

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

Home Volunteer Opportunities ▾ Team Member Access ▾ Applications ▾ Volunteers Time Tracking Knowledge ▾ Chatter Dashboards ▾ Reporting Generated Reports ▾ KPI Files ▾ User Management

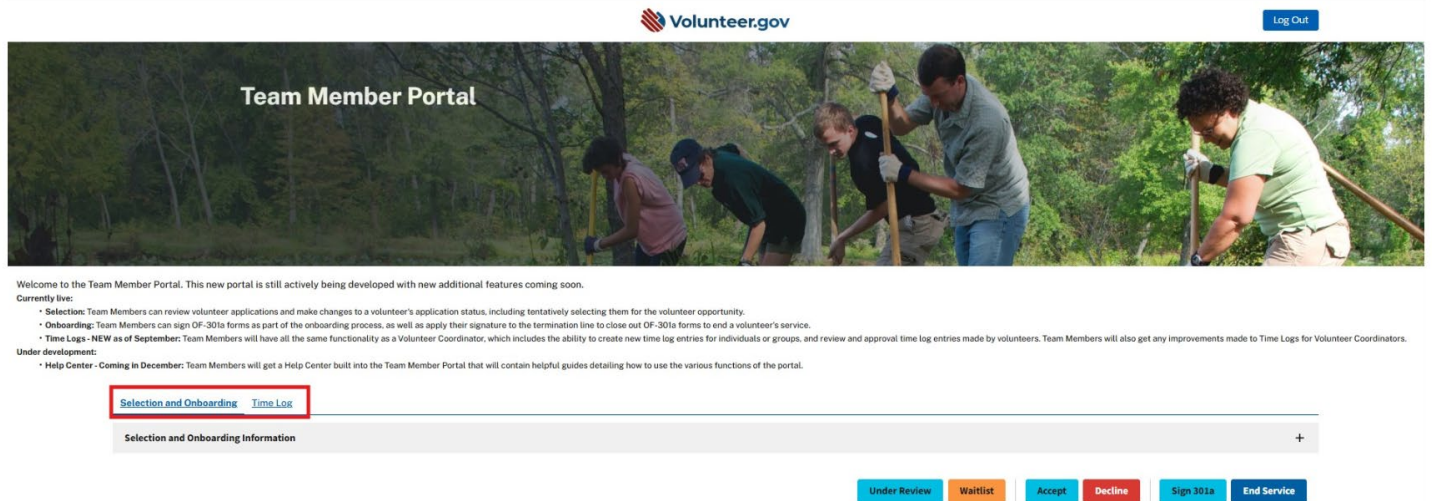
Across the top of the screen are several tabs:

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

Team Member View

If you have a Team Member account, your portal looks like this:



The screenshot shows the Volunteer.gov Team Member Portal. At the top, there is a navigation bar with the Volunteer.gov logo on the left and a "Log Out" button on the right. Below the navigation bar is a large banner image of several people working in a wooded area, with the text "Team Member Portal" overlaid. Underneath the banner, there is a welcome message and a list of features under "Currently live:" and "Under development:". A red box highlights the "Selection and Onboarding" and "Time Log" links in the navigation menu. Below the navigation menu, there is a "Selection and Onboarding Information" section with a "+" icon. At the bottom of the screenshot, there is a row of buttons: "Under Review", "Waitlist", "Accept", "Decline", "Sign 301a", and "End Service".

Welcome to the Team Member Portal. This new portal is still actively being developed with new additional features coming soon.

Currently live:

- **Selection:** Team Members can review volunteer applications and make changes to a volunteer's application status, including tentatively selecting them for the volunteer opportunity.
- **Onboarding:** Team Members can sign OF-301a forms as part of the onboarding process, as well as apply their signature to the termination line to close out OF-301a forms to end a volunteer's service.
- **Time Logs - NEW as of September:** Team Members will have all the same functionality as a Volunteer Coordinator, which includes the ability to create new time log entries for individuals or groups, and review and approval time log entries made by volunteers. Team Members will also get any improvements made to Time Logs for Volunteer Coordinators.

Under development:

- **Help Center - Coming in December:** Team Members will get a Help Center built into the Team Member Portal that will contain helpful guides detailing how to use the various functions of the portal.

[Selection and Onboarding](#) [Time Log](#)

Selection and Onboarding Information +

[Under Review](#) [Waitlist](#) [Accept](#) [Decline](#) [Sign 301a](#) [End Service](#)

- **Selection and Onboarding:** Where you can update volunteers' application status and complete their onboarding process. You can update volunteer applications to Under Review, Waitlisted, Accepted, or Declined. For the onboarding process, if you are a federal employee, you can sign OF-301a forms or terminate service in the Team Member Portal.
- **Time Logs:** Holds all of the volunteer hours for opportunities that you have access to. You can add hours for volunteers under certain opportunities or approve hours that volunteers have submitted.

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
Select an Option

* Primary Site
Select an Option

Update mailing address and phone with site information. If a change needs to be made to the information that displays, uncheck this box.

Secondary Sites ⓘ
Sites available to select

Selected sites

General Information

* Last Name

* First Name

Middle Name

* Email

* Phone

* Employee Type
Select an Option

Mailing Address

Country
United States

Street

City

State/Province
--None--

Zip/Postal Code

* Time Zone ⓘ
(GMT-04:00) Eastern Daylight Time (America/New_York)

[prce.com/articles/Article/How-to-Request-a-new-Volunteer-gov-Volunteer-Coordinator-or-Team-Member-Acc...](#)

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

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

Volunteer Coordinator Vs. Team Member Roles

Two staff account types: Volunteer Coordinator vs. Team Member

- **Volunteer Coordinator:** full access, limited licenses per agency, uses Volunteer Coordinator portal
 - A Volunteer Coordinator account allows federal staff, approved partner staff (with proper background check and PIV/CAC), and/or approved volunteers (with proper background check and PIV/CAC) full access to all staff functionality in Volunteer.gov: recruitment, volunteer selection, onboarding, time tracking, reporting, and more.
 - Volunteer Coordinators can create or edit opportunities, review volunteer applications, create and assign onboarding tasks including the OF-301a form, sign OF-301a forms (only federal staff), add or approve time log entries, and run reports.
 - These accounts require a volunteer coordinator license which each agency has a limited number of; reach out to your agency contact for more information on how these licenses are handled for your agency.
- **Team Member:** limited access, unlimited licenses per agency, uses Team Member portal
 - A Team Member account allows federal staff, approved partner staff (with proper background check and PIV/CAC), and/or approved volunteers (with proper background check and PIV/CAC) limited access to staff functionality in Volunteer.gov: volunteer selection (review applications and select volunteers)*, onboarding (only federal staff: signing 301a forms and terminating 301a forms), and add or approve time log entries*.
 - *With this release only onboarding functionality is available. Volunteer selection and time log functionality is planned for future releases.
 - Team Members **cannot** do the following: create or edit opportunities, create and/or assign onboarding tasks, or run reports.
 - Team Members must be added to opportunities on the Staff Access tab to have access to the different functions related to those opportunities. Team Members can be added to as many opportunities as needed.
 - These accounts require a team member license which each agency has an unlimited number of. Volunteer Coordinators can submit a request for a new team member account for their staff, partners, or volunteers who meet the requirements for an account using the User Management tab.

Volunteer Opportunities Overview

This guide provides an overview of the tabs under Volunteer Opportunities.

When Volunteer Opportunities is selected, the tab options from left to right are the following:

- **Opportunity:** Where all of the details related to the opportunity are located. Each section can be expanded to view or edit the editable fields.
- **Preview:** What your opportunity looks like when published and listed to the public to view on Volunteer.gov.
- **Staff Access:** Where you can add or remove additional Volunteer Coordinator or Team Member access to the opportunity, application, and/or time log.
- **Volunteers:** Where you can view Applications, Volunteer Tasks, and Volunteer Coordinator Tasks. You can take many actions here from updating an application status, viewing an application, and viewing the volunteer task details.
- **Create Onboarding Tasks:** Create the volunteer onboarding tasks specific to an individual or group 301a, and associate other tasks.
- **Time Log:** View the Volunteer Time Log details for that volunteer including the volunteer name, position, date hours occurred, total completed hours, and status.
- **Chatter:** Links to activity on the Chatter tab
- **Activity:** Shows opportunity activity.
- **History:** Shows opportunity history.
- **QR Code:** Provides the QR Code and direct link for the opportunity. In the case where an opportunity is unlisted, you will share this with the volunteer to directly access the unlisted opportunity.
- **Files:** Where any associated uploaded files for the opportunity can be found.

The screenshot displays the Volunteer Management system interface. At the top, there is a navigation bar with the following menu items: Home, Volunteer Opportunities (selected), Team Member Access, Applications, Volunteers, Time Tracking, Knowledge, Chatter, Dashboards, Reporting, Generated Reports, KPI, Files, and User Management. Below the navigation bar, the page title is "Volunteer Opportunity" followed by "Gatehouse Attendant, Campground". To the right of the title are buttons for "+ Follow", "Edit", "Close", and "Printable View".

Status	Site	# of Applications Received	# of Applications Accepted
Closed	Lake Okeechobee	0	11

Below the table is a progress bar with the following stages: Draft, Recruitment Scheduled, Recruitment Active, Post-Recruitment, Canceled, and Closed (highlighted in blue).

Under the progress bar, there is a section for "Topics (0)" with a text input field and a placeholder: "Type a topic name, use the arrow keys to select your topic, then press Enter."

At the bottom of the page, there is a tabbed interface with the following tabs: Opportunity (selected), Preview, Staff Access, Volunteers, Create Onboarding Tasks, Time Log, Chatter, Activity, History, QR Code, and Files.

Opportunity and Application Status Definitions

This guide provides detailed definitions of opportunity and application statuses in Volunteer Management.

Opportunity Status

- **Draft:** The opportunity is drafted but not actively recruiting or searchable on Volunteer.gov.
- **Recruitment Scheduled:** The opportunity has date and time scheduled in the future to recruit volunteers and be searchable in Volunteer.gov. Once that date and time are reached, the opportunity will automatically be switched to Recruitment Active.
- **Recruitment Active:** The opportunity is open for applications. It will be searchable on Volunteer.gov if the [unlisted option](#) is not checked. If the opportunity is marked as unlisted, but is in the Recruitment Active status, volunteers who have been provided the [unique URL](#) to locate the opportunity posting can access it, but will otherwise not be searchable on Volunteer.gov.
- **Post-Recruitment:** The opportunity is no longer recruiting volunteers.
- **Canceled:** The opportunity is canceled and no longer active, editable, or recruiting. The volunteer is notified on Volunteer.gov that the opportunity is canceled.
- **Closed:** The opportunity is closed, and no longer recruiting.

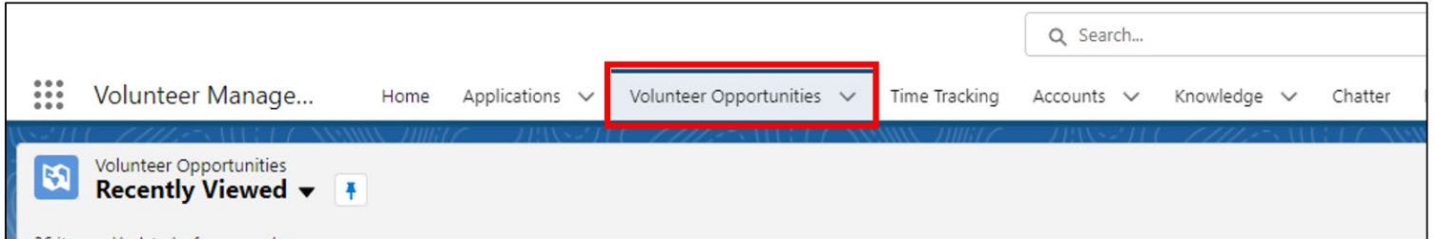
Application Status

- **Submitted:** This status indicates the volunteer has submitted their application to the opportunity.
- **(COMING SOON!) Under Review:** This status indicates the volunteer application in the under review status and is currently being considered but has not been tentatively accepted for the position yet.
- **Waitlisted:** This status indicates that the opportunity has reached the maximum number of volunteers. A volunteer application in the waitlisted status is currently not being considered but may be in the future if space opens.
- **Tentatively Accepted:** This status indicates that the volunteer has been accepted to the volunteer opportunity and is ready to begin the onboarding process.
- **Declined:** The volunteer application is not accepted and will not be considered in the future for the opportunity.
- **Ready to Volunteer:** This status indicates that the volunteer is finished with their onboarding process and is ready to volunteer. This status replaces the previous "Onboarding Complete" status.
- **Agreement Closed:** This status indicates that the volunteer's agreement has closed.

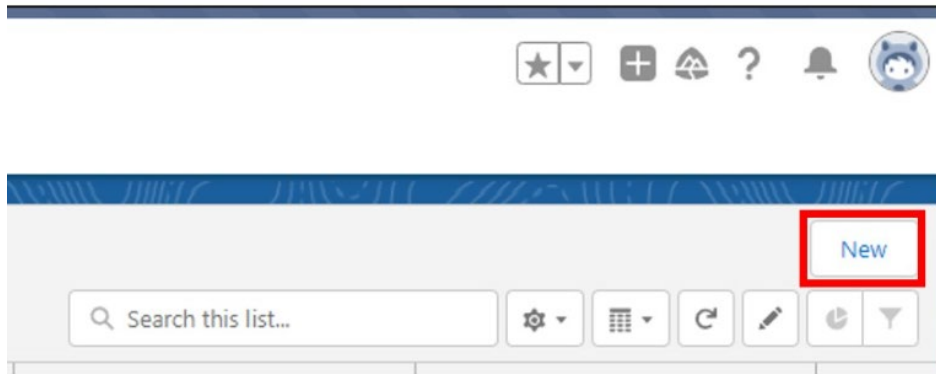
Create a New Opportunity

This guide provides detailed steps on creating a new opportunity in Volunteer Management. The fields have help text that provide a description of what to input into a field.

1. Log in to Volunteer Management with your credentials.
2. Click "Volunteer Opportunities".




3. Click "New" located in the right-hand corner of the page.



4. Complete opportunity name and site details (required fields marked with a red asterisk).
 - a. Volunteer Opportunity Name (required)
 1. Type in a brief name for the opportunity
 - b. Site Contact (required)
 1. Type the contact name in the field to begin search
 - c. Secondary Contact
 - d. Site (required)
 1. Type the contact name in the field to begin search

New Volunteer Opportunity

* = Required Information

* Volunteer Opportunity Name	<input type="text"/>	Owner ⓘ	 Laura Cooke VC
* Site Contact ⓘ	<input type="text" value="Search Contacts..."/>	Agency	
Secondary Contact ⓘ	<input type="text" value="Search Contacts..."/>		
* Site ⓘ	<input type="text" value="Search Accounts..."/>		

5. Complete "Opportunity Location" section required fields.
 - a. Virtual (required)
 1. Select from the drop down options
 - b. Use Address from Site (optional)
 1. Check the box for the site address to auto populate into the following fields "Street" and "City"
 - c. Street
 - d. City
 - e. Country: United States is already populated
 - f. State/Province is a drop down list menu to choose the state or province.
 - g. Zip/Postal Code
 - h. Geolocation can be used if there is no physical address available

Opportunity Location

<p>*Virtual i</p> <div style="border: 1px solid red; padding: 2px; display: inline-block;">--None--</div> <p style="color: red; font-size: small;">Complete this field.</p> <div style="background-color: #fff9c4; padding: 5px; margin-top: 10px;"> <p>Use Address from Site i <input type="checkbox"/></p> </div> <p>Street i <input style="width: 100%;" type="text"/></p> <p>City i <input style="width: 100%;" type="text"/></p>	<p>Country i United States</p> <p>State/Province i <div style="border: 1px solid #ccc; padding: 2px;">--None--</div></p> <p style="font-size: x-small; color: #0070c0;">View all dependencies</p> <p>Zip/Postal Code i <input style="width: 100%;" type="text"/></p> <p>Geolocation i</p> <p>Latitude <input style="width: 100%;" type="text"/></p> <p>Longitude <input style="width: 100%;" type="text"/></p>
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6. Complete "Opportunity Date & Time" section.
 - a. Start Date (required)
 1. Use the calendar icon to select the date
 - b. End Date (required): Use the calendar icon to select the date
 - c. Opportunity Image (required)
 1. To find an image, navigate to your agency photos/multimedia page to select an image. For example, NPS navigates to <https://npgallery.nps.gov/>.
 2. Search for the image you desire using the search features like keyword, state, or park name.
 3. Right click on the image to select "Copy Image Address". Some image links include additional text that is unnecessary, all that is needed is the address of the image file.
 1. For example, when opening an image on nps.gov the URL is displayed as: ["https://www.nps.gov/common/uploads/grid_builder/crop16_9/7B9D9191-B52A-5285-3C191185CDB1364E.jpg?width=420&quality=90&mode=crop"](https://www.nps.gov/common/uploads/grid_builder/crop16_9/7B9D9191-B52A-5285-3C191185CDB1364E.jpg?width=420&quality=90&mode=crop) however, for the purpose of the Opportunity Image field all we need is ["https://www.nps.gov/common/uploads/grid_builder/crop16_9/7B9D9191-B52A-5285-3C191185CDB1364E.jpg"](https://www.nps.gov/common/uploads/grid_builder/crop16_9/7B9D9191-B52A-5285-3C191185CDB1364E.jpg) removing the portion at the end: ["?width=420&quality=90&mode=crop"](https://www.nps.gov/common/uploads/grid_builder/crop16_9/7B9D9191-B52A-5285-3C191185CDB1364E.jpg?width=420&quality=90&mode=crop).
 4. Paste the image URL address into the "Opportunity Image" field.
7. Complete "Recruitment" section.
 - a. Unlisted Opportunity
 - i. For an unlisted opportunity, select this option.

- b. Status (required)
 - i. Use the drop-down option to select the opportunity status.
- c. Recruitment Start Date/Time
- d. Recruitment End Date/Time

8. Opportunity Requirements

- a. Opportunity Type (required)
- b. Number of Volunteers Needed (required)
- c. Special Groups
- d. Skills
- e. Activities
- f. Lodging Availability for Opportunity
- g. Description of Lodging Available
- h. Activities, Other: Enter any additional activities in this field.
- i. References (required)
- j. Lodging Needs (required)

Opportunity Requirements

* Opportunity Type ⓘ --None--

* # of Volunteers Needed ⓘ

Skills (more than one may be selected) ⓘ

<p>Available</p> <div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> Backpacking/Camping Biology Boat Operation Carpentry </div>	▶	<p>Chosen</p> <div style="border: 1px solid gray; min-height: 100px;"></div>
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Special Groups ⓘ

<p>Available</p> <div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> Families Groups Kids 55+ </div>	▶	<p>Chosen</p> <div style="border: 1px solid gray; min-height: 100px;"></div>
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Activities (select all that apply) ⓘ

<p>Available</p> <div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> Archaeology Back Country/Wildern... Botany </div>	▶	<p>Chosen</p> <div style="border: 1px solid gray; min-height: 100px;"></div>
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Activities, Other ⓘ

Lodging Availability for Opportunity ⓘ --None--

Description of Lodging Available ⓘ

References ⓘ --None--

9. Opportunity Description

- a. Type in the detailed description with important information the volunteer should know about the opportunity

10. Additional Requirements Fields

- a. References (required)
- b. Lodging Needs (required)
- c. Knowledge, Skills, and Abilities (required)
- d. Education (required)
- e. Availability (required)

11. Additional Onboarding Requirements

- a. Background Check Required (required)
- b. Driver's License Required (required)
- c. Medical Clearance Required (required)

12. Event Specific Information

- a. Group Event
- b. Start Time
- c. End Time
- d. Start/End Time Zone

13. Position Specific Information

- a. Total Available Hours
- b. Availability Duration
- c. Training Required
- d. Required Days

14. Click "Save".

15. Add Topics on the Opportunity Page (Optional): Type a relevant word, phrase, or tag (ex: "NPLD", "A250") into the Topics search bar and press Enter to submit. This will make it easier for volunteers to find opportunities by providing additional terms for the search to pick up.



Add a Site Contact to an Opportunity

The site contact can be the opportunity owner or it can be someone without a Volunteer.gov account - it is separate from a Volunteer Coordinator account; anyone can be added as a contact. Therefore, you must create a Site Contact.

1. Once you have begun creating a new opportunity, navigate to the "Site contact" search bar

New Volunteer Opportunity

* = Required Information

* Volunteer Opportunity Name	<input type="text" value="Test"/>	Owner	Baylee Bales-Woods
* Site Contact	<input type="text" value="Search Contacts..."/>	Agency	<input type="text" value="--None--"/>
Secondary Contact	<input type="text" value="Search Contacts..."/>	Federal Employee Representative	<input type="text" value="Search People..."/>
* Site	<input type="text" value="Search Accounts..."/>	Total Number of Volunteers	<input type="text"/>

Opportunity Location

* Virtual	<input type="text" value="--None--"/>	Use Address from Site	<input checked="" type="checkbox"/>
Country	<input type="text" value="United States"/>	State/Province	<input type="text" value="--None--"/>
Street	<input type="text"/>	Zip/Postal Code	<input type="text"/>
City	<input type="text"/>	Geolocation	Latitude <input type="text"/> Longitude <input type="text"/>

2. Click the "New Contact" option at the bottom the search bar

* Site Contact	<input type="text" value="Search Contacts..."/>
Secondary Contact	Recent Contacts
* Site	Nick Solomon TMP Team Member Portal
	<input type="button" value="+ New Contact"/>

3. If you are creating a Site Contact for yourself, you will enter your information here. If you are creating a Site Contact for someone else, you will enter their information here

Contact Information

* Name

Salutation
--None--

First Name
Jane

Middle Name
Middle Name

* Last Name
Doe

Suffix
Suffix

* Account Name
War In The Pacific National Historical Park

* Email
Jane_Doe@gov.gov

Phone
0123456789

Mobile

Cancel Save

4. Please note: "Account Name" is the name of your site or district

5. Be sure to enter the correct email and phone number (optional) as this will be the contact information listed for the volunteers

6. Once you have entered all the information, you will click "Save"

7. Navigate to the "Site Contact" search bar again and type the name of the new contact you created.

- Once you have created a Site Contact, you will not have to do so again. You will just have to search the name under the "Site Contact" search bar in a new opportunity

From the Volunteers perspective:

The volunteer will view the following information when looking for a site contact on an opportunity.

POSITION DETAIL QUICK LOOK:

Address
135 Murray Blvd.
Hagatna, Guam 96910

Type
On-Site Event

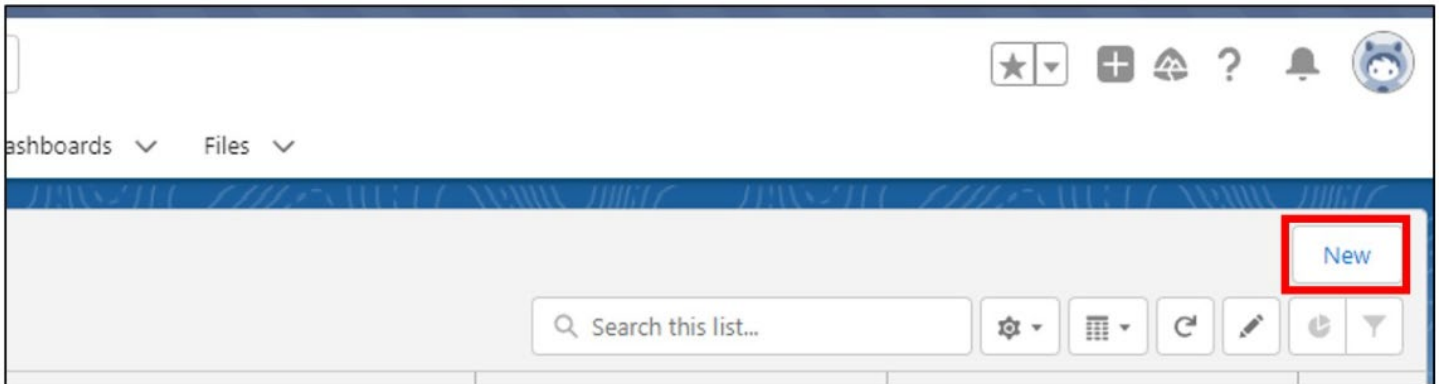
Dates
5/2/2025 - 5/10/2025

Point of Contact
baylee coordinator
baylee_bales-woods@partner.nps.gov

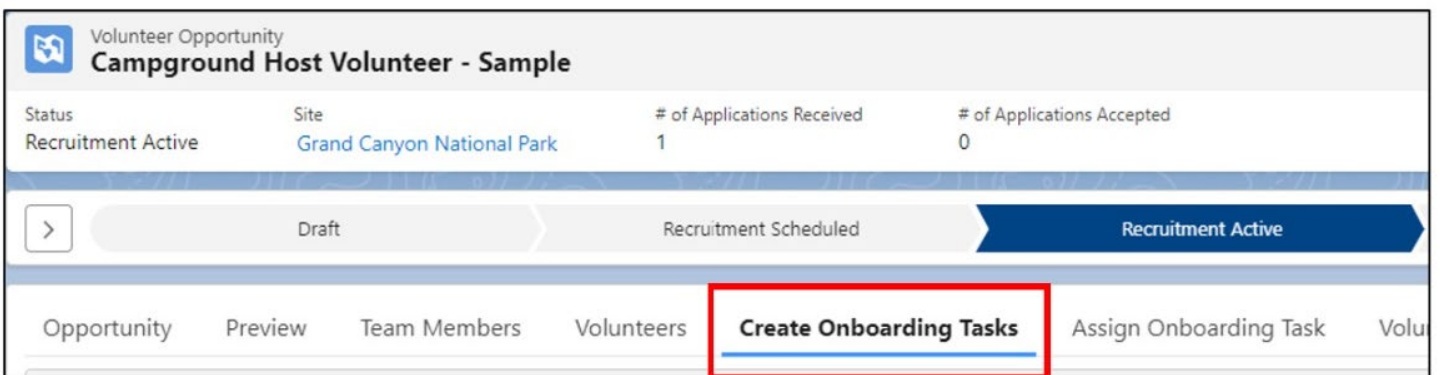
Create Your Own Opportunity Template Using Duplicate

To create a template for an opportunity that contains onboarding tasks.

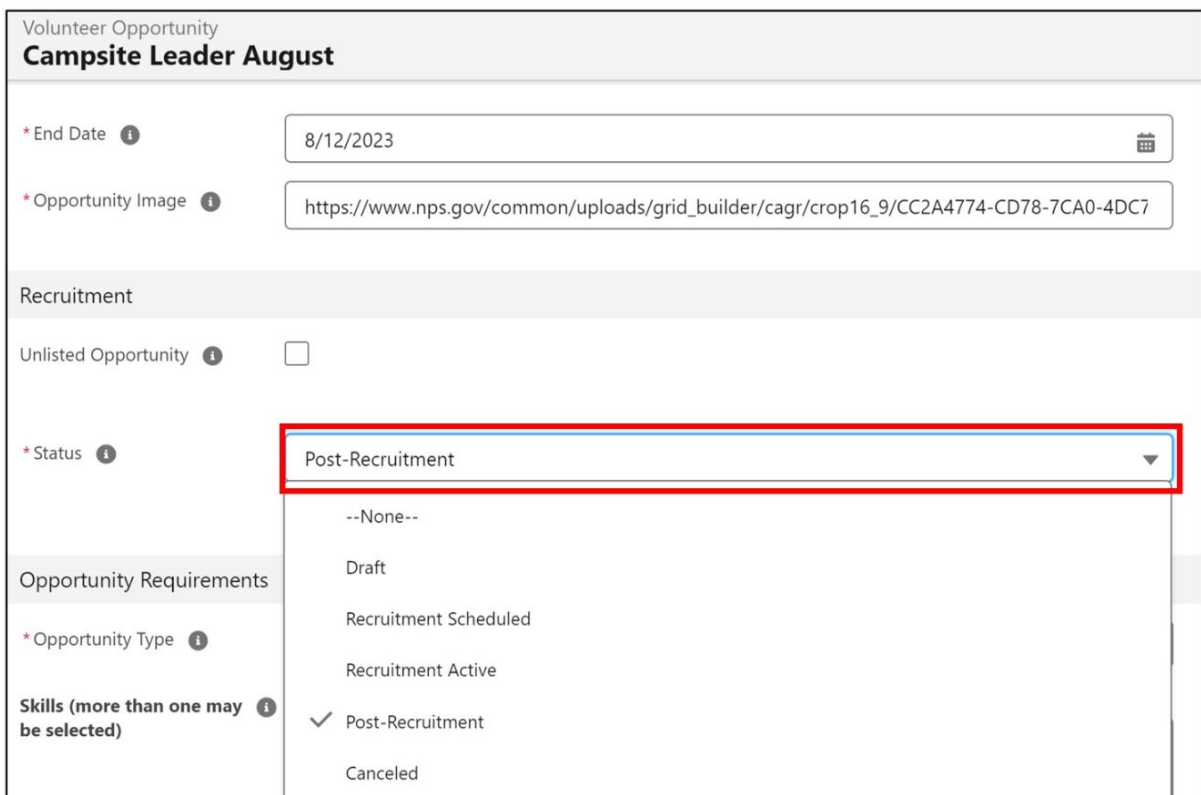
1. Create an opportunity using the process in Create a New Opportunity.



2. Add the needed onboarding tasks using the process in Create a 301a Onboarding Task.



3. Update the opportunity status to "Post Recruitment". For information on status, see Opportunity and Application Status Definitions.



4. Click "Duplicate" using the process in [Duplicate an Opportunity](#).



5. Select the needed start and end dates for the duplicated opportunity.

6. Select the Onboarding Task(s) to be pulled into your created opportunity template.

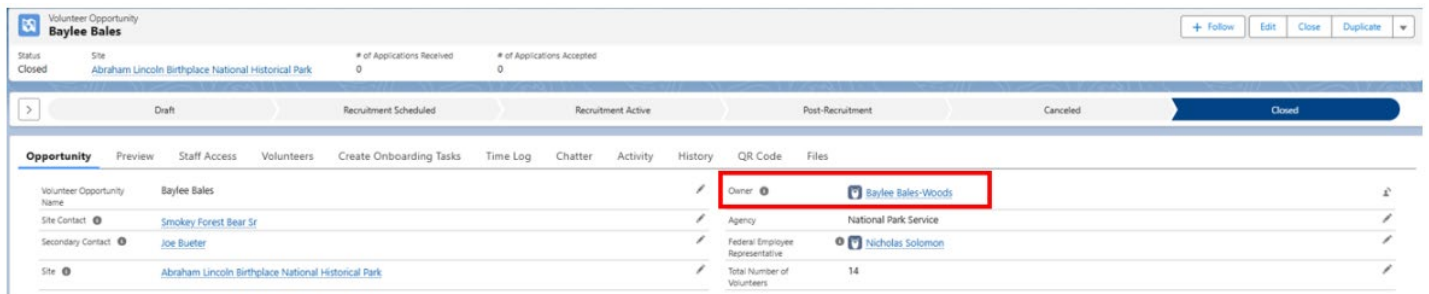
Opportunity Owner vs. Staff Access

This guide provides a detailed description of the Opportunity Owner and Staff Access. The location of these features can be found within an opportunity.

Within the opportunity there are two titles to point out: Opportunity Owner and Staff Access.

- **Opportunity Owner:** The owner is automatically assigned as the creator of the volunteer opportunity; an owner can be reassigned after creation if desired.
 - The opportunity owner is the only person who has access to edit the opportunity until they designate staff access.
- **Staff Access:** Designated individuals granted read or write access to selected opportunity by the opportunity owner.
 - Only the opportunity owner is able to grant read or write access to a staff member.

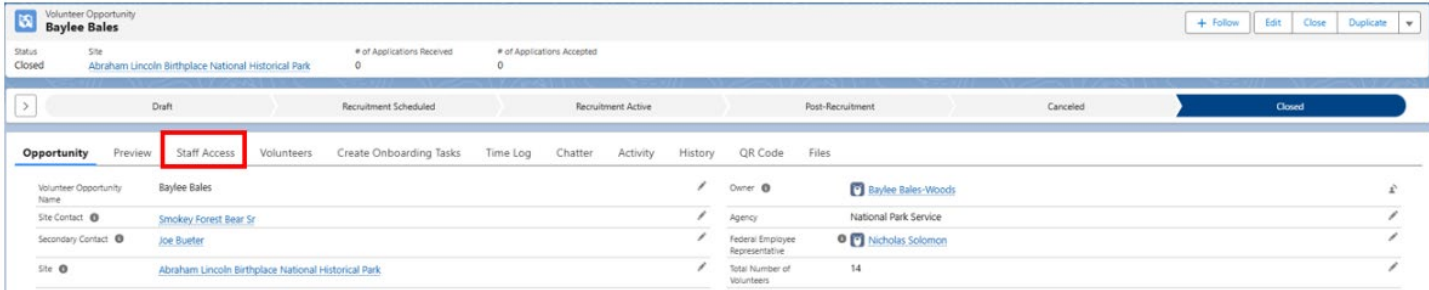
When you first arrive within the opportunity, you will see the opportunity owner. The creator of the opportunity is automatically designated as the opportunity owner, if you wish to change the opportunity owner, please see the related articles above.



The screenshot shows the 'Opportunity' tab for 'Baylee Bales'. The 'Owner' field is highlighted with a red box, showing 'Baylee Bales-Woods'. Other fields include Site Contact (Smokey Forest Bear Sr), Secondary Contact (Joe Buetler), and Site (Abraham Lincoln Birthplace National Historical Park). The 'Total Number of Volunteers' is 14.

Field	Value
Volunteer Opportunity Name	Baylee Bales
Site Contact	Smokey Forest Bear Sr
Secondary Contact	Joe Buetler
Site	Abraham Lincoln Birthplace National Historical Park
Owner	Baylee Bales-Woods
Agency	National Park Service
Federal Employee Representative	Nicholas Solomon
Total Number of Volunteers	14

Under the sub tab in the opportunity, you will see "Staff Access." This is where the opportunity owner is able to grant individuals read or write access, if you wish to designate staff access, please see the related articles above.



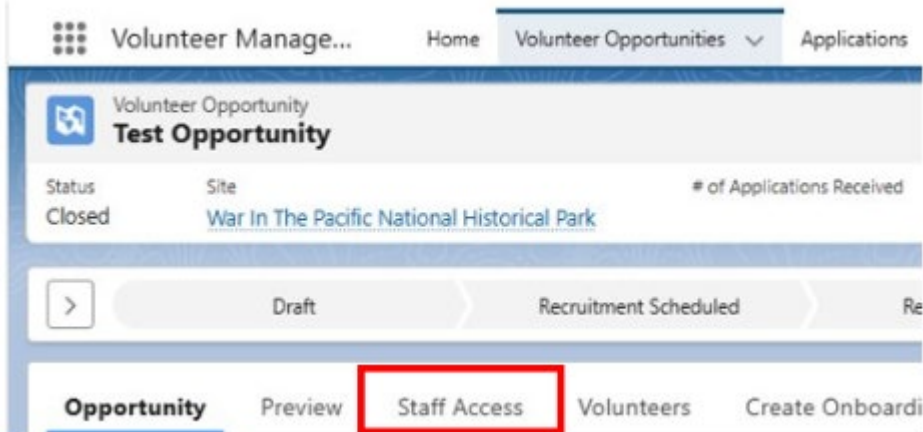
The screenshot shows the 'Staff Access' tab for 'Baylee Bales'. The 'Staff Access' tab is highlighted with a red box. The content of the page is identical to the previous screenshot, showing the same fields and values.

Field	Value
Volunteer Opportunity Name	Baylee Bales
Site Contact	Smokey Forest Bear Sr
Secondary Contact	Joe Buetler
Site	Abraham Lincoln Birthplace National Historical Park
Owner	Baylee Bales-Woods
Agency	National Park Service
Federal Employee Representative	Nicholas Solomon
Total Number of Volunteers	14

Staff Access & Team Member Tab

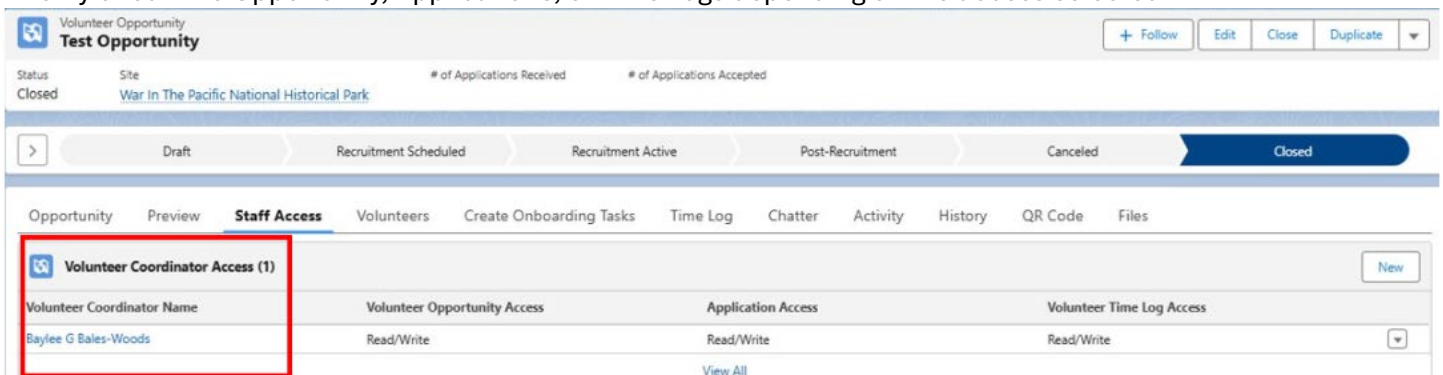
This guide provides a description of what the Staff Access tab is and how it is used. It shows you how to add Volunteer Coordinators and Team Members to opportunities. For Volunteer Coordinators, you can add Read or Write access to the selected staff for the selected opportunity, applications, and time log. For Team Members, you can add access to 301a Signatures, Applications, and Time Logs. At this time, in order to remove read or write access of an application for a Staff member, you can select "None" or submit a Help Desk ticket.

Navigate to the Volunteer Opportunity you want to edit the Staff access of. Click the "Staff Access" tab.



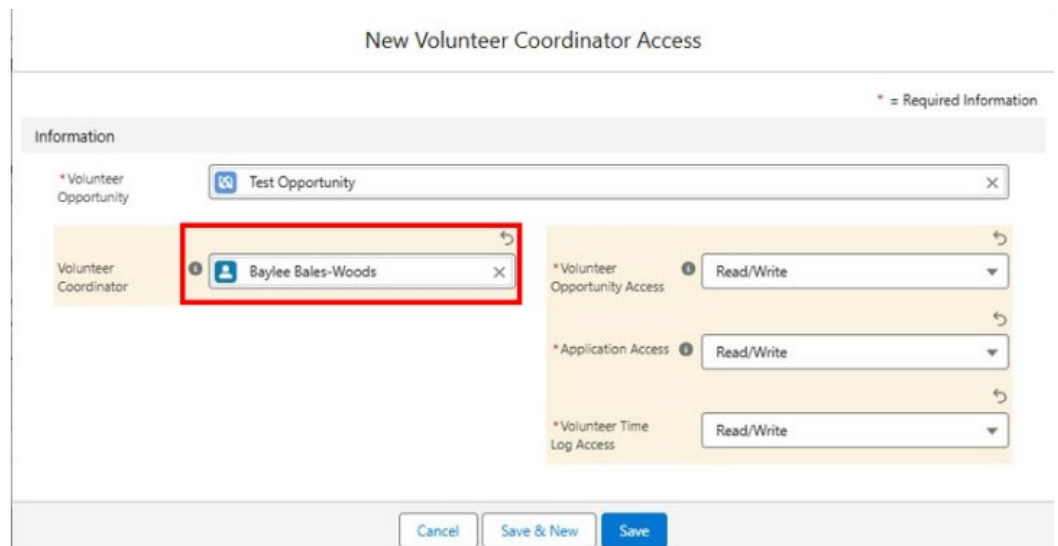
Add Volunteer Coordinators:

1. View the Volunteer Coordinator Staff Access. The listed Volunteer Coordinators have permission to either read only or edit the Opportunity, Applications, or Time Logs depending on the access selected.



2. Select "New" to add a Staff name to grant access to either the Opportunity, the Applications, or Time Logs.

3. Type the name of the Volunteer Coordinator in the field to populate the staff and select the name.



4. Select the level of access to give the selected Volunteer Coordinator for the opportunity, application, and time log. The options are "Read", or "Read/Write". If you want to remove application access, you can select the "None" option. Click "Save."

New Volunteer Coordinator Access

* = Required Information

Information

* Volunteer Opportunity

Volunteer Coordinator

* Volunteer Opportunity Access

Application Access

* Volunteer Time Log Access

Add Team Members:

1. View the Team Member Staff Access. The listed Team Members have permission to sign 301as, manage Application selection, or edit Time Logs in the Team Member Portal depending on the access selected.

Opportunity Preview **Staff Access** Volunteers Create Onboarding Tasks Assign Onboarding Task Time Log Chatter Activity History QR Code Files

Volunteer Coordinator Access (1) New			
Volunteer Coordinator Name	Volunteer Opportunity Access	Application Access	Volunteer Time Log Access
Cassandra Rodrigue	Read/Write	Read/Write	Read/Write ▼
View All			
Team Member Access (1) New			
Team Member Name	301a Signature Access	Application Access	Time Log Access
Cassie Rodrigue TMP	Access	Access	Access ▼
View All			

2. Select "New" to add a Staff name to grant access to either the 301as, Applications, or Time Logs.
3. Type the name of the Team Member in the field to populate the staff and select the name.

New Team Member Access

* = Required Information

Information

* Volunteer Opportunity

* Team Member

* 301a Signature Access

* Application Access

* Time Log Access

4. Select the level of access to give the selected Team Member for the 301a signature, application, and Time Logs. The options are "Access", or "No Access". If you want to remove access from a field, you can select the 'No Access' option. Click 'Save'.

New Team Member Access

* = Required Information

Information

* Volunteer Opportunity

Visitor Services Volunteer

* Team Member

Cassie Rodrique TMP

* 301a Signature Access

Access

* Application Access

Access

* Time Log Access

Access

Cancel

Save & New

Save

Volunteer Opportunities: Volunteers Tab

In the opportunity, click on the "Volunteers" tab to open.

The screenshot shows the 'Volunteer Management' interface. At the top, there are navigation tabs: 'Home', 'Applications', 'Volunteer Opportunities' (selected), 'Accounts', and 'Know'. Below this is a header for the 'Volunteer Opportunity' titled 'Campground Host Volunteer - Sample'. A summary row shows: Status: Post-Recruitment, Site: Grand Canyon National Park, # of Applications Received: 1, and # of Applications Accepted: 0. A progress bar below shows stages: Draft, Recruitment Scheduled, and Recruitment Active. A secondary navigation bar includes 'Opportunity', 'Preview', 'Team Members', 'Volunteers' (highlighted with a red box), 'Create Onboarding Tasks', and 'Assign'. Below this is a button 'Update Application Statuses' and a section for 'Applications (1)'.

When a volunteer submits an application to the opportunity, it appears in the "Applications" section in a "Submitted" status. In this section, you can view the volunteer name, email address, total hours, application status, and status date columns.

The screenshot shows the 'Applications' section with a table of application entries. The table has columns for Volunteer Type, Volunteer Name, Email Address, Total Hours, Application Status, and Status Date. One application is listed with the status 'Submitted'.

Volunteer Type	Volunteer Name	Email Address	Total Hours	Application Status	Status Date
Registered	Susan Lemon	laura.cooke@accenturefederal.com	32.25	Submitted	11/3/2023

Clicking on the "Volunteer Name" directs you to the Volunteer Application details in a new tab. You can print this application using the "Printable View" button in the right hand corner of the Application page.

Volunteer Manage... Home Applications Volunteer Opportunities Accounts Knowledge Chatter Reports Dashboards Files

Application AP-00046356 [+ Follow](#) [Edit](#) [Printable View](#)

Application Volunteer Tasks History

> Summary (phased out 5/18/2023)

Basic Information

Volunteer Name Sue Smith
 Date of Birth 4/21/1960
 Email Address laura_cooke@contractor.nps.gov
 Phone 301-322-1321

Address

Street Address, Apt. # 34 and Q Street
 City New York
 Country United States
 State New York
 Zip Code 10001

Country of Citizenship United States
 U.S Citizen or Permanent Resident Yes, I am a U.S. citizen or Permanent Resident.
 Verification Status
 If applicable, list visa type

Demographic Information

Gender Female
 Veteran or Active Duty None

On the Volunteers tab, you have the "Update Application Status" button. This button allows you to change the application status depending on where the application is in the application and/or onboarding process.

Volunteer Opportunity
Campground Host Volunteer - Sample

Status Recruitment Active Site Grand Canyon National Park # of Applications Received 1 # of Applications Accepted 0

Draft Recruitment Scheduled **Recruitment Active** Post-Recruitment

Opportunity Preview Team Members **Volunteers** Create Onboarding Tasks Assign Onboarding Task Volunteer Time Log

Update Application Statuses

Applications (1)
 1 item • Updated 22 minutes ago

Volunteer Type	Volunteer Name	Email Address	Total Lifetime Hours	Application Status
1 Registered	Sue Smith	laura_cooke@contractor.nps.gov	10.00	Submitted

[View All](#)

Under the Applications list, there are the Volunteer Tasks details list. Volunteer Tasks assigned to the volunteer appear here.

Update Application Statuses						
Applications (1)						
1 item • Updated 5 minutes ago						
Volunteer Type	Volunteer Name	Email Address	Total Hours	Application Status	Status Date	
1 Registered	Susan Lemon	laura.cooke@accenturefederal.com	32.25	Submitted	11/3/2023	View All

Volunteer Tasks							Update Task Status
View	Name	Primary Onboarding Task	Task Title ↓	Status	Volunteer Name		
<input type="checkbox"/>	Individual Volunteer (301a)		Trail Clean Up Position December	Complete	Susan Lemon		
<input type="checkbox"/>	Group Leader (301a)		Trail Clean Up Group Leader	Incomplete	Susan Lemon		
<input type="checkbox"/>	Driver's License		Proof of Driver's License	Incomplete	Susan Lemon		
<input type="checkbox"/>	Training			Incomplete	Susan Lemon		

View the Volunteer Task details by clicking on "View" in the task.

V Volunteer Task
Individual Volunteer (301a)

Details Files

▼ Information

Volunteer Task Name	Individual Volunteer (301a) ✎	Background Check Affirmation <input checked="" type="checkbox"/>
Volunteer Position/Group Project Title	Landscape	Public Domain Affirmation <input checked="" type="checkbox"/>
Application	AP-00058816	Health Affirmation <input checked="" type="checkbox"/>
Completed	<input checked="" type="checkbox"/> ✎	
Task Directions	<p>Congratulations, you have been selected to volunteer! In order to complete your onboarding process, please review and complete all required documents and tasks. The included Volunteer Service Description will outline your duties and requires validation that will serve as your legal signature. If you have questions, please reach out to the Volunteer Coordinator listed for this volunteer opportunity.</p>	
Photography Affirmation	<input checked="" type="checkbox"/>	
Medical Affirmation	<input type="checkbox"/>	

Change Opportunity Owner

1. Open the opportunity and navigate to the Owner field.

The screenshot shows the 'Volunteer Opportunity' page for 'Memorial Cleanup'. The page includes a navigation bar with 'Volunteer Opportunities' selected. Below the navigation bar, there are tabs for 'Draft', 'Recruitment Scheduled', 'Recruitment Active' (which is active), 'Post-Recruitment', 'Canceled', and 'Closed'. The main content area shows the opportunity details, including the 'Owner' field, which is highlighted with a red box. The owner is listed as 'Laura CookeNPS' from the 'National Park Service' agency.

2. Click the gray person icon to the right of the opportunity owner name.

This close-up screenshot shows the 'Owner' field with the name 'Laura CookeNPS'. A red box highlights a small gray person icon located to the right of the name, which is used to initiate the change owner process.

3. Type in the name of the person you want to assign as the owner of the opportunity and select.

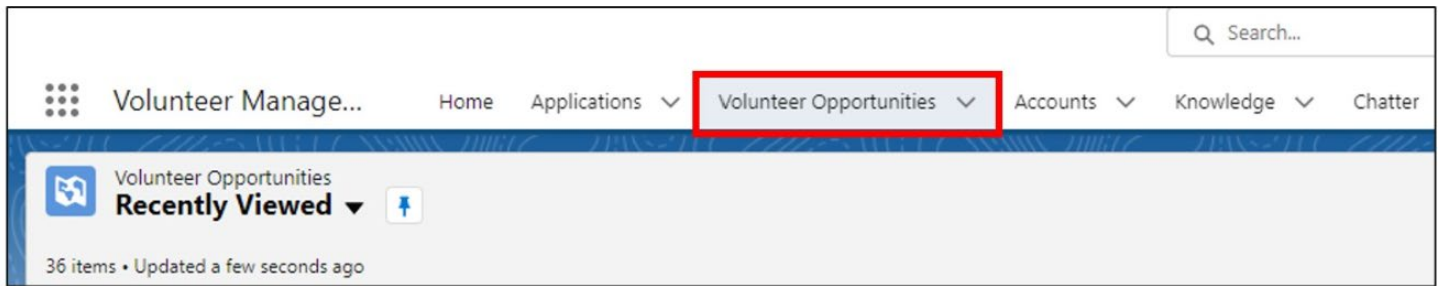
The 'Change Owner' dialog box is shown with a search bar containing 'Michael H'. Below the search bar, a list of search results is displayed, with 'Michael HesterNPS' selected and highlighted by a red box. The search results also show 'Michael H' and 'Michael HesterNPS'.

4. Click the "Change Owner" button to apply that individual as the owner of the opportunity.

This screenshot shows the 'Change Owner' dialog box with the search results from the previous step. The 'Change Owner' button at the bottom right is highlighted with a red box, indicating the final step in the process.

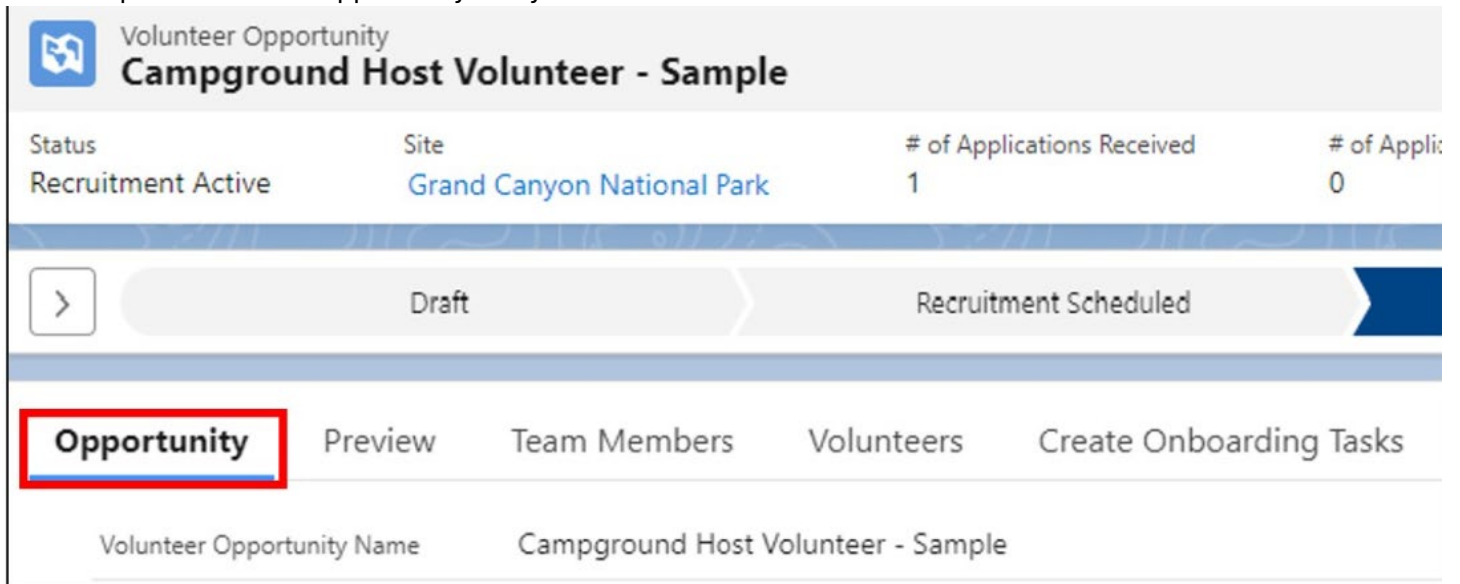
Cancel an Opportunity

1. Navigate to Volunteer Opportunities.



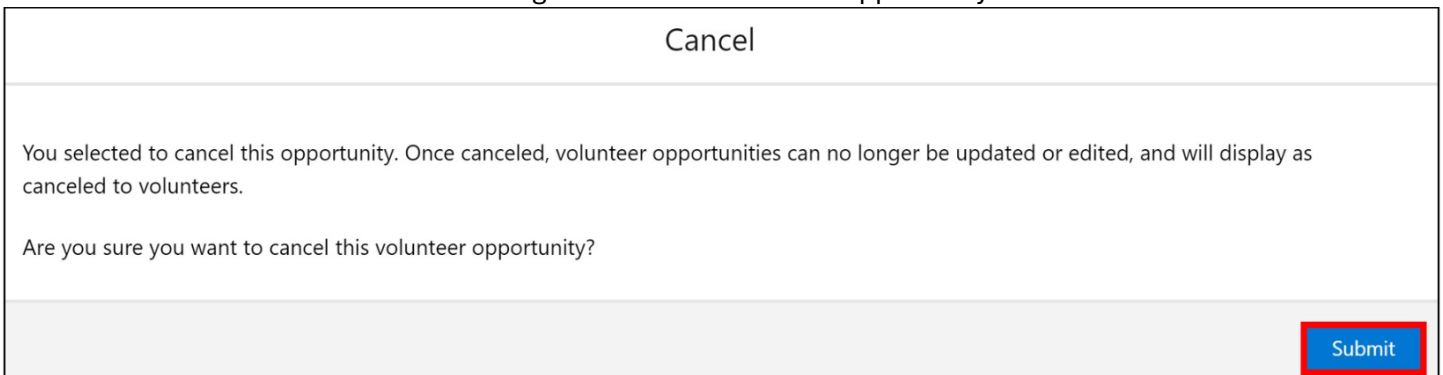
The screenshot shows the top navigation bar of the Volunteer Management system. The 'Volunteer Opportunities' menu item is highlighted with a red box. Below the navigation bar, there is a 'Volunteer Opportunities Recently Viewed' section with a dropdown arrow and a pin icon. It indicates '36 items • Updated a few seconds ago'.

2. Open a volunteer opportunity that you want to cancel.



The screenshot shows the details page for a volunteer opportunity titled 'Campground Host Volunteer - Sample'. The status is 'Recruitment Active' and the site is 'Grand Canyon National Park'. There is 1 application received and 0 applications are shown. A progress bar indicates the current stage is 'Draft', with 'Recruitment Scheduled' as the next stage. Below the progress bar, the 'Opportunity' tab is highlighted with a red box. Other tabs include 'Preview', 'Team Members', 'Volunteers', and 'Create Onboarding Tasks'. The volunteer opportunity name is 'Campground Host Volunteer - Sample'.

3. Select the "Cancel" button in the right corner to cancel this opportunity.



The screenshot shows a confirmation dialog box titled 'Cancel'. The text reads: 'You selected to cancel this opportunity. Once canceled, volunteer opportunities can no longer be updated or edited, and will display as canceled to volunteers. Are you sure you want to cancel this volunteer opportunity?'. A blue 'Submit' button is located in the bottom right corner, highlighted with a red box.

4. Select "Submit" to confirm you want to cancel this opportunity.

- 5. A red banner appears at the top of the opportunity showing that it was canceled. The opportunity cannot be updated or edited.


Volunteer Opportunity
Visitor Center and Programs Volunteer + Follow Printable View Change Owner

Status: Canceled Site: San Antonio Missions National Historical Park # of Applications Received: # of Applications Accepted

Draft Recruitment Scheduled Recruitment Active Post-Recruitment **Canceled** Closed

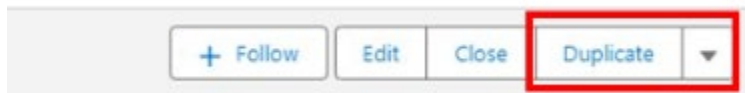
This volunteer opportunity is canceled and can no longer be updated or edited.

Opportunity Preview Team Members Volunteers Volunteer Time Log Chatter Activity History QR Code

Volunteer Opportunity Name	Visitor Center and Programs Volunteer	Owner	Laura Cooke
Opportunity Type	Position	Start Date	1/25/2023
Virtual	No	End Date	2/3/2023
Opportunity Image	https://doinsps-vol--staging.sandbox.lightning.force.com/resource/NPS_VolunteerCommunityAssets/images/VolunteerGovDefaultOpportunityImage.png	Opportunity Image Preview	

Duplicate an Opportunity

1. To duplicate an opportunity with volunteer applications, you must make sure the application(s) for any volunteers you wish to be added to the new opportunity are in the following statuses before renewing:
 - Tentatively Accepted
 - Waitlisted
 - Ready to Volunteer
 - Service Complete
2. On the opportunity screen, from the drop down list in the top right hand corner, click "Duplicate" to duplicate the opportunity.



3. Select the "Start Date" and "End Date".
 - You cannot set an end date for the opportunity more than 12 months from the start date. Continuing opportunities are meant to be renewed each year so that the information and volunteer agreements are kept current and to increase accuracy for reporting.

Duplicate

Note: The duplicated opportunity will appear in "Draft" status after duplication. The Opportunity Owner or Team Member will need to update the opportunity status in order to make it available for volunteers to apply.

Select the "Start Date" and "End Date" for the duplicated volunteer opportunity:

* Start Date

Complete this field with format Dec 31, 2024.

* End Date

Select what you would like to copy over to the duplicated opportunity:

Application(s) ⓘ

Onboarding task(s)

[Next](#)

4. Select the applicable checkboxes, either "Application(s)" or "Onboarding Tasks" to make sure they are in the duplicated opportunity.
 - When the "Application(s)" checkbox is selected, the name of the volunteer(s) appear below to select.
 - Selecting the applications sends an email to the volunteer that they have an application submitted to the duplicated opportunity.
 - If the associated applications are not selected then the volunteers would need to complete a new application to the duplicated opportunity.
 - Selecting "Onboarding task(s)" copies the onboarding tasks to the renewed opportunity.
5. Select any volunteers you would like to move from the first opportunity to the duplicated opportunity.
6. This duplicated opportunity is placed into "Draft" status upon renewal.

- Using the drop-down options, update the duplicated opportunity to the desired recruitment status and proceed to manage the opportunity to recruit volunteers.

* Status ⓘ

Recruitment End Date/Time ⓘ

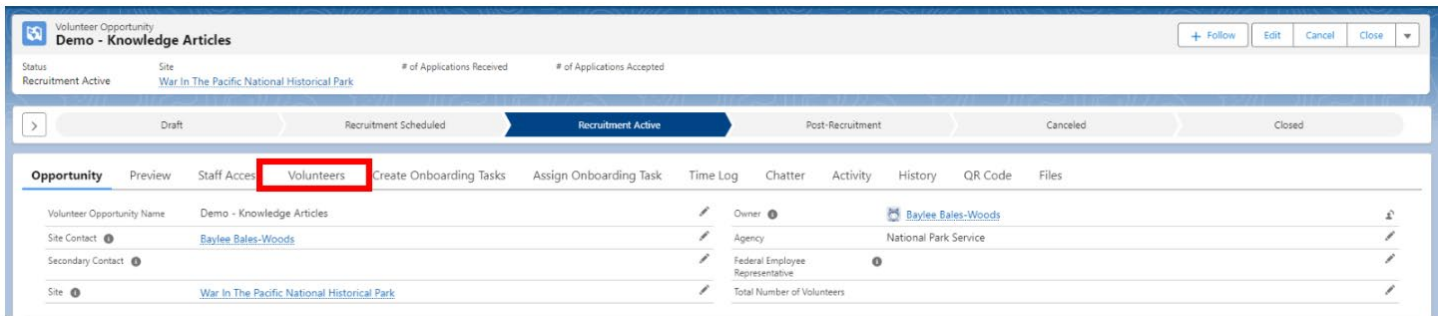
* # of Volunteers Needed ⓘ

Special Groups ⓘ

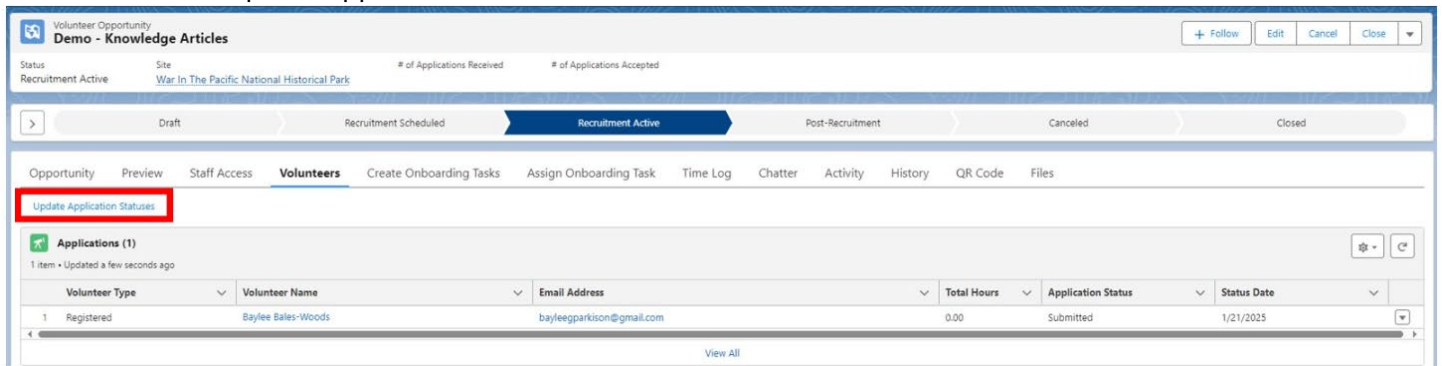
Draft
--None--
✓ Draft
Recruitment Scheduled
Recruitment Active
Post-Recruitment
Canceled
Closed

Updating Application Status

1. Locate the "Volunteer Opportunities" Tab on the top of your volunteer coordinator homepage
2. Click on the opportunity that has Volunteer Application statuses that are needing to be changed
3. Click the "Volunteers" tab within the opportunity



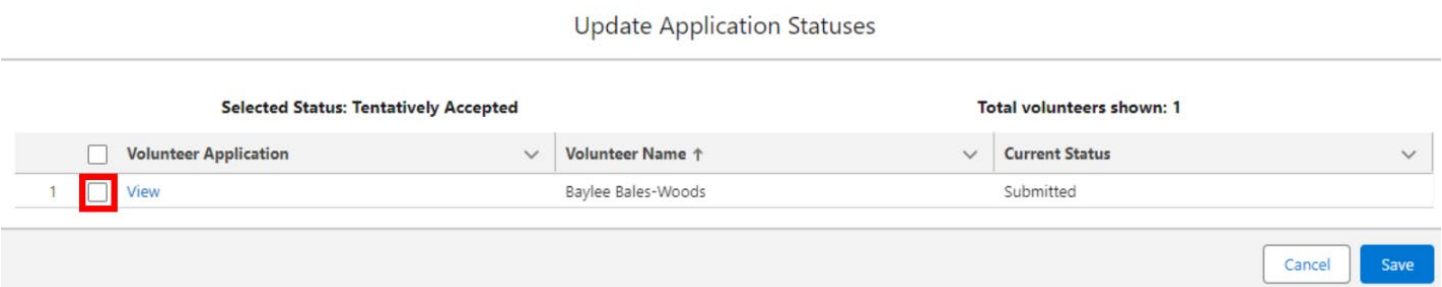
4. Click the "Update Application Status" button



5. Click on the dropdown menu to update the volunteer's status a then select "Next"



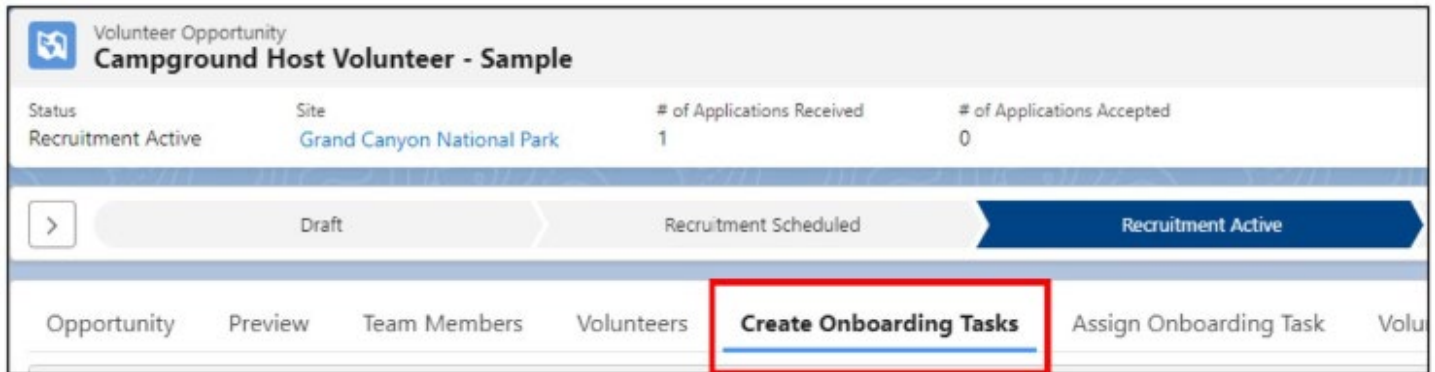
6. Select the checkbox next to the desired Volunteer Application you want to update the status on and then select "Save".



7. The volunteer Application Status is now updated

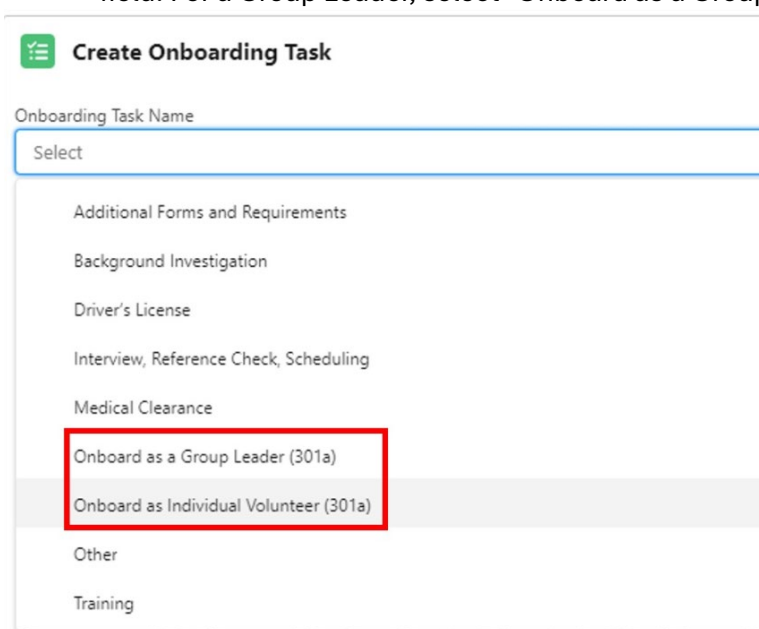
Create a 301a Onboarding Task

1. On the opportunity, click "Create Onboarding Task" tab.



The screenshot shows the 'Volunteer Opportunity' page for 'Campground Host Volunteer - Sample'. The status is 'Recruitment Active', the site is 'Grand Canyon National Park', and there is 1 application received and 0 accepted. A progress bar shows the current stage is 'Recruitment Active'. Below the progress bar, a navigation menu includes 'Opportunity', 'Preview', 'Team Members', 'Volunteers', 'Create Onboarding Tasks' (highlighted with a red box), 'Assign Onboarding Task', and 'Volu'.

2. For an individual volunteer, select "Onboard as Individual Volunteer (301a)" for the Onboarding Task Name field. For a Group Leader, select "Onboard as a Group Leader (301a)."

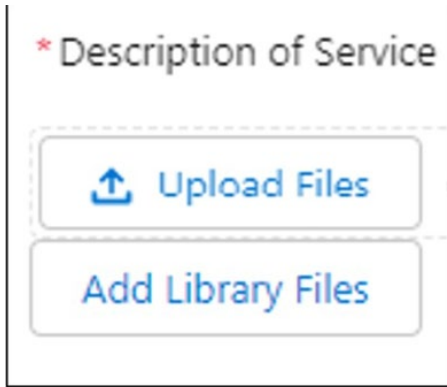


The screenshot shows the 'Create Onboarding Task' dropdown menu. The 'Onboarding Task Name' field is set to 'Select'. The dropdown list includes the following options: 'Additional Forms and Requirements', 'Background Investigation', 'Driver's License', 'Interview, Reference Check, Scheduling', 'Medical Clearance', 'Onboard as a Group Leader (301a)', 'Onboard as Individual Volunteer (301a)', 'Other', and 'Training'. The 'Onboard as a Group Leader (301a)' and 'Onboard as Individual Volunteer (301a)' options are highlighted with a red box.

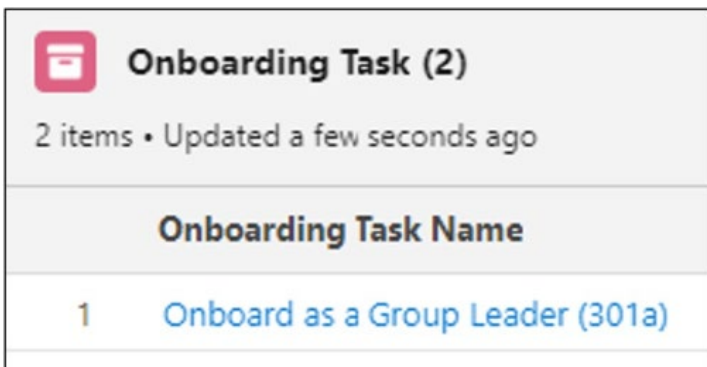
3. Type in a Secondary Title (optional). A secondary title helps to identify different tasks of the same type.
 - If you have two different volunteer positions and need two different "Onboard as Individual Volunteer (301a)" tasks, a secondary title can help you identify which is which. For example, if you have both invasive plant removal and garbage collection positions as a part of a weekend cleanup opportunity, you can enter "invasive plant removal" and "garbage collection" as the secondary title for each onboarding task.
 - Additionally, this will help volunteer and Volunteer Coordinators accurately record hours in time tracking.
4. Select either the "Yes" or "No" checkbox under "Reimbursements Approved".
 - If "Yes" is selected, text will automatically generate in the Description of Service field indicating that specifics about the type and amount of reimbursements can be found in the attached description of service.
5. Type in the "Volunteer Position/Group Project Title". Whatever is entered into this field will display in field 25, "Volunteer Position/Group Project Title" on the 301a.
6. For a Group Leader onboard task only, type in a "Group Name". For Individual Volunteer 301a onboard task, proceed to the next step. Whatever is entered into this field will display in field 2, "Group Name" on the

301a and in the "Group Name" field on the 301b.

7. Click either the "Upload Files" or "Add Library Files" button to add the required Description of Service file to the task.

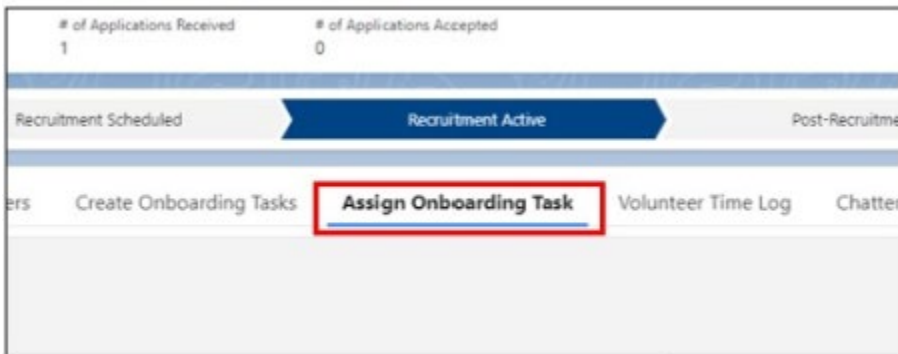


8. If you need to add a Risk Assessment file, under the Risk Assessment side, click either the "Upload Files" or "Add Library Files" button to add the file to the task.
9. Click "Create Onboarding Task".
10. Scroll to the top of the page to confirm that the onboarding task is created and listed in the "Onboarding Task" section.

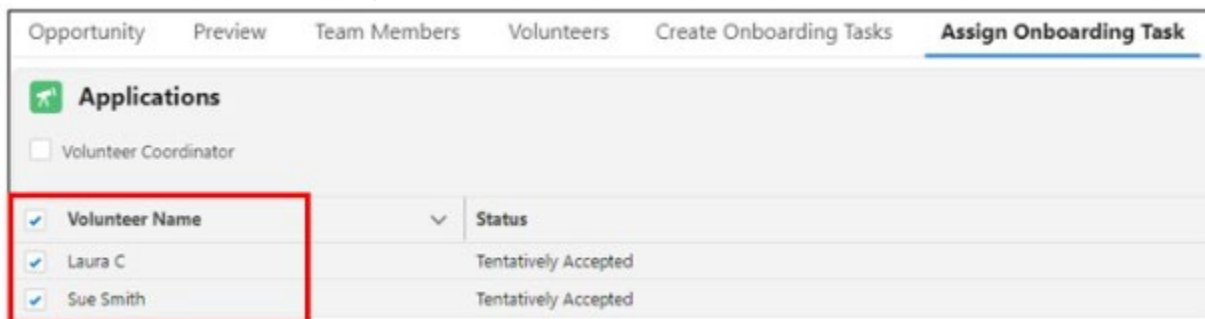


Assign a 301a Onboarding Task

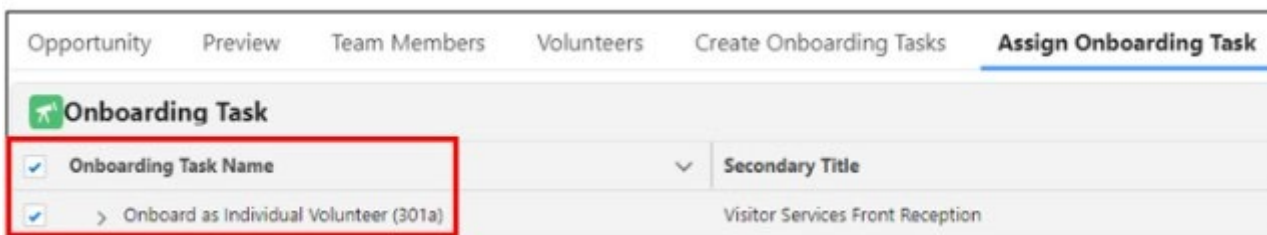
1. On the opportunity, click the "Assign Onboarding Task" tab.



2. Select the checkbox next to the name in the Volunteer Name column in the Applications section. Selecting the checkbox at the top will select all volunteers.



3. Click "Next".
4. Select the checkbox next to the applicable 301a task you wish to assign.
 - The task can be either the "Onboard as Individual Volunteer (301a)", or "Onboard as a Group Leader (301a)" under the column "Onboarding Task Name".
 - Select the "Onboard as Individual Volunteer (301a)" for one volunteer.
 - Select the "Onboard as a Group Leader (301a)" if the individual will be a group leader for a designated group of volunteers.



5. Click "Save".

Create Secondary Onboarding Tasks

1. Under "Create Onboarding Tasks" tab, use the drop down options to select a the "Onboarding Task Name".

The screenshot shows the 'Create Onboarding Tasks' interface. At the top, there are navigation tabs: Opportunity, Preview, Team Members, Volunteers, **Create Onboarding Tasks**, Assign Onboarding Task, Time Log, and Ch. Below the tabs, there is a header for 'Onboarding Task (4)' with a sub-header '4 items • Updated 7 minutes ago'. A table lists four existing tasks:

	Onboarding Task Name	Task Title	Primary Onboarding Task	Task Directions
1	Training			Additional training o
2	Driver's License	Proof of Driver's License		Proof of a valid drive
3	Onboard as Individual Volunteer (301a)	Trail Clean Up Position December		Congratulations, you
4	Onboard as a Group Leader (301a)	Trail Clean Up Group Leader		Congratulations, you

Below the table is a 'View All' link. A red box highlights the 'Create Onboarding Task' form, which includes:

- Create Onboarding Task** (header)
- Onboarding Task Name: A dropdown menu with 'Select' as the current option.
- Secondary Title: A text input field.
- Audience: A dropdown menu with '--None--' as the current option.

2. Select from the following Onboarding Task options:
 - a. **Additional Forms and Requirements** - can be used for any other forms or requirement not covered by other tasks
 - b. **Background Investigation** - can be used to provide a volunteer with a blank of copy of background investigation forms or directions related to a background investigation required as a part of volunteering
 - c. **Driver's License** - can be used to provide a volunteer with a blank of copy of driver's license verification forms or directions related to the verification of a driver's license required as a part of volunteering
 - d. **Interview, Reference Check, Scheduling** - can be used to include information or directions related to next steps of interviewing, reference checks, or scheduling related to onboarding or consideration as a volunteer
 - e. **Medical Clearance** - can be used to provide a volunteer with a blank of copy of medical clearance forms or directions related to a medical clearance required as a part of volunteering
 - f. **Training** - can be used to provide the volunteer with any directions or documents related to any training required as a part of becoming a volunteer
3. Select the Primary Onboarding Task (301a task) associated to this onboarding task.

Assign Secondary Onboarding Tasks

1. Select the volunteer you want to assign the task(s) to.

The screenshot shows the 'Assign Onboarding Task' page for a volunteer named Sue Smith. The page is titled 'Volunteer Opportunity' and 'Campground Host Volunteer - Sample'. It displays the status 'Recruitment Active', the site 'Grand Canyon National Park', and statistics for applications received (1) and accepted (0). A progress bar shows the current stage as 'Recruitment Active'. Below the progress bar, there are tabs for 'Opportunity', 'Preview', 'Team Members', 'Volunteers', 'Create Onboarding Tasks', and 'Assign Onboarding Task'. The 'Assign Onboarding Task' tab is active. Under the 'Applications' section, there is a table with columns for 'Volunteer Name' and 'Status'. The row for 'Sue Smith' is highlighted with a red box, and her status is 'Onboarding'.

Volunteer Name	Status
Sue Smith	Onboarding

2. Select the onboarding task you want to assign to the volunteer.

The screenshot shows the 'Assign Onboarding Task' page with a list of tasks. The 'Assign Onboarding Task' tab is active. Below the tabs, there is a section titled 'Onboarding Task' with a table of tasks. The table has columns for 'Onboarding Task Name', 'Secondary Title', and 'Task Dir'. The row for 'Driver's License' is highlighted with a red box, and its checkbox is checked. A 'Back' button is visible at the bottom left.

Onboarding Task Name	Secondary Title	Task Dir
> Onboard as Individual Volunteer (301a)	Cleaning Crew Afternoon 12pm	Congrat
> Driver's License	Proof of Driver's License	Proof of

3. Click "Save".
4. The selected secondary task is now assigned to the volunteer to complete.

Set Group Leader Access to the OF-301b

1. Click the hyperlinked "View" to open the Group Leader (301a) volunteer task.



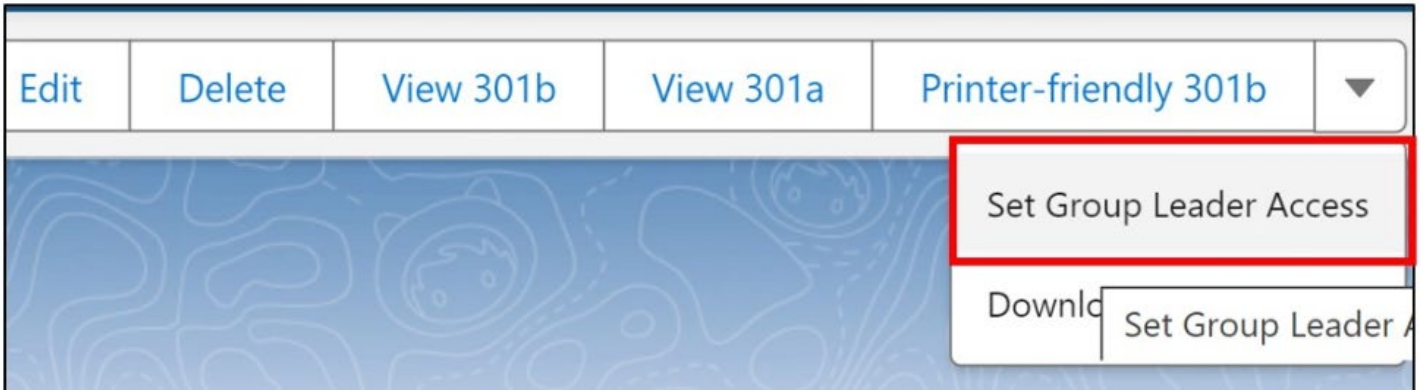
2. View that the Group Leader (301a) task details provide the Group Leader 301b URL link. This URL can be made accessible on the Group Leader volunteer task details through the "Set Group Leader Access" button.

The screenshot shows the "Group Leader (301a)" task details page. The page has a header with a purple circle icon and the text "Volunteer Task Group Leader (301a)". Below the header are tabs for "Details", "QR Code", "Group Members", and "Files". The "Details" tab is selected. Under the "Information" section, there are several fields:

Volunteer Task Name	Group Leader (301a)	Reimbursement Approved	No
Volunteer Position/Group Project Title	Front Gate	Type and Rate of Reimbursement	N/A
Task Directions	Congratulations, you have been selected as a Volunteer Group Leader! In order to complete your onboarding process, please review and complete all required documents and tasks. The included Volunteer Service Description will outline your duties and requires validation that will serve as your legal signature. If you have questions, please reach out to the Volunteer Coordinator listed for this volunteer opportunity.	Background Check Affirmation	<input checked="" type="checkbox"/>
Agreement Number	05-24-3579-1021	Public Domain Affirmation	<input checked="" type="checkbox"/>
Application	AP-00058961	Health Affirmation	<input checked="" type="checkbox"/>
Completed	<input checked="" type="checkbox"/>	Medical Affirmation	<input checked="" type="checkbox"/>
Group Name	Bridge Day Team	Photography Affirmation	<input checked="" type="checkbox"/>
Group Leader 301b URL	https://doinps-vol-volqa.sandbox.my.site.com/volunteers/s/volunteer-group-member-application?volTaskId=a0GOD000000Kzh12AC	Group Leader Access	<input type="checkbox"/>


The "Group Leader Access" checkbox and the "Group Leader 301b URL" field are highlighted with red rectangular boxes.

3. Click the "Set Group Leader Access" button from the top right hand corner drop down.



4. Click "Yes" on the confirmation message to set Group Leader access to the 301b.

5. Group Leader Access to the 301b URL is set and indicated with a checkmark in the field.

Group Members		Files	
Group Leader (301a) 			
Subject	Front Gate	Reimbursement Approved	No
<p>Congratulations, you have been selected as a Volunteer Group Leader! In order to complete your onboarding process, please review and complete all required documents and tasks. The included Volunteer Service Description will outline your duties and requires validation that will serve as your legal signature. If you have questions, please reach out to the Volunteer Coordinator listed for this volunteer opportunity.</p>		Type and Rate of Reimbursement	N/A
		Background Check Affirmation	<input checked="" type="checkbox"/>
		Public Domain Affirmation	<input checked="" type="checkbox"/>
		Health Affirmation	<input checked="" type="checkbox"/>
		Medical Affirmation	<input checked="" type="checkbox"/>
		Photography Affirmation	<input checked="" type="checkbox"/>
05-24-3579-1021		Group Leader Access	<input checked="" type="checkbox"/>
AP-00058961			

Update Application Status to Ready to Volunteer

1. View that the volunteer completed their 301a onboarding task, or other tasks as needed. The application status updates automatically to "Onboarding" and the 301a task status shows "Complete".

The screenshot shows the 'Volunteers' section of a management system. At the top, there are navigation tabs: Opportunity, Preview, Team Members, **Volunteers**, Create Onboarding Tasks, Assign Onboarding Task, Time Log, Chatter, Activity, History, QR Code, and Files. Below the tabs is a search bar with the text 'Update Application Statuses'. The main content area is divided into two sections. The first section, 'Applications (1)', shows a table with one entry: a Registered volunteer named Susan Lemon with email laura.cooke@accenturefederal.com, 0.00 total hours, and an application status of 'Onboarding'. The second section, 'Volunteer Tasks', shows a table with one entry: a task titled 'Group Leader (301a)' with the task title 'Front Gate', status 'Complete', and assigned to Susan Lemon. Both tables have a 'View All' link below them.

2. Click "Update Application Statuses" .

This screenshot is identical to the previous one, but the 'Update Application Statuses' button in the search bar is highlighted with a red box, indicating the next step in the process.

3. Select "Ready to Volunteer" from the drop down list.

Update Application Statuses

The screenshot shows a dropdown menu titled 'Status' with the text 'Select Status' at the top. The menu is open, displaying a list of status options: Declined, **Ready to Volunteer** (highlighted with a red box), Service Complete, Submitted, Tentatively Accepted, and Waitlisted.

4. Select the checkbox next to the desired volunteer application you want to move to "Ready to Volunteer" then select "Save".

Update Application Statuses

Volunteers with incomplete volunteer tasks will not appear on this table.

Selected Status: Onboarding Complete **Total volunteers shown: 1**

	<input checked="" type="checkbox"/> Volunteer Application	Volunteer Name ↑	Current Status
1	<input checked="" type="checkbox"/> View	Susan Lemon	Onboarding

5. Read the message and click "Ok" to apply your digital signature.
6. The volunteer Application Status is automatically updated to "Ready to Volunteer".

Applications (1)
1 item • Updated a few seconds ago

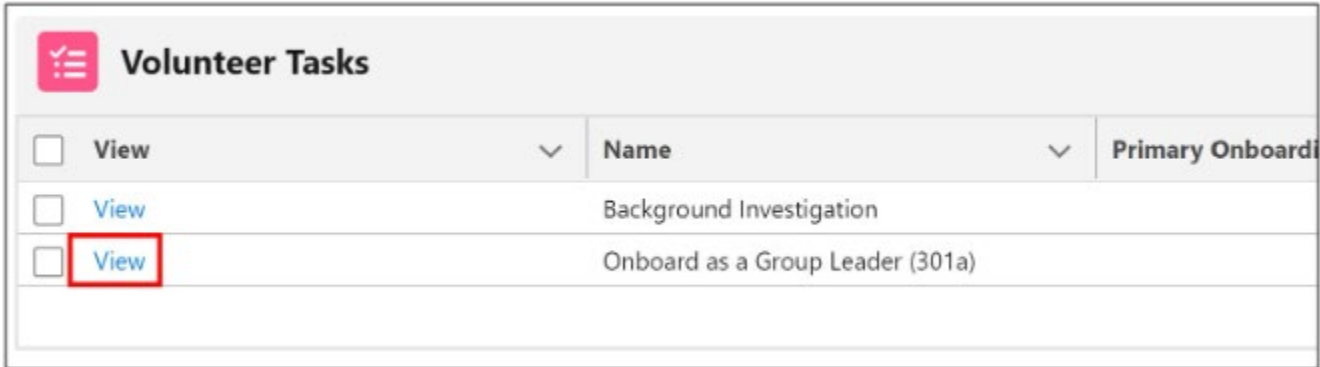
	Volunteer Type	Volunteer Name	Email Address	Total Hours	Application Status
1	Registered	Baylee Bales-Woods	bayleegparkison@gmail.com	0.00	Ready to Volunteer

[View All](#)

Access and Download the Completed 301a Volunteer Service Agreement

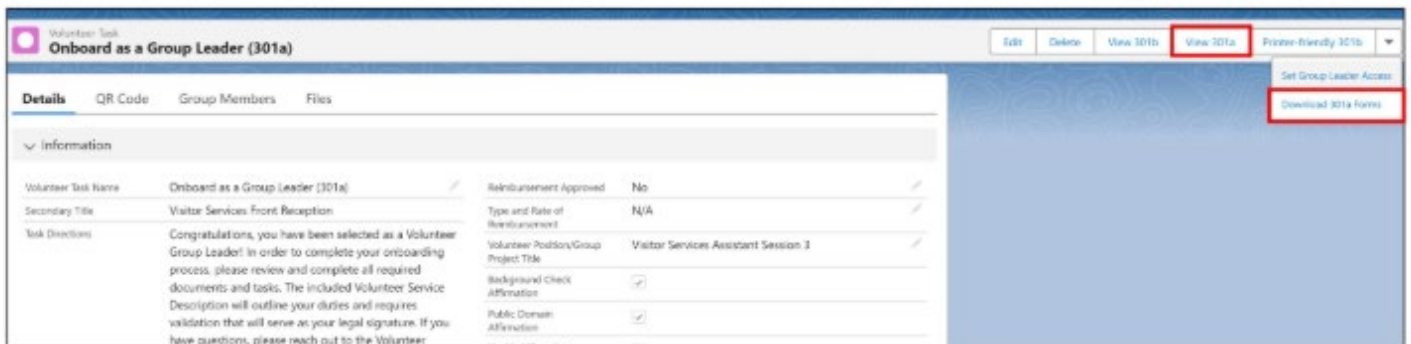
Open Opportunity

1. Open the desired opportunity.
2. Select the 301a Volunteer Task in the Volunteer Tasks table to open the task details.



<input type="checkbox"/> View	Name	Primary Onboardi
<input type="checkbox"/> View	Background Investigation	
<input type="checkbox"/> View	Onboard as a Group Leader (301a)	

3. Click the button "View 301a" to view the completed form, or use the drop-down option to click "Download 301a Forms".



Volunteer Task: Onboard as a Group Leader (301a)

Buttons: Edit, Delete, View 301a, View 301a, Print-Friendly 301a, Set Group Leader Access, Download 301a Forms

Details | QR Code | Group Members | Files

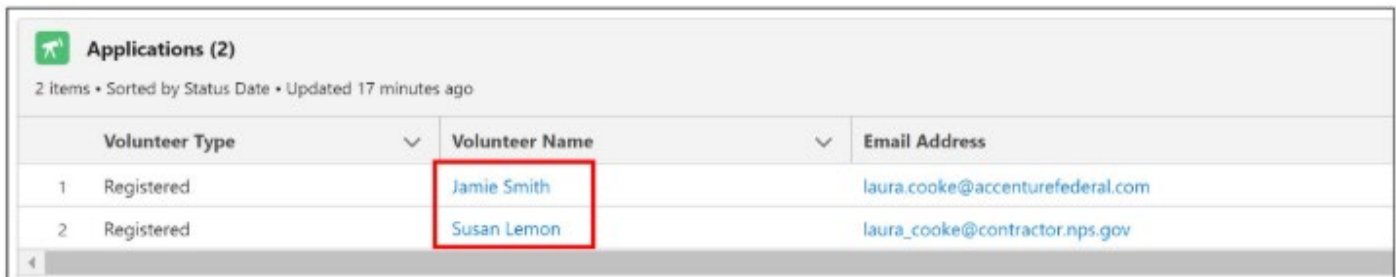
Information

Volunteer Task Name	Onboard as a Group Leader (301a)	Reimbursement Approved	No
Secondary Title	Visitor Services Front Reception	Type and Rate of Reimbursement	N/A
Task Description	Congratulations, you have been selected as a Volunteer Group Leader! In order to complete your onboarding process, please review and complete all required documents and tasks. The included Volunteer Service Description will outline your duties and requires validation that will serve as your legal signature. If you have questions, please reach out to the Volunteer...		
	Volunteer Position/Group Project Title	Visitor Services Assistant Session 3	
	Background Check Affirmation	<input checked="" type="checkbox"/>	
	Public Domain Affirmation	<input checked="" type="checkbox"/>	

4. Save to your computer folder location.
5. Open file to access the Volunteer Service Agreement PDF file.

Closed Opportunity

1. Click the Volunteer Name application hyperlink in the closed opportunity.



Applications (2)

2 items • Sorted by Status Date • Updated 17 minutes ago

Volunteer Type	Volunteer Name	Email Address
1 Registered	Jamie Smith	laura.cooke@accenturefederal.com
2 Registered	Susan Lemon	laura_cooke@contractor.nps.gov

2. Click the hyperlinked Volunteer Task under the Volunteer Tasks tab.

The screenshot shows the 'Volunteer Tasks' tab selected. At the top, the application ID is 'AP-00029977'. Below that, the volunteer opportunity is 'Visitor Services Assistant 2023 Fall Session 3' and the application status is 'Agreement Closed'. The 'Volunteer Tasks' section shows two items. The second item, 'Onboard as a Gro...', is highlighted with a red box. The task description for this item is 'Visitor Services F... Congratulations, you have been selected as a Volunteer Group Leader! In order to complete your on...'. A 'View All' link is visible at the bottom right of the task list.

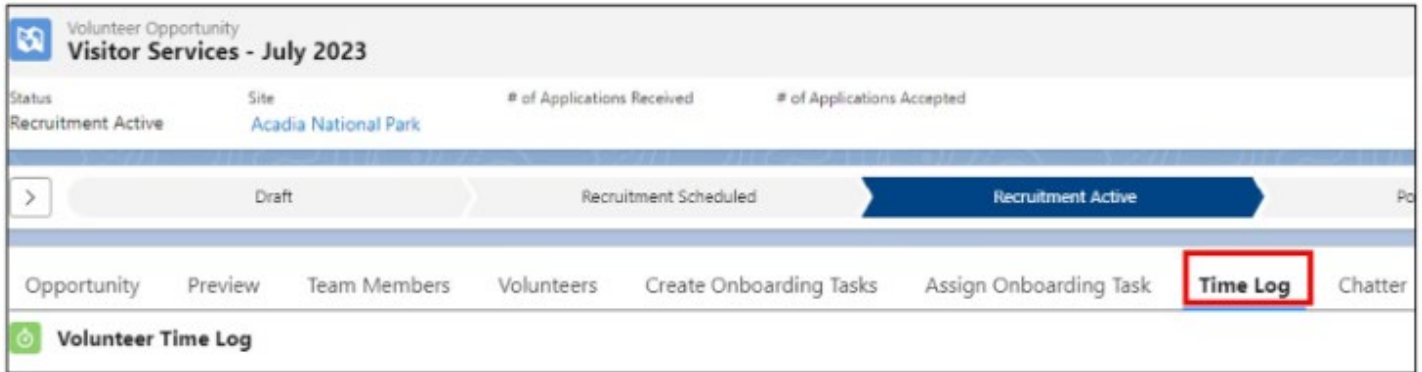
3. Click either the "View 301a" button to view only, or the "Download 301a Forms" to save the PDF file to your computer.

The screenshot shows the details for the 'Onboard as a Group Leader (301a)' task. The page has a top navigation bar with buttons for 'Edit', 'Delete', 'View 301a', 'View 301a', and 'Print-friendly 301a'. A 'Download 301a Forms' button is highlighted with a red box. The main content area is divided into 'Details', 'QR Code', 'Group Members', and 'Files'. The 'Information' section is expanded, showing a table of task details:

Field	Value	Status
Volunteer Task Name	Onboard as a Group Leader (301a)	✓
Secondary Title	Visitor Services Front Reception	✓
Task Directions	Congratulations, you have been selected as a Volunteer Group Leader! In order to complete your onboarding process, please review and complete all required documents and tasks. The included Volunteer Service Description will outline your duties and requires validation that will serve as your legal signature. If you	✓
Reimbursement Approved	No	✓
Type and Rate of Reimbursement	N/A	✓
Volunteer Position/Group Project Title	Visitor Services Assistant Session 3	✓
Background Check Affirmation	<input checked="" type="checkbox"/>	✓
Public Domain Affirmation	<input checked="" type="checkbox"/>	✓

Add Volunteer Hours

1. Open the desired opportunity with volunteers who have an application status of "Onboarding Complete" or "Agreement Closed".



Volunteer Opportunity
Visitor Services - July 2023

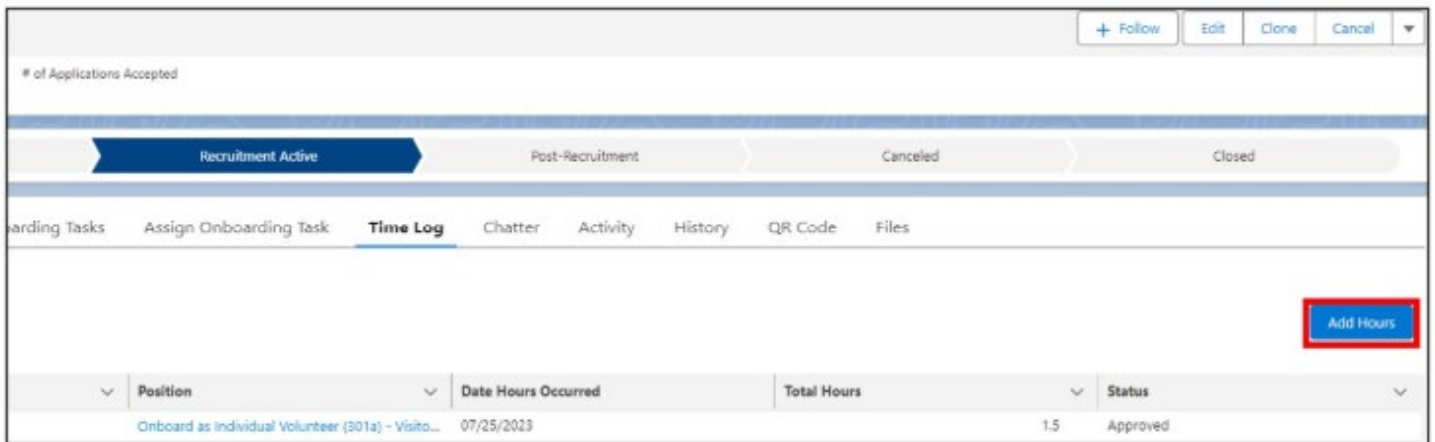
Status: Recruitment Active | Site: Acadia National Park | # of Applications Received: | # of Applications Accepted: |

Draft | Recruitment Scheduled | **Recruitment Active** | Post-Recruitment

Opportunity | Preview | Team Members | Volunteers | Create Onboarding Tasks | Assign Onboarding Task | **Time Log** | Chatter

Volunteer Time Log

2. Click the "Time Log" tab.
3. Click "Add Hours".



+ Follow | Edit | Clone | Cancel

of Applications Accepted

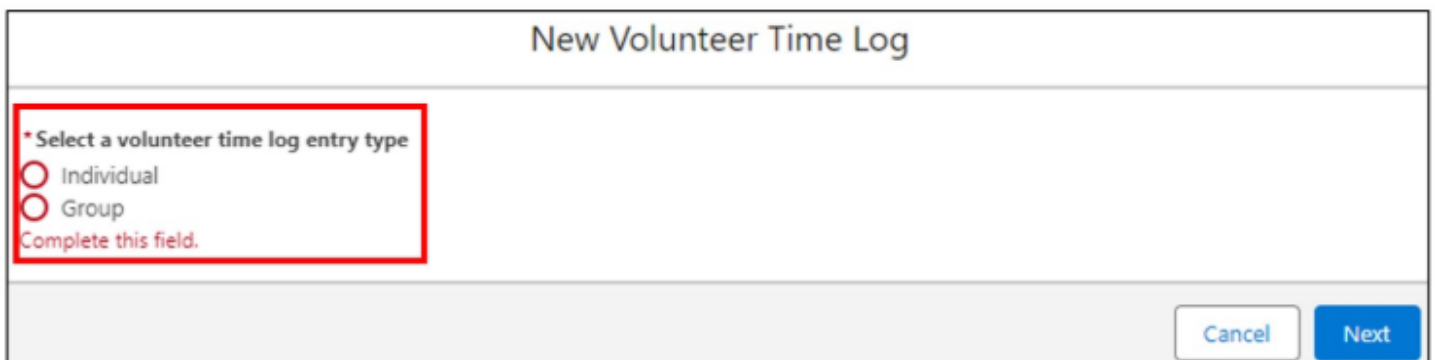
Recruitment Active | Post-Recruitment | Canceled | Closed

Onboarding Tasks | Assign Onboarding Task | **Time Log** | Chatter | Activity | History | QR Code | Files

Add Hours

Position	Date Hours Occurred	Total Hours	Status
Onboard as Individual Volunteer (301a) - Visito...	07/25/2023	1.5	Approved

4. Select the time log entry type.
 - **Individual:** individual hours are for individual volunteers who signed up for an opportunity through Volunteer.gov. When hours are entered this way they will count toward totals that appear on a volunteer's profile.
 - **Group:** group hours are for entering hours in a bulk fashion and can represent hours of volunteers who may or may not have signed up for an opportunity using Volunteer.gov. When hours are entered this way they will not count toward totals that appear on a volunteer's profile.



New Volunteer Time Log

* Select a volunteer time log entry type

Individual

Group

Complete this field.

Cancel | Next

- Input the volunteer time log details for the volunteer. For a Group Leader entry, there is an additional field for Number of Volunteers. **Note:** To add bulk group hours, do not select a Group Leader name but leave that field blank.
 - Volunteer Name (or Group Leader):** select the volunteer or group leader from the dropdown list
 - Position:** if a volunteer has been onboarded into more than one position in a single opportunity, select the appropriate one from the dropdown list to associate with the time log entry
 - Date Hours Occurred:** this can be either the date the hours actually occurred or a date associated with the hours of the time log entry. Whatever date is entered here will affect reports related to when the hours occurred (such as fiscal year, month, etc.).
 - Number of Volunteers (group hours entry only):** when entering group hours this should reflect the number of volunteers associated with the hours entry.
 - Total Hours:** the total hours for the entry. In the case of group hours, this should reflect the total number of hours performed by all volunteers who were a part of the group. For example if 3 volunteers gave 5 hours each, the number to enter in total hours should be 15.

New Volunteer Time Log

Complete the time log entry for Visitor Services - July 2023

+ Add Row

Volunteer Name	Position	Date Hours Occurred	Total Hours
Susan Lemon	Onboard as individual Volunteer (301a) - Visitor Services Front Reception	Jul 26, 2023	2.25

Submit Time Log

New Volunteer Time Log

Complete the group time log entry for Visitor Services - July 2023

+ Add Row

Group Leader	Position	Date Hours Occurred	Number of Volunteers	Total Hours
1 Susan Lemon	Onboard as a Group Leader (301a)	Jul 25, 2023	2	10.00

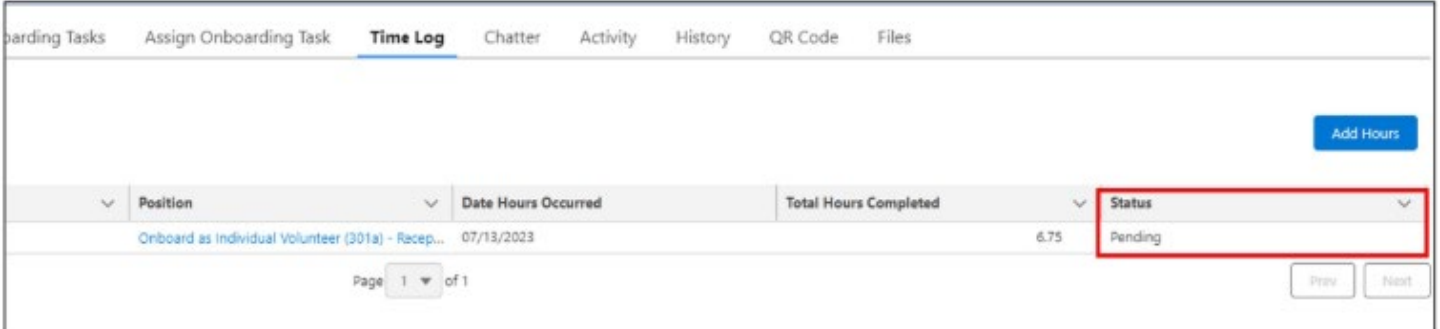
Submit Time Log

- Click "Submit Time Log" to apply the hours. The hours appear in an "Approved" status on the Volunteer Time Log.

Approve Volunteer Hours

Approve a Time Log

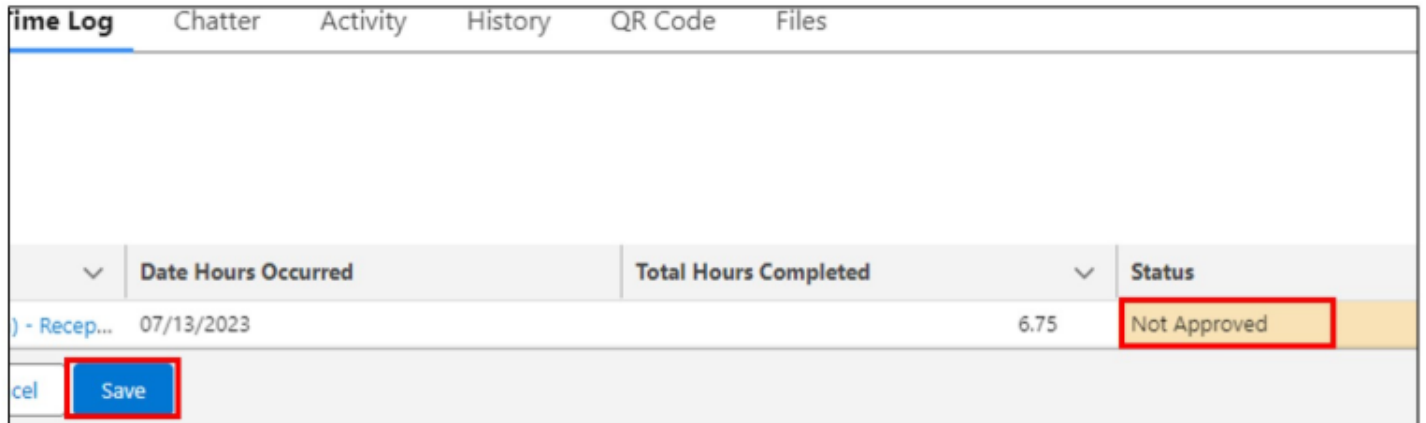
1. Click "Time Log" on the opportunity.
2. Review the Volunteer Time Log details to determine if you approve or not approve of the time log information.



3. Hover your cursor over the status field you would like to change. Click the pencil icon to make the status editable. Change the Status to "Approved." You must type out the word "Approved" in the field then save your changes.



4. You can also change a status to "Not Approved." Hover your cursor over the status field you would like to change. Click the pencil icon to make the status editable. Change the Status to "Not Approved." You must type out the words "Not Approved" in the field then save your changes.



Bulk Approve Multiple Time Logs

You can approve multiple time logs at once to the same status of either "Approved" or "Not Approved".

1. Select all the time logs using the checkbox next to the column title or select multiple individual time logs by clicking the box next to each entry.

	<input type="checkbox"/>	Volunteer Time Log Record Number	Volunteer Name
1	<input type="checkbox"/>	VTL-00000335	Susan Lemon
2	<input type="checkbox"/>	VTL-00000336	Jamie Smith

Showing 25

	<input checked="" type="checkbox"/>	Volunteer Time Log Record N...	Volunteer Name
1	<input checked="" type="checkbox"/>	VTL-00000335	Susan Lemon
2	<input checked="" type="checkbox"/>	VTL-00000336	Jamie Smith

2. Hover your cursor over the status field of any of the selected time log entries you would like to change. Click the pencil icon to make the status editable. Change the Status to "Approved" or "Not Approved." You must type out the word "Approved" or words "Not Approved" in the field. Select the "Update selected items" checkbox to apply the status change to all selected volunteer time logs.

	Status
	<input type="text" value="Approved"/>
	<input checked="" type="checkbox"/> Update 2 selected items

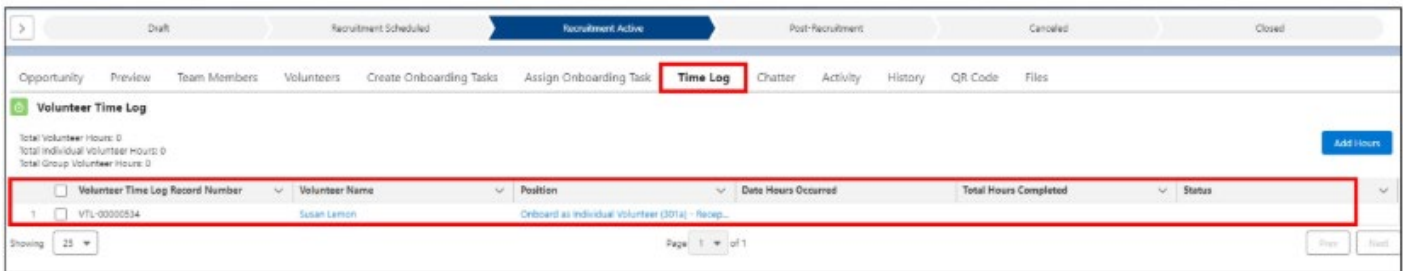
Cancel Apply

3. Click "Apply".

Edit and Delete Volunteer Time Log on an Opportunity

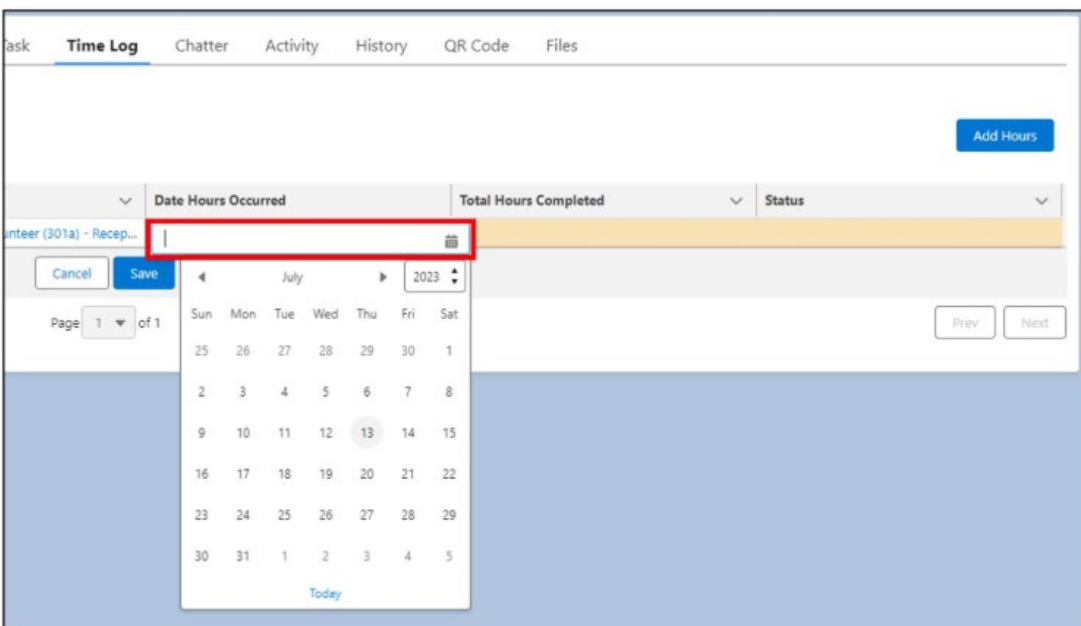
View the Volunteer Time Log

1. Open the desired opportunity with volunteers who have an application status of "Onboarding Complete" or "Agreement Closed".
2. Click the "Time Log" tab. The Volunteer Time Log entry is created with a Volunteer Time Log Record Number, Volunteer Name, and Position.
3. Volunteer Time Log details:
 - a. **Volunteer Time Log Record Number (VTL-XXXX):** each time log entry has an individual record number as a default of the Volunteer.gov system
 - b. **Volunteer Name (or Group Leader):** the volunteer or Group Leader associated with the time log entry
 - c. **Position:** if a volunteer has been onboarded into more than one position in a single opportunity, this is the position associated with the time log entry
 - d. **Date Hours Occurred:** this can be either the date the hours actually occurred or a date associated with the hours of the time log entry. Whatever date is entered here will affect reports related to when the hours occurred (such as fiscal year, month, etc.).
 - e. **Total Hours:** the total hours for the entry. In the case of group hours, this should reflect the total number of hours performed by all volunteers who were a part of the group. For example if 3 volunteers gave 5 hours each, the number to enter in total hours should be 15.
 - f. **Status:** The current status of the time log entry as either Approved, Not Approved, or Pending. Only hours in the Approved status will count toward totals on volunteer profiles or reports.



Edit the Volunteer Time Log

1. Click the the pencil icon next to the field you want to edit. Editable fields include:
 - a. Date Hours Occurred



b. Total Hours Completed: the system allows quarter and half hour entries. For 15 minutes: enter 0.25. For 30 minutes: enter 0.50. For 45 minutes: enter 0.75.

Date Hours Occurred	Total Hours Completed	Status
Recep... 07/13/2023	5.25	

Save

1 of 1

c. Status which includes "Approved", "Not Approved", "Pending". You must click the field and type the status in the field using the correct spelling and capitalization. As a Volunteer Coordinator, any updates you save are automatically set to the "Approved" status after saving. You can manually type in "Not Approved."

QR Code Files

Add Hours

Total Hours Completed	Status
5.25	Approved

Prev Next

Delete the Volunteer Time Log

You must be the owner or a team member with edit permission to delete a volunteer time log record.

1. Open the opportunity Time Log tab.

Volunteer Management System - Bridge Day Opportunity

Status: Closed | Site: New River Gorge National River

Progress: Draft → Recruitment Scheduled → Recruitment Active → Post-Recruitment → Canceled → **Closed**

Opportunity | Preview | Team Members | Volunteers | Create Onboarding Tasks | Assign Onboarding Task | **Time Log** | Chatter | Activity | History | QR Code | Files

Volunteer Time Log

Total Number of Volunteers: 10
 Total Volunteer Hours: 50
 Total Individual Volunteer Hours: 0
 Total Group Volunteer Hours: 50

Volunteer Time Log Record ...	Volunteer Name	Position	Date Hours Occurred	Total Hours	Number of Volunteers	Status
1	VTL-00001095	Group Hours	10/02/2023	50	10	Approved

Showing 25 | Page 1 of 1

2. Click the hyperlink in the Volunteer Name column to open the Volunteer Time Log Record.

Volunteer Management System - Bridge Day Opportunity

Status: Closed | Site: New River Gorge National River

Progress: Draft → Recruitment Scheduled → Recruitment Active → Post-Recruitment → Canceled → **Closed**

Opportunity | Preview | Team Members | Volunteers | Create Onboarding Tasks | Assign Onboarding Task | **Time Log** | Chatter | Activity | History | QR Code | Files

Volunteer Time Log

Total Number of Volunteers: 10
 Total Volunteer Hours: 50
 Total Individual Volunteer Hours: 0
 Total Group Volunteer Hours: 50

Volunteer Time Log Record ...	Volunteer Name	Position	Date Hours Occurred	Total Hours	Number of Volunteers	Status
1	VTL-00001095	Group Hours	10/02/2023	50	10	Approved

Showing 25 | Page 1 of 1

3. Click the "Delete" button.

Volunteer Time Log VTL-00001095

Edit | Printable View | **Delete**

Related | **Details**

Volunteer Time Log Number	VTL-00001095	Status	Approved
Volunteer Name		Date Hours Occurred	10/2/2023
Volunteer Opportunity	Bridge Day	Total Hours	50.00
Volunteer Task		Number of Volunteers	10.0
Application		Record Type	Group
Volunteer Profile			

4. Click the "Delete" button to confirm you want to delete the Volunteer Time Log record, or click "Cancel" to return to the Volunteer Time Log record.


Delete Volunteer Time Log

Are you sure you want to delete this Volunteer Time Log?

Cancel | **Delete**

View Hours for Volunteer Pass

1. Navigate to the Volunteer Profile.
2. View the Volunteer Summary section located at the bottom of the page
3. View the number of hours listed for "Total Hours for Volunteer Pass".

 Volunteer Profile
PR-00065075

Reference 2 Name

Reference 2 Phone/Mobile

Reference 2 Relationship

Reference 2 Email

Reference 3 Name


Reference 3 Phone/Mobile

Reference 3 Relationship

Reference 3 Email

∨ Acknowledge

Receive surveys and other notifications

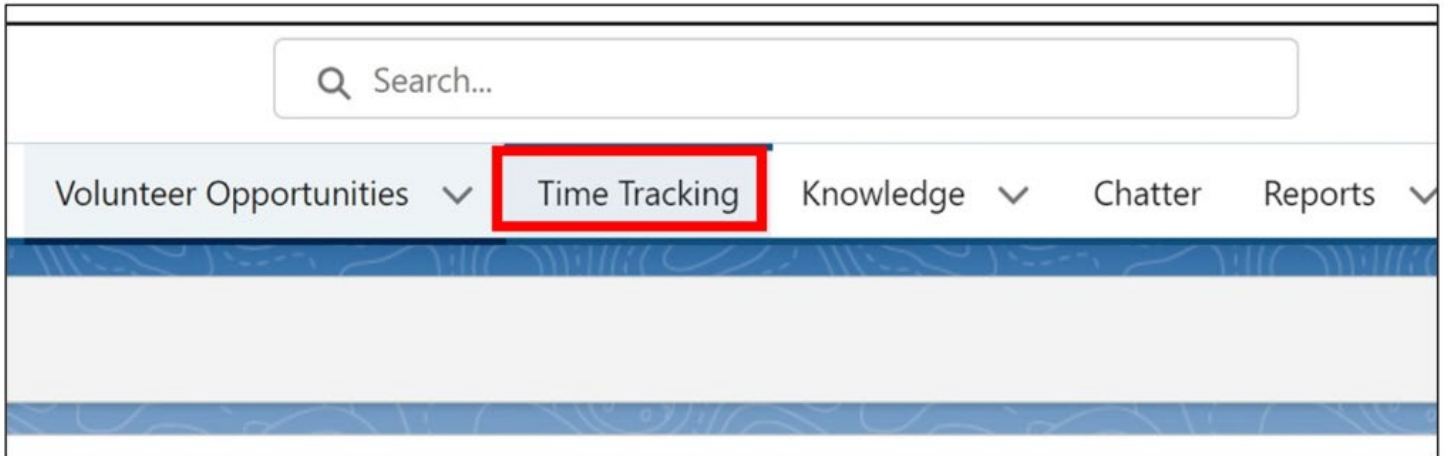
I agree to a background check if needed 

∨ Volunteer Summary

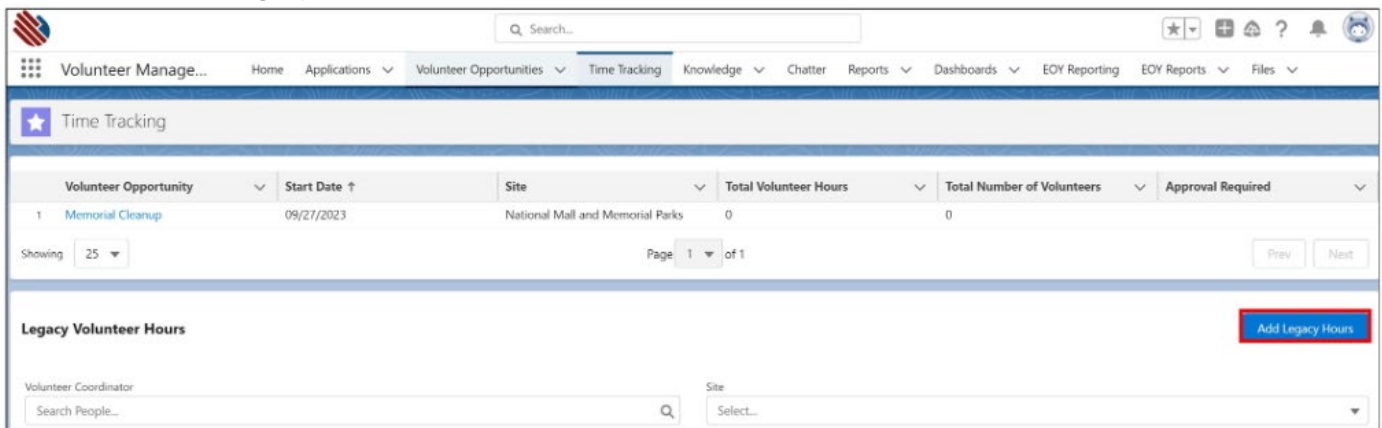
Total Volunteer Hours Completed	255.00
Total Hours for Volunteer Pass	255.00
Total Fiscal Year Hours	0.00

Add Legacy Hours

1. Click "Time Tracking" to open.



2. Click "Add Legacy Hours" button.



3. Complete the following fields:

- a. Type in the volunteer name or use the magnifying glass icon to search for the volunteer profile.
- b. Input the number of hours.

New Legacy Hours Time Log

Use Legacy Hours only to enter hours for a specific volunteer for which there is no corresponding Volunteer.gov opportunity. Legacy Hours should not be used to track ongoing hours, as they will not be linked to a specific volunteer opportunity or date. Legacy Hours are typically only used to 'catch up' a recurring volunteer's lifetime hours when they first create a Volunteer.gov profile. After Legacy Hours are entered, ongoing volunteer hours should be tracked using Time Log on specific opportunities.

Volunteer Name ?

* Total Hours ?

* Site

Counting Toward Volunteer Pass ?

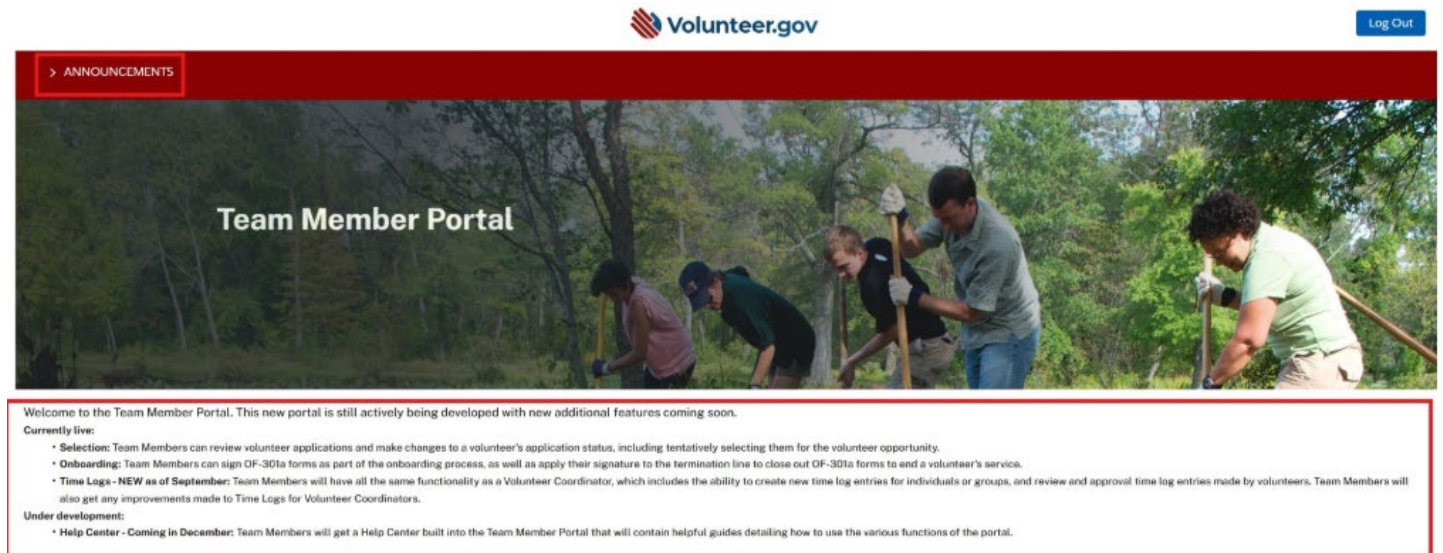
- c. Type in the Site name or use the magnifying glass icon to search for the Site.
- d. Select the checkbox "Counting Toward Volunteer Pass" if you want the hours to count towards a volunteer pass.

4. Click "Save".

Navigating the Team Member Portal

Once you have a Team Member User Account, you must be added to the opportunities you want to manage by your District Volunteer Coordinator in order to access the opportunities in the portal. Refer to the Staff Access & Team Member Tab to complete this step. If you have 301a Access and Application Access, you will be able to select *and* onboard volunteers. If you do not have 301a Access, you will only be able to select volunteers. If you do not have Application Access, you will only be able to onboard volunteers.

When you log into the portal, you will see what features are currently live for you to use and what is currently in development. You can also check on any important announcements by clicking the red "Announcements" banner



Welcome to the Team Member Portal. This new portal is still actively being developed with new additional features coming soon.

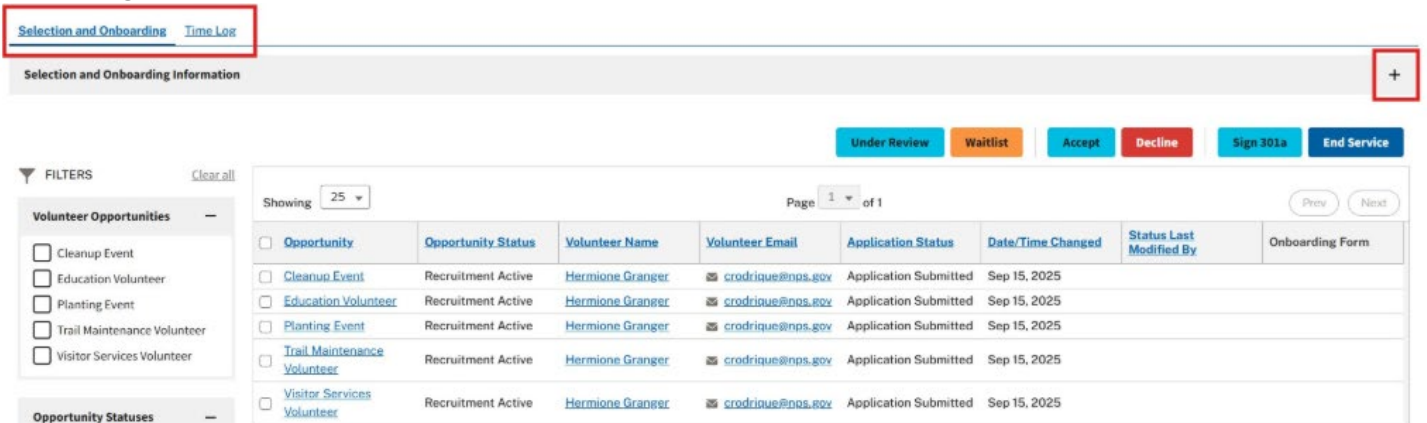
Currently live:

- Selection:** Team Members can review volunteer applications and make changes to a volunteer's application status, including tentatively selecting them for the volunteer opportunity.
- Onboarding:** Team Members can sign OF-301a forms as part of the onboarding process, as well as apply their signature to the termination line to close out OF-301a forms to end a volunteer's service.
- Time Logs - NEW as of September:** Team Members will have all the same functionality as a Volunteer Coordinator, which includes the ability to create new time log entries for individuals or groups, and review and approval time log entries made by volunteers. Team Members will also get any improvements made to Time Logs for Volunteer Coordinators.

Under development:

- Help Center - Coming in December:** Team Members will get a Help Center built into the Team Member Portal that will contain helpful guides detailing how to use the various functions of the portal.

When you scroll down, you will see different options depending on your level of access. If you have been granted 301a Signature Access, Application Access, and Time Log Access by your volunteer coordinator, you will see a "Selection and Onboarding" tab and a "Time Log" tab on the left. If your permissions are different, you will only see "Selection", "Onboarding", or "Time Logs" depending on your access. These are the two main functions you will toggle between to manage volunteer applications and Time Logs. You can also click the plus sign on the right hand of the gray "Selection and Onboarding Information" to expand it and learn what the different selection and onboarding statuses mean.



[Selection and Onboarding](#) [Time Log](#)

Selection and Onboarding Information +

Under Review Waitlist Accept Decline Sign 301a End Service

FILTERS [Clear all](#)

Volunteer Opportunities

- Cleanup Event
- Education Volunteer
- Planting Event
- Trail Maintenance Volunteer
- Visitor Services Volunteer

Opportunity Statuses

Showing 25 of 1 Page 1 of 1 Prev Next

<input type="checkbox"/> Opportunity	Opportunity Status	Volunteer Name	Volunteer Email	Application Status	Date/Time Changed	Status Last Modified By	Onboarding Form
<input type="checkbox"/> Cleanup Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Education Volunteer	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Planting Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Trail Maintenance Volunteer	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Visitor Services Volunteer	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Application Submitted	Sep 15, 2025		

On the left side of the screen, you can use different filters to sort your opportunities. If you want to find all volunteers under a specific opportunity, use the "Volunteer Opportunities" filter. To view opportunities based on their status, use the "Opportunity Statuses" filter below that. Lastly, to view applications based on their status, use the "Application Statuses" filter at the bottom.

The screenshot shows a web interface for managing volunteer opportunities. On the left, there is a 'FILTERS' sidebar with three sections: 'Volunteer Opportunities', 'Opportunity Statuses', and 'Application Statuses'. Each section contains a list of checkboxes for filtering. The main area displays a table of opportunities with columns for Opportunity, Opportunity Status, Volunteer Name, Volunteer Email, Application Status, Date/Time Changed, Status Last Modified By, and Onboarding Form. At the top right, there are buttons for 'Under Review', 'Waitlist', 'Accept', 'Decline', 'Sign 301a', and 'End Service'. The table shows five rows of data for various opportunities, all with 'Application Submitted' status and a date of 'Sep 15, 2025'.

Depending on your access settings, you can use the buttons on the right of your screen to update volunteer application statuses and sign 301a forms (only if you are a federal employee). You can refer to the "Selection and Onboarding Information" dropdown to see what each status means.

This screenshot shows the same interface as the previous one, but with the 'Selection and Onboarding Information' dropdown menu open at the top. The dropdown contains a list of buttons: 'Under Review', 'Waitlist', 'Accept', 'Decline', 'Sign 301a', and 'End Service'. The table below remains the same, showing five rows of opportunity data.

Volunteer Selection in the Team Member Portal

As a Team Member user with Application Access, you can select volunteers for your opportunities in the Team Member Portal.

1. Once a volunteer has submitted an application to your opportunity, you can update their status to "Under Review", "Waitlisted", "Tentatively Accepted", or "Declined" by using the four buttons on the right.

Welcome to the Team Member Portal. This new portal is still actively being developed with new additional features coming soon.

Currently live:

- **Selection:** Team Members can review volunteer applications and make changes to a volunteer's application status, including tentatively selecting them for the volunteer opportunity.
- **Onboarding:** Team Members can sign OF-301a forms as part of the onboarding process, as well as apply their signature to the termination line to close out OF-301a forms to end a volunteer's service.
- **Time Logs - NEW as of September:** Team Members will have all the same functionality as a Volunteer Coordinator, which includes the ability to create new time log entries for individuals or groups, and review and approval time log entries made by volunteers. Team Members will also get any improvements made to Time Logs for Volunteer Coordinators.

Under development:

- **Help Center - Coming in December:** Team Members will get a Help Center built into the Team Member Portal that will contain helpful guides detailing how to use the various functions of the portal.

The screenshot shows the 'Selection and Onboarding Information' page. At the top right, there are buttons for 'Under Review', 'Waitlist', 'Accept', 'Decline', 'Sign 301a', and 'End Service'. Below these is a table with columns: Opportunity, Opportunity Status, Volunteer Name, Volunteer Email, Application Status, Date/Time Changed, Status Last Modified By, and Onboarding Form. The table lists several volunteer applications for various opportunities like 'Cleanup Event', 'Education Volunteer', etc., all submitted by 'Hermione Granger'. On the left, there are filter sections for 'Volunteer Opportunities' and 'Opportunity Statuses'.

2. Click the open box next to the volunteer(s) that you want to update the status of and then click the relevant selection button for your case.

This screenshot is similar to the previous one, but the 'Cleanup Event' application in the table is selected, indicated by a red checkmark in the 'Opportunity' column. A red arrow points from the 'Cleanup Event' checkbox in the 'Volunteer Opportunities' filter on the left to the selected row in the table. The status update buttons at the top right are also visible.

3. A pop-up will open telling you what the status you selected means. Click "Update Applications" to complete the selection. Here is an example of changing a volunteer's status to "Tentatively Accepted":

Applications Tentatively Accepted



Changing to this status indicates that the volunteer has been accepted to the volunteer opportunity and is ready to begin the onboarding process.

Volunteer Opportunity	Applications Changed
Cleanup Event	1



Update Applications

[Cancel](#)

4. The new status will display under the "Application Status" column of the table.

Showing 25 Page 1 of 1 Prev Next

<input type="checkbox"/> Opportunity	Opportunity Status	Volunteer Name	Volunteer Email	Application Status	Date/Time Changed	Status Last Modified By	Onboarding Form
<input type="checkbox"/> Cleanup Event	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Visitor Services Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Application Tentatively Accepted	Sep 16, 2025	Cassie Rodrique TMP	
<input type="checkbox"/> Education Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Planting Event	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Application Submitted	Sep 15, 2025		
<input type="checkbox"/> Trail Maintenance Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Application Submitted	Sep 15, 2025		

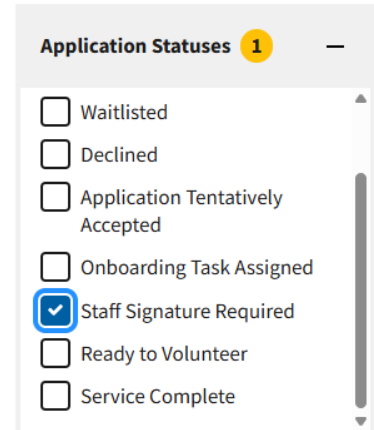
5. You perform the same steps for declining, waitlisting, and placing applications under review, using the respective buttons.

Volunteer Onboarding in the Team Member Portal

As a Team Member user with 301a Access, you can onboard volunteers for your opportunities in the Team Member Portal.

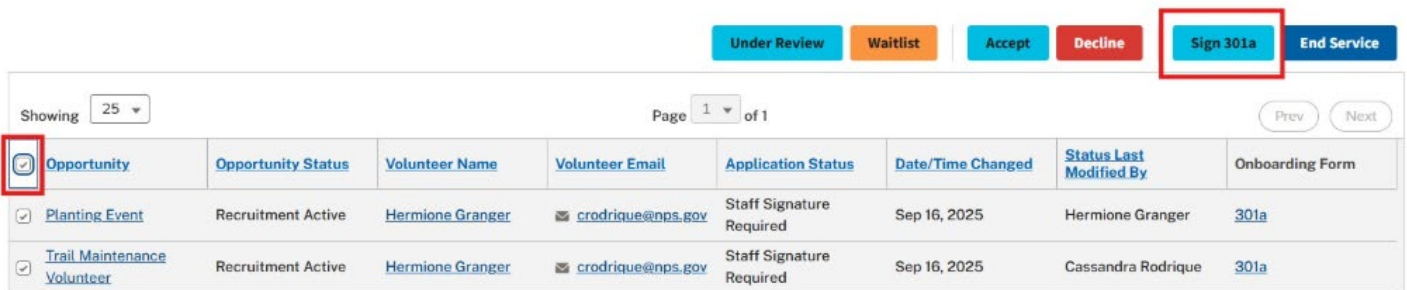
1. Once the volunteer coordinator has created and assigned the 301a onboarding task and volunteers have signed the form, you can sign the 301a yourself (if you are a federal employee).

2. You can only sign 301a forms for volunteers whose application status is "Staff Signature Required." You can filter for this status with the Application Statuses filter on the left side of your screen.



The image shows a filter dropdown menu titled "Application Statuses" with a notification badge "1". The menu contains several options, each with a checkbox: "Waitlisted", "Declined", "Application Tentatively Accepted", "Onboarding Task Assigned", "Staff Signature Required" (which is checked and highlighted with a blue circle), "Ready to Volunteer", and "Service Complete".

3. Click the check box on the left of the table near "Opportunity" to check all applications in the "Staff Signature Required" status. Alternatively, you may select individual applications as needed. Click the "Sign 301a" button in the top right corner.



The screenshot shows a table of volunteer applications. Above the table are buttons for "Under Review", "Waitlist", "Accept", "Decline", "Sign 301a" (highlighted with a red box), and "End Service". The table has columns for "Opportunity", "Opportunity Status", "Volunteer Name", "Volunteer Email", "Application Status", "Date/Time Changed", "Status Last Modified By", and "Onboarding Form". The "Opportunity" column has checkboxes, with the first one highlighted by a red box. Two rows are visible, both with "Staff Signature Required" status. Below the table are "Showing 25" and "Page 1 of 1" indicators, along with "Prev" and "Next" buttons.

4. A pop-up will come up explaining what it means to sign the 301a and move the volunteer to "Ready to Volunteer" status. Click "Sign Applications."

Confirm Signature



By changing this volunteer's status to Ready to Volunteer, you are applying your signature as the government representative to section 42 of the OF-301a Volunteer Service Agreement. In doing so, you agree on behalf of your agency that while this arrangement is in effect, to provide such materials, equipment, and facilities that are available and needed to perform the service described, and to consider the volunteer as a Federal employee only for the purposes of tort claims, liability and injury compensation to the extent not covered by their volunteer group, if any.

Volunteer Opportunity	Agreements Signed
Planting Event	1
Trail Maintenance Volunteer	1



Sign Applications

Cancel

5. The new status will display under the "Application Status" column of the table. At this point, the applications you signed will say "Ready to Volunteer."

Showing 25 Page 1 of 1 Prev Next

<input type="checkbox"/> Opportunity	Opportunity Status	Volunteer Name	Volunteer Email	Application Status	Date/Time Changed	Status Last Modified By	Onboarding Form
<input type="checkbox"/> Cleanup Event	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Education Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Onboarding Task Assigned	Sep 16, 2025	Cassandra Rodrique	301a
<input type="checkbox"/> Planting Event	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Trail Maintenance Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Visitor Services Volunteer	Recruitment Active	Hermione Granger	✉ crodrigue@nps.gov	Onboarding Task Assigned	Sep 16, 2025	Cassandra Rodrique	301a

6. You perform the same steps if you wish to terminate a volunteer agreement by using the "End Service" button on the right.



6. You perform the same steps if you wish to terminate a volunteer agreement by using the "End Service" button on the right.

Add Volunteer Hours in Team Member Portal

1. Navigate to Time Logs by scrolling down and clicking the "Time Log" option. If you do not see "Time Logs" as an option, you have to be granted Time Log Access by a Volunteer Coordinator.

> ANNOUNCEMENTS

Welcome to the Team Member Portal. This new portal is still actively being developed with new additional features coming soon.

Currently live:

- **Selection:** Team Members can review volunteer applications and make changes to a volunteer's application status, including tentatively selecting them for the volunteer opportunity.
- **Onboarding:** Team Members can sign OF-301a forms as part of the onboarding process, as well as apply their signature to the termination line to close out OF-301a forms to end a volunteer's service.
- **Time Logs - NEW as of September:** Team Members will have all the same functionality as a Volunteer Coordinator, which includes the ability to create new time log entries for individuals or groups, and review and approval time log entries made by volunteers. Team Members will also get any improvements made to Time Logs for Volunteer Coordinators.

Under development:

- **Help Center - Coming in December:** Team Members will get a Help Center built into the Team Member Portal that will contain helpful guides detailing how to use the various functions of the portal.

[Selection and Onboarding](#) **Time Log**

Selection and Onboarding Information +

Under Review **Waitlist** **Accept** **Decline** **Sign 301a** **End Service**

FILTERS Clear all

Volunteer Opportunities

- Cleanup Event
- Education Volunteer
- Planting Event
- Trail Maintenance Volunteer
- Visitor Services Volunteer

Showing 25 of 1 Page 1 of 1

Opportunity	Opportunity Status	Volunteer Name	Volunteer Email	Application Status	Date/Time Changed	Status Last Modified By	Onboarding Form
<input type="checkbox"/> Cleanup Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Education Volunteer	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Onboarding Task Assigned	Sep 16, 2025	Cassandra Rodrique	301a
<input type="checkbox"/> Planting Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
<input type="checkbox"/> Trail Maintenance	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a

2. Choose which opportunity you want to add volunteer hours for and click the "+" sign to expand the Time Logs.

Education Volunteer | Recruitment Active | 2025-09-30 - 2026-09-29 +

Planting Event | Recruitment Active | 2025-09-30 - 2025-09-30 +

Cleanup Event | Recruitment Active | 2025-09-30 - 2025-09-30 +

Visitor Services Volunteer | Recruitment Active | 2025-09-22 - 2026-09-21 +

Trail Maintenance Volunteer | Recruitment Active | 2025-08-01 - 2026-08-01 +

3. Click "Add Hours."

Visitor Services Volunteer | Recruitment Active | 2025-09-22 - 2026-09-21 -

Volunteer Time Log

Total Number of Volunteers: 0
Total Volunteer Hours: 0
Total Individual Volunteer Hours: 0
Total Group Volunteer Hours: 0

Add Hours **Export Time Logs**

Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
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4. Select the Time Log entry type and click "Next."

- **Individual:** individual hours are for individual volunteers who signed up for an opportunity through Volunteer.gov. When hours are entered this way they will count toward totals that appear on a volunteer's profile.
- **Group:** group hours are for entering hours in a bulk fashion and can represent hours of volunteers who may or may not have signed up for an opportunity using Volunteer.gov. When hours are entered this way they will not count toward totals that appear on a volunteer's profile.

New Volunteer Time Log

> Additional information

*** Select the time log entry type.**

Individual

Group

Cancel

Next

5. Input the volunteer Time Log details for the volunteer. For a Group Leader entry, there is an additional field for Number of Volunteers. **Note:** To add bulk group hours, do not select a Group Leader name but leave that field blank.

- **Volunteer Name (or Group Leader):** select the volunteer or group leader from the dropdown list.
- **Position:** if a volunteer has been onboarded into more than one position in a single opportunity, select the appropriate one from the dropdown list to associate with the time log entry
- **Date Hours Occurred:** this can be either the date the hours actually occurred or a date associated with the hours of the time log entry. Whatever date is entered here will affect reports related to when the hours occurred (such as fiscal year, month, etc.).
- **Number of Volunteers (group hours entry only):** when entering group hours this should reflect the number of volunteers associated with the hours entry.
- **Total Hours:** the total hours for the entry. In the case of group hours, this should reflect the total number of hours performed by all volunteers who were a part of the group. For example if 3 volunteers gave 5 hours each, the number to enter in total hours should be 15.
- **Note:** This can be used to include any notes relevant to the Time Log entry, for example, including a note of why a time log entry may have been marked "Not Approved."

Individual Time Log:

New Volunteer Time Log

Complete the time log entry for Visitor Services Volunteer

> Additional information

+ Add Row

* Volunteer Name		Position	Category
Hermione Granger		Visitor Volunteer	Cultural and Historic Resources
1	* Date Hours Occurred	* Total Hours	Note
	Aug 5, 2025	3.00	

Submit Time Log

Group Time Log:

New Volunteer Time Log

Complete the group time log entry for Visitor Services Volunteer

> Additional information

+ Add Row

Group Leader	Position	Category	
Hermione Granger	Select position	Cultural and Historic Resources	
1 Date Hours Occurred	Number of Volunteers	Total Group Hours	Note
Aug 5, 2025	5	15.00	

Submit Time Log

6. Click "Submit Time Log."

7. You can also add multiple Time Logs that occurred on separate dates by using the "+ Add Row" button on the left side of the New Volunteer Time Log screen. You can do this for both individual and group hours.

Complete the time log entry for Visitor Services Volunteer

> Additional information

+ Add Row

Volunteer Name	Position	Category
Hermione Granger	Visitor Volunteer	Cultural and Historic Resources
1 Date Hours Occurred	Total Hours	Note
Aug 5, 2025	3.00	
Volunteer Name	Position	Category
Hermione Granger	Visitor Volunteer	Cultural and Historic Resources
2 Date Hours Occurred	Total Hours	Note
Aug 12, 2025	3.00	

8. Once you have added all of the Time Logs you want to add, click "Submit Time Log" at the bottom. These hours are automatically approved.

Submit Time Log

8. Once you have added all of the Time Logs you want to add, click "Submit Time Log" at the bottom. These hours are automatically approved.

Approve Volunteer Hours in Team Member Portal

1. Navigate to Time Logs by scrolling down and clicking the "Time Log" option. If you do not see "Time Logs" as an option, you have to be granted Time Log Access by a Volunteer Coordinator.

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[Selection and Onboarding](#) [Time Log](#)

Selection and Onboarding Information +

Filters: Clear all

Volunteer Opportunities

- Cleanup Event
- Education Volunteer
- Planting Event
- Trail Maintenance Volunteer
- Visitor Services Volunteer

Showing 25 Page 1 of 1

Opportunity	Opportunity Status	Volunteer Name	Volunteer Email	Application Status	Date/Time Changed	Status Last Modified By	Onboarding Form
Cleanup Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
Education Volunteer	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Onboarding Task Assigned	Sep 16, 2025	Cassandra Rodrique	301a
Planting Event	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a
Trail Maintenance	Recruitment Active	Hermione Granger	crodrigue@nps.gov	Ready to Volunteer	Sep 16, 2025	Cassie Rodrique TMP	301a

Buttons: Under Review, Waitlist, Accept, Decline, Sign 301a, End Service

2. Choose the opportunity you want to approve volunteer hours for and click the "+" to expand the Time Logs.

[Selection and Onboarding](#) [Time Log](#)

Time Log Information +

Filters: Clear all

Showing 10 Page 1 of 1

Volunteer Opportunities

- Cleanup Event
- Education Volunteer
- Planting Event
- Trail Maintenance Volunteer
- Visitor Services Volunteer

Opportunity Statuses

- Trail Maintenance Volunteer | Recruitment Active | 2025-08-01 - 2026-08-01 +

Approve a Single Time Log


1. Review the Volunteer Time Log details to determine if you approve or not approve of the Time Log information.

2. Hover your cursor over the status field you would like to change. Click the pencil icon to make editable.

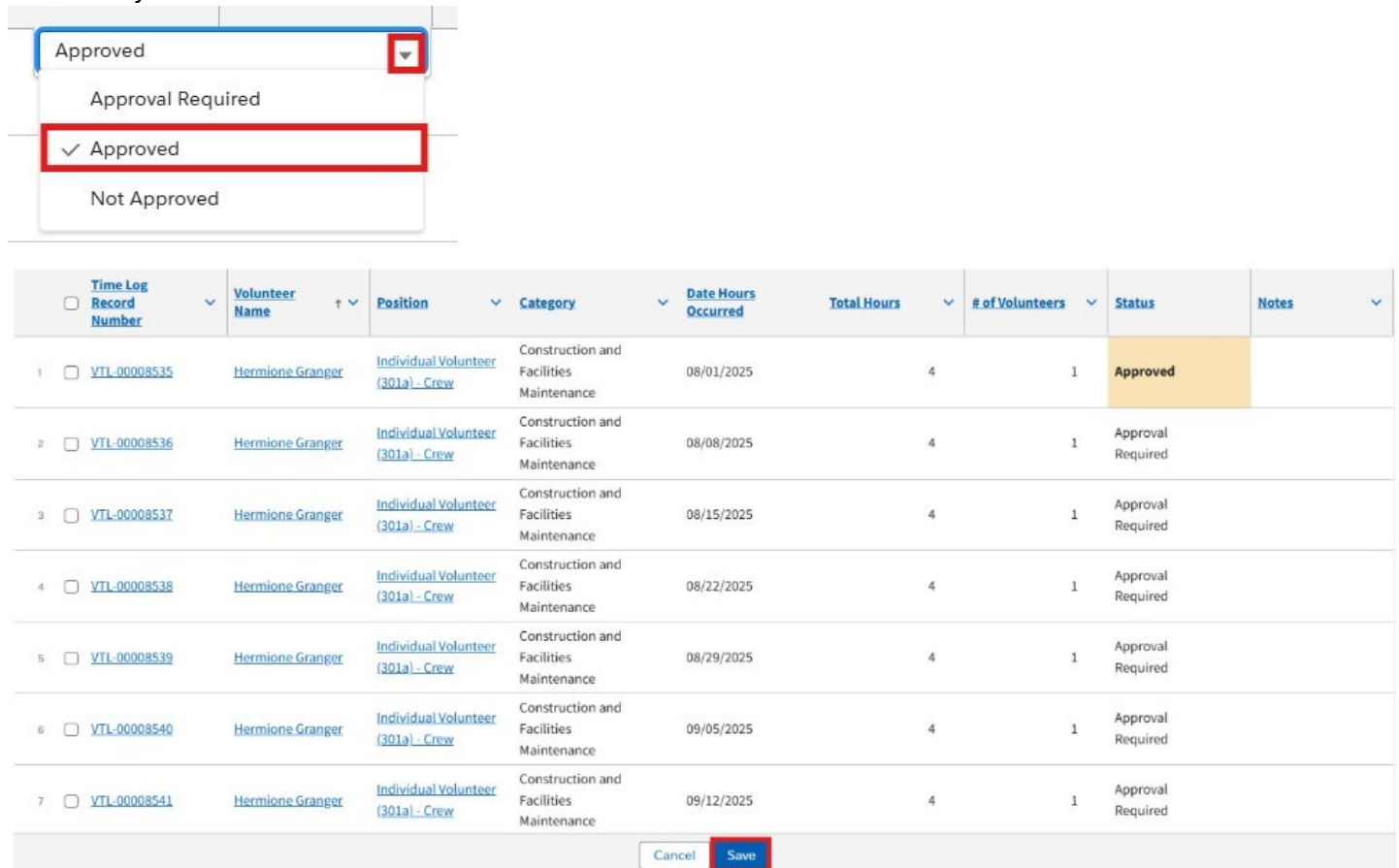
Volunteer Time Log

Total Number of Volunteers: 1
 Total Volunteer Hours: 0
 Total Individual Volunteer Hours: 0
 Total Group Volunteer Hours: 0

[Add Hours](#) [Export Time Logs](#)

Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
1 <input type="checkbox"/> VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Approval Required	
2 <input type="checkbox"/> VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
3 <input type="checkbox"/> VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	
4 <input type="checkbox"/> VTL-00008538	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/22/2025	4	1	Approval Required	

3. Click the dropdown arrow and change the Status to "Approved." Save your changes by clicking "Save" at the bottom of your screen.

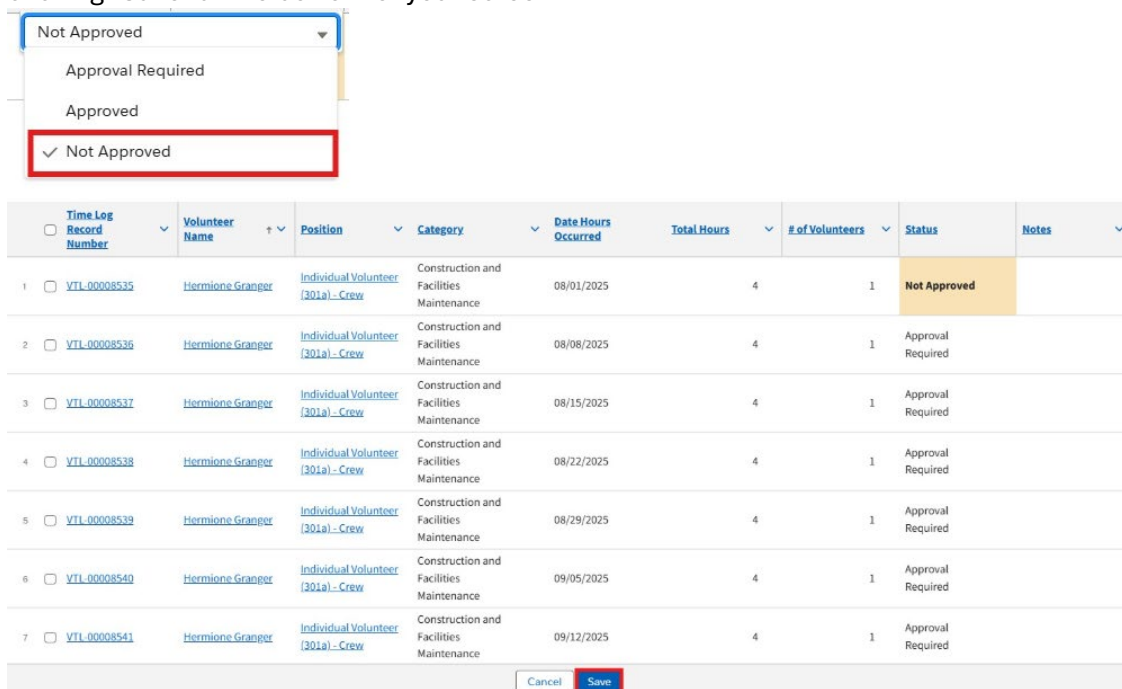


The screenshot shows a dropdown menu with the following options: "Approved" (selected), "Approval Required", "Not Approved", and "Approved" (with a checkmark). Below the menu is a table with the following columns: Time Log Record Number, Volunteer Name, Position, Category, Date Hours Occurred, Total Hours, # of Volunteers, Status, and Notes. The first row is highlighted in yellow.

Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
<input type="checkbox"/> VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Approved	
<input type="checkbox"/> VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008538	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/22/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008539	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/29/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008540	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	09/05/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008541	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	09/12/2025	4	1	Approval Required	

Buttons: Cancel, Save

4. You can also change a status to "Not Approved. Hover your cursor over the status field you would like to change. Click the pencil icon to make the status editable. Change the Status to "Not Approved." Save your changes by clicking "Save" at the bottom of your screen.



The screenshot shows a dropdown menu with the following options: "Not Approved" (selected), "Approval Required", "Approved", and "Not Approved" (with a checkmark). Below the menu is a table with the same columns as above. The first row is highlighted in yellow.

Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
<input type="checkbox"/> VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Not Approved	
<input type="checkbox"/> VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008538	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/22/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008539	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/29/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008540	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	09/05/2025	4	1	Approval Required	
<input type="checkbox"/> VTL-00008541	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	09/12/2025	4	1	Approval Required	

Buttons: Cancel, Save

Bulk Approve Time Logs

You can approve multiple time logs at once to the same status of either "Approved" or "Not Approved."

1. Select all the Time Logs using the checkbox next to the column title or select multiple individual time logs by clicking the box next to each entry.

<input checked="" type="checkbox"/>	Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
<input checked="" type="checkbox"/>	VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008538	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/22/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008539	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/29/2025	4	1	Approval Required	

OR

<input checked="" type="checkbox"/>	Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
<input checked="" type="checkbox"/>	VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Approval Required	
<input type="checkbox"/>	VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	
<input type="checkbox"/>	VTL-00008538	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/22/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008539	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/29/2025	4	1	Approval Required	
<input type="checkbox"/>	VTL-00008540	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	09/05/2025	4	1	Approval Required	

2. Hover your cursor over the status field of any of the selected time log entries you would like to change. Click the pencil icon to make the status editable. Change the Status to "Approved" or "Not Approved." Select the "Update selected items" checkbox to apply the status change to all selected volunteer time logs. Click "Apply."

<input checked="" type="checkbox"/>	Time Log Record Number	Volunteer Name	Position	Category	Date Hours Occurred	Total Hours	# of Volunteers	Status	Notes
<input checked="" type="checkbox"/>	VTL-00008535	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/01/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008536	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/08/2025	4	1	Approval Required	
<input checked="" type="checkbox"/>	VTL-00008537	Hermione Granger	Individual Volunteer (301a) - Crew	Construction and Facilities Maintenance	08/15/2025	4	1	Approval Required	

Approved

Update 7 selected items

Cancel
Apply

3. Click "Save."