

Welcome to Better Impact

Better Impact is PAWS of CNY's volunteer database. It allows for the submission of new pet applications, the scheduling of volunteer pet therapy shifts, post-visit reporting, storing your pet's personal health information and details associated with your certification status, tracking volunteer hours, and mileage traveled to pet therapy visits.

Please refer to these instructions when utilizing Better Impact. If you have any questions or need any technical assistance, please contact the Board of Directors at info@pawsofcny.org.

Table of Contents

About the Welcome Screen
How to Change Your Login Credentials4
How to Upload a Photo of Your Pet5
Updating Your Personal Contact Information6
Updating Your Privacy Settings9
How to Update Subscription Options11
Managing Your Pet's Health and Profile Information14
Indicating Programs of Interest
The Schedule Tab19
How to Report Hours for an Assigned Recurring Shift
How to Assign Hours for an Assigned Variable Shift
How to sign up for a Community Event:
How to View Event Details (after signing up for an event)
How to Ensure You Receive Reminder Emails for Upcoming Events and
Activities:

08/18



Accessing Better Impact

- Click the link below to access the Better Impact Volunteer Login Page.
 - Better Impact Volunteer Login Page
 - It is recommended that you bookmark the login page
- You can also access the Better Impact Volunteer Login Page directly from pawsofcny.org/volunteer-resources.
 - Click on the link that says "Click here to access your Better Impact Volunteer Login page."
- Log in using the username and password provided to you by PAWS of CNY. If you were not provided with a username and password, contact the Board of Directors at <u>info@pawsofcny.org.</u>
- Click the blue *Login* button

PA	WS c	of CNY
MyVolunteerPage.com Lo Login Username imarabella i* Password i	gin Usernames are not case sensitive. Passwords are case sensitive.	Privacy Policy Information contained here is only visible to you and the specific organization(s) you volunteer for. It will neither be disclosed to any other party nor used for any other purpose. <u>Click here to view the complete</u> <u>MyVolunteerPage.com privacy policy</u> .
Forgot your	username or password?	

Note: There is one login per certified pet so that you each pet's assigned shifts, hours, and health records may be tracked separately. If multiple handler's visit with the same pet, they should share login credentials.



About the Welcome Screen

Upon log in, you will see:





Please note that your Better Impact account is saved under your pet's first name.

How to Change Your Login Credentials

- It is recommended that upon initial login you change your default username and password to something you will remember.
- Hover your mouse cursor over the *My Profile* tab. A blue menu will drop down. Click on *Change Password*.

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Home - PAWS of CNY, Inc.		Contact Information Additional Info
Welcome	Upcoming Shifts	Qualifications
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	Tuesday, March 06, 2018 4:00 PM - 5:00 PM	
	Hospitals - Upstate University Downtown - Pediate Friday, March 16, 2018 11:00 AM - 11:30 AM	Availability
		Merge Profile
PAWS of CNY, Inc.		

- Enter your current password in the indicated field.
- Enter your new password in the indicated field.
- Confirm your new password by entering it a second time in the indicated field.

 \circ Note: passwords must be a minimum of six characters.

• Click the blue *Change Password* box.

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08/18



How to Upload a Photo of Your Pet

• From the homepage, click the *Edit* link that appears under your pet's name.

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• Click the blue *Upload Photo* button.

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NAME FIELDS				
Username	Lmarabella	r 💽	DECEMIA	
Salutation			Jamesville NY 13078 USA	

- Select a photo of your pet from your desktop. Note: Images can be any of the following file types: JPG, JPEG, GIF, PNG. The maximum file size allowed is 4MB.
- The name of the photo you selected will appear about the blue *Update Photo* button with a gray circle with a white X in it to the right.
- Click the X to remove the photo and upload a new photo.





• To save the photo to your pet's profile, click the blue *Update Photo* button.

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Contact Information				Blue.png
NAME FIELDS	i marabella		BLUE MA	

• The photo you selected will appear above your pet's name along with a blue *Remove Photo* button. Navigate back to this page any time to replace or remove your pet's photo.

	PA'	WS	of	CNY
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Contact Information	i		K a	Remove Photo
NAME FIELDS Username	i_marabelia	~ 🖸	BLUE N	IARABELLA

Updating Your Personal Contact Information

To change your username, home address, phone number, email address, etc. follow the instructions below.

*Note: In the Contact Information page, you will notice your pet's name appears in the *First Name* field. This is not an error. **PLEASE DO NOT CHANGE THE FIRST NAME FIELD FROM YOUR PET'S NAME TO YOURS.**



• From the homepage, hover your cursor over the *My Profile* tab. A blue dropdown menu will appear. Click on *Contact Information*.

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						Merge Profile
PAWS of CN	(, Inc.					

 Update any relevant information in the *Contact Information* section except for the First Name Field. In the Contact Information page, you will notice your pet's name appears in the First Name field. This is not an error. PLEASE DO NOT CHANGE THE FIRST NAME FIELD FROM YOUR PET'S NAME TO YOURS.



• After you have made your changes, click the blue *Save* button at the bottom of the page.

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rinai name	Bige		THIS FIELD	Privacy Settings
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Suffix	Marabella Jr., Sr., III			I want other volunteers to be able to see my name in the list of scheduled volunteers. I want my last name included.
ADDRESS				Save
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Address line 2				Subscriptions
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Country	USA	D *		You are not subscribed to email reminders
State / Province	New York			Subscribe to Weekly Schedule Heminders
Zip / Postal Code	13078			Update Calendar Subscription p
	10070			
EMAIL ADDRESSES				
Email Address	jmarabella@pawsofcny.or	â 🖕		
Secondary Email Address				
Mobile Email				
* Not available in all areas. Vie	ew Mobile Email Informat	ion here,		
PHONE NUMBERS				
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Updating Your Privacy Settings

You have the option to allow other PAWS of CNY volunteers with whom you are assigned to specific shifts to see your name among the list of those signed up volunteers, or not to allow others to see your name associated with mutually assigned shifts. To update your privacy settings:

- From the homepage, click hover your mouse over the *My Profile* tab. A blue dropdown menu will appear. Click on *Contact Information*.
- There is a *Privacy Settings* section on the right.
- There are three options you can choose from:
 - *I want other volunteers to be able to see my name in the list of scheduled volunteers.*
 - *I want my last name included.*
 - *I want my photo included.*
- Check the box next to whichever combination of options meet your preference. Leave all the boxes UNCHECKED if you do not want other volunteers with whom you are assigned shifts to see your information.
- Click the blue *Save* button.

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Last Name	Marabella	14	I want other volunteers to be able to see my name
Suffix	Jr ₁ Sr ₂ 10		in the list of scheduled volunteers. I want my last name included. I want my photo included.
ADDRESS			Save



Example

What follows is an example of how and where your privacy settings impact what other volunteers are able to see.

In the example below, dogs Blue Marabella, Dory St. Leger, Bert Vaughn, and Cooper Tollar are all scheduled to the same "test" event on February 19, 2018.

- Blue and Bert's privacy settings allow others to see their first names, last names, and photos
- Dory's privacy settings allow others to only see her first name
- Cooper's privacy settings are set to not show any personal information

Logged in to Blue's profile, I have clicked on the Schedule tab.

For the assigned visit, named in this example as "Test-Test Facility" I click on the icon that appears in the *Who?* column to see who else is scheduled for the same shift, and a pop-up box appears.

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ACTIVITY Test - Test Facility	D	DATE Mon 2/19/2018	1:00 PM	2:00 PM	WHO?	ACHONS	
Hospitals - Crouse - Oncology - 4 South		Tue 2/20/2018	4:00 PM	5:00 PM	2		



This is what is visible, based on the other volunteers' privacy settings listed above:

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Schedule				? <u>Help</u> O Log
Filters				
o subscribe to weekly reminder emails or subscrib	Profiles set to show first and			
ACTIVITY	last name and photo	END	WHO?	ACTIONS
Hospitals - Crouse - Opcology - 4 South	Bert Vaughn	2:00 PM	×	
Hospitals - Crouse - Oncology - 4 South	Blue Marabella 🚩	5:00 PM		
Hospitals - Upstate University Downtown - Pedia	Dory - Profile set to show first name	11:30 AM		
Hospitals - Crouse - Oncology - 4 South	Anonymous	5:00 PM		
Harden Carlos Contra	×	5.00 PM	0	
Hospitals - Grouse - Oncology - 4 South	Deefle and to not show one	0.001111	-	
Hospitals - Crouse - Oncology - 4 South	Profile set to not show any personal information	5:00 PM	2	
Hospitals - Crouse - Oncology - 4 South Hospitals - Crouse - Oncology - 4 South Hospitals - Upstate University Downtown - Pedia	Profile set to not show any personal information	5:00 PM	4	
Hospitals - Crouse - Oncology - 4 South Hospitals - Crouse - Oncology - 4 South Hospitals - Upstate University Downtown - Pedia Hospitals - Crouse - Oncology - 4 South	Profile set to not show any personal information	5:00 PM 11:30 AM 5:00 PM	4	

How to Update Subscription Options

You may choose to sign up for automatic email reminders about your upcoming volunteer shifts, and/or to add your volunteer schedule to your digital calendar.



To Sign Up for Email Reminders:

- Click on the My Profile tab
- In the box labeled *Subscriptions*, click the box that says *Subscribe to Weekly Schedule Reminders*.

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First Name	Blue	i.e.	
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		-	Privacy Settings for the Schedule
Last Name	Marabella	17	I want other volunteers to be able to see my name in the list of scheduled volunteers.
Suffix	Jr, Sr, III		 I want my last name included. I want my photo included.
ADDRESS			Save
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Address line 2			Subscriptions
City	Jamesville	100	EMAIL 1
		(C) #	You are not subscribed to email reminders
Country	USA	and the second sec	Subscribe to weekly schedule Heminders



The box will update to indicate that you are subscribed to weekly email reminders, with an option to unsubscribe from the notifications by clicking the same button again.

You are subscrib	ed to email reminders
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To Update Your Calendar Subscription

- Click on the *My Profile* tab
- In the box labeled *Subscriptions*, click the box that says *Update Calendar Subscription*.

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I want my last name included. I want my photo included.
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- A pop-up box will appear.
- Follow the on-screen instructions to set up your calendar preferences. If you
 have any questions or need assistance, contact the Board of Directors at
 info@pawsofcny.org.

Update Calendar Subscription	×
Use the "Generate New Calendar Feed" to create a new calendar feed. If you no longer wish to have a calendar feed generated please click the "Remove Calendar Feed" button.	đ
Clicking either of these buttons will invalidate any existing calendar subscriptions you may have.	
For more information on how to use the calendar subscription feature please visit the calendar subscription help article.	
Please note: While the calendar feed is updated every 15 minutes, certain calendar programs (most notably Google Calendar) may take up to several hours to reflect the changes in this feed.	
Current Calendar Feed Url	
Generate New Calendar Feed Remove Calendar Feed	
Close	

Managing Your Pet's Health and Profile Information

You can update any of the following information through Better Impact:

- Your pet's name
- Your pet's breed
- Your pet's birthday
- Your pet's gender
- When you acquired your pet
- Your pet's current rabies certificate
- Your pet's current annual health screening form
- Your pet's CGC certificate



To update any of the information listed above, click on click on My

Profile and from the dropdown menu, select Additional Info.

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This Week	This Month	This Year	Hospitals - Crouse - Oncology - 4 South Tuesday, March 20, 2018 4:00 PM - 5:00 PM	Interests Availability
				Merge Profile

You can also view, but not edit, the following information in Better Impact:

- Your pet's rabies certificate expiration date
- Your pet's annual health screening form expiration date
- Your pet's PAWS of CNY Certificate Number
- Whether you have paid your biennial membership fee
- Whether your pet has earned his/her CGC certification and the date the evaluation was passed
- The names of all of your pet's handlers
- A copy of the current pet therapy certificate for each of your pet's handlers
- Each handler's recertification due date



To view the information listed above, click on My Profile and from the

dropdown menu, select Additional Info.

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	Welcome Blue Marabel Edit	la	Upcoming Shifts Hospitals - Crouse - Oncology - 4 S Tuesday, March 06, 2018 4:00 P Hospitals - Upstate University Dow Friday, March 16, 2018 11:00 AM	Qualifications South Change Password M - 5:00 PM Organizations Intown - Pediatu Goals
This Week	This Month 0.8	This Year 0.8	Hospitals - Crouse - Oncology - 4 S Tuesday, March 20, 2018 4:00 P	M - 5:00 PM Interests Availability Merge Profile

To View Copies of Your Pet's Annual Health Screening Form or

Rabies Certificate that PAWS of CNY has on File

- 1. Click on My Profile--> Additional Info
- 2. Under the "Pet Information" section, confirm that there are attachments associated with the "Rabies Certificate," and "Annual Health Screening form" items

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		Save
Pet Information		
Pet Information Pet Name	5440	
Pet Information Pet Name Pat Bread	Sken Checolatis Librador Retriever	*
Pet Information Pet Name Pet Brood Pet Bathday	Blue Choosistis Latrador Ratrisve 3/16/2007	
Pet Information Pet Name Pet Brood Pet Simday Pet Sex	Bije Cheolinis Lahsdor Rahlever 2n6;0007 P Mele	
Pet Information Pet Name Pet Bread Pet Bread Pet Bread Pet Ser When ski you acquire this pet?	Skjer Cheostala Lähedor Retriever 3/16/2007 P Male Sk/2017 P	
Pet Information Pet Name Pet Broad Pet Banday Pet Sex When dd you acquire His pet? Rables Conflicate	Biue Cheoritat Lbridor hanitwar 3/h0002	n N Vo File

08/18



3. Click the link to open each file and ensure both are current

****Note: To be considered current:**

- A rabies certificate should not have expired
- A vet exam must have taken place within the past 365 days that resulted in a positive vet attestation
- A negative fecal parasite screening must have taken place within the past 365 days

To Update Expired Health Paperwork via the PAWS of CNY Portal

- 1. Navigate to My Profile--> Additional Info
- 2. Click the box that says "Remove File" that is associated with the relevant paperwork. Then click the box to "Choose File" and navigate to the new digital copy of your updated health paperwork on your computer, and click the blue "Save" button at the bottom of the page.

Pet Name	Blue	PN .
Pet Breed	Chocolate Labrador Retriever	196
Pet Birthday	2/16/2007	1
Pet Sex	Male	
When did you acquire this pet?	5/1/2017	
When did you acquire this pet?	5/1/2017	



Indicating Programs of Interest

Within your Better Impact profile, you can indicate the program types in which you are interested in participating, including:

- College/De-stress Visits
- Community Events
- Giving Educational Presentations
- Hospital
- Nursing Home, Skilled Nursing Facilities, and Adult Day Care
- Reading Program
- Volunteering with Children

Changing these settings will **not** disqualify you from general communications regarding program opportunities but will help the Board of Directors determine general program interest when planning future opportunities.

To update your program interest preferences, click on *My Profile*, and from the dropdown menu, click *Interests*.

Check the boxes next to the program opportunities that interest you and click the blue *Save* button.

		Better	Impact Volunteer Date Instruc
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Interests			? <u>Help</u> <mark>© Log</mark>
General Interests			
General Interests			
Select All			
College De-Stress Visits	Hospitals	Reading Program	
Community Events	 Nursing Homes, Adult Day Care, Skilled Nursing Facilities 	Volunteering with Children	
Educational Presentations			
			Cancel
			Suve.

The Schedule Tab

The *Schedule* Tab provides a quick reference for all future pet therapy shifts to which you have been assigned. It includes the following information: The name of the facility/unit

- Date
- Start time
- Estimate end time
- The ability to see other assigned volunteers by clicking on the icon in the *Who* column. Please refer to the section on privacy settings for more information about how volunteer information will appear here.
- The ability to add a shift to your calendar by clicking the blue calendar icon in the *Actions* column.

How to Report Hours for an Assigned Recurring Shift

There are two ways to report hours associated with a completed shift: **after the shift takes place**, you can log into your volunteer profile and report hours through the *Hours* tab, or you can report hours using the timeclock feature from a mobile device.



Reporting Hours from Your Volunteer Profile

• From the homepage, click on hours.

PAW	/S of CNY
HOME OPPORTUNITIES SCHEDULE HOURS	S REPORTS CONTACT MY PROFILE -
Home - PAWS of CNY, Inc.	? <u>Help</u> 🖕 Log Out
Welcome Blue Marabella	Upcoming Shifts Test - Test Facility
Edit	Hospitals - Crouse - Oncology - 4 South
	 Tuesday, February 20, 2018 4:00 PM - 5:00 PM Hospitals - Crouse - Oncology - 4 South Tuesday, March 06, 2018 4:00 PM - 5:00 PM

• On the *Hours* tab, you will see a dropdown box labeled *Activity*.

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Hours	? Help 🙂 Log Out
Log Hours	
Activity	Please select an activity c
	Show these activities Recent Active Inactive
Date Volunteered	02/19/2018 Hours 0 Minutes 0

• Click on the dropdown box and choose from the list that appears that shift for which you want to report hours.



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og Hours Activity	✓ Please select an activity Hospitals - Crouse Oncology - 4 South	3

 If you do not see the shift you are looking for in the dropdown list, click the blue button that says *Active*, and search again. If you still do not see the shift you are looking for, contact the Board of Directors at <u>info@pawsofcny.org</u>.

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og Hours			
Activity	Please select an activity	8	
Activity	Please select an activity Show these activities Recent Active Inactive	8	

• After you select the desired shift from the dropdown menu, complete the following fields:

08/18



- **Date Volunteered:** Please enter the date of your visit, not the date you are filling out the form, which will appear as a default.
- **Hours and Minutes:** please enter the total amount of time your volunteer session lasted.
- Under Feedback:
 - Handler Name: Please provide your name. If applicable, if multiple certified handlers were present and handled your pet, please indicate their name(s) as well (e.g. spouse or parent/child teams). This field is required.
 - **Pet Name:** Please provide the name of the pet you visited with. This field is required.
 - **Supervision:** Please indicate if your visit was supervised by a representative of the facility by selecting *Yes* or *No* from the dropdown menu. This field is required.
 - Please describe any issues or problems that occurred. This field is optional, but it is your opportunity to tell us of any concerns you have from your visit so that we can help to address them.
 - Please provide any other feedback regarding the visit.
 We'd love to hear any positive feedback or stories you'd like to share. This field is optional.
 - How many roundtrip miles did you drive for your volunteer experience? By adding your roundtrip mileage here, you can generate a report at the end of the year for tax reporting purposes. This field is optional.
- If there are any program-specific questions, they will also appear in the feedback section. Please answer those as well.
- When complete, click the blue *Save* button, or click the *Save and Log Another* button to report hours and feedback for another shift.

08/18



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Feedbac	k		Response		
1. Handler N	ame(s)	8	Jessica Marabella	in .	
2. Pet Name			Blue		
3. Supervisio	on l	0	Yes	ð "	
4. Please de	scribe any issues or problems that occurred		No issues.	le le	
	wide one other feedback regarding the visit	0	We had a great visit and saw lots of new faces today!		
5. Please pro	wide any other leedback regarding the visit.				



How to Assign Hours for an Assigned Variable Shift

• From the homepage, click on the *Hours* tab.



• Click on the teal button that says *Active*. The button will turn yellow.

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Log Hours Activity	Please select an activity Show these activities Recent Active Inactive	
Date Volunteered	03/12/2018 ^{IN} Hours 0 Minutes 0 Save and Log Another Save	



 From the "Activity" drop down menu, you will see all facilities for which you are assigned. Choose the appropriate facility assignment from the list.

OPPOR Oncology - 4 South MY PROFIL Pediatrig Oncology Pediatrig Oncology Reading Program Pediatrig Oncology Marcellus Library Myles Elementary Vincent House Preschool SYR PET Program Test SYR PET Program Test Test Facility 2 Show these activities Recent Active Indictive Date Volunteered 04/29/2018 Vincent Entries		Please select an activity Community Event SUNY Oswego Riggs Hall Iospitals - Crouse	116	~1		CNY
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Activity Test Facility 2 Show these activities Recent Active Inactive Date Volunteered 04/29/2018 Hours 0 Minutes 0 Save and Log Another Save Not Recent Entries Activity HOURS Date Volunteered Date Volunteered 04/29/2018 Minutes 0 Save and Log Another Save Mate Volunteered Date Volunteered 04/29/2018 Hours 0 Minutes 0 Save and Log Another Save Date Volunteered 04/29/2018 Minutes 0 Save Save and Log Another Save Save <td>og Hours</td> <td>Vincent House Preschool Syracuse Hancock Internation SYR PET Program</td> <td>onal Airport</td> <td></td> <td></td> <td></td>	og Hours	Vincent House Preschool Syracuse Hancock Internation SYR PET Program	onal Airport			
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- Enter the date of your visit
- Enter the duration of your visit in hours and minutes
- Complete the questions asked in the feedback field
 - For more information regarding the feedback fields, please see pages 20 21.
- Click save.

(see screenshot on next page)



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g nouis					
Activity	Pediatric Oncology Show these activities Recent Active Inactive			0	
Date Volunteered	04/29/2018 Minutes 0				
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1. Handler Nan	ne(s)	0	Jessica Marabella	14	
2. Pet Name			Blue	IN .	
3. Supervision		0	Yes	PI (0	
4. Please desc	ribe any issues or problems that occurred.		No issues.		
5. Please prov	ide any other feedback regarding the visit.	0	Great visit!		
	oundtrip miles did vou drive for vour volunteer experi	ience? ዐ	6	4	

Please submit your hours timely. Ideally, all hours should be submitted within one week from the date of your visit.

If you do not see your assigned facility from the available options, contact us at <u>info@pawsofcny.org</u>.



How to sign up for a Community Event:

- 1) Log into your PAWS Volunteer Portal.
- 2) Click the "Opportunities" tab on the Home page



3) Under Filters, check "Only include activities that I am qualified for" and "Only include activities that have openings available". Select other options if desired. Check "Make these my default filters". Click the "Filter Activities" button.

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4) A list of available activities will appear. Click on the activity name to get more information.

WS of CNY, Inc.			
Community Events			
One-time events at community organizations, colleges, schools, corp	porations across the	service area	
One-time events at community organizations, colleges, schools, corp	porations across the SHIFTS	service area	END DATE
One-time events at community organizations, colleges, schools, corport ACTIVITY TEST Activity - NOT a real activity - just here for testing sign up	porations across the SHIFTS	service area START DATE 12/25/2018	END DATE 12/25/2018

5) Click the "Sign Up" button to sign up for the activity. NOTE: *only* click the "sign up" button if you plan to attend this event. To withdraw from an event after clicking the sign up button you'll have to email Bob Long:

rlong@pawsofcny.org so that he can remove you from the schedule for that event.

HOME OPPORTUNITIES SC	HEDULE HOURS I	REPORTS	CONTACT		MY PROFILE 🔻
Community Events - just here for testing si	TEST Activity - N gn up	IOT a re	al activity	- ← <u>Back to Acti</u>	<u>vity List</u> ? <u>Help</u> ↔ <mark>O</mark> Log Out Switch to Administrator View
Activity Details					
This is a test activity for testing the activity if you like, but understand in the standard	visibility of community even t is not a real activity! ou ever need extras	ents and sign	up for community (events. Feel fre	e to "sign up" for the
- Filters					
FILTER THE LIST OF SHIFTS Don	t Filter 🔻				Filter Shifts
				Click here to for the activit	sign up ly.
DATE	START	END	OVERLAP	MHO\$	
Tuesday, December 25, 2018	12:00 PM	2:00 PM		۲	+ Sign Up
					Select All
					08/18



The event now will appear on your PAWS Volunteer Portal Home Page under Upcoming Shits:

Upcoming Shifts

Community Events - TEST Activity - NOT a real activity - just here for testing sign up Tuesday, December 25, 2018 12:00 PM - 2:00 PM

How to View Event Details (after signing up for an event)

- 1) Log into your PAWS Volunteer Portal
- 2) Click on the "Upcoming Shifts" link on the Portal home page:

Upcoming Shifts

Community Events - Syracuse University BeWell Expo Sunday, September 30, 2018 5:00 PM - 6:30 PM





OR click on the "Schedule" tab.



The event will be listed on your schedule page like this:

ACTIVITY	DATE	START	END	WHO?	Click here to see who else from PAWS is
Reading Program - Syracuse Academy of Science and Citizenship	Flexib	ble Schedule		۷	signed up for this event*
Community Events - Syracuse University BeWell Expo	Sun 9/30/2018	5:00 PM	6:30 PM		6

3) Click the blue **1** for an event to view details about the event, including a description of the event, driving directions and maps:





Better Impact Volunteer Database Instructions

Click and "drag" an edge of the details box to make it larger. Click the printer icon at the top of the page to print the information.

4) Click the person icon $\ \$ to view who else from PAWS is signed up for this event



You will see the names of people (or, more accurately, their pets) who have checked this privacy option on the Contact page of the volunteer portal:



Participants who have not checked that box will be listed as "anonymous". We encourage everyone to use the settings shown above (showing your last name is up to you) so that volunteers will know who else is planning to attend an event.

08/18



How to Ensure You Receive Reminder Emails for Upcoming Events and Activities:

- 1) Log into your PAWS Volunteer Portal
- 2) Click the "Contact Information" under the My Profile tab:



3) If you are not currently subscribed to email reminders, click "Subscribe to weekly schedule reminders" to receive a weekly email reminder of all activities and events you have scheduled for the upcoming week:

