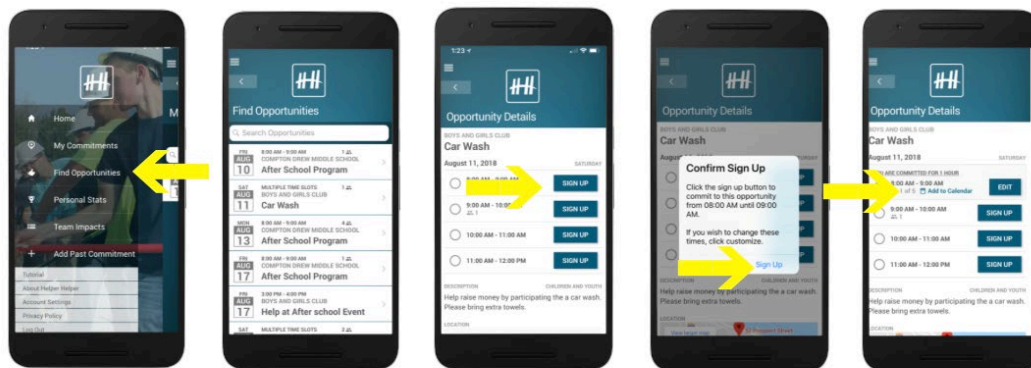# Helper Helper Guide

What is Helper Helper?

Helper Helper is our online portal for all Family volunteer hours. On the site, you have access to sign up for volunteer opportunities across all groups on campus. You will also be able to track your volunteer hours online. **At the end of the volunteer timeframe, we pull the hours report directly from Helper Helper. Therefore, ALL hours must be tracked and/or logged on your account in order to avoid a non-completion fee.**

1. How do I log in to Helper Helper?

- Download the app or log on to **app.helperhelper.com** from a desktop.
- Click "Need a Password for the First Time?"
- Enter your primary email address you provided to Jesuit.
- Click "Send Password"
- Follow the prompts on the log-in email

2. 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: 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.*

3. 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 will provide you with a **Validation Key Code** to validate your hours.

4. What if I forget to check–in onsite? Can I still log in my hours?

- 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'

5. How do I log my volunteer hours for work on a committee or other opportunities that were not listed on Helper Helper?

- Go to your account, and click "Add Past Commitment". (Click on the three bars in the upper left-hand corner, "Add a Past Commitment" is then the 6th option down on your screen)
- 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.

If you have any questions, please contact the VIP Coordinator at
volunteers@jesuithighschool.org