

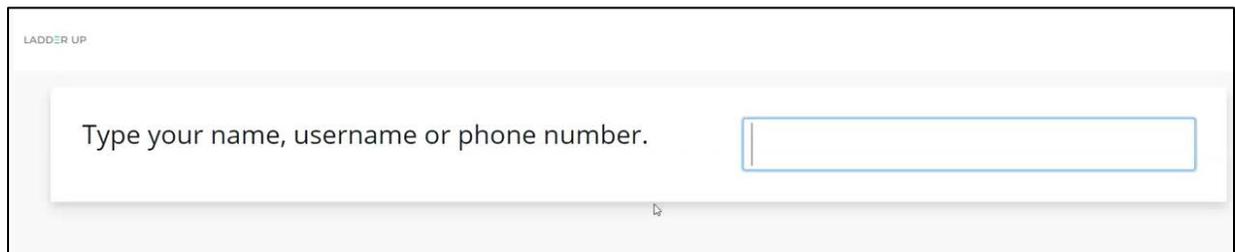
Checking In and Out of Shifts and Reviewing Hours in VolunteerHub

Ladder Up documents the number of hours each volunteer serves by recording when volunteers check in and out of their volunteer shifts. This information is crucial because it impacts how we receive funding and how we measure our success as a program. It also allows us to make sure that our volunteers are being acknowledged and rewarded for their efforts!

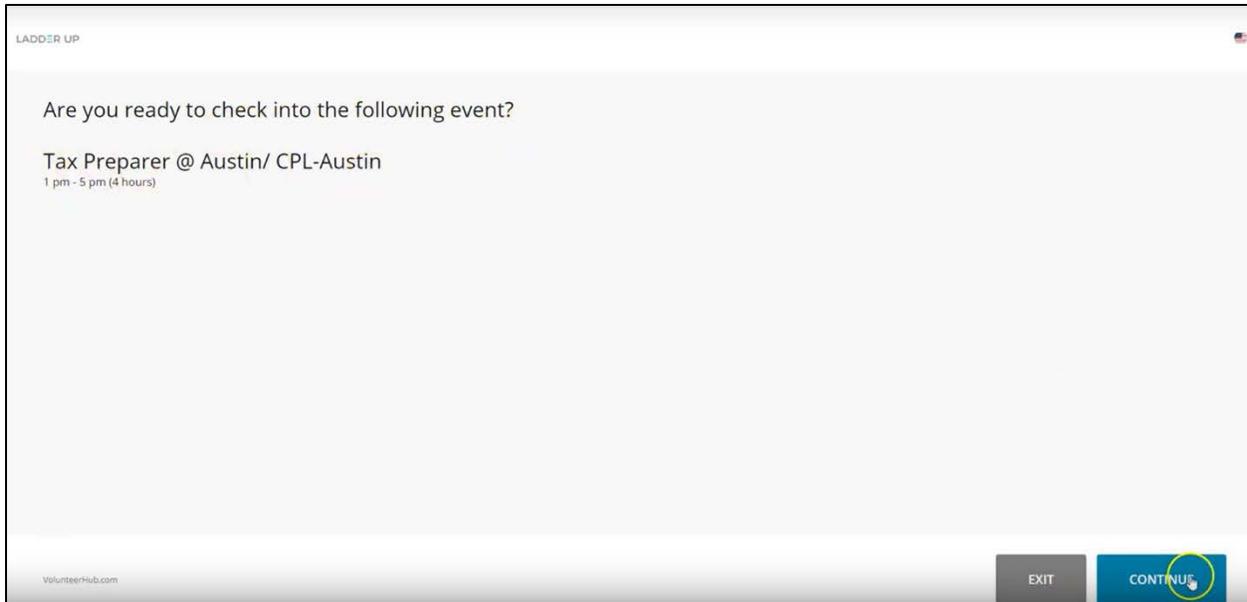
This guide will show you how to check in and out of volunteer shifts at a tax site, as well as how to check your volunteer hours for accuracy.

Checking In and Out of Shifts at a Tax Site

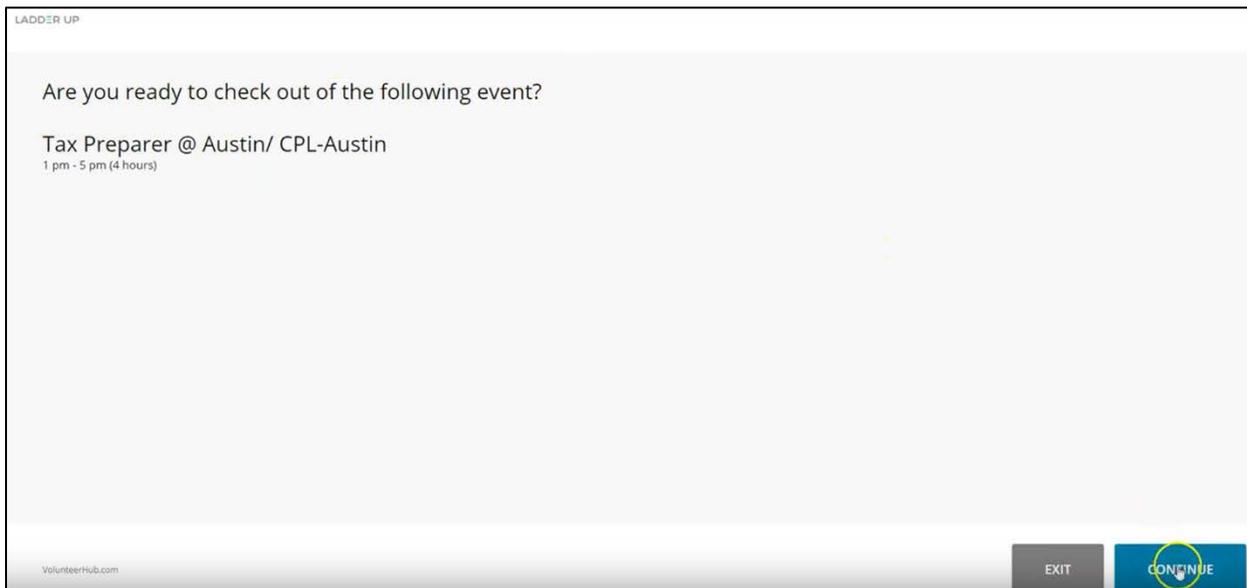
It's important that you check in for your shift as soon as you arrive. We want to make sure that you get credit for all the time you volunteer, and it's easiest to check in before you get to work at the site. When you arrive at a tax site, the Site Manager/Leader will have either a computer or a tablet set up for volunteers to check in to their shifts. The screen will look like this.

A screenshot of a web interface for checking in. The interface is titled "LADDER UP" in the top left corner. Below the title, there is a light gray rectangular box containing the text "Type your name, username or phone number." To the right of this text is a white rectangular input field with a blue border. A mouse cursor is visible over the input field.

You can check in using your VolunteerHub username, your name, or your phone number – VolunteerHub will find matching entries as you enter information. Confirm that the correct profile has been located by clicking “**continue.**” Confirm that you would like to check-in, and then click “exit” to return to the home page so the next volunteer can sign in.



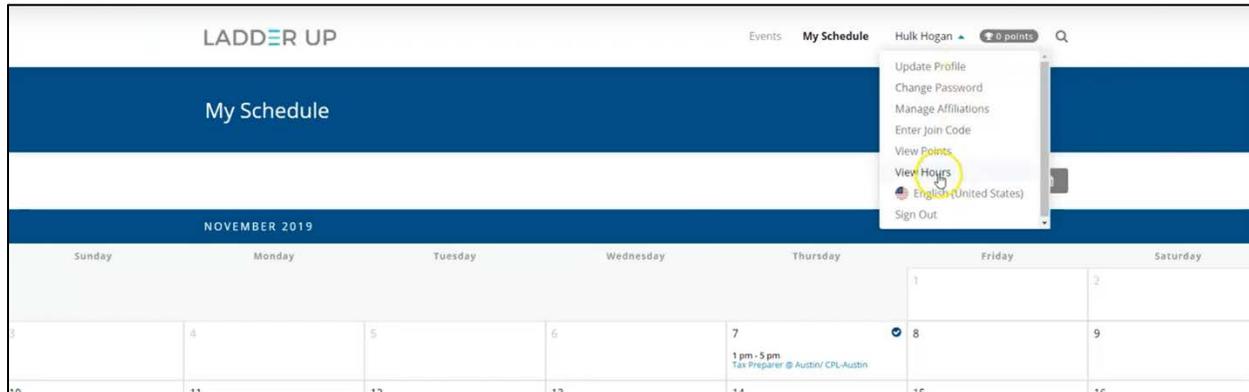
To sign out, just use the same process as for checking in. Search your username, name, or phone number, and confirm that you would like to check out. After you're done, just click **"exit"** so that the system is ready for the next person.



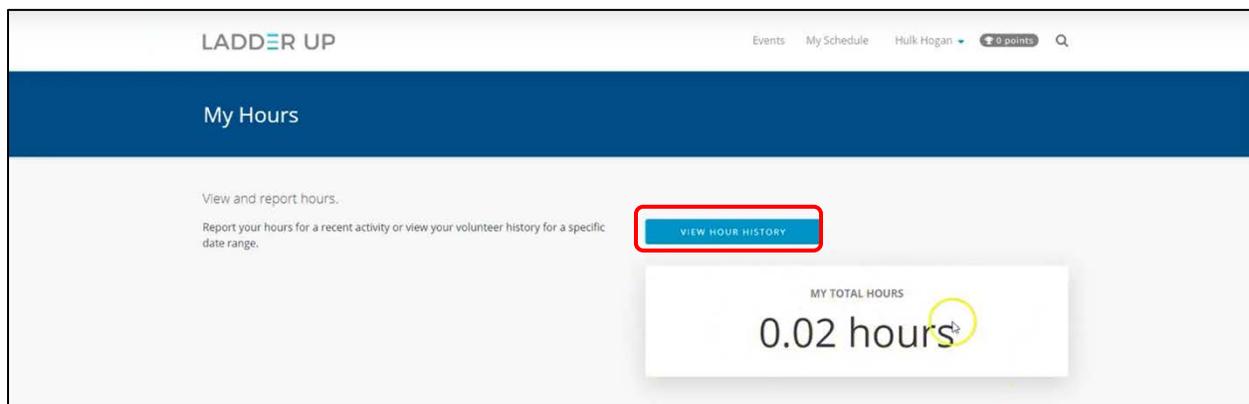
Checking Your Volunteer Hours

We recommend periodically checking your volunteer hours to make sure they look accurate and reflect the shifts you've served. You can check your volunteer hours by visiting www.goladderup.volunteerhub.com (or your organization's landing page - if you're not sure if your organization has a landing page, email us at volunteer@goladderup.org) and log in with

the username and password you created. Click on the drop-down menu under your name and select **“view hours.”**



This will show you the total number of volunteer hours you’ve served. To see these hours broken down, select **“view hour history.”** You can input a specific date range to view, which will allow you to check your hours for a particular date or view your total hours for a tax season.



We want to make sure every hour you serve is documented, so if something doesn’t look right with your hours, send us an email at volunteer@goladderup.org to let us know what needs to be corrected, and we can make adjustments.

Questions? Email volunteer@goladderup.org