Volunteer Check-In

How to Use the Check In Kiosk

To launch the Kiosk:

1. Log in to your Connect site and click My Agency to access your agency management area. (If you manage multiple agencies, select the applicable one.)
2. From your agency management area, click Check-in to view the list of needs available for check-in.

Note: Depending on your site’s settings you may see just the needs for your agency or program, or you may see needs from all agencies or programs on your site.

3. Click the Check-in Kiosk button on the right-hand side of your screen.

![Image of Check-in Kiosk]

4. Click Continue to log out and launch the Kiosk. It is now ready for volunteer use.

Please reference the Get Connected CERT Volunteer Guide for instructions on the volunteer side of the Kiosk.

Checking Volunteers in Without the Kiosk

To access Volunteer Check-In:

1. Log in and click My Organization to open your organization management area.
2. Click Check-in from the organization management toolbar.

You will now see all of the active opportunities posted by your organization.
Selecting An Opportunity for Check-in

Opportunities appear in two formats, depending on whether a duration (the number of hours) has been specified for the opportunity.

- **Opportunities with a duration** - If the posted opportunity has a specified duration, the opportunity is ready for check-in. You can click **Individual** to check volunteers in one at a time, or **List** to check them in bulk.

- **Opportunities with no duration** - If no hours have been specified for an opportunity, you must provide the number of hours in order to activate check-in. Type a number into the **Hours Needed** text box and click **Add**. The screen will update to display the **Individual** and **List** options for the opportunity.

**Note:** If you will be using Volunteer Check-in for multiple opportunities at the same time, you can right-click the **Individual** or **List** button as applicable to open the sign-in pages in new tabs.

**Individual View**

Individual view is ideal for signing volunteers in one at a time. You should use this view if you expect to check in volunteers who have not yet signed up for the opportunity.

To access this view, click **Individual**. For shift opportunities, you'll need to select the shift first.

**Note:** Because this setup is ideal for volunteers to check themselves in, your utility bar, navigation menu, and other Connect features available for agency managers are not visible on this page.
Once on the individual check-in page, you (or the volunteer) should type the volunteer's email address and then click **Find My Account**. When your system pulls up the account, you may see options, as applicable, to answer questions or select a user group prior to clicking to check in.

Once the volunteer has checked in, you'll see a confirmation and can proceed to check in the next volunteer.

**Checking In Volunteers without an Opportunity Response**

A volunteer does not need to have an existing response to the opportunity in order to check in to the opportunities.

**If the system does not recognize the email** - If an email address is not associated with a registered account, the volunteer will be taken to a screen where they can enter their first and last name to open an account. Once they've registered, they'll be able to check in. They'll also receive an email welcoming them to the site.

**If the opportunity includes a waiver** - If volunteers were required to agree to a waiver when signing up for the opportunity, the waiver check will be displayed at check-in for those volunteers who haven't yet responded to the opportunity.

**List View**

Click **List** to view a list of volunteers who have responded to the selected opportunity.

**Bulk Check-in for "Help with the Senior Art Sale!"**

<table>
<thead>
<tr>
<th>NAME</th>
<th>EMAIL</th>
<th>TEAM</th>
<th>CHECKED IN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keough, Hannah</td>
<td><a href="mailto:hannah.keough@example.com">hannah.keough@example.com</a></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Lunsford, Justin</td>
<td><a href="mailto:justin.lunsford@example.com">justin.lunsford@example.com</a></td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>Murphy, Janet</td>
<td><a href="mailto:janet.murphy@example.com">janet.murphy@example.com</a></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

**Note:** For shift opportunities, you'll need to select the shift first.
When you're ready to check the volunteers in, mark the check box next to each name (or mark the top check box to select all) and click **Check In Users**. Once the volunteers are checked in, the **Checked In** column entries change from **No** to **Yes**.

**Viewing Currently Checked in Volunteers**

While the **List** view shows who is checked in, the **Checked In Now** section of your agency management area provides that information and more.

Not only does the table show when the volunteer checked in, but it also shows:

- Whether they checked in using the agency check-in tool (/agency/check in above) or the self-check-in tool (/home/check in above).
- Whose account was used to check them in. In the first two rows above, the agency check-in tool was opened from organization manager Annelise Ferry's account. In the third row, Hannah Keough logged into her own account and checked in from there.

In addition, you can easily access the **Check-Out** option when the volunteer is ready to check out.

**Checking Volunteers Out**

**Using the Individual View to Check Out**

If you used the individual view to check volunteers in, you may still have that view displayed when it's time to check people out. If that's the case, go to Step 2 of the following procedure.

To check out a volunteer (or to have volunteers check themselves out) using the individual view:
1. Go to the **Check-in** section of your organization management area, where you'll see your agency's active opportunities displayed.

   **Note:** Because this setup is ideal for volunteers to check themselves in, your utility bar, navigation menu, and other Connect features are not visible on this page.

2. **Click Individual** under the applicable opportunity.

   ![Individual Check-in](image)

   You will be taken to the check-in/check-out page for individuals.

   **Note:** For shift opportunities, you'll need to select the shift first.

3. In the **Email** field that is displayed, type the email address of the volunteer you are checking out.

4. **Click Find My Account.** If the person is already checked in, you'll see a button indicating that.

   ![Check-in Confirmation](image)

   **Check-in for "Help with the Senior Art Sale!"

   Email: samantha.rogers@example.com

   You've Already Checked In. Check Out Now.

   Cancel

5. **Click the You've Already Checked In button.**

   Once the volunteer has been checked out, you'll see a confirmation message on that page.
Using the "Checked In Now" Area to Check Volunteers Out

The Checked In Now section of your organization management area includes a Check-Out column with options for checking volunteers out.

Options are as follows:

- **Check out with the shift end time** - (Available for shift opportunities only) If you select this option, the system will automatically check the volunteer out at the time specified in the **End** column shown above.

- **Check out with a custom time** - Select this option to specify the time that the volunteer should be checked out. This is the option to use if you want to check the volunteer out at the current time.