

Team Captain Quick Guide

Gift of Giving Back Events Portal — quick guide for Team Reps / Captains

Everything a team captain needs: signing in, managing your teams and profile, requesting Tip-Tap machines, arranging pickup and return, claiming GOGB event slots, and downloading templates.

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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**.

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.

Team Rep / Captain guide

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.

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.

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.

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.
- Team Reps and volunteers can view and download only; admins upload, rename, recategorize, move between organizations, and delete.