

Beneficiary Partner Quick Guide

Gift of Giving Back Events Portal — quick guide for Beneficiary agency staff

How Beneficiary Partner access works: getting your account, your dashboard, browsing upcoming GOGB events and the teams attending, adding the volunteers your agency has vetted (they get the Beneficiary-vetted Volunteer role automatically), confirming vetting each campaign, booking them into open positions, optional portal invites, posting learning opportunities for teams, and templates.

Last updated: October 08, 2026

What the portal does

The Gift of Giving Back (GOGB) Events Portal brings these pieces 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.
- **Photo Gallery & social captions** - team captains upload photos after an event, create and save an editable suggested caption, and share the photos and caption on their own social channels. Every signed-in user can browse deliberately saved team and GOGB captions in the gallery.
- **Organization Overview** - a read-only dashboard for Organization Partners (association and club leaders) showing their organization's teams, events, and fundraising totals.

Results are grouped by **campaign** - June 1 to May 31. The campaign selector at the top of the dashboards, events, and admin pages switches between years (or *All years*), so last season's numbers stay separate from this season's.

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.

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**.

Beneficiary Partner guide

Beneficiary Partners are staff at the agencies GOGB supports. You can see what is coming up, bring your own vetted volunteers to help - without those volunteers having to complete the full GOGB volunteer application - and post learning opportunities so teams can visit your agency and see the impact of their food drive. You never see fundraising dollars, cash donations, or food weights.

Step 1 — Get access

GOGB adds your name and email to the pre-approved list (Admin Dashboard > Beneficiary Control Panel > Partner access) and assigns your agency. Sign up at the portal with **that same email address** and the Beneficiary Partner role is applied the first time you sign in. If your agency hasn't been assigned yet, access turns on as soon as an admin picks it.

Step 2 — Your dashboard

The dashboard leads with the **Events calendar** - a month and week view of everything happening across the campaign, with a searchable event list beside the calendar - plus quick links to **Our volunteers**, **Our Learning Opportunities**, and **Templates & downloads**. *Next events* at the bottom shows what's coming up; click *View volunteer shifts* on any of them.

Step 3 — Browse events

GOGB Events in the nav lists upcoming events - date, time, location, and the teams signed up. Switch to *Past* to look back. Open an event to see every volunteer position: yours are named, positions taken by other volunteers just show as *Taken*, and anything still free shows as *Open*.

Step 4 — Add your vetted volunteers

On **Our Volunteers**, use *Add volunteer* and enter their name, email, and phone. You must tick the box confirming the person is an active volunteer registered with your agency and has been vetted by you. Vetting is confirmed **once per volunteer per campaign** (June 1 - May 31), so you re-confirm each season.

Step 5 — Book them into positions

Open an event and claim any open position for one of your vetted volunteers. Overlapping shifts for the same person are blocked. Cancel from the volunteer's row or the event page if plans change. If you remove a volunteer from your roster entirely, only the shifts *your agency booked* for them are cancelled - anything

they booked themselves stays in place.

Step 6 — Optional: invite them into the portal

Invite emails a volunteer a portal link. It is optional - booking works without it. Everyone you add gets the **Beneficiary-vetted Volunteer** role automatically, so when they sign in they land straight on **My Volunteer Shifts** with the shifts you booked for them - they are never treated as a team captain. If they already had a portal account, it links to your roster as soon as you add them. To sign up for anything else themselves, they complete the full GOGB volunteer application, and the shifts page links them to it.

Step 7 — Post learning opportunities

On **Our Learning Opportunities**, add visits where teams can come to your workplace and see what happens to the food they collect - a team sort, a warehouse tour, and so on. For each one you record what it's called, what the team will do and learn, the best days & times, group size, address, and who teams should contact. Tick *Show this to teams now* when it's ready - every signed-in user can then find it under **Learning Opportunities**, and captains see an *impact* card on their dashboard. You'll be asked to confirm before an opportunity is deleted.

Templates & downloads

Partners can open the **Templates** tab to preview and download GOGB letters, forms, and other assets.

Partners can't book TipTap machines, edit teams, review GOGB volunteer applications, or see any money or food-weight totals.

Templates & downloads

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.
- On a phone, use the visible **Back** button to leave a preview. If your phone offers its share menu while downloading, choose *Save to Files*; otherwise the file opens in a new tab that you can close to return to the portal.
- Team Reps and volunteers can view and download only; admins upload, rename, recategorize, move between organizations, and delete.