

# Online Volunteer Signup



## FAQ - (Frequently Asked Questions)

### **I don't have an actual email address to register for shifts!**

You must have an email address to do the online thing... BUT... don't worry, contact me, Angela, by phone 867-334-2241, and I can set something up to deal with that situation.

### **I don't see the job that I really wanted to volunteer for?**

This could be for one of two reasons...

1. all the shifts for that job are full, or
2. that job requires particular expertise/experience and is held for a particular group of persons.

If you have particular expertise/experience in something, such as – sound, lighting, computers, finance, sales, administration – and think you could help in those areas... contact me (info at bottom).

### **I have registered and chosen my shifts - what happens next?**

You will receive, or have received, an email with the title: *Volunteer confirmation [Kluane Mountain Bluegrass Festival]*. KEEP THIS EMAIL. It has a list of your shifts and a **[Review Your Profile]** link that you may need later. It may also have an attached file or files that related to the job you signed up for.

### **I share an email address with someone else who would like to volunteer?**

No worries. The system will allow an email address to be registered more than once, with different names. Each person will then receive, via the one email address, their own *Volunteer confirmation* email with personal shift information.

Going forward you will receive the occasional email from myself, a board member or team leader updating you on progress or other important information about your job/shifts.

**What happens if I want to cancel a shift?**

Don't worry, you can go back and alter shift choices at any time if you wish. Return to your *Volunteer confirmation* email... click on this button at the bottom:



Then click on [cancel] beside each shift you need to cancel.

**I have already registered once, but I want to sign up for some more shifts.**

Return to your *Volunteer confirmation* email... click on this button at the bottom:



Then click on this link



Then choose the additional shift(s) you want.

**Arrrghh! I accidentally deleted / can't find my Volunteer confirmation email!**

No problems. Just call or email me and I can help you.

**I need some help to use the online system.**

No problems. The first time can seem a bit daunting. Just call or email me and I can help you.

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