



**American
Red Cross**

VOLUNTEER CONNECTION USER MANUAL

A BEGINNER'S GUIDE TO NAVIGATING THE WEBSITE

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STAY CONNECTED WITH THE VOLUNTEER CONNECTION MOBILE APP

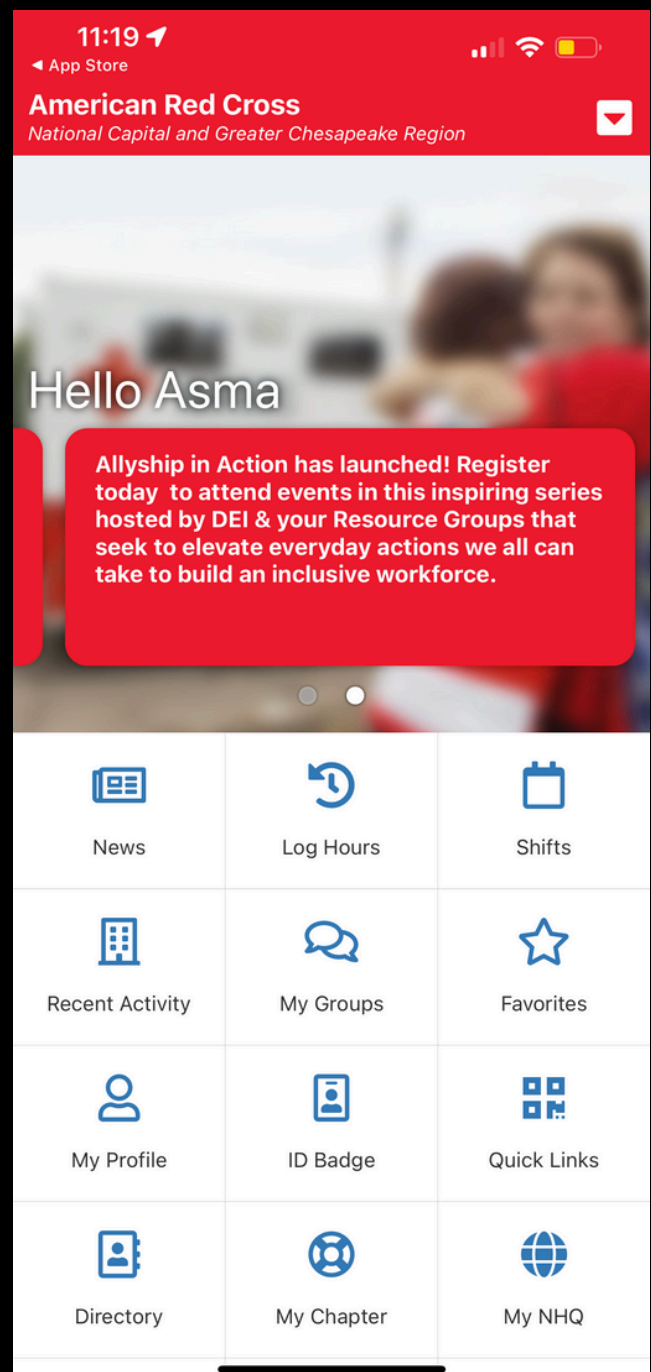
FOR IOS AND ANDROID

Keep up with live updates
from the Volunteer
Connection team

Sign up for shifts and log
hours through the app

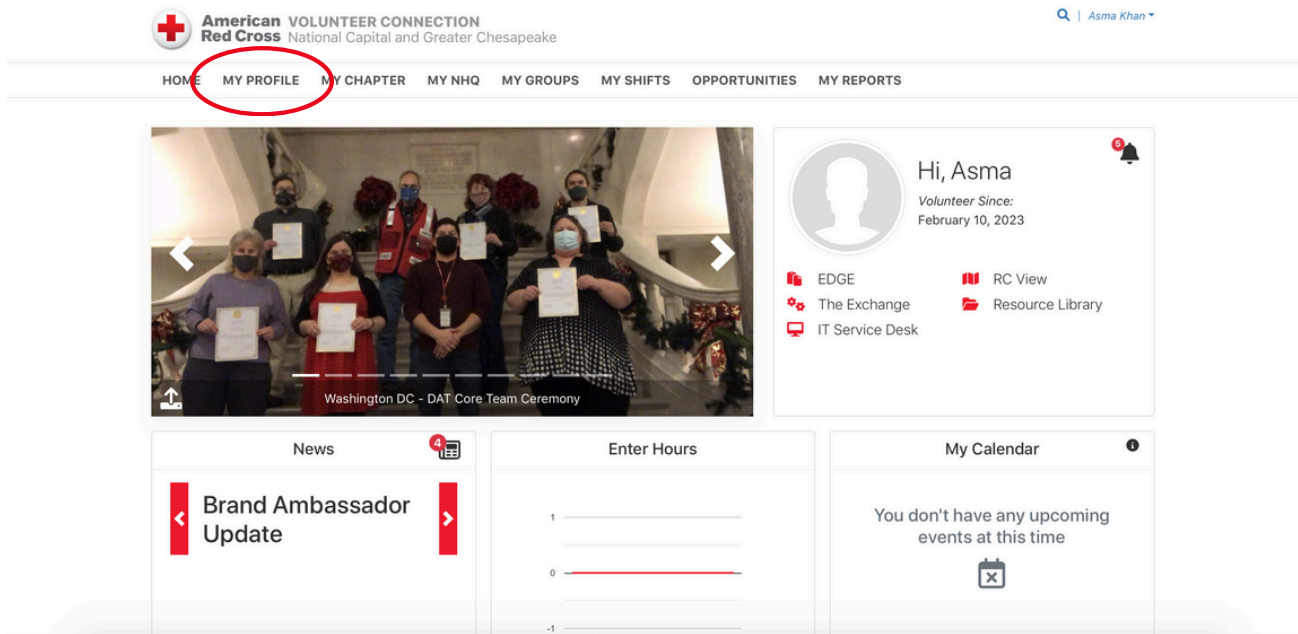
Connect with your groups,
team, and community

Update your profile and
any contact information



VERIFY YOUR INFORMATION

- Once logged in, access the **My Profile** tab on the left side on the navigation bar.



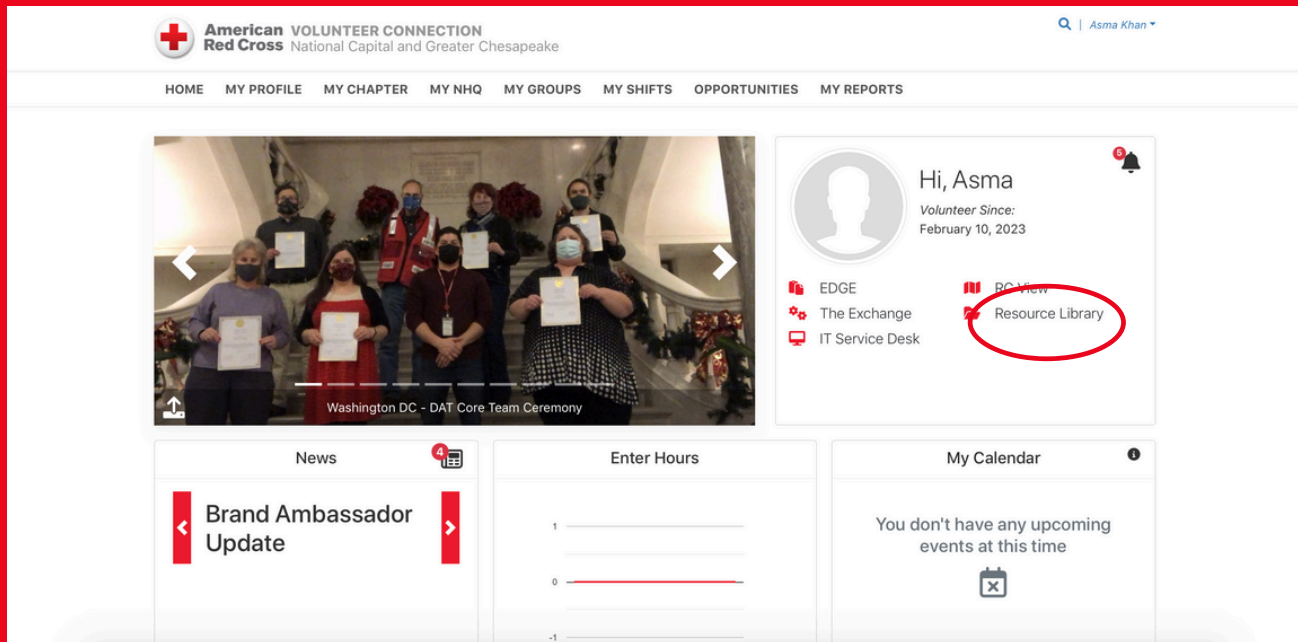
- Make sure all your information is up to date, especially:
 - Your **primary email address** and **phone number**
 - Your **emergency contact**
 - Your **t-shirt size**
 - Your **general availability**
 - Your **resume**
- This can be done through selecting the **Edit Profile** option at the top of the righthand side of each respective section.

GENERAL AVAILABILITY Edit profile

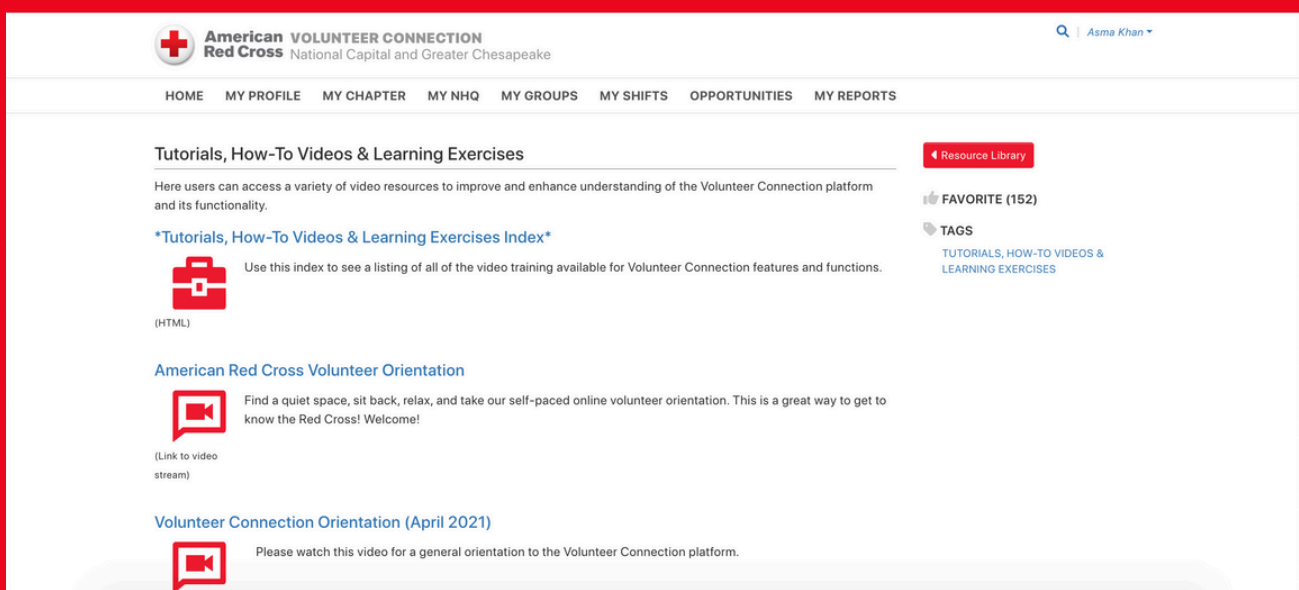
Day	Time	Hours
No matching records found		

GETTING STARTED

- Get to know the American Red Cross; visit the **Resource Library** linked on the home page.

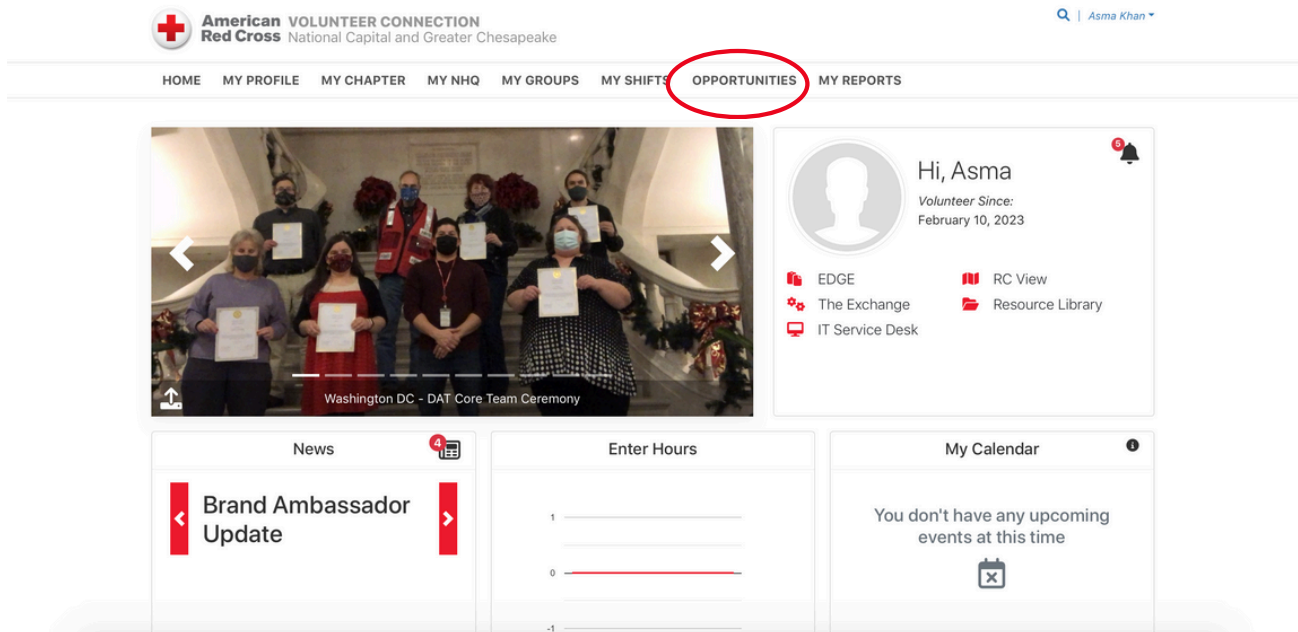


- This page contains a number of short videos that can:
 - Introduce you to the organization and its goals
 - Help trouble shoot any login issues or website navigation
 - Guide on how to attend Red Cross events
 - Provide step by step guides on how to use the mobile app
 - Give overviews of certain ARC positions

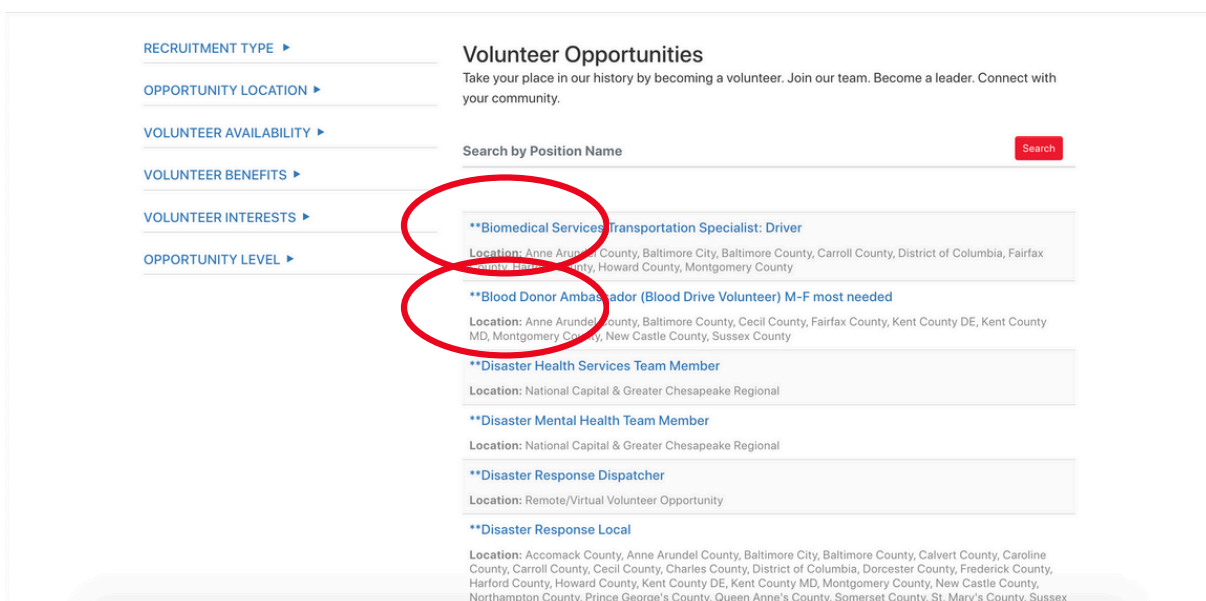


FINDING OPPORTUNITIES TO VOLUNTEER AS

- Once your information is up to date, you can explore various available positions to volunteer for by accessing the **Opportunities** tab on the right side of the navigation bar.



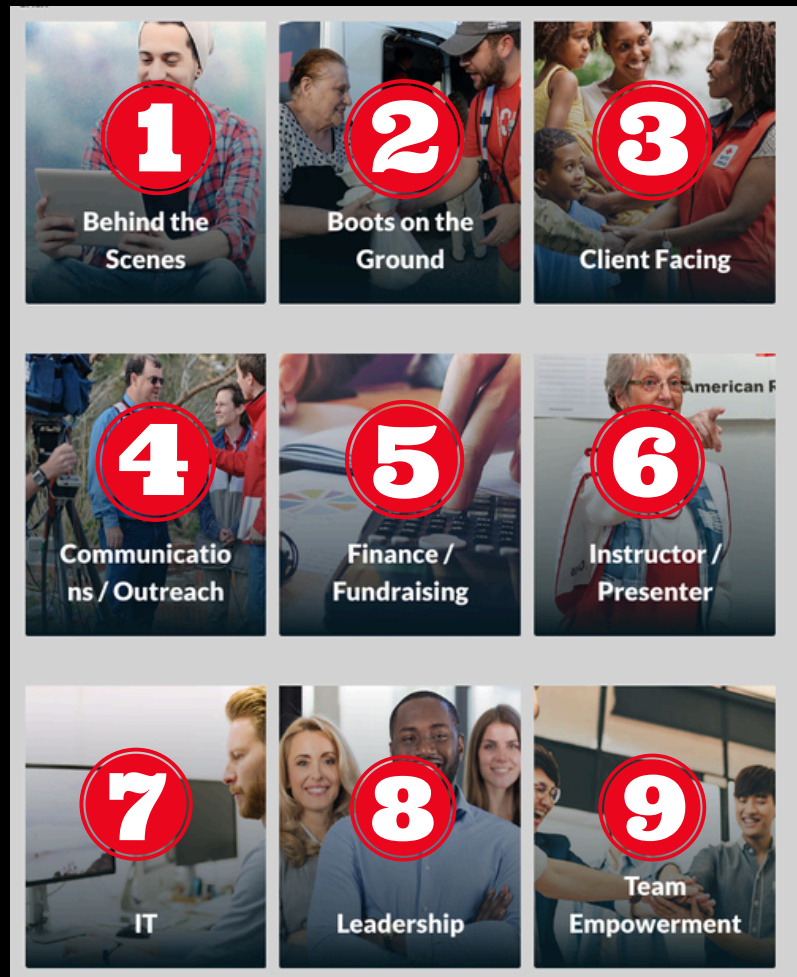
- This should take you to a page with a number of postings linked, where the most essential are at the top marked with either a single (*) or double asterisk (**) depending on the urgency.



- There are over hundreds of options, so it may be easier to filter by recruitment type, location, availability, benefits, interest, or the level of the opportunity depending on your preferences.

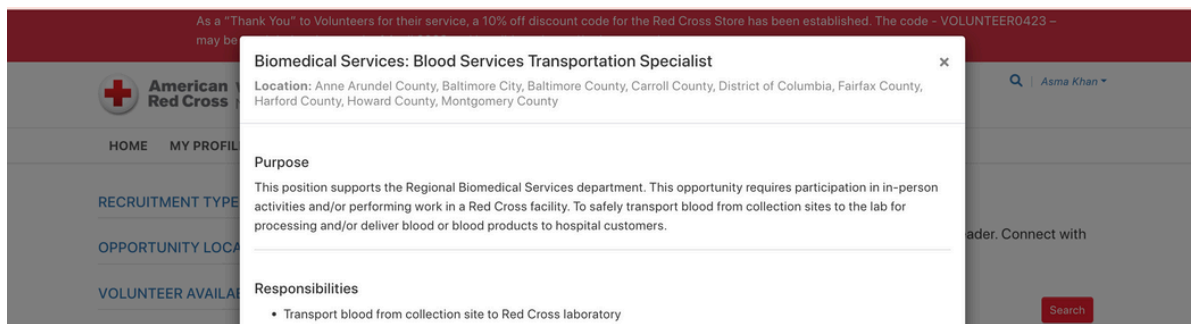
- However, finding a role that suits you can be overwhelming, so it may help to take a look at the American Red Cross' Role Finder tool, a short quiz designed to help determine which experiences best fit you.
- This quiz can be accessed through the link:
<https://www.redcross.org/volunteer/volunteer-role-finder.html>
- Where 2 roles from the 9 available roles are determined based on your responses: a good match and the best match.

- 1**
 - Administrative/office support
 - Scheduling shifts for volunteers
 - Supply chain management for equipment
- 2**
 - Respond to emergencies (i.e house fires, etc..)
 - Deliver blood to local hospitals
 - Work with military families/veterans
- 3**
 - Working with families after a house fire
 - Helping people locate loved ones after an emergency
 - Assisting military families with services
- 4**
 - Represent the ARC at community events
 - Work with local media
 - Tell ARC stories through marketing, photography, or social media
- 5**
 - Help fundraising team connect with donors
 - Work with military members for financial assistance
 - Help with accounting or financial controls
- 6**
 - Educate community about disaster preparedness
 - Teach children what to do in case of home fire
 - Teach lifesaving skills
- 7**
 - Support data systems that power operations
 - Assist ARC staff with equipment/access issues
 - Help develop and test apps for emergencies
- 8**
 - Lead a small team of volunteers
 - Act as an advisor to a ARC club for youth
 - Support local services by joining an advisory board
- 9**
 - Match volunteers with roles they enjoy
 - Encourage volunteer engagement
 - Ensure blood drives and veteran hospitals are fully staffed



APPLYING FOR THE POSITION

- Once you have selected the position you might be interested in, return to the **Opportunities** tab on the website, and locate the link to the position.
- This provides information on the jobs:
 - Purpose
 - Responsibilities
 - Time commitment
 - Qualifications
 - Length of appointment
 - Development opportunities
 - Requirements
- Based on this, you can decide whether or not you feel as though the position would suit you.



- If so, scroll to the end of the description and press **Apply Now**. Doing this will forward your information to a Volunteer Coordinator who will get back to you shortly after your application has been reviewed.
- You may apply to as many jobs as you like, and they should appear on the left-hand side of the **Opportunities** page.
- You can even rank all your opportunities while waiting for review – as indicated by the **pending** status

VOLUNTEER AVAILABILITY ▶

VOLUNTEER BENEFITS ▶

VOLUNTEER INTERESTS ▶

OPPORTUNITY LEVEL ▶

Please rank your opportunities

1

▼

Youth Services: Red Cross Club Coordinator

✕

Status: Pending

2

▼

DCS: Disaster Response (Client-Facing): Trainee

✕

Status: Pending

3

▼

DCS: Disaster Health Services Coordinator - National Capital Area

✕

Status: Pending

Thank you for your request! You will be contacted shortly

Search by Position Name

Search

**Biomedical Services Transportation Specialist: Driver

Location: Anne Arundel County, Baltimore City, Baltimore County, Carroll County, District of Columbia, Fairfax County, Harford County, Howard County, Montgomery County

**Blood Donor Ambassador (Blood Drive Volunteer) M-F most needed

Location: Anne Arundel County, Baltimore County, Cecil County, Fairfax County, Kent County DE, Kent County MD, Montgomery County, New Castle County, Sussex County

**Disaster Health Services Team Member

Location: National Capital & Greater Chesapeake Regional

**Disaster Mental Health Team Member

Location: National Capital & Greater Chesapeake Regional

**Disaster Response Dispatcher

Location: Remote/Virtual Volunteer Opportunity

**Disaster Response Local

Location: Accomack County, Anne Arundel County, Baltimore City, Baltimore County, Calvert County, Caroline County, Carroll County, Cecil County, Charles County, District of Columbia, Dorchester County, Frederick County, Harford County, Howard County, Kent County DE, Kent County MD, Montgomery County, New Castle County, Northampton County, Prince George's County, Queen Anne's County, Somerset County, St. Mary's County, Sussex County, Talbot County, Wicomico County, Worcester County

**Disaster Sound the Alarm Team Leader

Location: Central Maryland Chapter, Delmarva Chapter, National Capital Area Chapter

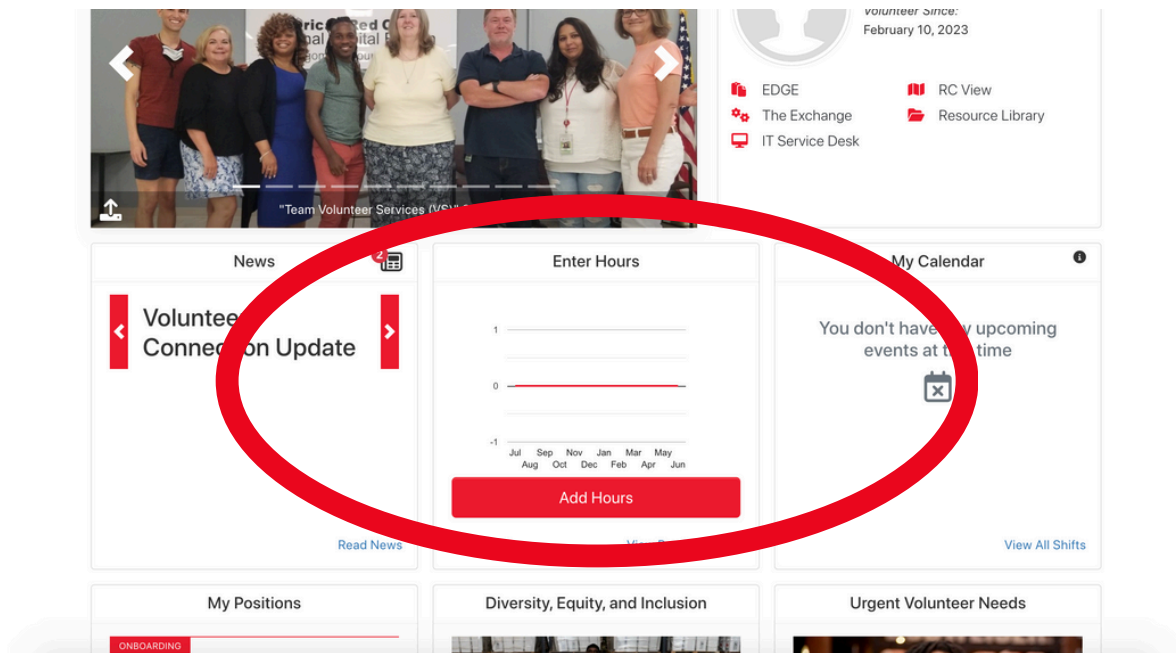
**Disaster Sound the Alarm Team Member

WHAT'S THE NEXT STEP?

- You're all set! All you have to do now is to await a response from the American Red Cross Volunteer team. This could take up to 3-5 business days.
- Make sure to check your email for any updates!
- Routinely check the Volunteer Connection website or Volunteer Connection App for any news in your area or other possible opportunities.

DON'T FORGET TO LOG YOUR HOURS!

- After acquiring a position, be sure to log the hours spent actively working either through the website or on the mobile app.
- This can be done through the website's home page by selecting the **Add Hours** option.



- Fill out the required information, and submit your hours.
- *NOTE: Disaster Relief Operation (DRO) hours are automatically applied to your record, and do not need to be manually entered.*

Enter Hours

Please do not submit Disaster Relief Operation (DRO) hours. [Why?](#)
[How/Why to Log Your Hours](#)

DATE*
 04/05/2023

HOURS* MINUTES*
 0

ACTIVITY NAME*

HOURS TYPE*
 Select ...

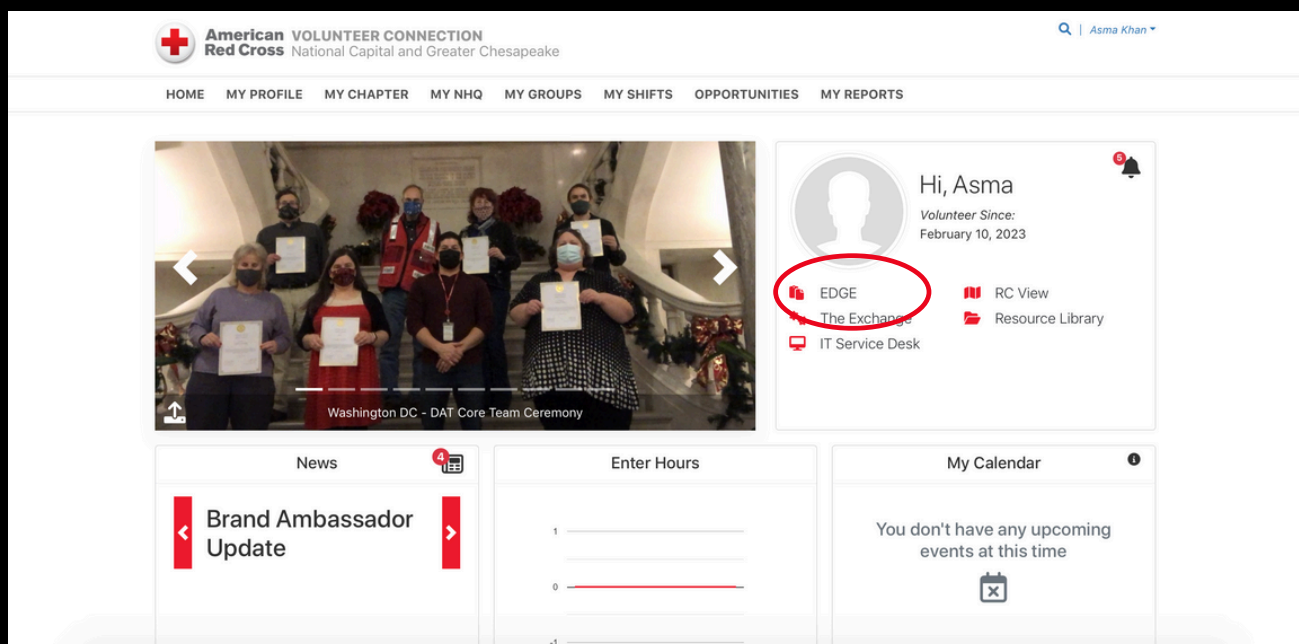
POSITION*
 Select...

COMMENTS

[Submit Hours](#) [Submit & Add Another](#)

RESOURCES AVAILABLE: EXPLORING EDGE

- EDGE is a platform used by the ARC for internal staff training and course management. The site offers a variety of free courses and trainings available through the Percipio app as well as other databases.
- To access this, visit the **EDGE** link on the home page of the Volunteer Connection website.



- This will take you to an external site, which can also be accessed through the link:
<https://arc.csod.com/LMS/catalog/Welcome.aspx>
- You may be asked to login again, in which case use your Volunteer Connection username (your email) and password to do so.
- Once you're in, you can access an in depth tutorial on how to use EDGE and all the available features by launching the *Using EDGE as a Learner* video right under the **For full transcript click here** box on the home page.

Welcome to EDGE, Asma

Engagement. Development. Growth. Education.
EDGE supports all internal staff training and course management for the American Red Cross.

Percipio News
Did you know that while Percipio offers nearly 2,000 courses and 15,000 books, we have curated a special place in the Percipio library for the American Red Cross? Check out [this area](#) and take the guess work out of your professional development and growth by exploring a [Continuous Learning Journey](#) or by taking a [Skills Benchmark Assessment](#) today.

News & Updates

Helpful Information Tab: Check this tab for tips and information if you are having issues launching courses or having difficulties playing courses in EDGE.

Reminder: Set the time zone in your account to ensure accuracy when registering for training sessions.

1. Click/tap the gear icon in the upper right of your EDGE homepage

Due Date	Action
Using EDGE as a Learner	None Launch

For full transcript click here

All trainings appear here, this includes: self-registration, EDGE auto-assignments via proxy enrollment, and manager assignments.



My Transcript



Browse for Training

A page where you can search for all available trainings by title, date added, popularity, or duration.

A calendar of Red Cross events: seminars, skills assessment, workshops, virtual classes, etc...



Calendar



Interests & Waitlist

If you attempt to sign up for a class that is full, you will show up on the waitlist and interest list found here.

A link back to the Volunteer Connection website.



Volunteer Connection



Percipio

This tile links you to Percipio: a platform with books, audios, trainings, and job aid available to all staff members.

A link to EDGE to access all available trainings and courses: instructor led, curriculums, web learning, documents, or videos.



EDGE Topic Hub



Disaster Ready

A link to Disaster Ready a platform that provides training resources designed to prepare you to engage in disaster preparedness.

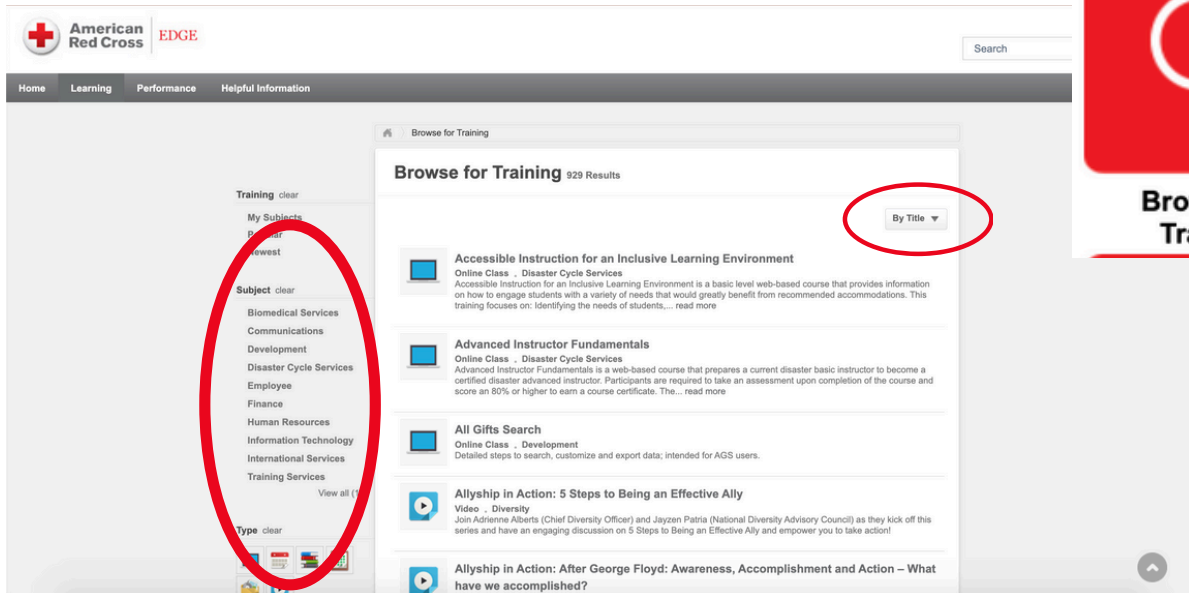
IFRC provides organization specific learning lessons and courses.



IFRC Courses

ENROLLING IN COURSES ON EDGE

- Under the **Browse for Training** tile on the EDGE website, you will be redirected to an inventory of online courses, instructor led classes, curriculums, or videos.



- If interested, scroll through the options rearranging them by title, date posted, popularity, or duration. You can also filter your results to be subject specific as shown on the side bar. For in-person events, you may even choose specify a desired location if needed.
- Once you have selected the desired training, click the link to learn more about it and send in a request or sign up. The method of enrollment may differ depending on the mode of content.
 - For events this may look like selecting an available session in your area and requesting after clicking **Select a Session**.
 - For videos, online classes, and material simply just press **Launch** after clicking the link to view the content.
 - For curriculum, just press **Open Curriculum** to get started.

EVENTS

EVENT

Psychological First Aid: Helping Others in Times of Stress

Last Updated 03/24/2023 Duration 4 hours

Details

Psychological First Aid: Helping Others in Times of Stress is a basic level web-based, instructor-led and virtual instructor-led course that provides a framework for understanding the factors that affect stress responses in disaster relief workers and the clients they serve. The course introduces the principles of psychological first aid and guidelines for when to refer to a Disaster Mental Health worker. Participants engage in practice exercises and a review of the course content. All formats cover the same content. Participants have the option of choosing the format that is best suited to their learning preferences

[Show More](#)

Upcoming Sessions

Date (Ascending) 1 Session

APR 12

Psych First Aid - MI Region ILT
Wed, Apr 12, 2023, 5:00 PM - 9:00 PM EDT
Register by Wed, Apr 12, 2023, 5:00 PM EDT
HUM MI Flint - Michigan Region - MI605, HUM Michigan Region,
American Red Cross Location Regional Hierarchy

View Details

2 seats available

English (US)

EVENT

Psychological First Aid: Helping Others in Times of Stress

Select a Session

VIDEOS, ONLINE CLASSES, AND MATERIAL


VIDEO

Allyship in Action: Intersectional Leadership: Black & Latino Executive Steering Committee Panel

Last Updated 01/18/2022 Duration 1 hour, 3 minutes

Details

Join Celia Clifford (Co-Chair, Black Executive Steering Committee; Sr VP of Quality, Safety, and Regulatory Affairs) and Guillermo Garcia (Co-Chair Latino Executive Steering Committee ; Executive Director International Response and Programs) as they discuss initiatives, successes, and how intersectionality has impacted their leadership styles.



VIDEO

Allyship in Action: Intersectional Leadership: Black & Latino Executive Steering Committee Panel

Launch

CURRICULUM

CURRICULUM

Be Red Cross Ready Presenter

Last Updated 01/04/2021 Duration 9 hours, 30 minutes

Details

Be Red Cross Ready is a national, standardized, free preparedness education curriculum for adults and older youth taught by a certified presenter. The program curriculum is designed to help people understand, prepare for, and respond appropriately to disasters

This curriculum provides training to certify a Be Red Cross Ready Presenter. The Presenter works alongside the Be Red Cross Ready Program Leader at the region/chapter level to ensure the program is successfully implemented.

For information on managing this curriculum, see the *Be Red Cross Ready Training: LMS Certifications Job Tool* on the [Be Red Cross Ready Toolkit](#) on The Exchange for more information.

[Show More](#)

Contents

2 Trainings

ONLINE CLASS

Basic Instructor Fundamentals

MATERIAL

Be Red Cross Ready Presenter Self-Orientation Checklist

CURRICULUM

Be Red Cross Ready Presenter

Open Curriculum

CONTINUING TO ACCESS EDGE TRAININGS

- On the EDGE website homepage, select the **My Transcript** tile where you can see all your trainings:
 - Active transcript
 - Completed transcript
 - Archived transcript
 - Print transcript
 - Transcript action



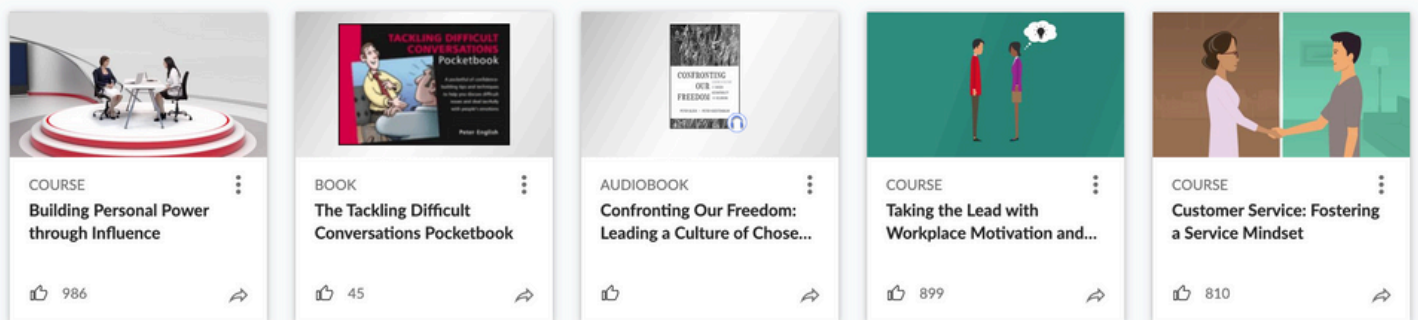
My Transcript

A screenshot of the EDGE website interface. At the top, there's a header with the American Red Cross logo and 'EDGE' text. Below it, a navigation bar shows 'Home', 'Learning', 'Performance', and 'Helpful Information'. A user profile for 'Asma Khan' is visible. The main content area is titled 'Transcript: Asma Khan' and shows '0 HRS AGGREGATE TRAINING COMPLETED'. It includes filters for 'Training Status' (Active), 'Sort by' (Due Date), and 'Filter by Training Type' (All Types). A search bar is present with the text 'Search by Keyword'. Below the filters, there's a search result for 'Using EDGE as a Learner' with details like 'Due: No Due Date', 'Status: In Progress', and 'Training Type: Online Class'. A red circle highlights a 'Launch' button next to this result. The footer shows the 'cornerstone' logo and copyright information.

- You can also revisit completed trainings to watch them again if you would like, or continue a course you had started but not finished yet using the **Launch** option in front of the respective listing.

RESOURCES AVAILABLE: EXPLORING PERCIPIO

Percipio is a learning database used by many organizations to provide training and soft skills to their employees. This includes a number of courses, online classes, videos, and other content. It is similar to EDGE in many ways, but the courses are more generalized rather than ARC work specific as the trainings on EDGE tend to be. This includes topics like "how to be a great listener" or "how to organize emails on Outlook 365" that can help members build all-rounded skills. While Percipio is an open platform site, the ARC has selected specific books, courses, and classes important to their mission and developing skills to reach goals both within and beyond the organization.



ACCESSING THE WEBSITE

- The ARC specific database can either be accessed through the **Percipio** tile on the EDGE website on the righthand side of the home screen, or through this link:

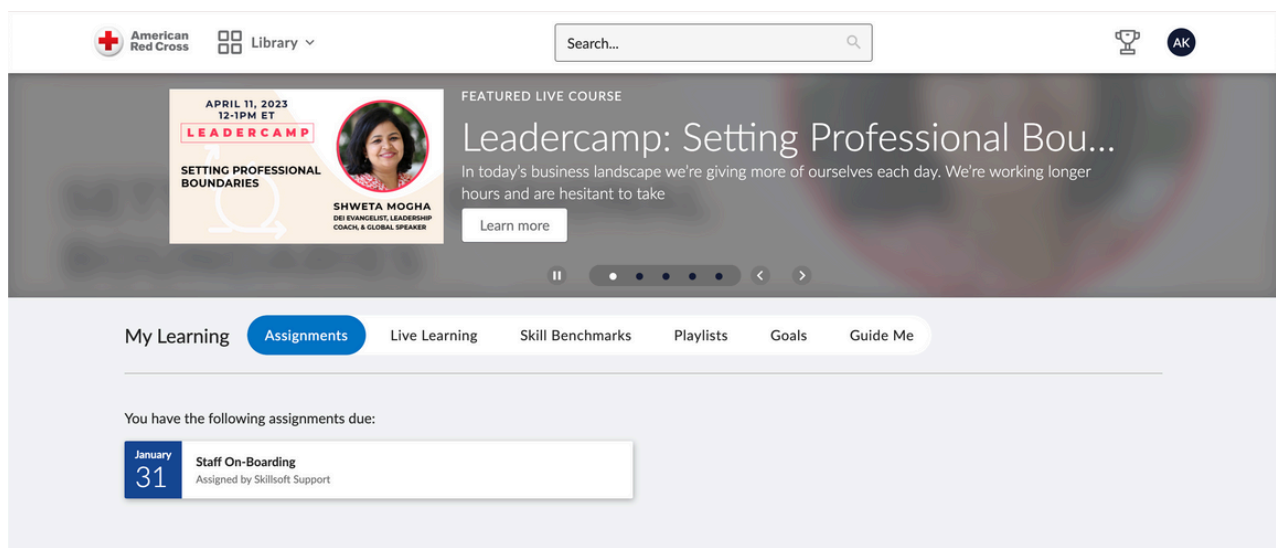


<https://americanredcross.percipio.com>

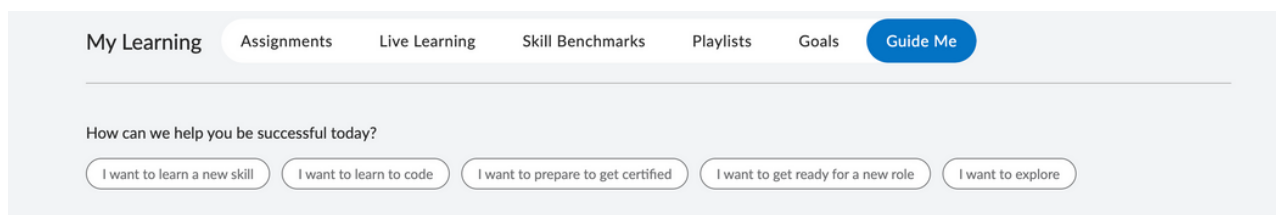
- You may be asked to login again, in which case use your Volunteer Connection username (your email) and password to do so.

HOW TO VIEW CONTENT ON PERCIPPIO

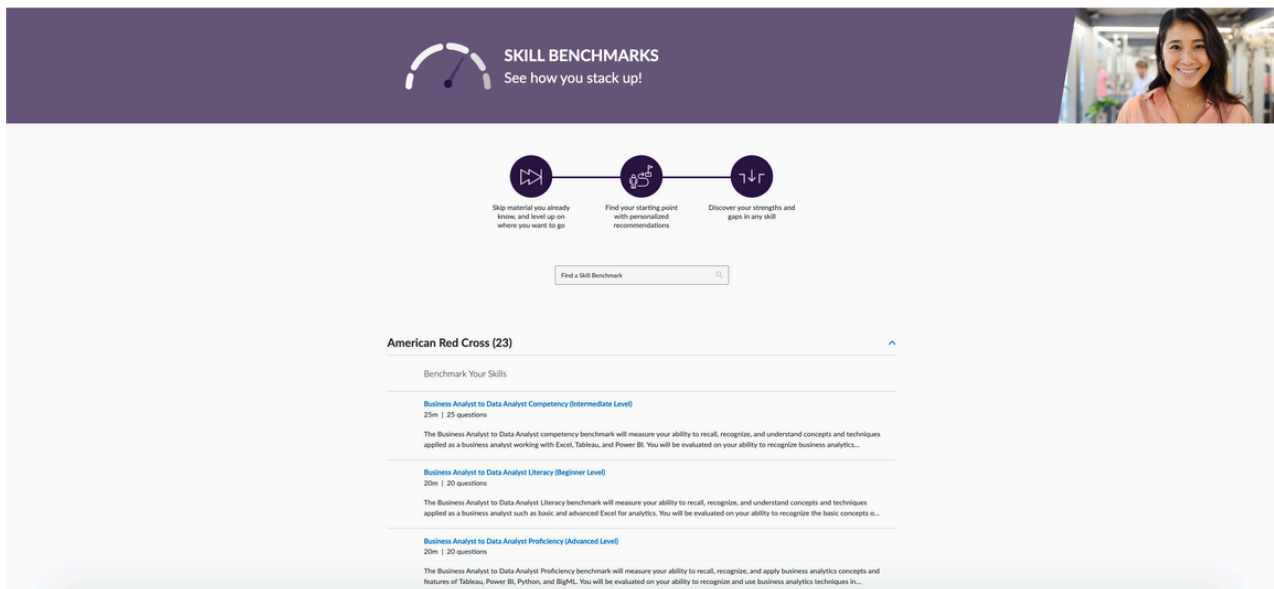
- Percipio functions as an open database, where most of the content are either:
 - Books
 - Audiobooks
 - Courses



- To get started, using the **Guide Me** option on the far right side of the navigation bar can help determine what courses may be helpful.



- Selecting any option redirects you to a different page with more targeted courses or books available to cater to your goal.
- Another useful feature is the **Skills Benchmark** tool which helps you find personalized recommendations through a quick (20-40 minute) test on various skills needed to work as an ARC volunteer.



- After selecting a specific test depending on what you would like to work on, you may initiate the test by selecting **Start Benchmark**.
- Each skill is then scored on 0-100 benchmark scale that gives you a reference on what courses or trainings you may want to work on.



- You are also welcome to simply explore any books, courses, or trainings of interest on your own by simply scrolling down on the Percipio homepage to the **Recommendations For You** tab where everything is sorted in columns categorized under trending topics, business top-rated, leadership top-rated, technology top-rated, popularity top-rated, and other useful skills areas.

TROUBLESHOOTING ANY WEBSITE ISSUES

- The IT Service Desk (ITSD) assists in the case of any technology issues including problems:
 - Accessing your Red Cross email address
 - Connecting to EDGE, Percipio, or Microsoft Team
 - Using features available on the Volunteer Connection website
 - Managing the app
- When experiencing any of the above, submit an IT ticket online using the ITSD portal. Be sure to mention:
 - i. The name of the person having the issue.
 - ii. Detailed steps to reproduce the error (where it was, how it happened, what had happened, etc...)
 - iii. A screenshot of the error message if possible.
- If you have a Red Cross email (abc@redcross.org), you can access the ITSD portal through this link:

[https://itservice.redcross.org/index.php?
name=com.itsupport-redcross.5914c936448fa&auth=int](https://itservice.redcross.org/index.php?name=com.itsupport-redcross.5914c936448fa&auth=int)

- If you do not have a Red Cross email or it has been deactivated you can access the ITSD portal through this link with your Volunteer Connection login:

[https://itservice.redcross.org/index.php?
name=com.itsupport-redcross.5914c936448fa&auth=ext](https://itservice.redcross.org/index.php?name=com.itsupport-redcross.5914c936448fa&auth=ext)

- *If you are unable to access the portal through either link, call the IT helpline at 1-888-778-7762*