



Online Database FAQs: Frequently Asked Questions

Q: How do I create an online account?

A: Use the following steps:

- Go to **www.volunteerconnection.net**
- Click on Agencies: Post your volunteer needs and learn about our services.
- Click on Create a free account
- Enter Colorado or enter your zip code and click on
- Click on the radio button next to Volunteer Connection of Boulder County and then click on at the bottom of the screen
- Fill in all account information about your organization, including organization name, mission, address, etc.
- Click on the button (bottom of screen)
- E-mail, fax or mail a copy of your 501c3 document
 - E-mail: services@volunteerconnection.net
 - Fax: 303-444-4915
 - Mail: Volunteer Connection, 2885 Aurora Ave. Ste 32, Boulder, CO 80303
- Once we have received your 501c3 document, we will review and approve your Organization for posting to our database. You will be notified by email once approved and you may begin posting volunteer Opportunities and Events.

Q: How do I access my online account?

A: Use the following steps:

- Go to **www.volunteerconnection.net**
- Click on Agencies: Post your volunteer needs and learn about our services.
- Click on Post or update your volunteer opportunities.
- Enter your Username and Password
- Click on the button

Q: I forgot my username and/or password, how can I get this information?

A: To obtain your username and/or password, please email services@volunteerconnection.net or contact Sue McCullough at 303.444.4904.

Q: How do I update my Organization's Profile?

A: Your Organization Profile includes your organization's username, password, mailing address, website, mission statement, contact name, phone, fax, and email address.

- First login to your online account, see instructions above
- Click on Profile (left side, under My Account)
- Review and/or edit information
- Click on the button

Q: How can I view all of our existing volunteer Opportunities?

A: Use the following steps:

- Login to your online account, see instructions above
- Click on Opportunities (left side)
- All of your organization's volunteer opportunities will appear (if you have previously entered any)
- To view full descriptions of each, click on the appropriate link (position title)

Q: How do I add a new volunteer Opportunity?

A: Use the following steps:

- Login to your online account, see instructions above
- Click on Create New Opportunity (look for the letter O with a sparkle) along the top, left-hand side of the tool bar
- Fill in all information on each of the three pages: Description, Details, and Dates & Times
- Preview your listing to see how it will appear on our website
- Click [Save and Return to List](#)
- The Volunteer Connection will then be notified and we will review and approve your Opportunity for posting to our database

Q: How do I edit an existing volunteer Opportunity?

A: Use the following steps:

- Login to your online account, see instructions above
- Click on Opportunities (left side)
- All of your organization's volunteer opportunities will appear (if you have previously entered any)
- Select the opportunity you'd like to edit by clicking on the appropriate link (position description title).
- Click on the Edit link (next to the pencil icon to the right side of your opportunity)
- The position description will be the 1st page to appear, edit as necessary and then click on other page links at the bottom of the screen to edit accordingly (details, dates/times, preview).
- After all pages are edited and previewed, Click [Save and Return to List](#)
- The Volunteer Connection will then be notified and we will review and approve your Opportunity's changes for posting to our database

Q: I received an email that my opportunity is going to expire and I would like to renew the opportunity and continue to recruit volunteers for this position, what do I need to do?

A: If you have an opportunity that is going to expire and you would like to extend the active dates, please take the following steps:

- Login to your online account, see instructions above
- Click on Opportunities (left side)
- All of your organization's volunteer opportunities will appear (if you have previously entered any)
- Select the opportunity you'd like to edit by clicking on the appropriate link (position description title).
- Click on the Edit link (next to the pencil icon to the right side of your opportunity)

Volunteer Connection 2885 Aurora Ave. Ste 32, Boulder, CO 80303
Ph: 303.444.4904 Fx: 303.444.4915 e-mail: services@volunteerconnection.net
Website: www.volunteerconnection.net

- Scroll to the bottom of this page and On the Dates and Times page of information, Edit both the Start Date and End Date to reflect the new dates that you would like to recruit volunteers for this position (Note: Date range cannot exceed one year from Start Date)
- Click [Save and Return to List](#)
- The Volunteer Connection will then be notified and we will review and approve your Opportunity's changes for posting to our database

Q: I have an expired or archived volunteer opportunity that we've run in the past that we would like to run again, what do I need to do?

A: If you have an opportunity that is expired and you would like to re-activate the opportunity, please take the following steps:

- Login to your online account, see instructions above
- Click on Opportunities (left side)
- Click on either the Expired link or Archived link along the top of your list of opportunities.
- Select the opportunity you'd like to edit by clicking on the appropriate link (position description title).
- Click on the Edit link (next to the pencil icon to the right side of your opportunity)
- On the Dates and Times page of information, Edit both the Start Date and End Date to reflect the new dates that you would like to recruit volunteers for this position (Note: Date range cannot exceed one year from Start Date)
- Click [Save and Return to List](#)
- The Volunteer Connection will then be notified and we will review and approve your Opportunity's changes for posting to our database

Q: How do I add a YOUTH volunteer Opportunity?

A: Use the following steps:

- Login to your online account, see instructions above
- Click on Create New Opportunity (look for the letter O with a sparkle) along the top, left-hand side of the tool bar
- Fill in all information on each of the three pages: Description, Details, and Dates & Times
- FOR YOUTH OPPORTUNITIES: Make sure that:
 - in the Description field, you put "Minimum age for this opportunity is x",
 - on the details page, check the box next to Youth Appropriate and
 - also on the details page, check the box next to the age group corresponding with the minimum age allowed.
- Preview your listing to see how it will appear on our database
- Click [Save and Return to List](#)
- The Volunteer Connection will then be notified and we will review and approve your Opportunity for posting to our database

Q: I received an email that someone is interested in volunteering with my organization, what do I need to do?

A: Please follow-up with potential volunteers as soon as you can to discuss the volunteer opportunity. It has been our experience that the sooner you follow-up, the more likely that the person will actually volunteer with your organization. You do not have to login to your online account to confirm the volunteer. Use the contact information posted in the email, email address and/or telephone number, to make contact with the volunteer. You may also choose to login to your online account and review the volunteer's specific time availability before contacting them directly. To do this:

- Login to your online account, see instructions above
- Click on Referrals (left side)
- Click on the magnifying glass next to the volunteer Opportunity that the person expressed interest in
- Look for the volunteer's name, to the left you will see if they specified which days of the week and times of day work best for their schedules

Q: How do I add an Event to your online Calendar?

A: Use the following steps:

- Login to your online account, see instructions above
- Click on Create New Event (look for the letter E with a sparkle) along the top, left-hand side of the tool bar
- Fill in all information about your Event, including your organization's name and contact information for people to get involved in your event. (Please note that all the public can see is the Description field so be sure to provide as many details as possible.)
- Click
- The Volunteer Connection will then be notified and we will review and approve your Event for posting to our calendar.
- ****Note: If you have an event that can also use volunteers, please post both the event and the volunteer opportunities separately. This will give your event more coverage and prospective volunteers will be able to find your event/opportunity in both locations.**

Q: Can I give access to my account to more than one person with my organization?

A: Yes! If you have more than one person with your organization who is responsible for posting volunteer opportunities, you can either give that person access to your account by sharing your username and password or you can set up multiple user accounts. To establish another username and password for your account with the Volunteer Connection, please use the following steps:

- Login to your online account, see instructions above
- Under My Account on the left side, click on Users
- Click create new user
- Fill out associated information and select a unique username and password for that individual.