

Online Volunteer Portal Quick Reference Guide

<https://familyservicerochester.galaxydigital.com/>

New Volunteer

'Sign Up' button
Complete application
Complete three Qualification steps
Initial Qualifications when completed

Open Requests

'Volunteer Now' button
'View Details' for Open Requests of interest

Search Open Requests

Sort By (top center): alphabetically, newest, oldest, soonest occurring
Search By (top center): Program, Interest, Family Friendly, Distance (by ZIP code)

Volunteer

'View Details' for Open Request of interest
'Respond' button
Log In
'Submit Open Request Response' button
Email will be sent with additional details

Volunteer Dashboard

Log In
Volunteer Resume link (right column) for summary
Suggested Open Requests
'Open Requests', 'Programs' (left margin)
Key volunteer highlights, messages

Open Meals on Wheel Routes

Log In
Click on calendar icon (top center)
Click on open route, 'Respond'
Click on 'Programs' (left margin)
Meals on Wheels
'View Details', 'Respond'
Select dates you are available to drive

View Profile

Log In
Click down arrow by initials (top right)
'View Profile'
'Edit Profile' to update personal information
'Qualifications', initial when completed
'Open Request Responses'

Log Volunteer Hours

'View Profile'
'Open Request Responses'
'Select an Action' next to completed request
'Add Hours' to log volunteer date and hours

UnRespond to Open Request

No longer available to volunteer for request?
'View Profile', 'Open Request Responses'
'Select an Action' arrow next to open request
'Unrespond', Are you sure? Yes/No

Educational Videos

<https://familyservicerochester.galaxydigital.com/instructional-videos/>

Overall Volunteer Portal education
Meals on Wheels route driver education

Contact Us

'Programs' (left margin), Select Program
Program Coordinator contact (right margin)

Phone: 507-287-2010

Email: volunteers@familyservicerochester.org

