



## Tracking Volunteer Hours

### Why Log Volunteer Hours?

- **Recognition of Your Volunteers and School:** Accurate data about the volunteer hours given to your school is used to recognize your individual volunteers as well as for school recognition about the level of family and community support it receives.
- **Volunteer Hours Leverage AACPS Grants:** Volunteer hours that are reported at the end of each year are compiled at the county level and are used to indicate in-kind support when the county applies for state, federal and private grants for projects in individual AACPS schools and system-wide programs.
- **Required MSDE Reports:** AACPS, and all Maryland school systems, report volunteer hours to the Maryland State Department of Education (MSDE) each spring. MSDE uses this data in many ways, including leveraging state, federal and private funding.

### Raptor Security System Tracks Volunteer Hours

Once a visitor is cleared by the Raptor V-Soft system, by scanning a driver's license, a Volunteer Profile can be created. (This is easily accomplished with a few additional key strokes.) The Volunteer Profile accurately tracks volunteer hours from the time the volunteer signs in until he/she signs out at the school office. Volunteers can opt to remotely add time donated before or after school hours to their yearly total by using the Virtual Volunteer (V-Volunteer) on-line/off-site feature.

#### **Logging In-School Volunteer Hours**

Every volunteer must inform the office staff each time he/she arrives to volunteer. The printed name badge will indicate "Volunteer," not "Visitor." Signing in and out will accurately log the volunteer's time. Signing out also provides the school office with important security and safety information, such as how many people are in the building and who they are.

#### **Logging Before & After School Volunteer Hours**

Volunteers who contribute hours of service outside of the school building and the school day (i.e. at home, PTA/PTO officers, booster groups, etc.), may choose one of two methods to add these hours to their yearly totals.

- 1) **Raptor's Virtual Volunteer (V-Volunteer):** accessed on any web-based device. Each volunteer needs to provide an email address to the school office staff, for addition to their Volunteer Profile. Hours recorded on V-Volunteer are automatically added to the volunteer's overall total for the school year.
- 2) **Pencil/paper system:** for volunteers who have no internet access or who simply prefer 'hard copies' to submit to the Volunteer Coordinator or Staff Liaison.



## Virtual Volunteer (V-Volunteer)

**An optional method to track your volunteer time contributed outside the school building and/or the school day.**

### Set Up Your V-Volunteer Account:

- **You must be cleared by Raptor and registered as a volunteer** in the Raptor system.
- **Provide an email address** to the school secretary who will add it to your Volunteer Profile.
- **An automatic "Welcome" e-mail from V-Volunteer** should arrive in your in-box within a few minutes. It will provide a temporary log-in password and directions to set up an account. If it is delayed, see the "trouble-shooting" section below.

### Log Volunteer Hours:

1. **Log onto [www.v-volunteer.com](http://www.v-volunteer.com)**
2. **Enter your email address and your password** (the one you created for your account). If you get an Invalid message, click on Forgot Your Password? and follow the steps to reset it. (see "Trouble Shooting" below.)
3. Your profile should appear. **Be sure you are logging hours for the correct school** (see top left-hand corner of the screen).
4. Go to the middle of the screen under **SHORTCUTS** and **click on Log Hours**.
5. **Enter the required information** and **click on Add Hours**. (Click MY HISTORY to review.) To add more volunteer dates and times: Repeat Steps 4 & 5 before exiting your profile.
6. **Exit**

### Please Note:

- **Report hours soon** after they are served.
- **Only the date and times of volunteering are required** in order to tally volunteer hours. The rest of the details are optional or as directed by your Staff Liaison and/or Volunteer Coordinator.



## **V-Volunteer Trouble-Shooting**

### **If you use Internet Explorer 11 Browser, adjust the software compatibility:**

- 1) go to <http://www.v-volunteer.com/>
- 2) click on tools gear icon
- 3) select Compatibility View Settings
- 4) click Add to add "v-volunteer.com"
- 5) refresh web browser and login to your Virtual Volunteer Account

### **If no "Welcome" Email from Raptor Technologies is received,**

- The "Welcome" email may be in your "spam" or "junk mail" folder.
- Check with the school secretary to be sure your email address was entered to your Volunteer Profile accurately.

### **"Invalid Email Address" Message:**

- Check with the school secretary to be sure your email address was submitted accurately.

## **V-Volunteer Support**

**Volunteers:** Please contact your Volunteer Coordinator or School Liaison

### **Volunteer Coordinators or School Staff:**

**Please Contact:** Flo Kennedy-Stack, Office of School & Family Partnerships  
[fkennedy-stack1@aacps.org](mailto:fkennedy-stack1@aacps.org), 410-222-5418 (office)

**For software issues, contact Raptor:** [support@raptorware.com](mailto:support@raptorware.com), 1-877-7-RAPTOR