

## **Frequently Asked Questions**

We are excited to introduce a new sign up process that allows volunteers to view availability and schedule short-term, one-time, and special event opportunities all online! You can also fill out applications for long-term volunteer opportunities, alternative spring break (ASB) trips, and internships. Below you will find answers to the most frequently asked questions about our new system.

### **How do I create a volunteer profile online?**

For first time users, the sign up is a two part process that involves creating a volunteer profile and then confirming your email address.

To create a profile:

- Please visit [www.drmmvolunteers.org](http://www.drmmvolunteers.org)
- Click on [sign up to volunteer] link
- New users click on [Register] to create a new volunteer profile
- Enter required information and click [Register]
- Check your email for a confirmation link (may go into spam folder)
- Click on confirmation link and log in using your email and password

### **How do I schedule shifts online?**

Visit [www.drmmvolunteers.org/volunteer](http://www.drmmvolunteers.org/volunteer) and log into your profile page. First time users will need to create a volunteer profile prior to logging in. From your profile page, click [sign up to volunteer] to view and schedule shifts. To schedule a shift, enter the number of volunteers at the top of your screen and click [Select] next to the shift you wish to schedule. A confirmation email will be sent to you with more details on your scheduled opportunity. Your scheduled shift(s) will also appear on your volunteer profile page under Assigned Tasks.

### **I created an account online - why can't I log in?**

You must confirm your account via email before the system will allow you to sign in. After you register as a new user, an email confirmation is automatically sent to the email that you provided. Please check your email (including spam or junk folder) and click on the link provided in the email to confirm your account. Users have 24 hours to confirm. If it's been more than 24 hours, please register again as a new user.

### **Is there a way to narrow down my search for opportunities?**

Yes, you can search opportunities by facility, number of volunteers, by shift or date. You can search using any one of these categories separately, or by using any combination of categories to narrow the search. At the top of your task screen, simply enter the criteria you wish to search by and click [Narrow Search].

To search by date, enter the date (00/00/0000)

To search by facility, select a location from drop down menu

To search by task, enter name of task – even partially entering something will work (lunch, dinner, dinner prep, breakfast, food sorter, Christmas, etc)

To search by # of volunteers, enter the number of volunteers you wish to bring

### **How do I sign up a group?**

Enter the number of volunteers you wish to bring in the # of volunteers box located at top of your task screen before selecting a shift.

**What if I have more people in my group than spots available?**

We typically work with groups of 8-12 per shift and may use larger groups for one time opportunities or special events as needed. We have set maximum capacities for each kitchen volunteer shift to insure that there are not too many individuals than what is needed to accomplish the task. Please consider scheduling more than one shift to accommodate larger groups.

**How do I know how many spots are available for a shift online?**

Next to each volunteer opportunity, under the *available* column, you will see how many spots are open to schedule.

**I want to sign up for a specific shift but it's not showing up online**

We have a specific number of spots for each shift and once those spots fill up, they no longer appear online as the shift is booked. If spots become available the shift will reappear.

**How far in advance can I schedule shifts?**

You can schedule shifts 2-3 months in advance. We typically have the schedule open for the month we are currently in plus the following two months. On the first business day of each month we make a new month of scheduling available online.

**How will I know if I successfully signed up for a shift?**

The shift(s) you sign up for online will appear on your profile page under Assigned Tasks and you will also receive an email confirmation with detailed info about your shift. Remember to check your spam or junk mail folder if you have not received a confirmation.

**How do I cancel a shift?**

Log into your profile page and under assigned tasks click on [Change] next to the shift you wish to cancel. Click [Cancel]. A message will appear asking if you are sure you want to withdraw your registration and select [Yes]. You can verify that your cancellation went through as it should no longer appear under the Assigned Tasks section of your profile page.

**Can I add or subtract volunteers once I've signed up for a shift?**

Yes, we ask that changes to the numbers of volunteers be done at least 24 hours prior to the scheduled shift. The system will only allow you to add additional volunteers if the spots are available. To add or subtract volunteers log into your profile page and under assigned tasks click on [Change] next to the shift you wish to update. Type in new number of volunteers in the # of volunteers box and click [Update]. The updated number of volunteers will also appear under the Assigned Tasks section of your profile page.

We are happy to answer any other questions.

Please call the volunteer department at 303-953-3955 to speak to a volunteer coordinator