

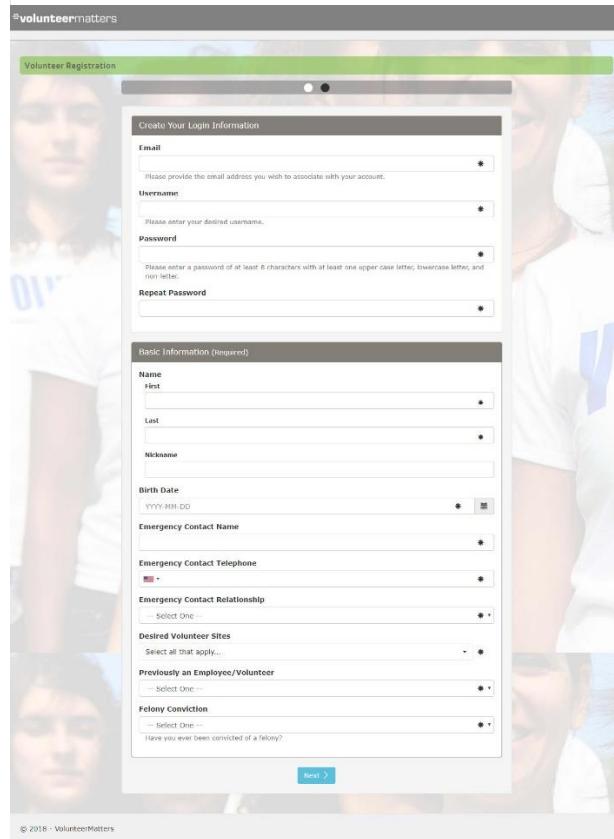
Volunteer Experience

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

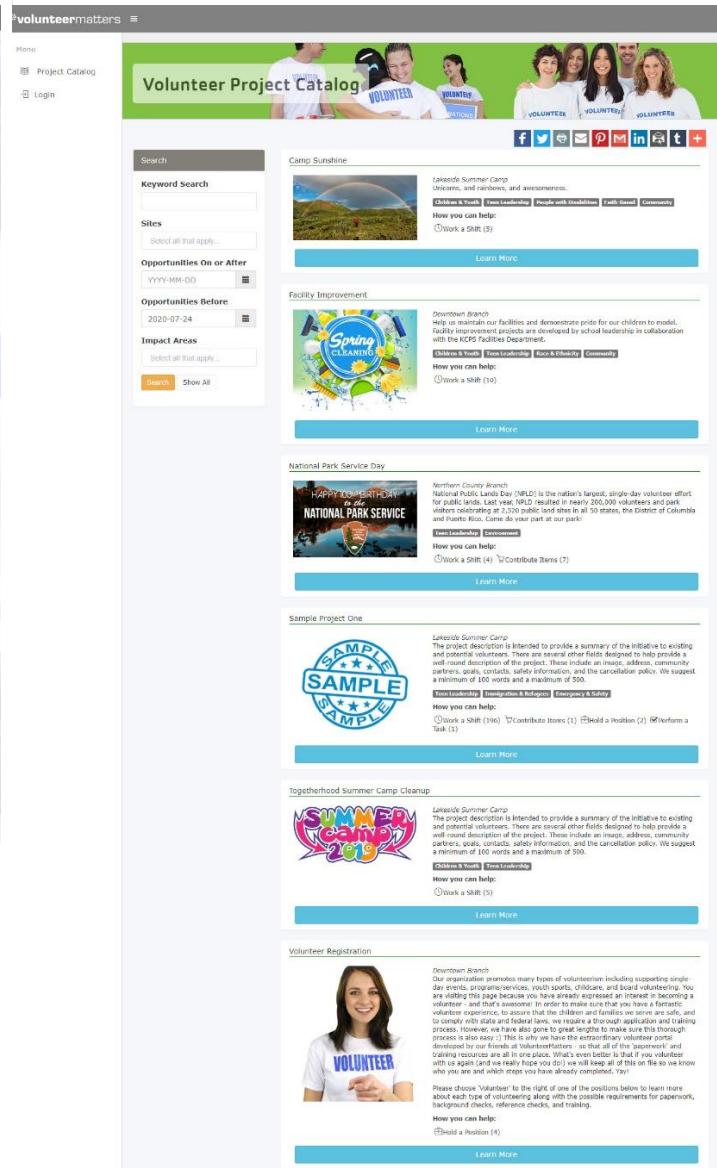
A public user can register as a new user either by visiting the registration form directly (<https://customercode.volunteermatters.org/register>) or by browsing your volunteer project catalog and attempting to sign-up for a need (<https://customercode.volunteermatters.org/project-catalog>).

Registration form



The screenshot shows the "Create Your Login Information" step of the registration process. It includes fields for Email, Username, Password, and Repeat Password. Below this, the "Basic Information (Required)" section contains fields for Name, Last, Nickname, Birth Date, Emergency Contact Name, Emergency Contact Telephone, Emergency Contact Relationship, Desired Volunteer Sites, Previously an Employee/Volunteer, and Felony Conviction.

Volunteer Project Catalog



The screenshot displays the "Volunteer Project Catalog" page. It features a banner with several volunteers. Below the banner, there are three main project descriptions: "Camp Sunshine" (Lakeside Summer Camp), "National Park Service" (Happy Birthday to the NATIONAL PARK SERVICE), and "Togetherhood Summer Camp Cleanup" (SUMMER CAMP 2019). Each project has a thumbnail, a brief description, and a "Learn More" button.

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.

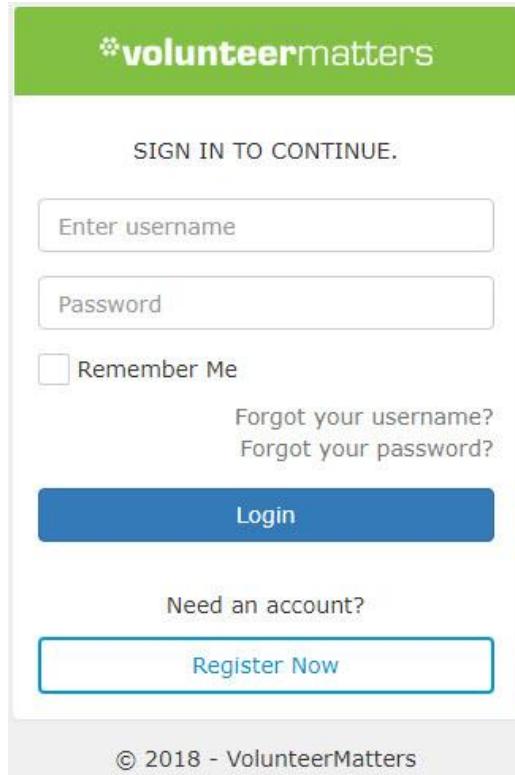
First-time visitors to the portal should enter the username and password they defined as part of their registration process. If the registered user has forgotten their username and/or password there are utilities to help recover and reset them. If a visitor who had never registered found this login screen, there is a link here to "Register Now" which will bring them to the registration form.

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](#).



The screenshot shows the volunteermatters login page. At the top is a green header bar with the "volunteermatters" logo. Below it is a white form area with a green header that says "SIGN IN TO CONTINUE.". The form contains two input fields: "Enter username" and "Password", both with placeholder text. Below the fields is a "Remember Me" checkbox. To the right of the fields are links for "Forgot your username?" and "Forgot your password?". A large blue "Login" button is centered below the inputs. At the bottom of the form area is a link "Need an account? Register Now" with a teal border. The footer of the page contains the copyright notice "© 2018 - VolunteerMatters".

志愿事项

Menu

- My Profile
- Project Catalog
- Logout

1



Volunteer Dashboard

Volunteer Feedback

2

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

Provide Feedback

Announcements

3

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

4

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

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

Submit Hours

Search for Volunteer Opportunities

5

Keyword Search

Sites

Select all that apply...

Opportunities On or After

YYYY-MM-DD

Opportunities Before

YYYY-MM-DD

Impact Areas

Select all that apply...

Search Show All

My Profile

6

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

Full Profile

Change Username

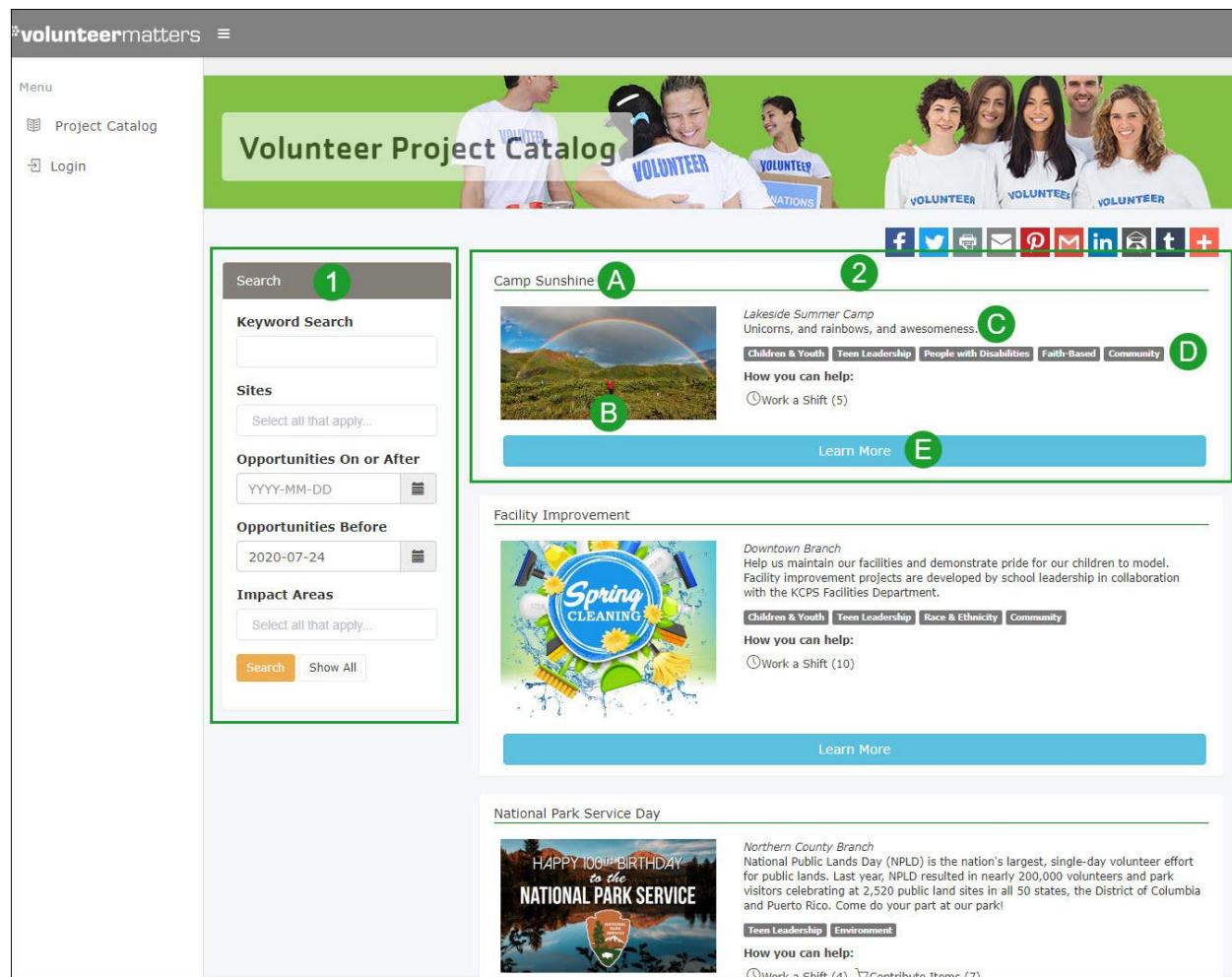
Change Password

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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 with various sections and features highlighted:

- Search Filter Area (1):** Contains fields for Keyword Search, Sites, Opportunities On or After (set to YYYY-MM-DD), Opportunities Before (set to 2020-07-24), Impact Areas, and buttons for Search and Show All.
- Project Cards:**
 - Camp Sunshine (A):** A card for Camp Sunshine featuring a rainbow over a landscape. It includes a summary: "Lakeside Summer Camp Unicorns, and rainbows, and awesomeness.", categories: Children & Youth, Teen Leadership, People with Disabilities, Faith-Based, Community, and a "How you can help" section with a "Work a Shift (5)" option. A "Learn More" button is at the bottom.
 - Facility Improvement:** A card for Facility Improvement featuring a "Spring CLEANING" graphic. It includes a summary: "Downtown Branch 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.", categories: Children & Youth, Teen Leadership, Race & Ethnicity, Community, and a "How you can help" section with a "Work a Shift (10)" option. A "Learn More" button is at the bottom.
 - National Park Service Day:** A card for National Park Service Day featuring a "HAPPY 100th BIRTHDAY to the NATIONAL PARK SERVICE" graphic. It includes a summary: "Northern County Branch National Public Lands Day (NPLD) is the nation's largest, single-day volunteer effort for public lands. Last year, NPLD resulted in nearly 200,000 volunteers and park visitors celebrating at 2,520 public land sites in all 50 states, the District of Columbia and Puerto Rico. Come do your part at our park!", categories: Teen Leadership, Environment, and a "How you can help" section with options "Work a Shift (4)" and "Contribute Items (7)". A "Learn More" button is at the bottom.
- Header and Navigation:** Includes a header bar with the website name, a menu icon, and links for Menu, Project Catalog, and Login. Below the header is a banner image of people in white t-shirts with "VOLUNTEER" printed on them.
- Social Media and Share Buttons:** Located at the top right of the main content area.

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.

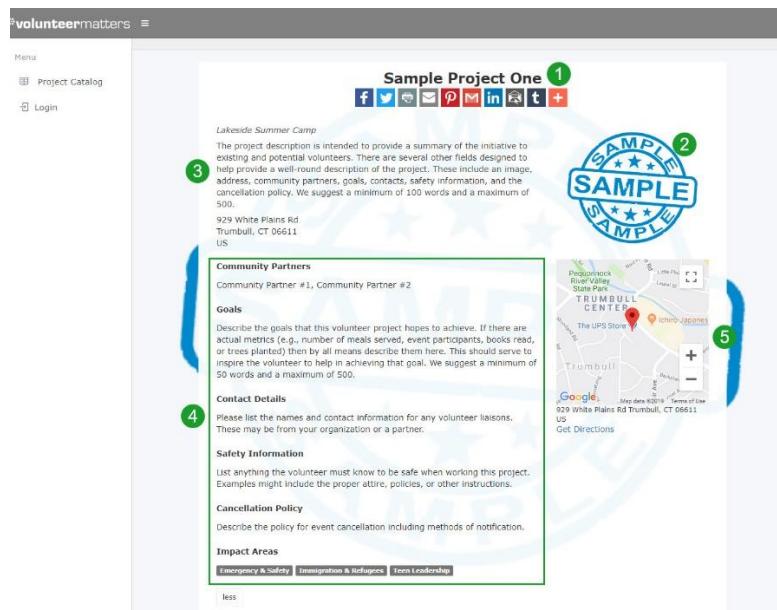
Need Types:

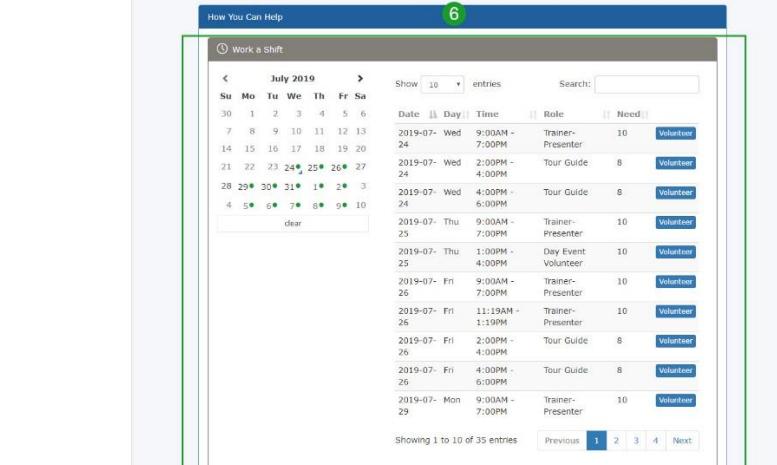
Shifts - Needs where a volunteer is expected to work a specific role (job) during a predetermined time slot (specific date and time).

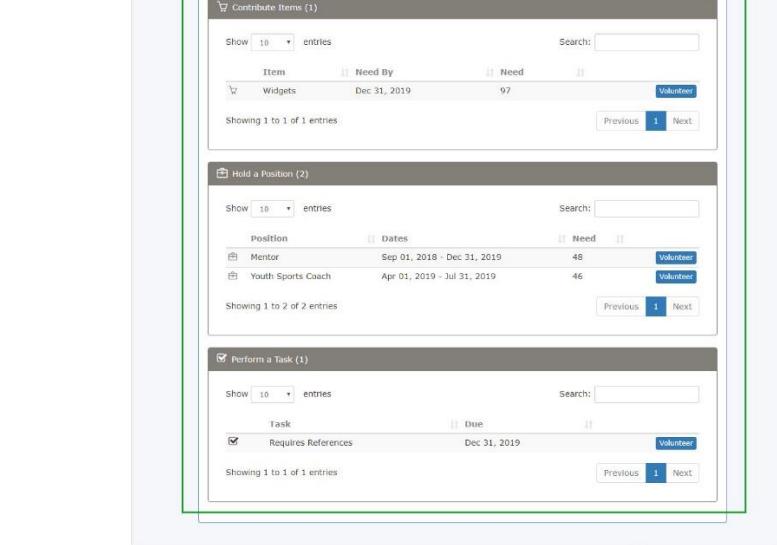
Items - Needs where you are asking volunteers to donate or lend item(s) to your cause (food, tools, clothing, etc.). Items have a due date as to when they are expected to be delivered.

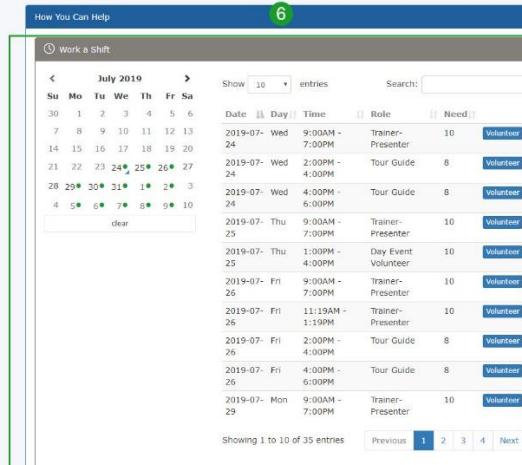
Tasks - Needs where a volunteer is asked to "do" something but the work can be done according to the volunteer's schedule. You are only asked to complete the task by a specified date.

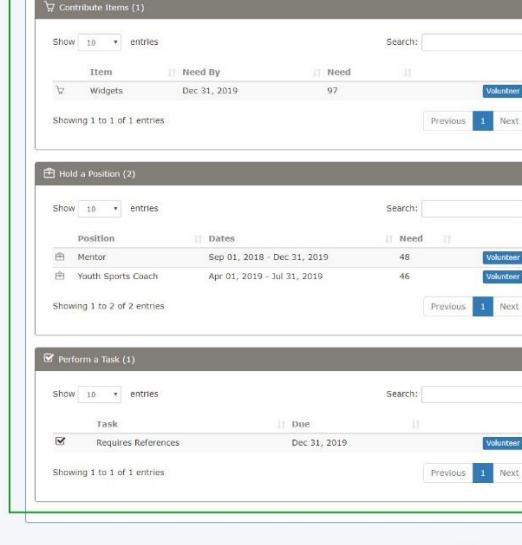
Positions - A position is a long-term commitment to take on a more staff-like role for the project or organization. An example might include a volunteer manager, project chair, or committee member.

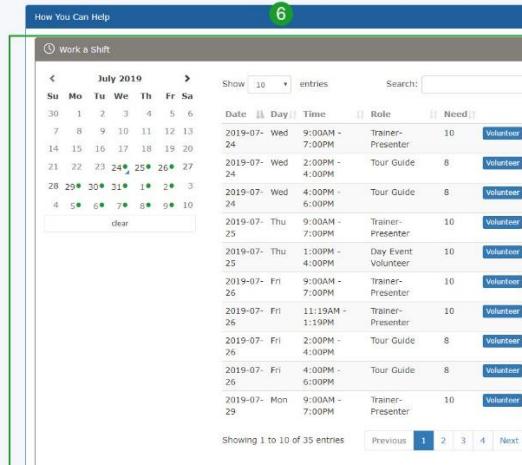
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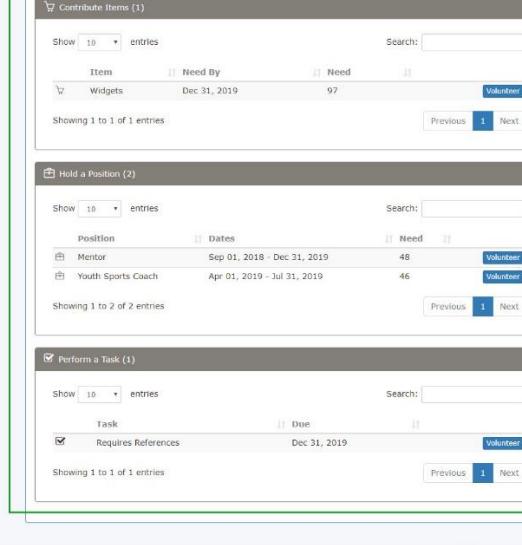
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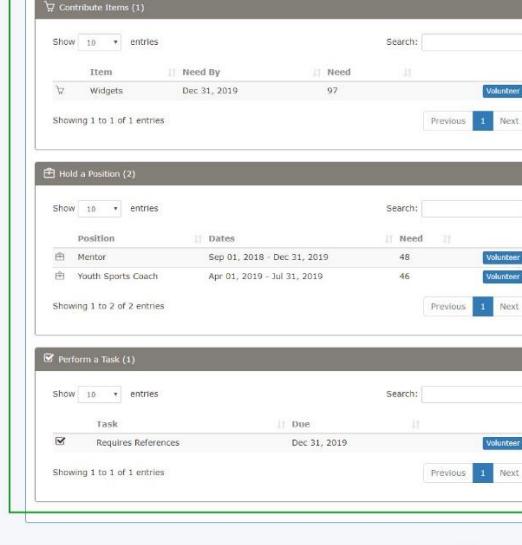
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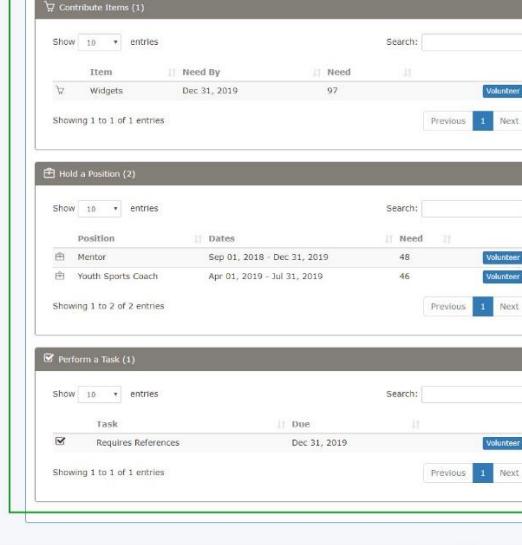
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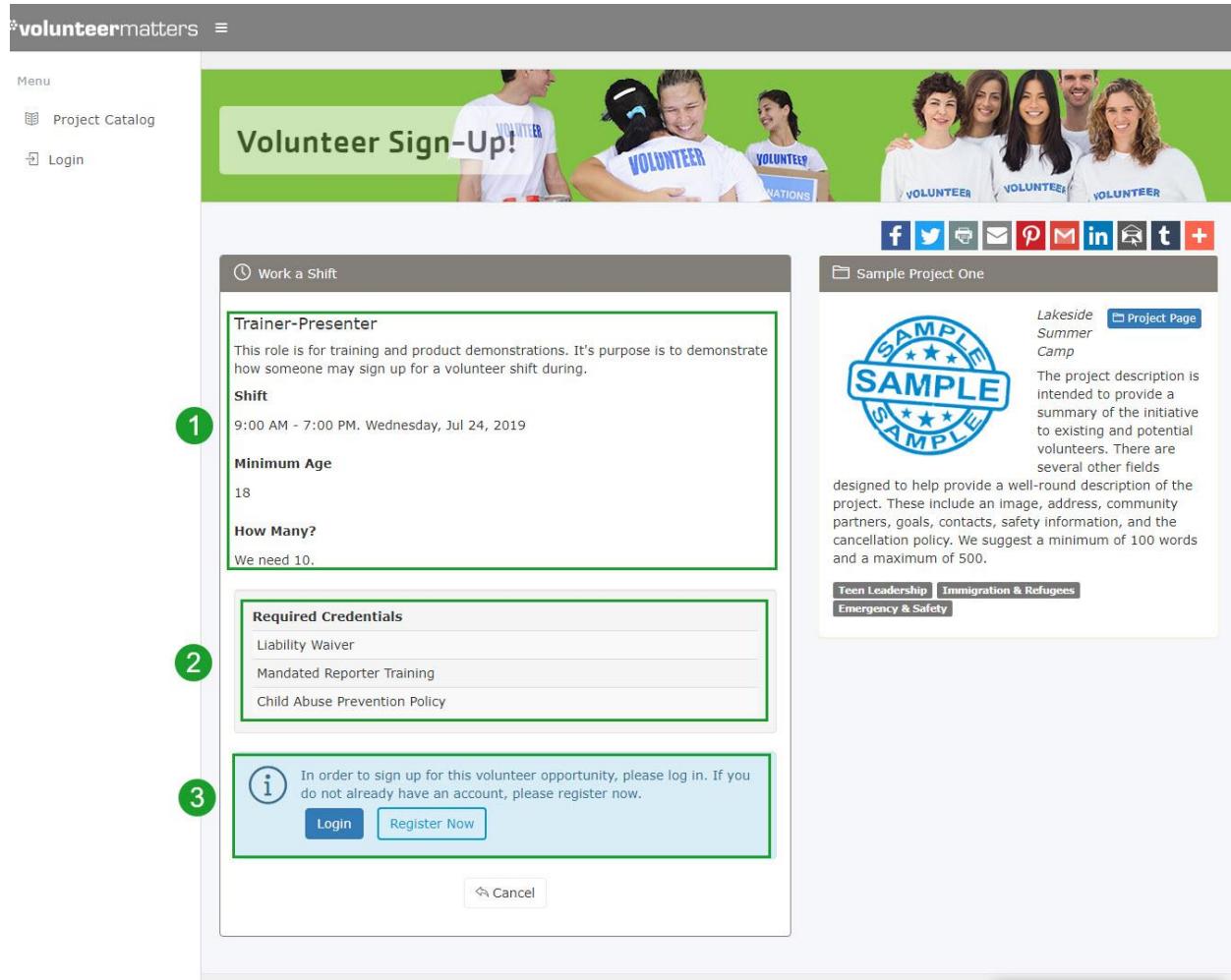
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Need Page

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 shows the 'Volunteer Sign-Up!' page for a 'Lakeside Summer Camp' project. The page includes a banner with several volunteers, social media sharing icons, and a summary of the project. The main form is divided into three sections:

- 1** **Work a Shift**: Details a shift for a 'Trainer-Presenter' role from 9:00 AM - 7:00 PM on Wednesday, Jul 24, 2019. It specifies a minimum age of 18 and a need for 10 volunteers.
- 2** **Required Credentials**: Lists required credentials: Liability Waiver, Mandated Reporter Training, and Child Abuse Prevention Policy.
- 3** **Action Step**: A callout box informs users to log in or register now to sign up. It includes 'Login' and 'Register Now' buttons and a 'Cancel' link 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.