

# Volunteer Registration Portal

Frequently Asked Questions

***Special  
Olympics***



# Frequently Asked Questions

## Purpose

Welcome to the Volunteer Registration Portal's FAQ (Frequently Asked Questions) document!

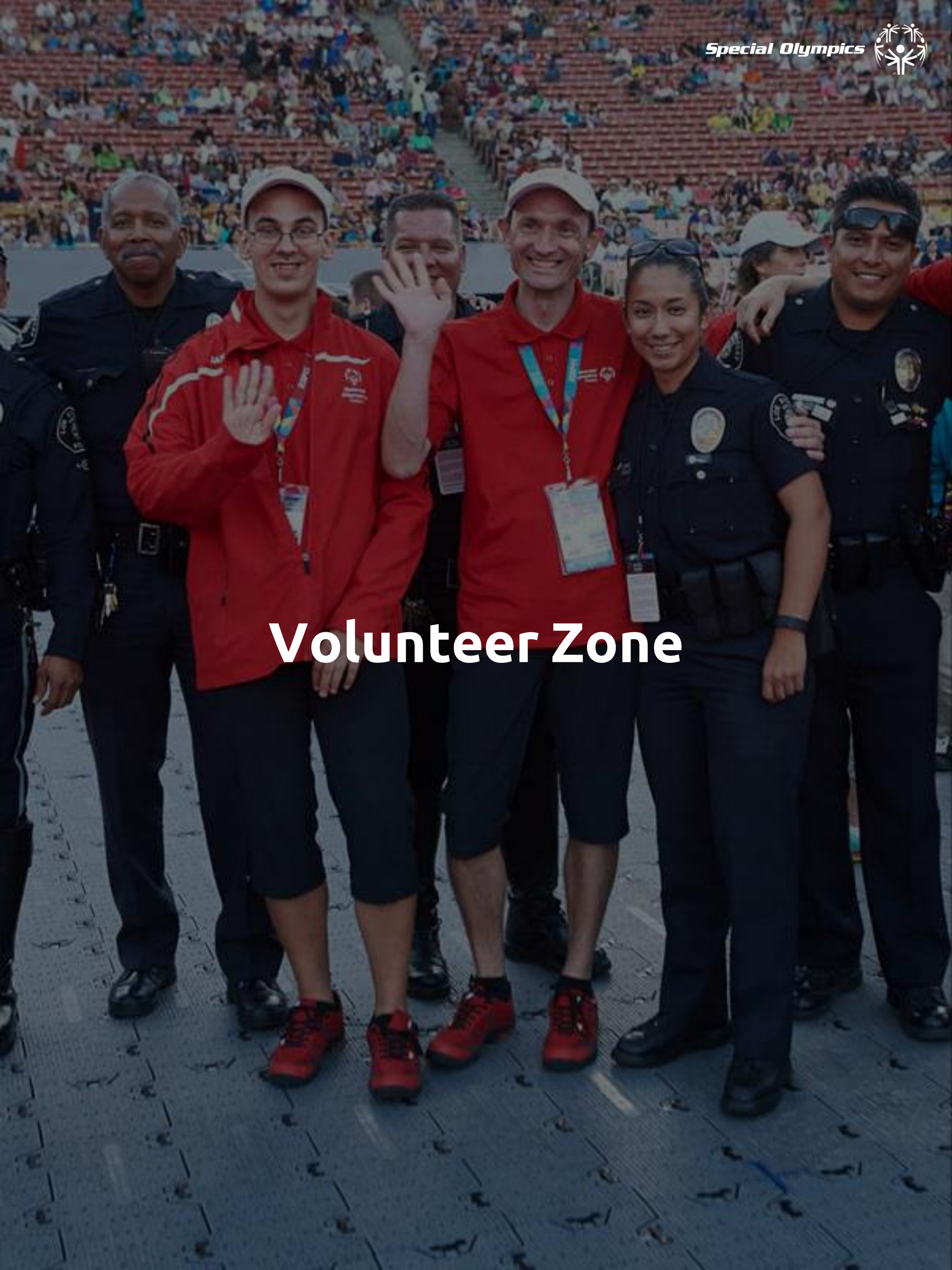
This guide has been created to address the most common questions and concerns you may have regarding the Volunteer Registration Portal. We understand navigating through a new registration process can sometimes be overwhelming, and that's why we have consolidated all the important information you need into this handy resource.

This guide will walk through how to apply to be a volunteer for the first time, and how to access the Volunteer if you are a long-time or returning volunteer.

We hope this FAQ supports you in completing the registration process in the new Portal. If any of your questions are not included in this document, you may contact us for more support.

Please check back frequently for updates.

# Volunteer Zone





Click on the house to go back to the list of questions

# FAQ: Signing up in the Portal

## 1 What is the Volunteer Registration Portal?

The Volunteer Registration Portal is a website where you can sign up to participate in Special Olympics programming like sports and events.

## 2 How can I access the portal?

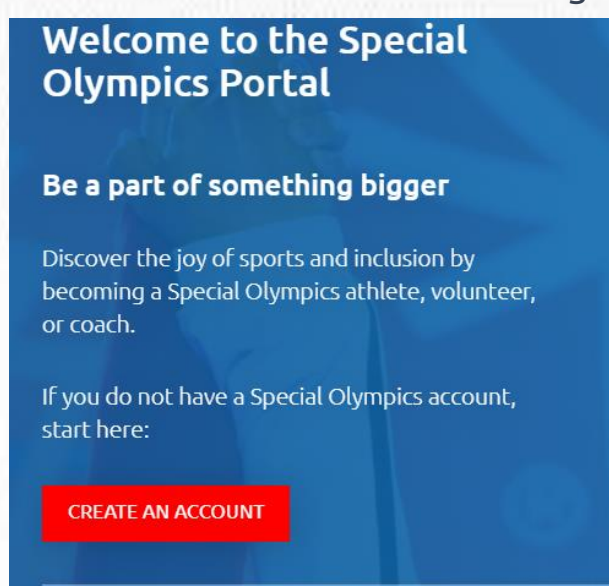
To access the portal:

- Click this link <https://portals.specialolympics.org/>
- If you have already created an account, Click 'Sign in' and login with your email address and password
- If you have not created an account, please read the question below

## 3 How do I create an account?

To create an account, please follow the instructions below:

- Click this link: <https://portals.specialolympics.org/>
- At the website, click on the "Create an account" button to sign up



- First you will need to verify your email address, type in your address and click send verification code. (Continue to next page for an example)

Send verification code



## FAQ: Signing up in the Portal

- You will receive a code to your email address (if you do not see the email, check your spam/junk folder)

### Example for Rebecca Banner

The left screenshot shows the initial form with the following fields: Email Address, New Password, Confirm New Password, First Name, Last Name, and Preferred Name. A blue 'Send verification code' button is located below the Email Address field. A red arrow points from this button to the right screenshot.

The right screenshot shows the form filled out with the example user 'Rebecca Banner'. The 'Send verification code' button is highlighted in blue. Below it are fields for New Password, Confirm New Password, First Name (Rebecca), Last Name (Banner), and Preferred Name (Becca). A blue 'Create' button is at the bottom.

- Type the code you received in the portal and click verify code

The left screenshot shows an email from Special Olympics B2C with the subject 'Verify your email address'. The email body says: 'Thanks for verifying your gawawan534@fulwark.com account! Your code is 247798'. The code '247798' is highlighted with a red box.

The right screenshot shows the portal form with the verification code 247798 entered in the 'Verification Code' field. A red arrow points to the 'Verify code' button. The text 'Type the code here' is written next to the arrow.

- After this your email will be verified and you will be able to continue completing the rest of the information: password, First Name, Last Name and Preferred Name

#### 4 What should I enter in "Preferred Name"?

In this field you may enter the name you prefer to use or to be called by. For example, Rebecca Banner may prefer that her friends call her Becca, instead of Rebecca. If you do not have a preferred name, you may leave this field blank.

#### 5 What should I do if I already created an account, but I forgot my password?

- Click 'Forgot your password' in the website. And follow the steps in the next page



## FAQ: Signing up in the Portal

Sign in with your existing account

nawiba1472@byorby.com

Password

Forgot your password?

Sign in

Don't have an account? [Sign up now](#)

- Type in your email address and click 'Send verification code'

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

- Enter the verification code ( 4 digit code) that you will receive in the email address. (If you do not see it in your email, check your spam or junk folder)
- Add the code in the field and click verify code and continue

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

nawiba1472@byorby.com

Verification code

Verify code Send new code

Continue

**Note:** If you do not receive a verification code in your email address, please click 'Send new code'

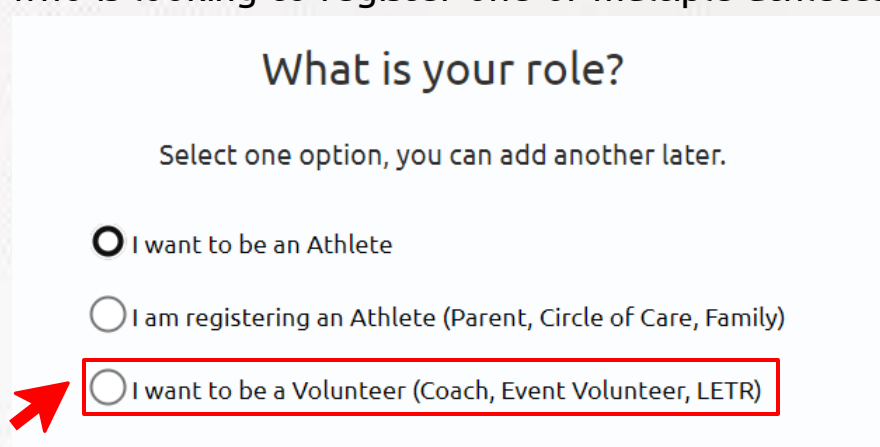
Please reach out to our support team if you are unable to do so.



## FAQ: Signing up in the Portal

### 6 Which option should I select when being asked 'What is your role'?

If you are a Coach who is looking to register one or multiple athletes, please select 'I am a coach'



What is your role?

Select one option, you can add another later.

I want to be an Athlete

I am registering an Athlete (Parent, Circle of Care, Family)

I want to be a Volunteer (Coach, Event Volunteer, LETR)

### 7 Is my personal information secure when I register?

We take data security very seriously. Your data is encrypted and stored securely. For more details, please refer to our Privacy Policy <http://www.specialolympics.org/Privacy-Policy>

### 8 Will I be able to sign up on a mobile device?

Yes, you will be able to use your cell phone, laptop, iPad or computer to create your account and sign in.

### 9 Why do I need to provide my email address during registration?

Your email address is needed for account verification, password resets, and to communicate important information regarding your registration process.

### 10 Can I register multiple accounts with the same email address?

No, each email address can only be associated with one account to ensure each user has a unique identity. If you already created an account with an email, you might just need to sign in instead of creating a new one.

### 11 I'm experiencing technical difficulties during registration. Who should I contact for help?

Please contact our support team ([soportals@specialolympics.help](mailto:soportals@specialolympics.help)) for assistance with technical difficulties



# FAQ: Personal Details: 'We'll start with a few things about you'

### We'll start with a few things about you

Please type your information in all required fields marked with an asterisk (\*). Fields with no symbol are optional.  
Then hit 'Save & Continue'.

<b>First Name *</b> Rebecca	<b>Middle Name</b> <input type="text"/>
<b>Last Name *</b> Banner	<b>Suffix</b> <input type="text"/>
<b>Phone *</b> <input type="text" value="(111)-111-1111"/>	<b>Email</b> hehik98818@eimatro.com

1

## When completing the personal details page, is the information I need to enter about my athlete(s) or myself?

First you must complete your own personal details, create your own profile and then you will be able to start registering your athlete(s).

2

## What information should I include in Middle Name?

This field is optional, if you have a middle name and would like to share it with Special Olympics, please include it in this field.

3

## What should I answer in the question: 'What is your race or ethnicity?'

This is an optional field if you prefer not to share this information you can pick the option called 'Prefer not to answer'

4

## What information should I provide as an emergency contact?

You should provide the name, phone number and email of anyone who can be contacted in case of an emergency involving you. These individuals should be people you trust and who are likely to be available and responsive in the event of an emergency. You can include your parent, guardian or family member's information.

5

## Why ask for my shirt size?

Your shirt size can be used for volunteer opportunities, and giveaways your program may have!

6

## What does the "Select Region" section mean when completing my profile?

Your state may be broken into smaller regions, based on where you live. If you aren't sure where you're located, you can select "Don't Know" and can be entered in later, or by SO staff.



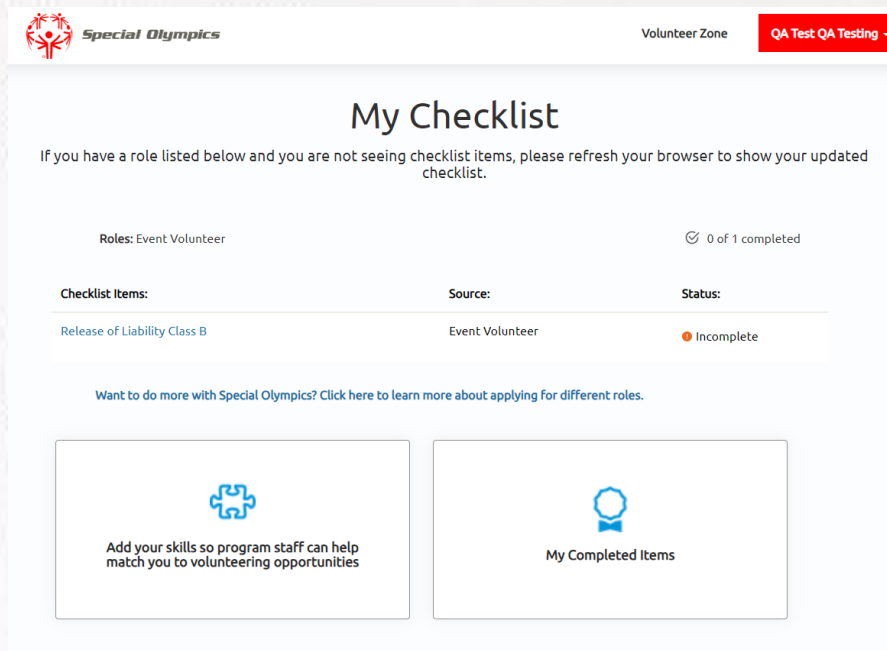


# FAQ: Completing your Volunteer Requirements

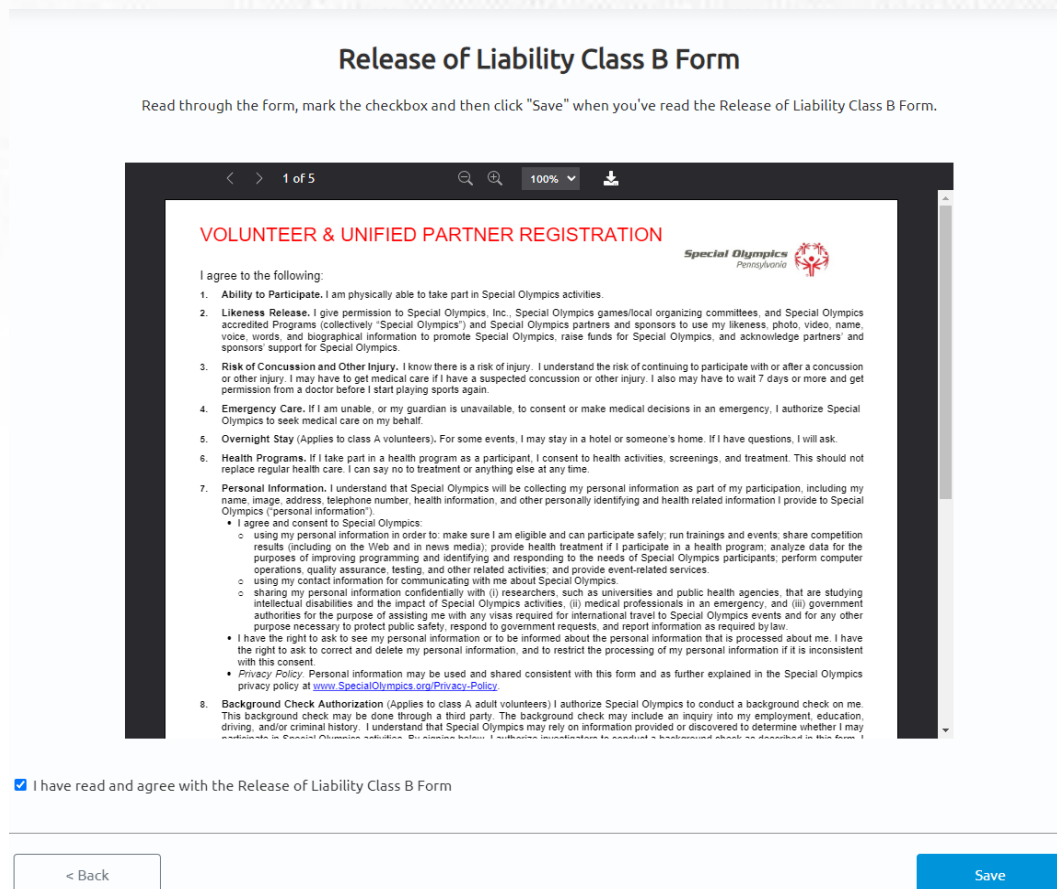
## 1

### How do I complete my Volunteer Requirements?

- Welcome to the Volunteer Zone, here you will be able to do a variety of things; volunteer for an event, add skills, or apply to "Do More with Special Olympics" - This is where you will be able to apply for additional roles and continue your volunteering journey with Special Olympics!



- When first visiting the Volunteer Zone, you will be tasked with completing the Class B Release of Liability – this form clears you to participate as a general volunteer.



- Simply click on the form, then the check box and submit and you have automatically completed this step.



# FAQ: Completing your Volunteer Requirements

2

## How do I sign up to Volunteer at an Event?

- This is your main landing page for a Volunteer – To see all of the volunteering opportunities in your program, click "Sign Up for an Event"





### Welcome to the Volunteer Zone, Frequently Asked Questions!

Great, you've successfully created your volunteer account! Before you can sign up for an event, click on [Review My Checklist](#) to complete a few forms. Once the forms are approved, you can sign up for an event.

#### My event jobs

No event jobs. Sign up for an event in the button below.

#### I want to

 <b>Review My Checklist</b> (7/7)	 <b>Sign up for an Event</b>	 <b>Do more with Special Olympics</b>	 <b>Contact Special Olympics</b>
--	--	---	--

#### My Volunteer Stats



Completed Volunteer Hours

0



Completed Volunteer Events

0



Years of Service

0.0

[View Past Events](#)


- By clicking Sign Up for an Event, you'll be able to see a listing of all events in your program!



# FAQ: Completing your Volunteer Requirements

## 3 How do I sign up to Volunteer at an Event?

- On the Sign Up for an Event page, you'll see a full listing of all volunteer events going on in your program. Here you can filter by the name of the event, its location & distance to you, or a date range that you want to volunteer! Simply find the event you'd like to volunteer for and click on it!


Home ▾
Frequently Asked Questions ▾

You must complete all Class B Forms before you can sign up for an event. Go to ["My Checklist"](#) to review and complete your forms.

### Event Sign Up

**Keyword**

**Type of Event**

**Location**

**Distance**

**Date Range**

[Show less filters](#)

---

Sort By:



# FAQ: Completing your Volunteer Requirements

## 4 How do I sign up to Volunteer at an Event?

- Once you've clicked into an event, you'll see information regarding where it's at, when it takes place, and other important information you'll need. Additionally, you'll see all of the roles you're able to participate in. Today, we're qualified to participate as a Event Volunteer. So let's click on one of those roles listed.

**Special Olympics** Home **Frequently Asked Questions**

### Eastern Spring Sectional

Basketball is a one of the top sports at Special Olympics. Players take it up at all ages and at all abilities, from young players learning to handle the ball and keep it under control while dribbling to older, more experienced players who have the moves and know the strategies to play challenging ball. Basketball was first contested in 1968 at the first Special Olympics Games in Chicago, Illinois. Basketball events include both 3v3 and 5v5 team and individual skills competitions. Basketball is a summer sport and training season is usually from January to June.

Basketball is a one of the top sports at Special Olympics. Players take it up at all ages and at all abilities, from young players learning to handle the ball and keep it under control while dribbling to older, more experienced players who have the moves and know the strategies to play challenging ball. Basketball was first contested in 1968 at the first Special Olympics Games in Chicago, Illinois. Basketball events include both 3v3 and 5v5 team and individual skills competitions. Basketball is a summer sport and training season is usually from January to June.

Special Olympics Basketball offers a series of adaptations of FIBA rules that are optional when conducting team competitions. Some of these adaptations include adjusting the length of the game, allowing a player to take two steps beyond what is ruled by FIBA as traveling, allowing the free throw shooter 10 seconds to release the ball, enforcing a rule that allows only five seconds of closely guarded play in front court, and rewarding two free throws beginning with the seventh team foul in each half.

**Ambridge, Pennsylvania** Start Date: May 11, 10:00 AM CDT  
 Spots: 1673 End Date: May 12, 7:00 PM CDT

**Keyword:**   Show only roles I'm qualified for (Roles you have completed the required courses and paperwork) [Learn how to apply for more roles](#)

**Sort By:**

Type of Role:	Role:	Date:	Spots:
<input type="checkbox"/> Shift 2: 10:30 AM CDT - 9:30 PM CDT	Event Volunteer	05/11	1 / 0
<input type="checkbox"/> Assistant Coach - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Assistant Coach	05/11	0 / 50
<input type="checkbox"/> Athlete as Coach - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Athlete as Coach	05/11	0 / 50
<input type="checkbox"/> Athlete Leadership Mentor - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Athlete Leadership Mentor	05/11	0 / 50
<input type="checkbox"/> Chaperone - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Chaperone	05/11	0 / 50
<input type="checkbox"/> Clinical Student Volunteer - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Clinical Student Volunteer	05/11	0 / 50
<input type="checkbox"/> Clinical Volunteer - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Clinical Volunteer	05/11	0 / 50
<input type="checkbox"/> Event Volunteer - Finance - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Event Volunteer - Finance	05/11	0 / 50
<input type="checkbox"/> Event Volunteer - Shift 1: 10:00 AM CDT - 7:00 PM CDT	Event Volunteer	05/11	14 / 50



# FAQ: Completing your Volunteer Requirements

## 5 How do I sign up to Volunteer at an Event?

- Inside the event role, you'll again see important information about what you'll be doing during that volunteer shift. Once you're ready to complete your sign-up, click "Sign Up" in the bottom-right corner.

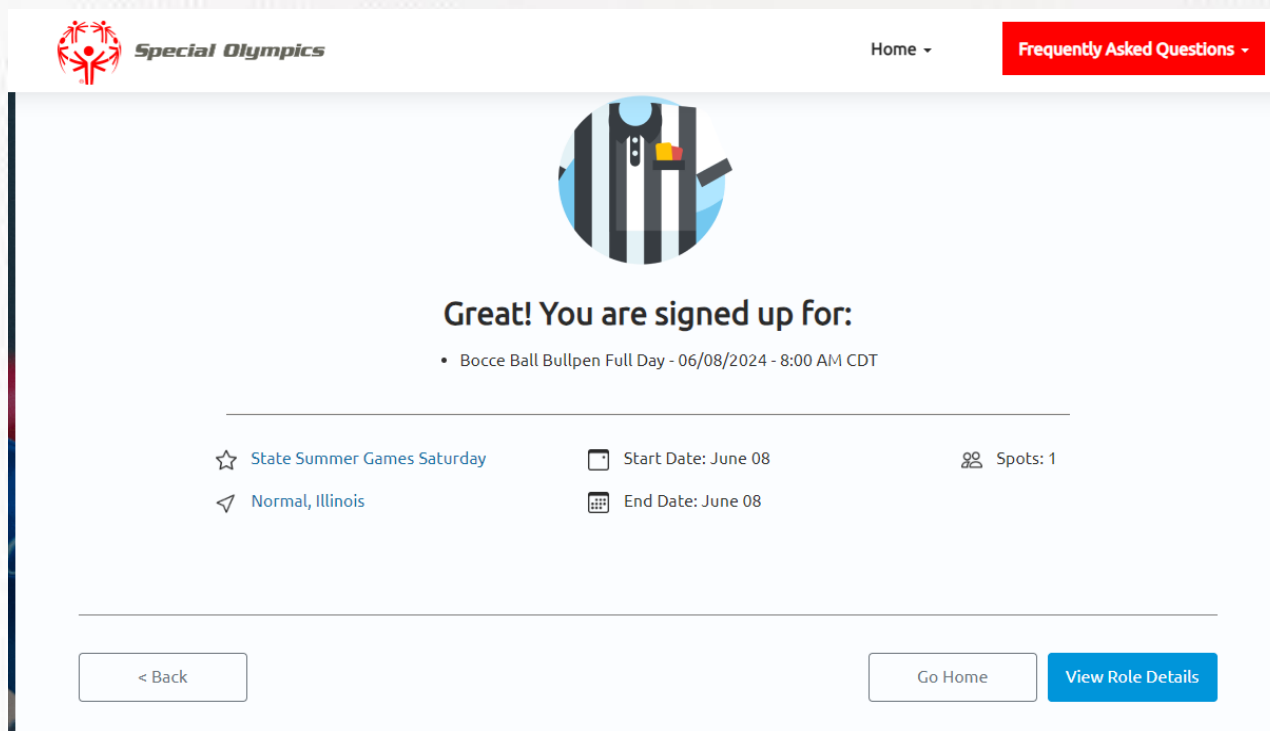
The screenshot shows the Special Olympics website interface. At the top left is the Special Olympics logo. To the right are navigation links for 'Home' and 'Frequently Asked Questions'. The main heading is 'Bocce Ball Bullpen Full Day - 8:00 AM CDT'. Below this, event details are listed: 'State Summer Games Saturday', 'Normal, Illinois', 'Start Date: June 08, 8:00 AM CDT', and 'End Date: June 08, 4:00 PM CDT'. A 'Spots: 15' indicator is also present. The 'Volunteer Information' section includes: 'Role: Bocce Ball Bullpen Full Day - 8:00 AM CDT', 'Description: Volunteer will be responsible for checking in athletes for Bocce Ball', 'Event Location: Normal, Illinois', 'Job Location Name: Illinois State University Soccer Field', 'Job Location Address: 123 North Street, Normal, Illinois', 'Parking: Parking will be available in lots. Shuttle services will be used from remote lots', 'Where to Go: You will check in at Volunteer Check In at assigned venue', 'Who to Contact: -', 'What to Bring: water bottle and a great attitude', and 'Am I qualified: You're eligible to apply for this role.' At the bottom, there are two buttons: '< Back' and 'Sign Up', with the 'Sign Up' button highlighted by a red border.



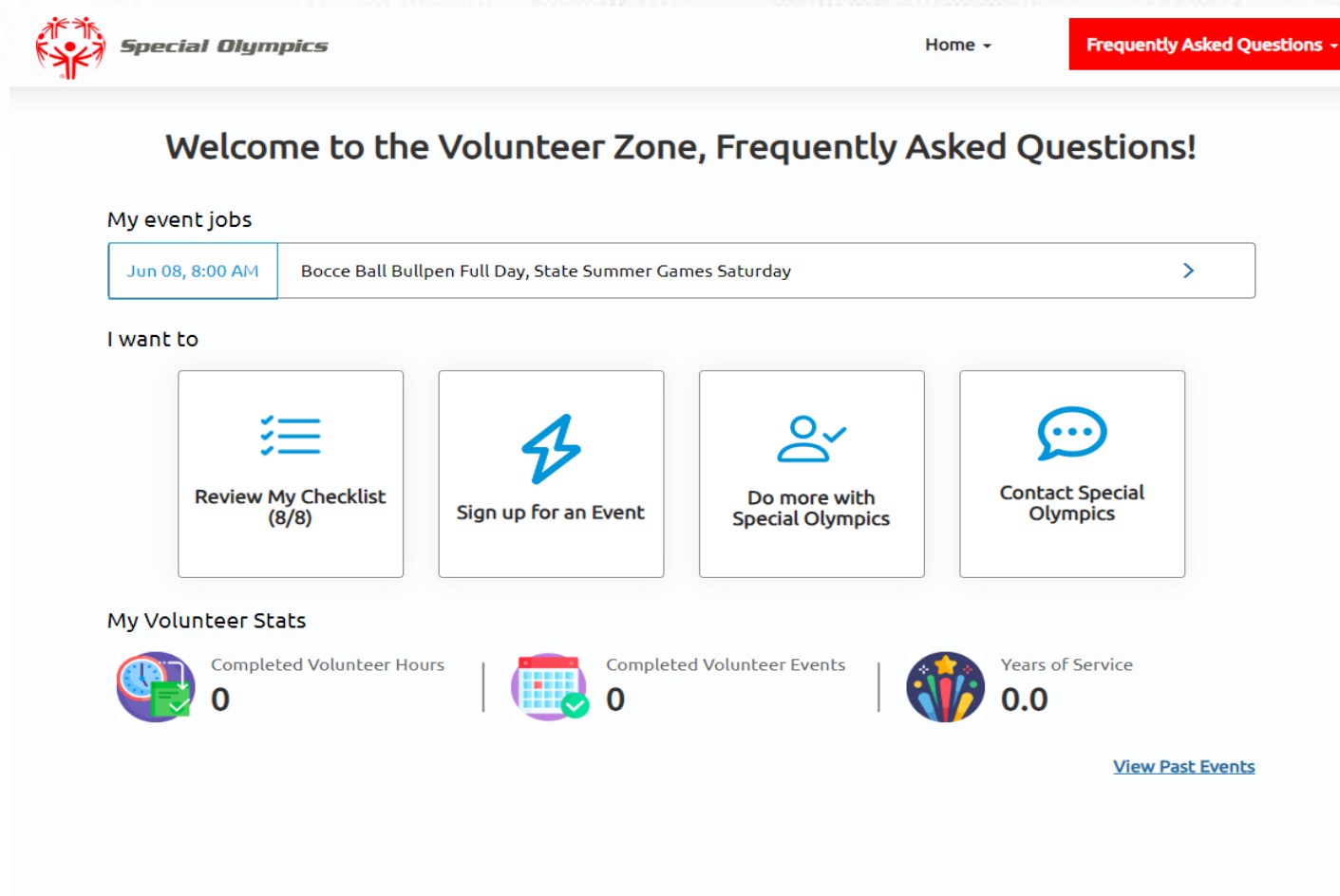
# FAQ: Completing your Volunteer Requirements

## 5 How do I sign up to Volunteer at an Event?

- Congratulations! You've officially signed up to volunteer at this event! You'll get an email with all of the information, but you can always check back on the portal to view the necessary information about your role & event!



- Additionally, via the Volunteer Zone Homepage, you can see all your current event registrations and easily navigate to find out more about the position!





# FAQ: Completing your Volunteer Requirements

## 1 How do I do more with Special Olympics?

- Interested in getting more involved with your local program? Great! The Volunteer Portal allows for easy access to a variety of different opportunities to do more with Special Olympics. To find those opportunities, simply click the "Do More with Special Olympics" on your Volunteer Zone homepage.



## Welcome to the Volunteer Zone, Frequently Asked Questions!

### My event jobs

Jun 08, 8:00 AM

Bocce Ball Bullpen Full Day, State Summer Games Saturday



### I want to



Review My Checklist  
(8/8)



Sign up for an Event



Do more with  
Special Olympics



Contact Special  
Olympics

### My Volunteer Stats



Completed Volunteer Hours

0



Completed Volunteer Events

0



Years of Service

0.0

[View Past Events](#)



# FAQ: Completing your Volunteer Requirements

## 2 How do I do more with Special Olympics?

- On the "Do More with Special Olympics" page, you'll see a list of additional roles you can apply for, including Assistant Coach! Each of these has a variety of different checklist items that you'll need to complete before being approved. To see the requirements, simply click on a role.

Special Olympics Home ▾ Frequently Asked Questions ▾

### Volunteer Opportunities

Discover other ways in which you can volunteer

Coach ▾	
<b>Assistant Coach</b> <span>Applied</span>	<a href="#">➔</a>
Under the leadership of a head coach, help to organize practice and assist athletes in acquiring sports skills	
Athlete Leadership ▾	
<b>Athlete Leadership Mentor</b>	<a href="#">➔</a>
Support Special Olympics athletes in their journey to become Athlete Leaders. Mentors are matched with an athlete and offer ongoing support, constructive feedback and encouragement.	
Team Support ▾	
<b>Chaperone</b>	<a href="#">➔</a>
Volunteer who offers support to an athlete at a competition or during an event overnight.	
<b>Local Program Support</b>	<a href="#">➔</a>
Volunteer with Special Olympics outside of the sports environment! Help us plan fundraising events, provide administrative support, serve on a local leadership team, provide communications support and move our mission forward in many other ways.	
<b>Unified Partner</b>	<a href="#">➔</a>
Volunteer who trains and competes alongside an athlete.	
<b>Young Athletes Volunteer</b>	<a href="#">➔</a>
Lead our Young Athletes through games, songs and other play activities that help develop motor, social and cognitive skills.	
General and Event ▾	





# FAQ: Completing your Volunteer Requirements

3

## How do I apply to do more with Special Olympics?

- Here you will see the Assistant Coach or Coach role to apply for, the description and all of the various requirements to apply. These requirements may be different depending on the state program you are looking to coach with.

The screenshot shows the Special Olympics Volunteer Zone interface. At the top left is the Special Olympics logo. To the right of the logo is the text "Volunteer Zone" and a red button labeled "QA Test QA Testing". Below the header is a blurred image of a person. The main heading is "Assistant Coach". Underneath, the "Position" is listed as "Assistant Coach". The "Description" states: "Help to organize practice and assist athletes in acquiring sports skills. Opportunities to become a certified coach and/or a head coach are also available." The "Age Requirement" is "16+". Under "Things that will be required:", there is a list of items: Background Check, Concussion Training, FBI Fingerprint Form, General Orientation Training, Housing Policies, PA Child Abuse Clearance, PA Disclosure Statement, Protective Behavior Training, and Release of Liability Class A. At the bottom, there is a navigation bar with a "< Back" button and a blue "Apply to this Position" button, which is highlighted with a red box.

- To complete your application, simply click on "Apply to this Position"



# FAQ: Completing your Volunteer Requirements

## 4 How do I complete my additional Requirement checklist items?

- After you have applied for the Coach role, you will need to go back to your checklist and complete the various requirements. Today, we'll just be showing the items as a whole, but similar to the Liability form, simply go through each item and follow the directions on your screen.

Special Olympics Volunteer Zone QA Test QA Testing

### My Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Event Volunteer, Assistant Coach ✔ 1 of 8 completed

Checklist Items:	Source:	Status:
<a href="#">Release of Liability Class B</a>	Event Volunteer	✔ Completed
<a href="#">General Orientation Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Protective Behavior Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Housing Policies</a>	Assistant Coach	❌ Incomplete
<a href="#">PA Disclosure Statement</a>	Assistant Coach	❌ Incomplete
<a href="#">Background Check</a>	Assistant Coach	❌ Incomplete
<a href="#">Concussion Awareness Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Release of Liability Class A</a>	Assistant Coach	❌ Incomplete

[Want to do more with Special Olympics? Click here to learn more about applying for different roles.](#)

- Most of these items are marked as "incomplete"; as you work through completing them, the status will update to "Submitted" and then "approved" Many of these forms are automatic, and require no additional steps to complete!



# FAQ: Completing your Volunteer Requirements

## 5 How do I complete my Background Check?

- Let's look at the background check process, a new integration with the Coach Registration process. To start, let's click on the Background Check item.

**Special Olympics** Volunteer Zone [QA Test QA Testing](#)

### My Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

**Roles:** Event Volunteer, Assistant Coach ✔ 1 of 8 completed

Checklist Items:	Source:	Status:
<a href="#">Release of Liability Class B</a>	Event Volunteer	✔ Completed
<a href="#">General Orientation Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Protective Behavior Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Housing Policies</a>	Assistant Coach	❌ Incomplete
<a href="#">PA Disclosure Statement</a>	Assistant Coach	❌ Incomplete
<a href="#">Background Check</a>	Assistant Coach	❌ Incomplete
<a href="#">Concussion Awareness Training</a>	Assistant Coach	❌ Incomplete
<a href="#">Release of Liability Class A</a>	Assistant Coach	❌ Incomplete

[Want to do more with Special Olympics? Click here to learn more about applying for different roles.](#)




# FAQ: Completing your Volunteer Requirements

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## How do I complete my Background Check?

- Complete the questions listed on the checklist item:

 **Special Olympics** Volunteer Zone [QA Test QA Testing](#)

### Background Check

As a volunteer for Special Olympics, we are required to gather some further background information on you. Any "Yes" responses will require that our office directly contact you before continuing.

1. Do you use illegal drugs?\*

Yes  
 No

2. Have you ever been convicted of a criminal offense in any state?\*

Yes  
 No

3. Have you ever been charged with and/or convicted of neglect, abuse or assault?\*

Yes  
 No

4. Has your driver's license ever been suspended or revoked in any state?\*

Yes  
 No

5. Do you already have a valid 3rd Party Child Abuse?\*

Yes  
 No

[Back](#)[Submit](#)

- Once completed, an email will be sent to the email you provided during the account creation process; click the link and follow the directions from Sterling Volunteers. The portal will reflect the status of your background check.



# FAQ: Completing your Volunteer Requirements

## 7 How do I complete my additional Requirements?

- Now that we've completed our Background Check, let's continue to complete the items listed. Simply click on each item, and follow the necessary steps provided. As items are completed & approved, you'll see a Green Checkbox with the "Approved" status reason!

Special Olympics Volunteer Zone [Frequently Asked Questions](#)

**Heads up!**  
If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

### My Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Assistant Coach 7 of 7 completed

Checklist Items:	Source:	Status:
<a href="#">General Orientation Training</a>	Assistant Coach	Completed
<a href="#">Protective Behavior Training</a>	Assistant Coach	Completed
<a href="#">Housing Policies</a>	Assistant Coach	Completed
<a href="#">PA Disclosure Statement</a>	Assistant Coach	Completed
<a href="#">Background Check</a>	Assistant Coach	Completed
<a href="#">Release of Liability Class A</a>	Assistant Coach	Completed
<a href="#">Concussion Awareness Training</a>	Assistant Coach	Completed

- Once we've completed all our necessary checklist items, a Special Olympics staff member will review your application and approve your Coach role.



# FAQ: Completing your Volunteer Requirements

## 8 How do I complete my additional Requirements?

- Now that we've completed our Background Check, let's continue to complete the items listed. Simply click on each item, and follow the necessary steps provided. As items are completed & approved, you'll see a Green Checkbox with the "Approved" status reason!

**Special Olympics** Volunteer Zone [Frequently Asked Questions](#)

**Heads up!**  
If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

### My Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Assistant Coach ✔ 7 of 7 completed

Checklist Items:	Source:	Status:
<a href="#">General Orientation Training</a>	Assistant Coach	✔ Completed
<a href="#">Protective Behavior Training</a>	Assistant Coach	✔ Completed
<a href="#">Housing Policies</a>	Assistant Coach	✔ Completed
<a href="#">PA Disclosure Statement</a>	Assistant Coach	✔ Completed
<a href="#">Background Check</a>	Assistant Coach	✔ Completed
<a href="#">Release of Liability Class A</a>	Assistant Coach	✔ Completed
<a href="#">Concussion Awareness Training</a>	Assistant Coach	✔ Completed

- Once we've completed all our necessary checklist items, a Special Olympics staff member will review your application and approve your Coach role.