



## *Frequently Asked Questions*

**Does the Volunteer Center has an app I can use on my phone?** *Yes! You can download the **Causer Get Connected** app from your phone's app store. It is a quick and easy way to find volunteer opportunities, sign up on the go, and record your hours — all from the palm of your hand. While it does not include every feature of the full Get Connected website, it is a super handy tool to stay connected and make volunteering even easier.*

**Is the volunteer introduction required?** *Although not required it is definitely helpful! This short introduction acquaints you with the Volunteer Center and provides a tutorial on how to move about the site, record hours, etc. If you cannot attend an in-person meeting, we can send a link to a video.*

**Will partner agency organizations also require an orientation?** *The majority do. They each have different criteria for onboarding new volunteers. This valuable information will aid you in your volunteer efforts with the organization.*

**How do I learn about new volunteer opportunities?** *You can review the full list under volunteer opportunities on the left side of your dashboard (listed chronologically) or by going to the partner agency tab and scrolling to the bottom of the organization portal to view their volunteer needs.*

**Is there a search feature to look for volunteer opportunities?** *Yes! On the upper right-hand corner of the volunteer opportunities tab is a search field. Simply enter a key word and hit search. There are also additional filters below to help your search.*

**How do I respond to a volunteer opportunity?** *Once you have opened and reviewed the details of the need, look for a blue respond button. Click on it and you will be directed to a second confirmation page. Add any notes you would like and click the submit button at the bottom. You will receive a pop-up window so you know your email was sent to the appropriate agency manager.*

**The contact information is right on the agency portal. Why can't I just contact them directly?** *In order to provide correct data for reporting purposes that may help the agency in record keeping and obtaining grant funding, it is important that you respond through the site using the blue respond button. Additionally, responding through the site links your hours for ease of logging them.*

**What should I do if I do not hear back from an organization I have responded to?** *Many managers wear multiple hats. If you do not get a response from the agency within two weeks, please contact us. Sometimes technology or turnover prevents the response from getting into the right hands.*

**Why do I need to record my volunteer hours?** *Encourage and inspire others to make a difference! Logging your hours helps show the Volunteer Center's role in the community and the importance of your work to our funders. It also qualifies you to receive special volunteer recognition gifts, such as gift cards, Volunteer Center logo shirts & invitations to special events!*

**How do I record my volunteer hours?** *There are multiple locations you can click on to log your hours. Follow this link for instructions you can print off and keep by your computer. [Submitting Hours | Get Connected Help Center](#)*

**What are "individual" hours?** *Individual hours are where you post volunteer hours for an agency, church or other organization that is not in our database. Therefore, you are not able to respond and link them to your account.*

**What if I forget my password?** *On the log in screen beneath the email, password, log in and remember me fields, is a link in small blueprint. Simply click to be directed to a password recovery page. Please reset it rather than creating a duplicate account.*

**Where do I change my password, address, email, or phone number?** *While in your account, go to the blue circle on the top tool bar with your initials. Drop down to edit profile and make the changes there.*

**Can I get assistance in finding a volunteer opportunity?** *Absolutely! Simply call our office at 260-424-3505 and ask to speak with our Program Outreach Coordinator to set up a personal appointment.*

**Why do I need to provide a beneficiary as I create my profile?** *We provide a free supplemental insurance policy for all volunteers registered in our database and recording their volunteer hours. If you are injured while volunteering, whatever your primary insurance does not cover, there is a good chance our supplemental policy will. This includes a death benefit should someone pass away while actively volunteering.*

**Why will my account become inactive after 6 months if I do not use it?** *Sometimes people change their minds. It is important for us to keep our database current and up to date. If a member is no longer interested or able to volunteer, we mark their account inactive. However, we can easily change it back if requested. Logging your hours regularly lets us know you are still active!*

