

ORGANIZATION ADMINS

Organization Administrators are able to create, post and edit opportunities that are shown directly to the members of an institution.

INSTITUTION RESOURCES

ORGANIZATION ADMIN CHECKLIST:

- Identify Community Partners you want to give admin access to.
- Ask your community partner contacts if they would like to be added as Organizational Admins to Helper Helper to post opportunities for your volunteers. See 'Draft Email 1.'
- Add the identified community partners to Helper Helper following the steps below under 'Adding an Organization Admin.'
- Follow up with 'Draft Email 2' to share how to access Helper Helper and to provide information on how they will manage their posted opportunities.
- Send Temporary Passwords/Login Information to your added Organization Admin(s).
- Check in on Organization Admin after the completion of their first event.

ADDING AN ORGANIZATION ADMIN:

To create an organizational admin:

- 1) Login to the Helper Helper admin portal
- 2) Click on the Organization Tab
- 3) If the organization that you wish to add an admin for already exists then you will scroll your list of organizations and select the paper icon next to the organization name. If the Organization does not exist click 'Add Organization' and fill out the required information first.
- 4) Once you have clicked on the paper icon a new screen will pop up and you will see the organization information, on the left hand side of the screen you will see 'Add Organization Admin'
- 5) Fill out the Organizational Admins Name and Email and click save.
- 6) Once you have clicked 'Save' on the left hand side of the page you will be able to send that Organization Admin a temporary password.

INSTITUTION RESOURCES

DRAFT EMAIL 1: DO YOU WANT TO BE AN ADMIN

Subject: Make your events available to our volunteers...

Hey <<First Name>>,

We have been managing our community engagement efforts through the Helper Helper app, optimizing our engagement efforts. We are now able to add our trusted community partners to have access to this platform to add and manage volunteer opportunities with <<institution name>> volunteers.

Once you are an organizational admin you'll be able to create events, modify information and track sign ups. Let me know if you are interested in positing opportunities for our volunteers and I will send along information on how to get started.

Sincerely,

<<Your Name>>

DRAFT EMAIL 2: AFTER THEY AGREED TO BE AN ADMIN

Hey << First Name>>, Thanks for being a trusted community partner of <<institution name>>. We are excited to have you access Helper Helper and get started!

Check your inbox for an email from info@helperhelper.com, this email will contain your login information. You will use your email address and the temporary password in that email to access your account by visiting admin.helperhelper.com.

From here you will be able to create and manage opportunities for <<institution name>> volunteers. Attached you will find a 'How-To' PDF on directions for positing opportunities. You can also watch a video tutorial [HERE](#).

Please follow up with any additional questions.

Sincerely,

<<Your Name>>

ORGANIZATION ADMIN HOW-TO

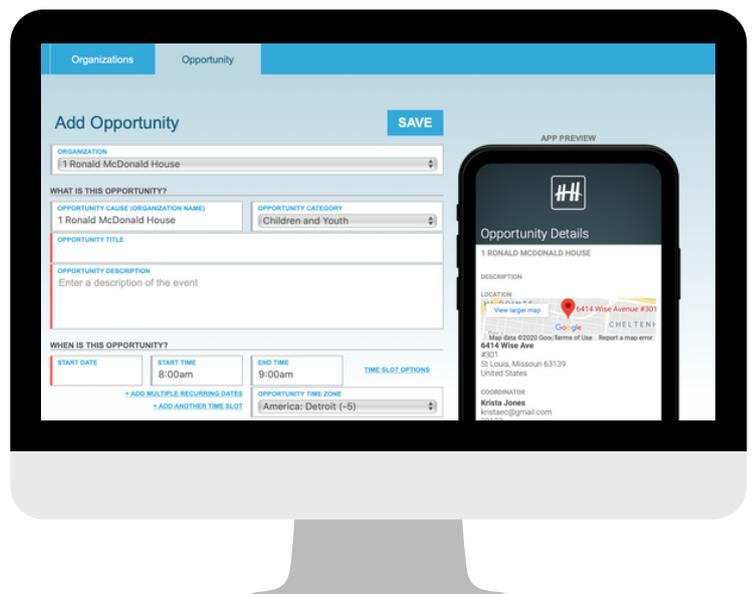
<https://vimeo.com/399144673/4951bc22c1>

LOGGING INTO HELPER HELPER

- 1) Visit **admin.helperhelper.com** and use your email address and the password you received from info@helperhelper.com.
- 2) You will be prompted to reset your password and asked to login using your new login credentials.

POSTING A VOLUNTEER OPPORTUNITY

- 1) Login to Helper Helper
- 2) Click on the 'Opportunities Tab'
- 3) Select the Organization you belong to from the dropdown menu.
- 4) Fill out the the required information. This includes the opportunity title, description, time, place and coordinator.
- 5) Click 'Save.'
- 6) The event will immediately be sent out for volunteers to view and sign up view the app.



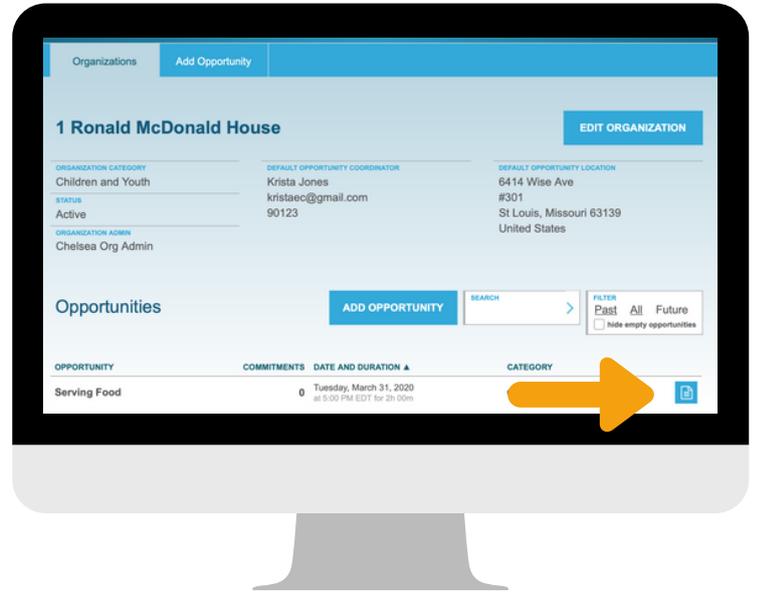
Notes:

- DATE- When creating an opportunity you are able to add multiple time slots by clicking on 'time slot options' next to the date field. You can also create a reoccurring event using 'Add Additional Dates' found under the date field.
- COORDINATOR- The coordiantor listed for an event will receive an email from Helper Helper 2 days and 2 hours before the event takes place. This email will include the the Name, Times of the committed volunteers as well as the validation code and check-in link.
- VALIDATION CODE: If validation is turned on in the account you are an Admin in (validation is not mandatory in all accounts), you will see a random 5 digit code, this code can be edited to whatever makes sense for you, or left the random 5 digit code.

ORGANIZATION ADMIN HOW-TO

EDITING A VOLUNTEER OPPORTUNITY

- 1) Login to your Helper Helper Account
- 2) Make sure you are on the 'Organization Tab'
- 3) Click on the name of your organization listed below.
- 4) You will then be able to see a list of the future events you have scheduled through Helper Helper. If you want to see a past event you will have to have the filter on the bottom right hand side of your screen to show for 'Past.'
- 5) Click on the name or the paper icon listed next to the event you wish to edit.
- 6) Click on 'Edit Event'
- 7) Make the changes you wish to make and click 'Save.'
- 8) If you have volunteer already committed to the event and you change the date or time of the future event it will ask if you wish to alert the committed volunteers.



VALIDATING A VOLUNTEER OPPORTUNITY

for every event there are 2 ways in which a volunteer can get their time validated through Helper Helper.

VALIDATION CODE- The validation code is the code that you will see listed when you create your event under 'validation code.' This code is also emailed to the coordinator listed for the event 2 days and 2 hours before it takes place. To validate time with a validated code the volunteer will open up their Helper Helper App and will enter the validated code after entering their check-in and check-out times in the App.

CHECK-IN LINK- The other way a volunteer will get validated is through the check-in link. You can access the check-in link from the event details page on Helper Helper and it will also be included in the email that goes out to the coordinator 2 days and 2 hours before the event takes place.