

# Volunteer Portal- *Helper Helper*

## Getting Started Guide

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

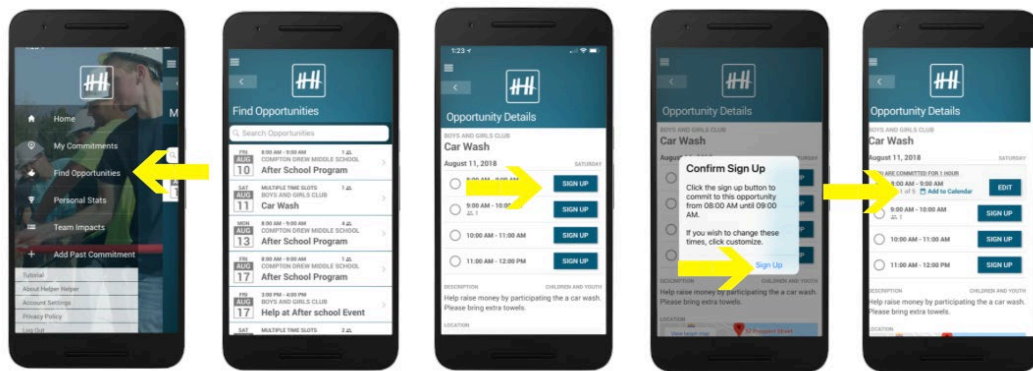
Helper Helper is our online portal to sign up for and track your Family VIP volunteer hours for 2020-2021. On the site, you have access to volunteer opportunities across all groups on campus, conveniently arranged on one page. You will also be able to track your volunteer hours online- no more paper forms needed!

### 2. *How do I log in to Helper Helper?*

- Every family has been set up with **ONE** account using the **FAMILY** email address provided to Jesuit.
- Download the app or log on to [app.helperhelper.com](http://app.helperhelper.com) from a desktop.
- Click “Need a Password for the First Time?”
- Enter the **FAMILY** email address you provided to Jesuit.
- Click “Send Password”
- Follow the prompts on the log-in email

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

- Once on the site or app, 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!*



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

***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.***

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

- When you arrive for your shift, check in with the person you were instructed to report to on-site.
- He/she can check you in online immediately and your hours will be tracked on your account.
- Or, he/she can also provide you with a **Validation Key Code** to validate your hours.

#### ***5. What if I forget to check-in onsite? Can I still log in my hours?***

- You can always log in your hours after the event!
- 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'

#### ***6. How do I log my volunteer hours for on-going work on committees or other opportunities that do not relate to a specific shift?***

- Simple! Go to your account, and click “Add Past Commitment”.
- Fill out the necessary information on your duties, time volunteered and the “report to” person who can validate your time.
- Once the hours are validated by your volunteer leader, your account will be 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 the number of additional people signing up for the shift.
- When checking in on-site, ensure that the appropriate number of TOTAL hours worked by your family is credited to your account.
- If you have any problems, please contact [volunteers@jesuithighschool.org](mailto:volunteers@jesuithighschool.org)

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