



Discovering your Golden Moments

A Volunteer's Guide

Creating your Golden Volunteer Account

While signing up for opportunities doesn't require a Golden volunteer account, having one comes with numerous advantages. Throughout this document, we'll spotlight the various reasons why.

Creating your Golden volunteer account is easy and can be done in two ways.

1 Online Volunteer Portal

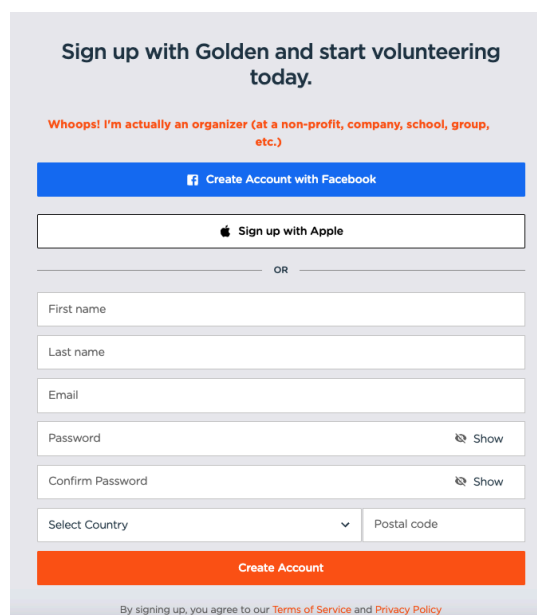
Navigate to portal.goldenvolunteer.com and on the top right-hand corner, click on **Create Account**



From there, you will need to provide the following in order to create your account:

- First and Last Name
- Email
- Password
- Country

Once you have completed the initial setup of your account, you will be able to access the Portal at: <https://portal.goldenvolunteer.com>



The screenshot shows the 'Sign up with Golden and start volunteering today.' form. It includes a blue button for 'Create Account with Facebook', a white button for 'Sign up with Apple', and a section for manual registration with fields for 'First name', 'Last name', 'Email', 'Password', 'Confirm Password', 'Select Country', and 'Postal code'. A red 'Create Account' button is at the bottom. A note above the social media buttons reads: 'Whoops! I'm actually an organizer (at a non-profit, company, school, group, etc.)'. At the bottom, it states: 'By signing up, you agree to our Terms of Service and Privacy Policy'.



If you have ever registered yourself, or have been registered for an Opportunity by someone else, you likely already have an account and shouldn't create one! Instead, please click "**Claim your Account**" and then click "**Forgot Password**" and reset your password to be able to sign in and accept the invitation.

2

Confirmation Email from Registering

If you signed up for an opportunity and do not have an account, you will have the opportunity to create one through the confirmation email you receive upon registering.

At the bottom of the email, you will see and click on “Set up your password here”

New to Golden???? [Set up your password here](#) to track your hours and manage your settings.

You will be taken to a sign in window where you can login using single sign-on (SSO) via your Facebook or Apple ID.

Please note that if you sign in using SSO, you will need to do that every time to ensure you are keeping a log of all of your hours in one place.

You can also Create an account by clicking on the link below the sign in window and following the prompts.

Welcome back.

Used Golden before but never used "Sign In"? [Click here to reset your password.](#)

[Sign In with Facebook](#)

[Sign In with Apple](#)

OR

Email Address

Password [Show](#)

[Sign In](#)

[Forgot Password?](#)

[Don't have an account yet? Create an account](#)

From there, you will need to provide the following in order to create your account, like in Step 1:

- First and Last Name
- Email
- Password
- Country

First name

Last name

Email

Password [Show](#)

Confirm Password [Show](#)

Select Country [▼](#) 91401

[Create Account](#)

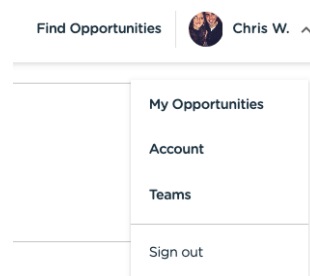
By signing up, you agree to our [Terms of Service](#) and [Privacy Policy](#)

Volunteer Profile Basics

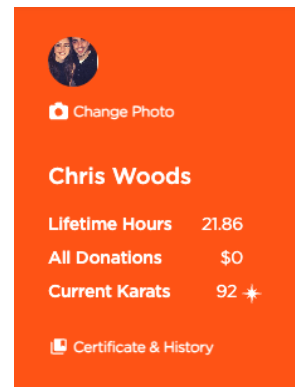
Once you've successfully created and signed into your account, it's time to discover the numerous advantages of having a Golden account.

1 Getting Started

Navigate to the top right corner of the page to where you see your name. Click on the down carrot and you will see: My Opportunities, Account, Teams, and Sign out.



In the top left-hand corner, easily change your photo and view a summary on the volunteer account dashboard. This summary highlights your volunteer history, including lifetime hours, donations, karats, and a branded certificate.

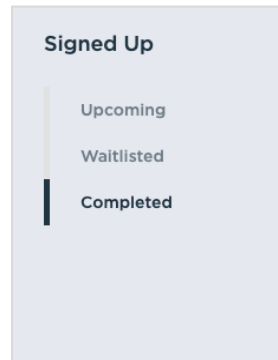


By clicking the "Certificate and History" link, you not only generate a branded certificate listing completed volunteer opportunities and total hours but also gain a meaningful record of your impactful journey, providing a valuable testament to your commitment and contributions.



2 My Opportunities

The **My Opportunities** tab gives you a snapshot of your upcoming, waitlisted, and completed opportunities. In the **Upcoming** and **Waitlisted** section, you have the flexibility to cancel registrations, add events to your calendar, and share opportunities.



To delve deeper into a specific opportunity, simply click on it. This allows you to learn more about its purpose, role, description, and overall vibe. You can also sign up for additional time slots directly from the **Opportunity** page.

Effortlessly manage your engagements by canceling registrations, adding to your calendar, and exploring new opportunities – all in one place!

The **Completed** section offers a glimpse into your past volunteer experiences.

Showing 1 upcoming opportunities

A card for an upcoming opportunity. On the left is a photo of three people in a room, one holding a red heart. To the right of the photo, the text reads: "MHCO - Spring Cleaning - Volunteer", "Mercy Housing", "Mon, Apr 15, 2024: 12:00PM - 2:00PM EDT", "1627.4 miles away", and "7 spots available". At the bottom right are three buttons: "Cancel", "Add to Calendar", and "Share".

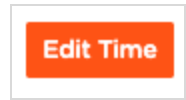
A user profile card for "Chris Woods" with statistics: "Lifetime Hours 21.86", "All Donations \$0", and "Current Karats 92 +". Below the profile is a "Signed Up" filter menu with "Completed" selected. To the right are two completed opportunity cards. The first is "Kosher Food Pantry App" by "JF&CS Volunteers" on "Mon, Nov 13, 2023: 12:00AM", "Ongoing Virtual Opportunity", with "Unlimited spots available" and buttons for "Edit Time" and "Review Completion". The second is "Mercy Housing California" by "Mercy Housing" on "Mon, Dec 18, 2023: 3:00AM", "Ongoing Virtual Opportunity", with "Unlimited spots available" and buttons for "Review Completion" and "Share".

Click on the **Review Completion** button for a chance to rate and reflect on the opportunity. Your valuable feedback will be shared with Volunteer Managers anonymously.

A modal titled "Review Completion" with a "Review Completion" button. Below the button, it says "You completed this Golden Opportunity!". Under "Rating and Reflection" is a 5-star rating. Under "Photos" is an "Add Photos" link.

To log hours for the ongoing volunteer opportunities you've registered for, just click the **Edit Time** button.

Enter the total hours for the session and any notes you want to share with the organization. Click **Save** to update your records.

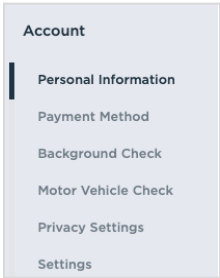
A "Log Hours" form with a dark header and a close button. It contains a "Total Hours for this session" input field with the value "0". Below are "Start Date" (Mon, Nov 13, 2023) and "Start Time" (12:00 AM) fields. A "Notes" section has a text area with the placeholder "Enter any notes you would like to provide JF&CS Volunteers for this session." and a "Save" button at the bottom right.

3 Account

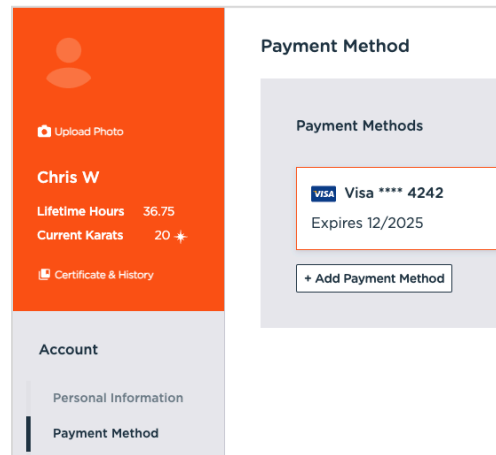
The **Account** tab empowers you to monitor personal information, payment details (for background and motor vehicle record checks), review status updates for background and motor vehicle record checks, adjust privacy settings, and make other general account configurations.

Personal Information encompasses details submitted during registration, such as mailing address, date of birth, dietary restrictions, and emergency contact information.

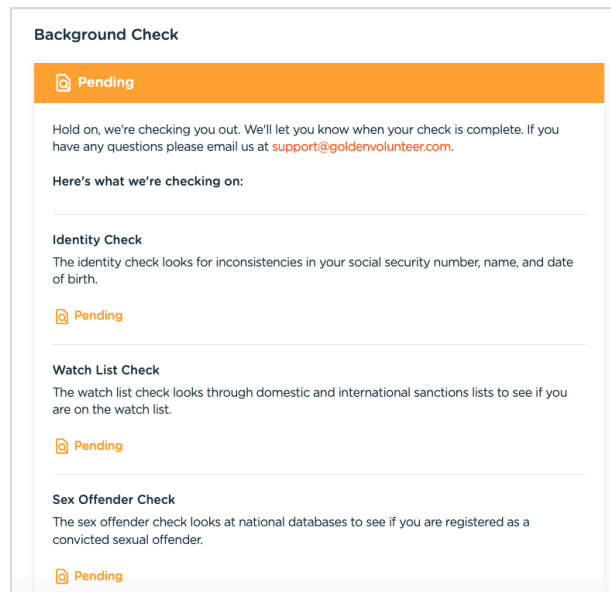
This section also logs any responses to additional questions you may have answered before registering for an opportunity.

A "Profile" form with a dark header. It contains fields for "First Name" (Chris), "Middle Name (Optional)" (W), and "Last Name" (W). Below are "Pronouns" and "Email" (chris@goldenvolunteer.com) fields. "Phone number" (415454578) and "Phone country" (United States) fields are also present. A "Mailing Address" section includes a checkbox for "Use a PO Box or custom address" and a "Mailing Address" field. An "Additional Address Info" section has a field for "Additional Address Info (Apt #, Building Name, etc.)". "Date of Birth" is 04/04/1992. "Dietary Restrictions" includes "e.g. Gluten Free".

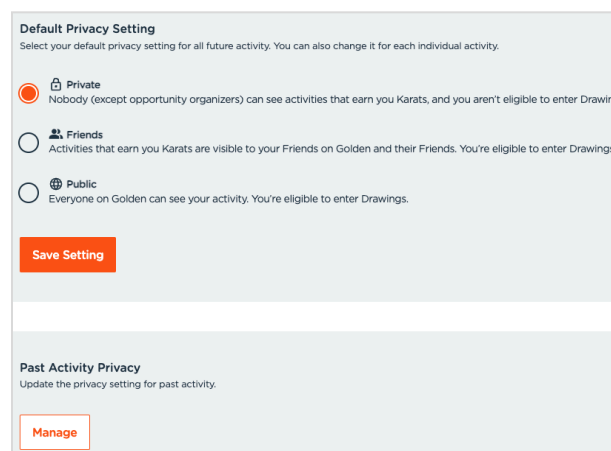
Keep your **Payment Method** updated to smoothly cover the costs of background or motor vehicle record checks on Golden during your volunteer process. This ensures a hassle-free experience, supporting a reliable and secure payment system for efficient and trustworthy volunteering.



If you require a **Background or Motor Vehicle Check**, easily initiate the process on Golden and monitor the status in your account. Your background check, valid for up to one year, remains associated with your Golden profile, providing convenient access for use in other organizations on the platform that also require a background check.

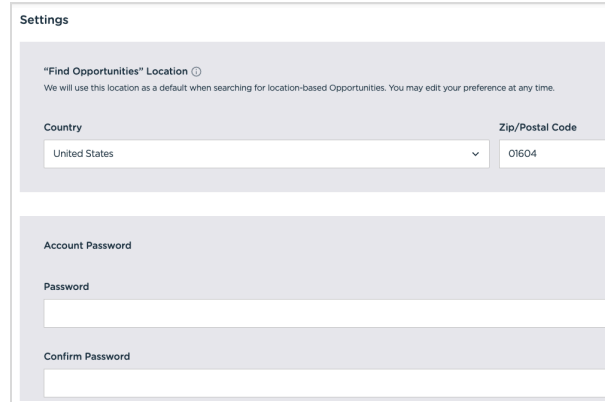


Privacy Settings empower you to shape who has access to your volunteer activities. By default, we prioritize your confidentiality, ensuring that only organizers can view your volunteer history. This added layer of control lets you participate comfortably, knowing that your engagement details are shared only with those who need them, fostering a secure and personalized volunteering experience.



Editing your account **Settings**, including updating your password and country, provides a personalized and secure experience. We believe in empowering you with the flexibility to adapt your account to your preferences.

Additionally, offering the option to delete your account ensures that you have full control over your information, enhancing your peace of mind and overall satisfaction with our platform.



Settings

"Find Opportunities" Location ⓘ
We will use this location as a default when searching for location-based Opportunities. You may edit your preference at any time.

Country: United States | Zip/Postal Code: 01604

Account Password

Password: [input field]

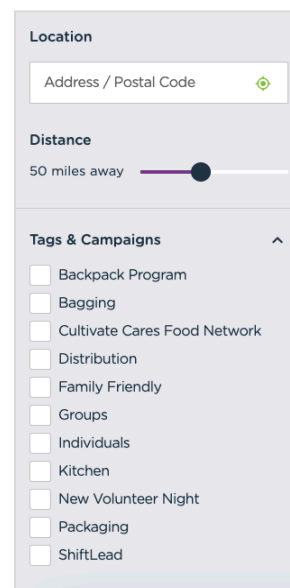
Confirm Password: [input field]

Volunteer Portal Navigation

You can search and register for volunteer opportunities in a number of different ways. You can do so by going to <https://portal.goldenvolunteer.com> or clicking on the Find Opportunities button on the top right-hand corner of your account profile.

1 Finding Opportunities

The primary method for searching is through the left-hand column. You can search using keywords, filter by location, or use specific tags provided by the organization.



Location

Address / Postal Code [input field]

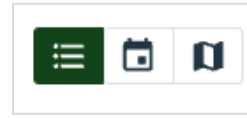
Distance

50 miles away [slider]

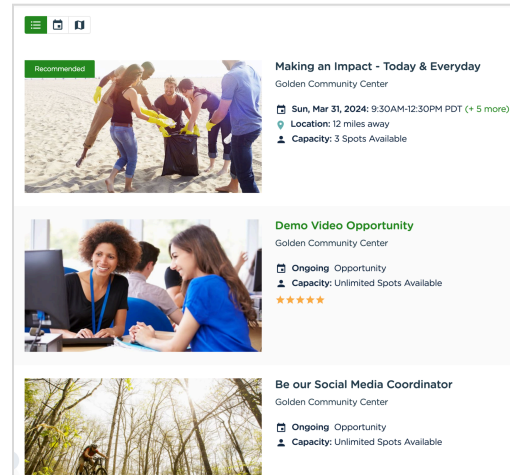
Tags & Campaigns

- Backpack Program
- Bagging
- Cultivate Cares Food Network
- Distribution
- Family Friendly
- Groups
- Individuals
- Kitchen
- New Volunteer Night
- Packaging
- ShiftLead

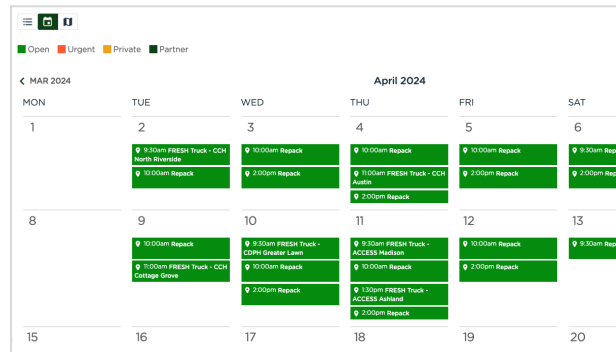
At the top of the screen, you have the option to toggle how you view opportunities. Choose between list view, calendar view, or dynamic mapping views for a customized experience.



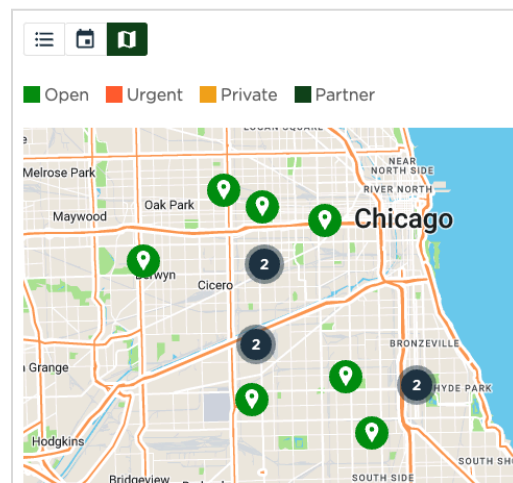
Opting for the **list view** provides a quick overview of key details for each opportunity. Easily identify the opportunity's name, the availability of additional time slots, the date and time of the latest slot, location, capacity, and any associated ratings. This format streamlines information, allowing for efficient decision-making and planning.



Choosing the **calendar view** offers a comprehensive monthly overview, allowing you to see the total number of opportunities and identify days with multiple options. This visual representation aids in planning and managing your volunteering schedule. For more detailed information about a specific opportunity, simply click on it to access additional details, ensuring a seamless and informed decision-making process.

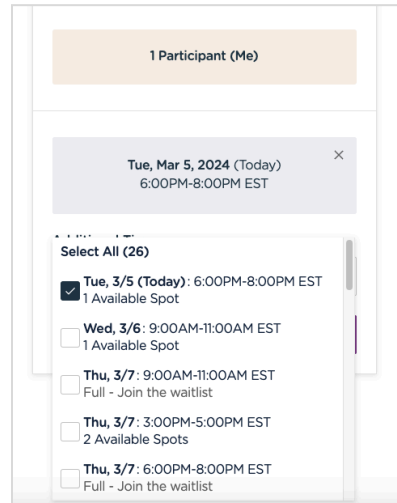


Engaging the **map view** provides a visual representation of nearby opportunities in your area, allowing you to gauge their proximity. The ability to zoom in or out enhances your understanding, providing a spatial perspective on available opportunities. This feature aids in selecting opportunities based on geographical convenience, streamlining your volunteer experience for optimal accessibility and planning.

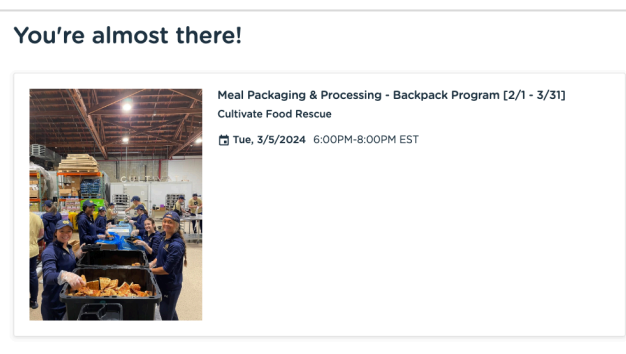


2 Registering for Opportunities

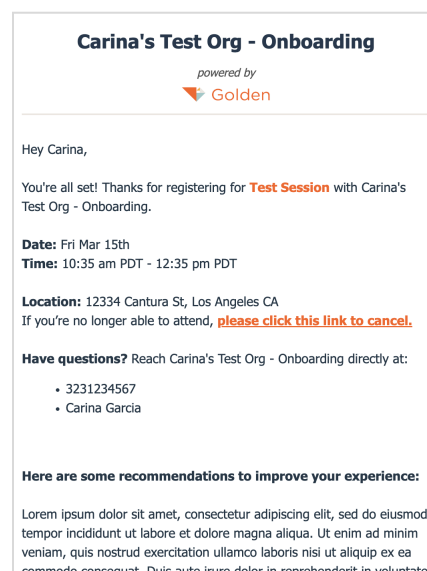
After finding an opportunity, choose the desired timeslot(s), provide the necessary registration information, and complete the registration process.



Upon registration, you instantly gain access to additional opportunity details, including location and specific instructions.



Additionally, you'll receive a confirmation email with pertinent information. This ensures you are well-informed and prepared for your upcoming volunteer opportunity.

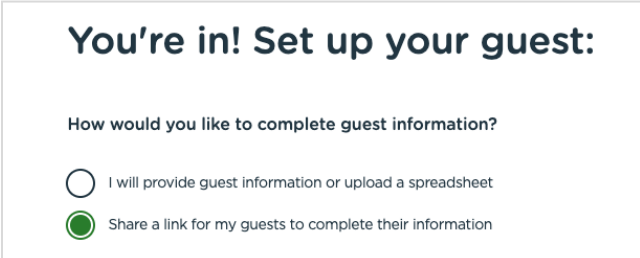


3 Registering for Opportunities with a Guest

For certain opportunities that permit guests, Golden streamlines the process by collecting only essential information, including the guest's first name, last name, and email. This simplified approach makes inviting a guest hassle-free.

Depending on your organization's requirements, you may not need to enter additional information, ensuring a straightforward and efficient guest registration process.

For opportunities allowing guests that make it *optional* for you to provide details, Golden simplifies the process by allowing you to enter the details yourself or obtaining a share link to give your guest.



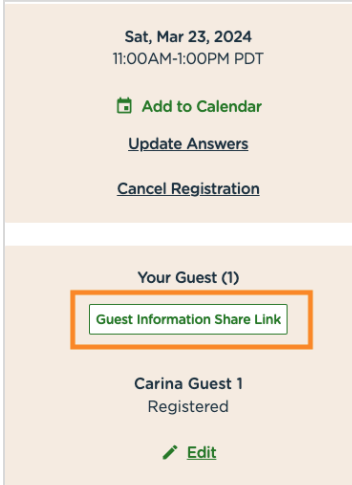
You're in! Set up your guest:

How would you like to complete guest information?

I will provide guest information or upload a spreadsheet

Share a link for my guests to complete their information

Note that non-essential details, such as T-shirt preferences, aren't collected by Golden. However, you can still ensure your guest receives one through a shared link. This approach ensures a straightforward and efficient guest registration process while accommodating additional considerations like T-shirt distribution.



Sat, Mar 23, 2024
11:00AM-1:00PM PDT

[Add to Calendar](#)

[Update Answers](#)

[Cancel Registration](#)

Your Guest (1)

[Guest Information Share Link](#)

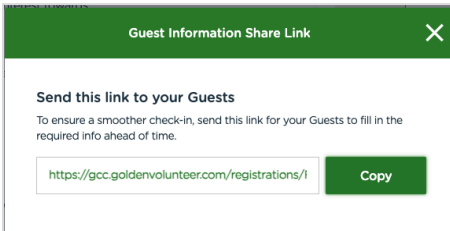
Carina Guest 1
Registered

[Edit](#)

After registering, click **Guest Information Share Link**

In the following window, you'll find a link that you can **Copy** and share with your guest.

If you happen to forget to obtain the link, don't worry. You can always reach out to your organizer to assist you in getting another one.



Guest Information Share Link

Send this link to your Guests

To ensure a smoother check-in, send this link for your Guests to fill in the required info ahead of time.

<https://gcc.goldenvolunteer.com/registrations/1> [Copy](#)