How to Change a Volunteer's Password

This is one of the most common questions from volunteers, although they can reset their password by using the password reset function at
https://maresponds.org/pw_assist_request.php

1. Click on the Account Settings part of the profile and type in a new password in the two fields under the Reset Password bar at the top of the page.

2. After you have typed the new password twice, click on the "Change" button to save the information.

An email* will then be sent to the volunteer to notify them that the password has been changed, and the next time they log-in they will be required to change it again to something that they would like. Because of this security measure, it's a good idea to make a practice of resetting all passwords to the same thing.

*We have found it easier for the volunteer if the administrator sends an email to them explaining you have reset their password and telling them to login with the reset password.

How to Resolve Duplicate Accounts

To resolve duplicate accounts, you can ask Johnna Coggin (jcoggin@mms.org) to close one account. Please complete the following steps to do so:

1. Look at the 2 accounts that are duplicate for a volunteer. It is recommended that you close the account without the CORI and VSOS results or the account that is less complete.

2. Make sure that all information that is in the account you will close is also in the other (contact and licensing information, etc.) You can print out pages of the profile in order to enter data to the account that will remain open.

3. Finally, to close the desired account, contact Johnna Coggin (jcoggin@mms.org) for assistance.

How to Search for Volunteers Who Are Ready to be Accepted

1. On the responder search screen under the "Memberships" section select the volunteer group you want to view from the "Organizations Selection" button. All organizations will be listed here, but you will only be able to see results from the organization(s) you have permission to see.

2. Under the "Memberships" section select "Pending" and "Researching" from the Unit Status list. (Note that you always have to select "Pending" and "Researching" to see unaccepted volunteers, since the default search is to look for "Accepted" volunteers).

3. Under "the Background Check" section, select "CORI: Complete-Clear" and "VSOS: Complete Clear-No Matches Found" from the Status list. Above the right swap box remember to check off "want to match **All** of the following statuses"

4. Click on "Search" to get a list of volunteers who have completed their background checks.

5. You can the review each member's profile to be certain that other information you want to collect is included, and then change their status to "accepted" on the drop-down menu in the "Organization" tab of their profile.

How to Do Batch Acceptance

This may be helpful if you are an organization that routinely runs large numbers of CORIs and then needs to accept all of the CORI and Nationwide Sex Offender searches passed volunteers at once to save time. It may also be helpful if you can't remember who've you've submitted CORIs for but need to accept your volunteers.

1. Go to "Organizations" tab and click on the blue hyperlink for your organization.

2. Once you are on the Dashboard for your organization click the "Members" tab from the left-hand side of the screen.

3. Change the Display Filter (in the blue box) to show pending or researching (if you use this status) volunteers. *Note—some organizations like to use "Researching" as a status to change volunteers to once they've collected and submitted their CORIs to DPH. This is a recommended practice for keeping track of volunteers who are waiting to be accepted, however volunteers can also be kept as "Pending" until they are ready to be moved to "Accepted."

4. Click on the "Check All" box and then pick "Select All across All Pages" from the drop-down menu that appears.

5. At the bottom left of the page select an Action of "Set to Accepted" and then click the "Submit Action" button.

6. All volunteers that have a CORI and a Nationwide Sex Offender Search status of "Complete-Clear" will be accepted and all others will pop up as an error since the system won't allow you to accept volunteers who haven't completed their background checks.

7. You can then click on "view change log" in the upper left corner to see which volunteers you have just accepted.

How to Share a Message

After sending a message, you can share it with other administrators. This may be helpful if you would like others to review recipient responses to the message.

1. Go to the "Sent" messages tab.

2. Check the box next to the message that you wish to share.

3. Use the dropdown menu at the bottom of the page to select "Share Message."

4. Click on the "Submit Action" button.

5. Type in the name of the administrator with whom you want to share the message and click the "Search" button.

6. Choose the administrator by checking the box next to their name and click on "Share Message."

How to Locate a Shared Message

When an administrator shares a sent message with you, it can be located in your "Sent" messages folder.

1. Go to the "Sent" messages tab.

2. Choose "Shared with Me" on the display filter near the top of the page.

3. Click on the blue subject link to the open the shared message for review.