Volunteer Portal
Instructions

<table>
<thead>
<tr>
<th>Milwaukee County</th>
<th>Waukesha County</th>
</tr>
</thead>
<tbody>
<tr>
<td>(414) 488-6500</td>
<td>(262) 549-3348</td>
</tr>
<tr>
<td><a href="mailto:VolunteerMilwaukee@Eras.org">VolunteerMilwaukee@Eras.org</a></td>
<td><a href="mailto:VolunteerWaukesha@Eras.org">VolunteerWaukesha@Eras.org</a></td>
</tr>
</tbody>
</table>
## Contents

**ACCESSING THE VOLUNTEER PORTAL**

- On the Computer ................................................................. 2
- Through the Phone ................................................................... 2

**FIRST TIME LOGGING IN**

- Creating or Retrieving Your Unique Password ............................. 3

**SIGNING UP FOR RIDES**

- Volunteer Opportunities ........................................................... 5
- My Events .................................................................................. 8

**RECORDING HOURS**

- Online Form ............................................................................. 9
- On The Portal ........................................................................... 9

**ADDITIONAL PORTAL FEATURES**

- My Profile ................................................................................ 11
ACCESSING THE VOLUNTEER PORTAL

On the Computer
2. Hover your cursor on the “Volunteer” tab at the top of the screen, until a drop down list appears.
3. Then click on “Volunteer Login” at the bottom of the drop down list. You will be taken to a page to login and also will see these instructions. Click “Login Now”.
4. You will be redirected to a Portal Page. Click “Returning Volunteers Log in here”.

Through the Phone
2. Click on the three horizontal lines in the top right of the website above the scrolling banner.
3. Hover over the word “Volunteer” in the drop down menu that appears.
4. More options will appear. Click on the words “Volunteer Login”.
5. You will be taken to a page to login and also will see these instructions. Click “Login Now”. You will be redirected to a Portal Page. Click “Returning Volunteers Log in here”.

![Screen shot of the volunteer portal login page.](Image)
FIRST TIME LOGGING IN

If you applied online and already created a password, log in with that and skip steps 2-3.
If you’ve forgotten your password or need to create a password, please follow the steps below.

Creating or Retrieving Your Unique Password

1. Navigate to the Volunteer Portal. (See page 2 for instructions)
2. Click “I forgot my password”
3. Enter the email address you signed up with and click “Retrieve Password.” Your unique password will be sent to your email address.

*NOTE: If you have previously created a password the email sent will contain that password. If this is the first time creating a password the email sent will contain a computer generated password. The password that is sent to you is not a temporary password. This is your password to log into the portal. If you would like to change it to something more personal please continue with the steps below.
4. Enter your email address and your unique password in the respective fields.
5. Click on the “Log in” button. (Password is case sensitive).

6. You will be taken to the Volunteer Opportunities page. To change your password, use the navigation panel on the left side of the page in blue and click “My Profile”.
7. The information you provided on your application will be listed here. Be sure to change your password in the field that says “Please choose a login password” to what you would like your new password to be.

*NOTE: Please do not change any other information on this screen. If you see something that needs to be updated, please notify an Eras staff member.

8. Be sure to scroll all the way down and click on the “Save” button at the bottom of the screen.
SIGNING UP FOR RIDES

Volunteer Opportunities

1. If you would like to see current driving opportunities available to volunteer for, click on the words “Volunteer Opportunities” in the blue box on the left side of the screen.

2. The acronyms for the services requested by the client are at the top of the page. They correspond to the acronyms next to the clients’ name on the event.
   - HC – Healthcare Transportation (doctor, dentist, medical appointment, etc.)
   - E – Errands (only in Waukesha County: go to the bank, library, etc.)
   - SW – Shopping With Client (the client comes to the store with you)
   - SF – Shopping For Client (you pick up the groceries and bring them to the client)
   - TO – Other Transportation (Milwaukee County: bank, library, etc.)
     (Waukesha County: meet with career counselor, etc.)

3. Filter your results to find a ride that fits exactly what you’re looking for (or don’t filter and view all available rides):
   a. Choose from the “Select a Service” drop down to filter for a specific ride type.
   b. Choose from the “Select a County” drop down to filter rides for Waukesha or Milwaukee County.
   c. Enter zip code(s) to search for client pick-up location. To search multiple locations, enter a space between each zip code. See the next page for a listing of zip codes and their corresponding cities.
   d. Enter a date range in the “Date from” and “Date to” fields at the top of the screen and click on the button “Search” to display a specific date range of volunteer opportunities available.

4. To select an event to volunteer for, click on the “Register/More Info” button.
### Milwaukee County Zip Codes

<table>
<thead>
<tr>
<th>Area 1 – Northwest</th>
<th>Area 2 - Northeast</th>
<th>Area 3 - Southwest</th>
<th>Area 4 - Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td>53216 – Milwaukee</td>
<td>53217 – Bayside</td>
<td>53132 – Franklin</td>
<td>53207 – Bayview</td>
</tr>
<tr>
<td></td>
<td>Fox Point</td>
<td></td>
<td></td>
</tr>
<tr>
<td>53218 – Milwaukee</td>
<td>53209 – Brown Deer</td>
<td>53129 – Greendale</td>
<td>53110 – Cudahy</td>
</tr>
<tr>
<td>53224 – Milwaukee</td>
<td>53223 – Brown Deer</td>
<td>53219 – Greenfield</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>West Allis</td>
<td>53201 – Milwaukee</td>
</tr>
<tr>
<td>53210 – Wauwatosa</td>
<td>53212 – Glendale</td>
<td>53220 – Greenfield</td>
<td>53204 – Milwaukee</td>
</tr>
<tr>
<td>53213 – Wauwatosa</td>
<td>53202 – Milwaukee</td>
<td>53221 – Greenfield</td>
<td>53233 – Milwaukee</td>
</tr>
<tr>
<td>53222 – Wauwatosa</td>
<td>53203 – Milwaukee</td>
<td>53228 – Greenfield</td>
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<tr>
<td></td>
<td></td>
<td>New Berlin West</td>
<td>53237 – Milwaukee</td>
</tr>
<tr>
<td>53225 – Wauwatosa</td>
<td>53205 – Milwaukee</td>
<td>53234 – Greenfield</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>West Allis</td>
<td>53154 – Oak Creek</td>
</tr>
<tr>
<td>53226 – Wauwatosa</td>
<td>53206 – Milwaukee</td>
<td>53130 – Hales Corns</td>
<td>53172 – South Milwaukee</td>
</tr>
<tr>
<td>53208 – Milwaukee</td>
<td>53227 – New Berlin</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>West Allis</td>
<td></td>
<td>53235 – St. Francis</td>
</tr>
<tr>
<td>53211 – Whitefish Bay Shorewood</td>
<td>53214 – West Allis</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>53215 – West Milwaukee</td>
</tr>
</tbody>
</table>

### Waukesha County Zip Codes

<table>
<thead>
<tr>
<th>Area 1 – Northwest</th>
<th>Area 2 - Northeast</th>
<th>Area 3 - Southwest</th>
<th>Area 4 – Southeast</th>
</tr>
</thead>
<tbody>
<tr>
<td>53018 – Delafield</td>
<td>53005 – Brookfield</td>
<td>53118 – Dousman</td>
<td>53103 – Big Bend</td>
</tr>
<tr>
<td>53029 – Hartland</td>
<td>53045 – Brookfield</td>
<td>53119 – Eagle</td>
<td>53150 – Muskego</td>
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<tr>
<td>53058 – Nashotah</td>
<td>53007 – Butler</td>
<td>53149 – Mukwonago</td>
<td>53146 – New Berlin</td>
</tr>
<tr>
<td>53066 – Oconomowoc</td>
<td>53122 – Elm Grove</td>
<td>53153 – North Prairie</td>
<td>53151 – New Berlin</td>
</tr>
<tr>
<td>53069 – Okauchee Lake</td>
<td>53046 – Lannon</td>
<td>53183 – Wales</td>
<td></td>
</tr>
<tr>
<td>53072 – Pewaukee</td>
<td>53051 – Menomonee Falls</td>
<td>53189 – Waukesha</td>
<td></td>
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<tr>
<td>53188 – Waukesha</td>
<td>53072 – Pewaukee</td>
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<tr>
<td></td>
<td>53089 – Sussex</td>
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<td></td>
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<tr>
<td></td>
<td>53186 – Waukesha</td>
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</table>
5. After clicking “Register/More Info” button, this screen will appear with details of the client’s address and destination. Click on “Register” again to be registered for the event. After registering you will receive a confirmation email from NewOrg. If you do not receive an email within one day, please contact us.

6. After clicking “Register” button, you will see the words “You are now registered for this event”. If you need to, you can click on the “Cancel Registration” button to cancel the ride. Please also contact us by phone if you need to cancel a ride. Click on the “Back to Calendar” button to exit out of the screen.
My Events

1. Once you have registered for an event, you are able to view the details (such as the client address, phone number, and destination) by clicking on the words “My Events” in the blue box at the left.
   - You can filter the registered events you see by using the date range filter at the top of the screen. Enter in a “Start” date and “End” date then click “Go” to see specific registered events.

   ![My Events Image]

   - The “Details” column will display the Event Type, Date, Time of the Event, Scheduled Amount of Time (in minutes) to complete the event, Miles driven *(note this is not for mileage reimbursement)*, and Status of the Event.
   - The “Description” column will include notes about the volunteer assignment when applicable. (For example: “Needs to make two stops”, etc.)
   - The “Client/Station” column will include the Name, Address, and Phone Number of the person who requested the ride. *Please call the client 24 hours before their ride to confirm you are picking them up.*
   - The “Destination” column will include the destination a volunteer will take the client to and a “Map & Directions” link.
   - The “Client Notes” at the bottom of the event will have details about the client the driver should know. (For example: “Has a seated walker”, etc.)
   - Please remember to record your hours after you have completed the event. (See “Recording Hours” on page 9 of this booklet for further instructions.)
RECORDING HOURS

- Please report your hours only after you have actually completed the requested service.
- There are two different ways to report your hours:

Online Form

2. Hover your cursor on the “Volunteer” tab at the top of the screen, until a drop down list appears.
3. Then click on “Report My Hours” towards the bottom of the drop down list. You will be taken to a fillable form where you can record your hours.
4. Enter your name, email, phone number, which county you volunteer in, and then there is space for you to list each ride or event you volunteered for (date of service, name of client, service provided, address of where you went, total hours).
On The Portal

1. Go back to the “My Events” section in the blue box on the left side of the screen.

2. Locate the ride that you would like to report hours for.

3. Enter the **actual amount of time** you volunteered in the field labeled “Time”. Please note that time is in **minutes**, and enter in quarter hour increments (15 minute intervals).

4. Change the status of the event to “Complete”

5. Click on the “Update” button to save any changes you made. (You may have to scroll down to the bottom of the page to find the button)
ADDITIONAL PORTAL FEATURES

Once you are logged into the portal you will see a few additional tabs in the blue box on the left. We wanted to let you know that these sections are here but please do not edit any of the information. This gets automatically updated in our database and changes made by volunteers could result in issues. If you see something that needs to be updated please contact us.

My Profile

- This information is a copy of your volunteer application. It provides us with your contact information, references, availability, and more.
- Please do not change any information on this screen. If you see something that needs to be updated, please notify an Eras staff member.

![Form Image]

- First Name
- Last Name
- Email
- Please choose a login password
- Address
- City
- State
- Zip
- Home Phone
- Cell Phone
- Gender
- Birthday