



## **Volunteer Guide: Getting Started with VolunteerHub**

<http://mowtampa.volunteerhub.com>



This guide can be downloaded in PDF format at [www.mowtampa.org/volunteer/volhub](http://www.mowtampa.org/volunteer/volhub)

To all Volunteers:

Meals On Wheels of Tampa is excited to introduce our new and easy way to sign up for volunteer opportunities! [Starting October 1st, we will manage our volunteers using a new, easy and convenient volunteer sign up program called Volunteer Hub.](#) This will allow you to sign up for volunteer opportunities that fit your schedule or cancel commitments you can no longer complete by logging in to your account.

**The new software will require all volunteers (old and new) to complete 3 action steps before you can log in to your own personal Meals On Wheels of Tampa Volunteer Hub account** where you can sign up/cancel volunteer opportunities, like daily hot meal delivery, Saturday's fresh Produce On Wheels (POW!) delivery, as well as virtual and office opportunities. *Please allow at least 20 minutes to complete the 3 action steps.*

**\*\*\*\*\*Action Steps\_Needed From You\*\*\*\*\***

**3 ACTION STEPS for ALL VOLUNTEERS:** To begin using the new Meals On Wheels of Tampa Volunteer Hub software, which you can access by visiting [www.MOWTampa.VolunteerHub.com](http://www.MOWTampa.VolunteerHub.com), you must complete 3 action steps: (1) change your password (3 minutes); (2) sign up or cancel your scheduled route for delivery (2 minutes); and (3) fill out a new volunteer application (15 minutes).

***If you need assistance with this process, if you have any questions or do not have access to a computer, please call the office ASAP between 10-3pm (813)238-8410.***

**Get started now:** Please visit [www.MOWTampa.VolunteerHub.com](http://www.MOWTampa.VolunteerHub.com). Proceed to the following pages for directions to the 3 action steps: (1) change your password; (2) sign up or cancel your scheduled route for delivery; and (3) fill out a new volunteer application.

Thank you volunteers, we truly would not be able to do what we do each day without your dedication to this mission. Thank you for your tremendous support, all throughout the year!

Kindly,



Ida Pagan

Volunteer Manager

[I.Pagan@MOWTampa.org](mailto:I.Pagan@MOWTampa.org)

**If you deliver a route on behalf of the Adopt-A-Route (AAR) program, please DO NOT COMPLETE THE 3 ACTION STEPS AT THIS TIME and IGNORE THIS EMAIL. A staff member will reach out to you soon with next steps.**

# Key terms

- **Action steps:** To begin using the new Meals On Wheels of Tampa Volunteer Hub software, you must visit [www.MOWTampa.VolunteerHub.com](http://www.MOWTampa.VolunteerHub.com) to complete 3 action steps: (1) Change your password; (2) Sign up or cancel your scheduled route for delivery; and (3) fill out a new volunteer application.
- **Event:** Events are volunteer opportunities like weekday meal delivery, Saturday delivery (POW!, Hurricane Packs, Thanksgiving, and Holiday), Nourish At Noon luncheons, etc.
- **Username:** Your username is your first and last name with no spaces (ie. idapagan).
- **VolunteerHub:** Meals On Wheels of Tampa uses a volunteer sign up program called VolunteerHub [www.MOWTampa.VolunteerHub.com](http://www.MOWTampa.VolunteerHub.com). This program allows volunteers to sign up for opportunities that fit their schedule or cancel commitments by logging in to their own personal account.



## Action step 1: Change your password

**COMPLETE** ☐

*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*

# Action step 1: Change your password *(estimated time to complete is 3 minutes)*

A. Type [www.mowtampa.volunteerhub.com](http://www.mowtampa.volunteerhub.com) into your internet browser search bar. Then to log into your Meals On Wheels of Tampa VolunteerHub account click '**Sign In**' (located in the top right corner, above the teal Events bar).

The screenshot shows a web browser window with the address bar containing [mowtampa.volunteerhub.com/events/index](http://mowtampa.volunteerhub.com/events/index), which is circled in red. The website header features the Meals On Wheels of Tampa logo, which includes a heart and a fork, and the text "MEALS ON WHEELS OF TAMPA" and "nourish • enrich • strengthen". Below the logo is a smaller logo for "MEALS ON WHEELS AMERICA 2016 MEMBER". A search bar is located below the logo. In the top right corner, a "Sign In" button is circled in red. Below the search bar is a teal bar with the word "Events" and a green bar with the text "All Events". The main content area contains the following text:

**Volunteer opportunities with Meals On Wheels of Tampa are displayed below.**

All of the daily (Monday through Friday) meal delivery routes begin between 9:20am-12:00pm. Once a month, there is a need for Saturday morning deliveries of either a bag of fresh produce (Produce on Wheels!), Hurricane Preparedness Packs (May) or Holiday Bags (December). Also, we have a special delivery of Thanksgiving treats on Thanksgiving morning. Please see these opportunities listed under the Saturday Delivery button.

All daily meal volunteers must attend a Volunteer Orientation or a Nourish At Noon luncheon before volunteering. Other volunteers are not required to attend these events before beginning to serve as a volunteer.

Questions? Please call our office (813) 238-8410. Thank you!

Below the text are eight green circular buttons arranged in two rows of four:

- DAILY MEAL DELIVERY
- SATURDAY DELIVERY
- VOLUNTEER VIRTUALLY
- VOLUNTEER IN THE OFFICE
- VOLUNTEER ORIENTATION
- NOURISH AT NOON (NAN) LUNCHEON
- ALL VOLUNTEER OPPORTUNITIES
- THANK YOU VOLUNTEERS!

The Windows taskbar at the bottom shows the time as 12:25 PM on 9/8/2016.

# Action step 1: Change your password (cont'd)

B. Click '**Forgot your username or password?**' (blue underlined text near bottom).

The screenshot shows a web browser window with the address bar displaying `mowtampa.volunteerhub.com/SignIn.aspx`. The browser's address bar also shows several tabs: United States Departm..., FDLE Career Offender..., Hillsborough County S..., Driver License Check, SignUpGenius.com: Fr..., Most Visited, Getting Started, eTapestry - Andrea Br..., eTapestry Login, and `http://mowtampa.vol...`. The website header features the Meals On Wheels of Tampa logo, which includes a heart and a fork, and the text "MEALS ON WHEELS OF TAMPA nourish • enrich • strengthen". Below the logo is the "MEALS ON WHEELS AMERICA 2016 MEMBER" logo. The main content area has a search bar with a "Search" button and a "Sign In" link. Below the search bar is a green navigation bar with the word "Events". The main content area has a heading "Welcome to Meals On Wheels of Tampa's volunteer site!". Below the heading are two sections: "New Volunteers" and "Returning Volunteers". The "Returning Volunteers" section has a link "Forgot your username or password?" which is circled in red. The "Already registered?" section has a "Sign In" button. The "Not registered yet?" section has a "Register" button. The "Not registered yet?" section is crossed out with a red line. The footer of the page contains the text "Powered by VolunteerHub 4.2.6068.42634 Copyright ©2016 Carr Engineering, Inc. Terms of Use Copyright Management Carr Engineering, Inc. cannot guarantee the accuracy of information displayed on this page." The Windows taskbar at the bottom shows several icons: Internet Explorer, Outlook, Google Chrome, Firefox, and Word. The system clock in the bottom right corner shows the time as 12:26 PM on 9/8/2016.

United States Departm... FDLE Career Offender ... Hillsborough County S... Driver License Check SignUpGenius.com: Fr... Most Visited Getting Started eTapestry - Andrea Br... eTapestry Login http://mowtampa.vol...

MEALS ON WHEELS OF TAMPA nourish • enrich • strengthen

MEALS ON WHEELS AMERICA 2016 MEMBER

Search Sign In

Events

Welcome to Meals On Wheels of Tampa's volunteer site!

**New Volunteers:** Thank you for your interest in volunteering with us! Please create a volunteer account by clicking on the *Register* button below.

**Returning Volunteers:** To register for a specific volunteer opportunity with us, you must first sign in using your username and password below on the left. If you forget your password, [please reset it by clicking on the "Forgot Your Username or Password" link](#) above the *Sign In* button.

**Already registered?**

Sign in to access your account.

Username

Password

☐ Keep me logged in

[Forgot your username or password?](#)

Sign In

**Not registered yet?**

It's free and easy! Click below to get started.

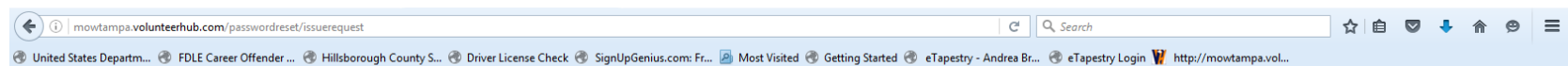
Register

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# Action step 1: Change your password (cont'd)

C. Enter your username.

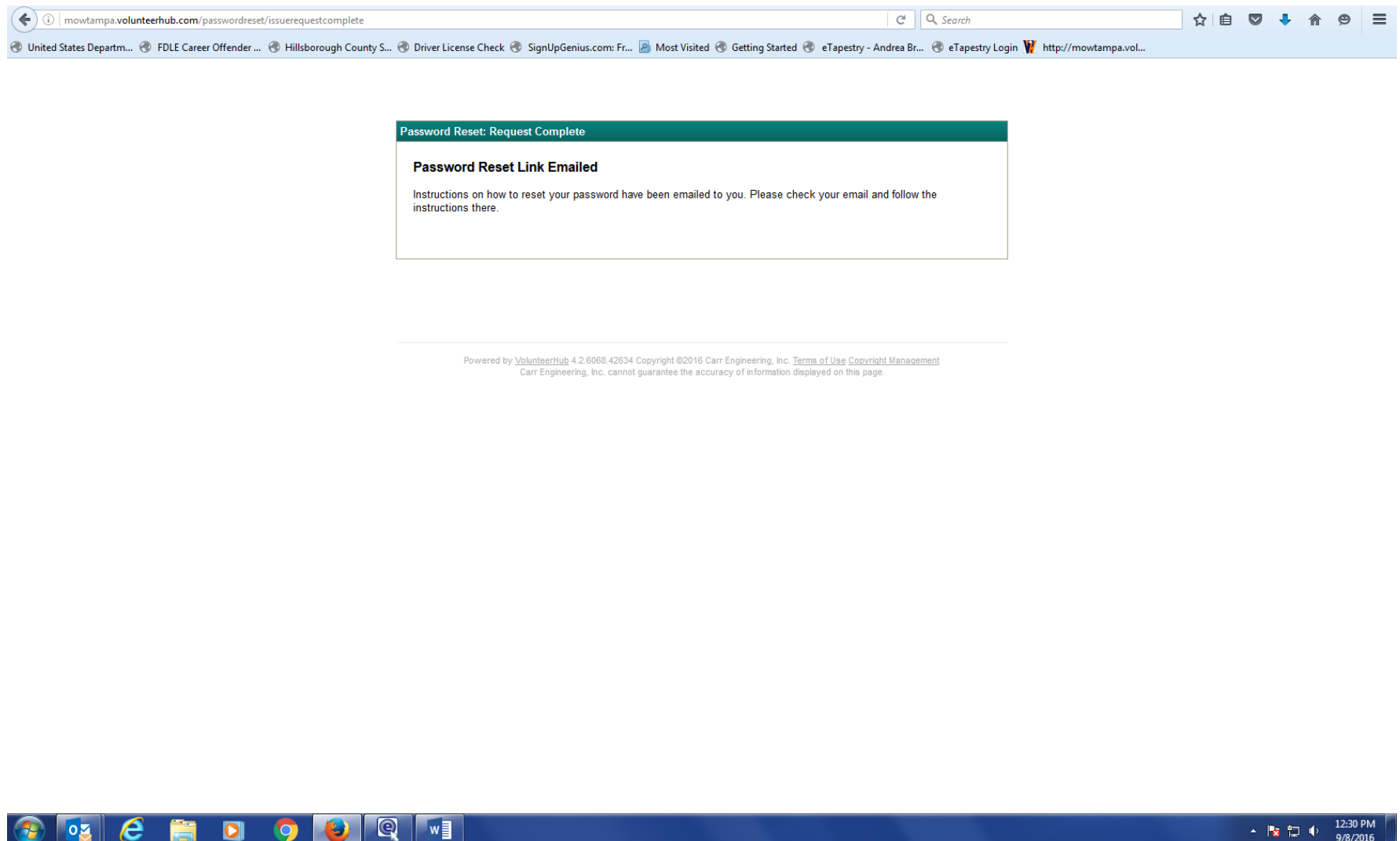
Your username is your **firstnamelastname**. Make sure to enter your username all together as **ONE WORD**, no spaces or hyphens please (example: idapagan). Do not enter your email address. Click **'Continue>'**.

A screenshot of a web form titled "Password Reset: Request". The form has a heading "Forgot your Username or Password?". Below the heading is a text input field labeled "Username or Email Address \*Required". The input field is circled in red. To the right of the input field are two buttons: "Exit" and "Continue >".

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# Action step 1: Change your password (cont'd)

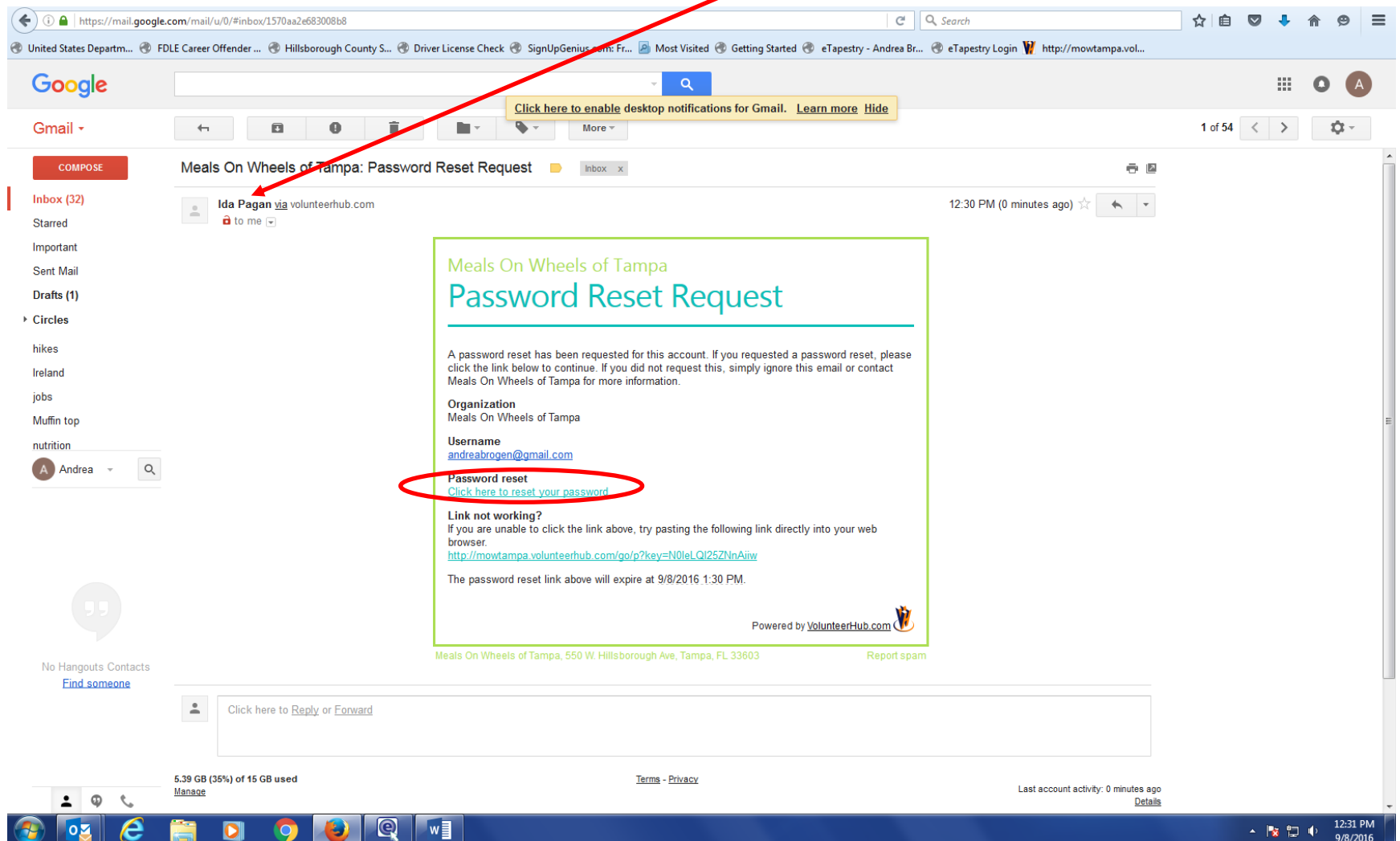
D. Now check your email for the **'Password Reset Request'** link email. The 'Password Reset Request' email will come from Ida.





# Action step 1: Change your password (cont'd)

E. The 'Password Reset Request' email will look like this and will come from Ida. Click on the link **Click here to reset your password** under 'Password reset'.



## Action step 1: Change your password (cont'd)

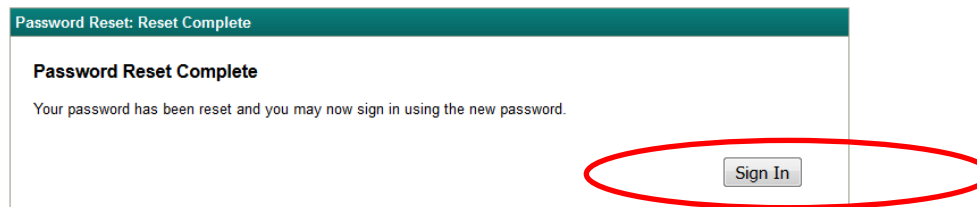
F. A new web screen will open. Choose a new password and verify the new password. Click '**Reset Password**'.

The screenshot shows a web browser window with the address bar displaying `mowtampa.volunteerhub.com/passwordreset/reset?key=N0leLQI25ZNnAiiv`. The browser's tab bar includes several open tabs, with the current one being `http://mowtampa.vol...`. The main content area displays a form titled "Password Reset: New Password". The form has a green header bar with the title. Below the header, the text "Select a New Password" is followed by a welcome message: "Welcome Meals Smith! Now, select your new password and enter it below." The form contains two input fields: "Choose a Password \*Required" and "Verify Password \*Required". Two red arrows point from the text "Choose a new password" in the instruction to the first input field, and from "verify the new password" to the second input field. A red oval highlights the "Reset Password" button at the bottom right of the form. At the bottom of the page, there is a footer with the text: "Powered by VolunteerHub 4.2.6068.42634 Copyright ©2016 Carr Engineering, Inc. [Terms of Use](#) [Copyright Management](#) Carr Engineering, Inc. cannot guarantee the accuracy of information displayed on this page."

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## Action step 1: Change your password (cont'd)

G. Your password reset is now complete. Click '**Sign In**' to log in to your account with your username and new password.




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# Action step 1: Change your password (cont'd)

H. You will be taken to the Meals On Wheels of Tampa VolunteerHub home screen. Please enter your **username** (FirstnameLastname) and new **password**, then click '**Sign In**'.

United States Departm... FDLE Career Offender ... Hillsborough County S... Driver License Check SignUpGenius.com: Fr... Most Visited Getting Started eTapestry - Andrea Br... eTapestry Login http://mowtampa.vol...

 **MEALS ON WHEELS OF TAMPA**  
nourish • enrich • strengthen  
**MEALS ON WHEELS AMERICA 2016 MEMBER**

Search [Sign In](#)

Events

Welcome to Meals On Wheels of Tampa's volunteer site!

**New Volunteers:** Thank you for your interest in volunteering with us! Please create a volunteer account by clicking on the [Register](#) button below.

**Returning Volunteers:** To register for a specific volunteer opportunity with us, you must first sign in using your username and password below on the left. If you forget your password, [please reset it by clicking on the "Forgot Your Username or Password" link](#) above the [Sign In](#) button.

**Already registered?**

Sign in to access your account.

Username

Password

☐ Keep me logged in  
[Forgot your username or password?](#)

[Sign In](#)

**Not registered yet?**

It's free and easy! Click below to get started.

[Register](#)

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12:33 PM 9/8/2016



## Action step 1: Change your password

**COMPLETE**



*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*



## Action step 2: Sign up or cancel your scheduled route for delivery

**COMPLETE** ☐

*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*

# Action step 2: Sign up or cancel your scheduled route for delivery

*(estimated time to complete is 2 minutes)*

A. Once you log in to your account, you will be brought to your home screen. You may or may not see any registered events.

- ⇒ If you deliver a regular route (this means delivering the same route weekly, bi-weekly, Monday-Friday), you should see your route along with future dates under the **Your Events** bar (figure A). If you are unable to deliver the route you are scheduled for, click **Cancel**. If you do not see any events displayed, click the green **Daily Meal Delivery** button and proceed to sign up for the route you deliver.
- ⇒ If you are a substitute driver, click the green **Daily Meal Delivery** button (figure B) and proceed to sign up for the route(s) and date(s) you desire.
- ⇒ If you currently deliver a route on Saturdays or if you would like to sign up to deliver a route for a special program (like Produce On Wheels, Thanksgiving Am, or Holiday) on the 3rd Saturday of the month, please click the green **Saturday Delivery** button (figure C) at the top and proceed to sign up for the route you desire.

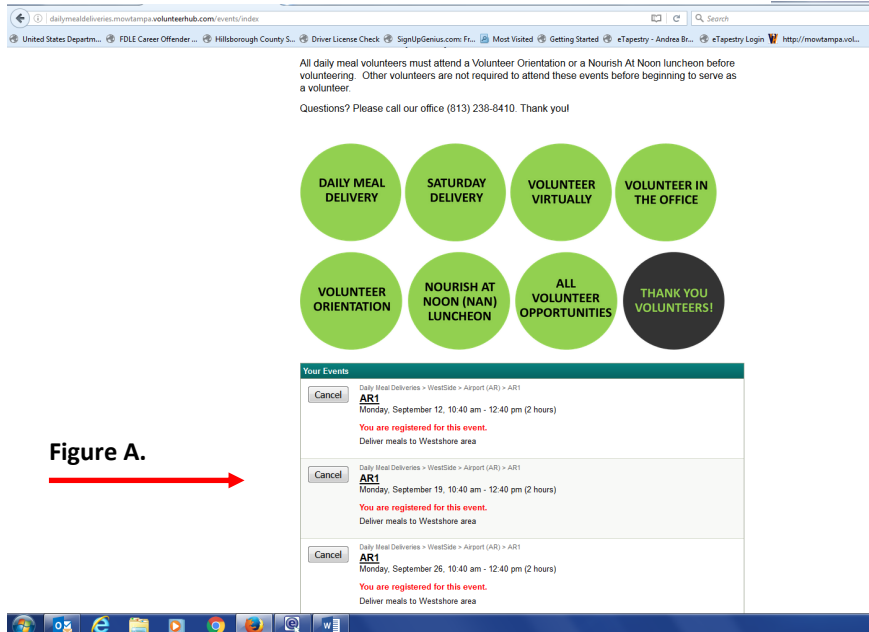


Figure A.

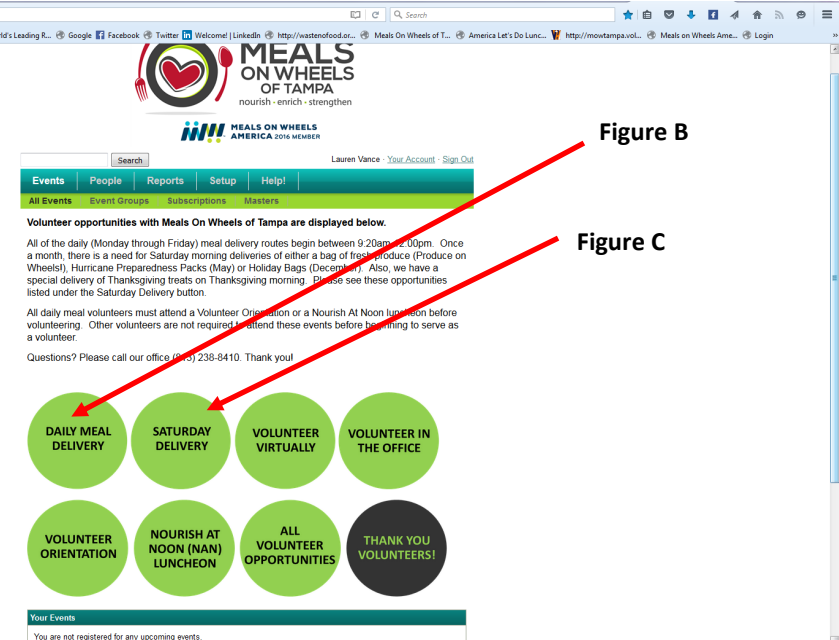


Figure B

Figure C

## Action step 2: Sign up or cancel your scheduled route for delivery (cont'd)

B. Sign up for the route and date you would like to deliver by clicking 'Sign Up'.

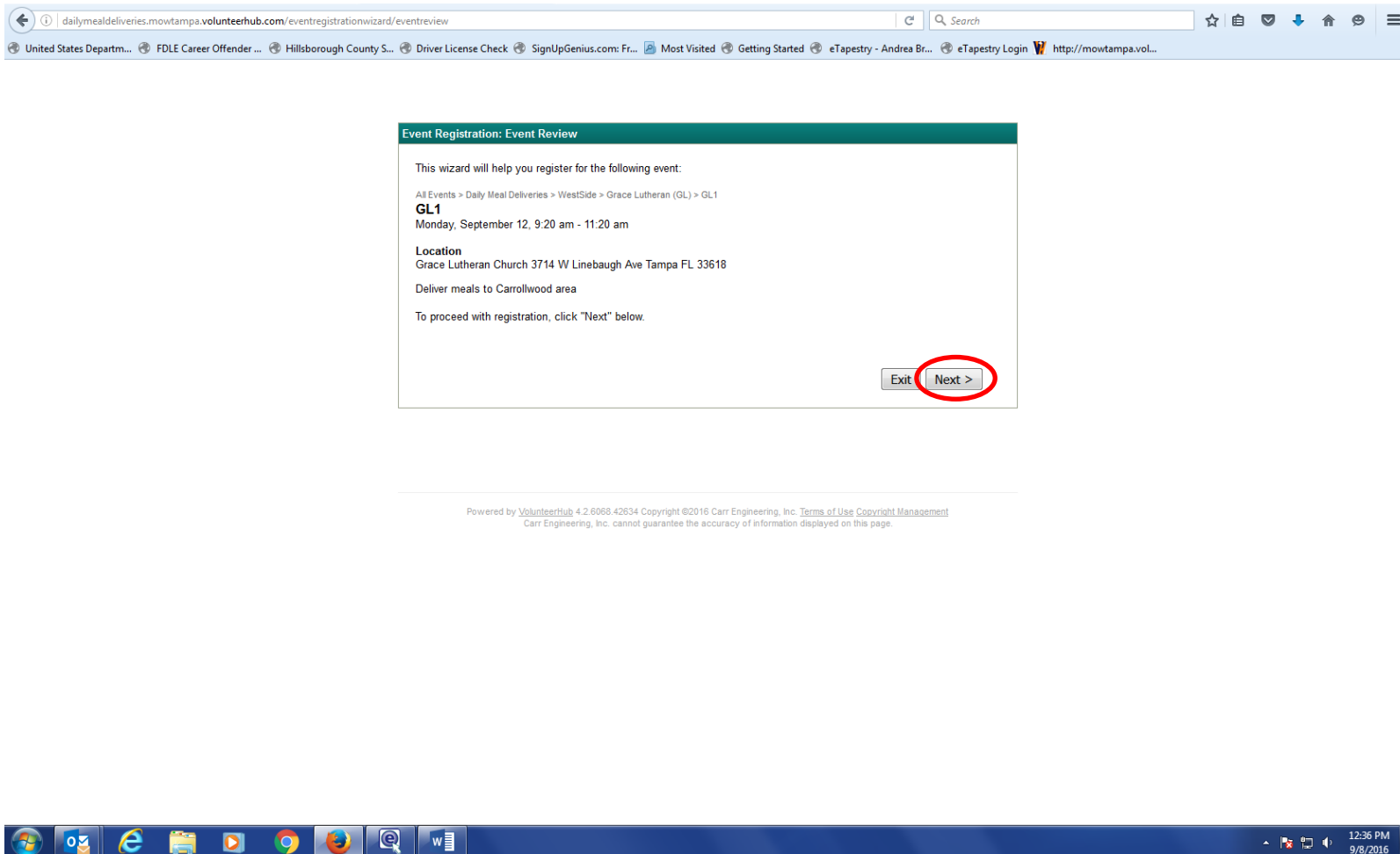
The screenshot shows a web browser window with the URL [dailymealdeliveries.mowtampa.volunteerhub.com/events/index](http://dailymealdeliveries.mowtampa.volunteerhub.com/events/index). The page displays a list of delivery routes for Monday, September 12, 2016. The first route, GL1, is highlighted with a red circle around its 'Sign Up' button. The 'Sign Up' button for each route indicates that there is 1 slot left.

Route	Location	Time	Duration	Area
GL1	Daily Meal Deliveries > WestSide > Grace Lutheran (GL) > GL1	Monday, September 12, 9:20 am - 11:20 am	(2 hours)	Deliver meals to Carrollwood area
GL3	Daily Meal Deliveries > WestSide > Grace Lutheran (GL) > GL3	Monday, September 12, 9:20 am - 11:20 am	(2 hours)	Deliver meals to Carrollwood area
GL4	Daily Meal Deliveries > WestSide > Grace Lutheran (GL) > GL4	Monday, September 12, 9:20 am - 11:20 am	(2 hours)	Deliver meals to Carrollwood area
GL5	Daily Meal Deliveries > WestSide > Grace Lutheran (GL) > GL5	Monday, September 12, 9:20 am - 11:20 am	(2 hours)	Deliver meals to Carrollwood area
FH1	Daily Meal Deliveries > East Side > Forest Hills (FH) > FH1	Monday, September 12, 9:30 am - 11:30 am	(2 hours)	Deliver meals to Forest Hills
FH2	Daily Meal Deliveries > East Side > Forest Hills (FH) > FH2	Monday, September 12, 9:30 am - 11:30 am	(2 hours)	Deliver meals to Forest Hills
FH3	Daily Meal Deliveries > East Side > Forest Hills (FH) > FH3	Monday, September 12, 9:30 am - 11:30 am	(2 hours)	Deliver meals to Forest Hills
FH4	Daily Meal Deliveries > East Side > Forest Hills (FH) > FH4	Monday, September 12, 9:30 am - 11:30 am	(2 hours)	Deliver meals to Forest Hills
FH5	Daily Meal Deliveries > East Side > Forest Hills (FH) > FH5	Monday, September 12, 9:30 am - 11:30 am	(2 hours)	Deliver meals to Forest Hills



## Action step 2: Sign up or cancel your scheduled route for delivery (cont'd)

C. Confirm the details of the event you signed up for, pay attention to the **date and route number**. Click '**Next>**'.





## Action step 2: Sign up or cancel your scheduled route for delivery

**COMPLETE**



*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*



## Action step 3: Fill out a new Volunteer Application

**COMPLETE** ☐

*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*

## Step 3: Fill out a new Volunteer Application

A. Please complete/update the Volunteer Application information and acknowledge all agreements. **This is step is required for everyone.** When the information is filled out, click **'Next'** on bottom.

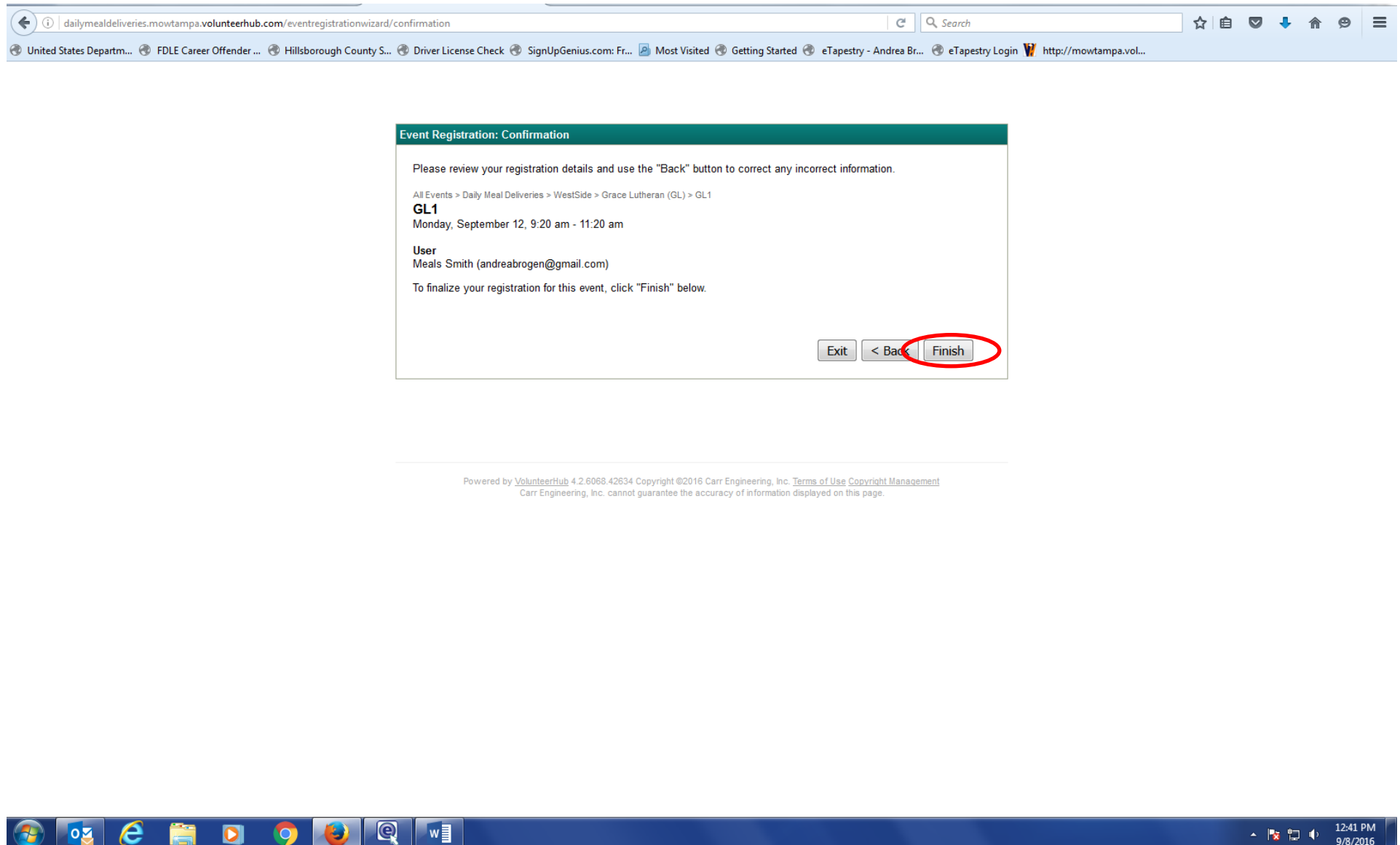
The screenshot shows a web browser window with the URL [dailymealdeliveries.mowtampa.volunteerhub.com/eventregistrationwizard/userreview](http://dailymealdeliveries.mowtampa.volunteerhub.com/eventregistrationwizard/userreview). The browser's address bar and tabs are visible at the top. The main content area is titled "Event Registration: User Review" and contains the following elements:

- A message: "Please review your user details for accuracy before continuing with event registration."
- The Meals on Wheels of Tampa logo, which features a heart inside a circle with a fork and spoon, and the text "MEALS ON WHEELS OF TAMPA nourish • enrich • strengthen".
- The Meals on Wheels America 2016 Member logo.
- The title "Volunteer Application".
- Instructions: "Instructions: Please complete each of the following questions to the best of your ability. Required questions are marked with the text \*Required. Once you're finished, click on the Next button at the bottom of the page to start signing up for opportunities!"
- A green header for the "Personal Information" section.
- Form fields for "Full Name" (Title, First, MI, Last) and "Date of Birth" (MM/DD/YYYY).
- A label for "Company/Employer".

The Windows taskbar is visible at the bottom of the screen, showing various application icons and the system clock indicating 12:36 PM on 9/8/2016.

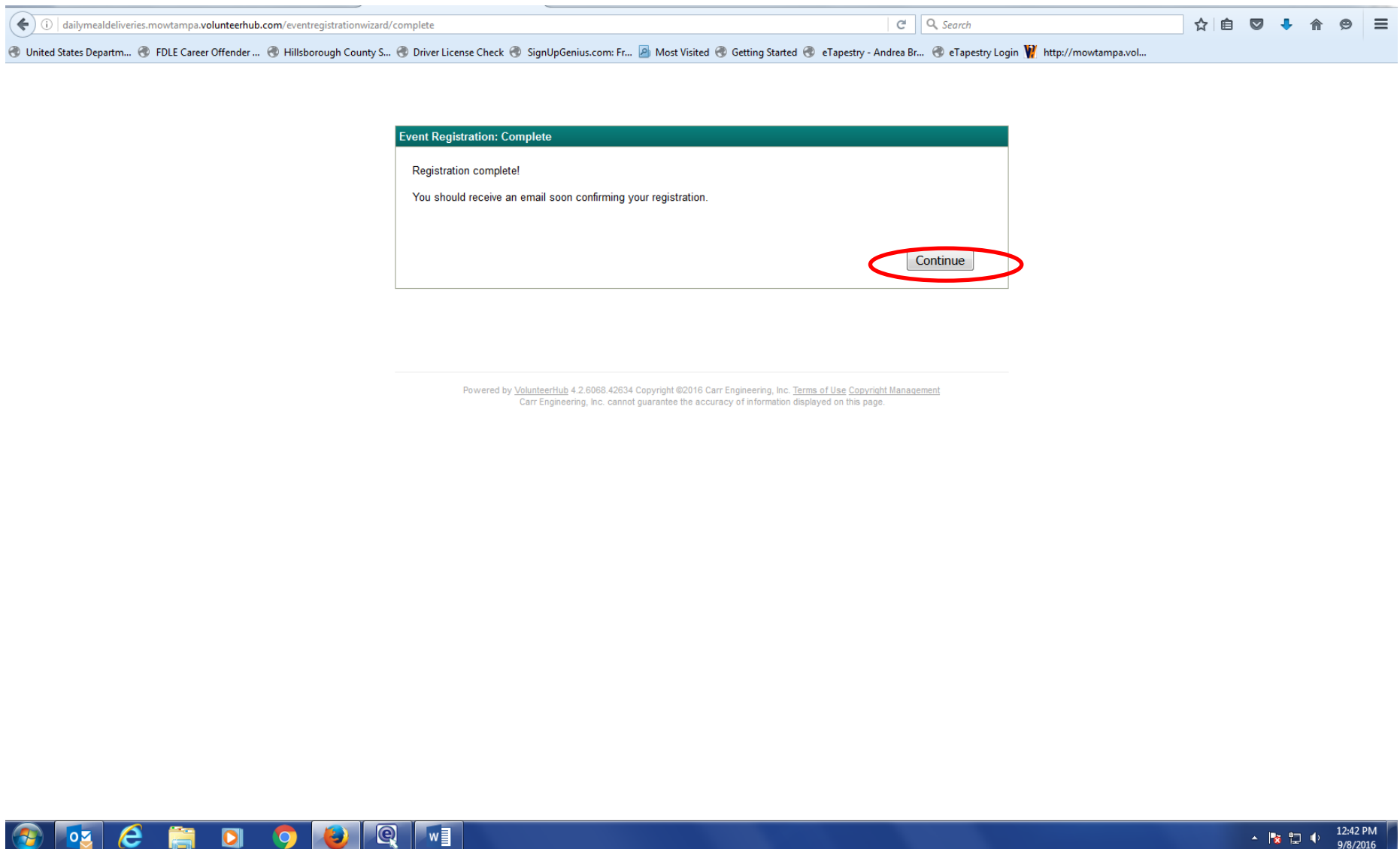
## Step 3: Fill out a new Volunteer Application (cont'd)

B. To finalize your registration, confirm the route and dates of the event(s) you signed up for in Step 2. Click **'Finish'**.



## Step 3: Fill out a new Volunteer Application (cont'd)

C. Registration complete. Congratulations! You have successfully completed the 3 action steps required to use the new Meals On Wheels of Tampa VolunteerHub software. Click '**Continue**'.





## Action step 3: Fill out a new Volunteer Application

**COMPLETE**



*Need assistance with this process? Have questions? Unable to access to a computer with internet?  
Please call the office ASAP between 10-3pm (813)238-8410.*

# Cancelling Volunteer Events (route delivery and more)

The routes you are scheduled for will be displayed on your home page under **'Your Events'**. If you would like to change/cancel any routes/days that you are scheduled to deliver, please click **'Cancel'**, displayed to left of the event.

**You have 48 hours before the start of the event to cancel or register online.** If you need to cancel within 48 hours of your scheduled event , please contact Ida Pagan, Volunteer Manager, at (813) 238-8410 or [I.Pagan@mowtampa.org](mailto:I.Pagan@mowtampa.org).

The screenshot shows a web browser window with the URL [dailymealdeliveries.mowtampa.volunteerhub.com/events/index](http://dailymealdeliveries.mowtampa.volunteerhub.com/events/index). The page has a teal header with 'Events' and a green sub-header with 'All Events' and 'Subscriptions'. Below this, a message states: 'Volunteer opportunities with Meals On Wheels of Tampa are displayed below.' It then provides details about daily meal delivery routes (Monday through Friday, 9:20am-12:00pm) and mentions a need for Saturday morning deliveries of fresh produce or holiday bags. It also mentions Thanksgiving treats and a Volunteer Orientation or Nourish At Noon luncheon. A red arrow points from the text 'cancel or register online' in the previous block to the 'Cancel' button in the 'Your Events' section. The 'Your Events' section shows a table with one event: 'GL1' on Monday, September 12, 9:20 am - 11:20 am (2 hours). The 'Cancel' button is circled in red. The event description says 'You are registered for this event. Deliver meals to Carrollwood area'.

United States Departm... FDLE Career Offender ... Hillsborough County S... Driver License Check SignUpGenius.com: Fr... Most Visited Getting Started eTapestry - Andrea Br... eTapestry Login http://mowtampa.vol...  
Search Meals Smith - Your Account - Sign Out

**Events**  
All Events Subscriptions

Volunteer opportunities with Meals On Wheels of Tampa are displayed below.

All of the daily (Monday through Friday) meal delivery routes begin between 9:20am-12:00pm. Once a month, there is a need for Saturday morning deliveries of either a bag of fresh produce (Produce on Wheels!), Hurricane Preparedness Packs (May) or Holiday Bags (December). Also, we have a special delivery of Thanksgiving treats on Thanksgiving morning. Please see these opportunities listed under the Saturday Delivery button.

All daily meal volunteers must attend a Volunteer Orientation or a Nourish At Noon luncheon before volunteering. Other volunteers are not required to attend these events before beginning to serve as a volunteer.

Questions? Please call our office (813) 238-8410. Thank you!

**DAILY MEAL DELIVERY** **SATURDAY DELIVERY** **VOLUNTEER VIRTUALLY** **VOLUNTEER IN THE OFFICE**  
**VOLUNTEER ORIENTATION** **NOURISH AT NOON (NAN) LUNCHEON** **ALL VOLUNTEER OPPORTUNITIES** **THANK YOU VOLUNTEERS!**

**Your Events**

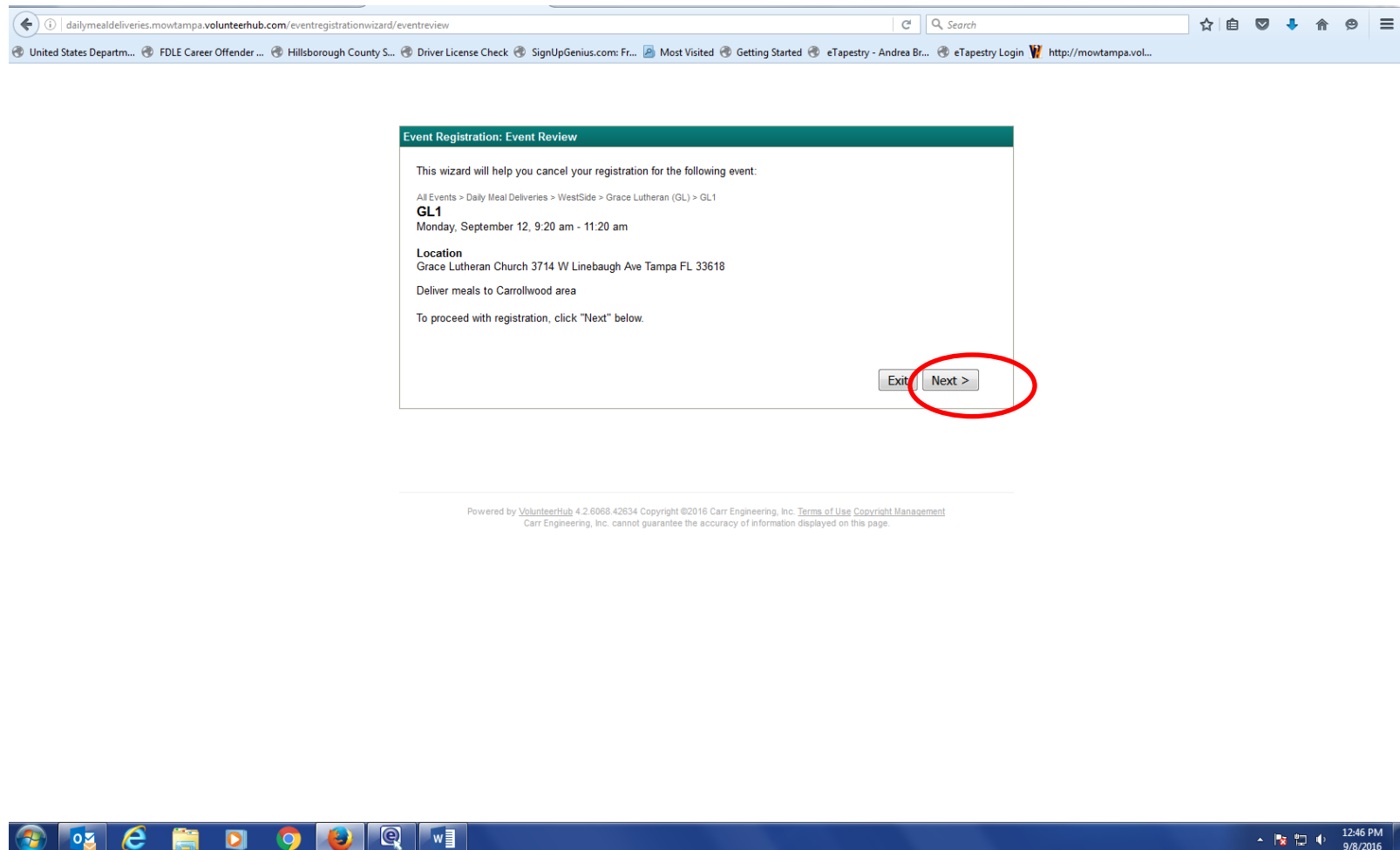
<b>Cancel</b>	Daily Meal Deliveries > WestSide > Grace Lutheran (GL) > GL1 <b>GL1</b> Monday, September 12, 9:20 am - 11:20 am (2 hours) <b>You are registered for this event.</b> Deliver meals to Carrollwood area
---------------	--

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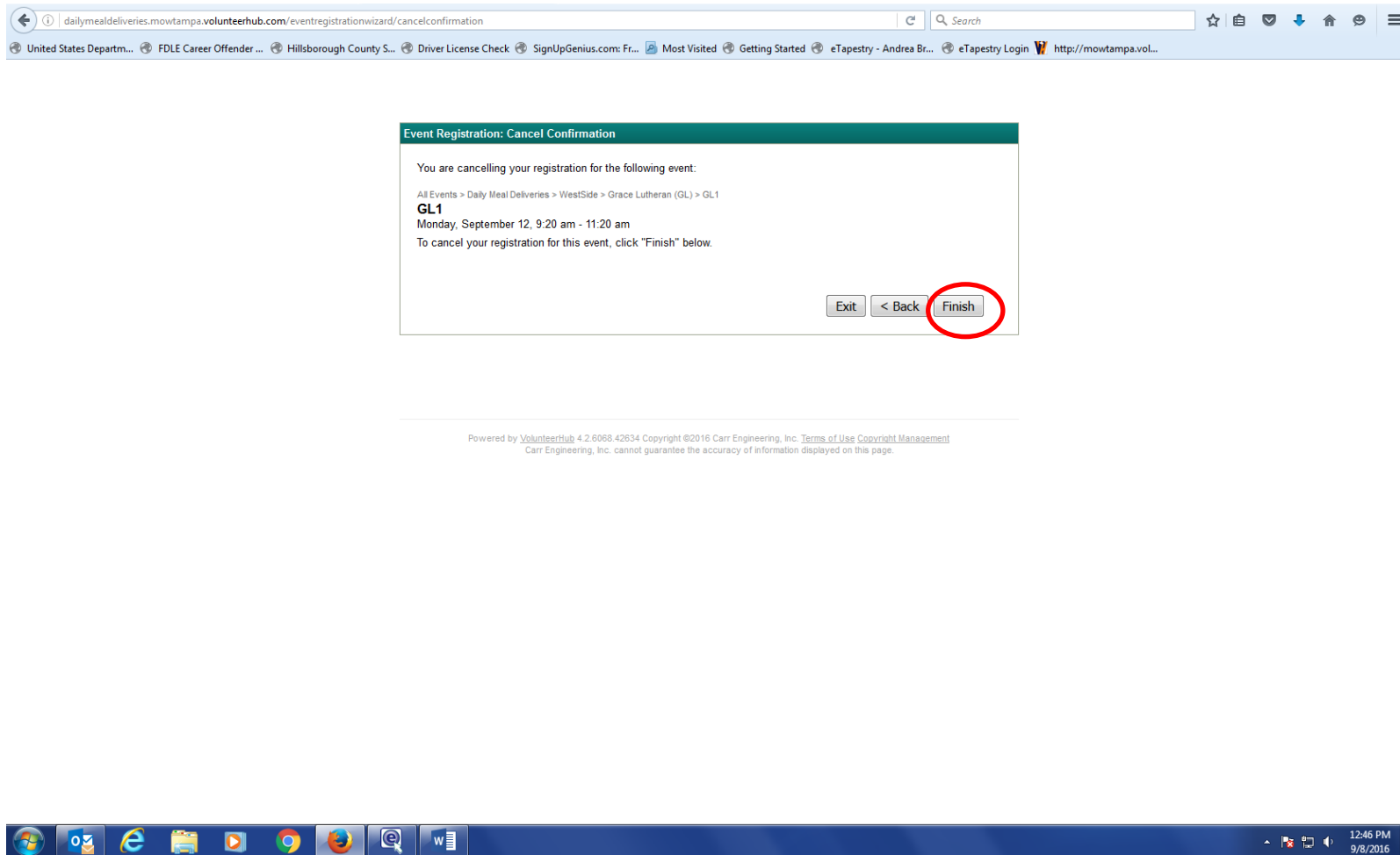
# Cancelling Volunteer Events (route delivery and more)

The event details for the event you are cancelling will display, click '**Next>**'.



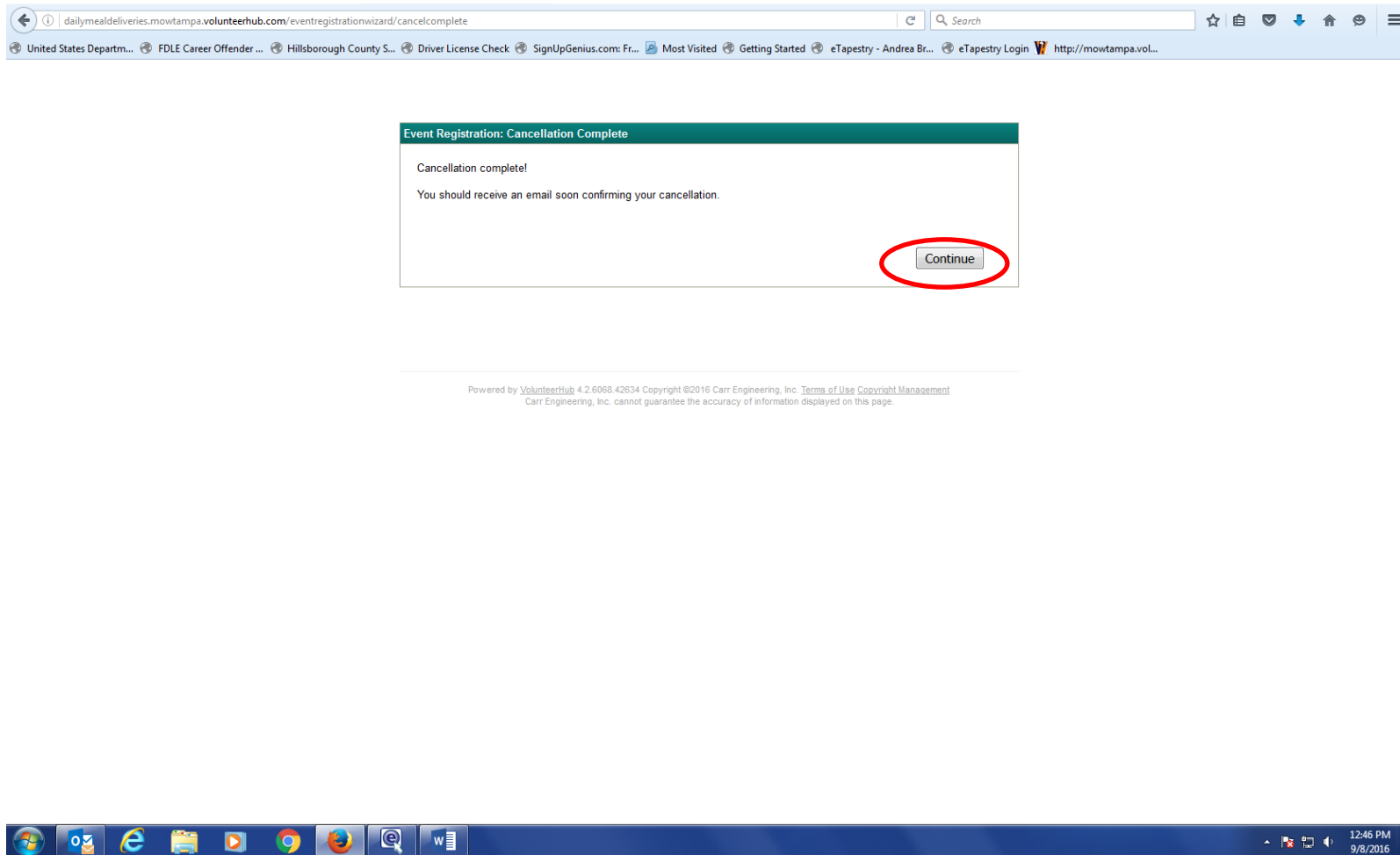
# Cancelling Volunteer Events (route delivery and more)

Confirm the event you are cancelling and click **'Finish'**.



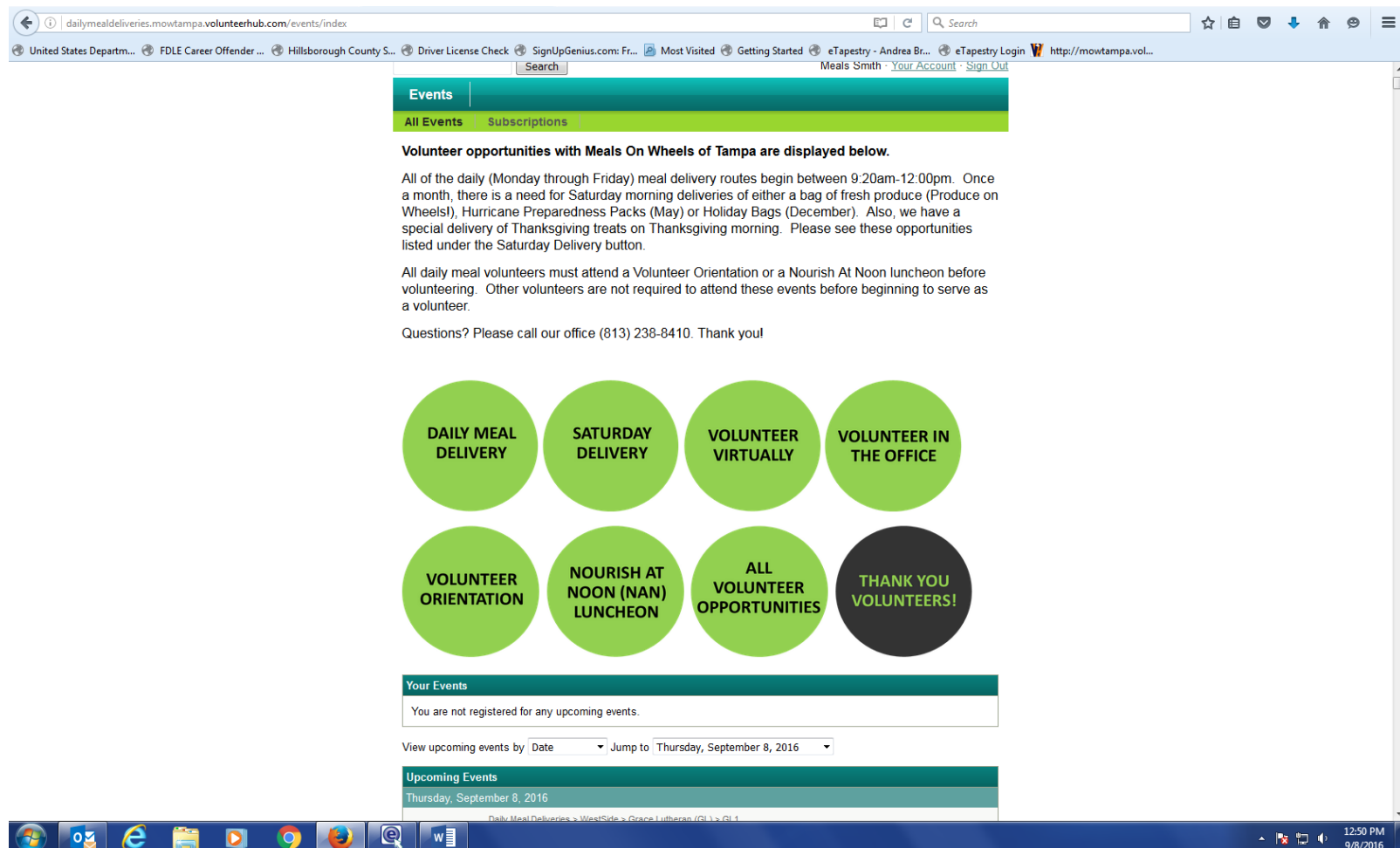
# Cancelling Volunteer Events (route delivery and more)

Event cancellation complete. Click **'Continue'**.



# Cancelling Volunteer Events (route delivery and more)

You will arrive back to the Meals On Wheels of Tampa VolunteerHub home screen. The event you just canceled should no longer be displayed under **'Your Events'**. You are finished.





***If you need assistance with this process, if you have any questions or do not have access to a computer, please call the office ASAP between 10-3pm (813)238-8410.***

***Thank you!***