

VolunteerHub Sign-Up and Registration Guide

At Ladder Up, we use several online tools to manage the volunteer process. With over 1,000 volunteers every year, we rely on technology to help ensure that everyone has the best experience possible. To make this process seamless for our volunteers, we've created both instructional videos and written how-to guides to walk you through how to use our online tools. If you'd prefer to learn this information through video, you can access our videos [here](#).

What Platforms Does Ladder Up Use?

- **VolunteerHub** is the online schedule management platform and the platform you'll use the most. This is where you will register for trainings and volunteer shifts, as well as check your volunteer hours. You can find additional information about how to sign up for shifts on VolunteerHub and check in and out of shifts on our [Volunteer Resources page](#).
- **Exceed LMS** is the Learning Management System (LMS) that we use for volunteer training. This is the platform you'll use to complete the online portion of your volunteer training and all the required certification tests. You can find additional information on how to get started with Exceed LMS on our [Volunteer Resources page](#).

Getting Started with VolunteerHub

The first step to getting started with Ladder Up is to create an account with VolunteerHub. This guide will provide you with step-by-step instructions on how to create an account.

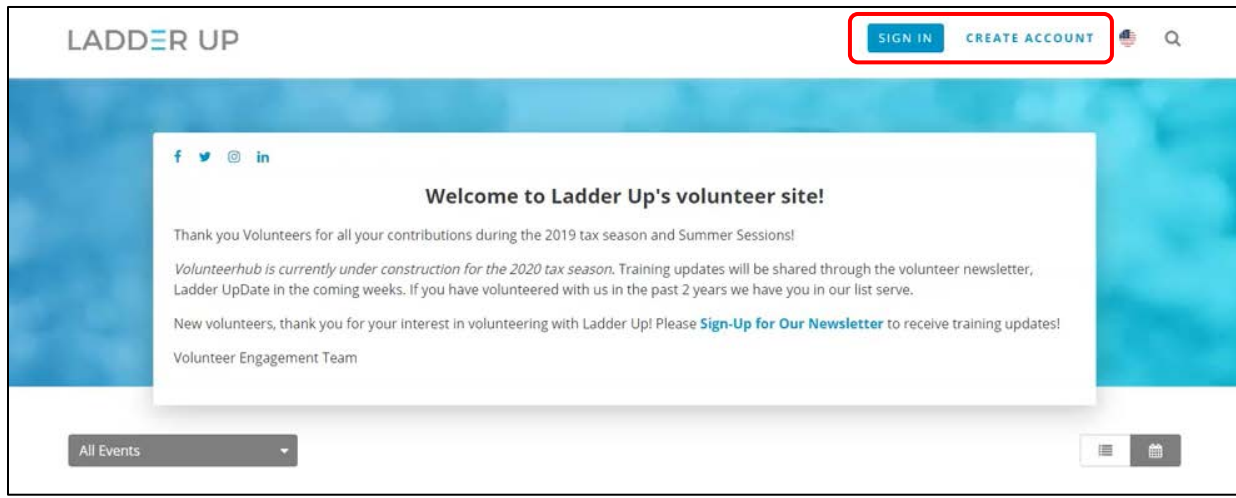
Step 1: Accessing VolunteerHub

Most of our volunteers will access VolunteerHub by visiting www.goladderup.volunteerhub.com. If you're affiliated with one of our community partners, or if you heard about volunteering with us through work or an organization, you may have a separate landing page just for your organization. [Click here](#) to see a list of current Ladder Up partners. If you see your organization on that partner list or if you're not sure whether you have a separate landing page, reach out to us at volunteer@goladderup.org and we can help connect you to the appropriate link.

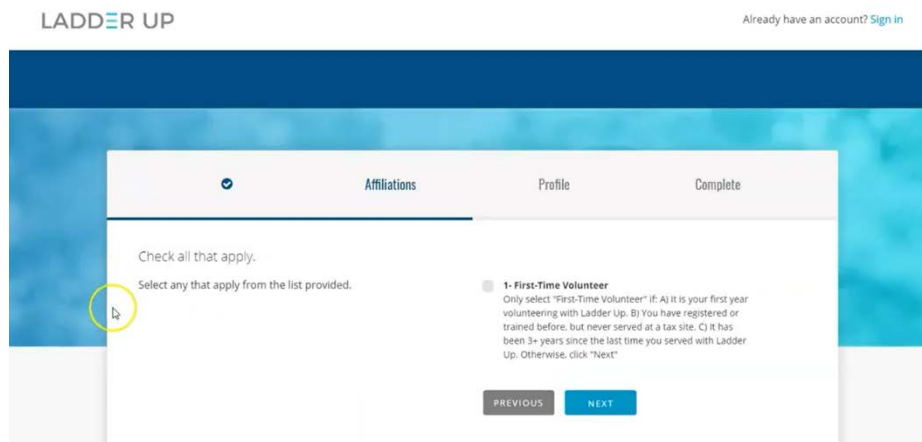
Step 2: Username and Password

Returning Volunteers: Click on **"Sign In"** at the top, right side of the page. Sign in with your prior username and password. Remember: If you've forgotten your password, you can always click **"Forgot Password"** for assistance.

New Volunteers: Click on **"Create Account"** at the top, right side of the page. Create a username and password you would like to use (there are no character requirements!).



Step 3: Affiliations



The next page you will see is our affiliations page. **Please select “First-Time Volunteer” if any of the following are true:**

- a) It is your first year volunteering with Ladder Up
- b) You have registered or trained before, but have never served at a tax site
- c) It has been 3+ years since the last time you served with Ladder Up

If none of these are true, please click “next” without selecting anything.

Step 4: General Contact Information and Additional Details

The next page you’ll see asks for demographic and general information about our volunteers. Returning volunteers can update any information that may have changed, and new volunteers can fill out information for the first time.

The screenshot shows a registration form for 'LADDER UP'. At the top right, there is a link 'Already have an account? Sign in'. Below the logo, the text reads 'Complete the form below.' and '* indicates required field'. The form section is titled 'General Contact Information' and contains several fields: 'First & Last Name (only those fields please)' with sub-fields for 'First', 'M', and 'Last', each with a red star; 'Preferred First Name or Nickname'; 'Email:'; 'Cell Phone Number:' with a sub-prompt 'Please format as xxx-xxx-xxxx'; and a checkbox for 'May we send important event updates via text message to your cell phone?'. A yellow circle highlights a mouse cursor over a 'Next' button.

Red stars indicate that an item is required. **You'll notice that many of the required items may not apply to you. That's perfectly alright; this is just how we make sure that we collect critical data that helps us with volunteer recruitment.** If you're not sure how to answer a question, be sure to read the sub-prompts, as they will walk you through how to answer each question. It may seem like many of your responses are "N/A" and that's OK! After completing all the answers, click **"Next."**

Congratulations, you've successfully created your account! Click **"Next"** again, and you'll be logged into VolunteerHub!

Questions? Email volunteer@goladderup.org