

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](#).

VolunteerHub is an online schedule management platform. This is where you will register for volunteer shifts, as well as report your volunteer hours.

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.

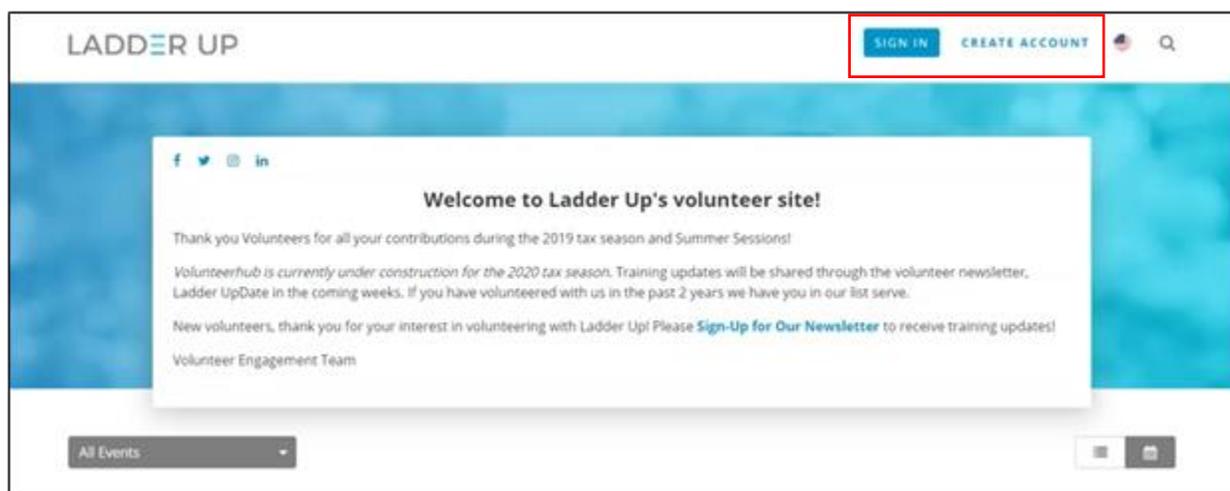
Step 1: Accessing VolunteerHub

Access VolunteerHub by visiting www.goladderup.volunteerhub.com.

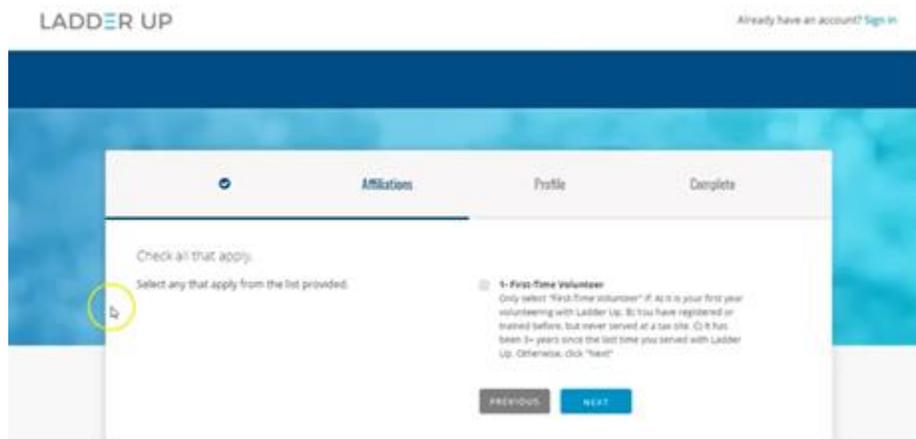
Step 2: Username and Password

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 not yet served
- 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.

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 eipsupport@goladderup.org