



**FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **VolunteerMatters**

### **Managing Your Online Volunteer Profile**

#### **Step 1: Accessing VolunteerMatters**

Click or copy and paste the below web address to go to the YMCA of Greater Charlotte Volunteer Registration page to be able to access your profile:

<https://ymcacharlotte.volunteermatters.org/login>

#### **Step 2: Register**

Registration Page – Fill in this information to gain access to the site and continue the process of becoming a cleared volunteer

- Required items are marked with a red \* and must be completed to be able to proceed to the next page.
- If you miss an item that is required to be completed, the website will let you know so you can review.
- **Date of Birth:** Please confirm that you have the correct date of birth entered in on this page. (Note that it is in the YYYY-MM-DD format)
- **Company/Organization Affiliation:** For students, please use this area to let us know what school you attend.

#### **Step 3: Additional Information**

We would love to know any additional skills and interests you have so we can potentially help connect you to specific volunteer rolls.

#### **Step 4: Volunteer Credentials – Part 1**

Now that you are in the system, it's time to update your volunteer credentials so that you are cleared to volunteer! On the screen, you should see the documents for:

- Child Abuse Prevention Code of Conduct and Reporting Procedures
- Conditions of Volunteer Participation and Release from Liability

Please read both of these documents and then sign your name to each to show that you agree to them. (Note – your signature must match the way you entered your first and last name during registration)

#### **Step 5: Project Catalog**

After you have signed the two documents from Step 4, you will have access to begin viewing opportunities (called Projects) in the Project Catalog (link on the left side of your screen when logged in). Here's how you can search for opportunities:

- Keyword Search: If you are unsure of the opportunity you would like to search for, you can use the keyword search function to find it by a descriptive word.
- Branch: Select the branch (or branches) that you would like to see opportunities at and it will show you current Projects at that location.
- Date: Select the date range to see Projects being offered during that time. (Please Note – if you would like to see Projects on a single day, please be sure put that day as the start date with the following day as the end date)
- Impact Areas: Here, you can narrow down your search based on the area that the Project is focused on.



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Once you find a Project you are interested in assisting with, you can go to the Project Page to see a more details about the project and find the volunteer shifts you can assist with, or click on "Work a Shift" to get a quick look at openings:

**Morrison YMCA Afterschool**

Volunteers will assist our staff with presenting the curriculum of our Afterschool Program. [Project Page](#)

**Children & Youth**

How You Can Help:

[Work a Shift \(426\)](#)

After you find a shift you would like to volunteer for, click on the "Volunteer" button:

	Role	⇅ Date	⇅ Time	⇅ Needed⇅	
🕒	Childcare Volunteer	Nov 16, 2017	4:00 PM - 5:00 PM	3	<a href="#">Volunteer</a>

VolunteerMatters will show you what other credentials you will need to complete to begin volunteering there (if any):

**Required Credentials**

You must apply for the following credentials before signing up for this need.

- Child Abuse Prevention Training
- Background Check
- Volunteer Orientation

[Apply Now](#)



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### **Step 6: Volunteer Credentials – Part 2**

When completing the credentials you need for a specific Project/shift, please follow the below steps:

- **Child Abuse Prevention Training:** Please read the statement and sign electronically showing that you understand and agree to it. Then, you will need to visit our online training portal using the link in the information section of that credential

Child Abuse Prevention Training

Download/save/print the following instructions to complete your Child Protection Training: [volunteermatters.net/content/..tions.pdf](http://volunteermatters.net/content/..tions.pdf)

Must be completed prior to your first day of volunteering and every year and after. May not volunteer while expired.

After completion of the training and quiz, please forward your completion certificate to the email address that is listed for that activity so we can update your profile.

- **Background Check:** Please read the statements and sign electronically showing that you understand and agree to it. Then complete the requested information on the screen and click "Continue" to submit your background screening.
  - o The results from your background screening will be updated automatically on your profile once completed. If you do not see updated results on your profile within 2 business days, please reach out to the email address listed on the activity to inquire about the status.
- **Volunteer Orientation:** Please read the statement and sign electronically showing that you understand and agree to what you can and can't do as a volunteer.

Once you have completed the above credentials, you can volunteer for any activity that requires them. These are renewed annually, and VolunteerMatters will let you know when it expires so you can renew it to continue volunteering.

**\*\*\*Please Note** – There are some Projects that will not require each credential, and the Project will let you know if there is something you need to complete before being able to sign up.