



American Red Cross

Youth Engagement

Volunteer Connection Guide for Youth and Young Adult Volunteers



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I. What Is Volunteer Connection?

Volunteer Connection is the American Red Cross online volunteer management system. All Red Cross volunteers 13 years of age and older must be registered in Volunteer Connection. Volunteer Connection allows volunteers to:

- Find volunteer opportunities, schedule shifts, and register for events
- Record volunteer hours (especially useful for college applications)
- Stay updated on news from your local Red Cross and National Headquarters

In addition, Red Cross Club leaders can create a group for their Club where they can conveniently register and communicate with Club members. Youth leaders can use Volunteer Connection to:

- Mass email members
- Track members' volunteer hours
- Schedule service projects, Club activities, and meetings
- Post minutes and other important Club documents
- Create discussion forums and design surveys

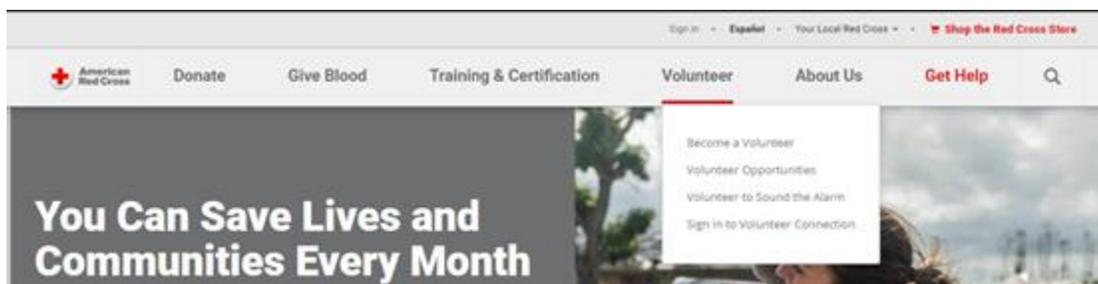
II. Why Use Volunteer Connection?

90% of the American Red Cross workforce consists of volunteers. We rely on the hours logged by our volunteers in order to track the impact that volunteers are making.

- According to the Independent Sector, the value of a volunteer hour is around \$25.¹
- By quantifying the time our volunteers are donating to the Red Cross, we can demonstrate to our donors, community leaders, and the general public the value of our volunteers' time in service to the Red Cross mission and the power of our volunteers.
- Recorded hours from Red Cross youth volunteers allow regions to monitor the contribution from youth and young adults and helps justify budget allocations and resources spent on youth programming.

III. Registering for Volunteer Connection as a Youth (Under 18)

1. Go to redcross.org/volunteer to explore volunteer opportunities.



¹ "Independent Sector Releases New Value of Volunteer Time of \$25.43 Per Hour." *Independent Sector*, Independent Sector, 11 Apr. 2019, independentsector.org/news-post/new-value-volunteer-time-2019/.

2. Select **Find My Volunteer Opportunity** to find positions that match your skills and interests, or simply click **Apply Now**.



3. Fill out the information under **Create a Red Cross ID** in the right column and select **Create My Red Cross ID**.

Welcome to Volunteer Connection!
As a Red Cross volunteer, Volunteer Connection is where you manage your account and engage in the life-saving mission of the American Red Cross.

<p>Sign In with Your Red Cross ID</p> <p><small>If you already have a Red Cross ID but do not have a Volunteer Connection account, please login with your Red Cross ID. If you already have a Volunteer Connection account, please go to http://volunteerconnection.redcross.org to sign in.</small></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>SIGN IN</p> <p>Forgot password Need help logging in?</p>	<p>Create a Red Cross ID</p> <p><small>The first step to creating a Volunteer Connection account is to create your Red Cross ID. Please complete the form below.</small></p> <p>First Name: <input type="text"/> Last Name: <input type="text"/></p> <p>Country: <input type="text" value="United States"/></p> <p>Postal Code: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Confirm Password: <input type="password"/></p> <p>CREATE MY RED CROSS ID</p>
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4. Fill out your contact information and select **Continue to Verify Your Contact Info**.

The screenshot shows a mobile application interface for 'STEP 2 Provide Contact Information'. It features a 'Phone Number' input field with three radio button options: 'Mobile' (selected), 'Home', and 'Work'. Below these is a disclaimer: 'By providing a mobile number, you agree to receive text messages. We will use this phone number to verify your account. Messaging and data rates may apply'. There are also input fields for 'First Name' (with the text 'Youth') and 'Last Name' (with the text 'Volunteer').

5. Follow the instructions to verify your contact information.

Verify Your Contact Info

Thanks for starting your application. You're doing great! We just need to verify your account and can do so by simply sending you a verification code via text or email. Please choose your preference below and we'll send you a code right away!

Text me at:

Email me at: @gmail.com

Send Me the Code!

*Standard data & msg rates may apply.
If you edit your phone number above, we will apply these changes to your profile. If you need any help [click here](#).

6. Read through each policy and select the agreement button at the end of each policy. Select **Submit Parental Consent Information**.

STEP
3 of 3

Agree to Our Policies

Please click each policy below to review.
Indicate agreement by checking the box at the end, and then click continue.

- Confidential Information And Intellectual Property Agreement For Volunteers Under 18
- Volunteer Handbook for Youth Volunteers
- Code of Business Ethics and Conduct

7. Once done, your parent or legal guardian will receive an email with a link to a consent form. Please ask your parent or legal guardian to fill out their contact information. Select **Submit Application**.

STEP
3 of 3

Provide Parental Consent

Please provide contact information for your parent or legal guardian. Since you are under the age of 18, we need their consent before you can volunteer.

Parent / Guardian First Name

Parent / Guardian Last Name

8. Once you have completed these steps, follow the instructions to complete the registration process in Volunteer Connection.

IV. Registering for Volunteer Connection as a Young Adult (18+)

1. Go to redcross.org/volunteer to explore volunteer opportunities.



2. Select **Find My Volunteer Opportunity** to find positions that match your skills and interests, or simply click **Apply Now**.



3. Fill out the information under **Create a Red Cross ID** and select **Create my Red Cross ID**.

Welcome to Volunteer Connection!
As a Red Cross volunteer, Volunteer Connection is where you manage your account and engage in the life-saving mission of the American Red Cross.

Sign In with Your Red Cross ID
If you already have a Red Cross ID but do not have a Volunteer Connection account, please login with your Red Cross ID. If you already have a Volunteer Connection account, please go to <http://volunteerconnection.redcross.org> to sign in.
Email:
Password:
SIGN IN
[Forgot password](#)
[Need help logging in?](#)

Create a Red Cross ID
The first step to creating a Volunteer Connection account is to create your Red Cross ID. Please complete the form below.
First Name: Last Name:
Country:
Postal Code:
Email:
Password:
Confirm Password:
CREATE MY RED CROSS ID

4. Fill out your contact information and select **Continue to Verify Your Contact Info**.

STEP 2
Provide Contact Information

Phone Number

Mobile Home Work

By providing a mobile number, you agree to receive text messages. We will use this phone number to verify your account. Messaging and data rates may apply.

First Name
Youth

Last Name
Volunteer

5. Follow the instructions to verify your contact information.

Verify Your Contact Info

Thanks for starting your application. You're doing great! We just need to verify your account and can do so by simply sending you a verification code via text or email. Please choose your preference below and we'll send you a code right away!

Text me at:

Email me at: @gmail.com

[Send Me the Code!](#)

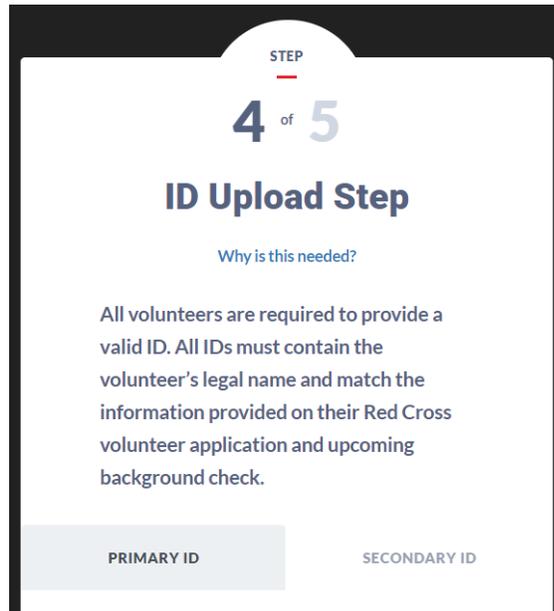
*Standard data & msg rates may apply.
If you edit your phone number above, we will apply these changes to your profile. If you need any help [click here](#).

6. Read through each policy and select the agreement button at the end of each policy. Select **Continue to Photo ID Upload**.

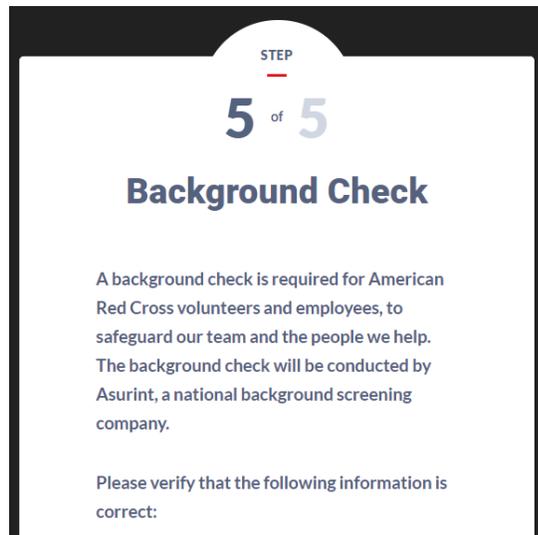
The screenshot shows a mobile application interface for the 'Agree to Our Policies' step. At the top, it indicates 'STEP 3 of 5'. Below this, the title 'Agree to Our Policies' is displayed. A paragraph of text instructs the user to click each policy to review and indicate agreement by checking a box. There are four policy items listed, each with a red checkmark icon to its left:

- Code of Business Ethics and Conduct
- Confidential Information And Intellectual Property Agreement
- Information Release
- Volunteer Handbook

7. Upload 1 primary ID or 2 secondary ID's. Select **Continue to Background Check**.



8. Verify that your information is correct for the background check. Select **Authorize Background Check**.



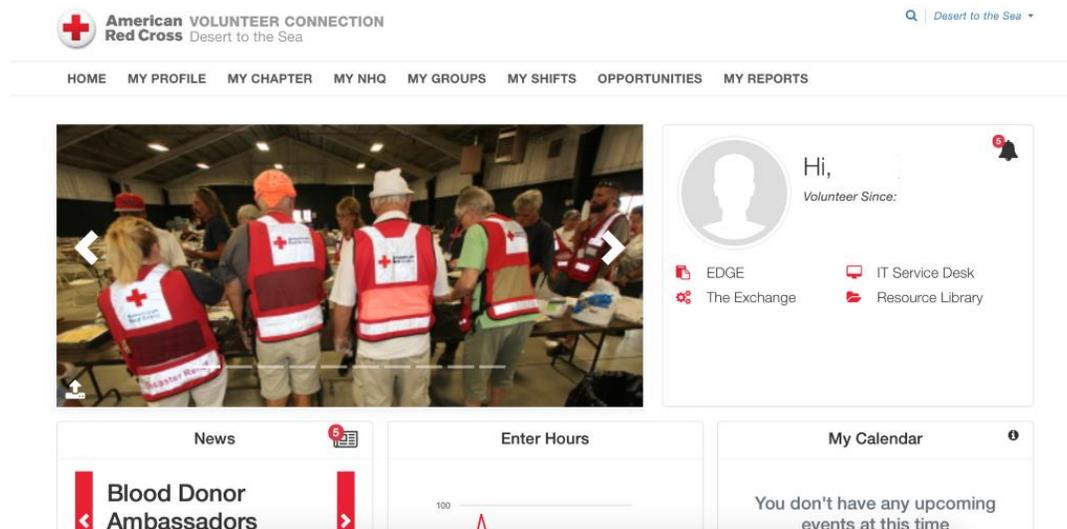
9. Once you have completed these steps, follow the instructions to complete the registration process in Volunteer Connection.

V. Overview of Main Tabs

a. Home

The Home page provides an overview of the main functions in Volunteer Connection. These include a Photo Gallery, Quick Links, News, Hours, Calendar, as well as information on current disaster relief operations and blood drives.

You can also access EDGE (our online learning platform), The Exchange, Resource Library, and IT Service Desk for additional Red Cross resources and support by clicking on the links underneath your profile picture.



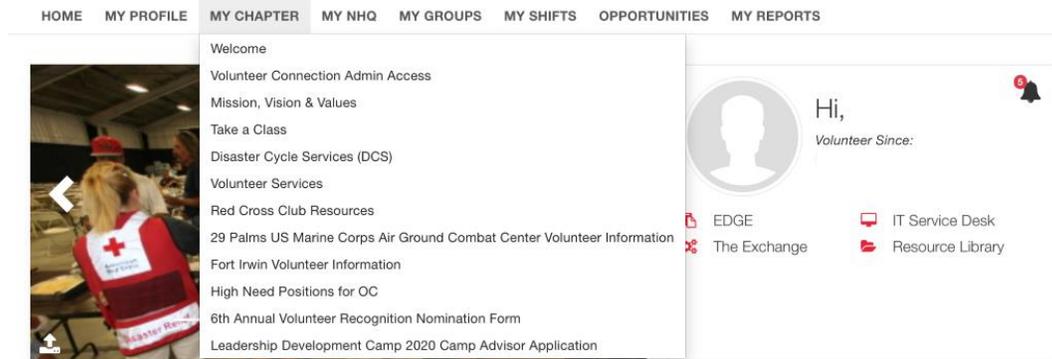
b. My Profile

The My Profile page keeps track of your personal information on Volunteer Connection. It is subdivided into six broad sections, which you can navigate on the left.

- i. **Personal Information**
Update your personal information and change your profile picture.
- ii. **Qualifications**
View all volunteer/ staff positions you have held in the Red Cross.
- iii. **Shifts/ Hours**
View and keep track of all the events you have signed up for through Volunteer Connection and volunteer hours.
- iv. **Email History**
View emails you have received and sent through the Volunteer Connection email portal.
- v. **Training History**
Find transcripts of all the trainings you've completed through EDGE or other Red Cross related trainings.
- vi. **Biomedical Information**
Find information about your biomedical region.

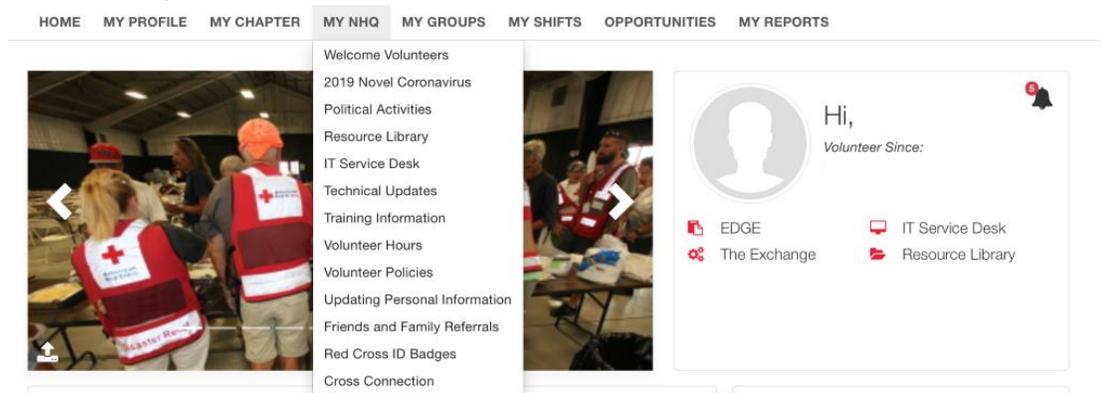
c. My Chapter

The My Chapter tab displays a drop-down menu that provides information on your region. You can also find Volunteer Connection tips and resources guides here.



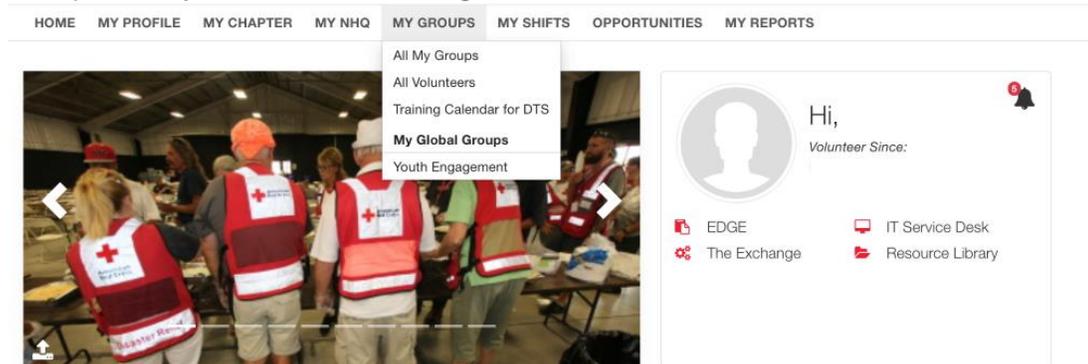
d. My NHQ

Under the My NHQ tab, you can find messages from National Headquarters, Volunteer Connection policies, EDGE resources, and more.



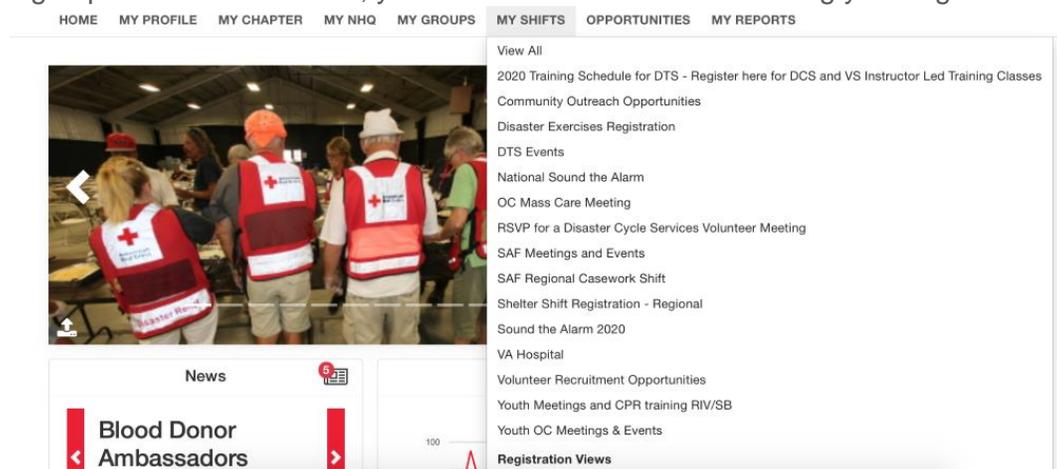
e. My Groups

The My Groups tab displays all the Red Cross groups that you are involved with, including your school club, regional board, and specific lines of service. Each group has a GroupShare, which contains a directory of all group members. You can share files, start a discussion, and send emails within GroupShare. If you are the leader of a GroupShare, you are able to manage its member list as well.



f. My Shifts

Under the My Shifts tab, you can view different volunteer opportunity calendars and sign up for events such as Sound the Alarm and CPR & First Aid Training classes. Once you sign up for a volunteer shift, you will receive an email confirming your registration.



g. Opportunities

The Opportunities tab allows you to browse and apply for different volunteer opportunities within the American Red Cross. Each opportunity includes a brief overview of the responsibilities, time commitment, and qualifications. On the left you can select filters (recruitment type, opportunity location, volunteer availability, volunteer benefits, volunteer interests, and opportunity level) and apply them to your search result.

h. My Reports

In the My Reports page, reports can be generated for your hours, events, awards, trainings, position information, and more. If you are the leader of a GroupShare, you may also generate member reports for the entire group.

VI. Logging Hours

The hours that you spend volunteering are critical to the American Red Cross. It is important that you log hours through Volunteer Connection, so we can track and recognize your efforts towards the Red Cross mission.

1. Log into Volunteer Connection and scroll down to the **Enter Hours** section. Click on the red **Add Hours** button.



2. Enter the appropriate details for your volunteer hours. You must complete all fields.
 - a. **Activity** – Enter a description of the volunteer activity performed.
 - b. **Position** – Select the position for which you performed the activity.
 - c. **Hours Type** – Select type of hours (Worked or Oncall).
 - d. **Hours; Minutes** – Enter the amount of time worked in hours and minutes.
 - e. **Date** – Enter the date of the volunteer hours you are submitting.

The screenshot shows the "Add Hours" form with fields for *DATE (03-22-2019), *HOURS, *MINUTES (0), *ACTIVITY NAME, *HOURS TYPE (Select...), *POSITION (Select...), and COMMENTS. A red bracket highlights the input fields, and a red arrow points to the "Submit Hours" button.

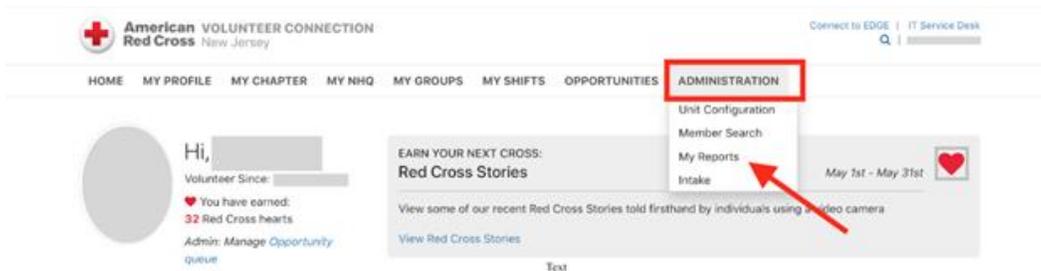
3. When ready, click on the red **Submit Hours** button.
4. The system displays a calendar view of the current month showing volunteer hours that have been approved (in green) and are pending approval (in yellow). You should check to ensure that your hours have been submitted.

- To submit additional hours, click on the date for which you would like to submit hours and enter the hours' details at the Add Hours screen home page.

VII. Running Hours Reports

Volunteer Connection allows volunteers to run a report showing the number of hours volunteered. You can also see which groups you have volunteered with.

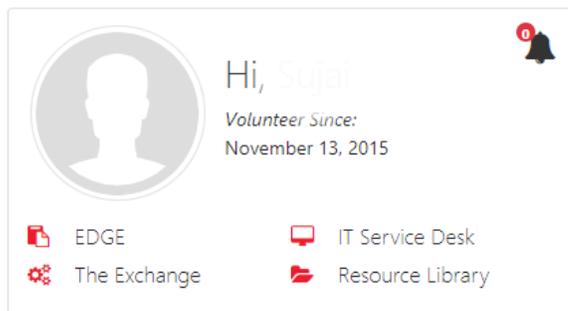
- Go to **My Reports** under the **Administration** tab.



- Enter "Profile Hours Report" in the search tab and select it.
- Select your desired output. It is suggested that you use Excel as it will be the easiest to use.
- Click **Run**. After this is complete, click **Download**. This will download the document to your computer. Open the file to view all your hours and activities.

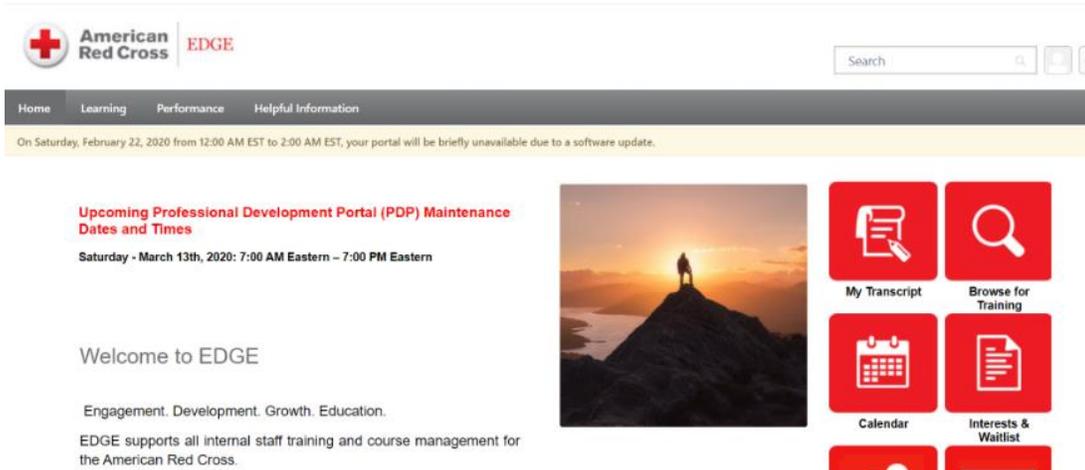
VIII. Trainings and Resources

Volunteer Connection it is also a platform that connects you to online trainings and resources. These can be found below your name on the Volunteer Connection home page.



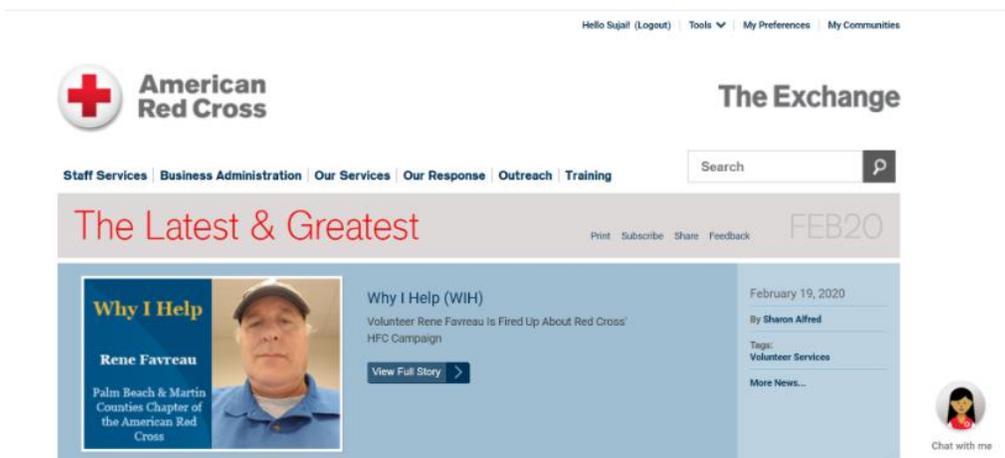
a. EDGE

EDGE stands for Engagement, Development, Growth and Education. This is the American Red Cross official learning management system, which supports all internal staff training and course management. All volunteers can access EDGE through Volunteer Connection. More information about EDGE can be found [here](#).



b. The Exchange

The Exchange is the American Red Cross's unique intranet. It stores internal documentation and information. The Exchange is available for all volunteers and staff. You can log in [here](#) with your @redcross.org email. Volunteers without a Red Cross email can simply log on through Volunteer Connection. Otherwise, you can log on through the link in your Volunteer Connection home page.



c. Resource Library

The Resource Library is a collection of documents and files which can help users understand all the tools that are available to Red Cross volunteers. The Resource Library can only be accessed via Volunteer Connection. This area has resources for all the divisions of the Red Cross. Be sure to check the resource library often for the most up-to-date information.

The screenshot shows the 'Resource Library' page on the American Red Cross Volunteer Connection website. The page includes a search bar with a 'Find' button, a welcome message, and a 'Most Popular' section with four featured resources: Volunteer Connection Updates, Resources for EDGE Training System, Resources for Volunteer ID Badge, and Resources for GroupShare Leaders. The left sidebar contains navigation menus for Search Filters, General Users, Leads & Supervisors, and Administrators.

IX. IT Service Desk

The IT service desk is a resource that helps Red Cross volunteers with various technical issues in using Red Cross resources. Whether it be accessing one of the trainings or resources above, or simply a concern in logging hours, the IT service desk can help! Volunteers can reach the IT service desk by calling 1-888-778-7762. The hours of the IT service desk are Monday to Friday: 7:30am - 10:00 pm EST. The IT professionals are skilled at troubleshooting some common problems including:

- Linking redcross.org and Volunteer Connection accounts
- Resetting usernames and passwords
- Signing up for Volunteer Connection
- Troubleshooting EDGE and Exchange login difficulties

The screenshot shows the 'IT Service Desk' page on the American Red Cross Volunteer Connection website. The page features a search bar, a list of links on the left, and a main content area with a welcome message, a link to a document, and instructions on how to access the help desk. The instructions are categorized by user type: Volunteers and Employees with '@redcross.org' email addresses, and Volunteers without a Red Cross email. A hotline number and a note about preferred information are also provided.

You can also use the resources the Red Cross has for self-troubleshooting technical issues. See if your issue appears on [this](#) webpage before contacting the IT service desk.

X. Volunteer Connection App

The Volunteer Connection app makes it easier than ever to manage your activity within the American Red Cross. Volunteers can use the app to register for shifts, update contact information, submit hours, and other tasks on the go.

Downloading the Volunteer Connection App

You can find and download the Volunteer Connection app from the Apple App Store or Google Play Store for free.



Volunteer Connection 4+

Manage your volunteer activity
[Digital Cheetah Solutions, Inc.](#)

★★★★★ 4.7, 2.8K Ratings

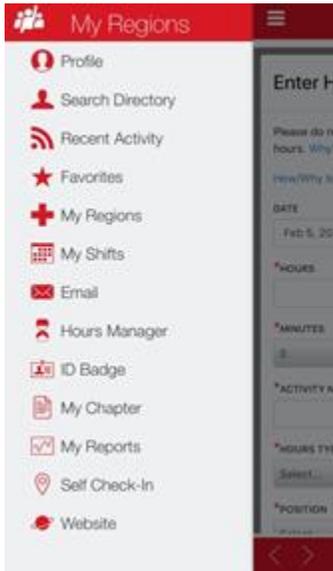
Free

Using the Volunteer Connection App

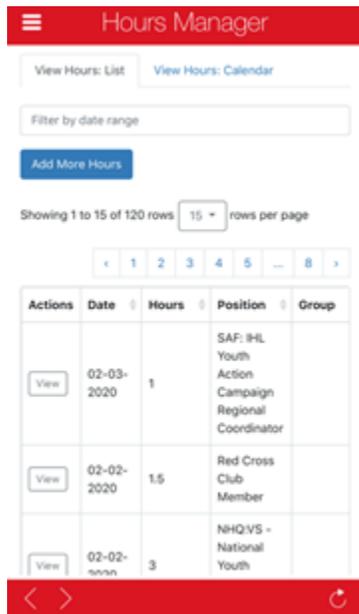
1. When you open the Volunteer Connection app, you will be shown your recent activity on the homepage in addition to regional events and activities.



2. On the top left corner of the home page is the menu icon where you can access other useful features.



3. Go to the **Hours Manager** to see recently submitted and pending volunteer hours.
 - i. Click **Add More Hours** to input hours.



- ii. You will be prompted to enter additional information before submitting your hours. Click **Submit Hours** once you are done.

- iii. You can keep track of your volunteer history via the **View Hours: Calendar** tab.

Feb 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
Total: 1.5 1.5 NHQ:VS - Engager & Client Support - National Youth Council Member Worked				Total: 1 1 NHQ:VS - Engager & Client Support - National Youth Council Member Worked		Total: 1 1 SAF: IHL Youth Action Campaign Regional Coordination Worked
2	3	4	5	6	7	8
Total: 4.5 1.5 Red Cross Club Member Worked	Total: 1 1 SAF: IHL Youth Action Campaign Regional		Total: 2 2 NHQ:VS - Engager & Client Support		Total: 1 1 SAF: IHL Youth Action Campaign Regional	