

Getting Started With Golden

To get started, please navigate to volunteer.bchfamily.org. In the top right-hand corner, you'll find two options:

- Create Account**
If you're new to the portal, follow the steps to create a new account. This account will be your gateway to accessing and managing volunteer opportunities.
- Sign In**
If you've previously registered yourself or have been registered for an opportunity by someone else, you likely already have an account. In this case, please click *Sign In* and then *Forgot Password* to request a reset email.

Once you've successfully created or signed into your account, you might want to update the following things:

- Add or Update Your Photo**
Personalize your profile by adding or updating your photo so that organizers can quickly recognize you.
- Share Your Personal Information**
Ensure your information, such as mailing address, DOB, dietary restrictions, and emergency contact are correctly reflected in your profile for seamless opportunity sign-ups.

Finally, we invite you to explore the platform and begin utilizing its features!

- View Your Lifetime Hours**
Gain insight into your cumulative volunteer hours.
- View Your Upcoming Commitments**
Keep track of your upcoming, waitlisted and completed volunteer opportunities.
- Manage Opportunities**
For upcoming and waitlisted opportunities, you can cancel your registration, add events to your calendar, or get a share link to spread the word.
- Report Hours**
For ongoing opportunities, such as mentoring sessions, report the total hours and share any relevant notes.
- Certificates & History**
Generate certificates listing your completed volunteer opportunities and total hours.
- Provide Feedback**
Rate completed opportunities and leave feedback to help us improve.



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