



Quick Guide: Volunteer Registration Portal **GENERAL FAQ**

What is the Volunteer Registration Portal?

The Volunteer Registration Portal is a website where you can sign up to participate in Special Olympics Washington programming, such as sports and events. What to become more involved? You'll be able to do that as well!

Why do I need to register to volunteer?

There are several reasons why we request that you register to volunteer, preferably before the event.

- Select roles, such as Merchandise Lead, requires an adult volunteer to complete a background check, which may take time to process.
- We like to have a general idea if we have enough volunteers for the event or if we need to adjust our coverage.
- Contact information - we need to know who to contact in case of emergency. And we'd like to contact you about future volunteer opportunities in your general area of the state.
- Release forms - even as a general Event Volunteer, you will be required to sign a release form, we want to give you time to read it.
- Grants - while applying for grant funding, several require information that we can only provide if we know who our volunteers are.
- Confirmation of hours - whether for school, a work/volunteer grant, or for your military service record, we cannot verify hours if we don't know that you volunteered.

Can I just register on-site at a competition or event?

Yes, but pre-registered volunteers have priority. You will be asked to be a Fan in the Stands until pre-registered volunteers have the opportunity to check in and we can assess where you're needed most.

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>

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.

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.

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.



Quick Guide: Volunteer Registration Portal **GENERAL FAQ - continued**

I'm still experiencing technical difficulties during registration. Who can I contact for help?

We appreciate your efforts to register to volunteer using our new registration portal and apologize for any difficulties you may be experiencing. Thank you for your patience as we learn all of the nuances and become experts ourselves. If after reading the various User Guides and still need assistance, please review the following options:

- A more detailed User Guide (includes screen shots) is available by [clicking here](#):
- Attend one of the "open houses" hosted by a member of the Special Olympics Washington volunteer team. Drop in to ask a question about the registration portal or upcoming volunteer opportunities.
 - Sessions are offered on Mondays at both 12:00pm NOON and 6:00pm.
 - Look for the Teams meeting link in our weekly email or on the volunteer webpages.
- Email your question to volunteer@sowa.org. If you prefer us to call you and walk you through the registration process, please include your preferred phone number and the best day/time to call. We will do our best to return your email/phone call in a timely manner.