

## Using Volunteer Portal

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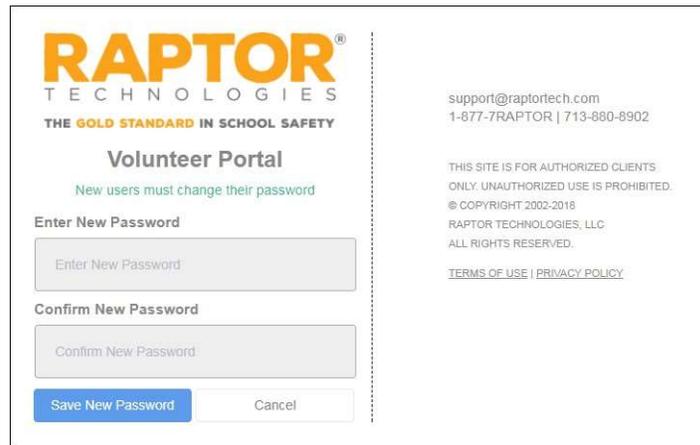
The Volunteer Portal provides an easy-to-use portal for your volunteers to sign up for events, track and log hours, view and update their profile, change their password, and communicate with other volunteers.

Upon approval as a volunteer and creation of your volunteer portal user account, you will be sent an email informing you that you have been approved. If the Volunteer Portal is enabled, the instructions to access the portal will be included in the email.

### Log In to Volunteer Portal

#### New Users Must Change Password

1. Click the link in the email to create a new password.



The screenshot shows the Raptor Technologies Volunteer Portal interface. At the top left is the Raptor Technologies logo with the tagline 'THE GOLD STANDARD IN SCHOOL SAFETY'. Below the logo, the text reads 'Volunteer Portal' and 'New users must change their password'. There are two input fields: 'Enter New Password' and 'Confirm New Password'. At the bottom of the form are two buttons: 'Save New Password' (in blue) and 'Cancel'. To the right of the form, contact information is provided: 'support@raptortech.com' and '1-877-7RAPTOR | 713-880-8902'. Below this, a disclaimer states: 'THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2018 RAPTOR TECHNOLOGIES, LLC ALL RIGHTS RESERVED.' At the bottom right, there are links for 'TERMS OF USE' and 'PRIVACY POLICY'.

2. Enter a **New Password** and **Confirm New Password**, and then click **Save New Password**.

The Volunteer Portal Log In screen displays.

## Log In

On the Volunteer Portal Log In screen, enter your **Username** (email address) and **Password**, and then click **Log In**.

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**Volunteer Portal**

Your password has been changed.  
You can now login.

Username  
dianabradbery@att.net

Password  
.....

Log in

[Forgot Password](#) | [Forgot Username](#)

support@raptortech.com  
1-877-7RAPTOR | 713-880-8902

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## Request Forgotten Password

If you have forgotten your password, you can reset your password using the following procedure:

1. On the Volunteer Portal Log In screen, select the **Forgot Password** link.

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**Volunteer Portal**

Email Address  
Username

Send Reset Email Cancel

To reset your password, enter your username and click the Send button.

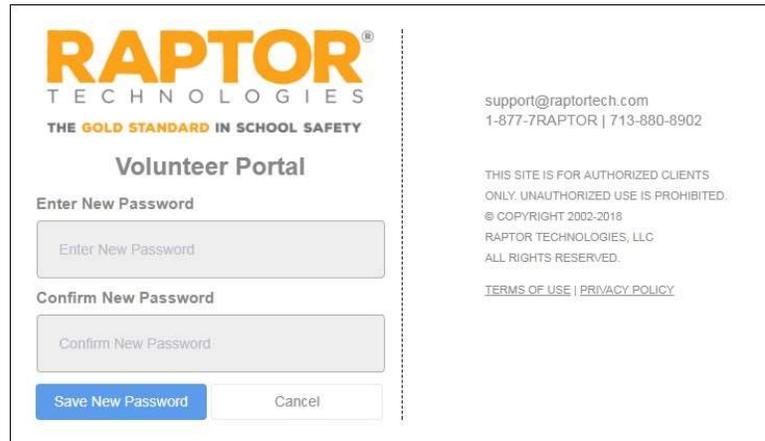
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2. Enter your **Username** and then click **Send Reset Email**.
3. Open the email that was sent to you and click the [Please click here](#) link to confirm your request and reset your password.

The Password Reset screen displays.



The screenshot shows the Raptor Technologies Volunteer Portal password reset interface. On the left, the Raptor Technologies logo is displayed with the tagline 'THE GOLD STANDARD IN SCHOOL SAFETY'. Below the logo, the text 'Volunteer Portal' is centered. Underneath, there are two input fields: 'Enter New Password' and 'Confirm New Password'. At the bottom of these fields are two buttons: 'Save New Password' (in blue) and 'Cancel'. On the right side of the screen, contact information is provided: 'support@raptortech.com' and '1-877-7RAPTOR | 713-880-8902'. Below this, a disclaimer states: 'THIS SITE IS FOR AUTHORIZED CLIENTS ONLY. UNAUTHORIZED USE IS PROHIBITED. © COPYRIGHT 2002-2018 RAPTOR TECHNOLOGIES, LLC. ALL RIGHTS RESERVED.' At the bottom right, there are links for 'TERMS OF USE' and 'PRIVACY POLICY'.

4. Enter a **New Password** and then re-enter to confirm it.
5. Click **Save New Password**.

The Volunteer Portal Log In screen displays with a message indicating your password has been changed. You can now log in to the Volunteer Portal with your new password.

### Request Forgotten Username

If you have forgotten your user name, select the **Forgot Username** link. A message displays informing you that your user name is your email address.

### Log Out of Volunteer Portal

To log out of the Volunteer Portal, select **Sign Out** in the upper right corner of the portal.

## Manage Volunteer Profile

The Volunteer Portal opens and displays the **My Profile** workspace, where the volunteer can view and edit their profile.

The information in the upper portion of the screen is *read only* and cannot be changed. Volunteers can update their address information, phone number and language preference.

Click **Save** after making any changes.

## Change Password

Volunteers can change their password at any time from within the Volunteer Portal.

1. On the **My Profile** workspace, click the Profile tab and select **Change Password** from the drop-down menu.

2. Enter your **Current Password** in the text box.  
If you want the password to be visible on this screen, select **Yes** from the **Make Password Visible** drop-down list.
3. Enter a **New Password** in the text box and re-enter it in the **Confirm New Password** text box.

#### 4. Click **Change Password**.

A message displays indicating your password was successfully changed.

## Manage Hours

Use the **Hours** tab on the Volunteer Portal to view a history of the hours you have volunteered.

| Details                 | Function     | Building           | Start Date/Time  | End Date/Time     | Total Time     | Self Entered | Options                |
|-------------------------|--------------|--------------------|------------------|-------------------|----------------|--------------|------------------------|
| <a href="#">Details</a> | School Event | Raptor High School | 01/29/18 7:10 AM | 01/29/18 10:35 AM | 03 hrs 25 mins | Yes          | <a href="#">Remove</a> |
| <a href="#">Details</a> | School Event | Raptor High School | 01/22/18 9:30 AM | 01/22/18 11:30 AM | 02 hrs 00 mins | Yes          | <a href="#">Remove</a> |

## View All Hours

Volunteers can view all the functions and total time volunteered from the **My Hours History** workspace.

On the Volunteer Portal, click the **Hours** tab. The functions, building, start date and time, end date and time, total time and log method displays.

You can filter the hours to be displayed using the **Filter** drop-down menu. Hours can be filtered by **Current Period** (since last Reset) and **All Hours**. If hours have been reset, the date of the last reset displays following the My Hours History label.

## Add Hours

When the **Allow Volunteers to Add Hours** setting is enabled, volunteers can add the hours that they volunteered in the Volunteer Portal.

1. On the Volunteer Portal, click the **Hours** tab.
2. On the **My Hours History** workspace, click **Add Hours** and then specify the following information:

- **Past Event\*** – Select the event where you volunteered from the drop-down list. If the event is not listed, select **Event Not Listed Here**.
- **Function\*** – Select the function you performed during the event from the drop-down list.
- **Location\*** – Select the building where you volunteered for this event. If the building is not listed, select **Location Not Listed**.
- **Start Date/Time\*** – Select the date and time you began volunteering.
- **End Date/Time\*** – Select the date and time you stopped volunteering.
- **Organization\*** – If you specified an organization in your volunteer profile, select the organization from the drop-down list. You can also select **None**.
- **Notes** – Optionally, enter notes about the event.

3. Click **Save**.

## Delete Hours

When the **Allow Volunteers to Add Hours** setting is enabled, volunteers can delete the hours that they volunteered in the Volunteer Portal.

**Note** A volunteer can modify or delete those hours they added; not hours related to a sign in.

1. On the Volunteer Portal, click the **Hours** tab.
2. In the **My Hours History** grid, locate the entry you want to delete, and click **Remove**.
3. On the confirmation dialog, click **Yes** to remove the hours entry.

## View Hour Details

Volunteers can view the details of the hours logged from the **Hours Detail** workspace. Click **Details** next to the function.

## Modify Hours

Users with the *Can Edit Volunteer Hours* permission can edit the volunteer hours that they added to the volunteer portal.

**Note** The **Allow Volunteers to Add Hours** setting must be set to **Yes** to be able to use this feature.

1. Click **Details** next to the function.

The screenshot shows the 'My Hours History' page with the following details:

- Past Event:** Event Not Listed Here
- Building:** Raptor High School
- Function:** School Event
- Start Date/Time:** 01/29/18 7:10 AM
- End Date/Time:** 01/29/18 10:35 AM
- Organization:** None

2. Modify the **End Date/Time** and click **Save**.

## Manage Events

Use the **Events** tab on the Volunteer Portal to manage the events for which you are volunteering.

The screenshot shows the 'Event Management' page with the following data:

| Details                 | Event                 | Start Date/Time  | End Date/Time    | Sign Up                 |
|-------------------------|-----------------------|------------------|------------------|-------------------------|
| <a href="#">Details</a> | Special Event Meeting | 02/09/18 4:13 PM | 02/09/18 6:15 PM | <a href="#">Sign Up</a> |

| Details                 | Event              | Start Date/Time  | End Date/Time    | Remove                 |
|-------------------------|--------------------|------------------|------------------|------------------------|
| <a href="#">Details</a> | After School Event | 02/06/18 4:01 PM | 02/06/18 6:05 PM | <a href="#">Remove</a> |

## View Available Upcoming Events

Volunteers can view all upcoming events for which they can volunteer in the **Available Upcoming Events** grid on the **Event Management** workspace.

| Available Upcoming Events |                       |                  |                  |                         |
|---------------------------|-----------------------|------------------|------------------|-------------------------|
| Details                   | Event                 | Start Date/Time  | End Date/Time    | Sign Up                 |
| <a href="#">Details</a>   | Special Event Meeting | 02/09/18 4:13 PM | 02/09/18 6:15 PM | <a href="#">Sign Up</a> |

10 items per page 1 - 1 of 1 items

Once the event's Start Date/Time is reached, it will no longer display in the **Available Upcoming Events** data grid.

## Sign Up for Events

You can sign up for events from the **Available Upcoming Events** grid on the **Event Management** workspace or from the **Event Details** workspace.

To sign up for an event from the **Available Upcoming Events** grid, click **Sign Up** in the row for the event.

To sign up for an event from the **Event Details** workspace, click **Details** to open the **Event Details** and then click **Sign Up**.

Once you sign up for an event, that event is moved to the **My Upcoming Events** data grid.

## View Event Details

In the **Available Upcoming Events** grid on the **Event Management** workspace, click **Details** for the event you want to view.


Hours Events Community Preferences
Profile Sign Out

### Event Management

[Available Upcoming Events](#) > Event Detail

|  |   |                                |                                |
|--|---|--------------------------------|--------------------------------|
| Name   | Description                                     |                                |                                |
| <input type="text" value="Special Event Meeting"/>                           | <input type="text"/>                            |                                |                                |
| Location   | Address   | City                           | Zip Code                       |
| <input type="text" value="Raptor High School"/>                              | <input type="text"/>                            | <input type="text"/>           | <input type="text"/>           |
| Start Date/Time  | End Date/Time                                   | Needed                         | Signed Up                      |
| <input type="text" value="02/09/2018 4:13 PM"/>                              | <input type="text" value="02/09/2018 6:15 PM"/> | <input type="text" value="2"/> | <input type="text" value="0"/> |
| Notes  |   |                                |                                |
| <input style="height: 30px;" type="text"/>                                   |   |                                |                                |
| Event Sponsor  |   |                                |                                |
| <input type="text" value="Raptor High School"/>                              |   |                                |                                |
| <input type="button" value="Sign Up"/> <input type="button" value="Cancel"/> |   |                                |                                |

If you want to volunteer for this event, click **Sign Up**.

## View Your Upcoming Events

Use the **My Upcoming Events** grid on the **Event Management** workspace to view the events that you have already signed up to volunteer.

| Details                 | Event              | Start Date/Time  | End Date/Time    | Remove                 |
|-------------------------|--------------------|------------------|------------------|------------------------|
| <a href="#">Details</a> | After School Event | 02/06/18 4:01 PM | 02/06/18 6:05 PM | <a href="#">Remove</a> |

10 items per page | 1 - 1 of 1 items

If you can no longer volunteer for the event, click **Remove**.

## View Upcoming Event Details

In the **My Upcoming Events** grid on the **Event Management** workspace, click **Details** for the event you want to view.

Event Management

[My Upcoming Events](#) > Event Detail

|   |                         |         |           |
|---|-------------------------|---------|-----------|
| Name  | Description             |         |           |
| After School Event                            | After school fundraiser |         |           |
| Location                                      | Address                 | City    | Zip Code  |
| Raptor High School                            | 333 Raptor Lane         | Houston | 77001     |
| Start Date/Time                               | End Date/Time           | Needed  | Signed Up |
| 12/30/2016 1:12 PM                            | 12/30/2016 1:12 PM      | 5       | 1         |
| Notes   |                         |         |           |
| Event Sponsor                                 |                         |         |           |
| District-wide                                 |                         |         |           |
| <a href="#">Remove</a> <a href="#">Cancel</a> |                         |         |           |

If you can no longer volunteer for the event, click **Remove**.

## Email Volunteer Community

Use the **Community** tab on the Volunteer Portal to view a list of volunteers that have allowed other volunteers to view their information, and to send an email to the volunteers.

The screenshot shows the 'Volunteer Community' workspace. At the top, there are navigation tabs for 'Hours', 'Events', 'Community', and 'Preferences', along with 'Profile' and 'Sign Out' options. A 'Contact Volunteer Coordinator' button is visible in the top right. Below the header is a table with columns: 'Select', 'First Name', 'Last Name', 'Email Address', 'Primary Phone', and 'Second Phone'. The table contains five rows of volunteer data. The first two rows have unchecked checkboxes, while the third and fourth rows have checked checkboxes. The fifth row is partially visible. Below the table, there is a 'Create Email' button and pagination information showing '1 - 5 of 5 items'.

| Select                              | First Name | Last Name | Email Address           | Primary Phone  | Second Phone |
|-------------------------------------|------------|-----------|-------------------------|----------------|--------------|
| <input type="checkbox"/>            | Julie      | Pounds    | jpounds@raptor6.com     | (888) 888-8888 |              |
| <input type="checkbox"/>            | Pam        | Smith     | pamsmith@raptor6.com    | (222) 222-2222 |              |
| <input checked="" type="checkbox"/> | Ken        | Smith     | ksmith@raptor6.com      | (222) 222-2222 |              |
| <input checked="" type="checkbox"/> | Susan      | Doyle     | dianabradbery@gmail.com | (281) 888-8888 |              |
|                                     | Diana      | Dare      |                         | (777) 777-7777 |              |

1. On the **Volunteer Community** workspace, select the check box next to the names of the volunteers to receive the email.
2. Click **Create Email**.

The screenshot shows the 'Email Volunteer' form. It has a title bar 'Email Volunteer'. Below the title bar, there are fields for 'From', 'To', and 'Subject'. The 'From' field is pre-filled with 'garyk0022+vo9@gmail.com'. The 'To' field is pre-filled with 'susandoyle@raptor6.com, maryblack@raptor6.com'. The 'Subject' field is empty. Below the 'Subject' field is a text area for the 'Message'. The message text is 'Please bring a covered dish to the meeting to share with the group |'. At the bottom right of the form, there are 'Cancel' and 'Send' buttons.

3. Enter the email **Subject** and **Message**, and then click **Send**.  
An *Email Successfully Sent* message display.

## Manage Preferences

Use the **Preferences** tab on the Volunteer Portal to indicate your sharing information preferences.

The screenshot shows the 'My Preferences' workspace. At the top, there is a navigation bar with the Raptor Technologies logo and tabs for 'Hours', 'Events', 'Community', and 'Preferences'. The 'Preferences' tab is active. Below the navigation bar, the page title is 'My Preferences'. There are two main sections: 'General' and 'My Sharing Information'. In the 'General' section, the 'Time Zone' is set to '(UTC-06:00) Central Time (US & Canac)'. In the 'My Sharing Information' section, there are two dropdown menus: 'Share my telephone number(s) with other volunteers' and 'Allow other volunteers to contact me via email', both set to 'No'. At the bottom left, there are 'Save' and 'Cancel' buttons.

On the **My Preferences** workspace, specify the following information and then click **Save**:

- **Time Zone** – Select the time zone for the region where the school is located.
- **Share my telephone number(s) with other volunteers** – Select **Yes** or **No** from the drop-down list to indicate whether you want your phone number shared with other volunteers.
- **Allow other volunteers to contact me via email** – Select **Yes** or **No** from the drop-down list to indicate whether you want your email address shared with other volunteers.

**Note** If you select **No** to both settings, your information will not display on the Community page for other volunteers to see.