Online Volunteer Portal Instructions

The City of Wilsonville has expanded the volunteer program to include an online volunteer portal where you can login to view messages, your profile, schedule, service hours, and more!

Logging into the Online Volunteer Portal

You can visit the City of Wilsonville website www.ci.wilsonville.or.us/volunteer to access the online volunteer portal, and simply bookmark the portal for quick access in the future.

Enter the email address you submitted on your application in the “Login name” field. If you do not know this email address, you will need to contact your volunteer coordinator. Enter your password in the “Password” field and then click the “Go” button.

If you forget your password, click the “Forget your password?” link that appears on the login screen webpage. Please note that the password links only remain active for 24 hours. If you click on the link but it has expired, just click the “Forget your password?” link again to have a new link sent.
Navigating the Online Volunteer Portal

The online volunteer portal provides a variety of information to you as a volunteer. The following screens are examples of what you might see in the portal.

**Home tab** – provides current information, any news posted, and possible links to documents/volunteer information.
Mail tab - you can see messages sent to you from your volunteer coordinator. New messages appear on top, and a list of read messages appears on the bottom. To read a message, click on the Subject of the message.
My Profile tab - lets you see and update your personal information. Please remember to click the “Save” button if you make any changes.
My Schedule tab – lets you view and print your schedule, in addition to adding or removing yourself from a schedule, if allowed.
If you are scheduled for an assignment, you will see the assignment and times listed on the dates you are scheduled for. If your organization allows you to self-schedule, there will be a *Help Wanted* icon on the dates where help is needed. To serve on a date where help is needed, click on the date and then click the “Schedule me” button. If your organization allows you to remove yourself from the schedule, click on a date you are scheduled and then click the “Remove me” button to take yourself off of the schedule.

If you do not see the “Remove me” button, it is likely we have not allowed you to remove yourself from the schedule, or you are too close to the scheduled date to remove yourself. In either case, you will need to contact your volunteer coordinator to remove yourself if the “Remove me” button does not appear.

*For additional assistance contact your City of Wilsonville Volunteer Coordinator*
**My Service History tab** - shows volunteer service recorded on your volunteer record. *Please note that some volunteer records may only show 2019 service hours and forward.*
**Time Sheet tab** - if pre-arranged with your volunteer coordinator, you can enter your own service hours on the Time Sheet tab. To post hours, you will need to choose a date for the service and either the number of hours, or your start and stop times on the date you served. Click the “Continue” button and confirm your entry when you are done posting your service.
Account tab - where you will go to change your password, opt-in or out of text messaging, and change your message preferences.