



Frequently Asked Questions “Give a Day. Get a Disney Day.” Program

About the Program

1. *What is the “Give a Day. Get a Disney Day.” program?*
2. *Why should I opt into this program?*
3. *How can my organization and its volunteer opportunities participate in the program?*
4. *How does my organization apply?*
5. *The terms of the program state (in part) that my organization agrees to use the HandsOn Network Volunteer Opportunity Portal (VOP) to report and verify volunteer attendance. Does that mean my organization must verify all volunteer attendance for all of the opportunities I post?*
6. *What is required of a verifying organization?*
7. *What if attendance is not verified within 72 hours of the service being completed?*
8. *Can anyone in my organization verify attendance?*
9. *Does my organization have to pay a fee to HandsOn Network or a HandsOn Network Action Center in order to collaborate with HandsOn Network in the Give a Day, Get a Disney Day program?*

About Volunteers

10. *Can volunteers only sign up for those opportunities found on www.disneyparks.com?*
11. *Can volunteers register on www.disneyparks.com, but sign up for an opportunity on another website as long as their attendance is verified?*
12. *What if the volunteer can't find a qualifying opportunity on www.disneyparks.com?*
13. *Can groups of volunteers sign up?*
14. *Is it possible for a volunteer to sign up for an opportunity and we then run out of vouchers by the time they actually volunteer?*
15. *How far in advance can volunteers sign up for a volunteer opportunity under the program?*
16. *Will volunteers have to pay to sign up or participate in a service project?*
17. *When does the “Give a Day. Get a Disney Day.” program end?*
18. *Who can participate?*
19. *How often can a volunteer get a free ticket?*
20. *Can we specify age limits on the volunteers who apply?*
21. *How long does the volunteer opportunity have to last and what kinds of opportunities qualify?*
22. *Where should volunteers go for more information on the program?*

About Us

23. *What is HandsOn Network? What is Points of Light Institute?*



HandsOn
NETWORK

General Technical Questions

24. *When I tried to register my organization I got error messages saying my organization name "has already been taken" or my email address "has already been registered by an organization." What do I do?*
25. *What if more than one person in my organization needs to access the system to verify volunteer attendance and/or post opportunities?*
26. *I never got the email to 'validate my account'. What do I do?*
27. *How will I know how to use the new HandsOn Network Volunteer Opportunity Portal to verify volunteers?*
28. *How will opportunities be listed that are not on a specific date and time? How can opportunities be scheduled based upon a volunteer's availability?*
29. *When I log into my account, why can't I find a place to post opportunities?*
30. *I am a representative of a national organization with several local chapters (or a school district with several schools). Is it better to register once as a national organization or have each of our local chapters register separately?*
31. *What are referral codes? How can I use them?*

Technical Questions for HandsOn Technology (HOT) and 1-800-Volunteer.org Organizations

32. *Does being a member of 1-800-Volunteer.org or HOT offer any advantages to me?*
33. *Do I still need to register if I use 1-800-Volunteer.org or HOT?*
34. *If we use 1-800-Volunteer.org or HOT, how will we manage our opportunity and volunteer data?*
35. *If I use 1-800-Volunteer.org or HOT, can I edit my opportunities in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>)?*
36. *Can I verify attendance in 1-800-Volunteer.org and HOT and still meet the requirement for the program?*
37. *If we use 1-800-Volunteer.org or HOT, what happens if a new volunteer signs up for an opportunity on www.disneyparks.com that is listed by our organization?*
38. *How often is data updated between the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>) and HOT/1-800-Volunteer.org?*

HandsOn Technology (HOT) Only Organizations

39. *If we use HOT and a project reaches the maximum number of volunteers, will www.disneyparks.com still show the project in the search results?*

Technology Questions for Organizations That do not use HandsOn Technology (HOT) or 1-800-Volunteer.org

40. *What if we do not have the time or staff to enter opportunities manually?*
41. *What is the benefit to manually listing our projects instead of just showing up as a verifying organization in the search results on www.disneyparks.com?*



About the Program

1. What is the “Give a Day. Get a Disney Day.” program?

“Give a Day. Get a Disney Day.” is a program that celebrates and inspires volunteerism. Disney is working with HandsOn Network to connect volunteers to community need. Disney is thanking those who volunteer for an eligible volunteer opportunity by giving them a free ticket good for one day admission to a *Walt Disney World*® or *Disneyland*® theme park.

2. Why should I opt into this program?

In addition to providing you a great way to celebrate your volunteers, you can increase awareness of your organization and recruit new volunteers.

3. How can my organization and its volunteer opportunities participate in the program?

Any organization can apply to collaborate with HandsOn Network in the program. The following organizations may be accepted as sources of eligible volunteer opportunities if they are approved by HandsOn Network:

- HandsOn Network Affiliates.
- Customers of HON's 1-800-Volunteer and HandsOn Technology (HOT) technologies.
- Referral partners of 1-800 and HOT customers.
- Organizations that are tax-exempt under section 501(c)(3) of the Internal Revenue Code.
- Subordinates or Local Chapters of Large Nonprofit Organizations that are tax-exempt under section 501(c)(3) of the Internal Revenue Code: with submission the following 1) your parent organization's name as it appears on file with the IRS and their address AND 2) a letter from your parent organization (on their letterhead) confirming your charter as a chapter or program.
- Schools: with submission of two documents: 1) a letter on official letterhead explaining the type of volunteer opportunities you plan to make available to the community AND 2) one of the following: evidence of registration on state or national department of education website OR a letter from an accredited agency that is licensed with the US Department of Education OR your Articles of Incorporation.



HandsOn
NETWORK

- **Healthcare Organizations:** with submission of registration on your state's department of public health website OR a copy of your organization's license.
- **Government Park and Recreation Organizations:** with submission of a statement of incorporation on official letterhead.
- **Faith-Based Organizations:** with submission of two documents: 1) a letter on your organization's letterhead that specifically states that your volunteer opportunities will be open to anyone, will not be part of a religious service or ceremony, and will not be of an evangelical nature AND 2) one of the following: evidence of entry in a national directory of religion or denomination OR a charter letter from your religious governing body.
- **Government Sponsored Volunteer Programs:** with submission of a letter from the government agency on official letterhead stating that they sponsor or coordinate your organization's efforts.

4. How does my organization apply?

Simply complete the online application at <http://vop.handsonnetwork.org> to become a HandsOn Network Volunteer Verification Partner. The registration process will only take you a few minutes.

5. The terms of the program state (in part) that my organization agrees to use the HandsOn Network Volunteer Opportunity Portal (VOP) to report and verify volunteer attendance. Does that mean my organization must verify all volunteer attendance for all of the opportunities I post?

Yes, you are required to verify volunteer attendance for opportunities that you post in the VOP. If you are a national or large organization with different local chapters, those chapters should register separately unless your organization can verify attendance for all of the opportunities offered. **Attendance must be verified in the VOP within 72 hours of completion of service.**

6. What is required of a verifying organization?

Here are the basic requirements:

- You agree to connect volunteers to your opportunities through the HandsOn Network Volunteer Opportunity Portal in one or more of the following ways:
 - By providing organizational contact information that will be published in the eligible opportunity search.
 - By posting volunteer opportunities directly into our search engine through the easy-to-use tool that is provided on this site.



HandsOn
NETWORK

- For users of 1-800-volunteer or HandsOn Tech, opting in to allow us to directly syndicate your opportunities into the search engine. (Note: There is no need for you to repost. Everything will be automated for you.)
- You agree to respond to inquiries from volunteers regarding your opportunities within 72 hours.
- You agree to verify volunteer participation within 72 hours of their scheduled day of service.
- You agree to participate with opportunities that can start on January 1, 2010 through program completion which will be no later than December 15, 2010.
- Full terms and conditions will be presented to you as part of the sign-up process.

7. What if attendance is not verified within 72 hours of the service being completed?

If attendance is not verified within 72 hours of the service being completed, the verifying organization risks being removed from the program. HandsOn Network will send an e-mail reminder when the verification is due, and another e-mail reminder once another 72 hours has passed and attendance still has not been verified.

8. Can anyone in my organization verify attendance?

Yes. Once an account has been established and is approved for a verifying organization, you will have the opportunity to add users to your account. If more than one person is going to log in and verify attendance, separate use accounts must be created for each person.

9. Does my organization have to pay a fee to HandsOn Network or a HandsOn Network Action Center in order to collaborate with HandsOn Network in the Give a Day, Get a Disney Day program?

Organizations are not required to pay any HandsOn Network fees. HandsOn Network Action Centers may charge a fee if an organization requests the Action Center's assistance in managing a volunteer project or to participate in classes hosted by the Action Center, or other requested services. Please contact your local Action Center (<http://www.handsonnetwork.org/actioncenters/find>) to find-out more about project management assistance and other available resources. If you need assistance regarding the "Give a Day. Get a Disney Day." program, and your question is not answered in these FAQs, please scroll to the bottom of the page to contact support.



Hands On
NETWORK

About Volunteers

10. *Can volunteers only sign up for those opportunities found on www.disneyparks.com?*

Yes, volunteers MUST sign up for opportunities on www.disneyparks.com in order to participate in the program.

11. *Can volunteers register on www.disneyparks.com, but sign up for an opportunity on another website as long as their attendance is verified?*

Volunteers MUST register on www.disneyparks.com, and they MUST use www.disneyparks.com to either 1) find, or 2) register their qualifying opportunity.

Here's how that will work: Verifying organizations can post opportunities on the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>), and these opportunities will be included in the search results on www.disneyparks.com. Alternatively, volunteers will also be given the option to contact verifying organizations directly to find qualifying volunteer opportunities.

If a volunteer contacts a verifying organization directly, one of two actions must occur when they find a qualifying opportunity:

1) the organization can post the opportunity on the Volunteer Opportunity Portal (which means that it will show up in the search results on www.disneyparks.com) and the volunteer must then sign up for it OR

2) volunteers must be directed back to www.disneyparks.com to sign-up for the program (if they haven't already) and register that opportunity as a commitment they've made with the verifying organization.

Therefore, it's possible that a volunteer could FIND an opportunity on another Website, but they will have to arrange to participate for that opportunity through a verifying organization that they find on www.disneyparks.com AND either have that organization post the opportunity on www.disneyparks.com OR register it themselves on www.disneyparks.com.

12. *What if the volunteer can't find a qualifying opportunity on www.disneyparks.com?*

Volunteers can contact any of the verifying organizations that are on www.disneyparks.com and arrange to volunteer with them and then sign-up in the



manner described in the previous question. Volunteers can also encourage organizations to apply to become a verifying organization, and to list their volunteer opportunities directly in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>) to make the sign-up process simpler for them.

13. Can groups of volunteers sign up?

Members of the same household (i.e., same address) can sign up to volunteer together on www.disneyparks.com. Other non-household groups must register individually and can sign up for the same volunteer opportunity if space allows.

14. Is it possible for a volunteer to sign up for an opportunity and we then run out of vouchers by the time they actually volunteer?

Once a volunteer registers and finds a qualifying opportunity on www.disneyparks.com, the volunteer will commit to serving. The voucher will be reserved for the volunteer at the time they commit to serving. After they serve and their attendance is verified, they will receive their voucher. Disney will track the reserved and distributed vouchers to ensure all qualifying volunteers receive their voucher.

15. How far in advance can volunteers sign up for a volunteer opportunity under the program?

Volunteers may sign up beginning January 1st. Volunteers cannot sign-up for a volunteer opportunity under the program that is more than 60 days in the future.

16. Will volunteers have to pay to sign up or participate in a service project?

No. Volunteers do not have to pay to sign up or participate in a service project in connection with the "Give A Day. Get A Disney Day." program.

17. When does the "Give a Day. Get a Disney Day." program end?

Ticket quantities for this program are limited. The program begins January 1, 2010 and continues until all tickets are distributed or December 15, 2010, whichever occurs first.

18. Who can participate?

Volunteers can participate in the program by completing service for an eligible volunteer opportunity in the United States, Puerto Rico or Canada. However, they must sign up



HandsOn
NETWORK

for an eligible volunteer opportunity through www.disneyparks.com and only individuals with a residence in the United States, Puerto Rico, or Canada can sign up on this site.

19. How often can a volunteer get a free ticket?

The program is limited to one ticket per person, regardless of the number of times they volunteer.

20. Can we specify age limits on the volunteers who apply?

This program is open to volunteers aged 6 and above, but you can specify a minimum age for each opportunity. However, the goal of this program is to bring families together in the spirit of volunteerism, and we urge you to consider children as young as 6 to participate where safe and practical.

We also encourage you to post group opportunities, as many households will be looking for opportunities to volunteer together. Those who choose to volunteer as a 'family team' will be limited to no more than nine volunteers.

All minors under the age of 18 will be required to attend with a parent or guardian, who will be able to sign any waivers you require of volunteers.

21. How long does the volunteer opportunity have to last and what kinds of opportunities qualify?

You can determine a suitable volunteer opportunity and duration. As long as it serves the community, and the service has value, any opportunity you list and verify will count for this program.

22. Where should volunteers go for more information on the program?

Volunteers that have questions about the *Give a Day. Get a Disney Day.* program should be directed to www.disneyparks.com, where they will find access to FAQs, terms and conditions, and contact information for volunteer support.

About Us

23. What is HandsOn Network? What is Points of Light Institute?

HandsOn Network, the volunteer-focused arm of Points of Light Institute, is the largest volunteer network in the nation and includes more than 250 HandsOn Action Centers



HandsOn
NETWORK

that reach more than 83% of the nation's population. These affiliates act as community hubs—places where people can get connected, get involved and make change happen in their communities. HandsOn Network focus on helping people plug into volunteer opportunities in their local community; helping nonprofit organizations manage volunteer resources and developing the leadership capacity of volunteers.

General Technical Questions

24. When I tried to register my organization I got error messages saying my organization name "has already been taken" or my email address "has already been registered by an organization." What do I do?

No two users or organizations can have the same email address in the system. The email address you have entered has already been registered by someone. This probably means your organization has already been registered for the program. Please check with other members of your organization before entering another email address to avoid creating a duplicate organizational account. If you feel someone has used your email address by error, please scroll to the bottom of this page for help.

25. What if more than one person in my organization needs to access the system to verify volunteer attendance and/or post opportunities?

Once your account is activated and approved, you'll have the opportunity to create additional user accounts for others in your organization. Each user will have their own log-in and password associated with your organization.

26. I never got the email to 'validate my account'. What do I do?

Check your spam or junk mail folder. Emails will come from do-not-reply@vop.handsonnetwork.org. We urge you to add this email to your address book so your email client does not treat emails from us as spam. If you are still did not get a validation email, please click here:

http://vop.handsonnetwork.org/session/forgot_password and enter the email address with which you registered. Another email will be generated to you with a link that will allow you to reset your password and activate your account.

27. How will I know how to use the new HandsOn Network Volunteer Opportunity Portal to verify volunteers?

The VOP is easy to use for entering projects and verifying volunteer service. If you have questions, please scroll to the bottom of this page for help.



28. How will opportunities be listed that are not on a specific date and time? How can opportunities be scheduled based upon a volunteer's availability?

For date- and time-specific opportunities, volunteers will be able to sign up directly and immediately. Opportunities that are flexibly scheduled, or require some screening, will be listed as "scheduling to be arranged." For example, if a homeless shelter needs help moving donated furniture into their facility, but they are flexible on what day/time the volunteer can help, that opportunity probably won't have a specific date and time. Instead of signing volunteers up directly for this opportunity, we'll provide them with an email form to contact the verifying organization about the opportunity, and to work out the details. When the volunteer has been scheduled for a specific time and date for them to attend, they will return to www.disneyparks.com, register their commitment, and record their scheduled date of service. The verifying organization will receive an email notifying them that the volunteer has registered themselves for the opportunity on that specific date.

29. When I log into my account, why can't I find a place to post opportunities?

After logging into your account, if you do not have the option to post a new volunteer opportunity, it is most likely because you are a 1-800-Volunteer.org or HOT user and should be posting and editing opportunities in 1-800-Volunteer.org and HOT as you normally would. If this is not the case, scroll to the bottom of this page for help.

30. I am a representative of a national organization with several local chapters (or a school district with several schools). Is it better to register once as a national organization or have each of our local chapters register separately?

The choice is yours. Keep in mind the following when you make your decision: If the national organization wants to take on the responsibility of verifying attendance for all of the opportunities that the chapters post, then you only need to register once. (Multiple user accounts can be created under each organization so each chapter could have their own log in to verify hours.) However, if the national organization wants to leave this responsibility up to each individual chapter, then each chapter should register separately.

If you decide to register each organization separately, we can accept one letter from the national organization that lists all of the participating local chapters. Please contact us in advance if you decide to do this. (You can contact us by scrolling to the bottom of this page.)



HandsOn
NETWORK

31. What are referral codes? How can I use them?

Referral codes can be used to connect other organizations to your own. You will be able to view and take all actions (e.g., verify service, post opportunities) on behalf of any organization that registers with a referral code that you give them. There are a couple of reasons why you might want to use referral codes. First, if you are an organization that has several different chapters or locations, you may want to have access to all of your chapters' accounts and be able to see which ones have registered. Second, if you are recruiting other organizations to participate, you can distribute a referral code at an event or in an email to see how many organizations registered as a result of your efforts. To create a referral code, click "Create Referral Code" after logging into the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>).

Technical Questions for HandsOn Technology (HOT) and 1-800-Volunteer.org Organizations

32. Does being a member of 1-800-Volunteer.org or HOT offer any advantages to me?

Yes. Your information and opportunities will be pre-populated into the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>), so this information will not need to be entered manually. Once your organization is approved, you will see all of the opportunities you currently have posted in 1-800-Volunteer.org or HOT on the Volunteer Opportunity Portal. You will have the ability to select opportunities to be removed from the search on www.disneyparks.com by editing them in the Volunteer Opportunity Portal.

33. Do my I still need to register if I use 1-800-Volunteer.org or HOT?

Yes. You need to register and opt-in to the program, even if you currently use 1-800-Volunteer.org or HOT. Once opted in, the opportunities that you list in HOT or 1-800-Volunteer.org will automatically be fed into the search on www.disneyparks.com. You will not need to post opportunities in the portal at all. However, all verifications of volunteer attendance will be made in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>).

34. If we use 1-800-Volunteer.org or HOT, how will we manage our opportunity and volunteer data?

All data will be managed in HOT or 1-800-Volunteer.org, except for the verification of volunteer attendance, which will be done in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>).



35. *If I use 1-800-Volunteer.org or HOT, can I edit my opportunities in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>)?*

No. You cannot edit your opportunities in the Volunteer Opportunity Portal (other than to indicate that you do not want to have one or more of your opportunities visible in search. This option will allow you to temporarily remove an opportunity from search if you want to cut down the number of volunteers who contact you for a while). Any changes to opportunity content should be made in 1-800-Volunteer.org or HOT.

The only significant action that you will take in the Volunteer Opportunity Portal is to verify volunteer attendance.

36. *Can I verify attendance in 1-800-Volunteer.org and HOT and still meet the requirement for the program?*

No. Attendance must be verified in the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>) in order to meet the requirements of the program.

37. *If we use 1-800-Volunteer.org or HOT, what happens if a new volunteer signs up for an opportunity on www.disneyparks.com that is listed by our organization?*

If a volunteer signs up for an opportunity on www.disneyparks.com that is listed by you, we will create a member account for them within your instance of HOT or 1-800-Volunteer. We will have something in HOT and 1-800-Volunteer.org that indicates that the volunteer registered via www.disneyparks.com. Please note that new volunteers will bypass your normal registration process (acceptance of waivers, special data you capture, orientation, etc.). Instead, we will offer a brief, best practices universal orientation and will be agreeing to a universal, HandsOn Network waiver and release.

38. *How often is data updated between the Volunteer Opportunity Portal (<http://vop.handsonnetwork.org>) and HOT/1-800-Volunteer.org?*

Changes to your opportunity database are pulled once a day. Any new opportunities or expired opportunities will be updated in the search results on www.disneyparks.com within 24 hours of your entering the information in HOT or 1-800-Volunteer.org.

HandsOn Technology (HOT) Only Organizations

39. *If we use HOT and a project reaches the maximum number of volunteers, will www.disneyparks.com still show the project in the search results?*



After the last volunteer signs up, the project will continue to be displayed in the search results on www.disneyparks.com for the remainder of that day, but it will have a “filled” status and no additional volunteers will be able to sign up. The next day, the project will be removed from the search results unless space becomes once again available.

Technology Questions for Organizations That do not use HandsOn Technology (HOT) or 1-800-Volunteer.org

40. What if we do not have the time or staff to enter opportunities manually?

In addition to finding opportunities in the search, the search will also connect volunteers to verifying organizations in their area who have additional qualifying volunteer opportunities. Volunteers will contact the verifying organization to find qualifying opportunities that they offer. When they find an opportunity with the verifying organization, the volunteer will obtain basic information about the opportunity (the name of the organization, the name of the opportunity, a brief description of the opportunity, the date and time the volunteer is scheduled, etc.). Once the verifying organization and the volunteer have agreed on these details, the volunteer will return to www.disneyparks.com and indicate that they found a qualifying opportunity. They will enter the verifying organization’s name for their volunteer commitment. When they do this, the verifying organization will receive an email reminder that a volunteer has signed up to volunteer with them and that they must come to the VOP within 72 hours of their service date to verify their attendance.

41. What is the benefit to manually listing our projects instead of just showing up as a verifying organization in the search results on www.disneyparks.com?

Volunteers are more likely to sign up for opportunities that are easily found in the search, so it's to your advantage to list them directly. We'll send you an email notifying you whenever a volunteer signs up for an opportunity found directly in the search.

Need help or have a question that wasn't answered above?
Click [here](#) to contact the HandsOn Network Support Team.