

VolunteerHub User's Guide



PHS

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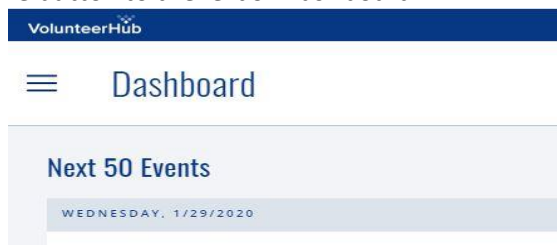
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1 Finding a User in Volunteer Hub

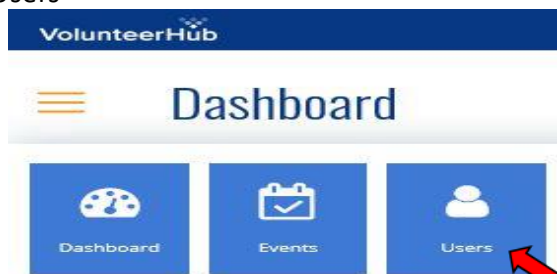
As a driver, you may want to look someone up for a variety of reasons, such as signing a user up for an event, removing a user from an event, or to avoid creating a duplicate account

1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Select the button to the left of Dashboard



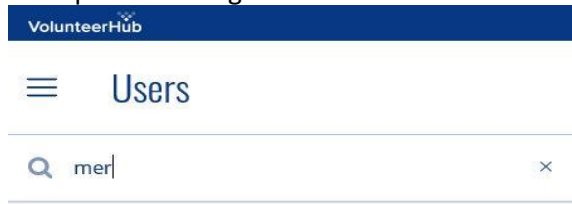
a.

4. Select Users

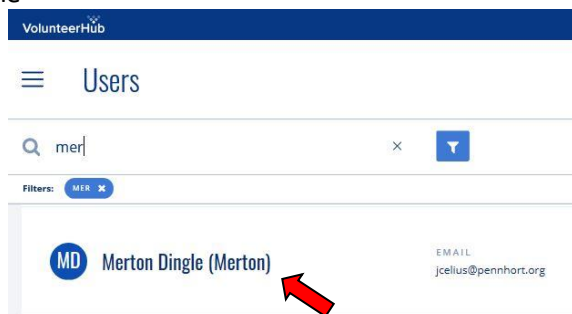


a.

5. Begin typing the volunteer's name. This can be first name, last name, partial names
 - a. Example: Searching for the volunteer Merton J. Dingle



6. Click Enter on your keyboard
7. Click the volunteer's name to view their account information, edit their account, or see their schedule

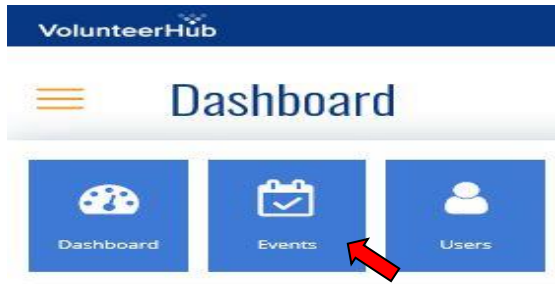


a.

8. If you cannot find the volunteer, try searching alternate spellings of their name

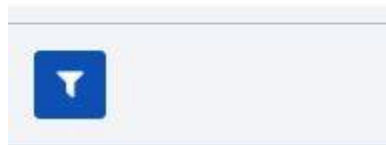
2 Adding a User to an Event from the Event Page

1. Log in to VolunteerHub using your DRIVER account
2. Select ADMIN
3. Select the button next to Dashboard
4. Click Events



5. Use Filter to help find the event easier.
 - a. Select the Filter button

Add Registration



- b. Fill in a Start Date for the shift and then start typing the Event Group in the EVENT GROUP search bar

DATE (REQUIRED)	EVENT GROUP
<input type="text" value="03/02/2020"/> <input type="text" value="00/00/0000"/>	<input type="text" value="Home Gardening Hub"/>
EVENT CONTACT	RECURRENCE MASTER
<input type="text" value="Enter Event Contact"/>	<input type="text" value="Select Recurrence Master"/>

- c. After you click the Event Group, click the Filter button again to exit. The filter bar should look like this

Filters: FROM 03/02/2020 EVENT GROUP: HOME GARDENING HUB

6. Scroll through the list and look for the correct event name and shift. When you find the correct shift, click that event.

Home Gardening Hub - Shift 4

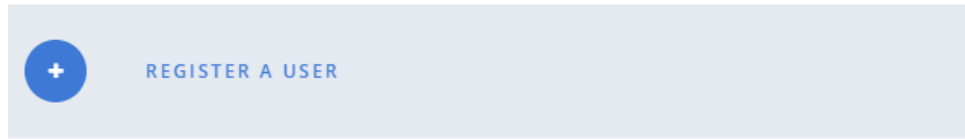
Flower Show Volunteer Opportunities > Approval not required schools > Home Gardening Hub

GROUP RESERVATIONS

None

Mon March 2 3 PM - 6 PM (3 hours)

7. Scroll down until you see Register a User next to a plus sign. Click Register a User



8. Click the blank text box under Existing User

EXISTING USER

Enter at least 2 characters.

- a. 9. Begin typing the volunteer name to see a list of registered users
10. Select the correct volunteer from the dropdown list
11. Click Register User after selecting the correct volunteer

EXISTING USER

Merton Dingle (Merton)

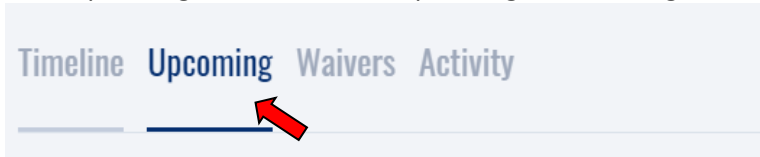
☐ Add to Waitlist

☒ Send registration confirmation email

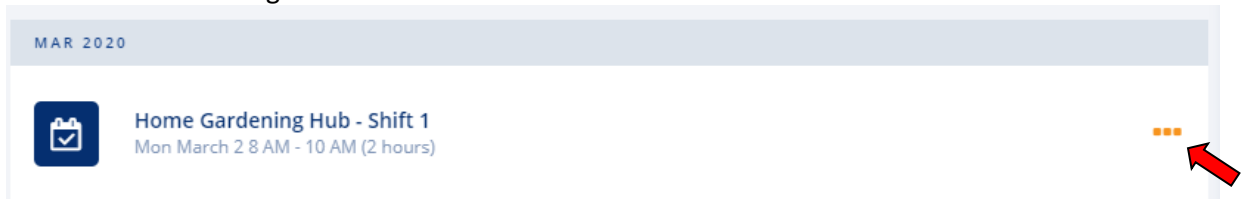
REGISTER USER

3 Removing a User from an Event in Volunteer Hub

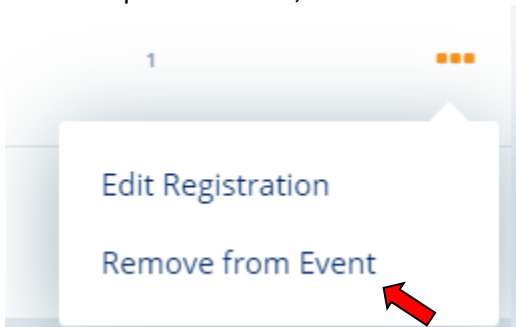
1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Find user (same as above)
4. Click on the user's name to see a summary of their account
5. Click Upcoming to see the user's upcoming volunteering shifts



6. Click the orange button next to the shift

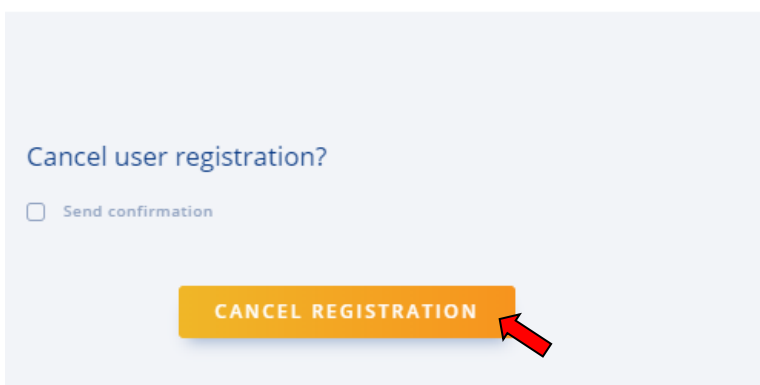


7. In the drop-down menu, click Remove from Event



8. A Cancel Registration window will pop up. Click Cancel Registration to officially remove the user

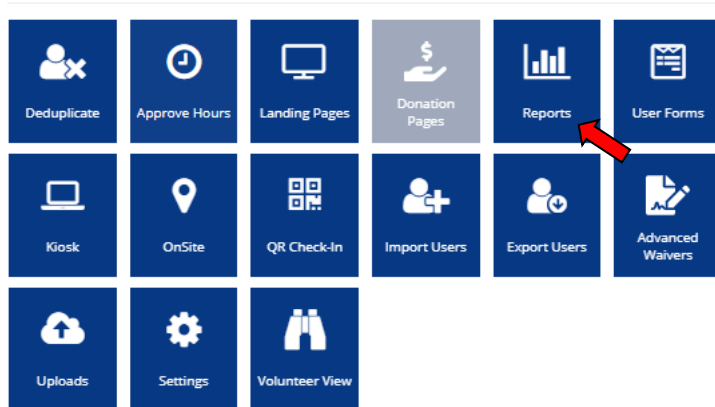
Cancel Registration



4 Volunteer Hub Reports

After logging into VolunteerHub

1. Select ADMIN
2. Select the button next to Dashboard
3. Select Reports – You can manage volunteers using the following reports:
 - a. In Unformatted Reports tab
 - i. Raw Event Registration Data



4.1 Raw Event Registration Data Report

This report will generate a spreadsheet with volunteer contact and job information.

1. In the Unformatted Reports tab, select Raw Event Registration Data

☰ Raw Event Registration Data

A screenshot of the 'Raw Event Registration Data' report form. The form has a light blue background. At the top, it says 'SELECT DATE RANGE'. Below this is a date range selector with two date pickers: '02/01/2020' and '02/29/2020', each with a small 'x' button to clear the date. Below the date range is a section labeled 'EVENT GROUP' with a dropdown menu currently showing 'All Events'. Below that is a section labeled 'USER GROUP' with a dropdown menu currently showing 'All Users'. At the bottom of the form is an orange button labeled 'PREVIEW REPORT'.

2.
 - a. Change the date range. You can generate a report for 1 day or a range of dates by entering a single day or a date range
 - b. Click the Event Group box to show the list of volunteer jobs that you can report on. Select the volunteer job for which you want a report.
 - c. Always use "All Users" as your User Group.

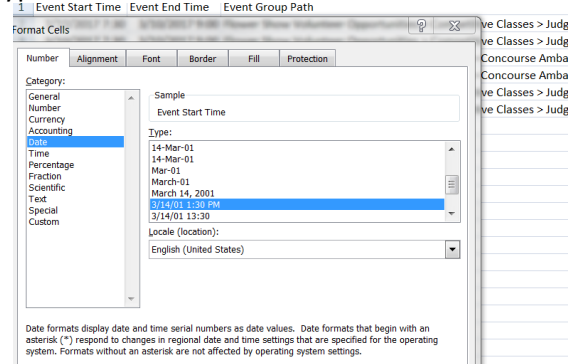
- i. **Important**- Using All Users is the only way to get an accurate report of all your signups.
- d. Click the Preview Report button
 - i. Results will be listed by date, then shift, then volunteer.

PREVIEW REPORT		DOWNLOAD FULL REPORT			
EVENT START TIME	EVENT END TIME	REGISTRATION DATE	EVENT GROUP PATH	EVENT NAME	EVENT LOCATION
2/5/2020 10:00:00 AM	2/5/2020 1:00:00 PM	11/1/2019 11:29:00 AM	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Points and Computer Support > Points Assistance--Pre-Show	Points Assistance--Pre-Show	100 N. 20th St, Philadelphia PA 19103
2/5/2020 10:00:00 AM	2/5/2020 1:00:00 PM	1/24/2020 9:30:00 AM	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Points and Computer Support > Points Assistance--Pre-Show	Points Assistance--Pre-Show	100 N. 20th St, Philadelphia PA 19103

- e. To open the report in a spreadsheet:
 - i. Select Download Full Report
 - ii. Click open on the downloaded report
 - iii. Event Start Time and Event End Time is shown as military time. To change to standard time:

	A1		Event Start Time	
	A	B	C	
1	Event Start Time	Event End Time	Event Group Path	Event Name
2	3/10/2017 7:30	3/10/2017 9:00	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Design Nomenclature & Passing	Design Nomenclature & Passing
3	3/10/2017 7:30	3/10/2017 9:00	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Design Nomenclature & Passing	Design Nomenclature & Passing
4	3/11/2017 18:30	3/11/2017 21:00	Flower Show Volunteer Opportunities > Infonet > Concourse Ambassador	Concourse Ambassador
5	3/12/2017 8:00	3/12/2017 12:00	Flower Show Volunteer Opportunities > Infonet > Concourse Ambassador	Concourse Ambassador
6	3/15/2017 7:30	3/15/2017 9:00	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Design Nomenclature & Passing	Design Nomenclature & Passing
7	3/15/2017 7:30	3/15/2017 9:00	Flower Show Volunteer Opportunities > Competitive Classes > Judging > Design Nomenclature & Passing	Design Nomenclature & Passing
8				
9				

1. Highlight columns A and B.
2. Right click on the columns
3. Select Format Cells
4. Select Date
5. In the Type: box select the date and time as shown below:



- a.
- f. To run the report again for a different date, simply change the From and Through dates and click View Report again.
- g. To exit this report, click exit.

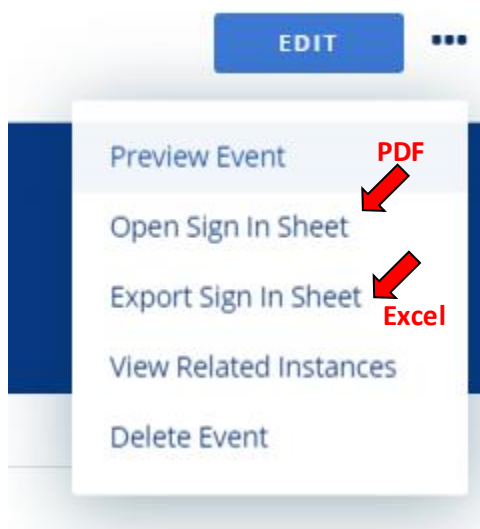
5 Sign-In Sheets

Here is a way to create the sign in sheet from the Event itself.

1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Select Event
4. At the top of the page, click the orange button next to Edit



5. In the drop-down menu, click either Open Sign-In Sheet for PDF file or Export Sign-In Sheet for Excel file.



6 Checking in Users after an Event ends

1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Select Event
4. Filter the date and Event Group (same as above)
5. Choose the correct Event
6. Select Record Hours



7. Enter the number of hours worked next to each volunteer name
8. Click Save
9. **Please note**- To receive an automatic Thank You email, hours must be added within 24 hours of the Event