Contents
1 Finding a User in Volunteer Hub ................................................................. 3
2 Creating a User Account in Volunteer Hub .................................................. 4
3 Adding a User to an Event from the User Account ...................................... 5
4 Adding a User to an Event from the Event Page ......................................... 7
5 Removing a User from an Event in Volunteer Hub ...................................... 9
6 Volunteer Hub Reports .................................................................................. 10
   6.1 Event Participation by Event Report ....................................................... 10
   6.2 Event Participation by User Report ......................................................... 112
   6.3 Event Summary Report ........................................................................ 122
   6.4 Multi-Event Sign-In Sheet Report .......................................................... 133
   6.5 Raw Event Registration Data Report ...................................................... 144
   6.6 User Roster Report .............................................................................. 166
7 Sign-In Sheets ............................................................................................... 177
8 Adding User Group Permissions to Volunteer Accounts ............................ 188
9 Checking in Users after an Event ends ....................................................... 199
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

4. Select Users

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

8. If you cannot find the volunteer, try searching alternate spellings of their name
2 Creating a User Account in Volunteer Hub

Always encourage volunteers to create their own accounts. Only create a new user account after double checking they are not already registered.

1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Select the button next to Dashboard
4. Select Users

5. Select CREATE NEW USER

6. Fill in all required information
   a. Username
   b. Password
   c. First and Last name
   d. Email
   e. Membership info
   f. Emergency Contact Name
   g. Emergency Contact Number (if unknown, use 1234567890)
   h. Birthday (If unknown, enter 1/1/1900 for anyone over 18 years of age)
   i. Group Membership (Check the box next to the appropriate Flower Show job)

7. Click Save
8. IMPORTANT - Make note of the username and password given to this account and share it with the volunteer
3 Adding a User to an Event from the User Account

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 ADD REGISTRATION

6. Select the Filter button

**Add Registration**

7. 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**
   ---------------------|-------------------
   03/02/2020           | Home Gardening Hub

   **EVENT CONTACT**  |  **RECURRENCE MASTER**
   -------------------|---------------------
   Enter Event Contact | Select Recurrence Master

   a. After you click the Event Group, click SAVE
   b. Click ADD REGISTRATION once more

8. Scroll to the exact shift that you want for that User within that Event Group for that day and click INCLUDE

   **Home Gardening Hub - Shift 1**
   Mon March 2 8 AM - 10 AM (2 hours)
   Filled: 0  Reserved Limit: 0 1
   Include button

   a.
9. **IMPORTANT** - Click SAVE

![Add Registration]

- **Home Gardening Hub - Shift 1**
  - Mon March 2
  - 8 AM - 10 AM (2 hours)

- **Home Gardening Hub**

10. To view their future shifts, click Upcoming

![Merton Dingle (Merton)]

- **Home Gardening Hub - Shift 1**
  - Mon March 2
  - 8 AM - 10 AM (2 hours)
4 Adding a User to an Event from the Event Page

1. Log in to Volunteer Hub 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

<table>
<thead>
<tr>
<th>DATE (REQUIRED)</th>
<th>EVENT GROUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/02/2020</td>
<td>Home Gardening Hub</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EVENT CONTACT</th>
<th>RECURRENCE MASTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Event Contact</td>
<td>Select Recurrence Master</td>
</tr>
</tbody>
</table>

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

   Find in this list

   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.
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

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
5 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
6 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 Formatted Reports tab
      i. Event Participation by Event
      ii. Event Summary
      iii. Multi-Event Sign-in Sheet
   b. In Unformatted Reports tab
      i. Raw Event Registration Data
      ii. User Roster Report

6.1 Event Participation by Event Report
This report shows all volunteers signed up for a specific job.

1. Select Event Participation by Event
2. You can generate a report for 1 day or a range of dates by entering a single day or a date range
3. Click the Event Group box to show the list of volunteer jobs that you can report on. Select a volunteer job.
4. Check the Show Users box
5. Click the View Report button
   a. Results will be listed by date, then shift.

<table>
<thead>
<tr>
<th>Event Participation by Event</th>
<th>5/1/2020 - 5/9/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>Event</td>
</tr>
<tr>
<td>5/4/2020 2:00pm</td>
<td>All Events &gt; Plant Time Event (Test)</td>
</tr>
<tr>
<td>Unaffiliated Users</td>
<td></td>
</tr>
<tr>
<td>Alice Aardvark (aardvark)</td>
<td>1</td>
</tr>
<tr>
<td>Jenna Callus (jcallus)</td>
<td>1</td>
</tr>
<tr>
<td>Rachel Cleri (rcleri)</td>
<td>1</td>
</tr>
<tr>
<td>Merton Dingle (Merton)</td>
<td>1</td>
</tr>
<tr>
<td>Betty Greene (bgreene)</td>
<td>1</td>
</tr>
<tr>
<td>(Events with slot limits) Subtotal</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>5 (100%) 0.00</td>
</tr>
</tbody>
</table>

6. To run the report again for a different date, simply change the From and Through dates and click View Report again.

7. This report can be printed or exported
   a. To export, click the button. In the drop-down menu, choose a format you want to save this report as. You can save it as a Word, Excel, PowerPoint, PDF, TIFF file, MHTML, CSV, and XML file.
   b. To print, click the button. A PDF file will be automatically downloaded and ready to print.

6.2 Event Participation by User Report

1. Select Event Participation by User

![Event Participation by User](image_url)
2. You can generate a report for 1 day or a range of dates by entering a single day or a date range
3. Use the group “All Users” as your User Group
   a. Important- Using All Users is the only way to get an accurate report of all your signups.
4. Click the Event Group box to show the list of volunteer jobs that you can report on. Select your volunteer job.
5. Click Show Events
6. Click the View Report button
7. Export or print (same as above)
8. To run the report again for a different date, simply change the From and Through dates and click View Report again.

6.3 Event Summary Report

1. Select Event Summary

   ![Event Summary Report](image)

2. You can generate a report for 1 day or a range of dates by entering a single day or a date range
3. Click in the Event Group box to show the list of volunteer jobs that you can report on. Select a volunteer job.
4. Check the Show User Info box
5. Click the View Report button
6. Results will be listed by date, then shift.
a. To run the report again for a different date, simply change the From and Through dates and click View Report again.

6.4 Multi-Event Sign-In Sheet Report

1. Select Multi-Event Sign-In Sheet

2. a. Change 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 for which you can create a report. Select a volunteer job.
   c. Click the View Report button
d. To export the report to a spreadsheet
   i. Click button
   ii. In the drop-down menu, choose Excel
   iii. The spreadsheet will be downloaded.

e. To run the report again for a different date, simply change the From and Through dates and click View Report again.

6.5 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

2. 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 and Download Full Report buttons](image)

---

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:

   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. 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.

6.6 User Roster Report

1. In the Unformatted Reports tab, choose User Roster

---

User Group Membership

Show users who are members of the

All Users group.

Activity

□ Show only users created between

□ Show only users who registered for events between

□ Show all affiliations.

□ Show only users who registered for an event with a volunteer

□ Show only users who registered for an event without an affiliation.

[Preview Report]  [Download Full Report]
7 Sign-In Sheets
There are two ways to create sign-in sheets. The first way is to run a Multi-Event Sign-In Sheet as outlined in step 6.4. The second way is to create the sign in sheet from the Event itself.

1. Log in to Volunteer Hub using your DRIVER account
2. Select ADMIN
3. Click the button next to Dashboard
4. Select Event
5. Filter the Event Group (same as above)
6. Choose the correct Event
7. At the top of the page, click the orange button next to Edit
8. In the drop-down menu, click either Open Sign-In Sheet for PDF file or Export Sign-In Sheet for Excel file.
8 Adding User Group Permissions to Volunteer Accounts
As a driver, you may sometimes need to add users to events. In order for these volunteers to show up in all reports make sure that user has the proper User Group permissions.

Volunteers get User Group permissions by either
1. Logging in through the appropriate Landing Page -or-
2. An Admin or Driver assigning the proper permission

Please note - this is especially important for the User Roster report. A volunteer will only appear in the User Roster report if they have permission for that user group. As a driver, signing a volunteer up for a shift does not add that volunteer to the User Group. Follow the steps below to add a user to a specific group.

Assigning User Group Permissions to a Volunteer
1. Log in to Volunteer Hub using your DRIVER account
2. Search for the user
3. Click the appropriate user name
4. Click Edit
5. In User Group Memberships on the right side of the screen, enter the desired user group in Select User Group box and check the appropriate User Group

6. The chosen user group will appear above. Important - Click Save on top of the page to save the change
9 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