

## Volunteers In Partnership (VIP)- Helper Helper

### *Getting Started Guide....*

#### **1. What is Helper Helper?**

Helper Helper is our new online portal to sign up for and track your Family VIP volunteer hours for 2019-2020. It replaces our old site (Signup.com). On the new site, you have access to volunteer opportunities across all groups on campus, conveniently arranged on one page. You will also be able to track your volunteer hours online-no more paper forms to remember and get signed!

#### **2. How do I log in & create an account?**

You will receive an email from [info@helperhelper.com](mailto:info@helperhelper.com) with login information & a temporary password. You can log in via app or desktop. Please create an account immediately to assist in the transition to the new site.



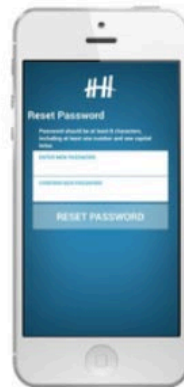
**DOWNLOAD**

1) Search for Helper Helper at the app store or google play.



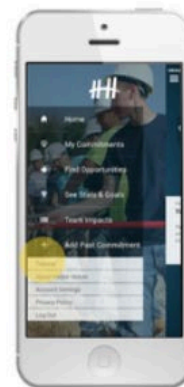
**LOGIN**

2) Use your email & temporary password emailed to you from [info@helperhelper.com](mailto:info@helperhelper.com)



**RESET PASSWORD**

3) Follow on-screen prompts.



**VIEW TUTORIAL**

4) Get started by viewing the quick tutorial

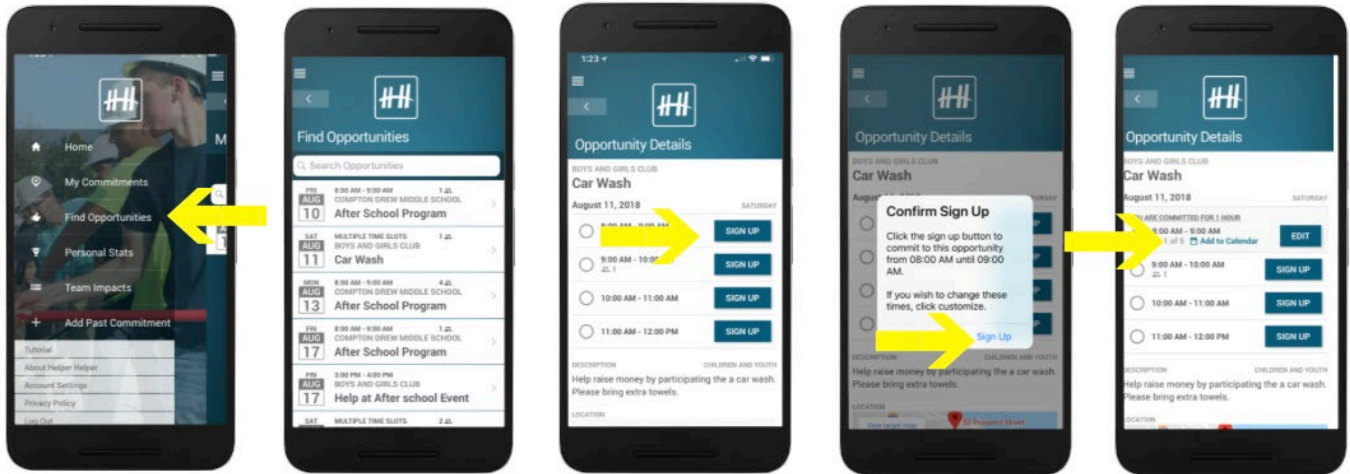
**\*\*If you do not have a smartphone access, Helper Helper at [app.helperhelper.com](http://app.helperhelper.com)**

#### **3. How do I sign up for volunteer opportunities on Helper Helper?**

Once on the site, click "Find Opportunities" to see all volunteering opportunities available. Simply click the opportunity you're interested in, select the shift you can work, and click "Sign Up." A reminder email will be sent to you two days and again two hours prior to your shift with details pertinent details. You also have the option to add this commitment to your Calendar. *\*\*This is highly recommended so you never miss a shift again!*

***A Note about Signing up to Volunteer:*** Volunteers are vital to Jesuit High School, both in building the community and in ensuring the success of the hundreds of events on campus each year. We are counting on you to fulfill the date & time commitment for which you have registered. If, for any reason, you are unable to fulfill your commitment,

please remove your name from the sign up to allow someone else to take the spot, and email the coordinator to alert him/her of the change. *We kindly ask for a minimum of a 48-hour notice.*



- 1) Login to your Helper Helper App
- 2) Click 'Find Opportunities'

- 3) You will then be able to scroll through any opportunity that is available for you to sign up for.
- 4) Click the event that you are interested in committing to attending.

- 5) You will then be able to see any available details about the event.
- 6) If you want to commit to the event click, 'Sign Up'

- 7) It will then ask you to confirm that you would like to commit to that event. Click 'Sign Up.'

- 8) You can now add the event to your personal calendar

#### 4. How do I check in & log my hours online?

Check in with the person you are reporting to on-site. He/she can check you in online immediately and your hours will be tracked on your account.

#### 5. What if I am unable to or simply forget to check –in onsite?

Not a problem! You have two options....

- a. Obtain the **Validation Key Code** from your onsite coordinator. After the shift, follow the steps below to submit your hours.



- 1) Login to your Helper Helper App
- 2) Click 'My Commitments'

- 3) Click on the 'PAST' filter

- 4) Click 'LOG TIME' for the event you want to record

- 6) Enter Validation Key (this you can receive from the event coordinator)
- 7) Click 'SUBMIT ATTENDANCE TIME'

- b. You may also log in your hours after your shift is over by following the steps in #6 (below)

## 6. *How do I track and get credit for volunteer hours that don't relate to a specific shift (i.e. committees, meetings) or for a past commitment?*

Simple! Go to your account, and click “Add Past Commitment”. Fill out the necessary information on your duties and time spent, and the “report to” person who will validate those hours. Your account will get credited the hours.



1) Log into your Helper Helper App  
2) Click on menu and 'Add Past Commitment'

3) Select the date in which you volunteered

4) Follow the prompts to fill in the fields. You will need to know the Organization Name, name of your commitment, the date and time and the coordinator you worked with.

5) Click submit. This event will not be validated until the nonprofit coordinator or institutional admin validated the time.

## 7. *How do I sign up multiple people in my family for one shift?*

When signing up for a timeslot, click the “Customize” button, and add a “Message to Coordinator” with the name of the additional volunteer(s). When checking in, the coordinator will adjust the time credited to your account to reflect the total number of hours worked by your family at that shift.

## 8. *How do I get credit for hours worked (starting May 1st) as we are transitioning to the new site?*

Submit your hours manually by adding a Past Commitment (see #5). Be sure to add the contact person for the event so he/she can verify your hours.

\*\*If you had your hours signed off on the original paper form, please email to [volunteers@jesuithighschool.org](mailto:volunteers@jesuithighschool.org). We will take care of logging those into your account for you. (Prior to doing this, please be sure you have created an account on the new site)

## 9. *How do I handle any future opportunities that I signed up for on the old system?*

We are launching the new site on May 15<sup>th</sup> and will have a grace period until August 1<sup>st</sup> for the transition. All opportunities in the future that you have already committed to on the old site will still remain in place on the old site. To get credit for these hours worked, follow the steps in #5 to add “Past Commitment” so it is credited to your Helper Helper account. For any opportunities after August 1<sup>st</sup>, please refer to the new site, Helper Helper.

*If you have any questions, please contact the VIP Coordinator at [volunteers@jesuithighschool.org](mailto:volunteers@jesuithighschool.org)*