



# Volunteer Manual

*Updated on: January 2025*





## What is the portal?

This is your company's Volunteer Program social network. Through it, you can participate in actions promoted by the company or your colleagues, sharing experiences and inspiring each other. You can also share your ideas, recruit volunteers, publish pictures, testimonies and results.

Welcome!

# Summary

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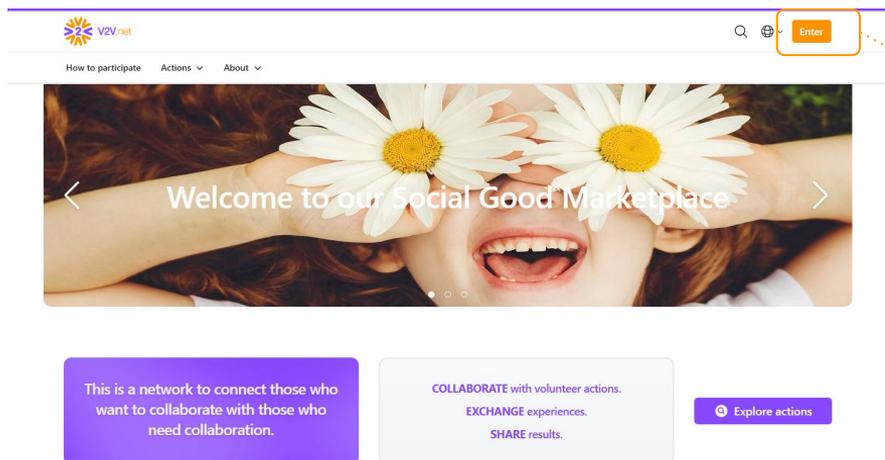
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# Registration and Access to the Portal



By registering on the portal, you will be able to interact with other volunteers, take part in existing actions, publish new actions (if allowed for your user type), see the latest news from the Program, etc.

You can register on the Portal in two ways, depending on the configuration the administrator has set for your Program.



1

Click “Enter”

**Note:** in all the ways of entering the Portal, you will first need to click on the “Enter” button on the home page.

# Registration and Access to the Portal



It is possible to access the Portal with company data, depending on the configuration that the administrator has set for your Program.

## 1. Enter your **Company Credentials (SSO)** for registration and login

A screenshot of the V2V.net login page. The page has a white background with a purple and orange logo in the top left corner. The main heading is "How would you like to sign in?". Below this, there is a sub-heading "Sign in with your company credentials" and a text box with the word "Enter" inside. A dotted orange line points from the "1" in the instruction below to the "Enter" button. At the bottom, there are "Login" and "Signup" buttons.

1

Click on: **“Enter”** in the first box

2

On the next screen, enter your company email address and the password **you already use**. Then complete the fields that are requested.

**Note:** when you log in for the first time, you will need to fill in some information, but from the second time onwards you will only need to fill in your email and password by clicking on the same **“Enter”** button.

# Registration and Access to the Portal



In case you are unable to access the Portal with company data, you can login with an email and password of choice.

## 2. Enter your Username and Password or Temporary Login Code, after your registration

1

If you haven't registered yet, create a new account by clicking on "**Signup**".

2

If you already have an account, you have two access options: **password or code**. Find out more about the two ways of logging in on the [following pages](#).

# Signing up to the Portal: Create Account



**1**

After click on **“Signup”**, select your **user type**;

**2**

Enter your **business email** (if you don't have it, follow the screen instructions or send an email to Contact Us);

**3**

Fill in the fields;

**4**

Register a password to facilitate your access;

**5**

Accept **“Terms of Use”**;

**6**

Click **“Signup”** and check your email.

When you receive your first access email, use the code that you'll find in the message.

**NOTE:** if you do not receive the email in your inbox, check your Spam or send an email to Contact Us.

# Accessing the Portal (already registered): Email and Password



You can log in to the portal using the login with password or login without password:

The image shows a login form for V2V.net. A callout box on the left contains a magnifying glass icon and the word "Login". Three numbered callouts on the right point to the form fields: 1. "Enter your registration email" points to the "E-mail" input field. 2. "Enter your password" points to the "Password" input field. 3. "Click 'Enter'." points to the "Enter" button. Below the form, there is a "Remember my password" checkbox and a "Forgot your password?" link. At the bottom, there are two buttons: "Integrated authentication" and "Temporary code". A separate callout box on the right, titled "If you do not have a password or do not remember it:", contains the text: "Click on 'Forgot your password?'" and "enter your registered email and we will send you an access code! Use the code to log in and then immediately create / change your password." This callout points to a smaller screenshot of the "Forgot your password?" form, which has an "Email" input field, a "Back" button, and a "Send" button.

**1** Enter your **registration email**

**2** Enter your **password**

**3** Click **"Enter"**.

If you do not have a password or do not remember it:  
Click on *"Forgot your password?"* and enter your registered email and we will send you an access code! Use the code to log in and then immediately create / change your password.

# Accessing the Portal (already registered): Temporary Code



You can log in to the portal using the option login with password or login without a password, using a **temporary code**.

## Temporary code

You will receive a temporary code by email to access this site

V2V.net

Login with temporary code

Enter your registration email

Email

Back Send

1 Click on "**Login with temporary code**"

2 Enter your **registration email**

3 Open your email and copy the **numeric code** found in the message

4 Enter the code and you will be **logged**.

If you find it easier to use a password, you can create it. You need to be logged to access *User Menu > Edit Profile > My Password*.

# Homepage



On the portal homepage, you can find the cards with highlighted actions.

Search

Enter Chat



## Institutional Menu

with actions grouped by themes, news, contact us and other institutional pages.

## User Menu

with useful links for your profile.

This is a network to connect those who want to collaborate with those who need collaboration.

COLLABORATE with volunteer actions.  
EXCHANGE experiences.  
SHARE results.

Publish action

Explore actions

My actions

You will also see the **“Publish Action”** button, if you are allowed.

**Explore Actions**

**My Actions**

**Unidade Central**

🔊 Actions: 15  
👤 Participants: 5

**Campanha do Agasalho: Aquece...**  
📅 04/12/2024 - 04/30/2025  
📍 In-person  
👉 JOIN!

**OPORTUNIDADE DE VOLUNTARIADO**

**Dia de fazer o bem [GUESTS]**  
📅 01/02/2025 - 05/02/2025  
📍 In-person  
👉 JOIN!

**Network** you are a part of (your team, committee, unit, etc.)

# User and My Profile Menu



1

2

Search

Chat

Profile

**User Menu**

Logout

Chat 2

**My Profile**

My Friends

Friend Requests 0

My Actions

Edit Profile

Admin

Data dashboard

Pending Pages 8

Pending Users 2

Invite to the Network

2

Profile

Friends

Badges

Actions

Unidades

Julia

São Paulo, SP, Brasil

1

Related

Unidade Central

ACTIONS

Pesquisa de Satisfação

06/13/2019 - 09/05/2025

Virtual

JOIN!

Material Escolar

09/13/2024 - 05/20/2025

São Paulo, SP, Brasil

JOIN!

Controle de vagas por ocasião, Ativid...

08/06/2021 - 12/18/2024

In-person

COMPLETED

VOLTA ÀS AULAS

01/14/2022 - 01/05/2024

In-person

COMPLETED

In “**My Profile**”, you see how your profile is viewed in the Network. It also shows your friends, actions, recognition badges and pages you are linked to.

# User and My Profile Menu



1

User Menu

Logout

- Chat 2
- My Profile
- My Friends
- Friend Requests 0
- My Actions
- Edit Profile**
- Admin
- Data dashboard
- Pending Pages 8
- Pending Users 2
- Invite to the Network

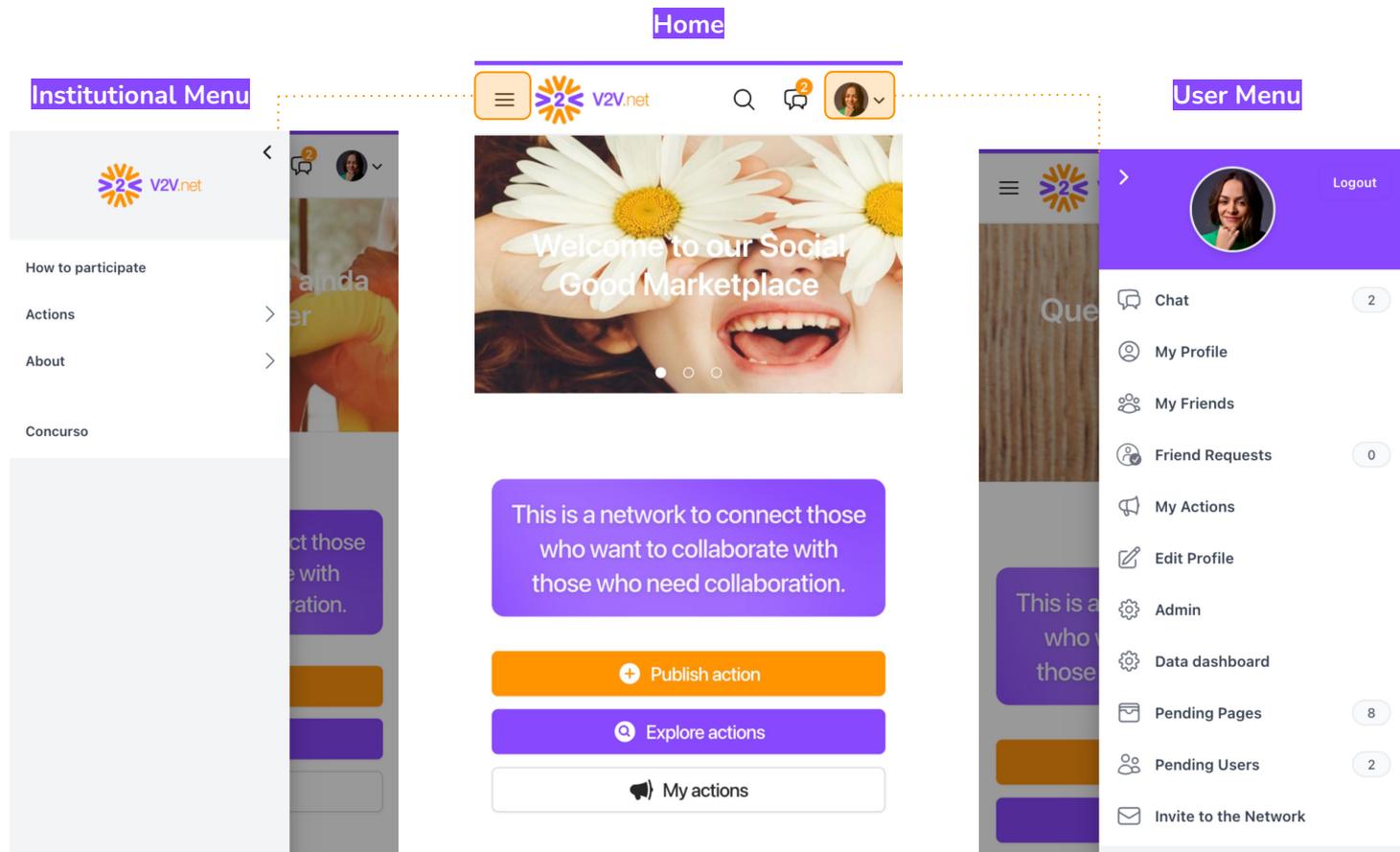
2

- General info
- Info in this Network
- SDG
- Password
- Credentials**
- Alerts & Notifications

**General info**  
Your general data, talk about yourself, publish your photo and identify yourself to improve interaction with others participants.

Click "*My credentials*" to manage your email addresses linked to your account. The most important is that you will receive alerts.

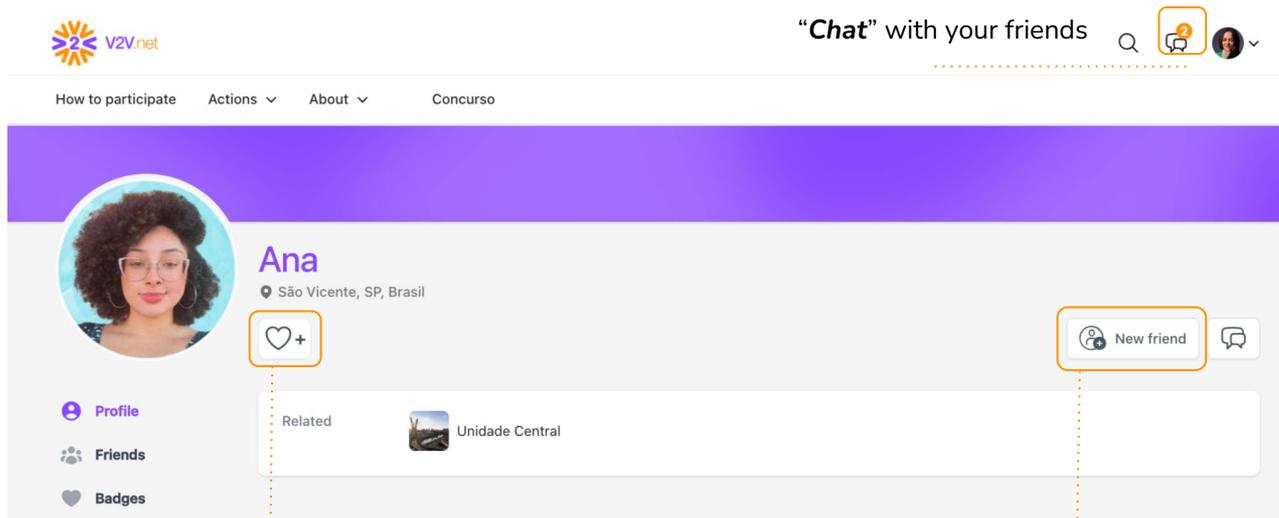
Click "**Edit Profile**" to change your description, email, picture, location, preferable SDG (Sustainable Development Goals), password and receive alerts options.



# Interacting with Other Volunteers

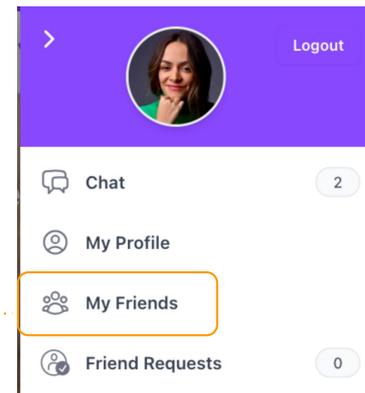


By visiting a volunteer's profile, you can request friendship, send private messages and find out about their actions.



Send "**Badges**" to praise outstanding volunteers.

"Add to friends"



In your personal menu, under: "**My Friends**" you will see a list of your contacts on the network and can follow up on new friend requests.

# Expanding the Network



>  Logout

- Chat 2
- My Profile
- My Friends
- Friend Requests 0
- My Actions
- Edit Profile
- Admin
- Data dashboard
- Pending Pages 8
- Pending Users 2
- Invite to the Network**

**Invite to the network**  
Invite your friends to join this network

Emails (maximum of 25 separated by commas)

Message

Send

Help increase this network of good by bringing in new friends under ***“Invite to the Network.”***

Note: The option to send invitations must be enabled on the platform.



General Search

Search...

Tip: use **SEARCH** to find the people you're looking for.

# Participating in Volunteer Actions



1

To take part you just need to be logged in, access the action and then click on **“Join”**.

JOIN

2

As a participant in the action, you can:

**Confirm your participation** in the action! On the day/place of the action, click on **“Check-in”** (you need to be within a radius of 1km of the address given by the leader). If the action is virtual, click on **“I did it”**.

## Checkin

The screenshot shows the 'Checkin' page interface. At the top, there is a navigation bar with 'Main', 'Participants', 'Photos', 'Links', 'Chat', 'Manage', and 'More'. A 'PARTICIPATING' button is highlighted in the top right. Below the navigation bar, there is a large photo of a group of smiling people. To the right of the photo, there is a section titled 'CONFIRM YOUR PARTICIPATION' with a 'CONFIRM ATTENDANCE' button. Below that, there is a 'PARTICIPANTS' section showing a row of profile pictures. At the bottom, there is an 'ABOUT' section with text in Portuguese: 'Vamos fazer sessões de mentorias com jovens empreendedores. Todas as conversas serão via Zoom e ao final os jovens ganharão um curso de idiomas com parceria do Curso "Inglês para Todos".'

The screenshot shows the navigation bar with the following options: 'Main', 'Participants', 'Photos', 'Links', 'Chat', 'Manage', and 'More'. A 'More' button with a plus sign is also visible.

In the central bar, **you can see details of the action**.  
For example: see who the participants are, post photos and documents, interact in the chat and more!

**Attention:** if for any reason you can no longer participate, simply click on **“Subscribed”** > **“Stop participating”** to unsubscribe.

The screenshot shows a confirmation dialog box. At the top, it says 'You are participating!' next to a profile picture of a woman named Julia. Below that, it asks 'Are you sure you want to cancel your registration in the action Checkin virtual?' and 'By opting out, all data recorded in your registration will be deleted (except chat, photos, and documents)'. There are two buttons: 'No' and 'Yes'.

# Other Types of Participation



In some actions (depending on the company's program), by clicking on **“Join”**, the user can choose how to participate in the action.

For sponsorship actions such as **“Items Bag”** or **“Vacancy control by occasion”**, select the option you want and click on **“Save”**.

**AVAILABLE TO CHOOSE**  
Mark your choices below.

Search...

**Tanaka**  
Idade: 7 anos / Sapato 33 / Brinquedos

**Maikel**  
Idade: 7 anos / Sapato 20 / Livros

**Nivalda**  
Idade: 7 anos / Sapato 20 / Livros

**CHOSEN**  
Maikel

**Tip:** To view or change the selected item, click on “My choices”.

For **Fundraising Campaigns**, fill in the amount to be donated and click on **“Save”**.

**COLLECTIONS**  
Indicate below how many items you wish to donate (you can edit until the action end date).

Search...

Arroz (quilos) 1

**CHOSEN**  
Arroz (quilos) 1

Under **Financial Donation**, click or enter the amount you wish to donate and fill in the payment information.

**DONATIONS**

R\$ **1223**  
Raised

12%

1 donation Goal: R\$ 10000

**OTHER AMOUNT**

R\$ 200 **DONATE**

Minimum of R\$ 10

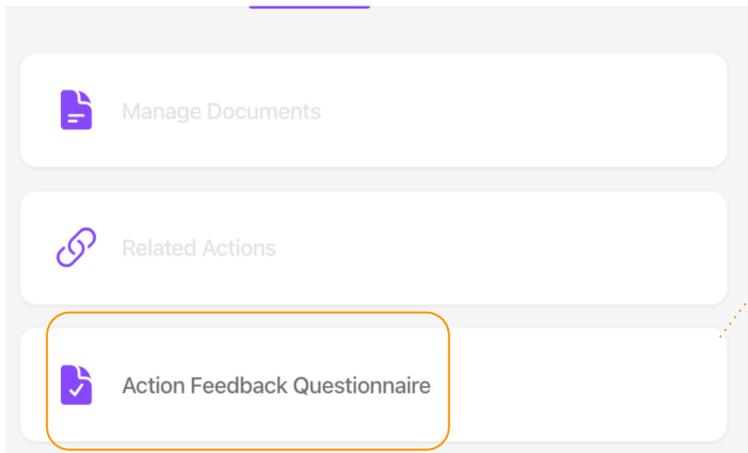
By donating, I agree with Novo Termo...teste.4 and Termo.de adesão.

# Feedback on Actions



**Feedback** is an excellent tool for **learning and improving work**. For this reason, after the actions have been completed, an email will be sent informing you that a form has been released so that participants can make evaluations and express their opinions on the volunteer action. **Get involved!**

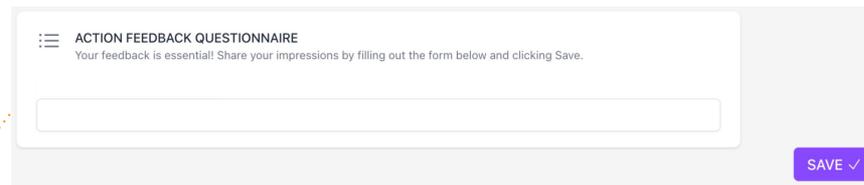
Links  Chat  **Manage**  More ▾



Manage Documents

Related Actions

Action Feedback Questionnaire



**ACTION FEEDBACK QUESTIONNAIRE**  
Your feedback is essential! Share your impressions by filling out the form below and clicking Save.

SAVE ✓

If you don't want to receive alert emails, uncheck the “Action survey” option in **Alerts & Notifications** on your profile.

**Leader:** Check with the portal administrator that the feature is enabled for your action theme.

# Publishing an Action

Instructions for the Action Leader



If your **company's program allows it**, you can **publish and lead actions**. You can promote an action that is yet to take place or record an action that has been carried out. To do this, you need to be logged in to the portal.

1 Click on "**Publish Action**" on the portal home page (or within the Action Theme)

2 Firstly, choose a **Theme**.

3 Fill in the fields for each step and click on "**Publish**" at the end.

**Attention:** In step 2: "Volunteer participation", if the theme is configured, you can indicate whether the action is Simple slot control, Spot control per occasion, Items Collection or Patronage.

New action  
Action title  
Action data

1 2

Data Usage: Aceitei as condições

**Basic information**  
Essential information and basic identification data.

\*Chosen topic  
teste (change topic)

\*What's the title?  
Action Title

Volunteer / donor activities  
Example: Donate clothes, facilitate reading, etc.

\*When?  
⚠️ Após a data fim, esta ação expira, e não será mais possível participar ou realizar doações.

Initial Final  
dd/mm/yyyy dd/mm/yyyy

**Volunteers' participation**  
Additional features that can be enabled.

**Note**  
The features below are optional. Only activate them if they are relevant to your action. If you're not sure yet, you can skip this step and edit it later in the Manage section.

**Simple slot control**  
You set a total number of spots for your action and when the defined limit is reached, registrations will automatically close.  
Example:  
5 spots remaining

**Spot control per occasion**  
You can distribute spots across different times, activities etc.  
Example:  
Mechanics classes  
10-hour professional training

**Items collection**  
The participant can indicate with how many items they will contribute.  
Example:  
School Kits  
Pencil, eraser, notebook, and backpack. 10

**Patronage**  
The participant will choose who they wish to benefit.  
Example:  
Jobs - 6 anos  
Alto - 4 anos

# Publishing an Action: Steps



Create actions in a simple and organized way with our new step-by-step process!

Now, in just 3 steps, you can register the essential information for your action.

1

Step 1: **Action data** - enter all the important information;

2

Step 2: **Volunteer participation** - choose between checking for vacancies (simple or by occasion), collecting items or sponsorship (bag);

3

Step 3: **Publish** - finish and share your action with the network!

New Action

## Beach Cleanup Day

Volunteers' participation

1 2 3

Volunteers' participation  
Additional features that can be enabled.

**Note**  
The features below are optional. Only activate them if they are relevant to your action. If you're not sure yet, you can skip this step and edit it later in the *Manage* section.

**Simple slot control**  
You set a total number of spots for your action and when the defined limit is reached, registrations will automatically close.

Maximum participants (including leaders):  
50

Example:  
A B C 5 spots remaining

**Spot control per occasion**  
You can distribute spots across different times, activities etc.

Example:  
Mechanics classes 10-hour professional training.

# Publishing an Action: Draft



**Your action, in your own time!** If you prefer not to finish publishing the action at the moment, just click on “I want to publish it another time”. It will then **be saved as a draft** and you can finalize it and publish it at your convenience.

New action

## Beach Cleanup Day

Publish

1 — 2 — 3

### Shall we publish?

You're almost ready to publish your action.

All data has been successfully saved, but currently you are the only one who can view it.

If everything has been reviewed and is correct, and you want your page to be visible to the entire network, click the button below!

**PUBLISH**

[Review all input](#) [I wish to publish later](#)

**DRAFT**

### Beach Cleanup Day

01/31/2025 - 01/31/2025

In-person

Participants: 1

[Logout](#)

- Chat 2
- My Profile
- My Friends
- Friend Requests 0
- My Actions**

To find it, go to the “My Actions” tab.

# Activating Patronage (Items Bag)

Instructions for the Action Leader



1 Click on the **Patronage** option in the **Volunteer Participation step** when creating the action. Select the limit of choices per volunteer to **Single** or **Unlimited**.

2 You can then register items, so participants can choose who they want to benefit.

3 By clicking on **“New”**, you can choose between Registering an item or Importing (XLSX).

4 If you choose the **“Register item”** option, the entry will be made individually.

5 Fill in the Title, Description and Picture of the beneficiary to be sponsored and click on **“Save”** at the end.

The screenshot shows a 'New' form for a 'Sponsorship Item'. It has a title field, a description field with a rich text editor (bold, italic, underline, link, unlink, list, image, video), and an image field with a 'Browse' button. A 'Save' button is at the bottom right. There is also an attention warning at the top.

6 If the option selected is Import XLS, the insertion will be done in bulk via an .xlsx spreadsheet which must be filled in as follows:  
**Column A:** Name (will be visible in the choices)  
**Column B:** Description (will be displayed when you click on “+”)  
**Column C:** Name of the photo file (exactly the same as in the photo zip, if you choose to insert photos)

**Attention:** Don't forget to check that you have the rights to use the image!

7 After adding the spreadsheet, insert the ZIP file with the photos (in JPG, JPEG or PNG format) of the items/people to be sponsored.

# Activating Activity/Collection Item

Instructions for the Action Leader



1

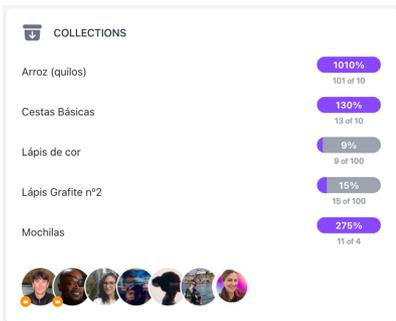
Click on the **Vacancy control by occasion** option, then select the limit of choices per volunteer to **1 per person** or **Multiple** per person.

2

To register **Activity** items, click on “**New**” in the next step. Fill in the Title, Limits of Choices/Vacancies, Description, Image and at the end, click on “**Save**”.

3

The same process will be necessary for **Collection**, fill in the Title, Collection target (optional), Items collected outside the platform, Description, Image and at the end, click on “**Save**”.



**Tip:** Fill in the “Limits of Choices/ Vacancies” field with the number of opportunities available in each activity.

## Spot control per occasion

You can distribute spots across different times, activities etc.

### Choice limit:

1 per person  Multiple per person

Example:

Mechanics classes

10-hour professional training.



## Items collection

The participant can indicate with how many items they will contribute

New

Search...

Arroz (quilos)

Cestas Básicas

Lápiz Grafite nº2

Lápiz de cor

Mochilas

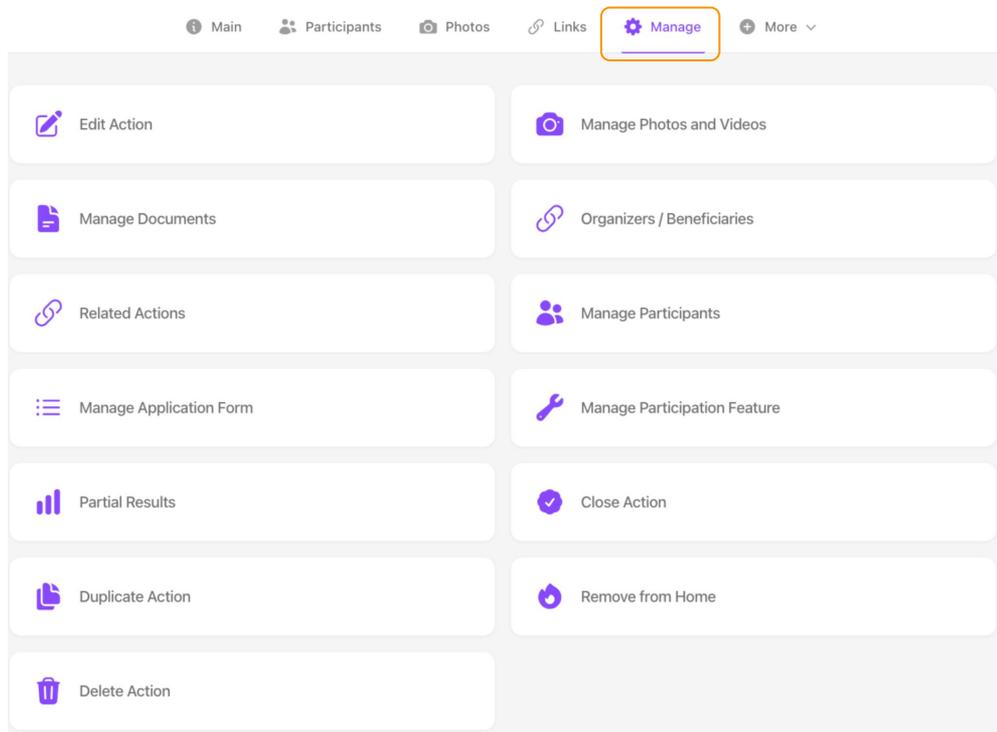
Back to Action

# Managing a Volunteer Action

Instructions for the Action Leader



In the central bar of the action, click on “**Manage**” to edit the information, manage participants and much more!



See the documents, linked actions, badges and results of the action!

Depending on the **options that are enabled in the Program's action** theme, by clicking on “**Manage**”, you will see the possible edits centralized in one place:

Management of photos/videos, participants, application form, linked actions, organizers/beneficiaries, as well as partial results, conclusion and highlight of the action on the homepage!

# Application Form

Instructions for the Action Leader



1

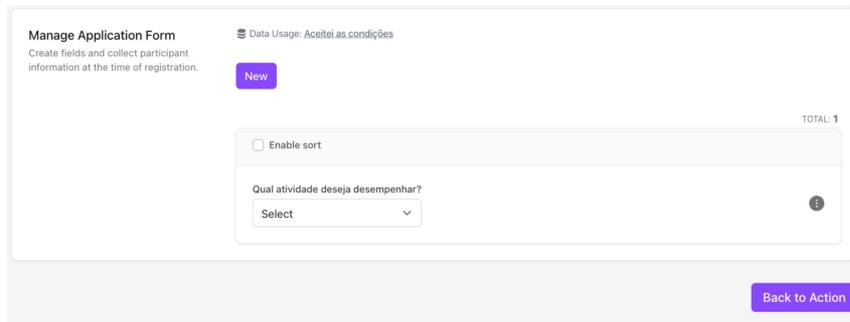
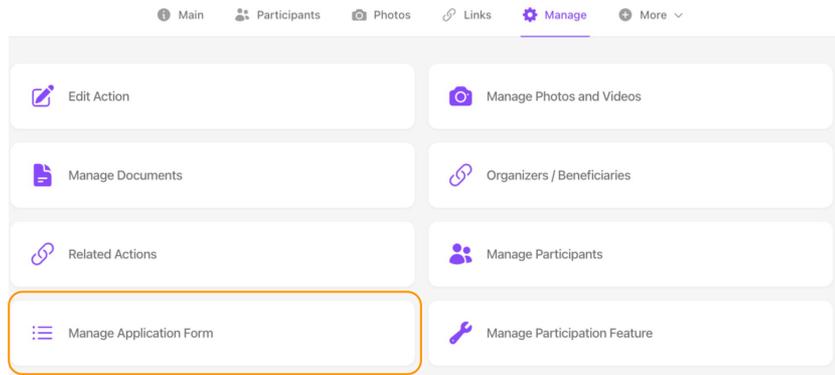
If you want to add questions for the volunteers to fill in when they click on Participate, go to “**Manage**” > “**Manage Application Form**”.

2

Click on “**New**” to create the questions you need and in “**Manage Form**” you can change the order and track the answers in a spreadsheet.

3

At the end, you can see how the questions you have created will appear to the volunteers when they take part.

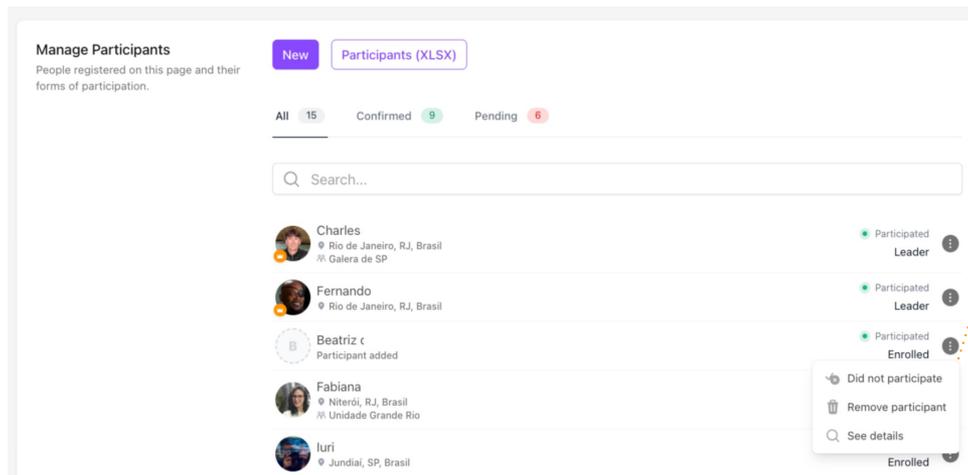
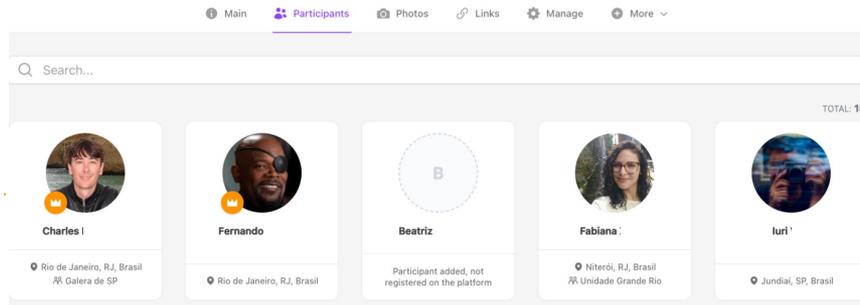
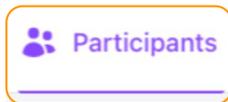


# Managing Participants

Instructions for the Action Leader



When you click on “**Participants**” in an Action, you will see a list of those who have signed up and you can add more people if you have permission on the platform to do so. Click on “**Add**” or use the “**Search for Volunteers**”.



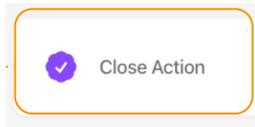
By clicking on “**Manage Participants**”, you can:

- “**Grant management**” to a user who shares leadership of the page with you.
- “**Confirm participation**” of those who actually took part in the action.
- “**Remove from page**” those who did not participate.
- “**Edit choices**” of the participants.

# Concluding the Action



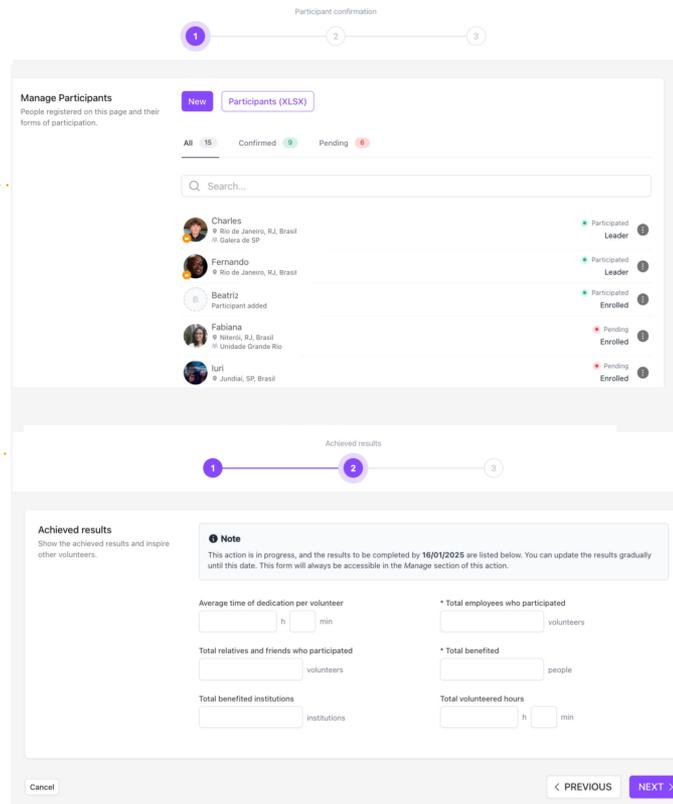
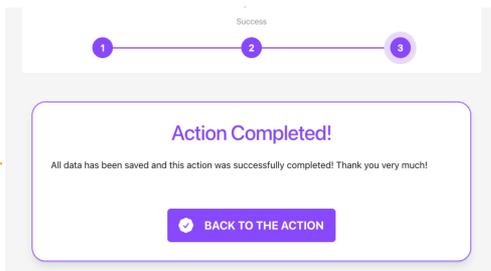
1 Click on the “**Complete Action**” button



2 In **step 1: Confirm participants**, removing anyone who didn't attend from the action. If confirmation of attendance by the leader on the website is activated, you must also confirm the attendance of those who did attend.

3 In **step 2: Enter the Results** achieved and fill in the final data.

4 Finally, click on the “**Save and Finish**” button.



# Other Pages (Teams, Committees, Institutions, etc)



## If your company's program has these types of pages enabled:

On the page, it will be possible to see general information, all participants, linked actions and their recorded results, recognition seals, documents and the possibility of participation (if this option exists).

The page leader will be responsible for the page and can edit the information and manage the participants - passing on or sharing leadership of the page with other people or adding/removing members.

Some Action Themes require the **action to be related** to other page types. To create other page types:

1. Go to the top menu, click Browse on the type of page you want (Teams, Committees, Institutions, etc.) and use the search to see if the page you want already exists or not. Example: search for the specific name of your team;
2. If the page doesn't exist, click **Add** - to see this button you must be logged in to the network and have permission to make this publication.

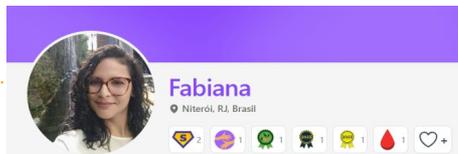
Once you've checked that the page already exists, all you have to do is **Publish Action** and link the pages in the action form itself, when you need to say who is promoting (teams, regions, committees, institutions, etc.) or receiving the action (institutions).

# Avatars and Sizes

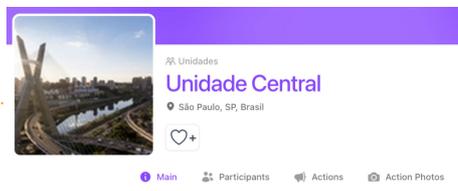


The **crop tool** allows any picture to be resized in any avatar.  
However, sometimes it is good to know the image size (if you register a logo, for example).  
These suggested sizes include retina screens (that need a higher resolution).

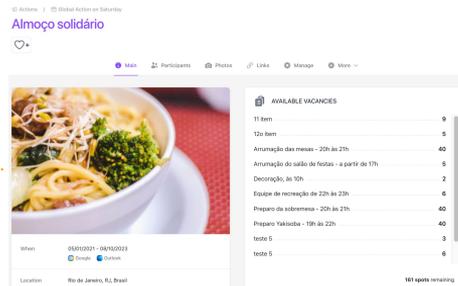
**User**  
600x600 (px)



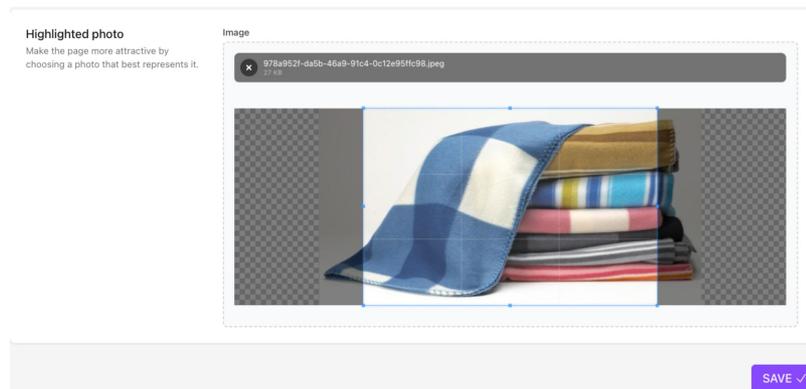
**Groups**  
600x600 (px)



**Actions**  
3:2 aspect ratio;  
Suggested size:  
1200x800 (px)



The tool can crop photos of all sizes. If it doesn't work, follow the instructions below.



**Tip:** Choose an image editor (Photoshop, Paint Brush, etc). Open a 300 x 300 px document and paste the logo. Save as JPG or PNG and submit it.

Thank you!



*Any questions?*

*Check the Institutional Menu:*

- *Frequently-asked questions*
- *Or write in Contact Us*