

Volunteer Quick Guide

Gift of Giving Back Events Portal — quick guide for Volunteers & parents/guardians

Everything a volunteer needs: creating your account, submitting your application and waiver, keeping your profile current, and signing up for volunteer positions at GOGB events.

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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**.

Volunteer application process

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 .

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.

Volunteer guide

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.