Volunteer at the North Texas Food Bank
Volunteer Portal Guide
Overview

Millions of meals are distributed through our Partner Agencies and feeding programs thanks to our distribution center and volunteers.

Register to volunteer at our distribution center for a Pack and Box shift!

Together, we can work to close the hunger gap across North Texas by providing access to nutritious food.
Volunteer Portal Guide
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Note – This guide is based on using a desktop. If you are using a mobile device, the locations of buttons/menus may be in different places.
Important Volunteer Information

• Every person must have their own volunteer account.
  – You cannot share an account with another person.
• You must be registered for the shift to volunteer.
  – Due to safety protocols and volunteer capacities, we do not allow walk-ins.
• Closed-toe shoes are required for volunteer shifts at the Distribution Center.
• Minors under the age of 16 must have a chaperone.
  – NTFB does not provide chaperones.
  – The minor and chaperone must have an account and be registered for the shift.
  – There can be 3 minors per chaperone.
  – Minors must be at least 12 years old to volunteer.
• More information is included in the FAQ section on page 78.
Creating your NTFB Volunteer Account
Create Your NTFB Volunteer Account

Step 1: Go to the North Texas Food Bank website (www.ntfb.org)

Step 2: In the top right-hand corner, select the blue “Volunteer” button

Note – if you are using a mobile device, the button will be in the top left-hand corner.
Create Your NTFB Volunteer Account

Step 3: Scroll down to the “Distribution Center” section

Step 4: Select the “View Calendar” button
Registering for a Shift

Step 5: At the top of the page, select the “Sign Up” button.
Create Your NTFB Volunteer Account

Step 6: Complete Step 1 of the Registration Process
Create Your NTFB Volunteer Account

Step 7: Complete Step 2 of the Registration Process
Create Your NTFB Volunteer Account

Step 8: Complete Step 3 of the Registration Process. The waiver will appear in a pop-up window.

Note – if you are under the age of 18, it will ask for a guardian’s email address. Your guardian will receive an email to complete a waiver. The guardian does not need an account to complete the guardian portion of the waiver.
Create Your NTFB Volunteer Account

You will now see this screen. You are almost done! There are just a few more steps before you can register for a shift.

Press “Continue” to proceed to the next screen.
Create Your NTFB Volunteer Account

This is your Volunteer Portal Homepage. We will come back to this later in the guide to explain what is here. For now, follow these steps to finish registering the account.

Step 9: Click the drop-down arrow in the top right-hand corner of the screen
Create Your NTFB Volunteer Account

Step 10: Select “Qualifications” from the drop-down menu
Create Your NTFB Volunteer Account

Step 11: Complete the Qualifications.

Note – The Distribution Center only requires the age questions to be answered on this screen.
Create Your NTFB Volunteer Account

Step 11 Continued: Complete the Qualifications.

Note –
(1) If you are older than the age asked, you MUST put 01/01/3000 in the expiration line as shown here in the first question.
(2) If you are younger than the age asked, you MUST put the age you turn that age in the expiration blank as shown here in the second question.
(3) If you input the wrong information, you’ll email volunteer@ntfb.org to have it fixed.
Congratulations! You are a registered volunteer with the North Texas Food Bank!!

We look forward to having you help us to create a hunger-free, healthy North Texas.

The rest of this guide will show you how to register for a shift and other important information that you can find on your portal.
Volunteer Portal Homepage
This is the homepage of your volunteer portal.
1) View and sign up for available opportunities
2) The number of volunteer hours you have completed
3) Click in this box to view the shifts you have registered for in a list view
4) Click the “Volunteer Resume” to print a log of all your hours
5) Click the drop-down arrow in the top right-hand corner to view menu to complete tasks such as updating information, managing your teams, view messages, and more.
NTFB Volunteer Portal Homepage

The drop-down menu:
1) Edit your contact information and change your password.
2) View the shifts you’ve registered for in a calendar view
3) View the shifts you’ve registered for in a list view
4) Manage your team(s)
5) View messages from NTFB and Galaxy

If you upload a profile picture, your picture will replace your initials.
Registering for a Shift
Registering for a Shift

If you are already logged in to your account, skip to Step 7.

Step 1: Go to the North Texas Food Bank website (www.ntfb.org)

Step 2: In the top right-hand corner, select the blue “Volunteer” button

If you were given a link to join a team, use the link to register for the shift. Steps for using the team link are on slide --.
Registering for a Shift

Step 3: Scroll down to the “Distribution Center” section

Step 4: Select the “View Calendar” button
Registering for a Shift

Step 5: At the top of the page, select the “Login” button.
Registering for a Shift

Step 6: Enter your username (your email address) and password, then press login.
Registering for a Shift

Step 7: Select “Opportunities” from the menu
Registering for a Shift

**Opportunities Page**

This page shows all available opportunities within the NTFB. Some of these are not located at the Distribution Center.

You can change from grid view to calendar or list view here.

Only available shifts will appear. If a shift is full, it disappears from the list/calendar. If a spot opens, the shift will reappear.
Registering for a Shift

Step 8: Select an opportunity you would like to volunteer for. You click the orange letters as shown here in the green box.
Registering for a Shift

Step 9: Respond as an individual or as a team.

Note – Responding as a team means you can reserve multiple spots at one time. Teams are only allowed to reserve 25 spots per shift, twice a month. The guidelines for teams (or groups) can be found on the NTFB’s website on the Volunteer page.
Registering for a Shift

You have successfully registered when the orange box turns green or you see the “Your response(s) to this opportunity have been updated.” message.
Canceling a Shift
Canceling a Shift

If you cannot attend a volunteer opportunity that you registered for, please cancel your shift by following the following steps.

Step 1: Log into your account at https://volunteer.ntfb.org/user/login/ by entering your email address and password then clicking “Login”.

Canceling a Shift

Step 2: Click on “Opportunity Responses”.

![Screenshot of the NTFB Volunteer website](image)
Canceling a Shift

Step 3: This screen shows all your volunteer responses; responses that have already happened will be grayed out. Find the shift in the list that you want to cancel. Select the drop-down arrow on the same row as the shift you want to cancel.
Canceling a Shift

Step 4: Once you’ve selected the drop-down arrow, a menu will appear. Click “Unregister” from the list; it is the last item on the list.
Canceling a Shift

Step 5: If you are sure you want to cancel the shift, select “Yes”.

![Image of a computer screen showing a website with options to cancel a shift]
Canceling a Shift

You have successfully cancelled the shift when you see the message “Response removed.” as shown here. The shift will no longer appear in the list on the “My Responses” page either.
Creating a Team

This section is for creating the team and registering the team for a shift. If you have an existing team, you will follow the same steps to register for a shift.
Team(or Group) Information

- NTFB allows groups to come volunteer as a team at the Distribution Center. The group can be made up of family members, coworkers, friends, or others.
- We do not guarantee that your team members will be doing the same task or working in the same area during the shift.
- A team can reserve up to 25 spots per shift, twice a month.
- Everyone on the team **must** create an account and register for the shift.
- If your team is bigger than 25 people, we offer private volunteer shifts for 40 to 100 people. Contact the NTFB Volunteer Team at volunteer@ntfb.org for more information.
- You do not need to know everyone’s name to create the team and reserve spots.

**IMPORTANT** – Unfilled reserved spots will be released 10 calendar days prior to the shift date.
Creating a Team

You must create a volunteer account before creating a team. To create your volunteer account, follow the steps on page 5.

Step 1: Log into your account at https://volunteer.ntfb.org/user/login/ by entering your email address and password then clicking “Login”. 
Creating a Team

Step 2: Select “Opportunities” from the menu on the left-hand side of the homepage.
Creating a Team

Step 2: Select the opportunity you would like for your team to participate in by clicking “View Details”.

Note – Not all opportunities allow teams, you can sort for opportunities that allow teams in the filter section.

Pack and Box is the popular team opportunity at the Distribution Center.
Creating a Team

Step 3: Click “Respond As Team” on the opportunity detail page at the top or scroll down on the page and click “Respond As Team” for a specific shift.

Note – You can select a shift time on a later screen.
Creating a Team

Step 4: Enter your team name and click “Add Me”.

Note – Do NOT click “Add Volunteer”.

If you have been a team leader before, you will see a pop-up that asks if you want to use an existing team or create a new team before coming to this screen.
Creating a Team

Step 5: Click the check box next to your name under the “Leader” column then click “Continue”

*Note – You can add another team leader later.*
Creating a Team

Step 6: Click the check box next to the shift you would like to register your team for then click “Finish”.

Note – You can select multiple shifts on this screen. You can scroll to see available shifts by using the “previous” and “next” buttons in the bottom right-hand corner. The “Remaining Slots” column tells you how many open spots there are for the shift at the current moment in time.
Creating a Team

After clicking “Finish”, this screen will automatically come up and you see a green box with the message that a team member has been added. You are the only person on the team right now and there are not additional spots yet.

This is the “My Teams” page. You can manage your team from this page. All your teams will be listed in the table.

Now you need to reserve spots for your team members on the shift; the next page begins that process.
Creating a Team

Step 7: Click the “Manage Team” link on the right-hand side of the table for the corresponding team you need to reserve spots for.
Creating a Team

Step 8: Click the drop-down arrow in the box next to “Reserved Slots” to select the number of slots you would like to reserve.

Note – You can only reserve 24 additional slots. The team leader is spot 25. The Volunteer Team will remove any slots over a total of 25 slots.
Creating a Team

Step 9: Click “Update” to reserve the slots.
Creating a Team

You will see this green box with the message “Reserved slots updated…” when you have successfully reserved the slots.

Now you need to have your team members join your team. Instructions are on the next page.
Adding Team Members to a Team

You will send your group members a unique link to join your team. Copy the link by clicking the “Copy Join Link” in the center of the page.

If you need to get this link at a later time, follow the steps on the following pages.

*Note – We do not recommend adding team members; doing so can cause confusion.*
Adding Team Members to a Team

Step 1: Log into your account at https://volunteer.ntfb.org/user/login/ by entering your email address and password then clicking “Login”.

![Login page](image-url)
Adding Team Members to a Team

Step 2: Select the drop-down arrow in the top right-hand corner.

Step 3: Select “My Teams” from the drop-down menu.
Adding Team Members to a Team

Step 4: Click the “Manage Team” link on the right-hand side of the table for the corresponding team you need to reserve spots for.
Adding Team Members to a Team

Step 5: Copy the link by clicking the “Copy Join Link” in the center of the page to send your team members the unique link to join the team.

*Note – We do not recommend adding team members; doing so can cause confusion.*
Managing Your Team
Managing Your Team

To manage your team, follow the following steps:

Step 1: Log into your account at [https://volunteer.ntfb.org/user/login/](https://volunteer.ntfb.org/user/login/) by entering your email address and password then clicking “Login”.

Step 2: Select the drop-down arrow in the top right-hand corner.

Step 3: Select “My Teams” from the drop-down menu.

**IMPORTANT** – Unfilled reserved spots will be released 10 calendar days prior to the shift date.
Managing Your Team

This is your team’s page for the shift:
1) The date and time of the shift.
2) Update the number of reserved slots.
3) Copy the link for your team members to join your team.
4) These are the individuals who have successfully registered for the shift. If an individual is not on this list, they have not registered for the shift.
5) This button deletes your team from the shift.
Joining a Team
Joining a Team

If you were provided a unique team link from a team leader, follow the steps on the following slides to join the team.

You MUST create an account before using the link you were provided. The link will not work if you do not have an account. You can find the steps to create an account starting on page 5 of this guide.

Note – If you are trying to join the team within 10 calendar days of the shift date, you will not be able to as the unfilled reserved spots are released 10 calendar days before the shift date. You can register for the shift if there are available spots for the shift; directions start on page 21.
Joining a Team

Step 1: Click the link that you were provided or copy and paste the link into your internet browser.

Note - If you are not currently logged in, the link takes you to the Volunteer Login Page as shown.
Joining a Team

Step 2: Enter your email address and password, then click login.
Joining a Team

After logging in, you are taken to a page to join the team. This page has the team name at the top followed by the information regarding the shift.

Note – If you were already logged in, the link brought you directly to this page.
Joining a Team

Step 3: Scroll to the bottom of the team page and click the “Join Team” button.
Joining a Team

You have successfully joined the team when you see this green box with the message “You have been added to the team.”

You will see this shift appear on your opportunities section now.
Leaving a Team
Leaving a Team

If you can no longer volunteer with your team, you can leave the team. There are two methods to leave a team.

Step 1 (same for both methods): Log into your account at https://volunteer.ntfb.org/user/login/
Leaving a Team

Method 1 (Opportunity Page)

Step 2: Click on “Opportunity Responses”.
Leaving a Team

Method 1 (Opportunity Page)

Step 3: Select the drop-down arrow on the same row as the shift you want to cancel.

Note – If you are registered for multiple shifts, this screen shows all your volunteer responses; responses that have already happened will be grayed out.
Leaving a Team

Method 1 (Opportunity Page)

Step 4: Once you’ve selected the drop-down arrow, a menu will appear. Click “Remove Me from Team” from the list; it is the last item on the list.
Leaving a Team

Method 1 (Opportunity Page)

Step 5: You have successfully left the team when the green box appears with the message “Response removed.”

This is the end of the first method.
Leaving a Team

**Method 2 (Teams Page)**

Step 1 is on page 68.

Step 2: Click on the drop-down arrow in the top right-hand corner.
Leaving a Team

Method 2 (Teams Page)

Step 3: Select “My Teams” from the drop-down menu.
Leaving a Team

**Method 2 (Teams Page)**

Step 4: Select the drop-down arrow on the same row as the shift you want to cancel.

*Note – If you are on multiple teams, this screen shows all your volunteer teams.*
Leaving a Team

Method 2(Teams Page)

Step 5: Once you’ve selected the drop-down arrow, a menu will appear. Click “Remove Me from Team” from the list; it is the last item on the list.
Leaving a Team

Method 1 (Teams Page)

Step 6: You have successfully left the team when the green box appears with the message “Response removed.”

This is the end of the second method.
Volunteer Frequently Asked Questions
Volunteer Frequently Asked Questions – Distribution Center

• If there isn’t availability for a shift, can I walk in?
  – Due to capacities, we do not allow walk-ins. All volunteers must register for the shift on our website before the shift.

• Why am I not seeing a shift on the calendar?
  – Only shifts with availability will appear on the calendar. If you do not see a shift, it is either full or the Distribution Center is closed. If a spot opens, the shift will reappear on the schedule.

• I am running late; can I still volunteer?
  – We have a 10-minute late policy. Due to safety protocols, anyone that arrives after the 10-minute mark will not be allowed to volunteer.

• When does check-in start?
  – Check-in begins 30 minutes before the shift start time. You must check in with the volunteer coordinator. Hours from phone or at home check-ins will be denied.
Volunteer Frequently Asked Questions – Distribution Center Cont.

• What is the minimum age to volunteer?
  – The minimum age to volunteer is 12 years old. Please check if your minor needs a chaperone.

• Do minors need a chaperone to volunteer?
  – Anyone 12, 13, 14 or 15 years old must have a chaperone to volunteer. 16 years old and older do not need a chaperone.
  – The chaperone and the minor must be registered for the shift. If both are not registered for a shift, you will not be allowed to volunteer.
  – There must be 1 chaperone per every 3 minors.
  – NTFB does not provide chaperones.

• I need to track my hours; can I do that?
  – Hours are automatically tracked when you check-in with a volunteer coordinator.
  – You can view your hours on your “Volunteer Resume”. Page 19 shows you how to find this.
  – We can sign verification forms for educational institutions at the conclusion of your shift.
Volunteer Frequently Asked Questions – Distribution Center Cont.

• When are the shifts?
  – We have shifts Tuesday – Saturday. The Pack and Box shifts, the most popular ones, are at 9:00am and 1:00pm.

• When are shifts posted?
  – We post the shifts one month in advance on the first business day of the month.

• Can I volunteer as a court-appointed or community restitution volunteer?
  – NTFB is not able to verify court-appointed or community restitution service hours.

• My school needs an email address to verify hours; what email should I put?
  – Please use volunteer@ntfb.org. The verification form needs your first name, last name, and email address.
  – The name in your volunteer account must match the name for your school verification for hours to be verified by the Volunteer Office.
Volunteer Frequently Asked Questions – Distribution Center Cont.

• What are the requirements for a shift?
  – The requirements for the shift are listed on the Opportunities page.
  – Closed-toe shoes are required for all shifts at the Distribution Center.
• What happens if I no-show for a shift?
  – We understand that emergencies or other commitments come up that do not allow you to attend a shift. If possible, please cancel your spot (Directions begin on page 31.)
  – If you have 10 or more no-shows, we will deactivate your volunteer account.
• I have a group of more than 25 people, how can we volunteer together?
  – We offer private volunteer shifts for groups of 40 to 100. The private volunteer shift requires a $5,000 donation to the food bank.
• Is there a deadline for my team members to join my team?
  – Yes, any unfilled reserved spots will be released 10 calendar days before the shift.
Thank you for volunteering with the North Texas Food Bank!
Do you have questions that are not answered on the FAQs pages or within this guide?
Contact the Volunteer Team

Email: volunteer@ntfb.org
Phone: 214-270-2055