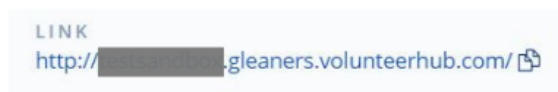


HOW TO USE VOLUNTEERHUB

Step 1. Click on your group's unique link.

Your group organizer should have sent around a link made especially for your group. It will look similar to this:



Step 2. Click on the blue sign up button next to the shift.

- You may need to scroll down a bit, past the welcome message.
- Your group may have more than 1 shift listed. Be sure to choose the correct one.
- If you are struggling to find the blue sign up button, there are two settings you can easily change. They are both just below the welcome message.
 - Make sure the drop down menu on the left is set to All Events.
 - Switch from a calendar view to a list view.

SIGN UP



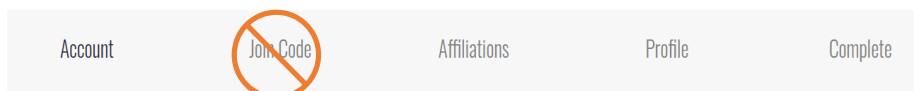
Step 3. Sign In or Create New Account

- If you have volunteered at Gleaners anytime since June 2018 you most likely have an account in VolunteerHub already. Simply input your username and password and then click the blue sign in button.
- If you are new to Gleaners and/or VolunteerHub, you will need to create an account for yourself. Simply click on [Create New Account](#) and follow the steps.

A screenshot of the "Sign In" form. It includes fields for "Username" and "Password", a "Keep me logged in" checkbox, a "Forgot password?" link, and a "SIGN IN" button. Below the form, there is a link that says "Don't have an account? [Create New Account](#)". An orange arrow points from the text in Step 3 to the "Create New Account" link.

Notes on Creating New Account

- Creating a new account takes 3-5 minutes — about 1 minute per section.
- We do not recommend using your email address as your username.
- When you get to section 2 (Join Code), simply skip over it by clicking "next".



Step 4. Receiving Emails

- While you are able to opt-out of receiving emails from Gleaners Food Bank, VolunteerHub will send a total of 4 emails. In order they include:
 - Confirmation of Account Creation — You will receive this one time when you first create your account.
 - Confirmation of Sign Up — For each shift that you sign up to volunteer, you will receive a confirmation email.
 - Reminder — For each shift that you sign up to volunteer, you will receive a reminder email 3 days beforehand.
 - Thank You — For each shift that you sign up to volunteer, you will receive a thank you email 1 day afterward.

CREATING MULTIPLE ACCOUNTS

One of the most frequently asked questions is, "How do I add my child to my account?" The short answer is that you can't. Each volunteer must have their own account in VolunteerHub.

To create a VolunteerHub account for another person, you must first log out of your account. This will allow you to repeat steps 1-4 above. The volunteer will need a unique username. However, you may use the same contact information (phone, email, address) across multiple accounts.

QUESTIONS?

Please contact Treva Burgess, Manager of Group Volunteers, with any questions you may have. tburgess@gleaners.org or 317.829.1764

