



# Volunteer Help

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## General

Offero is an application that allows the public to easily sign up/register to participate in activities. It also allows volunteers to sign up to help with these activities and track volunteer hours, interests, and more.

## Create your account

1. Click on Sign up
2. Enter the required information
  - a. First/Last Name
  - b. Email Address
  - c. Primary Phone
  - d. Password
3. Click Create Account

## Logging in

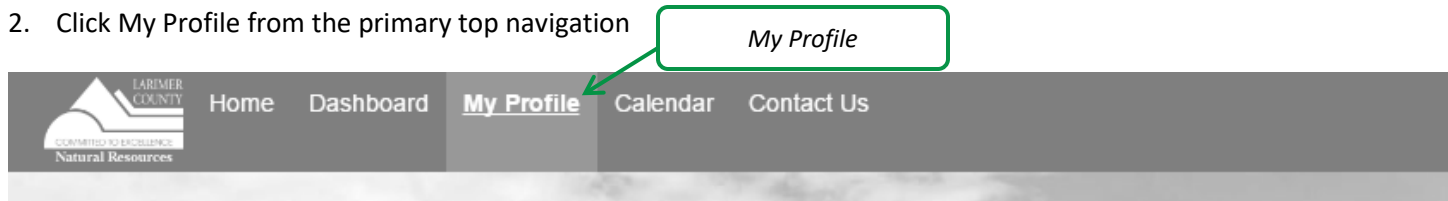
1. Click Login
2. Enter email and password
3. Click Login

Forgot your password? Click on the Forgot password link and enter the email address used to create your Account. We will send you link via email to reset your password, this link is valid for **24 hours**.



## Editing your Profile

1. After you have logged into your account
2. Click My Profile from the primary top navigation



3. You can edit the following by clicking the edit icon next to each section
  - a. Personal demographic information
  - b. Availability
  - c. Volunteer biography & Preferences
    - i. The Biography entered will be visible by other volunteers and the public (if you lead public programs) if you specify.
    - ii. *\*Note: Other personal information will not be visible.*
  - d. Skills & Interests
    - i. *\*Note: The interests you select here will filter the activities and assignments that you will see in "Opportunities" and "Upcoming Activities" on your dashboard.*
  - e. Emergency Contact
  - f. Email Opt-Out Preferences
  - g. Copies of all waivers you have signed

## Service History

You can generate a report with your service history detail.

1. Go to "My Profile" from the primary top navigation
2. Click on "View Full History" in the service history section
3. Click on the year that you would like to view the information for.

## Calendar

The calendar allows you to view your schedule as well as upcoming activities and opportunities. Click on an activity to get additional details

- Filter activities using the advanced Search options

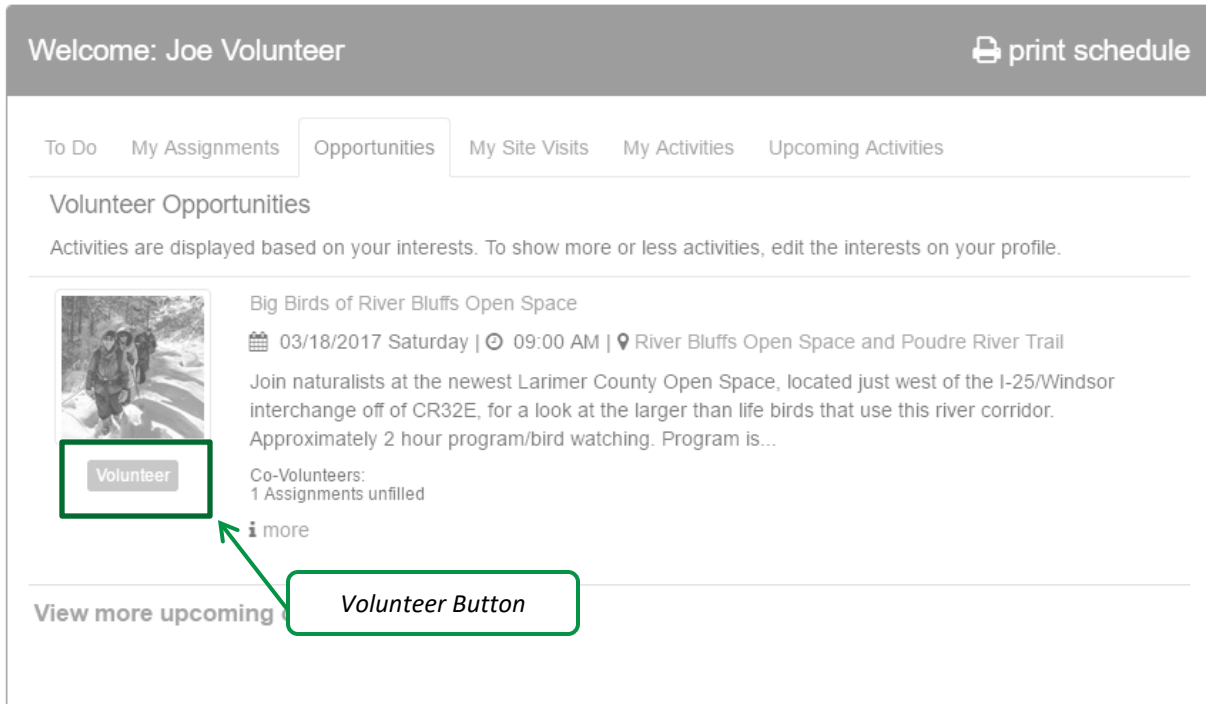


# Volunteering

## Signing up to help with an activity

There are two ways to sign up to help with an activity.

1. From the Dashboard
2. Click the Opportunities Tab
3. Click the Volunteer button



4. Complete the assignment process

OR

1. From the calendar
2. Click on an activity to help with
3. **If the activity has available positions** to help with you will see the volunteer button

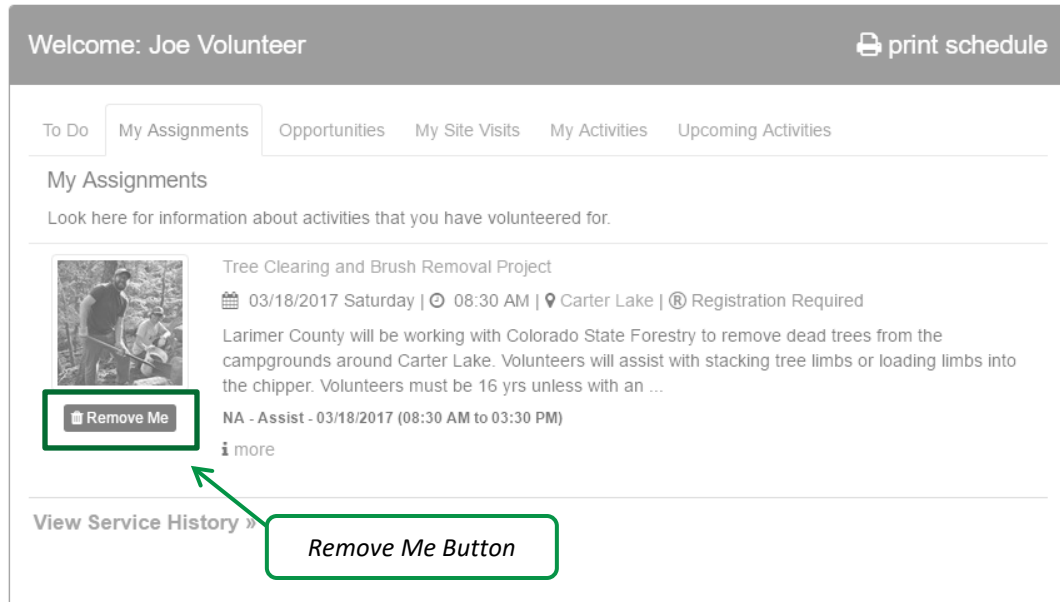


4. Click the Volunteer button
5. Complete the assignment process

## Removing yourself from an activity

If you are no longer able to help with an activity you may click the “remove me” button on the Dashboard. If the activity is less than five days away, you will have to contact a staff person.

1. From your dashboard
2. Click My Assignments Tab
3. Click the Remove me button

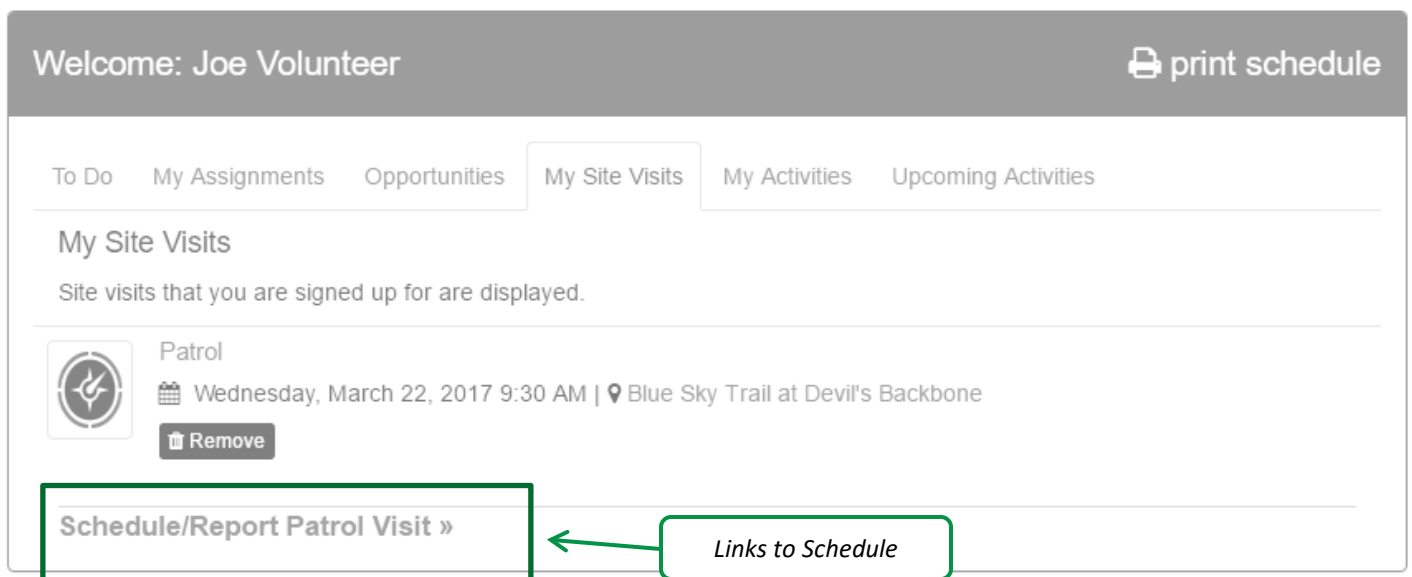


The screenshot shows a user interface for a volunteer dashboard. At the top, it says "Welcome: Joe Volunteer" and has a "print schedule" button. Below this are navigation tabs: "To Do", "My Assignments", "Opportunities", "My Site Visits", "My Activities", and "Upcoming Activities". The "My Assignments" tab is selected. Underneath, there's a heading "My Assignments" and a sub-heading "Look here for information about activities that you have volunteered for." A list of activities is shown. The first activity is "Tree Clearing and Brush Removal Project" with a date of "03/18/2017 Saturday" and time "08:30 AM". A "Remove Me" button is highlighted with a green box. A green arrow points from a larger green box labeled "Remove Me Button" to this button. Below the activity list is a "View Service History »" link.

## Signing up for a site visit

Site visits are at will assignments meaning that there is not a specific date and time that they are required to be completed. This includes volunteers in the VRA, Bird Survey, Adopter groups.

1. From the Dashboard
2. Click on My Site Visits



The screenshot shows a user interface for a volunteer dashboard. At the top, it says "Welcome: Joe Volunteer" and has a "print schedule" button. Below this are navigation tabs: "To Do", "My Assignments", "Opportunities", "My Site Visits", "My Activities", and "Upcoming Activities". The "My Site Visits" tab is selected. Underneath, there's a heading "My Site Visits" and a sub-heading "Site visits that you are signed up for are displayed." A list of site visits is shown. The first site visit is "Patrol" with a date of "Wednesday, March 22, 2017 9:30 AM" and location "Blue Sky Trail at Devil's Backbone". A "Remove" button is visible. Below the site visit list is a link "Schedule/Report Patrol Visit »" which is highlighted with a green box. A green arrow points from a larger green box labeled "Links to Schedule" to this link.

3. You will see an option to schedule your site visit, click that link
4. Enter the required information
  - a. *\*\*Note: depending on the type, you may see less options*
  - b. Place
  - c. Date/Time of visit
  - d. Hours (duration you expect to spend)
  - e. Patrol Type
5. Click Save
6. If you have already completed the visit you can click the Finish Report Now button and complete the report.

### **Completing a site visit report**

1. From the Dashboard
2. Click on My Site Visits
3. Click the Report button next to the site visit you wish to complete the report for
4. Enter the Required information
  - a. *\*\*Note: depending on the type, you may see less options*
  - b. Contact type (Can be informational, Bags of Trash Collected, Birds seen, etc)
  - c. A quantity
  - d. Any notes
  - e. Patrol Description
  - f. Maintenance Title
    - i. Only enter information in the maintenance title or description if maintenance is required.
    - ii. Entering information into these fields will automatically send an email to maintenance staff for review with your name and email to contact you with questions.
5. Click Save

### **Removing your scheduled site visit**

6. From the Dashboard
7. Click on My Site Visits
8. Click the Remove button next to the site visit you wish to remove. If the button is no longer visible you will need to contact a staff person.

# Communication

## Activity Communication

1. From the dashboard
2. Click Assignments or Opportunities Tab
3. Click on the title of the Activity

### My Assignments

Look here for information about activities that you have volunteered for.



### Tree Clearing and Brush Removal Project

4. You will go to the Volunteer Activity Profile



Tree Clearing and Brush Removal Project - Carter Lake  
Saturday Mar 18th 2017 at 08:30 AM - 03:30 PM  
Volunteer Opportunities -

Larimer County will be working with Colorado State Forestry to remove dead trees from the campgrounds around Carter Lake. Volunteers will assist with stacking tree limbs or loading limbs into the chipper. Volunteers must be 16 yrs unless with an adult. All training and tools will be provided. Lunch will be offered onsite.

Maximum Participants: 15

[Pam Mayhew](#)  
[Larimer County Natural Resources](#)  
[Volunteer Coordinator](#)  
(970) 679-4552  
[mayhewpj@co.larimer.co.us](mailto:mayhewpj@co.larimer.co.us)

Activity Contact

Number of people currently registered/expected: 0

Already signed up to help as: NA!

If you are no longer able to help with this activity, you may click the "Remove" button below. If the activity is less than five days from now you will have to contact a staff person.

Remove NA Assignment

Remove your assignment

Communication

Please feel free to communicate with fellow volunteers who share this assignment with you. You may choose to communicate with an individual or with all the volunteers assigned.

Email Participants

Email Volunteers

Email Participants

Email Volunteers

Other Volunteer Info



Joe V - Naturalist Assistant - Assist - 03/18/2017 - 08:30 AM - 03:30 PM

I'm a real nature lover, so whenever possible, I like to get to the mountains, out on a trail or get somewhere there's fresh air. Apart from that, I'm a film addict and a documentary buff.

Email Joe V

Email Volunteer

5. From the Activity Profile, you can:

- a. Remove your assignment
- b. Communicate with the activity contact
- c. Communicate with Participants signed up for the activity
- d. Communicate with Volunteers helping with the activity
- e. Email a specific volunteer
- f. **\*\*Note: All emails are sent through the system, no email addresses are shared. Copies are also sent to staff**

# Site Visit Communication

## 1. From the Calendar

Calendar

This calendar displays both volunteer and public activities.

Show Advanced Search Options

Calendar List View

Search Filters

Place: Choose Places...

Geographic Area: Choose Geographic Areas

Site Visit Type: Choose Site Visit Type...

Category: Choose Categories...

Age Group: Choose Age Groups...

Result Types: **Activities** Site Visits

Interest: Choose Interests...

Program: Choose Programs...

My Calendar: Registered Activities Volunteer Schedule

Help Needed: Activities

Clear Filter

2. Click show advanced Search options
3. Click Site Visits
4. Click Filter
5. From the Calendar – you will see site visits in grey

< > today

March 2017

month week list day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

11:03a Blue Sky Trail at Devi

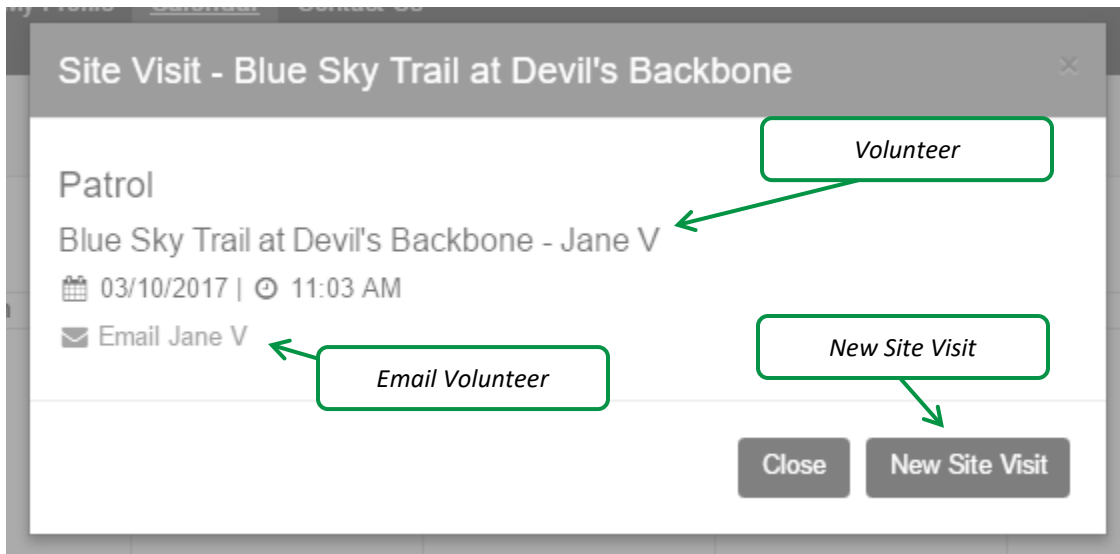
9a Big Birds of River Bluffs O

8:30a Tree Clearing and Bru

9a Big Birds of River Bluffs O



6. Click the site visit to get more information



7. You can email the volunteer for the site visit or create a new site visit at the same place and time.