



SURREY UNITED VOLUNTEER PORTAL HANDBOOK

This document provides an overview and quick user guide for SUSC NEW Online Volunteer Portal covering the topics listed below. **CLICK** on the appropriate topic to jump directly to the topic.

[Overview of SUSC NEW online volunteer portal](#)

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Overview of SUSC NEW Online Volunteer Portal

1. Profile
2. Tasks and Activities
3. Tasks and Activities Sign up
4. Upcoming/Finished Tasks and Activities
5. Target Hours/Completed Hours
6. Check in/out pin number
7. Messages

Surrey United SC Parent Volunteering

Start Guide SUSC, SUSC How-To Logout

1. MY PROFILE

Home Activities Announcements Messages

2. TASKS AND ACTIVITIES

Task	Shifts	Hours	Start	Sign up by
3. TASKS AND ACTIVITIES SIGN UP				
Team Equipment / Uniform Distribution	0/18	9.00	Aug 16	
Coaches / Managers Meetings	0/4	8.00	Aug 29	Aug 25
Information Booth	0/24	40.00	Sep 05	

Search Tasks and Activities

4. MY UPCOMING / FINISHED TASKS AND ACTIVITIES

Task	Hours	Date	Status

See Tasks by Activity

5. TARGET HOURS / COMPLETED HOURS

Summary

Target Hours: 4.0

Finished Hours: 0.00

Required Hours \$ Value: \$100.00

6. CHECK IN/OUT PIN NUMBER Check In/Out PIN Number: 9938

My Profile

7. MY MESSAGES

Unread Messages

Subject	Received	Sent By

Messages Inbox



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LOGIN TO ONLINE VOLUNTEER PORTAL:

To use the SUSC online volunteer portal you need to have an account. Login into your parent portal <http://SUSC.sportshelpers.com> with your Powerup email address and password (*if you have not updated your password, please use the temporary password assigned to you*).

Ensure that you are logging into the **Surrey United SC Parent Volunteering Volunteers login page**.

If at any time you forget your username and/or password, use the **'Forgot your password?'** function on the login page; enter the email address registered with us and the system will email you your username and password.

Surrey United SC Parent Volunteering
Volunteers Login

username or email

password

Login

Forgot your password? Click Here Administrator Click Here >

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SPORTSHELPERS.com

HOW TO REGISTER FOR ACTIVITY/TASK:

Click on your **"Activities tab"** and select tasks/activities to view all available tasks.

In the tasks list you will see task name, number of volunteers required, shifts available, total number of hours available and deadline for registration.

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Tasks

Available Tasks All Categories Start Date End Date Keyword Search

Task	People Needed/Shifts	Hours	Coordinator	Deadline
Information Booth CLICK ON TASK	0 / 24	40.00		
Receiving & Sorting SUSC Team Equipment and Uniform Orders	0 / 3	2.00		
Team Equipment / Uniform Distribution	0 / 18	9.00		
Raffle Draw Day Event	0 / 8	4.00	Ali Wilkinson	11/12/2023 12:00:00 AM
Raffle Sales & On Site Info	0 / 28	28.00	Ali Wilkinson	
Raffle Package Intake	0 / 8	18.00	Ali Wilkinson	11/10/2023 12:00:00 AM



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Click on the task name to register for a specific task. Once you've selected the task name, the registration page will pop-up and will show: specific skills (if required), description, duties, onsite check in/check out instructions and available shifts for that activity/task.

PLEASE NOTE: If a task requires specific skills, please ensure you have the specific skills being requested before signing up for the task.

The screenshot shows the 'Surrey United SC Parent Volunteering' portal. At the top, there is a navigation bar with links for Home, Activities, Announcements, and Messages. The main content area is titled 'Task Registration' and displays details for a task named 'Season Start Up' with a 'Normal' difficulty level. The coordinator field is empty. Below this, there is an 'Information Booth' section with a table of task details:

Task Hours	40.00	People Needed/Shifts	24
Bonus Hours	0.00	Location	Cloverdale Athletic Park - Pop Up Tent between turf fields #2 & #3 at the south end of the parking lot of 64th Avenue
Skills Needed	Minimum 2 years experience with SUSC		
Description	This is an outdoor activity and will move forward rain or shine. Please dress for the weather. You will be provided with both a tent and chairs for the duration of the shift.		

Below the description, there is a 'Duties include:' section with a list of tasks:

- Providing information to new members and players on where their practice/game field is.
- Provide direction on where to find information about SUSC, generally, to new members.
- Review the website beforehand; specifically information related to player academies, registration (PowerUp), resources and general location of the website itself (www.surreyunitedsoccer.com).

On the right side of the task registration page, there is a 'Registered People' section showing '0/24' and a 'Name' field with 'No Signup' listed below it.

To select a shift, click on the check box next to the task hours. Click the register button and CONFIRM your task registration. Once you've completed the registration, you will be able to view the details of this task on your home page under the "My Activities" section on the "Upcoming tab"

Registration

Start Time	End Time	Option	People	Hours	<input type="checkbox"/>
Sep 05, 2023				Credit On Sep 05, 2023	
04:30 PM	08:30 PM		0 / 2	4.00	<input checked="" type="checkbox"/>

[Register](#)



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HOW TO CANCEL A SCHEDULED ACTIVITY/TASK

Task	Hours	Date	Status
Information Booth	4.00	Sep 05	

The system will only allow cancellations 72 hrs or later from the start of an activity/task.

To cancel an activity/task within this timeframe click on the **“My activities”** section on your home page, select the task name, and the task registration page will pop up.

Select the activity/task you wish to cancel. Click on the cancel button and CONFIRM the cancellation.

Please Note: If the cancel button is accessible you can cancel the activity/task, if the cancel button is not accessible you will not be able to cancel the activity/task and will need to email the volunteer team to cancel/change the request.

Registration

Start Time	End Time	Option	People	Hours	<input type="checkbox"/>
Sep 05, 2023			Credit On Sep 05, 2023		
04:30 PM	08:30 PM		1 / 2	4.00	<input checked="" type="checkbox"/>

NO SHOWS AND MISSED ASSIGNMENTS:

If you do **NOT** show up for your assigned activity/task you will automatically forfeit your annual Volunteer Program Deposit \$100. It is important that these commitments are honored and adequate notice **72hrs** is given so a replacement can be found.

These activities and tasks are reliant upon the volunteers scheduled and it puts a strain on the Club and the other volunteers when we have "No Shows" for tasks.



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OPTING OUT OF SUSC VOLUNTEER PROGRAM:

If you wish to pay the volunteer program deposit and opt out of completing any volunteer hours, you can choose to do so by selecting “**Please keep my fee – I do not wish to Volunteer**” under the “groups dropdown” menu found near the bottom of your “**Profile Page**”.

HOW TO EDIT PROFILE/CHANGE PASSWORD:

Once logged into your account you can edit various aspects of your profile, including changing your password, adding a family member/second user to your account, adding a new child/player, and adding skills for specific volunteer tasks.

Please note: If there are specific skills from the “skills dropdown” menu under your profile that apply to you specifically, please select all of the skills that apply. These skills will help us identify individuals for specific volunteer activities/tasks.

Other

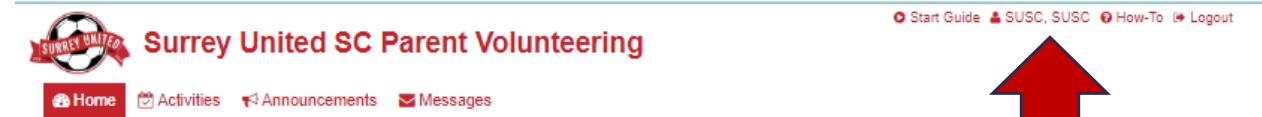
Groups	Skills
Please keep my Fee - I do NOT wish to Volunte	Nothing selected
Please keep my Fee - I do NOT wish to Volunteer ✓	
Fee Forfeited for NO SHOW	
Reimbursed	
Current SUSC Team Staff	

Date Fee Forfeited due to No Show without Notice:

PowerUp Account Login Email Address

[Save My Profile](#)

To access your profile and any of these features, click on your Name in the upper-right hand corner of your “**Home Tab**”. Remember to “save your profile” if any changes are made.





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SENDING A MESSAGE IN VOLUNTEER PORTAL:

To send a message to the volunteer team using the online volunteer portal click on the “**Messages tab**” and select a new message. In the **TO:** field select **Coordinator, Volunteer AND Manager, Member Services** include a subject and message and click “send now” to send your message.

Home Activities Announcements Messages

New Message

To: Nothing selected

Subject:

Message:

Helvetica 14 A B I U Link Unlink List

Send Now

QUESTIONS:

All questions and concerns about S USC volunteer program and/or the new online volunteer portal can be directed to volunteer@surreyunitedsoccer.com