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### Important
If you have a login for e-Pledge to access your payout or campaign information, that login information is separate from your volunteer account due to its access to sensitive information.

### Nonprofit Agency?
If you are a nonprofit and would like to host volunteers, [apply for an agency account](#).

### Additional Help
If you need further assistance than this guide can provide, contact the United Way of York County Volunteer Engagement Coordinator

**Bryce Kruger**  
[krugerb@unitedway-york.org](mailto:krugerb@unitedway-york.org)  
717-771-3809
Creating an Account
Creating an Account

Step 1 | Website Link
yorkpa.unitedwayepledge.org/Volunteer/VolHome.jsp

Step 2 | Do you have a volunteer account?
- Yes: enter your username and password.
- No: click on “volunteer registration.”

Step 3 | Do you have a donor account?
- Yes: enter your username and password to register as a volunteer as well.
- No: enter your email address and complete the account registration process.
My Information

Once you have logged in or created your volunteer account, it’s important to complete your profile. The “My Information” section includes your name, phone number, and street address, which is used for the integration of your volunteer and donor accounts in our system.

**Important**

It is recommended that you fully complete your profile and keep your information up to date.

**Tip**

When you respond to a need, you can restrict what information you share with an agency, such as your phone number and address.
My Volunteer Preferences

This section allows you to set preferences based on your interest, location, and various other factors that volunteer opportunities can be sorted by, such as population served and clearance requirements.

Important
This section is what the system will look at when suggesting opportunities that might interest you, thus it’s beneficial to fill out each section completely.

Tip
You can edit your volunteer preferences at any time.
Creating a Team
Creating a Team

If you are looking to volunteer as a group, you can do so by creating a team. Under “Team Information,” click “Create Team,” and enter how many people your team consists of. You can then respond to volunteer opportunities as a group.

**Tip**
You can edit or delete your team at any time.

**Pro Tip**
You can have multiple teams at any time.
Browsing Volunteer Opportunities
Opportunity Search

The primary method in which you can find volunteer opportunities is via the “Opportunity Search.” Here you can search by keyword or refine your search based on selected categories. The most recently entered opportunities will appear on the first page.

*Important*
This page is constantly changing, so be sure to use the search feature to your advantage, and visit it regularly.

*Tip*
When using the search, try using just a few variables to allow a broad range of opportunities to populate.

*Pro Tip*
Not every opportunity available in your community may be listed. If you don’t see something that piques your interest, you can reach out to an agency directly.
Opportunity Search Options

**Interests**

Interests are a straight-forward way of sorting through volunteer opportunities. Searching this will pull all opportunities tagged with a selected interest.

**Events**

If there is an event such as Day of Action or Global Youth Service Day that includes volunteer project registration, they can be found under the “Events” tab.

**Advanced Options**

The advanced options tab is just a way to further refine your search.
Opportunity Calendar

The opportunity calendar will populate with the same volunteer opportunities that the opportunity search provides.

Tip
This is just another way to view the volunteer opportunities that are available to you.
Responding To Volunteer Opportunities
Responding to Opportunities

Responding to a volunteer opportunity is easy; simply follow the below steps.

1. Use the opportunity search to find a need that fits your interest.

2. Review the abbreviated description of the opportunity providing its title, date, and agency.

3. Once you’ve selected an opportunity, click on its title to review its expanded description.

Tip
You can respond to as many opportunities as you wish.

Opportunity:
Drivers Needed to Help Elderly/Homebound

Date:
02/03/2020 -

Agency:
SpiriTrust Lutheran

Compassionate, friendly volunteers (age 21 or older) are needed to drive people from their homes to and from doctor appointments, grocery stores and on other errands. Choose your own schedule and time commitment. Mileage reimbursement is available.
Opportunity Description

Once you’ve clicked on an opportunity, you will be able to see its expanded description and need details.

**Important**
Take note of the opportunity’s time, location, and description. They are there to help you determine if the opportunity is a good fit for you.

**Respond**
To respond to the opportunity, click the “*I am interested in this opportunity*” button to alert the agency.

**Tip**
Responding to an opportunity does not mean an automatic commitment.
Responding to Opportunities

**Responding to an Opportunity**
Once you have clicked the opportunity response button, you will be given two choices to make:

1. Are you responding as an individual or as a team?

2. What information would you like to provide to the agency?

**Important**
If you have not created a volunteer team, you will not be able to respond as a team.

**Tip**
Though you can restrict the information you provide, it is recommended that you allow your name, email, and phone number to be shared for ease of contact.

Once you have Responded to an opportunity, the agency will be notified and you will be contacted with how to get started.
Event Calendar

The event calendar consists of volunteer and community events that have been submitted by United Way of York County partner agencies and nonprofits in the community.

Tip
Check the event calendar when you are looking to see what else is going on in York County.

Pro Tip
Many of the organizations that host volunteer opportunities also host community events, which can be seen on the calendar.
Agency Search

The Agency Search allows you to search for any of the nonprofit organizations that have an account on the volunteer website. This is a great tool that allows you to directly connect with the volunteer opportunities of an organization that you are interested in.

**Tip**
Currently, an agency will only appear in the search if it has a volunteer opportunity published on the volunteer website.
Volunteer Responses
My Volunteer Responses

Once you have responded to a volunteer opportunity, you can access your responses via your profile page. Here you can see your referrals, current and past responses, and the details associated with your opportunities.

*Tip*

Use this to track hours, manage your time, and determine what upcoming commitments you’ve made.

My Response Calendar

Your response calendar is just another method of viewing your responses. This will populate once you have responded to an opportunity.
My Team Volunteer Calendar

Your team volunteer calendar is much like your response calendar, except it populates with the volunteer responses that you’ve made as a team.

*Tip*
You will still see your team responses under “My Volunteer Responses.”

*Pro Tip*
It’s recommended that you check and maintain your volunteer responses regularly.
Have a Nonprofit Agency?

Have a nonprofit agency? Need volunteers?
If you have a nonprofit agency and need volunteers, consider creating an agency profile and publishing your needs on the volunteer website.

Step 1
yorkpa.unitedwaypledge.org/Volunteer/VolHome.jsp

Step 2
Click on “Agency Application”

Step 3
Fill out and submit the agency application

Note
Please allow a minimum of 24 hours for your application to be processed. Once your agency has been approved, you will receive an email with your account information and a link to your volunteer administrator home page.