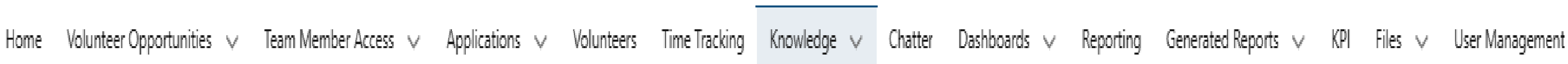
Overview of Volunteer.gov

This guide provides an overview of Volunteer Coordinator and Team Member administrative functions in Volunteer.gov. This guide reviews in detail each tab on the main menu screen and include links to other Knowledge Articles with more specifics about each section.

Volunteer Coordinator View



Across the top of the screen are several tabs:

Clicking on each tab will bring you to the landing page for that tab.

- **Home** : Default landing page when logging in. The home page has dashboards with quick visual facts such as number of applications pending or in other statuses to your opportunities, your volunteer opportunities by status, or other general stats across Volunteer.gov.
- **Volunteer Opportunities** : Where you will spend most of your time while working in Volunteer.gov. This tab is where new opportunities are created or existing opportunities are managed.
- **Team Member Access:** Lists team members, volunteer opportunities they are assigned to, and the access that has been given to them (301a Signature Access, Application Access, Time Log Access)
- **Applications** : Shows an overview of all current applications across all volunteer opportunities you own. Click on the name of any applicant to see their applications.
- **Volunteers :** Allows you to create and export custom tables of volunteer and volunteer opportunity information.
- **Time Tracking:** Provides an overview of volunteer hours by opportunity, so that you can have a quick overview of totals and jump to specific opportunities to manage the hour logs associated to them. Additionally, the Time Tracking tab includes an Approval Required column where you can easily see which opportunities have time logs that require your review and/or approval.
- **Knowledge** : Home for knowledge articles, which are documents of information. Articles can include information on process, like how to reset your product to its defaults. In other words, the Knowledge Center is like a resource library. The goal of the Knowledge Center is to make it easier for Volunteer Coordinators to find solutions to their questions without having to ask for help.
- **Chatter** : Place for Volunteer Coordinators to communicate with each other within Volunteer.gov. This feature is a default feature for Salesforce platforms, the system that Volunteer.gov is built on, but is currently not being actively used or managed by the Volunteer.gov team.
- **Dashboards** :Similar to the Reports tab. It is where all currently designed dashboards are listed for data stored in Volunteer.gov. These dashboards are ultimately what is displayed on the Home tab. Dashboards display data that is gathered from reported generated in the Reports tab. Again, like reports, you can create dashboards based on reports of your own opportunities.
- **Reporting** : Create your report(s) by inputting agency/department and start/end dates for the report to cover.
- **Generated Reports**: Where your created reports appear and are available for up to 30 days from the creation date.
- **KPI:** Key Performance Indicator dashboards with data such as average time between application onboarding and ready to volunteer, number of applications per opportunity, etc.
- **Files:** Location for saved files
- **User Management:** Allows District Volunteer Coordinators to request new Team Member access