

NORTHSIDE NEIGHBORHOOD HOUSE

Your Guide to GetConnected

For Individual Volunteers

nnhouse.org | 423-267-2217



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Welcome!

We're so glad you're here. Whether you've been volunteering with Northside Neighborhood House for years or you're just getting started, this guide will walk you through everything you need to know about GetConnected, our new volunteer management platform.

GetConnected is where you'll find open volunteer opportunities, sign up for shifts, check in at your site, and track your impact over time. It's designed to make your experience as smooth as possible, with everything in one place.

Good to Know:

In GetConnected, volunteer opportunities are called "Needs" or "Opportunities." We'll use these terms throughout this guide.

Why We Switched to GetConnected

For many years, we managed volunteer activity through a system that required significant manual work on our end, and made it difficult for you to find opportunities across NNH or track your own hours and impact.

GetConnected was built specifically for volunteer management. For you, that means:

- A self-service portal where you can browse and sign up for opportunities directly
- Automatic hour tracking when you check in and out through our kiosk system
- A personal volunteer profile where you can see your history and total impact
- More accessible, consistent communication from NNH about upcoming opportunities and schedule updates

Important Note:

This is a new system for all of us, and we appreciate your patience as we get things running. There will likely be a few bumps as we get started, and we're grateful for your patience.

Section 1: Getting Started

Profile Setup

Every volunteer needs their own account in GetConnected before they can sign up for opportunities.

On July 2nd, you'll receive an email invitation from no-reply@galaxydigital.com with a link to create a password – it only takes a few minutes. Check your spam folder if you don't see it, and if it's still not there, reach out to Kalina at kbagley@nnhouse.org.

Once your account is active, we recommend taking a few minutes to explore your profile. You can select skills and interests. This helps us match you with opportunities that fit your interests, skills, and availability. You can update your profile at any time from your account settings. If you have volunteered with us before, your historical hours will already be in the system waiting for you.

Creating An Account

Before creating a new account, please reach out to me at kbagley@nnhouse.org. If you've volunteered with us recently, your profile was likely imported and you already have an account.

If I confirm you're not in the system, you can create your own using these steps:

- 1 Visit the NNH volunteer portal at volunteer.nnhouse.org.

2	Click "Sign Up" in the top right corner and enter your name, email address, and a password.
3	Check your email for a confirmation link and click it to verify your account.
4	Log in and complete your volunteer profile. When prompted, select "Individual Volunteer" from the registration form dropdown.
5	Complete any necessary qualifications, such as an e-waiver.

Heads Up:

Each volunteer needs their own account, tied to an email address they personally have access to. Accounts can't be shared. The reason for this is GetConnected uses email to recognize you automatically, so your hours are tracked without re-entering your information every time you show up.

Editing Your Profile

1.	Click your profile image or initials in the top-right menu.
2.	Select Edit Profile. To view your profile instead, select View Profile.
3.	Make your updates.
4.	Click any Update button to save your changes.

For more information on editing your profile, please visit the corresponding GetConnected Help Page here: [Managing Your Volunteer Profile](#)

Section 2: Finding & Signing Up for Opportunities

Browsing the Volunteer Portal

Once you have an account, you can browse all available opportunities from your dashboard.

1	Log in at volunteer.nnhouse.org .
2	Click “Opportunities” from the navigation menu.
3	Browse opportunities or use the filters to search by date, program area, or location.
4	Click any opportunity to read the full description, including date, time, site location, and any requirements.

Good to Know:

Opportunities are organized across five program areas: Thrift Stores, Community Schools, Events & Fundraising, Stability Services, and Operations. You can use the filters to find what fits your schedule and what you’re most passionate about.

Signing Up for a Shift

When you find something you’d like to join, signing up is straightforward.

1	Open the opportunity and review the details.
2	Click “Respond.”
3	Select your preferred shift or date if multiple options are listed.
4	Complete any required questions and click “Finish” to confirm your registration.

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You'll receive a confirmation email with everything you need to know before your shift.

Plans changed and you can't make it?

If your plans change, we kindly ask that you cancel your registration in GetConnected as soon as possible so your spot can open up for someone else. Find your registration under "My Responses" in your profile.

Section 3: Checking In at Your Site

When you arrive for a shift, you'll check in using a kiosk at your site. This is the easiest way to make sure your hours are recorded automatically, no manual entry needed.

1	Locate the check-in kiosk when you arrive. Your site supervisor can point you to it if you're not sure where it is.
2	Select your opportunity
3	Enter your name or email address to find your account
	Click "this is me," and then the green "check-in" button to confirm your check-in.
4	When your shift ends, check out by selecting the opportunity, finding your name, and clicking the red "check out" button. Doing so ensures your total hours are logged accurately.

If the kiosk isn't finding your account: Double-check that you entered your email correctly. If you use more than one email address, try a different one, it may be the address we have on file from when you originally registered as an NNH volunteer.

Important:

Checking in and out through the kiosk is the most reliable way to track your hours. If you forget to check out, your total may not record correctly. See Section 4 for how to log hours manually if needed.

Section 4: Logging Your Hours

In most cases, you won't need to do anything here. If you signed up for an opportunity through GetConnected and checked in and out on-site, your hours are calculated automatically.

If you weren't able to check in or out through the kiosk, or you volunteered off-site outside of a scheduled opportunity, you can log your hours manually from your GetConnected account.

1	Log in and click your profile image or initials in the top right corner.
2	Select "Track Hours."
3	Complete the Hour Type and Hour Details sections. Include the date, opportunity, and number of hours.
4	Click "Submit Hour Entry."

Good to know:

Hours submitted manually may be reviewed by NNH staff before being finalized. If you have questions about your logged hours, reach out and we'll sort it out together.

Section 5: Your Volunteer Profile

GetConnected keeps a running record of your volunteer activity. From your profile, you can:

- View your total volunteer hours across all programs and sites
- See a history of past shifts and opportunities

- Update your contact information, interests, and availability
- Access your e-waiver and any documents on file

Viewing Your Volunteer History

1	Log in and click your profile image or initials.
2	Select “My Profile” or “My Hours.”
3	Review your shift history, hour totals, and opportunity details.

Need a record of your hours?

You can export your volunteer history from your profile, or reach out to us and we'll pull a report. This is useful for job applications, school credit requirements, or personal records.

Section 6: Troubleshooting & FAQs

I've input my name/ email into the kiosk to check in, but no account is listed

1. Double-check the email was typed correctly
2. Try an alternate email address, the email address you are attempting to use may be different from the one associated with your GetConnected account
3. If still no match, inform your site supervisor and keep a written record of your volunteer time until the issue can be resolved

I never received my confirmation email after signing up.

Check your spam or junk folder first. If it's not there, log in to GetConnected and check “My Responses” to confirm your registration went through. If you still don't see it, reach out and we'll resend.

I don't see any available opportunities when I browse.

Some opportunities are only visible once you've completed all required steps in your onboarding. If you think you should have access to more than you're seeing, reach out and we'll check your account status.

I forgot to check out at the kiosk. Will my hours still count?

If you check in but not out, the system may not record your hours accurately. You have the option to log your hours manually using the steps in Section 4, and let your site supervisor or NNH know so we can adjust the record if needed.

My hours from a past shift aren't showing in my profile.

Allow 24–48 hours for manually submitted hours to be reviewed and confirmed. If they still aren't showing after that window, contact us with the date and opportunity and we'll look into it.

I need to cancel a shift I signed up for.

Log in, go to "My Responses," find the opportunity, and cancel your registration. Please do this as early as possible so the spot can be filled. For same-day cancellations, please also contact your site supervisor directly.

I want to volunteer in a different program area. How do I update my interests?

Update your areas of interest in your profile settings at any time. You can also reach out to us directly. We're happy to connect you with opportunities that are the right fit.

I can't remember my password.

Click "Forgot Password" on the login page at volunteer.nnhouse.org and follow the instructions to reset it.

Questions? We're Here.

If something isn't working or you have a question not covered here, please don't hesitate to reach out. Your time and commitment mean everything to the neighbors we serve together north of the river. We want your experience to be as smooth as possible.

Chief Engagement Officer
Northside Neighborhood House

Connect With Us
nnhouse.org

423-267-2217

kbagley@nnhouse.org

Instagram: @nnhouse

Facebook: @nnhouse1924

Thank you for volunteering with us.

Together, we're making a difference north of the river.