

Volunteer Manual

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Introduction

This guide is intended to cover the volunteer interface for the Cueto Event Management Software. The guide is current as of February 2016 and new versions will be published for each major revision.

Contact Info

Cueto & Cueto, Inc. is the company responsible for developing, maintaining and hosting the Cueto Event Management Software. We welcome – and appreciate - your questions and feedback about the software, website and manual. We request that you send any questions about the event or volunteer information, such as parking or uniforms, directly to the event staff but we'll do our best to forward any messages we receive to the correct staff member.

The best way to get in touch with us is through e-mail at john@cuetoems.com. You can also use our contact form:

<http://www.cuetoems.com/Contact.aspx>

If you're associated with an event, please put the name of the event in the subject of the message so the correct person gets your message. Due to our travel schedule, it may take us several days to respond.

Terms of Use

This document in its entirety is Copyright 2016 Cueto & Cueto, Inc. It may be copied or distributed, in part or in whole, by any of our customers, or agents acting on their behalf, for purposes of education and training.

This document may not be used for purposes of reverse engineering or duplication of the Cueto Event Management Software.

The most recent version can always be found at:

<http://www.cuetoems.com/Help.aspx>

Registration Wizard

In order to streamline the registration process, the event management system will guide you through a five-step registration wizard. Some events may not use all five pieces; just skip the corresponding section.

Registration Page

The first time you visit the website you'll be taken to the registration page where you'll pick a username and password.

The screenshot shows two side-by-side panels. The left panel is titled 'New Volunteer Registration' and contains the following fields: 'Your Name' (First Name and Last Name), 'Birthday' (Month, Day, Year), 'Username', and 'Password' (Type Password and Confirm Password). Below these fields is a checkbox with a blue question mark icon and a link to 'the volunteer waiver and terms of use'. At the bottom of the left panel is a 'Registration Code' field and a 'Register' button. The right panel is titled 'Registered Volunteer Login' and contains 'Username' and 'Password' fields, a 'Login' button, and a link to 'Have you forgotten your username or password?'. Numbered callouts 1 through 4 are placed over the form elements: 1 is over the 'Your Name' fields, 2 is over the checkbox and link, 3 is over the 'Registration Code' field, and 4 is over the 'Username' field.

1. You'll be prompted to enter your first, last name and birthday and to pick a username and password. If you're having trouble picking a username or password, or your first choice is already taken, hover over the blue help symbols for suggestions.
2. Before beginning the registration process, we need you to read and agree to the event's volunteer waiver. Clicking the blue text will open the agreement in a new tab.
3. If you've been given a registration code, enter it in this box. Some events require registration codes for pre-registration and you will not be able to register without a code. Once you've entered your information and agreed to the waiver, click the "Register" button to begin.
4. When you return to the site in the future, use the username and password you picked during registration to log back in. You'll be taken directly to your home page.

Once you click the "Register" button, you'll be shown an information page containing the contact information for the event staff, our contact information and a direct link to the site's login page. Click the link at the bottom of the page to start the wizard.

Step 1: Personal Information

This page helps us collect the information needed to process your application. Your chairperson needs to know how to contact you, so please fill this out completely and accurately, although you can skip any fields marked **(Optional)**.

Follow the prompts on the page and click the button in the bottom right to proceed to the next step.

E-Mail Verification

After you complete the Personal Information page for the first time and any time you change your e-mail address, the system will send you an e-mail verification message from noreply@cuetoems.com with a clickable link. Please open this message and click on the link so that we know we have accurate contact information for as many volunteers as possible.

Step 2: Committee Preferences

This step helps us match you to a committee. You can look at descriptions for all open committees and pick your top three choices, as well as list previous experience or special requests.

The screenshot shows a web form titled "Available Committees" and "My Committee Choices".

- Available Committees:**
 - Admissions:** Various jobs in the ticket sales area, including ticket sales, will call, gate scanning and greeters.
 - May require extended periods standing.
 - May involve computers or other technology.
 - Merchandise:** Help run the official merchandise tent, including greeters, cashiers, vendor assistants and security.
 - May require extended periods standing.
 - Parking:** Responsible for directing traffic and parking cars at the many on- and off-site parking lots.
 - May require extended periods outside.
 - May require extended periods standing.
- My Committee Choices:** Three dropdown menus with the following selections:
 1. Admissions
 2. Merchandise
 3. Parking
- Previous Experience:** Have you volunteered in the past at this event or other events? Do you have skills or experience which might influence your committee assignment?
A large text area for input.
- Save Preferences:** A button at the bottom.

Numbered callouts in the image:
1. Points to the "Merchandise" committee description.
2. Points to the "Merchandise" dropdown menu.
3. Points to the "Previous Experience" text area.
4. Points to the "Save Preferences" button.

1. The left half of the page lists all available committees with a brief description and any special indicators, such as requiring extended time outside or long periods standing.
2. Use the drop down menus to pick your top three committee choices. Many events have a "No Preference" option if you can't pick three.
3. Use this optional field to explain your past experience at this event or other events and any skills or experience which might influence your committee assignment.
4. Click this button to continue to the next step.

Step 3: Uniform Choices

This task lets you select your uniform items. Some items, such as headwear, will offer multiple selections to choose from. Other items, such as shirts, may only let you pick your size and color. The items listed depend on the gender you selected on the **Personal Information** page; if you're seeing clothing for the opposite gender, go back and check your selection.

Ladies' Shirt



- Ladies' Golf Shirt
 A very nice ladies' golf shirt. Blue with white trim, official logo on the left chest.
- Size:

2

1. Use the radio bubble to select an item from a group. The first item in a group will be selected by default; groups with one item will not let you change the selection.
2. Some items contain options such as size, color and quantity. Use the drop down menus to select your desired options.

Once you've finished picking your uniform items, click the button at the bottom of the page to continue.

Step 4: Availability

This step lets you tell us when you're able to work. We'll try our best to assign you to a committee and work schedule which is compatible with your schedule.

Day	Morning	Afternoon
<u>Wednesday, August 03, 2016</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Thursday, August 04, 2016</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Friday, August 05, 2016</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Saturday, August 06, 2016</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Sunday, August 07, 2016</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Once you've been assigned to a committee, this page will show the days that committee is working. **Make sure to come back and update your availability!**

We may need extra help before and after the event. Can we call to see if you are available?
 I can help before. I can help after.

Is there another volunteer you'd like to work with?

I am willing to work multiple shirts on the same day.

1. Use the check boxes to select the times of day you're able to work. Events and committees break the work day up differently, so you may be asked to choose from all day, morning/afternoon, or morning/mid-day/afternoon.
2. Use the Select All/Clear Selections links to quickly select or unselect every shift in the table.
3. Please indicate if you're willing to work multiple shifts on the same day; event days can be very long and we try not to do so without your consent.
4. These fields tell us if you're able to help before or after the event, and whether you'd prefer to work with another volunteer.

Once you're finished, click the button at the bottom of the page to proceed.

Step 5: Payment

Some events charge a volunteer fee to cover uniform costs and other expenses. This final step in the wizard allows you to pay online quickly and safely.

Please make sure that you're finished selecting your uniform choices before submitting your payment.

Your Order Summary 1	
Volunteer Package	\$46.95
Ladies' Shirt (M)	
Extra Ladies' Shirt (M)	\$25.00

Order Total

\$71.95 + \$3.05 = \$75.00 **2**

Subtotal 6.50 % Tax Total
Your order includes some items that are not taxed; the sales tax number above reflects only taxable items.

Process Payment

3

I will be paying by credit card.

American Express	<input type="text"/>
Type of Card	Card Number
1 / 2014	<input type="text"/>
Expiration Month / Year	Security Code

4

My credit card address is the same one I entered on the Personal Information page.
 I am finished selecting my uniform items, including any optional choices. If I need to modify these choices, I must call the event office.

Process Payment

I will be paying by check.

I will be paying on my member account.

1. The order summary shows a list of the items you're paying for. Items that are included in the standard volunteer package price are not displayed.
2. View your order total, split up into subtotal and sales tax. A notification will be displayed if some items are taxed and others are not.
3. If the event offers multiple payment methods, such as credit card, check and club account, use the radio bubbles to select your desired payment method.
4. Fill out the form fields completely and then click the "Process Payment" button to finish the wizard and go to your home page.

Very Important: Once you submit payment, you will no longer be able to modify uniform choices without the assistance of a staff member. Please verify your selections before submitting payment.

Home Page

Your home page is your customized portal to the event. It's broken up into three sections:

The screenshot shows a web portal with a blue header. The header contains 'Home' on the left and 'Home | Messaging | Settings | Welcome, Cassie. (Logout)' on the right. Below the header is a main content area with a blue bar containing 'News and Discussions' (with a circled '1') and 'My Tasks' (with a circled '2'). The 'News and Discussions' section has an 'Orientation' post. The 'My Tasks' section lists 'Personal Information Complete', 'Committee Preference Complete', 'Uniform Choices Complete', 'Schedule Availability Complete', and 'Volunteer Fee Payment Pending'. Below this is a 'My Committee and Schedule' section with a blue bar. It contains 'Committee Assignment' (with a circled '3') and 'Assigned Shifts' (with a circled '4'). The 'Assigned Shifts' table shows three rows: a green row for Monday, August 01, 2016 - Afternoon Shift; a red row for Tuesday, August 02, 2016 - Morning Shift; and a white row for Wednesday, August 03, 2016 - Morning Shift.

1. **News and Discussions** – Your chairperson(s) and the event staff will post news items with important information and your home page will always show the two most recent posts. You can click the “View Archive” link to see everything that’s been posted in the past. Clicking the “Join Discussion” link will take you to a message board, where you can communicate with other volunteers and your chairs.
2. **My Tasks** - These icons allow you to quickly access the information you entered during the registration wizard. The status of each task is shown underneath the name; a status in green indicates completion, whereas a status in red or yellow requires your attention.
3. **Committees and Chairs** – You’ll see a list of your committee assignments and contact information for your chairs for each committee. You can click a chairperson’s name to message them on-site or their e-mail address to compose a new message in your default e-mail program.
4. **My Committees and Schedule** –Your work schedule will become visible closer to the event. The color of your shifts is important:
 - a. A white shift indicates an assignment that has not been completed.
 - b. A **green shift** indicates an assignment that has been completed.
 - c. A **red shift** indicates a shift that you've marked for reassignment.

To request a reassignment, click the link labeled "Problem with this shift? Request a reassignment." next to an incomplete shift and complete the prompt.

Schedule Viewing/Delivery Options

In addition to seeing your schedule on the home page, there are a number of ways to save and send your schedule to different devices.

Print Your Home Page – You can print this page directly. Some events have a custom theme that may not print well, in which case you can use:

Printer-Friendly Schedule – Click “Print Schedule” to access to a printer-friendly version of your schedule.

E-Mail Schedule – Click “E-Mail Schedule” to have the system send a copy of your schedule to the e-mail address associated with your account. Parents of junior volunteers who have entered an e-mail address on the Personal Information page will get a copy of this e-mail.

Download Calendar File – Click “Save Shift to Calendar” next to any shift to create a standard calendar file, compatible with almost every mobile device and e-mail and calendar program. Keep in mind that changes to your schedule are not automatically sent to your device, so please double check your assignments.

Frequently Asked Questions (FAQ)

Why do you need to know about my...?

What does your birth date or whether you have a valid driver's license have to do with volunteering? Actually, quite a bit! Some events and committees may have restrictions on age or require a valid driver's license and committees that involve interactions with players may involve background checks.

We don't use or share your data for anything other than your volunteer application and if you truly feel uncomfortable answering a question, you can skip it. We take the protection of your personal information very seriously and you can read our full security and privacy policy at:

<http://www.cuetoems.com/SecurityAndPrivacy.aspx>

Who should I contact for help?

You're never on your own when you're using our software. In addition to your chairperson(s), the event will probably assign a staff member to manage volunteers but we're here to help, too. If you want to report a problem or make a suggestion, use the link at the bottom of every page that says **Help us improve this software!**

You're also encouraged to get in touch with our staff member responsible for the volunteer management software. You can e-mail John at john@cuetoems.com.