



POWERED BY



United Way of the  
Mohawk Valley



## FAQs

### For Volunteers

#### Do I need to set up an account to sign up for opportunities?

Yes, all individuals will need to set up an account to sign up to volunteer. This feature allows you to be matched with or alerted opportunities based on your preferences, track your volunteer time, and more!

#### Can I view or pull a report of my volunteer participation?

Yes, you can view your participation on both your dashboard and by pulling a printable report of your volunteer activity 24/7.

#### How can I learn about new opportunities?

You will receive e-mails based on your personal selection of "Causes", "Interests" and agencies that you have "Fanned." This feature will keep you notified about upcoming opportunities in the platform that match your preferences. You also can search for opportunities anytime.

#### How will my personal information be used? Will my personal information or data be shared?

Your personal information is secure within the Volunteers United platform and will only be shared to those agencies you sign up to volunteer with or fan. United Way of the Mohawk Valley will have access to your information, as owner of the platform but will not share, sell or otherwise disseminate your personal information.

#### What if I do not have an email address or phone number?

Due to the need of communicating with our volunteers, sometimes within a short time frame, we require an email address and phone number on file.

#### What oversight of the platform's volunteer opportunities is provided? How can I be sure I am signing up for a legitimate volunteer project?

All agencies that are registered on Volunteers United are vetted prior to being allowed to participate on the platform. When agencies register volunteer opportunities on Volunteers United, United Way of the Mohawk Valley is notified so we can review and remove any opportunities that are not within platform guidelines.

### For Companies, Groups, and Teams

#### Can I sign up my company's employees, or my group/team members for an opportunity?

Yes, the "team" feature allows individuals the ability sign up for opportunities together as a group. "Team Leaders" also have the capability to assign team members. Members of teams also can access opportunities as individuals apart from commitments of the Team.

#### Can I view or pull a report for all employee or team members' volunteer participation?

Yes, the "Team Leader" can view the team members' volunteer participation report. This feature is a great way to report on your organizations volunteer work in the Mohawk Valley.

#### Are there trainings resources available for me?

Yes, there are on demand resources through the Help function on the site. United Way of the Mohawk Valley staff are also available for support. Contact Kristen Synakowski at [KristenS@unitedwaymv.org](mailto:KristenS@unitedwaymv.org).

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## Non-Profit Agencies

### **Do we need to set up an account to post volunteer opportunities?**

Yes, to become an active Agency on Volunteers United you must first create an agency profile. We encourage agencies to upload a logo and use your descriptions to help volunteers learn about your agency.

### **Do I need to be a United Way funded organization to utilize Volunteers United?**

No. Any non-profit can create an account.

### **What is required to participate?**

Use of the platform is free. Participating organizations sign a user's agreement, which outlines expectations and confirms your agreement to only use the platform for events and opportunities that affirm the values of treating all people with respect and dignity.

### **Can we pull a list of individuals who have signed up and their information?**

Yes, Volunteers United has a versatile dashboard that allows you to see who is registered for events and opportunities. It continually updates, so you stay informed of messages from your volunteers. Please refer to our Organization Agreement Terms for proper or allowed use of volunteer contact information.

### **Can I communicate with volunteers through the platform?**

Yes, you can send e-mails to volunteers directly through the Volunteers United platform. Please refer to our Organization Agreement Terms for proper or allowed use of volunteer contact information.

### **Can we require certain skill sets for volunteers?**

Yes, when setting up the opportunity you can require volunteers meet various criteria based on their profile. However, it will be up to your agency to verify the volunteers meet the criteria at the time of volunteering.

### **Will the platform perform a background check on volunteers?**

No, Volunteers United does not perform background checks. Like any other requirement that you set, Volunteers United does let you to notify them that a background check will be needed.

### **Can we have a volunteer waiver signed through the platform?**

Yes, you have the option to upload a waiver when setting up an opportunity. Volunteers United will ask those that register for the opportunity to complete the waiver and notify you which volunteers have completed the waiver, along with providing you a copy.

### **Can I use Volunteers United as a time record for volunteers working at our agency?**

Yes, volunteers can be instructed to check in and out on a smart phone, tablet, or computer. United Way's Volunteers United platform is designed to make keeping a record of volunteer efforts at your agency easy!

### **Can fundraising events be posted on Volunteers United?**

If volunteers are needed to help at a fundraising event, then those opportunities can be posted. Volunteers United is not intended to be a community events calendar.