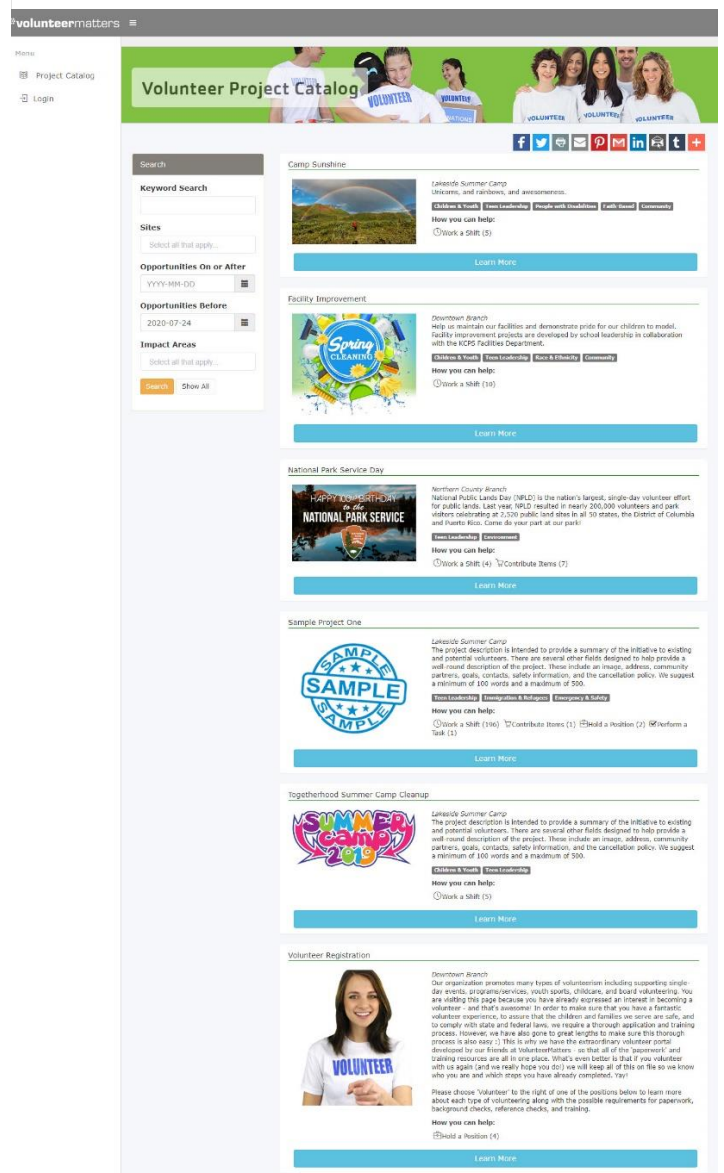


The registration form is titled "Volunteer Registration" and is divided into several sections:

- Create Your Login Information:** Includes fields for Email, Username, Password, and Repeat Password.
- Basic Information (required):** Includes fields for Name (First, Last, Nickname), Birth Date, Emergency Contact Name, Emergency Contact Telephone, Emergency Contact Relationship, Desired Volunteer Sites, Previously an Employee/Volunteer, and Felony Conviction.

At the bottom of the form is a "Next" button.

### Volunteer Project Catalog



The Volunteer Project Catalog features a search bar, a list of projects, and a sidebar with filters. The projects listed include:

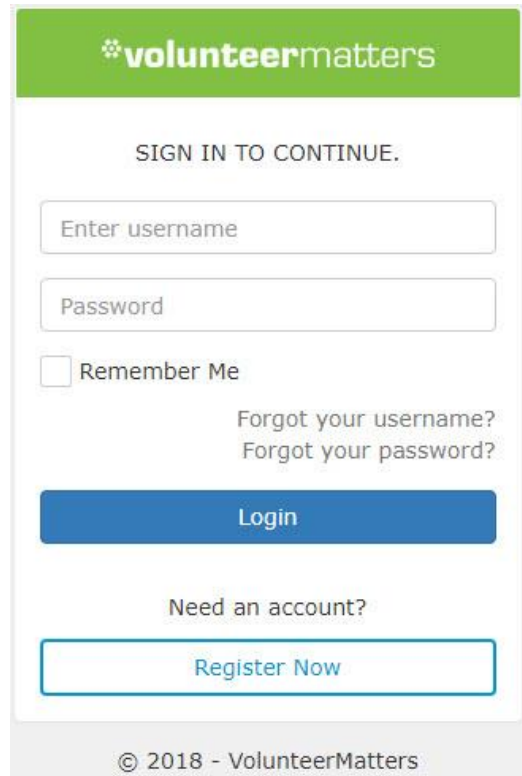
- Camp Sunshine:** (closed) Summer Camp, Uniforms, and rainbows, and assessments. How you can help: ⌚ Work a Shift (3)
- Facility Improvement:** Help us maintain our facilities and demonstrate pride for our children to model. How you can help: ⌚ Work a Shift (18)
- National Park Service Day:** Northern County Branch National Public Lands Day (NPLD) is the nation's largest, single-day volunteer effort for public lands. How you can help: ⌚ Work a Shift (4) 🗳️ Contribute Items (7)
- Sample Project One:** Lakeside Summer Camp. How you can help: ⌚ Work a Shift (194) 🗳️ Contribute Items (1) 🏠 Hold a Position (2) 🗨️ Form a Team (1)
- Togetherhood Summer Camp Cleanup:** Lakeside Summer Camp. How you can help: ⌚ Work a Shift (5)
- Volunteer Registration:** Our organization oversees many types of volunteerism including supporting single-day events, program services, youth sports, childcare, and board volunteering. How you can help: 🏠 Hold a Position (4)

## Registered User

A registered user may log into the portal to keep up to date on all volunteer announcements, manage assignments, provide feedback, 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.



The screenshot shows the login interface for VolunteerMatters. At the top is a green header with the logo and name. Below it, the text "SIGN IN TO CONTINUE." is centered. There are two input fields: "Enter username" and "Password". Below these is a checkbox labeled "Remember Me". To the right of the checkbox are two links: "Forgot your username?" and "Forgot your password?". A blue "Login" button is centered below the links. Below the button is the text "Need an account?" and a light blue "Register Now" button. At the bottom of the page is a footer with the copyright notice "© 2018 - VolunteerMatters".

## 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)

A shift check-in can also be at the top of the dashboard if the volunteer is within 1 hour of their shift beginning for a project that requires check-in. [Click here for more information on the volunteer check-in process.](#)

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Menu

- My Profile
- Project Catalog
- Logout

## Volunteer Dashboard

### Volunteer Feedback

Project: Facility Improvement  
Shift: Cleaner  
When: Oct 27, 2018 9:00 AM

Provide Feedback

### Announcements

Check out our Thanksgiving 5K! Please click the link below to view our upcoming Thanksgiving inspired 5K. All donations will be used for our annual Thanksgiving food kitchen. <demo.volunteermatters.org/project..log/34>

### My Assignments

Project: Annual Superstar Race  
Shift: Course Marshall  
When: Nov 10, 2018 12:00 PM

Project: Youth Mentorship  
Position: M.OD.E.L Mentors  
When: Jan 01, 2019

Submit Hours

### Search for Volunteer Opportunities

Keyword Search

Sites

Opportunities On or After

Opportunities Before

Impact Areas

Search Show All

### My Profile

Cage, Luke  
The Defenders  
tscales+lukecage@closerware.com

Full Profile

Change Username

Change Password

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**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 any publicly available project tags.

2) Projects are listed with their a) project name, b) image, c) summary description, d) project tags, e) Project Page button/link to view project details including of the project's needs grouped by need type.

The screenshot shows the 'Volunteer Project Catalog' page. On the left is a navigation menu with 'Project Catalog' and 'Login'. The main content area features a search sidebar (labeled '1') and a list of projects. The first project, 'Camp Sunshine' (labeled 'A'), includes a rainbow image (labeled 'B'), a description 'Lakeside Summer Camp Unicorns, and rainbows, and awesomeness.' (labeled 'C'), tags like 'Children & Youth' (labeled 'D'), and a 'How you can help:' section with 'Work a Shift (5)' and a 'Learn More' button (labeled 'E'). The second project, 'Facility Improvement', includes a 'Spring CLEANING' image and a description about maintaining facilities. The third project, 'National Park Service Day', includes a 'HAPPY 100th BIRTHDAY to the NATIONAL PARK SERVICE' image and a description about National Public Lands Day (NPLD).

### **Project Page**

The project page contains the project information and all the current/future needs on a project. Needs may include volunteers to work shifts, contribute items, perform tasks, or take on a longer-term position.

Projects are listed with their 1) project name, 2) image, 3) summary description, 4) project classifications and tags, 5) the project address map (if configured), and 6) 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.

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Menu


- Project Catalog
- Login

### Sample Project One 1

*Lakeside Summer Camp*

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.

929 White Plains Rd  
Trumbull, CT 06611  
US



**Community Partners**

Community Partner #1, Community Partner #2

**Goals**

Describe the goals that this volunteer project hopes to achieve. If there are actual metrics (e.g., number of meals served, event participants, books read, or trees planted) then by all means describe them here. This should serve to inspire the volunteer to help in achieving that goal. We suggest a minimum of 50 words and a maximum of 500.

**Contact Details**

Please list the names and contact information for any volunteer liaisons. These may be from your organization or a partner.

**Safety Information**

List anything the volunteer must know to be safe when working this project. Examples might include the proper attire, policies, or other instructions.


**Cancellation Policy**

Describe the policy for event cancellation including methods of notification.

**Impact Areas**

Emergency & Safety Immigration & Refugees Team Leadership

[less](#)



#### How You Can Help 6

**Work a Shift**

July 2019

Su	Mo	Tu	We	Th	Fr	Sa	Date	Day	Time	Role	Need	Volunteer
7	8	9	10	11	12	13	2019-07-24	Wed	9:00AM - 7:00PM	Trainer-Presenter	10	<a href="#">Volunteer</a>
21	22	23	24	25	26	27	2019-07-24	Wed	2:00PM - 4:00PM	Tour Guide	8	<a href="#">Volunteer</a>
28	29	30	31	1	2	3	2019-07-24	Wed	4:00PM - 6:00PM	Tour Guide	8	<a href="#">Volunteer</a>
4	5	6	7	8	9	10	2019-07-25	Thu	9:00AM - 7:00PM	Trainer-Presenter	10	<a href="#">Volunteer</a>
							2019-07-25	Thu	1:00PM - 4:00PM	Day Event Volunteer	10	<a href="#">Volunteer</a>
							2019-07-26	Fri	9:00AM - 7:00PM	Trainer-Presenter	10	<a href="#">Volunteer</a>
							2019-07-26	Fri	11:19AM - 1:19PM	Trainer-Presenter	10	<a href="#">Volunteer</a>
							2019-07-26	Fri	2:00PM - 4:00PM	Tour Guide	8	<a href="#">Volunteer</a>
							2019-07-26	Fri	4:00PM - 6:00PM	Tour Guide	8	<a href="#">Volunteer</a>
							2019-07-29	Mon	9:00AM - 7:00PM	Trainer-Presenter	10	<a href="#">Volunteer</a>

Showing 1 to 10 of 35 entries

**Contribute Items (1)**

Show 10 entries

Item	Need By	Need	Volunteer
Widgets	Dec 31, 2019	97	<a href="#">Volunteer</a>

Showing 1 to 1 of 1 entries

**Hold a Position (2)**

Show 10 entries

Position	Dates	Need	Volunteer
Mentor	Sep 01, 2018 - Dec 31, 2019	48	<a href="#">Volunteer</a>
Youth Sports Coach	Apr 01, 2019 - Jul 31, 2019	46	<a href="#">Volunteer</a>

Showing 1 to 2 of 2 entries

**Perform a Task (1)**

Show 10 entries

Task	Due	Volunteer
<input checked="" type="checkbox"/> Requires References	Dec 31, 2019	<a href="#">Volunteer</a>

Showing 1 to 1 of 1 entries



**Need Page**

The need page contains the need information and all the current/future needs on a project. Needs may include volunteers to work shifts, contribute items, perform tasks, or take on a longer-term position.

Needs are listed with their 1) need details (name, date/times, minimum age, slots open, 2) required credentials (if logged out it will show all credentials even you already have them, if logged in it will only show those still needed and the button to apply), 3) buttons to login (for existing users) and register now (for new users).

The screenshot displays the 'Volunteer Sign-Up!' interface. On the left, a navigation menu includes 'Project Catalog' and 'Login'. The main content area is titled 'Work a Shift' and features a 'Trainer-Presenter' need. This need is detailed with a description, shift times (9:00 AM - 7:00 PM, Wednesday, Jul 24, 2019), a minimum age of 18, and a requirement for 10 volunteers. A 'Required Credentials' section lists 'Liability Waiver', 'Mandated Reporter Training', and 'Child Abuse Prevention Policy'. At the bottom of this section, there are 'Login' and 'Register Now' buttons. To the right, the 'Sample Project One' section includes a project description, a 'Project Page' link, and tags for 'Teen Leadership', 'Immigration & Refugees', and 'Emergency & Safety'. The page also features social media icons and a 'Cancel' button at the bottom.

For those new users they will be taken to the registration form to begin the registration process. After the registration form, the volunteer is automatically logged into the system and is prompted to complete their credentials. The system determines which credentials are required of all volunteers and those that are required for this specific assignment. This could include a liability waiver, child abuse prevention policy, drivers license, CPR certification, lifeguard training, background check, or any other credential the organization deems necessary. They are customizable per organization and can be marked as being a requirement per volunteer need.

After submitting their credentials, the volunteer is brought back to the project need automatically signed up for it. Any credentials still in process will show on the need that it must be approved/exempted prior to the assignment.

NOTE: If any of the credentials required on the need are "[Strict](#)" and require administrator or system intervention they will not be automatically signed up for the need at this time. They must come back when credential is approved or exempted and then sign up for the need.