

WHY WELL-ORGANIZED REGISTRATION AND ARRIVAL PROCESS MATTERS

As part of your training you have learned about the five steps of a volunteer journey that are important to keep in mind as someone who is planning service events and managing volunteers: Entice, Enter, Engage, Exit, and Extent

The sign-in and registration station kicks of the ENTER phase, and is the first impression a volunteer has of the organization. And we all know how important first impressions are.

Registration is not just about collecting data and taking attendance of the volunteers. It's really about creating a welcoming, inclusive and fun environment that will hook volunteers from the moment they step foot at the project site.

WHAT YOU NEED TO SET UP REGISTRATION

- Table and Tablecloth
- TMC signage
- Name badges
- Computer or smart phone device with access to Platoon Leader Portal App for managing attendance
- Volunteer T-Shirts
- Team assignments template
- Print outs of event QR code or Text to Register Instructions
- Print out of blank registration template (if technology fails)
- Recommended: Printed copy of pre-registered volunteers

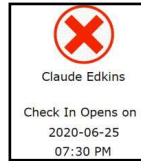
SOP FOR REGISTRATION

Stage volunteer(s) near/at entrance to:

- Greet volunteers as they arrive/walk up.
- Ask if they have **pre-registered online** and received their confirmation email or text use the link provided to check-in.
 - Direct volunteers who **pre-registered online** to the check in table to show green check mark or to be checked in if they don't have a mobile phone.
 - Direct volunteers **who have not registered** before the event to register for the event to the **On-site Registration table/area**.
 - This will allow volunteers to register and check in before being directed to the main check in to receive team assignment/t-shirt.
 - Scan QR code to register and use link to check in.

Pre-Registered Volunteer Check In Process:

1. Volunteers will have received a confirmation email and/or text with a check-in link and directions to check-in once on site.
 - The check-in link is time-sensitive and will be set to the time identified by the event creator. It is recommended that the link to register be active at minimum one hour before the event start-up and remain live for the duration of the event.
 - If volunteers attempt to check-in outside of this check-in period, they will receive an error message.



2. After check-in is complete, they will receive a confirmation image.



3. Volunteers will show this confirmation screen to receive their name badges and T-Shirts.
4. Have volunteers sign up for their project team.

On-site Volunteer Registration Process:

The check-in process for on-site registration is:

1. Volunteers will be directed to the On-site Registration Area
2. There will be two contactless registration options available: **Text-to-Register** and **QR Codes**.
 - Every event created in Salesforce includes a text-to-register number and QR Code unique to the event. Text-to-register is more reliable than the QR Code function because it does not require a phone with a camera or the QR Code app.
 - The Text-to-Register and QR Code feature details are included in the event Salesforce page under "website options." The Text-to-Register and QR Code registration information should be printed and available at the onsite registration table, this template should be used. Have blank waivers available as a back up.
 - **QR Codes**
 - i. Volunteers will use their smartphone camera or QR Code app to scan the QR Code.
 - ii. Volunteer will be taken to the event registration page to complete registration and the e-waiver. The volunteer must complete a waiver to attend the event.
 - **Text-to-Register, if unable to use QR Code**
 - i. Volunteers will send the unique SMS Code to the SMS Code Phone Number.
 - ii. Volunteer will be taken to the event registration page to complete.
 - iii. Sender will then receive the e-waiver via text. Sender must complete an e-waiver to attend the event.
3. After registration, volunteers will receive an email or text with a link to check-in.
4. After check-in is complete, volunteers will receive the same confirmation image as shown above.
5. Volunteers will show this confirmation screen to receive their team assignments, name badge and T-shirts.

If there is not space or enough volunteers for a separate area for on-site registration, the above can be executed at the check-in table/area.

Team Assignment, Name Badges, and T-Shirt Distribution

Team Assignments

- Different wristband or number assigned to each team with the min/max number
- Those volunteers that want to be on the same team are asked to check in for team assignments together
- Hand out wristbands to each volunteer
 - Volunteers should place on their own wristbands

Name Badges

- A name badge will be handed out after volunteer shows green check mark/check-in confirmation
- Have the volunteer write their own name on the name badge

T-Shirts

- Lay out and sort by size
- Assigned someone to distribute t-shirts so every volunteer does not touch the shirts

After receiving their name badges, t-shirts, and team assignments, volunteers should be directed to the opening remarks/huddle area, separate from the check-in area or tool staging to prevent overcrowding. Note: This area should allow for spacing.

Best Practices

- If/when a donor/sponsor or speaker arrives, please greet them, thank them for their support and check them in accordingly. If it is a main point of contact, please connect them with the on-site contact and/or direct them to where other volunteers from their group are waiting.
- Ensure there is signage and/or volunteers directing/greeting from parking to registration area.
- Stage snacks/beverages away from the check-in area to prevent crowding; near opening remarks is a good location.
- Have hand sanitizer/wipes available at check-in/registration area, snack table and major touch points for volunteer use.
- If the volunteer does not have a TMC account they will have to create one before they can register for the event.
- ROMs and Platoon Leadership Teams should familiarize themselves and their volunteers with both the QR Code and text-to-register features before the event.