



How-To: Manage volunteer status in Better Impact

Volunteer Status Allocation:

Returning to your crew – Great! Move them to ‘Accepted’

No longer volunteering with the Festival – Change their status to ‘Archived’ then ‘Quit’

Wants to ***change crews*** – Let us know so we can move them into our volunteer office account. Then change their status to ‘Archived’ then ‘Moved’. (We’ll also be doing this on our end.)

Taking ***a year off*** – Make them ‘Inactive’ then ‘Short Term’

Taking ***a longer break*** – Make them ‘Inactive’ then ‘Long Term’

Someone you feel needs to be placed on a different crew – Make sure you contact us following the Festival regarding volunteers who aren’t working out on your crew. We will contact them and discuss further to see if other crews are appropriate for them and will take it from there.

Once you’ve contacted us, you can change their status to ‘Archived’ then ‘Rejected’.

What does it mean when someone is listed as ‘Applicant’ in my account?

This means someone – either a new volunteer, someone requesting a crew change, or someone coming back from a break – has requested placement on your crew.

Feel free to contact them to see if they will be the right fit. *Let us know what you decide either way, in case we have to place them elsewhere* – If you’re taking them, change their status ‘Accepted’ in your account once you’ve let us know; if you’re not taking them, we will remove them from your account entirely.

Changing someone’s volunteer status individually:

1. Pull up their file
2. Head to ‘Miscellaneous’ (located in the grey header bar in their file)
3. In the Volunteer section, use the drop down menu to change their ‘Status’
4. Save your changes

A bulk volunteer status change:

1. Head to the People tab >> Volunteers >> Bulk Volunteer Status Change
2. Select the appropriate volunteer status – probably 'In Process'
3. Add any additional search terms (eg. Maybe you just want to show people who've indicated they're returning).
4. Click *Search*
5. Select everyone on the list for whom you wish to update the status
6. Click *Update Status* at the bottom right of the page, and select the appropriate status from the drop down menu for everyone you've selected.
7. Click *Update Status* in the pop up window to update.

On your admin home page, it will show how many volunteers you have in each status section.