

Gift of Giving Back

Events Portal — Training Manual

One portal for everything GOGB: apply and sign up as a volunteer, reserve TipTap donation machines for team fundraisers, sign teams and volunteers up for GOGB-organized events, download templates, and manage the fleet, tax receipts, and users from one admin dashboard.

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Contents

1. What the portal does
2. Who can do what (roles)
3. Signing up, passwords & signing in
4. Volunteer application process
5. Profile & managing your teams
6. Team Rep / Captain guide
7. Volunteer guide
8. GOGB events
9. Pickup & return rules
10. Requesting a tax receipt
11. Templates & downloads
12. TipTap Helper guide
13. Admin guide
14. Privacy & data protection
15. FAQ & troubleshooting

1. What the portal does

The Gift of Giving Back (GOGB) Events Portal brings four things together:

- **TipTap Tracker** - team reps reserve TipTap donation machines (\$5 and \$10 units) for their fundraising events; TipTap Helpers confirm pickup and return; admins record the donations collected.
- **GOGB Events** - admins create GOGB-organized events. Teams sign up for time slots, volunteers claim positions, machines are reserved, and admins log donations and food weight per slot.
- **Volunteer Hub** - volunteers apply, get approved, keep a profile, and browse and claim shifts at upcoming events.
- **Templates Library** - letters, social posts, and other assets organized by category and organization, with in-app preview and download.

All dates and times in the portal are shown and entered in **Eastern Time (America/Toronto)**, no matter where you are. The database prevents double-booked machines and overlapping volunteer shifts.

2. Who can do what (roles)

Team Rep / Captain

Manages one or more teams. Books TipTap machines, signs teams up for GOGB event slots, submits donor info for tax receipts, downloads templates.

Volunteer

Granted after an admin approves a volunteer application. Keeps a profile and signs up for positions at upcoming GOGB events. Can opt in as a TipTap Helper.

TipTap Helper

Volunteers who confirm machine pickup and return. See all bookings but can't create their own. **Only an admin can grant this role** (Admin Dashboard > Users) - volunteers see their helper status on their profile but can't turn it on themselves.

Admin

Full access. Any verified @giftofgivingback.ca account is granted admin automatically on sign-in.

You can hold more than one role. A parent can be both a Team Rep and an approved Volunteer - the nav then shows **Team Captain Dashboard** and **Volunteer Dashboard** side by side.

3. Signing up, passwords & signing in

Step 1 — Choose a role when signing up

Tell us whether you're a **Team Representative** (book TipTap machines and sign your team up for GOGB events) or a **Volunteer**. Volunteers are taken to the application form.

Step 2 — Email already in use?

If an account already exists for that email, you'll see "There's already an account with this email. Please sign in." Use *Forgot password?* if you can't remember your password.

Step 3 — Pick a strong password and confirm it

The password box has a show/hide eye toggle and a live strength meter. Aim for at least 8 characters with upper case, lower case, a number, and a symbol - the checklist shows what's still missing. You must re-type it in the

Confirm password box; the form won't submit until both match. A password can look strong and still be rejected if it appears in a known breach list - if that happens, choose a different, unique password.

Step 4 — Verify your email

Click the verification link emailed to you before signing in. Admin permissions for GOGB staff activate only after verification. Check spam if it doesn't arrive within a few minutes.

Step 5 — Where you land

Team Reps land on the **Team Captain Dashboard**. Approved volunteers land on the **Volunteer Dashboard** (after completing their profile). Admins land on the **Admin Dashboard**.

4. Volunteer application process (New volunteers)

First-time volunteers no longer self-register. Instead they submit an application that a GOGB admin reviews. The volunteer role - and access to shifts - is granted on approval.

Step 1 — Submit the application

After signing up as a Volunteer you land on **The Gift of Giving Back Volunteer Application** (tagline: *Empowering Youth. Feeding Communities.*). Read the introduction, then work through the sections. Fill in your contact details plus the questions GOGB is currently asking, tick the privacy consent box, and submit.

Step 2 — Question types you may see

Short answer, paragraph, dropdown, **checkboxes** (with an optional "Other" text box), **Yes/No** (two explicit radio buttons - choosing *No* still counts as answered), **date** (date picker), and a **signature box** you sign with a mouse, trackpad, or finger. Use *Clear* to redraw a signature before submitting.

Step 3 — If you're under 18

Answer Yes to the "Are you under 18?" question and three extra fields appear right below it: **parent/guardian name, email, and phone number**. They're required. Answer *No* and they stay hidden.

Step 4 — Upload your resume (optional)

The application has a resume upload - PDF or Word, up to 5 MB. Admins can open it from the review screen.

Step 5 — Sign the Volunteer Acknowledgement / waiver

At the bottom you'll read the current GOGB waiver, tick the acknowledgement, type your name, and sign on the signature pad with the date. Directly under the acknowledgement there is an **image & recording opt-out** checkbox - tick "Check here if you do NOT consent to the use of your image or recording as described above" if you don't want to appear in GOGB photos or videos. Leaving it unticked means you consent. If you answered "Yes" to the under-18 question, a **parent/guardian acknowledgement, opt-out checkbox, signature, and signature date** are also required, along with the guardian's contact details and relationship to you. Minors and adults see different waiver wording - admins keep both versions up to date.

Step 6 — Wait for review

Return to the same page any time to see your status: *Waiting approval*, *Approved*, or *Not approved*. The reviewer's notes are shown to you once a decision is made. (Admins also keep private internal notes that applicants never see.)

Step 7 — Once approved

You're granted the volunteer role and given a link straight into the volunteer portal to complete your profile and pick timeslots.

Step 8 — Complete your profile first

Before you can browse or claim shifts, the portal asks you to finish your volunteer profile (contact info and emergency contact). Saving takes you to your Dashboard.

Already a Team Rep? You can apply as a volunteer too - the **Volunteer with GOGB** card on your Home and Profile pages links straight to the application. Roles stack, so you keep your team tools.

Admins: applications, review notes, the intro paragraph, sections, and the question set are all managed under **Admin Dashboard > Volunteers**. See the Admin guide .

5. Profile & managing your teams

Open the **Profile** tab to edit your name and phone number directly. This is your personal contact info - it's used whenever you book something.

Team Reps: teams live on your profile

A parent may captain more than one team (e.g. one child plays for the Eagles, another for the Bulldogs). Add each team on the Profile page. Every team stores:

- Team name and organization (mandatory)
- Team manager name, email, phone (optional but strongly encouraged as a backup contact)
- Coach names

Once a team is on your profile, you'll pick it from a dropdown whenever you book a TipTap machine or claim a GOGB event slot - the org and contact info are filled in for you.

Volunteers: your profile unlocks signups

Volunteers fill in contact info and an emergency contact. Near the bottom you'll see your **TipTap Helper** status. It's read-only - ask a GOGB admin to grant it if you'd like to handle machine pickups and returns.

6. Team Rep / Captain guide (TipTap Bookings)

Creating a TipTap booking

Step 1 — Open '+ New TipTap Booking'

The button is in the top-right of every page, and also on your dashboard.

Step 2 — Pick the team

Choose one of the teams from your profile. If it isn't there yet, use + *Add team* right inside the dropdown, or add it on your Profile page. The organization fills in automatically.

Step 3 — Enter event details

Name the event, pick the date (must be today or in the future, Eastern Time), and enter the event address so the TipTap Helper knows where the machines are going.

Step 4 — Confirm contact info

Team captain *name, email, and phone* are required - these come from your profile. Team manager info comes from the selected team.

Step 5 — Choose machines

Select the \$5 and \$10 units you need. Machines already reserved for your window (including pickup and return time) are hidden.

Step 6 — Set pickup & return

Pick a location, date, and time for pickup and for return - or tick “**Arrange a date & time with GOGB staff**” and suggest a date/time instead. Either way the request starts as *pending* and a GOGB admin confirms it. See Pickup & return rules .

Step 7 — Consent & submit

Tick the privacy consent checkbox and submit. The booking appears on your dashboard immediately - you can edit or cancel it later.

Editing a booking

Open the booking and click *Edit booking* to change event details, addresses, pickup/return plans, and even **which machines you've reserved**. Only machines still free for your window can be added. Past dates are rejected with a plain-language message.

Recording your results

The **Donations Raised** box on the booking page lets Team Reps enter **food donation weight (lbs)** and **cash donations collected**. The **\$ TipTap Total** is entered by an admin, but you can see it there once it's logged. Your dashboard tallies weight and cash across all your bookings.

Cancelling a booking

Open the booking and click *Cancel booking*. You'll be asked to confirm by team and event name. Cancelled bookings are hidden but not deleted - you or an admin can restore them (as long as the machines are still free). Admins are notified automatically when a captain cancels.

Your dashboard at a glance

The **Team Captain Dashboard** lists **your team's events** - TipTap bookings and GOGB event slots merged in date order - plus your donation totals and quick links to your profile, the calendars, and the templates library. The *Also want to volunteer?* card sits at the bottom of the page.

7. Volunteer guide (Volunteers)

Your **Volunteer Dashboard** has two tabs: *My shifts* and *Browse events*. If you haven't signed up for anything yet, the empty state links straight to all upcoming events.

Signing up for a volunteer slot

Step 1 — Open an event

From *Browse events*, use the **View event & sign up** button on any event card to see the full details, times, and open positions. If an event has no volunteer positions yet, the card shows **View event** plus a note that no volunteer spots have been created.

Step 2 — Claim a position

Click the position and confirm. Once claimed, that slot is yours - it disappears from the open list and appears under *My shifts*.

Step 3 — No overlapping shifts

The system won't let you sign up for two shifts whose times overlap, even across different events.

Step 4 — Cancel a shift

Use the **Cancel signup** button right on your dashboard card, or open the event and cancel there. Please give organizers as much notice as possible.

Step 5 — Getting back where you were

The **Back** button on an event returns you to the tab you came from - *My signups* or *All upcoming events*.

Becoming a TipTap Helper

TipTap Helper is granted by a GOGB admin, not something you switch on yourself. Your Profile page shows whether you currently have it. Once granted, the pickup / return buttons appear on TipTap bookings.

8. GOGB events

GOGB events are organized by Gift of Giving Back: multiple teams participate and volunteers help run the day. Admins create the event, add team time slots, add volunteer positions, and reserve TipTap machines.

For Team Reps: signing your team up for a slot

Step 1 — Open the events calendar or list

Find the event on the **Events Calendar** or on your dashboard's upcoming events list, then click into it.

Step 2 — Pick an open time slot

Slots that already have a team assigned are locked. Choose one that's open.

Step 3 — Select your team

The signup dialog uses the same team dropdown as TipTap bookings. Organization is mandatory and filled in from the team you pick.

Step 4 — Confirm

You'll see your team beside the slot. Cancel from the same screen if plans change.

What admins record per slot

- **\$ TipTap Donations** - the amount tapped during that slot (admin-only field).
- **Weight collected (lbs)** - food donations gathered during that slot.
- **Admin attendance** - which GOGB admins will be on site, with arrival and departure times.

Two calendars, two purposes

- **TipTap Machine Calendar** - which machines are booked, when. Week or month view.
- **Events Calendar** - month view of every GOGB event and every team TipTap booking together.

9. Pickup & return rules

Every TipTap booking needs both a pickup and a return plan. Locations come from a list admins maintain (for example **Feed Halton** and **Other**). Each location can have **several day/time windows** and shows its **address** under the dropdown, so you know exactly where to go. Selecting "Other" unlocks a notes field where you should describe the arrangement.

Set hours

Pickups and returns must fall inside one of the windows shown for the location (Feed Halton is typically **Monday to Friday, 10:00 AM - 4:00 PM Eastern**). The app blocks submissions outside those windows, and dates in the past are rejected with a plain-language message.

Can't make the set hours? Arrange a time

Tick “**Arrange a date & time with GOGB staff**” on pickup and/or return and suggest a date and time. GOGB staff will get in touch and confirm.

Everything is confirmed by an admin

Every pickup and return request - even one that lands inside the posted hours - is sent to the admins as a notification and stays **pending** until an admin confirms it on the booking details page. You'll see badges everywhere the booking appears:

- Pickup / Return date/time/location pending - waiting for GOGB to confirm (pale yellow).
- Pickup / Return date/time/location confirmed - locked in (pale green).

These badges show on the booking details page, the TipTap Bookings dashboard, the Admin bookings table, and the TipTap Machine Calendar (week and month views).

Machines are considered reserved for the *entire span* from pickup to return, not just the event window - so overlap checks include the sign-out period. As soon as a machine is marked returned, its reservation ends and it becomes available for another booking right away.

10. Requesting a tax receipt

If someone donates **more than \$20** and would like a tax receipt, capture their info on the booking so an admin can process it.

Step 1 — Open the booking detail page

From your dashboard, click the event card.

Step 2 — Find the ‘Donor tax receipt requests’ panel

Enter the donor's name, email, mailing address, and the donation amount. Tick the privacy consent box.

Step 3 — Submit

The request goes to an admin queue. You'll see it listed on the booking with a status (pending, processed, or declined). Tax receipt requests are not available to Volunteers.

11. Templates & downloads (Templates)

The **Templates** tab holds GOGB letters, social media posts, and other assets. Files are grouped by **category** (managed by admins) and by **organization** - generic templates are available to everyone.

- Search by name, then click a template to open the **preview** - PDFs page through in-app, images and text files render directly, and *Open in new tab* is always available.
- **Download** saves the original file.
- Team Reps and volunteers can view and download only; admins upload, rename, recategorize, move between organizations, and delete.

12. TipTap Helper guide (Pickup crew)

TipTap Helpers can see every booking across every team, but only touch pickup and return status. You cannot create, edit, or delete bookings.

Machine-by-machine tracking

Pickup and return are tracked **per machine**, not once for the whole booking. Open the booking details page and you'll see each requested unit listed with its own buttons.

Step 1 — Find the booking

Use the TipTap Bookings dashboard or the TipTap Machine Calendar to locate today's pickups. In the admin table you can click any row to open the details page.

Step 2 — Mark each machine picked up

Click *Mark picked up* beside a unit. Your name and a timestamp are recorded. Use *Mark all picked up* to do the whole booking at once.

Step 3 — Mark machines returned

A machine can only be marked returned after it has been marked picked up. Returning a unit immediately frees it for another booking.

Step 4 — Made a mistake?

Use *Undo pickup* / *Undo return* on the unit, or the *Undo all pickups* / *Undo all returns* buttons. You must undo a return before you can undo its pickup. The booking's overall status on the dashboard updates automatically.

Confirming arranged times

Admins confirm pending pickup/return date, time, and location with the *Confirm time* button on the booking details page - the badge then turns pale green.

13. Admin guide (Verified @giftofgivingback.ca)

Admins land on the **Admin Dashboard**. The top-level tabs are:

- **Dashboard** - Overview + TipTap Request Control Panel. Overview summarizes TipTap bookings and GOGB events, with quick links.
- **GOGB Events** - *Manage GOGB Events* (the default view, listing every event), + *GOGB Event*, and a summary. Click any event for the full details dialog. Deleting an event opens a confirmation dialog naming the event and warning that its timeslots, positions, and signups go with it.
- **Internal Calendar** - a staff-only calendar (see below).
- **Volunteers** - sub-tabs: *Volunteers report*, *Volunteer Applications*, and *Application Questions* (which also holds the intro paragraph and the waiver editors).
- **Tax Receipts** - process donor requests submitted by captains.
- **Organizations** - the list of orgs that populates the dropdowns.
- **Users** - search accounts, toggle roles (admin, captain, volunteer, TipTap helper), see each person's volunteer application status, send password reset links, and delete accounts (confirmation required; historical data is preserved).

Volunteers tab

- **Volunteers report** - every volunteer with the number of events and hours volunteered, sortable, with CSV export.
- **Volunteer Applications** - a table of all applications with status (waiting approval, approved, not approved), applicant, reviewer, date applied, and date reviewed. Each row has a **Review application** button (clicking the row still works) that opens the full application: read every answer including signatures, **view the applicant's resume** in an in-app preview, see the signed waiver plus any parent/guardian name, contact details, signature and signature date for minors, add *review notes* the applicant will see, keep an **Internal notes** box that is admin-only and never shown to the applicant, and approve or decline. Approving grants the volunteer role automatically.
- **Application Questions** - build the form: edit the branded *introduction paragraph*, add *sections* with subtitles and their own descriptive paragraph, and add questions under each section. Field types: short answer, paragraph, dropdown, checkboxes (with an optional "Other" box), yes/no, date, and signature. Reorder, hide, or delete anything. Changes apply to new applications immediately; existing answers are preserved. The "Are you under 18?" yes/no question automatically reveals the parent/guardian fields when answered Yes.
- **Preview application form** (inside Application Questions) - opens a read-only copy of the live application exactly as applicants see it, including your intro, sections, questions, waiver, and the image/recording opt-out. A toggle switches between the adult and the under-18 version, so you can proof wording before publishing changes.
- **Waiver text** (inside Application Questions) - edit two separate waivers: one for **adults (18+)** and one for **minors (under 18)**. Applicants see the version that matches their answer, tick the acknowledgement, and may tick the **image & recording opt-out** - that answer is stored with the application and shown on the review screen. Saved wording applies to new applications immediately.

Internal Calendar (staff only)

Admin Dashboard > Internal Calendar is visible to admins only - team reps and volunteers can never see it. Use it to keep GOGB meetings and internal events in the same place as everything else:

- Add, edit, and delete internal events with title, description, location, date and times (Eastern).
- The month view merges colour-coded layers - internal meetings and events, GOGB events, team TipTap bookings, and TipTap **pickups** (sky) and **returns** (amber) - and each layer can be toggled on or off, including a combined *TipTap pickups & returns* filter.
- *Add to Calendar* downloads an .ics file you can import into Google Calendar, Outlook, or Apple Calendar.
- **Export Internal Calendar** downloads one Excel file covering *everything* on the calendar - internal meetings and events, GOGB and volunteer events, team TipTap bookings, and every pickup/return with its confirmed or pending status - sorted by date with Type, Title, Category, Location, Date, Start, End, All day, Team and Details columns.

TipTap Request Control Panel (inside Dashboard)

- **All bookings** - every booking with filters and quick actions. Each row is clickable and opens the booking details page. Rows flag when a team has asked to *arrange a pickup or return time*, and show the pale-yellow *pending* / pale-green *confirmed* pickup and return badges.
- **Pickup & return schedule** - what's going out or coming back soon.
- **Machines** - add, edit, or soft-delete units. Deleted units are recoverable via *Show deleted*.
- **Pickup locations** - location name, **address**, and **multiple day/time windows** per location (e.g. Mon-Fri 10-4 plus a Saturday morning). Editing these updates the booking form immediately.
- **Exports** - the export button is context-aware: each tab exports its own data (bookings, tax receipts, volunteers, activity log, internal calendar, and so on) as a formatted Excel file covering every record in that view.

Managing a GOGB event

Step 1 — Create it

GOGB Events > + GOGB Event: name, address, date and times (Eastern).

Step 2 — Add team time slots and volunteer positions

Open *Slots & roster* on the event. Add or inline-edit team slots and volunteer positions, including how many volunteers each position needs. Admins can also *assign a team* to a slot directly, choosing from registered teams with the standard organization dropdown.

Step 3 — Reserve and assign TipTap machines

Link machines to the event so they're held for the day, then assign them to the teams that sign up.

Step 4 — Record admin attendance

Indicate whether you'll attend and your arrival and departure times, so the event card shows who from GOGB will be on site.

Step 5 — Log results after the event

On each slot, enter **\$ TipTap Donations** and **weight collected (lbs)**. Only admins can write these - the database blocks everyone else.

The event details dialog shows signed-up teams and captain contacts, assigned machines, volunteer shifts and who claimed them, admin attendance, and results in one place. *Back to events* returns you to the Manage GOGB Events list.

Notifications

The bell icon in the top nav collects admin notifications, each with the team, event, dates, and the captain's phone/email so you can follow up:

- A captain cancels a booking.
- A team requests a pickup or return date/time/location - including requests inside the posted hours and requests to *arrange a time with GOGB staff*. Each notification links straight to the booking so you can hit *Confirm time*.

14. Privacy & data protection

Personal data (name, email, phone, address, emergency contact, application answers, donor details) is collected only for the purpose stated on each form. Every form that collects personal info requires a signed-in account and a consent checkbox before submission.

- Row-Level Security enforces that Team Reps and Volunteers can only read their own data. Admins can see everything; TipTap Helpers can see booking contacts for logistics.
- Data may be processed on servers located in Canada or the United States.
- Read the full Privacy Notice for details.

15. FAQ & troubleshooting

I signed up as a volunteer but can't see any events.

Your application is probably still waiting for approval. Open **Volunteer application** to check the status and read the reviewer's notes. After approval, complete your volunteer profile - the portal will prompt you.

I signed up but the Admin tab isn't showing.

Admin is granted only to verified @giftogivingback.ca accounts. Click the verification link in your email, then sign out and back in.

The sign-up form says my email already has an account.

Sign in instead, or use *Forgot password?* to reset it.

My password keeps getting rejected.

Use 8+ characters with upper case, lower case, a number, and a symbol. The checklist under the field shows exactly what's missing; use the eye icon to check for typos.

The form won't accept my pickup time.

Check the location is open on that day and hour - each location shows its own day/time windows and address (Feed Halton is typically weekdays 10 AM - 4 PM Eastern). If none of them work, tick *Arrange a date & time with GOGB staff* and suggest a time instead.

Why does my pickup still say "pending"?

Every pickup and return is confirmed by a GOGB admin, even when it falls inside the posted hours. The badge turns pale green once they confirm the date, time, and location.

Can I change the machines after booking?

Yes - open the booking and click *Edit booking*. You can add or remove units as long as they're still free for your window.

I returned the machines but can't rebook them.

Each machine must be marked returned individually on the booking details page (and it must have been marked picked up first). Once marked returned, it's free to book immediately.

A machine says it's unavailable.

It's already reserved for that window, including pickup and return time. Try a different date or different units.

I don't want to be photographed at events.

In the Waiver & Release section of the volunteer application, tick the box that says you do **not** consent to the use of your image or recording. For volunteers under 18, the parent/guardian ticks it.

My team isn't in the team dropdown.

Add it on your Profile page, or use + *Add team* right inside the dropdown when booking.

Can I be both a Team Rep and a Volunteer?

Yes. Submit a volunteer application; once approved you'll see both dashboards in the nav. Admins can also toggle roles from the Users tab.

Why do times look different from my device clock?

Everything is shown in Eastern Time (America/Toronto) so the whole organization sees the same schedule.

I cancelled a booking by accident.

Turn on *Show cancelled* on the dashboard, open the booking, and click *Restore*. Restore only works if none of your original machines were rebooked in the meantime.

How do I become a TipTap Helper?

Ask a GOGB admin. Helper status is granted from the Users tab - volunteers can see it on their profile but can't switch it on themselves.

I'm under 18 - what extra info do I need?

Answer "Yes" to the under-18 question and the form asks for your parent/guardian's name, email, and phone. In the Volunteer Acknowledgement you'll also need a parent/guardian signature and date.

Where do internal GOGB meetings live?

Admin Dashboard > **Internal Calendar**. Only admins can see it, and each entry can be added to your own calendar with the .ics download.

Who do I contact for help?

Reach out to your Gift of Giving Back coordinator, or email an @giftogivingback.ca admin.

One portal for everything GOGB: apply and sign up as a volunteer, reserve TipTap donation machines for team fundraisers, sign teams and volunteers up for GOGB-organized events, download templates, and manage the fleet, tax receipts, and users from one admin dashboard.

```
{resultCount === 0 ? "No matches found." : `Showing $ result$.`}
```

No help topics match ""

Try a different keyword or clear the search.