

Volunteer Matters Question and Answers

Personal Information and Access

Q: How do I change my personal information such as my address and phone number?

A: Click on the icon “me” then the tab “my info”. You will see “edit” buttons below each section. After you make your changes be sure to click “update”

Q: How do I change what information appears in the directory?

A: Click on “me” then click “pref”. Then click on “directory”. You will have the option to exclude specific information , or remove yourself completely from the directory.

Q: How do I change my username or password?

A: Click on “me” then click either “username” or Password” and make your changes. Don’t forget to click “update” when you are finished!

Directory

Q: How do I search for other student’s in my child’s class?

A: Click on “directory” then “advanced filter” (which is beside the search line). In the “filter” box, You will see “add” then “choose one” - click on the up/down arrow beside “choose one”. Select your homeroom, and the directory will switch to only display your selected homeroom.

Volunteering

Q: How do I sign up to volunteer?

A: This is very easy! Go to “volunteer”. You can select either calendar or list view. In either case, you will want to select your search functions that meet your own criteria (ie: your child’s homeroom, and any committees that you are interested in volunteering for) Click on the “+” beside “calendar” in the “search” box. Check the boxes of the calendars you want to view, then click “save”. You can always add or remove your options at any time by repeating the steps - or you can select “all” the boxes.

Once you have selected the calendar search option, on the list or calendar (depending on the view you selected) you will see your options. Click on the option in the calendar, click “sign up now”. You can also add any comments that you would like the chair to know (ie: you will be late, or need to leave early etc - just remember all volunteers will see your comments!!!) Once you click “sign up now” you will receive a confirmation email.

Q: Why are some volunteer options different colors?

A: If the shift is “green” you can sign up to work. If the shift is “gray”, the the shift is full and you are unable to sign up. Some volunteer opportunities have a “wait list” option. If the shift is “red” it means that it is too close to the event and you are unable to sign up anymore. Most shifts are set up that you sign up until the day before the event - but this will vary by calendar.

Q: What if I signed up, but I am no longer able to work?

A: Most shifts will allow you to withdraw your name up until 2 days prior to the event. After that time, you will need to contact the chairperson directly to indicate your need to withdrawal. You will only receive hours if you attended your volunteer shift!

Q: How do I see what I have signed up for?

A: Click on “home” to bring you to the home page. Top right corner will list the shifts that you are signed up to volunteer. Alternatively, you can click on “me” then “assigned” and all your upcoming volunteer assignments will be listed.

Q: How do I see how many hours that I have worked?

A: Click on “me” then “requirements”. This will show how many hours you have worked towards your required hours and also your selection of your fundraising option and whether it has been fulfilled. If you have not selected your fundraising option, please contact Jen Galligan at jjgalligan@verizon.net.

Committee Placement

Q: How do I see what committees I am currently on?

A: Click on “me” then “placements” and it will show all committees where you are currently a member . If you wish to be removed or added to a particular committee please contact Jen Galligan at jjgalligan@verizon.net.

Q: How will I find out about volunteer opportunities for my particular committee?

A: You will receive an email from the chairperson letting you know when there are volunteer opportunities posted on the calendar. You can also always look at your committee calendar for volunteer shifts.