



WBVolunteers.ca is our local volunteer matching and management website that aims to connect volunteers and organizations in a way that is meaningful and efficient. The website is a tool of the Wood Buffalo Volunteer Centre with FuseSocial and can help you learn about and sign up for volunteer opportunities. Fort McMurray Minor Hockey Association has its own User Group so that you can easily sign up for volunteer opportunities to fulfil your Organization Commitment.

## GETTING STARTED IS EASY!



### CREATE A VOLUNTEER PROFILE

Go to "wbvolunteers.ca" and create a volunteer profile for yourself, using your email address and personal cell phone number. Remember to keep your password in a safe place (this can always be reset)



### JOIN THE USER GROUP

Click the link provided to you to join the "Fort McMurray Minor Hockey User Group" which will allow you to respond to various opportunities throughout the 2020-2021 season. Once you log in, click the blue circle in the top right hand corner and select "My User Groups".



### CHOOSE YOUR OPPORTUNITY

All volunteer opportunities will be under the "FM Minor Hockey" User Group. Click on "My User Groups" and under "Assigned Opportunities" click "View Opportunities" to see the various volunteer opportunities you can respond to.

## RESOURCES AND SUPPORT ARE AVAILABLE!



A "User Group" is a way to group volunteers and assign private opportunities that are available just for them. The opportunities in the FM Minor Hockey UG will be updated with shift dates & times as they become available. Under the "My User Groups" tab, you will be able to see the "Assigned Opportunities" that are available for you to respond to.



WBVolunteers.ca is fully functional using your mobile device. Once you've responded to an opportunity under your User Group on the website, download the "Get Connected" app and sign in with the same email and password to view your volunteer schedule, and check in/out of your shifts on your own! \*You must sign up for opportunities on the website, not app!



Do you have questions or need support with using the website? Forgot your password? We are here to help! Email "wbvolunteers@fusesocial.ca" with your questions. Remember — if you have questions about your specific volunteer opportunity, reach out to Sherri Marsh.

## FREQUENTLY ASKED QUESTIONS...

### "HOW DO I SIGN UP FOR A SHIFT?"



1. Log in to your WBVolunteers.ca account
2. Click the blue/green circle in the top right hand corner of the screen
3. Click "My User Groups"
4. Under "FM Minor Hockey" click "View Opportunities"
5. Click the various opportunities and read their descriptions to understand what the opportunity entails, and scroll down to see the various shifts. When you are ready to respond, click the blue "Respond" button.
6. Put the name of the child you are volunteering on behalf of in the "Notes" section. Answer the response questions, and press "Submit Opportunity Response". You will receive an email confirming your response.

### "HOW DO I CHANGE/CANCEL MY SHIFT?"



1. Log into your WBVolunteers.ca account
  2. Click the blue/green circle in the top right hand corner of the screen
  3. Click "Opportunity Responses"
  4. Find the volunteer opportunity you want to cancel, and under "Options" select "Unregister"
- \*Please be mindful to cancel your shift as far in advance as possible so that another volunteer can sign up and fill that spot.

### HOW DO I TRACK MY HOURS?



1. Log in to your WBVolunteers.ca account
2. Click the blue/green circle in the top right hand corner of the screen
3. Click "View Profile", and then the blue "Volunteer Resume" button. Input the following date range: September 1 2020- May 31 2020 and then click the blue "Go" button.
4. A PDF document will upload and you can view it to see your volunteer resume and a breakdown of all your hours. Once you have completed your total amount of hours for the season, email your Volunteer Resume to [volunteer@fmmha.com](mailto:volunteer@fmmha.com)

### "WHERE DO I REPORT TO?"



Each volunteer opportunity under the "FM Minor Hockey" User Group will have details that include a description of the role, and location address. When you arrive for your shift, use the Get Connected App on your mobile device to check in and check out of your shift.

If you have questions about your volunteer opportunity, reach out to Sherri Marsh for clarification.