# givepulse guide

## (Frequently Asked Questions)

**FAQ: Do I need to create an account with GivePulse to sign up for volunteer events?**
Yes! All volunteers will need to create an account for contact and record purposes. Even for volunteers that do not need to record their own hours, accurately reporting volunteer trends, hours, and activity are important for our research and records. The more information you could provide for us in your account, the more helpful it is for us. All information you add to your account is private and will be used only for contact purposes if needed.

**FAQ: How do I sign up on GivePulse?**
After clicking our "Click Here" button, simply view our calendar of events (viewable in a week-to-week format), click on any available event, and register for that event. Follow the prompts given by the website to create your account, answer our quick survey, and upon finishing you will be registered for your event. Afterward, you are free to one-click register for any other available events.
For more support, please click **here**.

**FAQ: Do I need to sign up to the Food Bank of Northeast Georgia group on GivePulse to volunteer?**
You can add yourself as a "Food Bank Friend" by signing up on our **GivePulse page**. All volunteers who sign up for our page will have full access to our calendar of events, including our subgroup pages (which offer volunteer opportunities outside our regular schedule). Signing up for our page ensures that all information required is met before you attend any of our events, and for that reason is required.

**FAQ: How do I register a group on GivePulse?**
GivePulse allows members to register a group of any size (within our capacity limit) to any of our events in two ways.
- **For a one-time event**:
    - You can manually *[Add Registrant]* using the dropdown box in the bottom right underneath your own name. You must type each member's name and email.
- **For a recurring group**: (2 options)

o  <u>Option One</u>: You can go to the event you wish to register. *[Create a new group on GivePulse]* will be with the drop-down menu under *[Are you a part of a group?]* in the event registration page. You can *[Add Registrants]* and manually enter each participant's information, then select *[Add All Registrants to a Group of GivePulse]*. You will then be the Administrator (Group Leader) of the group you have just created. Each member listed will need to confirm their registration and agree to the liability waiver before being officially registered for the event/group. Until they confirm, they will be listed as "Unconfirmed".

o  <u>Option Two</u>: You can start outside of the event page and make a new group. Then, under the new group you will go to *[Manage]*, then *[Manage Users]*, then *[Actions]* and finally *[Add User]*. Manually add all the participants from your group and submit: *[Save and continue]*. Then, go to the event page and register for the event. In the event, use the *[Add Registrant]* drop down menu and select *[Add from Group]*. Then you will be able to select the members already in your group rather than typing them all out again.

For more support, please click **here**.

**FAQ: How do I unregister from an event?**
It's important for volunteers to unregister from events they know they will not be able to attend, even if they unregister the day of the activity. Registered volunteers who do not show up for an event can negatively impact our programs as we plan our events around the number of attendants.

If you are unable to attend an event you have registered for, go to "My Activity" and then "My Registrations." From there, locate the event that you need to cancel your registration for and find the drop-down menu under "Actions" on the far right. From this menu, choose "Cancel Registration."

This also allows you to cancel a single instance of a recurring event, as each recurrence is listed individually. You can also click "Update Registration" and return to the original registration page, where you can update which recurrences you are able to attend. From here, you can also cancel all recurrences by clicking "Cancel All."

For more support, please click **here**.

**FAQ: What is an impact?**

An impact is your final reflection of a volunteer events that includes both the number of volunteer hours you worked at an event and your public feedback from that event. Impacts may be submitted for an event (which is strongly encouraged for volunteers needing to track their hours for submission for a class). We love all feedback, so please give us reviews of your experiences assisting us. Your review might even be featured in our volunteer testimonials on our social media or newsletter!

Submitted impacts may be denied if the information is not accurate (e.g., if a volunteer may have submitted an impact for the wrong event or a day they did not attend). If this is the case, you will receive an Email from one of our staff members in attempt to fix the impact to ensure your impact reflect the accurate time and activities for the right event.

**FAQ: What do the "points" on my account do?**
The point system on GivePulse is for volunteer recognition, allowing our staff to celebrate our most-committed volunteers assisting the Food Bank of Northeast Georgia with differing recognition for our members at various point levels. For every hour recorded assisting the Food Bank at any event, one point is given. However, if a volunteer misses an event they have signed up for, they will lose 3 points.

**FAQ: How do I update my account information?**
Simply open your profile, click on account "Account" and update any information you would like to adjust.

**FAQ: I noticed I have two different GivePulse accounts for me listed under different Emails. How do I combine my accounts?**
On your profile, click on "Account" and press the "Merge" option on the left side of the web page. Add the address to the account you are currently not logged on and the Email provided will receive a confirmation link. Once you have received the Email, click the link provided in the Email and follow the directions to merge your accounts.

If for any reason you may have difficulty merging your accounts, simply message our staff with the Email addresses associated with the accounts you'd like to merge, and we will combine the accounts within 24 hours after receiving your message.

**FAQ: I need to formally submit my volunteer hours to someone. How do I get a transcript of my volunteer hours?**
Your official transcript for all recorded volunteer hours (including those from different nonprofits and agencies you have volunteered with through GivePulse), is available on your profile to print and submit. Under your profile, press "Summary" to see your official transcript and summary of all recorded impacts through GivePulse.

**FAQ: I signed up for a lot of events, but I forgot when I registered. How do I check events I've registered for?**
Under your profile, press "Dashboard" to view your unique calendar of events that you have been confirmed for. If you need to unregister from any of those events, simply click on the day and time you would like to cancel and follow our previous instructions for unregistering from an event.

**FAQ: I no longer need to volunteer and won't need my GivePulse account. How do I delete it?**
Your GivePulse account holds permanent records of your volunteer hours for different nonprofits and agencies reporting tools. If you wish to no longer be contact by or through GivePulse, please use the contact feature on GivePulse to message a Food Bank staff member to be removed from future Emails and all further contact should cease within 7 days after the message has been received.