

Volunteer Matters Help Guide

Creating An Account

To sign up for a volunteer event or position, all volunteers must first make an account on our volunteer database, Volunteer Matters. Once an account is made, volunteers will be able to sign up for opportunities found in the project catalog.

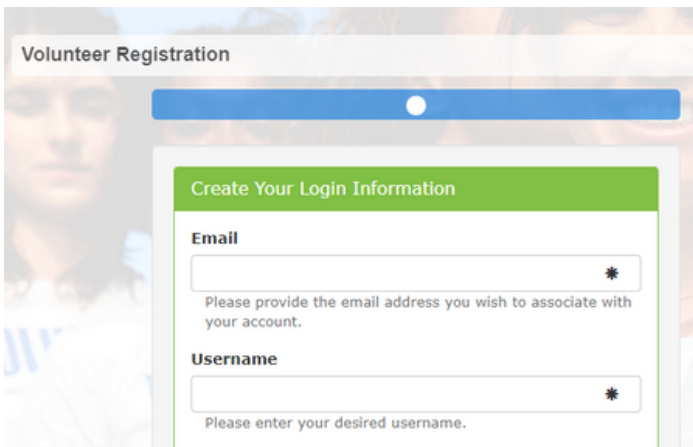
If you have difficulty or questions creating an account, never hesitate to reach out to our volunteer coordinators who will happily assist you. For assistance, please email: conservationvolunteers@polkcountyiowa.gov



Step 1: Go to the online registration page

Option 1: In your internet browser type:

<https://polkcountyiowa.volunteermatters.org/register>



Volunteer Registration

Create Your Login Information

Email *

Please provide the email address you wish to associate with your account.

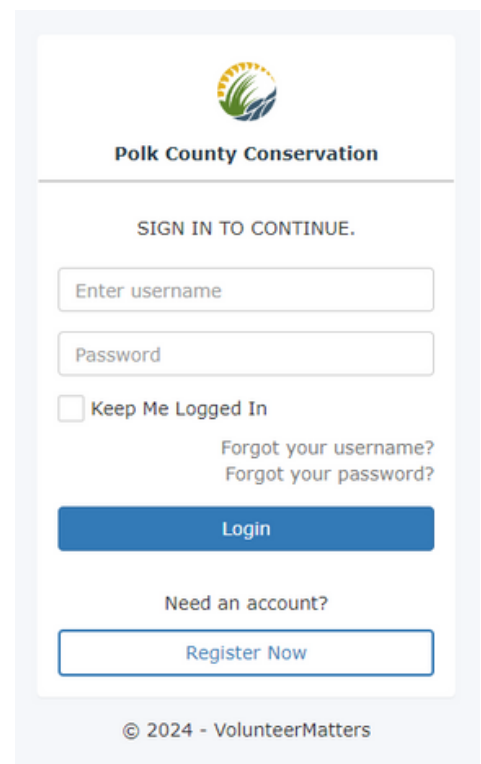
Username *

Please enter your desired username.

Option 2: If you have tried to sign up for an event but do not have an account, you may have been directed to this page:

<https://polkcountyiowa.volunteermatters.org/login> and will see the image to the right.

If you have an active account, login. If you have not made an account, click "Register Now."



Polk County Conservation

SIGN IN TO CONTINUE.

Enter username

Password

Keep Me Logged In

Forgot your username?
Forgot your password?

Login

Need an account?

Register Now

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Step 2: Fill out account information

Fill out each section of information on the registration page which includes basic contact information, emergency contacts, etc. Items marked with a star are required. Please note that this information is confidential and will not be shared outside of Polk County Conservation staff.

For the box titled "Volunteer Type," select "event volunteer" if you intend on primarily attending individual volunteer events. If you are a regular volunteer at one of our parks, select "general volunteer."

Once all information has been filled out, click "continue."

A screenshot of a web form titled "Basic Information (Required)". The form includes a disclaimer: "This information is used for registering as a volunteer with Polk County Conservation. Only Polk County Conservation staff will have access to this information. Your responses will be kept private and secure. You can change this information in the future by editing your volunteer profile." The form fields are: "Name" with sub-fields for "First" and "Last" (both marked with a star), "Nickname", "Birth Date" (with a "YYYY-MM-DD" placeholder, a star, and a calendar icon), and "Mobile" (with a "UNVERIFIED" status and a star). A small US flag icon is visible next to the mobile field.

Why do we ask for this information?

The information we ask volunteers to submit when registering an account, provides volunteer coordinators the information we need to successfully manage volunteer communications, activities, and events.

Questions about demographics and identity are not required, but are being asked to help us better understand our volunteer community and our reach as a means to better serve our community, identify gaps, and build our volunteer program in an inclusive manner. This data helps to provide insight to staff to help create a more inclusive volunteer community.

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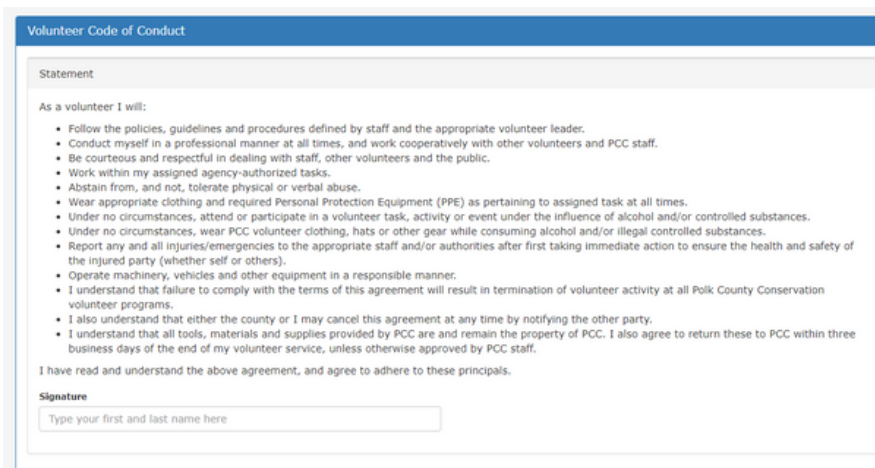
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Step 3: Volunteer Code of Conduct, Liability Waiver & Photo Release

This next page will have you complete two “credentials.” The first is our Volunteer Code of Conduct. Read through the information, and in the signature box, type your name. The second credential is our Liability, Waiver and Photo Release form. After reading through the information, type your name.

Once you have typed your name into both signature boxes, click “continue.”



The screenshot shows a web form titled "Volunteer Code of Conduct". It contains a "Statement" section with a list of 11 bullet points detailing the code of conduct. Below the list is a line for a signature: "I have read and understand the above agreement, and agree to adhere to these principals." followed by a "Signature" label and a text input field with the placeholder "Type your first and last name here".

Step 4: Finish

Once you have filled out all account information and basic credentials you have finished setting up your account.

If you would like to edit information, login and select the “My Profile” tab on the left side of the screen. Once you have clicked the “My Profile” tab you can edit your information, communication preferences, and can see your volunteer history.

Final Step – head over to the [Project Catalog](https://polkcountyiowa.volunteermatters.org/project-catalog) to sign up for open volunteer opportunities!

<https://polkcountyiowa.volunteermatters.org/project-catalog>