

Guide to Signing Up for In-Person Trainings and Volunteer Shifts in VolunteerHub

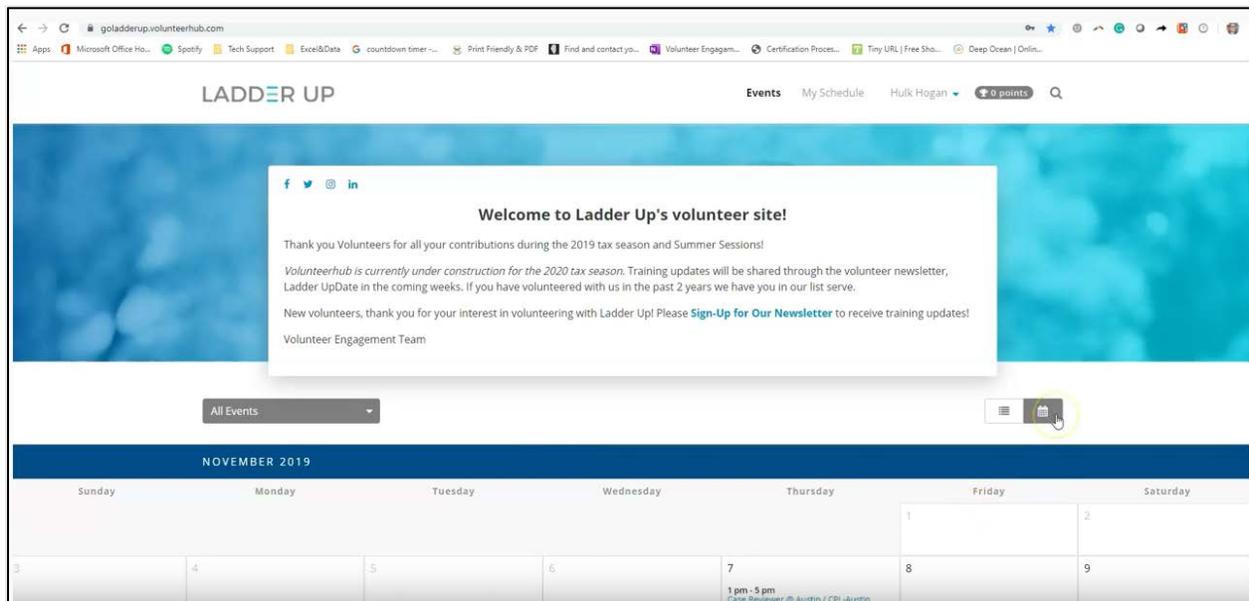
This guide will show you how to use VolunteerHub to register for and cancel, in-person training sessions and volunteer shifts. If you haven't already created a VolunteerHub account, you can find detailed instructions on how do to so on our [Volunteer Resources page](#).

It is extremely important that you register for trainings and shifts that you plan on attending and cancel your registration if you are no longer able to attend. This information is critical as we manage our resources.

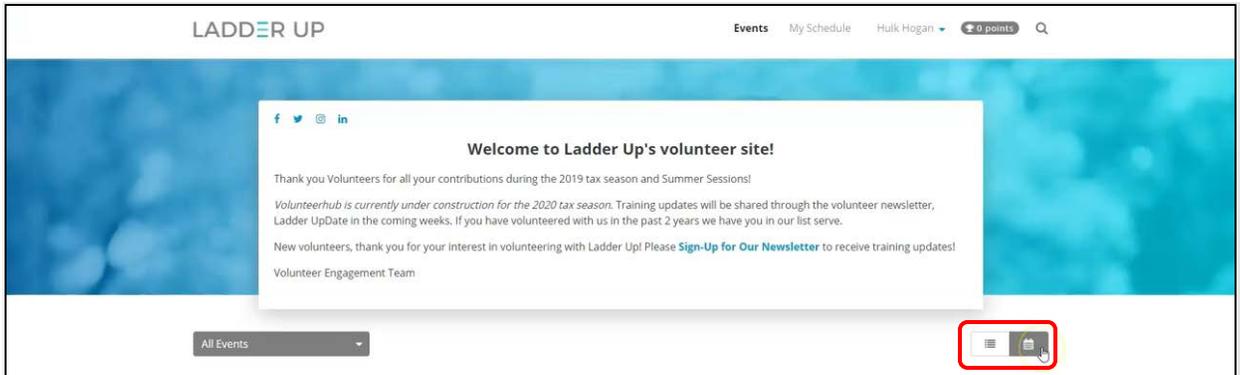
Access VolunteerHub by visiting www.goladderup.volunteerhub.com (or your organization's landing page - if you're not sure if your organization has a landing page, email us at volunteer@goladderup.org) and log in with the username and password you created.

Basic Navigation in VolunteerHub

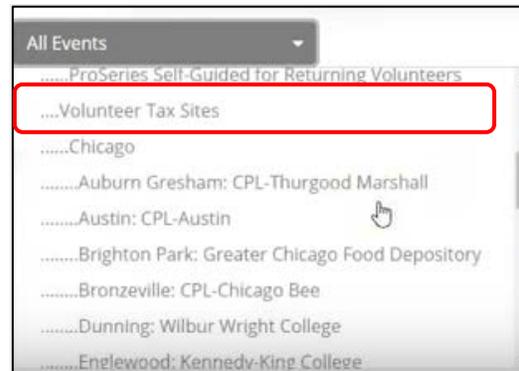
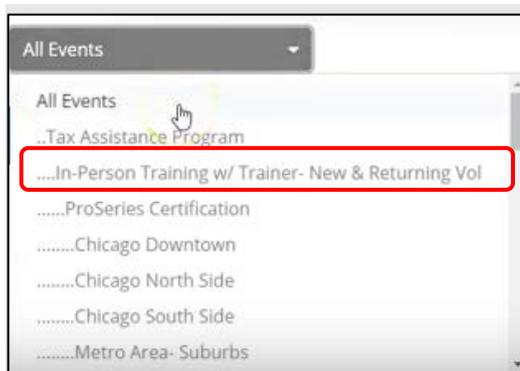
Once you log into VolunteerHub, you'll see the main home page.



- **View:** VolunteerHub will default to displaying available shifts and trainings in Calendar View. If you'd prefer to use the List View, you can toggle between the two options using the buttons highlighted below.



- **“All-Events” Drop-Down Menu:** The drop-down menu is useful for finding trainings and shifts. By clicking on the drop-down menu, you’ll see a list of events that are occurring, listed by location.
 - It’s important to note that the drop-down menu includes locations for both trainings and volunteer shifts. Make sure that you select the right category (either “In-Person Training w/ Trainer” or “Volunteer Tax Sites.”) for the type of session you want to sign up for.

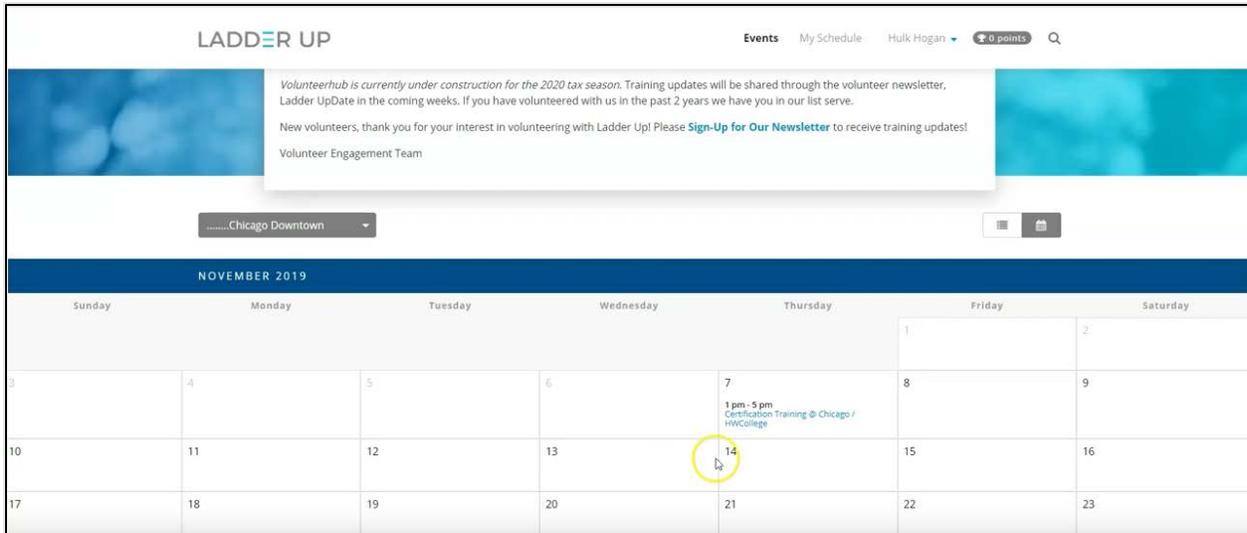


- **My Schedule:** Selecting “My Schedule” will show you all the sessions you’ve registered for. You can view additional information about those sessions or cancel your registration here.
- **Events:** Selecting “events” will return you to the VolunteerHub home page.

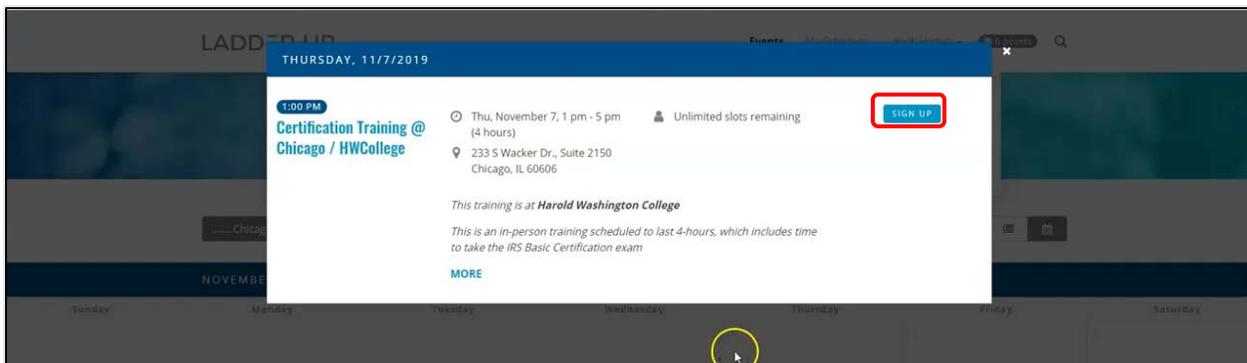
Registering for an In-Person Training

We highly recommend registering for an in-person training right after creating an account with VolunteerHub and Exceed LMS (our online training platform). We ask our volunteers to complete all their online training modules *before* attending an in-person training session. Scheduling your in-person session in advance will give you a deadline to complete your online training and give you the most options in terms of finding a training option that works in your schedule.

To sign up for an in-person training session, click on the drop-down menu on the home page and select the region you would like to view training dates for. All available training dates in that area will populate on your calendar.

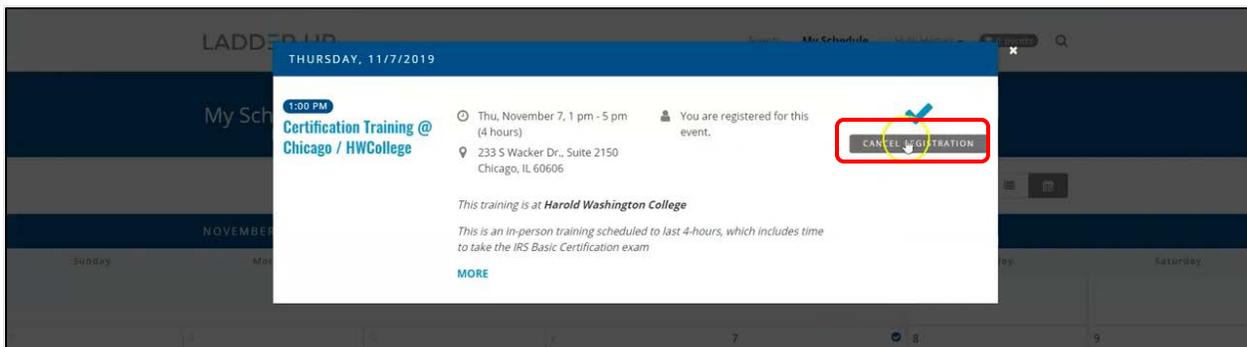


Click on a training session to view more information about it, including how many available slots remain, the location, etc. To sign up for the training, simply click **“Sign Up.”**



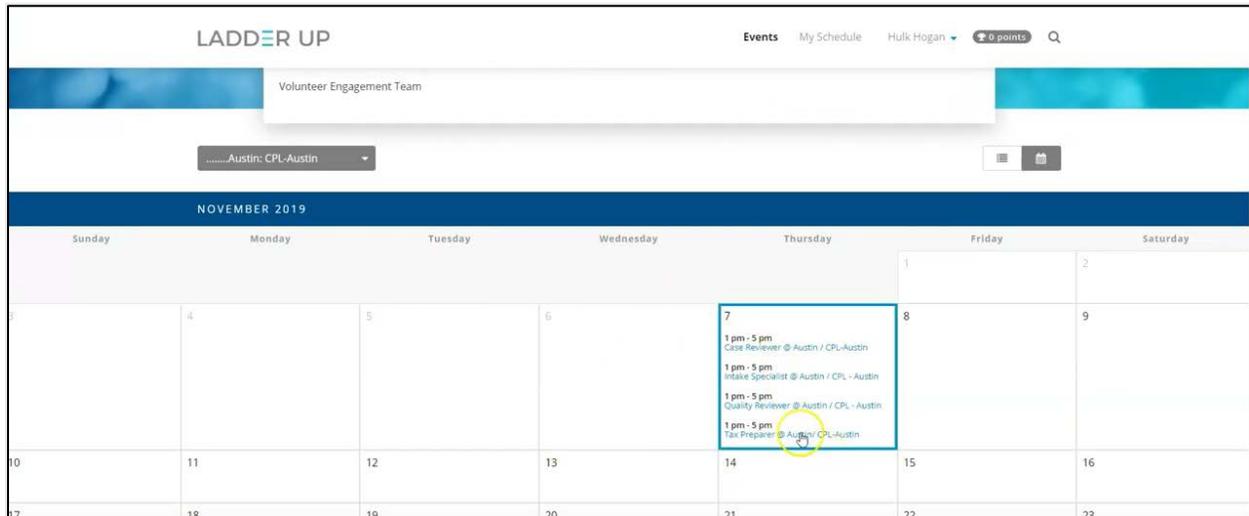
Canceling an In-Person Training Registration

If you have registered for an in-person training but are no longer able to attend, please cancel your registration so that someone else may fill your spot. To cancel your registration, first select **“My Schedule”** from the home page. Select the training you would like to cancel and confirm your selection. That’s it!

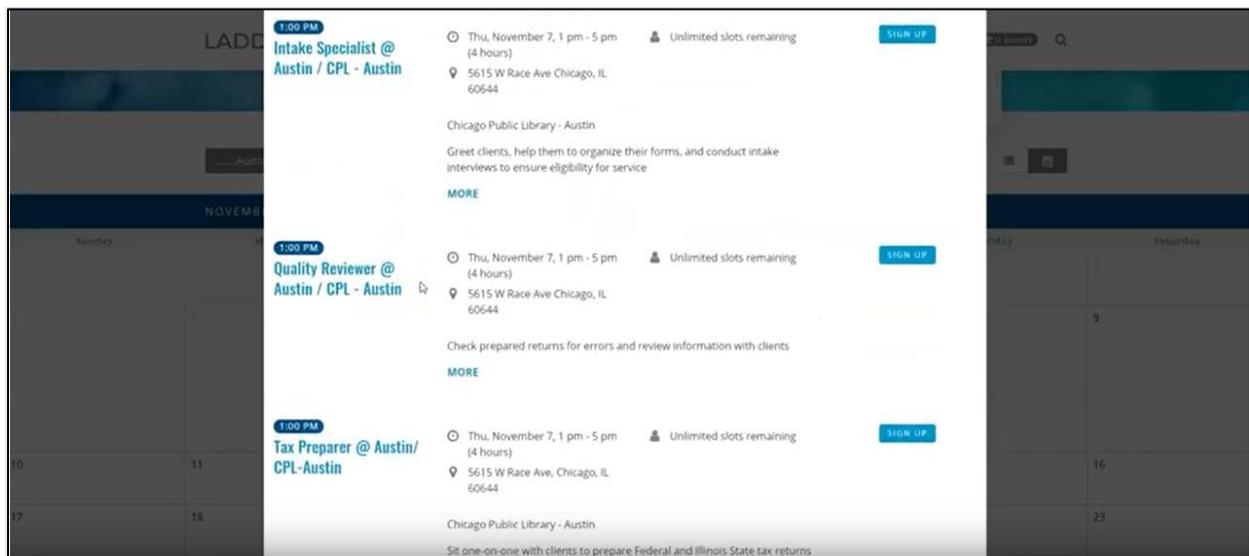


Registering for a Volunteer Shift

Use the drop-down menu on the home page to select the site you'd like to serve at. In Calendar View, you'll see available volunteer shifts appear on the calendar (notice that they're separated by volunteer role).

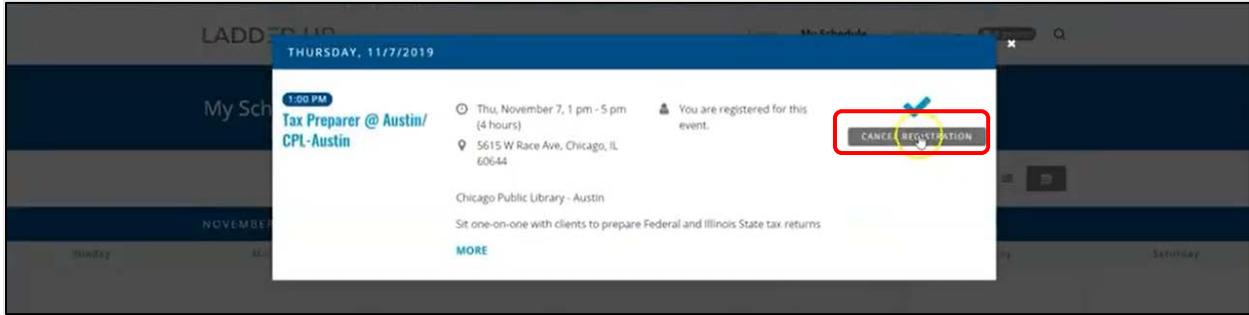


Click on the date you would like to volunteer, and you'll see a full list of all the different roles available on that day. You can select **"Sign Up"** next to your preferred role to register for the volunteer session. You can also select **"More"** to see additional information.



Canceling a Volunteer Shift Registration

You can cancel a registration for a volunteer shift using the exact same process as canceling a registration for a training session. Select **"My Schedule"** to see the shifts that you are registered for. Select the shift you would like to cancel and confirm your cancellation.



Now you're all set to register for your in-person training session and volunteer shifts!

Questions? Email volunteer@goladderup.org