



"Give a Day. Get a Disney Day." Advanced VOP User Questions and Answers

**Updated: February 3, 2010**

Having troubles or issues managing your volunteers, signups, and verifications in the Volunteer Opportunity Portal (VOP). Before submitting a help request... scan the bold-faced questions below and see if that's your issue. The answers are here!

***Some important terminology to keep in mind as you read through this document:***

- There are potentially three ways volunteers can sign-up for opportunities with your organization in the VOP.
- **Date and Time Specific (signup).** Allows Immediate sign-up for opportunities. There are a certain number of slots available. No contact with the organization is needed in order to sign up. (Internally, we call these **1A opportunities**)
  - **Flexible Scheduling.** Volunteers must first 'express interest' to agencies, and arrange for a date and time. THEN they can sign up for the program. (internally we call these **1B opportunities**)
  - **Arranged with Organization.** Volunteers receive contact information for participating organizations who may have additional volunteer opportunities available that are not listed in the VOP. After contacting the organization, they can 'self-report' opportunities that you and the volunteer have mutually agreed upon, on a given date and time. (internally we call these **2A opportunities**)

There are three external technologies, from which we automatically import opportunity listings, for clients, and partner (child) organizations of users of, **HandsOn Tech, 1-800 Volunteer, Volunteer Solutions.**

If you are already posting opportunities in one of those technologies, you will not be able to post directly in the VOP. You post in your external technology, and the opportunities will be imported into the VOP automatically the next day. If you cannot post in the VOP, it's because you are a syndication partner. See question #12 below if this presents a problem for you.

***NEW FEATURES AND FIXES RELEASED FEBRUARY 3:***

- **Fixes for HOT integration between VOP and HOT.**
  1. Projects may now be marked as 'exclude' from Disney Feed in HOT — and they will NOT show up in the VOP at all.
  2. You can now verify attendance in VOP if names are missing from HOT or verification is not registering. *Please note: Verifications taking place in the VOP report to Disney — but are NOT sent back to HOT. So please verify in HOT if possible. This is still the preferred practice.* If however you cannot successfully verify someone in HOT:
    - Click on "Verify Attendance" in VOP
    - At bottom of page click on the button "Edit HOT verifications"
    - The page will then reload and offer drop down picklists for HOT verifications, that by default will still say (Verify in HOT)

- You can however, now drop down the picklists and select either "Attended" or "No Show".
  - Click "Record these verifications" to record verification directly in the VOP. They will then be removed from your "Verification Due" list, and moved to your "View Past Attendance Records"
3. You can now Edit Past attendance records for HOT users in VOP to correct mistakes.
- Click on "View Past Attendance Records"
  - Click on the attendance status "Attended" -or "No Show" for a given volunteer
  - Click on the "Edit Commitment" button
  - Use the drop down list to change the status, and click the SAVE CHANGES button.
  - This will not affect or change the attendance as verified in HOT.
- **2A Commitments now visible in the opportunities view**
    - Click on Opportunities - and you'll see a table of "Opportunities arranged directly with organizations" that is visible.
    - NOTE: If you want to export your 2A commitments (along with all your other commitments), you can do it. Go to: View Organization Details and click on your organization name.
    - Scroll to the bottom of your organizational view and click on the button: "Export Volunteer Commitments CSV". ALL your commitments from all tiers will be exported into a file you can open in Excel.

#### **NEW FEATURES AND FIXES RELEASED JANUARY 20:**

- You can now edit past attendance records to correct mistakes (change someone from no-show to attended). See question 14A below for how!

#### **NEW FEATURES AND FIXES RELEASED JANUARY 11-12:**

- Opportunity Tiers (1A, 1B, 2A) show up volunteer sign-up view, verification view, past attendance view.
- There are now a variety of ways you can see and/or export contact information for your volunteers. See Question #11 below.
- You can now reset the maximum # of slots for 1A opportunities.
- In "View organization Details" there is now an "export volunteer commitments" button that allows you to export a report. (There is still a bug in this... but it should be fixed soon)
- You can now mark users (other org people you've given access to), as 'deleted' to prevent them from logging in
- Express Interest email now goes to the Opportunity Contact rather than the 'main contact for volunteer inquiries'.
- Improved Searching in the 'view volunteers sign-up' screen.

#### **QUESTIONS FOR ALL VOP USERS:**

**Q1: I've made changes in the VOP, added opportunities, hidden some. Why aren't the changes showing up in Disney search?**

A: All new opportunities, and occurrences, and changes to visibility (i.e. checking the "explicitly hide in search" button are sent out from VOP each morning (early morning, overnight), and published to the search engine.

Bottom line: Expect to see any changes you make in VOP show up in the Search the next morning.

Note: We have had bugs during this first week where the updates don't happen as scheduled. And there can be delay as the 85 different search servers each get updated. Have patience. It WILL show up if the opportunity says "Visible in Search" in the VOP. If it is NOT visible in search according to the VOP record, the record will tell you WHY it's not visible.

If VOP says it's visible in search, and the search engine is not reflecting this within 48 hours. Please submit a case to: <http://www.handsonnetwork.org/disney/cpsupport> - and hit reply to the auto-reply email you receive. Give us a list of the opportunities that are not behaving as you suspect.

**Q2: I've hidden my organization "explicitly" in search, because I don't want volunteers contacting us for opportunities not listed. But now all my opportunities are gone.**

A. Your organization must be visible in search in order for your opportunities to appear. This is a condition of participating in the program.

**Q3: When people search on Disney they see x numbers of volunteers needed, but those numbers aren't accurate. Why?**

A: This is a little tricky. But here's how it works. When we do the nightly update, we publish in search the number of available slots as of that time. That's what shows up in the LIST view.

If someone clicks on "View Details" — we look at a more recent snapshot and update the number of available slots somewhat. These are updated at random intervals, but again, not in real time.

Once someone does decide to register, and gets all the way through the sign-up process, and finally hits the "choose the date" page — they are now seeing the number of available slots in REAL time, as of 1 sec before that page loaded.

This approach is necessary to limit the number of calls to the system and keep it from running slowly. We've performed over 8,000,000 searches in the first week alone. (WOW!). So we approximate during search, and get more and more accurate as the volunteer absolutely needs to know the current count.

**Q4: We have opportunities that are listed as "flexible scheduling" and we receive two types of emails — Emails that are from volunteers who have "expressed interest" and emails saying that volunteers have signed up. What's the difference?**

**Q4A: I have volunteers who I replied to and scheduled to volunteer, and yet they don't show up on my "View Volunteer Sign-ups" list in VOP, or on my "Verify Attendance List". Why aren't they there?**

The first step for volunteers signing up for 'flexible scheduling' opportunities is to contact you and arrange a date and time for them to volunteer. That first email you receive is info from the volunteer about their desire to volunteer.

These emails have the subject:

**[VOP] A Volunteer is waiting to hear from your organization**

You should respond within 72 hours, and offer them a date and time to volunteer. In your response, please always include some boilerplate language to them about how they can now sign up for the "Give a Day. Get a Disney Day." program. Something like this:

"We'd love to have you volunteer with us for NAME OF OPPORTUNITY on AGREED UPON DATE. Now that we've agreed upon a date and time for you to volunteer, **please follow the instructions in the email you received from HandsOn Network and click on the link that will allow you to sign-up for the "Give a Day. Get a Disney Day." program. Right now you are not yet signed up.**

Once you have signed-up for the program, and successfully participated in this opportunity, we'll verify your attendance and notify Disney. If you do not complete the sign-up process, we will be unable to verify your attendance!

Thanks for contacting us about volunteering. Get signed up - and we'll see you soon!"

THEN — once they follow these instructions and formally sign-up for the program, you'll get the second email, that tells you they have in fact, registered for the program and will be showing up to volunteer.

This second email has the heading:

**[VOP] A volunteer has signed up for your "Give A Day. Get A Disney Day." program volunteer opportunity!**

When you get this email - you'll know they are signed up for the program!!!

Note: If they don't complete this sign-up - you'll be unable to verify them, and they won't get their Disney ticket. So it's important they understand this. (It's on the website, it's in the email they were

sent... but you know... people get eager and forget!) SO please remind them so they won't be disappointed.

**Q5: For our flexible scheduling projects (1B): people are saying that after they have signed up, they go back to manage their account and enter the date and time you've arranged for them to volunteer, but they receive an error message and it will not let them do it.**

Here's what happening:

Many volunteers are trying to register BEFORE you arranged a date and time with them. Which means they didn't read or understand the instructions on how to sign-up for flexible scheduling projects.

They will not be able to log in to "Manage My Account" if they registered, or started to register, BEFORE you arranged a date and time with them. They started to register, but discovered they were unable to complete the registration because they didn't know the date and time, so they quit before completing the registration process and are now in PENDING status.

Volunteers in pending status (partly signed up, but not yet committed), will be unable to log into their accounts until the next morning.

Your volunteers are having trouble because they didn't follow the instructions.

The instructions to volunteers say -- *contact then organization and THEN click here to register for the program. Specifically they were given this information (on both the webpage and via email)*

### **Express interest in this opportunity**

To volunteer for this opportunity, you'll need to follow 3 steps before you can sign up for the "Give a Day. Get a Disney Day" program:

1.Fill out the form below to email Riverside Cares and arrange a date and time to volunteer. They will respond to your email within the next 5 days.

2.Confirm with the organization the date and time you will volunteer.

3.Open the email sent by HandsOn Network to you about this opportunity. By clicking on the enclosed link, you will return to this website and proceed to sign up for this volunteer opportunity where you will need to enter the date and time you agreed to volunteer.

However, if they disregard these instructions and click on the links to 'sign up' BEFORE arranging a date and time with you, they will be unable to complete sign up. Their sign up will then be locked in a 'pending' state for about 24 hours.

Tell your volunteers who are in this situation, to wait 24 hours, and then they'll be able to log-in at Manage My Account at disneyarks.com.

*NOTE: There are a few known issues regarding "Manage My Account" and Disney is working on correcting those. Direct volunteers with questions or problems accessing their account (after 24 hours) to the program FAQ at the "Give a Day. Get a Disney Day." page at DisneyParks.com. They can report their log-in problems there.*

**Q5A: Volunteers didn't follow my instructions or yours, and they never signed up, and yet they did their service! Is there any way I can verify them?**

A: See answer to Question #9 Below.

**Q6: I'm getting notices that volunteers have signed up for opportunities I've never heard of. Or they seem to be self-posting opportunities similar to the ones we have in VOP, but that are full.**

A: In addition to signing up for opportunities found in the VOP — we also publish the list of all the organizations that are participating. This provides an avenue for volunteers to contact you and ask if you have any other opportunities they might be able to sign up for. (This is the 2A sign-up process described at the beginning of this document) This also allows Agencies that are unable to manually publish all the opportunities to connect with volunteers.

Here's how this works:

At the bottom of every search page the following appears:

Not finding enough opportunities? Try broadening your search. Select ALL interest areas.

[Click here](#) for information for HandsOn Network partner organizations you can contact that will have additional qualifying opportunities.

If they click on this, they see all the organizations that match their zip code search. And directions that they should CONTACT the organization, and see if their is an opportunity you both agree upon. After that, they can click on a link and self-enter all the opportunity details that you and they have agreed upon. (We let the volunteers do this to save you the trouble of posting one-off volunteer opportunities and exceptions that you agree to with volunteers). Here's the instructions they receive:

**Riverside Cares**

**Location:** Riverside, CA 92506  
**Website:** <http://www.troutco.com>  
**Phone:** 951-780-3609  
**Email:** [troutco+300@gmail.com](mailto:troutco+300@gmail.com)

**Best way to find a volunteer opportunity with this organization:** Email

Riverside Cares really cares. Our mission is to make the world a better place. Everyone in Riverside can help. Contact us to find out how!

**Get Started**

You'll need to follow these 3 steps before you can sign up for the "Give a Day. Get a Disney Day" program:

1. Contact the organization directly to find an eligible opportunity with the "Give a Day. Get a Disney Day." program.
2. Arrange with this organization a date and time to volunteer that is within the next 60 days.
3. Enter your email address in the field below and HandsOn Network will send you an email with the contact information for this organization. After you have confirmed a date and time to volunteer with them, click on the enclosed link in the email to return to this site and proceed to sign up by providing us with the details of the opportunity you've arranged with them.

Please confirm the minimum age for volunteers with this organization. Any volunteers under the age of 18 must be accompanied by a parent or guardian.

**Your email address:**

**SEND ME DETAILS**

*Note: If you have already contacted this organization, found a qualifying opportunity and confirmed a date and time to volunteer, [click here](#) to complete the sign-up process.*

They then get this email, repeating these instructions and giving them a link to sign up for "Give a Day. Get a Disney Day." AFTER they have contacted you and found a qualifying opportunity.

This e-mail was generated in response to your request for HandsOn Network Partner Organization contact information. This information should be used to assist in finding a volunteer opportunity eligible for the "Give a Day. Get a Disney Day." program.

Organization Name: Riverside Cares

Organization Address: 6321 Rhodes Lane

Riverside, CA 92506 Organization Website: <http://www.troutco.com/fob>

Organization Phone: 951-780-1234

Organization Email: [festivalofbooks@troutco.com](mailto:festivalofbooks@troutco.com)

Best way to find volunteer opportunity with this organization: Email

Once you and Riverside Cares have agreed upon an eligible volunteer opportunity, and a date and time for you and any members of your household to volunteer, please click on the following link or copy it into your Web browser to complete the sign-up requirements for the "Give a Day. Get a Disney Day." program.

<http://vop.handsonnetwork.org/volunteer/start?>

[\\_eyJ0ljoilMmEiLCJpZCI6MTM4MSwibil6lIRyb3V0Y28iLCJpIjoilYWxsliwiZCI6eyJsljoilZW5fliwiayl6ljoilM1NmQzOGI1YzRhOTAzMjYiLCJlIjoilVFwaVJITWp2T0k2MkNyTEw2WVZJdz09In19](http://vop.handsonnetwork.org/volunteer/start?_eyJ0ljoilMmEiLCJpZCI6MTM4MSwibil6lIRyb3V0Y28iLCJpIjoilYWxsliwiZCI6eyJsljoilZW5fliwiayl6ljoilM1NmQzOGI1YzRhOTAzMjYiLCJlIjoilVFwaVJITWp2T0k2MkNyTEw2WVZJdz09In19)

If for any reason you are unable to use this link, just return to [DisneyParks.com](http://DisneyParks.com), and use the "Give A Day. Get A Disney Day." program search to find the opportunity again. You will find a link to sign-up in the detailed opportunity description.

**It is important to note that you must arrange a date and time**, and return to [DisneyParks.com](http://DisneyParks.com) to sign up for the opportunity in order to complete the sign-up requirements for the "Give A Day. Get A Disney Day." program. If you are unable to arrange a date and time

to volunteer for this opportunity, you can start a new search for opportunities by returning to [DisneyParks.com](http://DisneyParks.com).  
[Click here if you have additional questions about the "Give A Day. Get A Disney Day." program.](#)

Thank you and we look forward to hearing from you as soon as you've arranged the date and time to volunteer!

HandsOn Network

"Give A Day. Get A Disney Day." Volunteer Support Team

This works great if they read and follow the instructions. however, here is what sometimes happens:

The volunteer ignores the instructions on the website, ignores the instructions in the email — and just says — "Great.. I'm going to click on the link and sign up" And then they are asked to enter an opportunity and give the details.

You then get an email saying "A volunteer has signed up for the opportunity "*I never heard of this opportunity because a volunteer made it up*"

You'll know this is what is going on, because if you go into VOP and click on 'upcoming signups" and click on the link for the opportunity you never heard of, you'll see:

1) At the top of the page (in the menu area), it's listed as a 2A signup.

## Volunteer Opportunity Portal

English | Español

Logged in as Larry Deckel (HandsOn Network; HON System Administrator)

Logout

[HandsOn Network](#) > [VOP Home](#) > [Tier 2A Opportunities](#) > Metropolitan Ministries Tent Take-down

2) You'll see the project detail, as entered by the volunteer appearing in the opportunity detail. This will give you some idea of what they THINK they are volunteering for.

**Q6A: OK.... so I now understand this is a bad sign-up, what do I do?**

Reply to this email and inform the volunteer in as nice a way as possible:

Dear Volunteer:

I see you have registered yourself to volunteer with us on DATE for an opportunity called "*fictionalvolunteer opportunity*". Unfortunately, this is not an opportunity we have agreed upon with you. Please follow the instructions you found on the "Give a Day. Get a Disney Day." website and in the email you were sent, and CONTACT US to arrange a valid opportunity. The opportunity you have entered is not one we've agreed upon or one we will verify.

Please return to the DisneyParks.com website and go to the Manage Account section of the website, log in, follow the link to go to HandsOn Network and then click on the link to "View / Edit the opportunity(s) that I have signed-up for" and REMOVE yourself from that opportunity. (Uncheck the boxes next to your name(s).

Then use the link to "Search for a new opportunity" to find a valid opportunity.

*(Note: Alternatively, you can suggest some other opportunity that you WILL allow them to volunteer at. If it's in search, direct them to the zip code to search and the name of the opportunity. If it's something you arrange between you and them, have them once again search for your organization, and this time, click on the link that says: "Note: If you have already contacted this organization, found a qualifying opportunity and confirmed a date and time to volunteer, [click here](#) to complete the sign-up process."*

They can then enter the opportunity that you DID agree upon, and which you agree to verify.

**Q7: I am getting too many volunteers, and too many 'express interest emails' is there a way to remove my opportunity from search.**

Below you'll find some suggestions to help you engage as many volunteers as possible, but if you need to "catch up" before you implement these ideas, here are some quick fixes:

- Consider setting up an auto reply to the email address that is used in the Volunteer Opportunity Portal. The auto reply can say something like "Thanks for your interest in volunteering with us. We've received a large number of inquiries from the "Give a Day. Get a Disney Day." program and we are interested in having you volunteer with us. Please give us a couple of days to get back to you."

- If you need to remove your an opportunity from the search results, log into the VOP (<http://vop.handsonnetwork.org>). Click on the opportunity detail link and click on the "Hide Explicitly in Search": button. The next morning, that opportunity will be removed from search. You can put it back into search by clicking the button again when you are ready for more volunteers.

- If you need to remove your entire organization from the search results, log into the VOP (<http://vop.handsonnetwork.org>). Click on the organization detail link and click on the "Hide Explicitly in Search": button. The next morning, your organization will be removed from search. You can put it back into search by clicking the button again when you are ready for more volunteers. (But before you do— please see Question 8 below).

To help you engage as many volunteers as possible, HandsOn Network has several resources available. Help us continue to inspire volunteers to get involved in their communities.

- Family-friendly, Managed Projects Toolkit – Go to <http://www.handsonnetwork.org/disney/training> to download this guide to help your organization plan more projects.

- Volunteer-managed Project Ideas – Go to <http://www.handsonnetwork.org/getinvolved/selforg/orgs> for more than 30 projects that volunteers can complete on their own in the community. Your organization will only have to verify the service.

- Daily Conference Calls – HandsOn Network is hosting daily conference calls from Jan. 4 - 15 to answer your questions about the Give A Day. Get A Disney Day. program. Go to <http://www.handsonnetwork.org/disney/training> to review the schedule and register for a call.

- Existing Events – Inform volunteers about available opportunities to volunteer with your organization within the next 60 days; and then what opportunities will be available in the following 60-day time period.

- Other Opportunities – Encourage them to go back to [DisneyParks.com](http://DisneyParks.com) and seek out another similar opportunity as new projects are being added each day.

**Q8: What happens if I toggle my organization to be "explicitly hidden from search"**

**Q8A: All my opportunities have disappeared from search? What happened?**

If you hide your organization from organizational search — it has the effect of temporarily opting-you out of the program. That means all your opportunities get hidden as well.

If you are participating in the program and want volunteers to find you in any way, you must make sure your organization is Visible in search.

**Q9: Volunteers didn't follow my instructions or yours for a 1B (flexible scheduling) or 2a (arranged with organization) opportunity. They contact us, we arranged for them to volunteer, they did their service, and yet they never actually SIGNED UP for the program. Is there any way I can still verify them? They are not in my list of volunteers to verify.**

Of course, they're not on the list, because they didn't sign up. But if they have served, were confused about the process, you can still work out a way to verify them. It's a bit tricky, (and uses the 2A signup process), but here's how to instruct your volunteers. Contact them and give them the following instructions to sign-up for the program, so that you can verify their service:

In order to verify your volunteer service, we need you to complete your sign-up process at DisneyParks.com for this opportunity.

The process will vary depending on whether or not you have already signed-up for the program at DisneyParks.com. If you are not sure whether or not you have registered, go to [https://vop.handsonnetwork.org/volunteer/password\\_change\\_requests/new](https://vop.handsonnetwork.org/volunteer/password_change_requests/new) and enter your email address.

- If the system accepts your email address, you have already been registered. You should check your email for a message from [do-not-reply@vop.handsonnetwork.org](mailto:do-not-reply@vop.handsonnetwork.org). It will contain a link that will allow you to reset your password and access your account.
- If the system does not accept your email address, you have not been registered.

**Registered volunteers should follow these steps:**

1. Go to <https://disney parks.delivery.net/disney-day-account/manage-account.html>
2. Enter your email address and password
3. Click Sign In
4. Click Go to HandsOn Network
5. Click Continue to HandsOn Network
6. Click Search for a new opportunity
7. Enter the zip code of our organization
8. Click Search.
9. Scroll to the **bottom** of the search results
10. Click the link in the message in the blue box that says "[Click here](#) for information for HandsOn Network partner organizations you can contact that will have additional qualifying opportunities."
11. Find our organization in the search results.
12. At the bottom of our organization entry, click the link in the message "Note: If you have already contacted this organization, found a qualifying opportunity and confirmed a date and time to volunteer, [click here](#) to complete the sign-up process."
13. Enter the required information. The title of the opportunity should be the one you already completed. In the opportunity description, indicate that you have already served.
14. Enter tomorrow's date as the date you have arranged to volunteer (you cannot enter today, or past dates). Put in the times you served on the past date.
15. Click the button that says "Click here to record your sign-up for the date and time indicated above."

We will then be notified that you are serving tomorrow, and be able to verify you for your past service. (Note: You'll receive reminders and thank you's for your service on tomorrow's date. Just ignore them. We already know you've volunteered.)

Disney will contact you within two weeks with information on how to claim your ticket.

**Unregistered volunteers should follow these steps:**

1. Go to <http://www.Disneyparks.com> and follow the links to the "Give a Day. Get a Disney Day." program.
2. Follow the links to SEARCH & SIGN UP
3. Enter the zip code of our organization
4. Click Search
5. Scroll to the bottom of the search results
6. Click the link in the message "[Click here](#) for information for HandsOn Network partner organizations you can contact that will have additional qualifying opportunities."
7. Find our organization
8. At the bottom of our organization entry, click the link in the message "Note: If you have already contacted this organization, found a qualifying opportunity and confirmed a date and time to volunteer, [click here](#) to complete the sign-up process."
9. Enter the required information
10. Review the information for accuracy
11. Click Continue
12. Click Complete Sign Up with HandsOn Network
13. Read the WAIVER, RELEASE, AND INDEMNIFICATION AGREEMENT
14. If you agree, click "I have read and agree to these terms."
15. Click the button that says "Click here to proceed"
16. Enter a password in both fields
17. Click Submit
18. Click the button that says "Click here to record your sign-up for the date and time indicated above."
19. Enter the required information. The title of the opportunity should be the one you already completed. In the opportunity description, indicate that you have already served.
20. Enter tomorrow's date as the date you have arranged to volunteer (you cannot enter today, or past dates). Put in the times you served on the past date.
21. Click the button that says "Click here to record your sign-up for the date and time indicated above."

We will then be notified that you are serving tomorrow, and be able to verify you for your past service. (Note: You'll receive reminders and thank you's for your service on tomorrow's date. Just ignore them. We already know you've volunteered.)

Disney will contact you within two weeks with information on how to claim your ticket.

NOTE to organizations: This process, (let's call it the **2A signup process**), will come in handy for a number of different uses. (Rescheduling volunteers, changing dates, etc.). See questions below for some examples.

**Q10: Can I edit my opportunity? Can I change the date? Can I change the number of slots for a 1A opportunity?**

A: If you are syndicating your opportunities from HandsOn Tech, 1800 Volunteer, or Volunteer Solutions, you must make your edits in your home technology. The changes will be syndicated to the VOP when search updates the next morning. If you delete or archive a project in your home technology, it will be removed from search the next day.

If you are able to post directly in the VOP, you CAN edit the description of your opportunity. You can edit the sign-up type, and change the date UNTIL a volunteer has signed up for it. Once a volunteer has signed up, you cannot change this. You can however hide it from search (so that by tomorrow no one else can sign up for it), and create a new occurrence date.

As of January 11 - it is now possible to change the number of slots for a 1A occurrence. Click the edit button next to the occurrence date. (Note: if you lower the number of slots, volunteers already signed up will still be signed up — but this will prevent others from signing up IF some of those volunteers cancel.)

You cannot change the date of an opportunity once volunteers have signed up for it. You can however do this as a workaround. 1) Lower the number of slots so no one else can sign up for the 'old' occurrence date. 2) Contact the volunteers and tell them the new date. 3) Either list the new date as a new occurrence associated with the opportunity (which will allow ANYONE to sign up for the new date, OR, ask the 'rescheduled' volunteers to sign up for the new date by signing up via the 2A sign-up process as detailed in Q9 above.

*NOTE: the system does not provide the ability for you to just change the date and MOVE the volunteers to the new date. All sign-ups must be managed by the volunteers themselves.*

**Q11: How can I contact my volunteers if I need to cancel, or reschedule an opportunity?**

A: When volunteers sign up, you receive an email with volunteer contact info. (For the lead volunteer in the household). Keep these emails - -they are very handy for recalling contact info.

For 1A opportunities, it is possible to see a list of volunteers signed up for each occurrence within the VOP itself. To do this:

- Click on "view Opportunities"
- Click on the link for the opportunity you are interested in.
- At the bottom of the page in the 'blue' section, are a list of all your occurrence dates for this opportunity.
- Click on the DATE link, and you will be taken to a screen that lists the volunteers signed up, and the phone and email for the lead volunteer in each household.
- NOTE: This does not work for users of HandsOn Tech. The contact info for volunteers can be found in HOT (right now we have email contact only — but phone and address will be fixed in a future release).

On any opportunity page there is now a list of commitments for that opportunity that can also be exported to CSV. Note that for now this list is blank for 1A opportunities, the commitments are instead

viewable from the specific occurrence pages instead. This will be updated soon so that for 1A it displays all commitments across all occurrences.

To get a handy report of ALL your commitments (1A, 1B and 2A) and the contact info for your volunteers:

To get this report:

- Click on "View Organization Details"
- Click on your organization
- There is a button on this page that says "Export Volunteer Commitments CSV" - clicking on this will download a report of your volunteer commitments, with contact info for your volunteers.

If you need to reschedule, you'll have to ask the volunteers to sign-up for a different date. The easiest way to do this is to have them remove themselves from the opportunity date they've already committed to (they can do this by logging into their account in the VOP), and then using the 2A signup process outlined in Question 9 above to 'self-post' a rescheduled opportunity that you agree to verify.

NOTE: If they do not remove themselves from the original date, just verify them as a 'no-show' on the cancelled date, and then verify them as "attended" for the rescheduled date they self-enter through the 2A process (see question 9 above).

#### **Q12 How do I remove volunteers from a cancelled or rescheduled project?**

A: You can't. Volunteers must manage their sign-up / commitments themselves! Here's how to instruct them on how to 'remove themselves' from an opportunity they've signed up for:

- 1) Go to this URL: <https://disneyarks.delivery.net/disney-day-account/manage-account.html>
- 2) Log in to your account and click on the link to Go to HandsOn Network
- 3) Select the Menu option "View/Edit the opportunity that I have signed-up for, and then click on the opportunity name you wish to remove yourself from.
- 4) Remove the checkmarks from your name (and anyone else in your party) and then click on the button at the bottom of the page that says "Click here to record your sign-up"

This will remove you from this opportunity. You can now search or sign-up for another.

#### **Q12A: What if volunteers do NOT remove themselves from an Opportunity?**

Just mark them as "no show" for an opportunity that you've had to cancel or reschedule. This just tells Disney they have not yet successfully completed their service. As long as they search for and sign up for another opportunity and eventually get verified as ATTENDED, they will not be penalized.

#### **Q13: Why can't I post an opportunity in the VOP?**

There are two kinds of VOP users. Syndicated Users and Independent Users.

Syndicated Users are organizations who have listed opportunities in one of the three technology platforms, HandsOn Tech, 1-800 Volunteer, or Volunteer Solutions. When you registered on the VOP, you found your name in one of the drop down lists of "known organizations"

If you are a Syndication User — you list your opportunity in the external technology, and it is automatically imported into the VOP for you each morning. This way your listing appears in two places rather than only one.

However — if you haven't worked with your 'host technology' in a long while, and prefer to self-post in the VOP, you can ask to be "emancipated" from your host technology and become an independent user.

To submit this request, go to <http://www.handsonnetwork.org/disney/cpsupport> and file a case. When you get the auto-reply telling you to go to the webinar, hit REPLY to the email and request that you'd like to find out who your host technology is (so you can continue posting there), OR to become emancipated and become an independent user of the VOP, and able to post directly in VOP. (Note: if you do this, any syndicated opportunities will be removed from search)

You cannot BOTH syndicate and self-post.

## **QUESTIONS FROM CUSTOMERS AND PARTNERS USING 1-800-Volunteer or Volunteer Solutions**

**Q14: I'm a 1800 user, and all of our opportunities that are syndicated to Disney search are listed as: "Date:Scheduling to be arranged" even though a date is set in 1800Volunteer. How do we fix this?**

**Q14A: I'm a volunteer Solutions user — same question:**

A: All opportunities from 1800 (as well as all opportunities imported from Volunteer Solutions AND 'email only agency referrals in Hands On Tech) are marked "date: Scheduling to be arranged" -- this is because very few opportunities in 1800 and Volunteer Solutions allow volunteers to sign up directly --- they have to contact the organization before they can sign up. So they are all treated as 1B - Flexible Scheduling opportunities. This way you can approve volunteers before they sign up.

If you do list opportunities in 1800, or VS that are date and time specific, then please, list the specific dates somewhere in the text of the project description. (Update the listing in your home technology, and the revised listing will show up in the VOP the next day).

Then the volunteer will contact you, say I'd like to volunteer on such and such date (as listed in the description). and you can respond to them confirming their sign-up, and messaging them to complete their sign up (as in the suggested messaging in the question above).

**Q15: What happens if I delete my opportunity from 1800/HOT/VS. and volunteers are signed up for it?**

A: The opportunity will be removed from further sign-up the next morning. However volunteers who have already signed up will still be committed. You need to honor their commitment, or contact them and arrange to reschedule them for a future opportunity. (You can use the 2A process described in Question 9 above to reschedule people without re-listing the opportunity in the VOP).

**Q15A: How can I correct the verification I made for a volunteer by mistake? Is there a way to change previously reported verifications from "No-show" to "Attended"**

A: Yes. New functionality released on January 18 makes this possible. Log into the VOP and select [View Past Attendance Records](#). Use the Search box to enter the name of the volunteer whose verification you need to change. Click on the existing verification status (It's a hyperlink). Then click on the EDIT COMMITMENT button and you'll be able to change the verification. From No-show to Attended (or vice-versa). The updated info will be sent to Disney the next day. (Note: If they were previously verified as attended and it's been over 48 hours, then it's too late to prevent them from getting a ticket. The ticket is released to volunteers 48 hours or so after you verify them as attended.)

Changing someone to ATTENDED will qualify them for a ticket, UNLESS the tickets are no longer available (after the million has been reached).

## **QUESTIONS FROM CUSTOMERS OF HANDSON TECH.**

**Q16: Why are volunteers still able to sign up for projects that are full?**

A: A bug in the registration process for the *Give A Day. Get A Disney Day.* program during the first two days the system was up, allowed some volunteers to register for events that were already full. The software issue has been fixed.

Please go to the HandsOn Network Volunteer Opportunity Portal (VOP) and review your opportunities to ensure you have not been impacted (or run an occurrence report in HOT). If you do have events in January and February that are now over-committed, please complete the following steps:

- Notify your project leaders of this issue.
- Project leaders should contact the volunteers they won't be able to utilize and let them know the project is full.
- Volunteers should be instructed to remove themselves from the opportunity by going to DisneyParks.com and following the "Give a Day. Get a Disney Day." links to go to "Manage Account" Once they are in their account, click on the link to go to HandsOn Network. They can then begin a new search for an eligible volunteer opportunity.
- If your project leaders have other opportunities still in need of volunteers, let them know the details and encourage them to sign up.

Please instruct your volunteer leaders not to turn volunteers away at the project site. This will result in the volunteers being taken out of the available Disney ticket pool and being placed at the end of the line.

We apologize for the inconvenience and appreciate your understanding. If you have any questions, please submit a HotHelp request through the admin site HELP function or e-mail [GiveADaySupport@HandsOnNetwork.org](mailto:GiveADaySupport@HandsOnNetwork.org)

#### **Q17: I've made changes in HOT, why aren't the changes showing up in Disney?**

A: All new opportunities, changes to opportunities, and changes in max numbers of slots are sent out from HOT each morning (early morning, overnight), and published to the VOP. After this occurs, all changes to the VOP and republished to the Search engine. Bottom line: Expect to see any changes you make in HOT show up in the Search the next morning. NOTE however: That there are 85 servers running the search — and it can take several hours for new search information to propagate across all 85 servers. So it may be as late as noon before every search request is refreshed. (Did you know that over 8,000,000 searches were conducted for "Give a Day. Get a Disney Day." in the first 72 hours? Wow!!!!)

#### **Q18: Why is everyone listed as a team? Even if they are only 1 person?**

All signups coming from Disney are listed as a household team. Up to 8 household members may be part of a team — but only the "lead volunteer" is treated as the Team Captain. Same as in HOT. Just think of this as a Team with one team captain, and up to 8 team members who the team captain is responsible for. *(We're working on having individuals NOT appear as teams down the road. It isn't necessary, and we'll fix it in the coming weeks.)*

#### **Q19: How can my project leaders register for "Give a Day. Get a Disney Day." If I assign them in HOT as a leader, they can't register for the same project at Disney. What do I do?**

This is tricky — because you're right. HOT won't allow it. (Plus... PLs can't verify themselves), so here's the tricky workaround.

Direct your PLs to search for your organization by entering the zip, and clicking on the "find organizations" link mentioned in the previous question. Have them "self-report" an opportunity they have arranged with you. Have them call their opportunity:  
"Project Leader for NAME OF PROJECT"

This will notify you that a volunteer has contacted your org and signed up for "Give a Day. Get a Disney Day." with a project they entered into the VOP. Hey — this time its not a bogus one, it's good. And this means you'll be able to verify the service for your project leader. When verification is due, you'll need to log into your account in the VOP and verify that they attended and led the project. When you do this — they get their ticket! Yahoo!  
(This is essentially the 2A workaround described in Question 9 above)

### **Q20: What if I have to cancel a project**

First — cancel it in HOT. (This won't show up however until one day later - sorry)... But noone else will be able to sign up — don't worry.

Contact your lead volunteers (team leader for Disney teams) and tell them you have to cancel. Offer them an alternate date they can sign up if possible, or just say "sorry". Ask them to remove themselves from the project at Disney — or, if they don't (not a problem really), just mark them as "Not Attended". Then Disney will remind them they still have to complete a service opportunity to qualify.

If you want to reschedule, and ensure that these volunteers can come to the rescheduled project (which you haven't yet posted in HOT.... then have them use the 'Organizational signup" trick mentioned above, to SELF-REPORT a project you've agreed that they can do that you will VERIFY. This way you can move people to another date by having them: 1) Remove themselves from the cancelled date, and then 2) Search for your org, and self-report a new date that you've agreed upon. A little awkward but it gets the job done.

*(You could of course just list a new occurrence and tell them to sign up tomorrow.... but you can't guarantee the new occurrence date won't get filled up before they are able to switch their signup. Either approach is acceptable...*

### **Q21: I've set projects in HOT to use the "syndication override" and to Exclude them from the Disney syndication. And yet they still are showing up in the VOP? How do I stop projects from going to the VOP?**

A: Effective February 3 — the syndication override settings in HOT now work. If you want to prevent a project from ever appearing in the VOP, mark the project EXCLUDE from the Disney feed in the syndication override section of the project record.

You can also temporarily remove a project once it gets into the VOP (or permanently for that matter), by using the HIDE button in the VOP. To do this:

- You must log into the VOP. You'll see all your affiliate-managed projects listed in association with your organization.

- (Click on VIEW ORGANIZATIONAL DETAILS, click on your organization name... and scroll down the page and see all the opportunities syndicated from HOT.
- Click on an opportunity name, and you'll find you can't edit it. (You have to make your edits in HOT), however there is a button at the bottom of the page that says "Explicitly Hide in Search:" — If you click on that button.. that project will no longer appear in Disney Search. (Well.... as of the next morning — the search is updated once every morning). SO.... go through your list of opportunities, and any you do not want showing up in Disney search, just explicitly hide them. They'll stay that way until you unhide them.

**Q22: Some volunteers are listed as 'verify in HOT' in the VOP, but when I go to HOT I don't seem them listed for that project? What happened? What can I do?**

If a volunteer removes themselves using your HOT site's member center, then they will be removed from HOT, but still due for verification in the VOP. Same thing happens if you or any administrator clicks REMOVE in HOT. Don't do it! :-)

Ask all Disney volunteers to REMOVE THEMSELVES by logging in to the VOP.

You can however, (as of February 3) verify volunteers who appear in VOP (but not HOT) by doing the following:

- Click on "Verify Attendance" in VOP
- At bottom of page click on the button "Edit HOT verifications"
- The page will then reload and offer drop down picklists for HOT verifications, that by default will still say (Verify in HOT)
- You can however, now drop down the picklists and select either "Attended" or "No Show".
- Click "Record these verifications" to record verification directly in the VOP. They will then be removed from your "Verification Due" list, and moved to your "View Past Attendance Records"