

Frequently Asked Questions about Volunteering through VolunteerSpot

What is VolunteerSpot and why are we using it?

VolunteerSpot is a web-based tool for organizing volunteers. It is easy to use for volunteers (similar to Evite) and provides tools for organizers to more easily communicate with their volunteers. VolunteerSpot offers:

- Self-managed signups and a way to see when jobs are filled or open
- Easy access from your computer or Smartphone
- Automatic confirmation and reminders
- Calendar integration
- Automatic hours logging

In addition, the OES Volunteer webpage (www.oes.edu/giving/volunteers) will now list all volunteer opportunities and VolunteerSpot links in one convenient place. VolunteerSpot and the new OES Volunteer webpage will replace the way you signed up in previous years.

How do I learn about opportunities?

Opportunity descriptions and links to VolunteerSpot are always available on the OES Volunteer Webpage (www.oes.edu/giving/volunteers). New, and upcoming, opportunities will be advertised in the division newsletters and on the parent webpage of the main OES website. LS classroom activities will also be available on the teacher specific webpages.

How do I sign-up?

Signing up using a computer:

1. For illustrated instructions see the VolunteerSpot Sign Up Quick Reference document available from the OES Volunteer website.
2. Find the activity you are interested in on the Volunteer website, division newsletter announcement, organizer email or LS classroom teacher page
3. Click on the sign-up link
4. Enter your email address (VolunteerSpot will ask for this each time you click on a sign-up link). This does not need to be the email address you have on file with OES.
5. Click on a gold clipboard, this opens the specific day or event
 - A Gold clipboard indicates spots are available
 - A Purple clipboard indicates all spots are full
 - A Green clipboard indicates where you have signed up
6. Select the job you would like and click sign-up
7. Click Save and Close in the bottom right corner
8. Provide your name and phone if requested, click OK (do not enter your email here – VolunteerSpot already has that from when you entered the system)
9. Click the Confirm button
10. The next page presents several ads, scroll to the bottom and click Confirm again
11. The last step allows you to download your commitment to your electronic calendar
12. VolunteerSpot will send you an email confirmation of your sign-up.

Signing up from a Smartphone

1. Find the activity you are interested in on the Volunteer website, division newsletter announcement, organizer email or LS classroom teacher page
2. Click on the sign-up link
3. Enter your email address twice (VolunteerSpot will ask for this each time you click on a sign-up link). This does not need to be the email address you have on file with OES.
4. Click submit
5. Confirm your email address
6. Select a month (you will only be asked to do this if the activity covers more than one month)
7. Select a day (if the activity has dates associated with it)
8. Select a job
9. Select sign-up, select Save & Close
10. Select Save & Close again
11. Select Done

If this is the first time you signed up for a job, your confirmation email will ask you to return to VolunteerSpot to provide some additional information (name and phone number). We'd appreciate if you would do this so that we can know your name if we should need to contact you.

Can I get back to the OES Volunteer webpage from within VolunteerSpot?

Not directly. When you click sign-up for an activity from the OES Volunteer webpage, VolunteerSpot opens in a new browser window or new browser tab (depending on your operating system). To go back to the OES Volunteer webpage, click on the OES Volunteer tab or window.

How come I get a calendar for some events and a big clipboard for others?

If an event is a single day or does not have a specific day you will get one big clipboard. If the jobs span multiple days you will get a calendar.

How do I know who to contact with questions about an event?

You can find the organizer's name in the Learn More sections of the OES Volunteer webpage (they can be accessed directly via the division specific volunteer webpages). In VolunteerSpot you can click on the Contact Organizer button in the left menu of the activities main landing page.

Where do I go if I have a question about using the VolunteerSpot software?

Contact Kim Jensen (kim.jensen@comcast.net) or Kysa Vassily (kysa4@yahoo.com).

What do I do if I need to cancel?

1. Return to the activity using the link in your VolunteerSpot email confirmation or the activity link on the OES Volunteer webpage to go back into the activity, or by logging in if you have registered with VolunteerSpot. You may also go to the VolunteerSpot homepage at www.VolunteerSpot.com and click on **Find My Activity Links**. Enter your e-mail address and VolunteerSpot will send you the links to all Activities to which you have been invited.
2. Enter your email address
3. Go to the day you need to cancel
4. Click the “-“ sign to the right of the green Signed Up box
5. Click OK
6. Click Save and Close
7. Click the Confirm button
8. Click Continue

Do I need to register on VolunteerSpot?

You do not need to register to volunteer using VolunteerSpot, but you do need to provide your email each time you enter the system (this does not need to be the email address you have on file with OES). VolunteerSpot will use this information if you sign up for a job, to confirm your assignment, and send reminders. Organizers must register.

Why should I register?

If volunteers choose to sign up for a VolunteerSpot account with an e-mail address and password, VolunteerSpot will keep track of all your invitations. If you need to return to activity you can access that activity by logging on and using the MyInvitations menu selection. If you are not registered you will need a link to enter the activity which is available on the OES Volunteer webpage or in the confirmation you received when you signed-up for a job.

Do I still need to log hours?

If you sign-up for a job using VolunteerSpot you will not need to log hours. There are some jobs that will still need to log hours. The process for that is still under development.

Why did we pick VolunteerSpot?

We looked at over 45 off-the-shelf web-based packages and selected VolunteerSpot for its ease of use, its features, its customer support, and on-going product development.

Is my information secure?

Yes. OES activities are not publically available on VolunteerSpot – you must have a link to access the activity. These links are available on the OES Volunteer webpage. Additionally you must provide an email to enter the activity. VolunteerSpot will only use this information if you sign-up. Volunteer and organizer names and email addresses are never rented or released to outside parties by VolunteerSpot. Volunteers and organizers DO have the option to opt-in to special offers from VolunteerSpot sponsors and will be prompted to share their email address and other personal information if they choose.

Can I turn off the ads?

At this time we can't turn off the ads. VolunteerSpot is able to offer complimentary access as its primary funding comes from ads. VolunteerSpot only accepts family friendly ads and makes sure the ads are squeaky clean. OES staff has reviewed the types of ads on VolunteerSpot and is comfortable that their content is appropriate for our school.

How much does it cost?

VolunteerSpot is free to most users. OES PCL (Parent Community Link) has paid for one premium account. We are paying just over \$200 for 12 months of premium access, which gives us some functionality not found in the complimentary version.

Can I set up my own activity?

No. You may, however, contact oesvolunteer@oes.edu and request an activity be set up. This will ensure that we have the access we need to support organizers and collect hours automatically.