

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.

Please start by filling out a User Account Request form (provided by your District Volunteer Coordinator, or the National Volunteer Program Manager). To enable the fillable fields, download a copy of the Access Request form and open using an Adobe application. The form must be filled out using Adobe and signed using a federal ID card (PIV, CAC, etc.).

1. Select the type of account from the drop down menu: Volunteer Coordinator or Team Member.
2. Select the type of action required:
 - a. New - You are a new user and there is no current or past user for your site.
 - b. Change - You are taking over Volunteer.gov administrative duties from another staff member at your site.
 - c. Deactivate - A staff member is departing their role and no longer needs access.
 - d. Reactivate - Your account has gone inactive and needs to be activated again.
3. Personal Information (fill out all required fields)
4. Email address: Please enter an email address that is associated with a federally accepted domain. Ex: @blm.gov, @nps.gov, partner.nps.gov, usace.army.mil, etc. Ensure that your email meets this requirement to proceed.
5. Employee Type (choose one)
 - a. Federal Employee
 - b. Non-Federal Employee - partners, contractors, interns, etc.
6. Transfer or Deactivate (only fill out if you are transferring account duties or deactivating an account)
7. Signatures:
 - **For a Project level Volunteer Coordinator Team Member:**
 - Employee Signature: The person requesting a Team Member Account
 - NOTE: An employee signature is required a second time at the bottom of the second page.
 - Supervisor Signature: The Team Members Supervisor
 - Authorizer Signature: The Volunteer Coordinator submitting the Team Member account request
 - **For a District Volunteer Coordinator:**
 - Employee Signature: The person requesting a Volunteer Coordinator Account
 - NOTE: An employee signature is required a second time at the bottom of the second page.
 - Supervisor Signature: The Volunteer Coordinators Supervisor
 - Authorizer Signature: The Agency Volunteer Program Manage.

Please note that each agency has a limited number of user licenses. For USACE, only District Volunteer Coordinators have a license to the Salesforce Volunteer.gov administrator website.

Once the form is complete and fully signed:

- **For District Volunteer Coordinator accounts:** email the completed form to your agency lead. They will sign and submit it on your behalf to the Volunteer.gov Help Desk and CC you.
 - You will receive an account creation email from the Volunteer.gov Help Desk when your account has been created (~1-2 business days after submission).
 - If you do not receive an account creation email within two business days, please check with your agency lead and they will check the status.
- **For Project Team Member accounts:** District Volunteer Coordinator navigate to the User Management tab attach the completed form and fill in all required fields using the information from the form. Due to federal security requirements both the PDF form and the submission form must be completed.

1. Once signed by all required signatures, navigate to the "User Management" Tab
2. Upload the form, fill out all the required fields on the page and then hit 'Submit'

Team Member Management

New Team Member Request Form

Visit this [knowledge article](#) for more information and access to the new User Account Request form.

* = Required information

* Attach signed access request form

Or drop files

Site Information

* Agency <input type="text" value="Select an Option"/>	Secondary Sites ⓘ Sites available to select	Selected sites
* Primary Site <input type="text" value="Select an Option"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Update mailing address and phone with site information. If a change needs to be made to the information that displays, uncheck this box.		

General Information

* Last Name <input type="text"/>	* First Name <input type="text"/>	Middle Name <input type="text"/>
* Email <input type="text"/>	* Phone <input type="text"/>	* Employee Type <input type="text" value="Select an Option"/>

Mailing Address

Country <input type="text" value="United States"/>	Street <input type="text"/>	City <input type="text"/>
State/Province <input type="text" value="--None--"/>	Zip/Postal Code <input type="text"/>	* Time Zone ⓘ <input type="text" value="(GMT-04:00) Eastern Daylight Time (America/New_York)"/>

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Once your account has been activated, you can sign into your associated site:

- [Volunteer Coordinator Portal](#)
- [Team Member Portal](#)