



## Frequently Asked Questions

### Is there a partner agency user guide for this system?

Yes! For agencies currently in the system, you will get a Partner Agency User Guide by emailing [vol@helplinecenter.org](mailto:vol@helplinecenter.org) to request a copy. You can also use the *Partner Help* tab in your agency portal.

### Are there trainings for agencies wanting to use this system?

Yes! The best way to maximize the potential of this system is to request a one-on-one training session or attend a Lab Hours session. For more information visit [helplinecenter.org/labhours](http://helplinecenter.org/labhours)

### How do I log in to my account?

Click the blue *Log In* button at the top of the main page at [volunteer.helplinecenter.org](http://volunteer.helplinecenter.org). Your username is always your email address. You will immediately go to your partner portal where you can add, edit or change information about your agency or opportunities.



### I forgot my username. What do I do?

The username is always the email address of the person who registered the agency with this site. If you are unclear if you have been added as a contact on your agency profile, please email [vol@helplinecenter.org](mailto:vol@helplinecenter.org) for support.

### I forgot my password. What do I do?

Click the blue *Log In* button at the top of this page. Put in your username and then click *Forgot Password* to get a temporary password emailed to you.

### How do I list volunteer opportunities on this site?

You must first register your agency with us and be approved as a partner agency. Once you receive your username and password, click the blue *Log In* button at the top of the screen. Enter your *Username* and *Password* then you will be automatically entered into your agency's partner portal. On the left side of the screen is the *Opportunity Wizard* that will make entering volunteer opportunities fast and easy. You can also use our Partner Agency Guide for more extensive instructions.

### I have posted a volunteer opportunity, but it's not showing up.

Helpline Center staff must review each new opportunity to make sure it complies with our agency policies. The approval process takes no more than two working days. You will get an email once the project has been approved. If your opportunity is in violation of Helpline Center policies, the opportunity will not be approved, and we will contact you to discuss options.

### **How do volunteers contact me through this site?**

Interested volunteers will contact your agency by using the *Express Interest* or *Sign Up* feature on your listed opportunity. Once the volunteer clicks this feature, it will automatically send an email to the listed coordinator for the opportunity. The email will tell you who they are, their contact information, as well as what opportunity interests them. **Agencies are asked to call or email each potential volunteer back within 48 hours to discuss your volunteer process, coordinate scheduling the volunteer(s) and begin engaging the volunteer.** In addition, we add your phone number as an option for volunteers to get a hold of you to volunteer. Please ensure the appropriate phone number is listed at the time of submitting your opportunity.

### **How do I access the volunteer's information once they have expressed interest or signed up for my opportunity?**

On your user profile while logged in, you will notice on the left side of the screen a section called "Contacts". Under this page you will find contact information for every volunteer who has ever expressed interest in your listed opportunities.

### **Why can't I delete an opportunity?**

Once an opportunity has had volunteers interested, we do not delete the opportunity as this would erase the connection or contacts made for that opportunity. Rather, we create the opportunity to be *inactive* to ensure these contacts remain intact. This way your agency benefits to grow your volunteer pool and have your connections! To request that an opportunity be inactive, please email your Volunteer Connections staff representative.

### **I got a notice my volunteer opportunities are going to expire. What do I do?**

You will receive an email when your agency or opportunity information is about to expire. The email will prompt you in making the necessary updates to keep your information live on the site. Once you click the link, it will direct you to sign in and make any necessary changes like extending the time for the opportunity.

### **I just can't figure this system out. What do I do?**

Contact our Volunteer Connections Staff to schedule a one-on-one consultation for your area.

**Susie Ryks** | Sioux Empire | [vol@helplinecenter.org](mailto:vol@helplinecenter.org) | (605) 274-1407

**Audrey Nordine** | Black Hills | [bhvol@helplinecenter.org](mailto:bhvol@helplinecenter.org) | (605) 274-1429

**Allison Schmitt** | Brookings | [bkvol@helplinecenter.org](mailto:bkvol@helplinecenter.org) | (605) 274-1424