

---

# Volunteer Now: Agency Access Quick Start Guide

*A Reference Guide for Agency Users*

## PURPOSE

Volunteer Now is part of the disaster suite of tools that captures volunteer information as they look to help those impacted by disaster. Volunteer Management is intended to be used in the initial phases of a disaster by agency staff users/volunteer coordinators as they look to build teams to assist in many of the recovery efforts. Access is limited to voluntary and non-profit agencies.

There are several Quick Start Guides that have been designed to help users apply the fundamentals of the volunteer management tool. These guides are designed to support agency staff and volunteer coordinators after completing the technical training webinar.

## VOLUNTEER QUICK START GUIDES AVAILABLE

1. Volunteer Management Overview
2. Searching for Volunteers
3. Exporting Volunteer Files
4. Creating and Adding Volunteer Opportunities

### Creating an Agency User Profile

To register an Agency User, select the “Register” button under Volunteer Manager on Registration.

## Volunteer Manager Registration

Click here to become a volunteer manager. Please note that access to this feature requires authorization from a system administrator.

[Register](#)

---

## How Agency User Registration is Organized

- Subsections are organized into 5 steps to simplify registration for users.
- Required Fields appear with an asterisk (\*); a message notifies users to complete if blank before record may be saved.
- Some fields need specific input--such as an email address which must be valid. Users are prompted with a short message in **red** directly under the field which needs attention.
- SmartFields appear with a cog icon and may interact with other fields or sub-sections to change the visibility of hidden fields.

### Agency User Registration

Step 1: Select Your Agency asks the user to select from the drop down list the agency with whom they are associated. This is important because if you select the wrong agency, activation of the account could be delayed.

**TIP:** If the user's agency is not listed, you will get the message below. Click on the link in the message to be directed to register your agency.

**No Agency Listed**

**Request Agency Access**

Not registered yet, no problem. Take a moment to request access.  
If your agency are not approved in next 2-3 days or have an urgent matter, please email [help@nvoad.org](mailto:help@nvoad.org).

**Register Agency**

If your agency is already on the drop down list, the user registration form will appear for you to register under that specific agency.

Step 2: Enter Your Info collects basic contact information for the agency user.

Step 3: Enter Agency Contact Info is important as the Agency's point of contact is determined. In conjunction with Step 1, knowing who the point of contact for the user's agency

is will help ensure quick account activation.

Step 4: Security Information prompts the user to select a security question/answer and to set up a password so that they will be able to enter the system at log in.

<b>Allocator: Set Agency Status</b>	<b>Step 2: Volunteer Management Lead</b>
<b>Step 1: Enter Organization Info</b>	<b>Full Name</b> <input type="text"/>
<b>Name *</b> <input type="text"/>	<b>Email</b> <input type="text"/>
<b>Employer Identification Number (EIN) *</b> <input type="text"/>	<b>Phone Number</b> <input type="text"/>
<b>Organization Type *</b> Please select an option ▲	<b>Step 3: Client Connect Lead</b>
<b>Website</b> <input type="text"/>	<b>Full Name</b> <input type="text"/>
<b>Please complete the City/ZIP Lookup before adding the Address information.</b> * <b>Physical</b>	<b>Email</b> <input type="text"/>
<b>Country *</b> United States ▲	<b>Phone Number</b> <input type="text"/>
<b>Address 1 *</b> <input type="text"/>	

Step 5: Accept Terms of Use asks the user to check the box that they are “not a robot” and to agree to the terms of use by checking the box “yes”.

## Registering New Agency Users

The first user created under an agency registration is designated as the Agency Lead. This provides special permissions to authorize new users by inviting additional users for access. From the home page, select the “Pre-register Agency User” and you will complete a simple registration form. New users will receive an invite to complete the registration process.

### Step 1: Enter New User Info

## Enter User Info Below

To start the pre-registration process, complete the form below. Users will immediately receive an email verification link which must be clicked within 72 hours.

1. Enter information about new user
2. Confirm email address is correct
3. Save record to start registration process

**First Name \***

**Last Name \***

**Email \***

Used for user login name

**Main Phone**

Format: xxx-xxx-xxxx

**TIP:** These new users will receive an email invitation to complete the registration process, and create a password. New users do not need to contact Help Desk for access. All agency users will

---

have the same access to the system and data.

**Password \***

---

**Security Question \***

 ✕ ▲

**Security Answer \***