

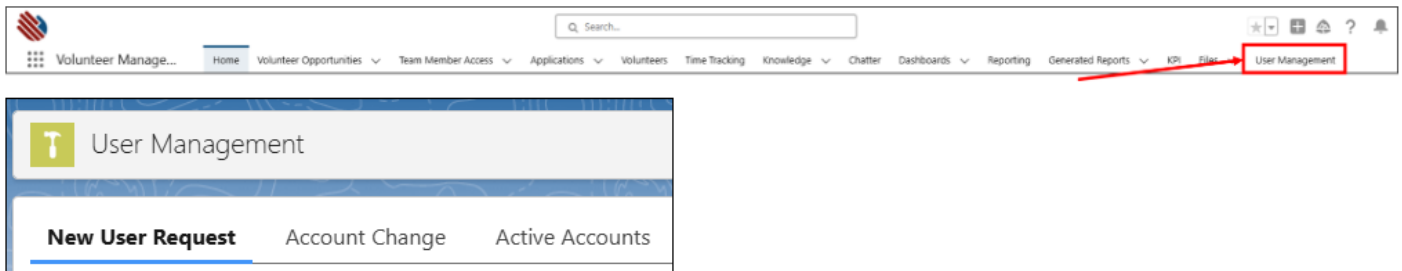
How to Request a new Volunteer.gov Volunteer Coordinator or Team Member Account

This guide outlines the process of requesting a new account for a Volunteer Coordinator or a Team Member, including non-federal employee accounts.

User Account Management

All new user account requests or user account change requests can be made from the User Management Tab located on the main navigation bar when logged in as a volunteer coordinator.

New User Request



For Volunteer Coordinator accounts: only agency leadership may submit a new Volunteer Coordinator account request by filling in all required fields.

For Team Member account: any current active Volunteer Coordinator may submit a new Team Member account request by filling in all required fields.

Required fields:

- *Approver
 - Supervisor Last Name:
 - Supervisor First Name:
 - Supervisor Email:
- Site Information
 - Primary Site:
 - Secondary Site(s) (if any):
- New User Information
 - Last Name:
 - First Name:
 - Middle Name:
 - Email:
 - Employee Type: (Select one)
 - Federal Employee
 - Non-Federal Employee (Partner, Intern, etc.)

*: A unique link will be sent to the new user's supervisor to approve the new account request. This step must be completed before the account can be made. The supervisor does **not** need a Volunteer.gov account themselves to approve an account, but they must be a federal government employee. In the case of an account request for a non-federal partner or intern, the federal employee overseeing their position should be used.

User Account Change

Start by entering the user's email address to see relevant information related to their account. Only the options that are possible for that user will display as options.

Current volunteer coordinators will only be able to see team members in this section. For changes that need to be made to volunteer coordinator account please reach out to your designated agency leads. Only some of the following will display for volunteer coordinators, but any action may be requested from an agency lead depending on the need.

- **Reactivate:** if a user already had an account that needs to be reactivated
- **Deactivate:** if a user has a currently active account that needs to be deactivated
- **Site Change:** when selecting site change the relevant section will appear to enter what primary and/or secondary sites need to be associated with that user account moving forward
- **Volunteer Coordinator to Team Member:** if the user already has a volunteer coordinator account but instead needs a team member account. Note that a user may only have one account type (volunteer coordinator or team member) active at any given time
- **Team Member to Volunteer Coordinator:** if the user already has a team member account but instead needs a volunteer coordinator account. Note that a user may only have one account type (volunteer coordinator or team member) active at any given time

Active Accounts

The active accounts table displays all currently active team member and volunteer coordinator accounts for your agency. Use the search to filter by site, name, or account type. This can be useful to find a point of contact as a specific site or area.

Please find the agency you belong to below and reach out to the associated agency lead to ensure you complete any agency specific requirements.

Please note that each agency has a limited number of user licenses, so be sure to reach out to lead for your agency for more information on the availability of licenses.

Agency Lead:

U.S. Army Corps of Engineers (ACE): Heather Burke - Heather.D.Burke@usace.army.mil