

NSPAHA On-line Volunteer System Instructions

Welcome to NSPAHA's on-line volunteer system. This system is designed to make your volunteer life easier. **You** get to decide your own volunteer schedule. We only ask that, in return for this convenience and control, you take a few minutes to review these instructions, view the shifts, sign up for those that meet your schedule minimum obligations, and complete your shifts as scheduled. This is **your** system and, if we all do our fair share, we'll **all** enjoy the benefits of the system – and so will our kids. What a great investment in your child's hockey development! That being said, to volunteer, it's as easy as 1 – 2 – 3.

1. **Create your family's personal profile.** You will need to create a profile – this takes about 3 minutes. Click on the CREATE button in the *Create Volunteer Profile* section.

Enter your personal information. Your e-mail address will be your user ID. Please remember your password. It is case-sensitive (e.g., hockey' is different than 'HoCkEy'). If you do forget, however, you can always re-set your password on the Volunteer Home page. **There will be one ID per family (not per player). Please note that if you sign up for multiple ID's for the same family, you may end up being assessed too many volunteer hours!** It's much better to make changes to your current profile than to create a second one. This will also save you time down the road.

Click on the CREATE PROFILE button. The number of players for your family will be cross-referenced against the registration system and validated once registration is complete, just in case there are any inadvertent typos.

Verify your results. If anything is incorrect, you can go back and change your profile on the Volunteer Home page.

2. **Choose your volunteer opportunities.** Click on *List Opportunities* at the top of the page and it will take you to the List Volunteer Opportunities page. Select the criteria that you want by Date Range, Site (e.g., Polar), Duties (e.g., Scorebox), Event (e.g., Concessions/Tournament), Category (e.g., Tournaments), or Type (e.g., Tournament). Or, select a date range and leave all categories as "All" to show all possible categories. As a reminder, families must complete a minimum of 6 hours of tournament work for one player and a minimum of 12 hours of tournament work for two or more players. These requirements are included in the 12-hour and 24-hour minimum requirement totals.

Click on the LIST button to view and select the shift(s) that best meet your schedule.

Click on the SIGNUP button for the shift that you want. After confirming each shift, you can come back and select another shift.

Click on the CONFIRM SIGNUP button to confirm. **If the information is incorrect, click the BACK (or equivalent) button on your browser or click on *List Opportunities* at the top to go back and select again.** You will receive a confirmation notice about your shift AND a confirmation e-mail (sent to the e-mail address that you entered in your profile). You will also receive two e-mail reminders (sent to the e-mail address in your profile), normally 7 days and 3 days prior to your shift date. Please make sure that your e-mail address in your profile is up-to-date or you may not receive reminder messages. **You're still responsible for your shift even if you do not receive reminder messages.**

You can also sign up for Miscellaneous Opportunities such as Board Member, Committee Member, etc. To request a miscellaneous opportunity, click on *Submit Miscellaneous Opportunity*.

Click on the Misc opportunity that you worked, enter the date, and click on the SUBMIT button. Your request will be submitted and your hours will be credited only after they have been validated by the volunteer director. Merely having someone state that "I'm sure that you'll get credit for these hours" is not sufficient. If in doubt, please check with the volunteer director FIRST.

3. **Show up for your shift, sign the validation sheet to verify your completion, have fun on your shift, and accept the gratitude of NSPAHA for volunteering!** There will be a central volunteer sign-in sheet in the Concession Stand. **YOU WILL ONLY RECEIVE CREDIT FOR YOUR SHIFT IF YOU SIGN IN!**

Finally, you can monitor your status by clicking on *View Volunteer Record* so that you know how many shifts you've completed, what you have scheduled, and how many more hours you have remaining. You can also make a request to CANCEL your shift if you've inadvertently signed up for the wrong shift or for other extenuating circumstances.

Remember, you are responsible for your shift until you receive e-mail confirmation that your cancellation request has been accepted. Also, no requests will be accepted within 7 days of the scheduled shift date. If for some

reason you need to cancel a shift, you have up to 7 days prior to your shift to cancel. If it is 7 days or less before your shift, you are locked into that shift and cannot cancel. You will need to do one of two things; (1) show up for your shift as scheduled or (2) find someone to fill the spot. If you don't find a replacement and you don't show up for your scheduled shift, your check will be cashed and you will be charged a \$40.00 per hour no show fee.

Your shifts will be validated once you've completed them and they've been entered into the system, this will be done every Friday during the 2008/2009 season. **ALL CHECKS NOT CASHED WILL BE SENT BACK AT THE END OF THE 2008/2009 SEASON.**