

# Volunteer Matters Quick Reference Guide

## -Volunteers-

Welcome to Volunteer Matters! Using this website you will be able to sign up for volunteer opportunities, remove yourself from your assigned shift, and see what other volunteer opportunities we have to offer!

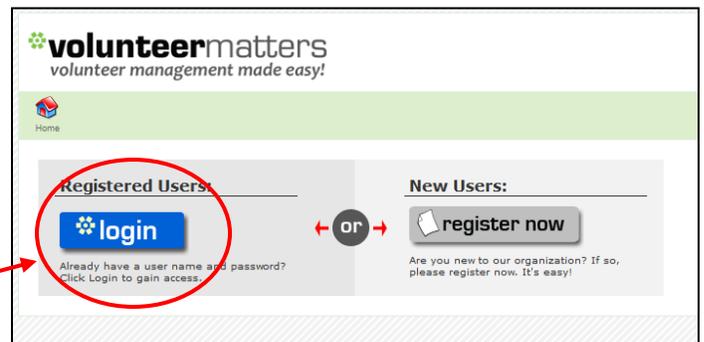
To use this feature, you will need to use a computer that has access to the internet.

First, open a web browser such as Internet Explorer, Mozilla Firefox or Google Chrome and enter in the web address:

[www.volunteermatters.com/sunsetplayhouse](http://www.volunteermatters.com/sunsetplayhouse)

On this page you will see two options for signing in: one for Registered Users and one for New Users.

As an existing volunteer with Sunset Playhouse, we will assign you a user name and password, so you will be logging in through the **Registered Users Login** by clicking the blue Login button.



Once you click the blue Login button, you will see:

Please enter the username and password you were given in the corresponding boxes.

After you have logged in the first time, you can change your password to one that is easier for you to remember.

*Please note: Sunset Playhouse will not have a record of the passwords for any volunteers. If you forget your password, you will need to follow the onscreen options to recover or reset your password.*

When you log in you will be taken to the home screen, which will look something like this:

volunteermatters  
volunteer management made easy!

Sunset Playhouse

(Tucker, Michelle)

Home Directory Me Volunteer Log Out

Upcoming Assignments			
8/9/12	Front of House	<a href="#">Pretend Show</a>	1:33 PM - 2:00 PM
8/22/12	Front of House	<a href="#">Pretend Show</a>	7:00 PM - 9:00 PM

Calendars

- [Actors and Stage Managers](#)
- [Costume Sitters](#)
- [Costumes](#)
- [Dressers](#)
- [Front of House](#)
- [Light Board](#)
- [Light Hang](#)
- [Night Call](#)
- [Props Crew](#)
- [School for the Arts](#)
- [Stage Presents](#)
- [Test Calendar](#)  
Calendar to test how things work

### What you see on this screen:

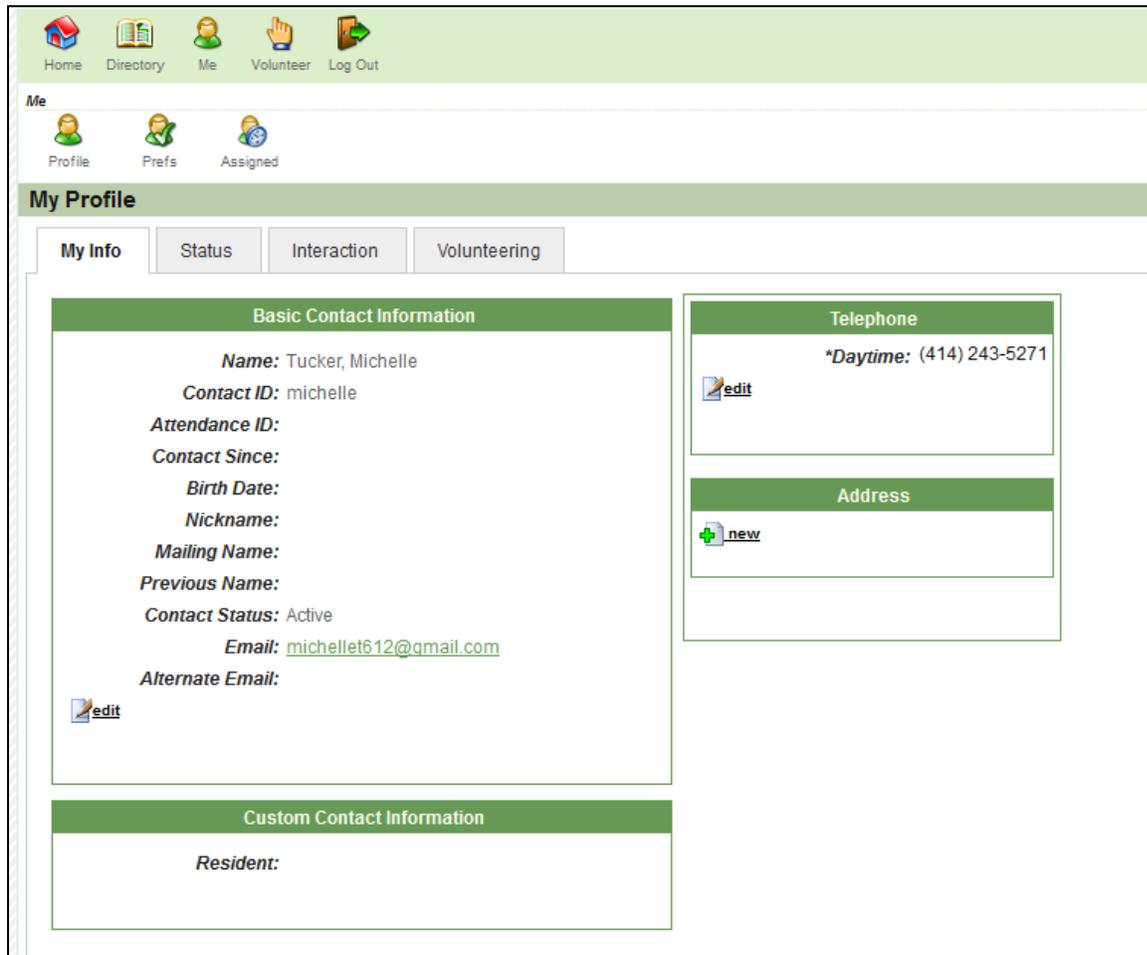
On the left side of the screen will be the list of all of the volunteer shifts you are assigned to. If there is nothing in this section then you are not signed up to volunteer yet. On the right side of the screen is a list of all of the volunteer calendars at Sunset Playhouse. Clicking on any of these calendars will take you to more information about that particular calendar.

At the top of the home screen, there are five icons that will appear at the top of every page.

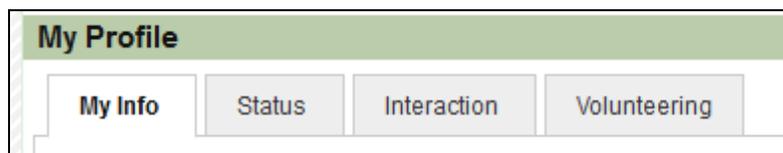
-  **Home** will bring you back to the home page.
-  **Directory** will bring you to a list of the names of all of our volunteers. At this time, there is no contact information associated with any volunteers. In the future, we may have the option of giving you a directory that will include some contact information for volunteers who wish to be listed.
-  **Me** will bring you to your personal volunteer record.
-  **Volunteer** takes you to a full calendar that will include all of our volunteer opportunities in calendar form.
-  **Log Out** will log you out of the volunteer matters website.

Clicking on **Me**  brings you to your own personal volunteer record.

Your profile page will look something like this:



In the profile page, there are four tabs.



1. "My Info"
2. "Status"
3. "Interaction"
4. "Volunteering"

The main screen is "My Info" where you will see your contact information as we have it. You are able to edit any of this information. If we have something wrong or if you move, you have the ability to change your information.



To edit any information, click the "edit" icon on the bottom left corner of each information block. **Please note:** If you move, you should tell us, (by phone, email, in person, or by postal service) so that we can update the information in our ticketing system as well.

The **Status Tab** simply reflects your status as a volunteer: potential, active, or inactive. Your status page should read “active”.

**My Profile**

My Info | **Status** | Interaction | Volunteering

Michelle Tucker

Current Contact status

Status	Since
Active	Aug 6, 2012

Contact status History

	As of Date	Status
1	Aug 6, 2012	Active

The **Interaction Tab** will list any communications or attendance information that has been recorded in our system:

**My Profile**

My Info | Status | **Interaction** | Volunteering

Michelle Tucker

Communication

Date	Time	Type	Subject	Notes
------	------	------	---------	-------

Attendance

Date	Time	Type	Subject	Notes
------	------	------	---------	-------

The **Volunteering tab** will list all of your volunteer shifts:

**My Profile**

My Info | Status | Interaction | **Volunteering**

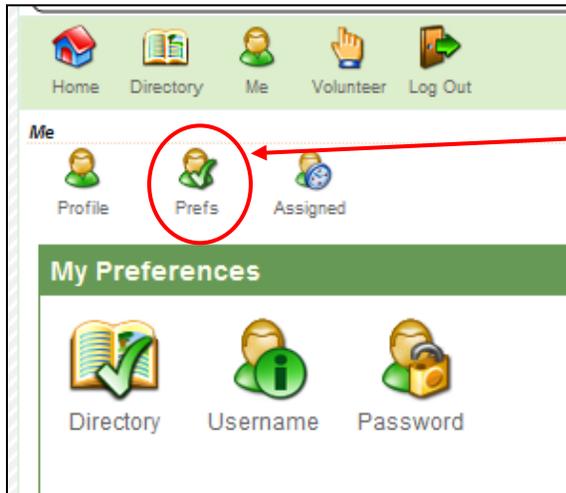
Michelle Tucker

View: All Volunteer Interactions - Past, Present, and Future

2 total record(s) found. Page 1 of 1

Date	Start Time	End Time	Type	Subject	Notes	Requirement Flag	Name	Status	Scan ID	Parent Contact
1	8/9/12	1:33 PM	2:00 PM	Volunteer Shift	Front of House: Pretend Show	Applicable	Tucker, Michelle	Active		<a href="#">edit</a>
2	8/22/12	7:00 PM	9:00 PM	Volunteer Shift	Front of House: Pretend Show	Applicable	Tucker, Michelle	Active		<a href="#">edit</a>

2 total record(s) found. Page 1 of 1



When you click on the “Prefs” icon you will be directed to “My Preferences” where you will see three choices:

1. Directory
2. Username
3. Password.



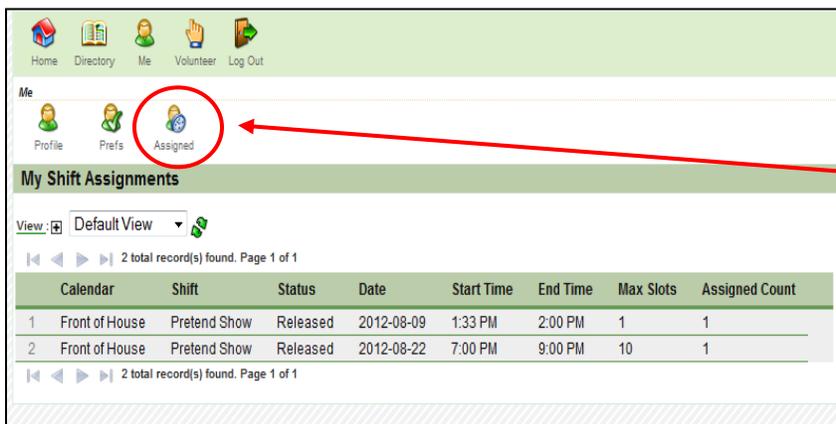
**Directory** brings you to a page where you can opt out of having your birthdate and nickname listed in the online directory. You can also choose to completely remove yourself from the online directory. **Please Note:** This does NOT remove you from our database, but simply makes your information invisible to other volunteers using the online directory.



**Username** allows you to change your username.



**Password** allows you to change your password.



The “Assigned” icon brings you to a list of your assigned volunteer shifts.

**How to sign up or withdraw from a volunteer shift.** From main bar of icons at the top of the screen, highlighted in green, select the “Volunteer” icon.



This icon you will be brought to a page that looks like this:

The screenshot shows the 'volunteermatters' interface for August 2012. The calendar displays shifts for 'Front of House: Sweet Charity' and 'Front of House: Pretend Show'. The search sidebar on the left includes a 'Calendar' section with various categories checked, such as 'Actors and Stage Managers', 'Costume Sitters', 'Costumes', 'Dressers', 'Front of House', 'Light Board', 'Light Hang', 'Night Call', 'Props Crew', 'School for the Arts', 'Stage Presents', and 'Test Calendar'. A 'Legend' section at the bottom left explains the color coding: red for shifts no longer available, grey for full shifts, and green for available shifts.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1 Front of House: Sweet Charity 6:30 PM	2 Front of House: Sweet Charity 6:30 PM	3 Front of House: Sweet Charity 7:00 PM	4 Front of House: Sweet Charity 7:00 PM
5 Front of House: Sweet Charity 1:00 PM	6	7	8	9 Front of House: Pretend Show 1:33 PM	10	11
12	13	14	15	16	17	18
19	20	21	22 Front of House: Pretend Show 7:00 PM	23	24	25
26	27	28	29 Front of House: Pretend Show 7:00 PM	30	31	1

On the left side of this screen, you will see a list of all of our volunteer calendars. Unchecking or checking these will change what you see in the calendar on the right side of the screen.

For example, if you only want to see the Front of House volunteer opportunities, you should uncheck all of the other boxes and only have “Front of House” selected.

- **Shifts in red** are no longer available for sign up.
- **Shifts in grey** are shifts that are full.
- **Shifts in green** are available for sign up!

When you click on a shift, you will be directed to a page with specific information about that volunteer shift:

**volunteermatters**  
volunteer management made easy!

Home Directory Me Volunteer Log Out

Volunteer

Calendar View List View

### Volunteer Shift Detail

#### Front of House (Active)

**Name** Pretend Show

**Description**

**Date** Aug 22, 2012

**Locked-in Date:** Aug 20, 2012

**Locked-out Date:** Aug 20, 2012

**Start** 7:00 PM

**End** 9:00 PM

**Status** Released

**Assigned** 0/10

 [Sign Up Now!](#)

**Name** tells you the name of the show. In this case, you can see the name of the show is “Pretend Show.”

**Description** is where we would have a specific message for you about that particular show or shift.

**Date** shows the date of the volunteer shift.

**Locked-in** and **Locked-out** dates are the deadlines for when you can add or remove yourself from that shift within Volunteer Matters. *After this date, you must contact the House Manager to sign-up or withdraw from a shift.*

The **Start** time and the estimated **End** time are also listed here. *Please note that the start time is the time that you should arrive at Sunset, not the time the show begins.*

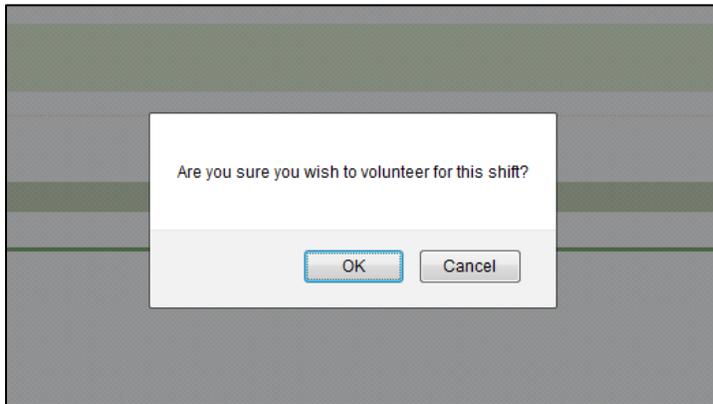
The **Status** of the shift will either be released or locked. You can only sign up for shifts that appear released.

The **Assigned** number reflects how many people have signed up for a shift. It also indicates how many volunteers we need for that particular shift. *For example, 0/10 means there are 0 volunteers signed up for a shift that requires 10 volunteers.*

To sign up for a shift you would click the “Sign Up Now!” icon:



When you click the icons, you will then see:



Confirm that you want to sign up for the shift by clicking "Ok."

You have now signed up to volunteer!

Once you have confirmed that you want to volunteer for that shift, the screen will then look like this:



If you have a conflict, you may withdraw from the volunteer shift. To withdraw from an assigned shift, simply click the minus withdraw button at the bottom of the screen. You will be asked if you are sure you want to withdraw from the shift. Click "ok" to withdraw yourself from the volunteer shift.

You will receive automated emails whenever you sign up or withdraw from a shift.

**And that's all there is to it!**