VolunteerMatters365™

2020

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CHC : CREATING HEALTHIER COMMUNITIES

Register Your Organization

Create your organization's free VolunteerMatters365™ account at https://volunteer.chcimpact.org/register/organization

New Account Tips

NAMING CONVENTION

When registering your organization please use the same organization account name, if possible, listed on your Charity Partner Portal account Profile, which can be found here: https://info.chcimpact.org/charity-partner-portal/profile

Bookmark this link to access your dashboard after you have registered:

https://dashboard.goldenvolunteer.com/?#dashboard

VOLUNTEER CONTACT

Please go to your Charity Partner Portal account Profile to add a contact to the Volunteer Contact role on your account. CHC: Creating Healthier Communities will send VolunteerMatters365™ communications to this contact.

DASHBOARD NAVIGATION

To help you navigate the features on your user dashboard, please click on the Help menu option and view the video "Welcome to your Admin Dashboard:"

https://dashboard.goldenvolunteer.com/?#help

SETTINGS

In your dashboard, click on the Settings menu option, and add your organization's full address.

OPTIONAL STEP

Invite additional staff if multiple people will be managing your volunteer opportunities.

- From your Dashboard: Go to Settings > Users > Add User > Enter Email
- Assign each user a permission level

Note: Any Users you add must Sign Up for a free Golden account prior to accepting your invitation. Please ask them to not add your organization's name to their personal Golden user account; they should leave that field blank when registering.
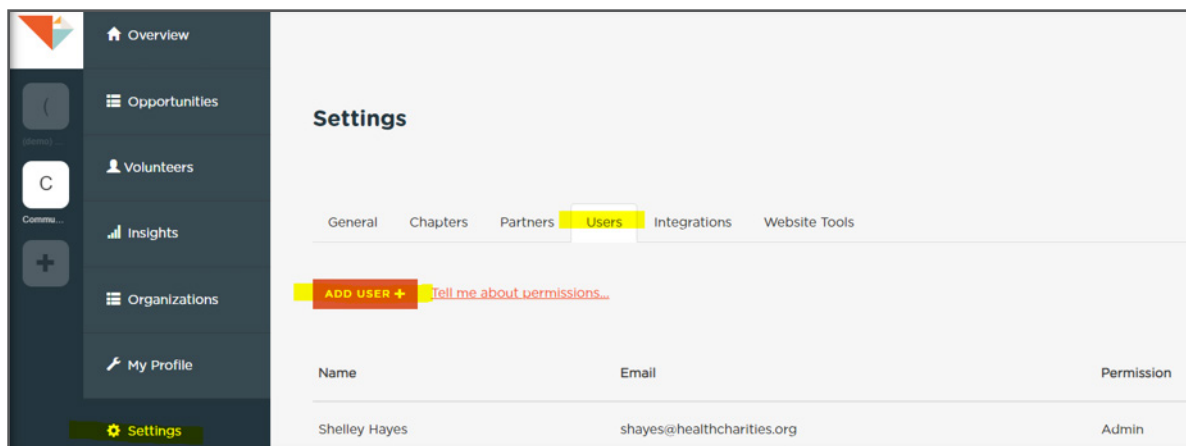
Add An Opportunity

Adding a new opportunity is a simple process and does not take more than a few minutes if you have all the details and information on hand.

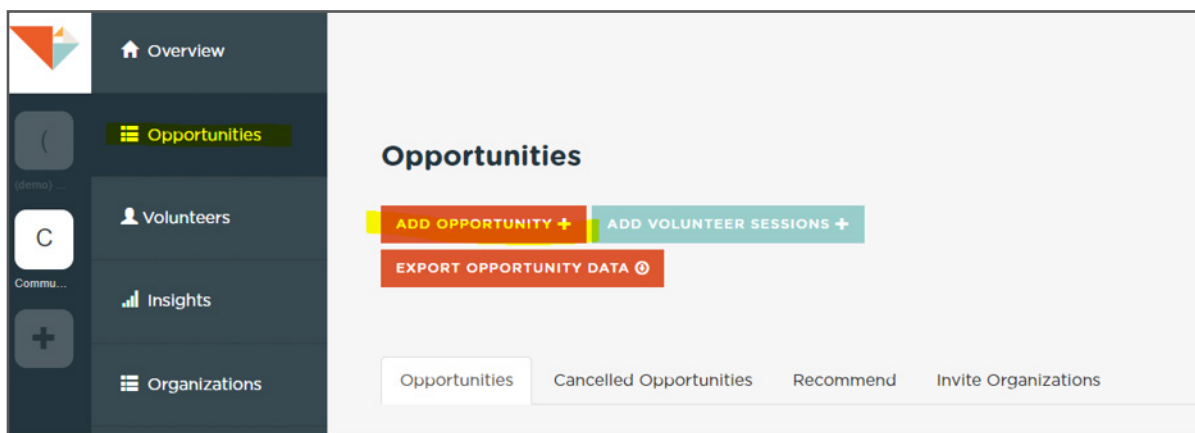For more detailed instructions, please visit the Help menu option on your user dashboard. Here is where you will find links to short training videos and tips directly from Golden, the platform provider.


OPPORTUNITY STEPS
Here are the steps to setting up a new opportunity, and samples are provided to help guide you through the process.

OPPORTUNITY TYPES
There are two types of volunteer opportunities to select from: Local and Virtual

- **LOCAL OPPORTUNITIES** require a date, time and address. You can add as many time slots as necessary.
    - One day: Fundraising events that require extra help to keep things running smoothly. For example: Annual walks, runs, and fundraising galas.
    - Intern or Shift: On the job training for young adults, door greeter or regular meal delivery person.
    - Skilled Labor: Seek volunteers with specific skills like social media experts or professional services for select projects.

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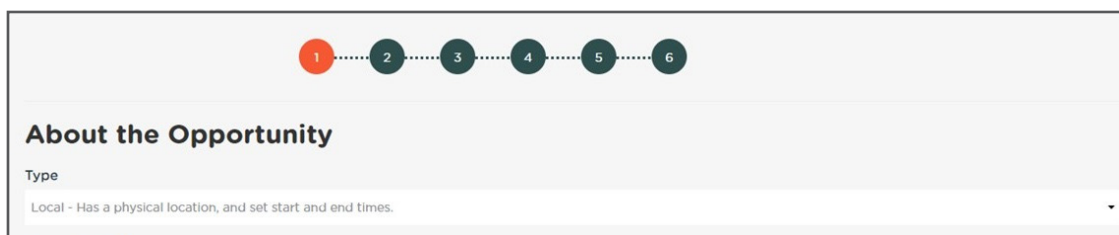
- **VIRTUAL OPPORTUNITIES** do not require you to enter a date or location and can stay active indefinitely.

  - Volunteer on the Spot opportunities can be completed virtually, in the office or at home. For example: creating snack packs, assembling care kits, or crafting cards for kids

  - Health on the Spot opportunities are the perfect place for your organization to showcase your educational programs or preview paid programs to companies. (This type of opportunity was formerly called Lunch and Learns.)

  - Wish List: Does your organization have an Amazon Wish List? You can add a Virtual opportunity and paste your Amazon wish list link into the Digital Location box.

AUDIENCE

Control who can view, share and sign-up for your opportunities by selecting one of the three audience types.

- Open: Anyone on the Golden platform can view and sign up, not just VolunteerMatters365™ users.

- Private-Open: Only your Affiliates, pre-assigned Groups, and people you share the opportunity with can see these opportunities.

- Private-Closed: Restricted to the Groups and Affiliates that you pre-assign.

AFFILIATIONS

Please enter CHC: Creating Healthier Communities to the Affiliates section to allow all VolunteerMatters365™ users to see your Private-Open opportunities and sign-up.

Note: You do not need to add an affiliate if the opportunity is set to Open.

Additional Tips

DIGITAL LOCATION

Copy and paste your Amazon Wish List link here:

VIBE

How will a volunteer feel in the moment at your opportunity? Examples: Tired but accomplished, challenged and touched, active and energized.

PHOTO SUGGESTIONS & REQUIREMENTS

Photos should be horizontal (6.4 x 3.6 aspect ratio), colorful but not overwhelming, and depict the activities available.

BACKGROUND CHECKS

You can ask Volunteers to complete a background check: Social Security Number and Document Identity verification; $20 cost paid by the volunteer and good for one year.

KEY WORD SEARCH, VISIBILITY AND MORE

Add an unlimited number of tags, list opportunities in chronological order of event date. When veiwing your opportunity, Volunteers are asked if they are DTV = Down to Volunteer!

SUBMIT

Once you have added your image and clicked submit, the Golden customer service team will review your Opportunity and either contact you directly with editing suggestions or they will approve it. Either way you will receive a notification on the status of your opportunity.
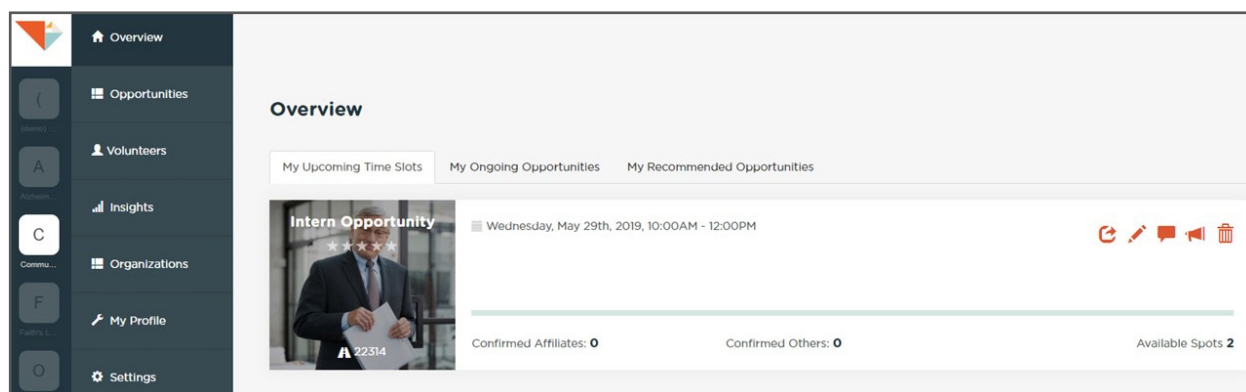
Managing Your Opportunities

You can manage your Opportunities from either the Opportunities tab or the Overview tab. Just click on the appropriate icon in the top right corner of the Opportunities preview window to open the tool.

SHARE INDIVIDUAL OPPORTUNITIES

Sharing your individual volunteer opportunities is easy. In your dashboard, click the Opportunities tab, find the individual opportunity you wish to share, then click on the Share icon. This will create a link for you to copy and paste into an email or post on social media.

SHARE ALL OPPORTUNITIES

There are two options to share all of your Open opportunities. Begin by clicking on the Volunteers tab on your dashboard, and then click on Invite.

- Option 1: Share a Link - Copy and share a link with your Volunteers to find all of your Open opportunities.

- Option 2: Invite by Email - Download the sample spreadsheet provided. Complete the columns First Name, Last Name and Email for each volunteer. Upload the updated spreadsheet file, and use the automated email language provided by Golden or customize the subject and/or body of your email. A link to download the app will be provided beneath your message.

Note: Volunteers must register for a free Golden account to sign up for your opportunities.

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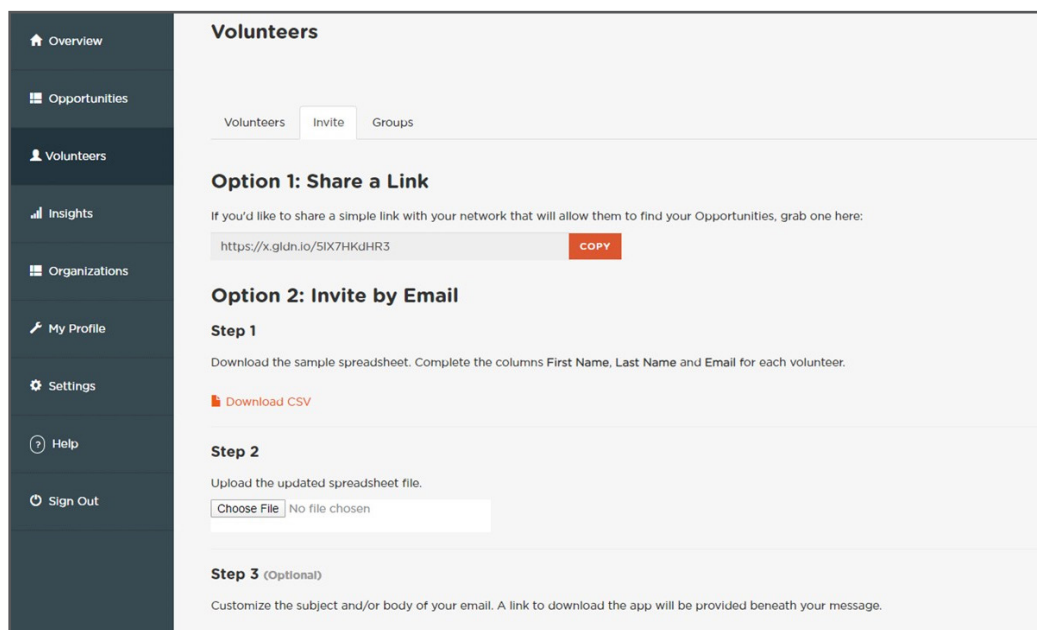
Tracking Attendance

CHECK-IN KIOSK

From your Dashboard's Overview page, you can launch a "Check-in Kiosk" to manage attendance (and add last-minute attendees) onsite. This works well on a tablet, mobile phone or desktop computer.

If Organizers don't confirm or deny attendance within three days after the event, Golden automatically asks the Volunteer, by email, to confirm whether they attended or not. If you don't have the chance to use the Kiosk, you can confirm volunteer attendance after the fact in the Dashboard (either using the notifications that pop up after an event on the right side of your screen or in the Opportunity Detail page).
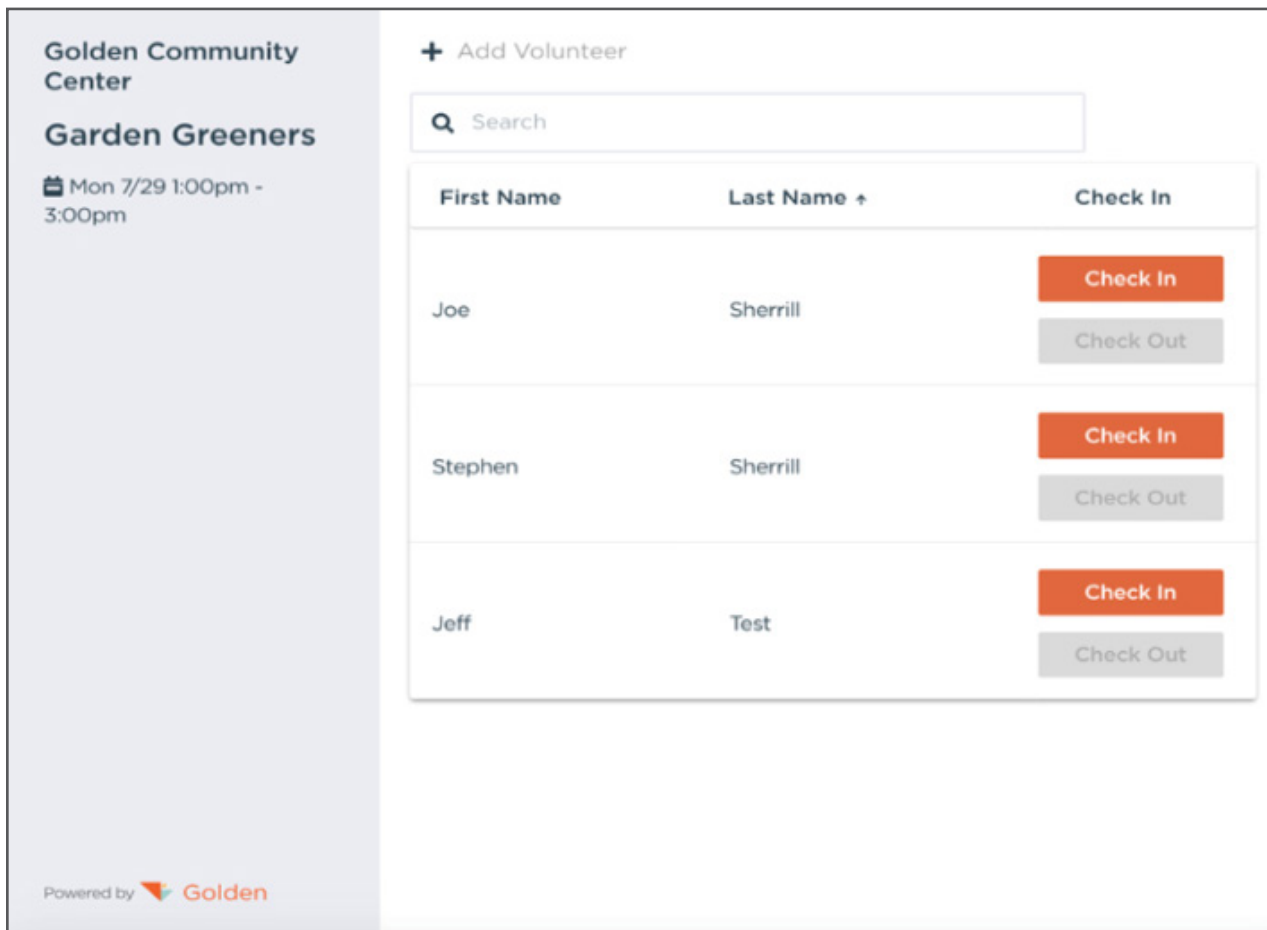

GPS CHECK-IN

On the day of your event, if the volunteer is using the app and has set their profile to allow GPS tracking, they will automatically be checked in once they arrive at the location.

Insights and Exports

From your dashboard click on Insights > then click on Opportunities to see the Key Performance Indicators (KPI) for each individual opportunity.

Just above Summary is a drop-down menu of all opportunities your organization has created. You can view the KPI for each opportunity individually or select All Opportunities from this menu to see a combined total.

Note: The ability to export this data is not available with the free plan, but you are able to copy and paste into an Excel spreadsheet.
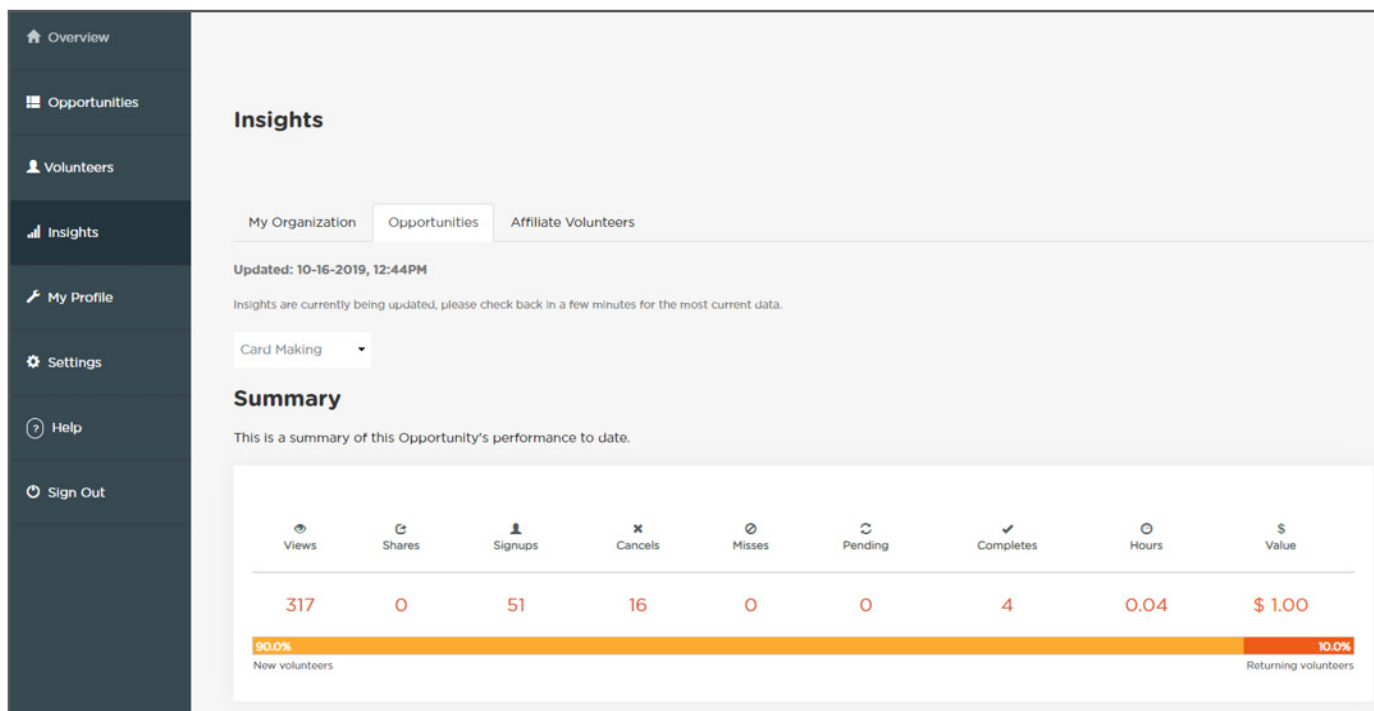
ATTENDANCE REPORTS

Export Attendance Sheets for individual Opportunities, including which volunteer is associated with which company. Go to the Volunteers tab and click on Export Volunteer Data. You will receive an email with an attached CSV report.

ADDITIONAL REPORTS

The platform provider offers upgraded plans, available for a fee, that include more data report exports. Contact CHC: Creating Healthier Communities to learn more about upgraded plans.

UPGRADE

An extended free trial and discounted rates are available for CHC's nonprofit partners, so please contact us for a referral to the platform provider to take advantage of these benefits.

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