



VOLUNTEER UP FAQ

What is VolunteerUP?

VolunteerUP is a volunteer management system developed with Habitat for Humanity in mind. It includes a calendar of service opportunities available with San Gabriel Valley Habitat for Humanity (SGVHFH) and the ability to sign up for these opportunities online.

Why did you switch to VolunteerUP?

Our affiliate is incredibly blessed to have a large volunteer pool – individuals, companies, faith groups, service clubs, friends and families are all well represented at our sites, in our office and at our ReStores. In response to these high numbers of volunteers and as a way of managing potential, new and long-time volunteers in a more even and systematic way, we have implemented new policies and procedures in our volunteer services department.

What are the benefits of using it?

There are many benefits to using VolunteerUP, including allowing you, as the volunteer, to view and sign up for our service opportunities at any time. You can also opt to receive a reminder email before your scheduled volunteer day. There is even a “waitlist” option, so that when cancellations occur, volunteers on a waitlist will be automatically notified that their desired day has opened up. On the administrative end, it is easier for Habitat staff to keep track of volunteer hours, contact information and the schedule. It also cuts down on the amount of legwork, allowing Habitat to be more efficient with resources.

How do I get started?

To begin, [register with VolunteerUP](#) and create a username and password -- keep it as simple as possible, so you will be able to remember it in the future. You will then fill out very basic information about yourself. This is also where you can identify which area(s) of involvement you are interested in. Once you register, our Volunteer Coordinator can go in to your account to verify whether or not you've attended orientation.

How do I sign up to volunteer?

[Check out our calendar](#) of available service opportunities. Each column represents a different project: Construction, ReStore, Office, etc. Click on the title of the project to read a brief description, including the location and time. Each row represents a date. Once you find a project and date you would like to help with, you can look to see if there are any available spots and sign up to work or to join a waitlist.

What should I do if I can't remember my username and/or password?

Contact the Volunteer Coordinator, who can access your account and re-set your log-in information for you, as needed.

The volunteer opportunity I want is not listed. Can I be notified when it becomes available?

Be sure to select the different skills and interests you have on your VolunteerUP account profile. When new opportunities become available, we will often send out email notifications to those who have checked the corresponding boxes, although it is not guaranteed. It is important to regularly check our calendar on VolunteerUP to stay updated.

How can I sign up my group to volunteer?

You can sign yourself up for the desired date and, if there is enough room listed for the rest of your group, contact the Volunteer Coordinator who, if he or she approves the group size, will manually add in the number of people in your group.

Alternatively, if all of the members of your group are already registered with VolunteerUP, the entire group can sign up individually for the day and shift desired. As a group leader, you would also have the option of reserving an entire day or shift for your group -- this will need to first be set up with the Volunteer Coordinator.

What do I do if the day I want to volunteer is labeled as “Restricted” or “Full”?

If a day is listed as Restricted or Full, that means it is being reserved for a specific volunteer group and/or there is no more availability for that day. Only in special circumstances will staff make an exception to allow an individual to sign up on a Restricted or Full volunteer day.

I have already volunteered with the affiliate. Do I still need to use VolunteerUP?

Yes. VolunteerUP is the new and more efficient method for tracking and scheduling all volunteers. Please register with VolunteerUP and notify the Volunteer Coordinator that you are an existing volunteer; include the date you attended Volunteer Orientation so your account can be immediately verified.

There are pre-set start and end times for the volunteer shifts. Can I modify my volunteer hours?

For construction volunteers, it is required to begin your shift on time -- which means you will have parked, turned in your waiver and signed in by the time the shift starts. For ReStore and office volunteers, please notify the Volunteer Coordinator if you anticipate arriving more than an hour late. Please note that if you arrive more than a few minutes earlier than your shift, you may have to sit and wait.

Can I sign up for more than one shift per day?

You are definitely able to sign up for more than one shift per day, although only as an individual and only if you are truly able to stay for the entirety of the shifts. If you are part of a group, contact the Volunteer Coordinator to discuss the possibility of scheduling two shifts.

I misplaced my waiver. Can I find it on VolunteerUP?

Absolutely. The Volunteer Agreement and Release of Liability form can be found at the top of the screen under “Liability Waiver” along with the Safety Manual.

I registered with VolunteerUP, but the system is not allowing me to sign up for any opportunities. What should I do?

Attendance at one of our monthly Volunteer Orientations is required before anyone can begin serving with SGVHFH. *If you have already attended Orientation*, please call or email the Volunteer Coordinator so he or she can update your VolunteerUP account with the appropriate Orientation date; once this occurs, you will be able to start signing up for service opportunities.

Who can I talk to if I have more questions?

Please contact the Volunteer Coordinator at volunteernow@sgvhabitat.org or 626-387-6899 x17.