



Expand Your Volunteer Time Tracking Virtual Volunteer (V-Volunteer)

- Track the volunteer time you serve outside the school building and/or the school day.
- Access V-Volunteer on any web-based device or smart-phone.
- Hours recorded on V-Volunteer are automatically added to your school year total.

Set Up Your V-Volunteer Account:

- **You must be cleared by Raptor and registered as a volunteer** in the Raptor system.
- **Provide an email address** to the school secretary who will add it to your Volunteer Profile.
- **An automatic "Welcome" e-mail from V-Volunteer** should arrive in your in-box within a few minutes. It will provide a temporary log-in password and directions to set up an account. If it is delayed, see the "trouble-shooting" section below.

Log Volunteer Hours:

1. **Log onto www.v-volunteer.com**
2. **Enter your email address and your password** (the one you created for your account). If you get an *Invalid* message, click on *Forgot Your Password?* and follow the steps to reset it. (see "Trouble Shooting" below.)
3. Your profile should appear. **Be sure you are logging hours for the correct school** (see top left-hand corner of the screen).
4. Go to the middle of the screen under **SHORTCUTS** and **click on Log Hours**.
5. **Enter the required information** and **click on Add Hours**. (Click *MY HISTORY* to review.) To add more volunteer dates and times: Repeat Steps 4 & 5 before exiting your profile.
6. **Exit**

Please Note:

- **Report hours soon** after they are served.
- **Only the date and times of volunteering are required** in order to tally volunteer hours. The rest of the details are optional or as directed by your Staff Liaison and/or Volunteer Coordinator.



V-Volunteer Trouble-Shooting

If you use Internet Explorer 11 Browser, adjust the software compatibility:

- 1) go to <http://www.v-volunteer.com/>
- 2) click on tools gear icon
- 3) select *Compatibility View Settings*
- 4) click *Add* to add "v-volunteer.com"
- 5) refresh web browser and login to your Virtual Volunteer Account

If no "Welcome" Email from Raptor Technologies is received, and/or???

- The "Welcome" email may be in your "spam" or "junk mail" folder.
- Check with the school secretary to be sure you **your** email address was entered to your Volunteer Profile accurately.

"Invalid Email Address" Message:

- Check with the school secretary to be sure your email address was submitted accurately.

V-Volunteer Support

Volunteers: Please contact your Volunteer Coordinator or School Liaison

Volunteer Coordinators or School Staff:

Please Contact: Flo Kennedy-Stack, Office of School & Family Partnerships
fkennedy-stack1@aacps.org, 410-222-5418 (office)

For software issues, contact Raptor: support@raptorware.com, 1-877-7-RAPTOR