



Volunteer Registration User Guide For Event Volunteers

Rev. 12/18/2023

FIRST® is a global robotics community that prepares young people for the future.



Thank you for your interest in being a *FIRST*[®] event volunteer! This guide will walk you through the steps required to submit a volunteer application, managing your volunteer profile with *FIRST*, contacting your volunteer coordinator, and more.

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How do I Create an Account?

To apply to an event, you must create an account or log in to your [FIRST account](#).

Go to the *FIRST* homepage and click 'Register' on the top right.



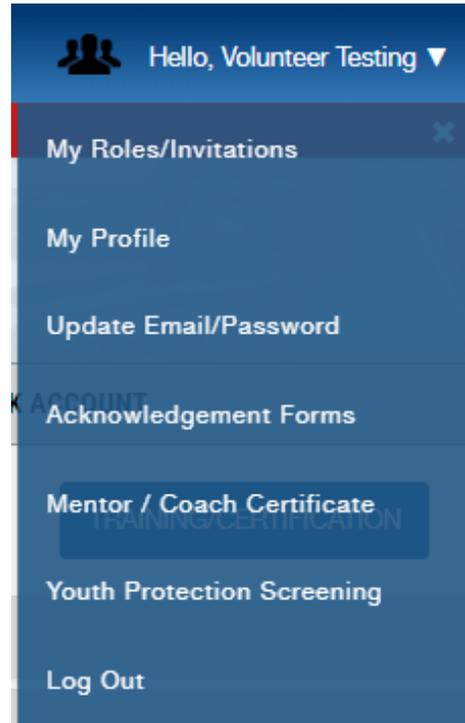
Add your details to the form to register your account.

A screenshot of the "Register" form on the FIRST website. The form title is "Register your new FIRST® account". Below the title is a sub-header "Please enter the information below to register a new account!" and a paragraph of instructions. The form fields include: "Your Email" (text input), "Your First Name" (text input), "Your Last Name" (text input), "Your Date of Birth" (three dropdown menus for day, month, and year), "Country" (dropdown menu with "Select Country" text), "Password" (text input), and "Confirm Password" (text input). Below the password fields is a list of password requirements: "Passwords must be at least 10 characters", "Passwords must have at least one non-letter or digit character", "Passwords must have at least one lowercase (a-z) character", and "Passwords must have at least one uppercase (A-Z) character". There is an "Agreements" section with a checkbox and the text "I have read and agree to the FIRST Privacy Policy". At the bottom left is a reCAPTCHA widget with the text "I'm not a robot". At the bottom center are "Register" and "Cancel" buttons.

How do I Update my Profile, Volunteer Information, and Forms?

Personal information and volunteer information can be accessed through your Profile at the top right of the Dashboard. Changes and updates to information can be made at any time. Team Affiliations can be accessed in your profile under [My Roles/Invitations](#) and can be removed if necessary.

- **My Roles/Invitations**-team affiliations, accepted volunteer roles, parent guardian roles, and invitations can be viewed here.
- **My Profile**-update your personal information such as personal pronouns, preferred name, and contact information. On the left, there is a list of additional information you can click to access in 'My Profile':
 - **My Information**-including optional demographic information, employer, non-profit affiliation, alumni status. This will appear in your menu after you take an action that requires screening such as applying for a volunteer role.
 - **Alumni status**-please enter years as a student participating in any *FIRST* program.
 - For FLL jr., please list years under FLL Explore.
 - For *FIRST* Vex Challenge, please list years under *FIRST* Tech Challenge.
 - **Volunteer Information**-includes shirt size, volunteer years of service, accommodation requests, dietary requirements, and emergency contact information.



PROFILE

< Back to Dashboard

My Profile

My Information

Volunteer Information

Acknowledgement Forms

Youth Protection Screening

Volunteer Log Hours

All fields are required

Volunteer Since

Shirt Size

Skills that you have expertise in that you can bring to an event (Optional)

If you require a reasonable accommodation to volunteer, please let us know here. Please note that while *FIRST* does our best to provide accommodations, they are not guaranteed. Please connect with the Volunteer Coordinator of the event for more information. (Optional):

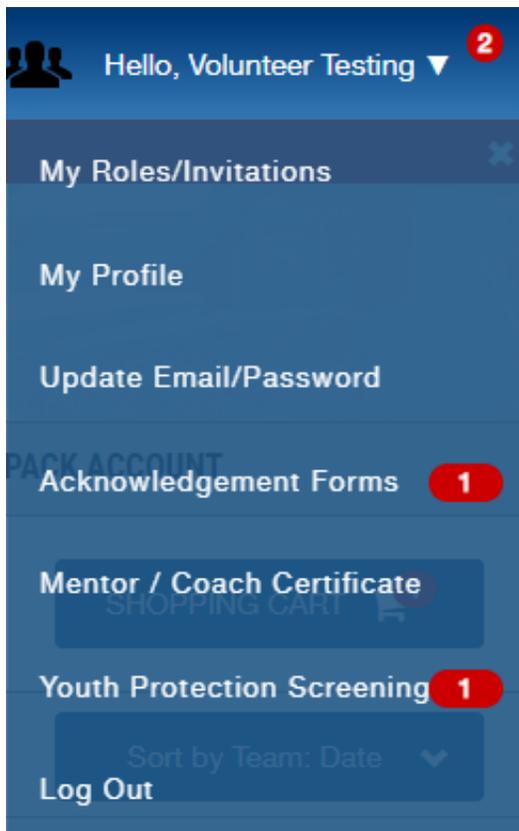
500 characters left

Enter Your Updated Information Here

- **Volunteer Log Hours**-volunteers may edit their hours of service for event volunteer roles they have been assigned using this tool. Please note, hours must be logged during a season and cannot be logged after the season is completed.
- **Update Email/Password**
- **Acknowledgement Forms**-tracks your seasonal acceptance of the following policies. Copies are available to print. This page is also accessible from 'My Profile.'
 - [Consent & Release](#)
 - Youth Protection Policy
 - Code of Conduct
 - *FIRST* Mentor Network Terms of Use
 - *FIRST* Privacy Policy
 - *FIRST* Website Terms of Use
- **Mentor/Coach Certificates**-mentors and Coaches have an option here to customize and print their season-specific certificate.
- **Youth Protection Screening**-shows your status and, if applicable, action steps for your Youth Protection requirement. This page is also accessible from 'My Profile.' This will appear in your menu after you take an action that requires screening such as applying for a volunteer role.
- **Log Out**

Consent & Release Form

Volunteers must sign the *FIRST* Consent & Release Form each season. Volunteers will see a notification if they haven't yet completed the form and can access via the profile drop down menu by selecting [Acknowledgement Forms](#).



Dashboard Notification Icons

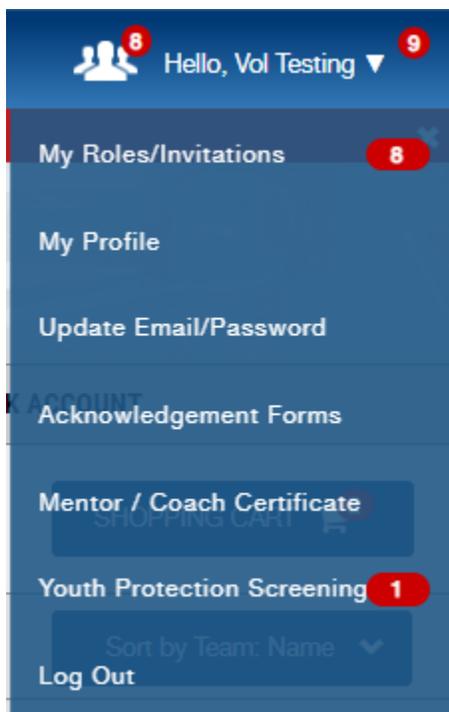
There are two places in your account where you may see red notification bubbles.

The People Icon:

- You have invitations waiting for you:
 - Team invitations
 - Lead Coach/Mentor
 - Invitations to volunteer at an event

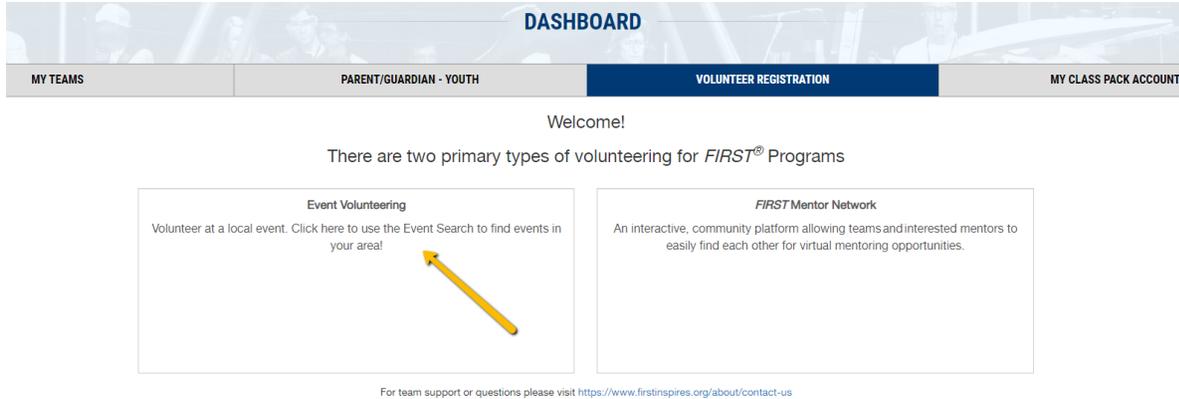
The Down-Carrot to Enter Your Profile:

- You have actions you need to take:
 - Your [Youth Protection Screening](#) needs attention
 - You have forms to complete, like the [Consent and Release](#)

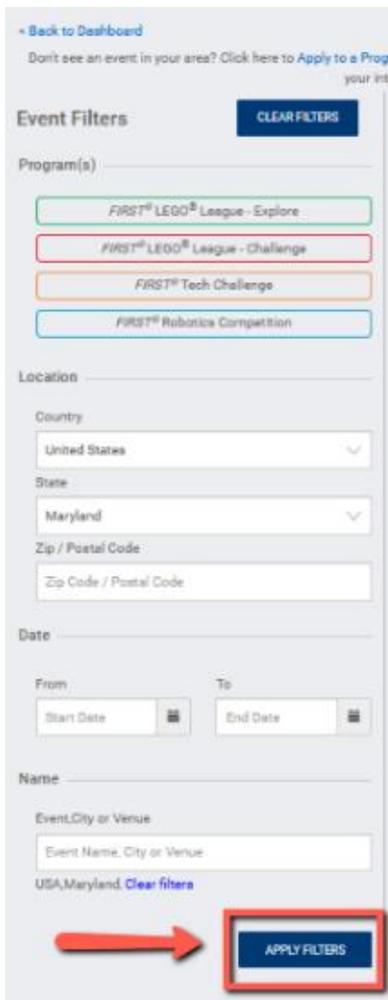


How do I Apply to an Event?

Once you are logged into your account, click on 'Volunteer Registration' tab and select the Event Volunteering option on the right.



- Use filters to refine search by program, location, or date.
- Click the 'Apply Filters' button at the bottom to activate the filters.



- Once you see the events available within your search parameters, you can click 'Volunteer' on the event you select to complete the volunteer application.

SEARCH FOR AN EVENT

[< Back to Dashboard](#)

Don't see an event in your area? Click here to [Apply to a Program](#). This option will allow you to complete your volunteer registration information, youth protection screening, and indicate your interest in volunteering at local events. Check back often for new events!

Event Filters

[CLEAR FILTERS](#)

Program(s)

[FIRST® LEGO® League - Explore](#)

[FIRST® LEGO® League - Challenge](#)

[FIRST® Tech Challenge](#)

[FIRST® Robotics Competition](#)

Location

Country

United States

13 Event(s) located

FIRST LEGO League Explore FestivalRemote-PartnerPortal

EVENT LOCATION: Remote
Manchester, NH

EVENT DATE(S):
11/02/2020 - 11/05/2020

SET UP DATE:
TBA

TEAR DOWN DATE:
TBA

VOLUNTEER

FIRST LEGO League Challenge VRD Qualifying Event

EVENT LOCATION: FIRST Place
Manchester, NH

EVENT DATE(S):
11/14/2020 - 11/14/2020

SET UP DATE:
TBA

TEAR DOWN DATE:
TBA

VOLUNTEER

FIRST LEGO League Explore NH VRD Event

EVENT LOCATION: FIRST Place
Manchester, NH

EVENT DATE(S):
12/05/2020 - 12/05/2020

SET UP DATE:
TBA

TEAR DOWN DATE:
TBA

VOLUNTEER

Volunteer Application Step 1

- Select your available dates and enter any notes in the 'Specific Availability Times/Details' section.
- Select up to 5 roles and arrange them in order of role preference.
 - Click the arrow to the right of the role to see the role description.
- Click 'Next' to head to Step 2.

VOLUNTEER APPLICATION

STEP 1 OF 3

[< Back to Event Search Results](#)

NH-Manchester-FIRST - Test Kickoff Kickoff

EVENT DETAILS:

Program: FIRST Robotics Competition
Type: Local Kickoff

Set Up Date:
Event Dates: 01/08/2023 - 01/08/2023
Tear Down Date:



FIRST - Test Kickoff
200 Bedford Street
Manchester, NH

[Directions to the venue](#)

Dates Available

What days are you available?

[ALL DATES](#)

OR Choose specific

[EVENT DAY 1/8/2023](#)

Specific Availability Times / Details

Enter any time availability or notes to volunteer coordinator (optional).

Employer

Your employer is listed as: FIRST [Edit](#)

I'm volunteering with my employer.

Select Roles

Select up to 5 roles from the list below.

- Assign me as needed
- Audio Visual
- Community Event Co Owner
- Kit Distribution Assistant
- Kit Distribution Lead
- Robot Quick Build Trainer
- Team Check-In/Registration
- Workshop Trainer

Role Preferences

Drag and drop to rearrange.

1. Robot Quick Build Trainer

2. Kit Distribution Assistant

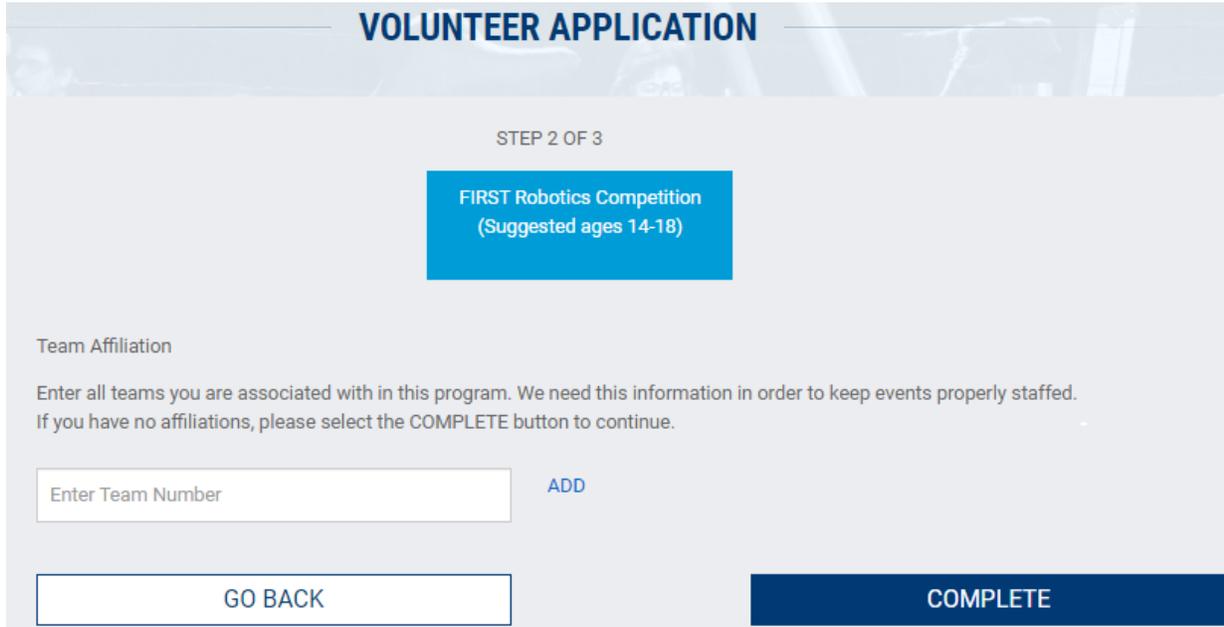
Next



Volunteer Application Step 2

If you are a lead mentor/coach, associated with a team in a non-lead mentor/coach capacity, a team parent/guardian, or affiliated with a team in any other way, you can enter those teams at this step. It is important to report these affiliations to avoid any [conflict of interest](#).

Click 'Complete' when finished or if you do not have any affiliations. This will bring you to Step 3.



VOLUNTEER APPLICATION

STEP 2 OF 3

FIRST Robotics Competition
(Suggested ages 14-18)

Team Affiliation

Enter all teams you are associated with in this program. We need this information in order to keep events properly staffed.
If you have no affiliations, please select the COMPLETE button to continue.

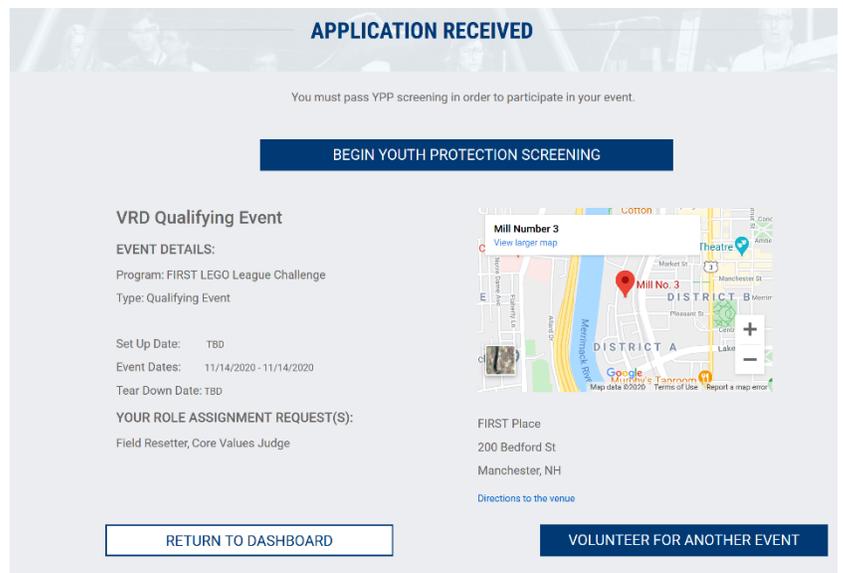
Enter Team Number ADD

GO BACK COMPLETE

Volunteer Application Step 3

Your application has been submitted! The local event coordinator will review your information.

- If assigned, you will receive an assignment email with role and event information.
- Volunteers in the US and Canada who are over age 18 are required to complete [youth protection screening](#) before being assigned to an event role.
- Screening can be accessed by clicking 'Begin Youth Protection Screening'.



APPLICATION RECEIVED

You must pass YPP screening in order to participate in your event.

BEGIN YOUTH PROTECTION SCREENING

VRD Qualifying Event

EVENT DETAILS:

Program: FIRST LEGO League Challenge
Type: Qualifying Event

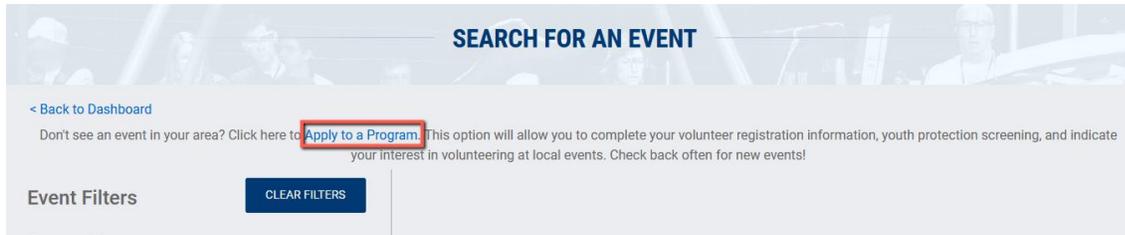
Set Up Date: TBD
Event Dates: 11/14/2020 - 11/14/2020
Tear Down Date: TBD

YOUR ROLE ASSIGNMENT REQUEST(S):
Field Resetter, Core Values Judge

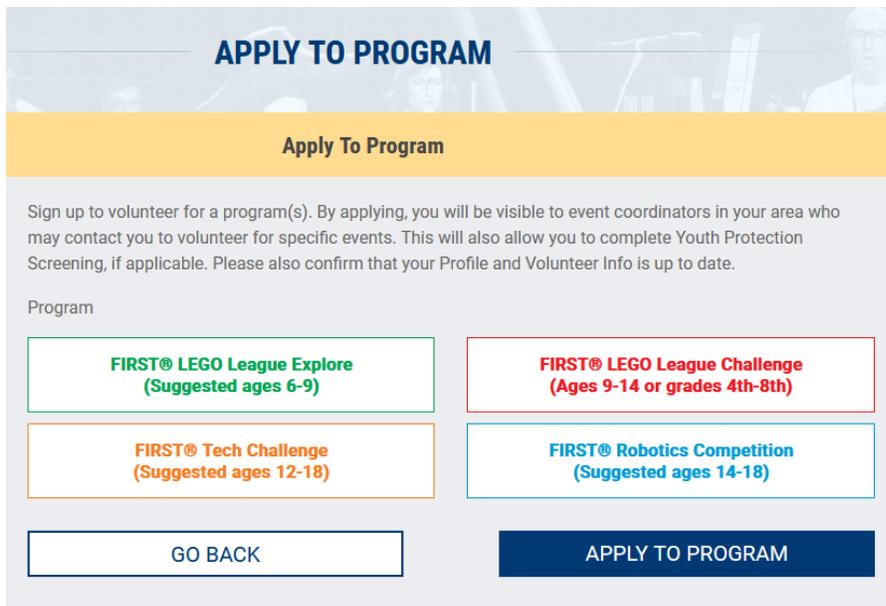
RETURN TO DASHBOARD VOLUNTEER FOR ANOTHER EVENT

Apply to a Program

On the 'Search for an Event Screen', you can select 'Apply to a Program' at the top of the page if you don't see an event in your area and would still like to apply to volunteer.



Select the program(s) you are interested in applying for and click 'Apply to Program.' You may select as many programs as you like.



The Volunteer Coordinator in your area will contact you if there is an opening.

How do I Edit or Withdraw my Volunteer Application?

After completing an event application, volunteers have options to withdraw the application or edit the application. You can only edit or withdraw your application when it is in the 'pending' status. You cannot edit or withdraw the 'apply to program' application.

These options can be accessed using the 'Role Options' button for each event application. Please note, once you are assigned to an event role, you must [contact the volunteer coordinator](#) directly if you cannot attend the event or need to edit your availability or role.

Volunteer Dashboard

The Volunteer Dashboard is your homepage for volunteering with *FIRST*. You can return to the Dashboard at any time during your application process by clicking 'Dashboard.'

After completing an application, the Dashboard shows your pending applications. Once you are assigned, these will be moved into the 'Assigned Event Roles' section.

How do I Access Youth Protection Screening?

Volunteers will be prompted to access youth protection screening once they apply to an event or apply to a program.

Screening status can be accessed under your profile on the top right of the [Dashboard](#) where you will see your name. For additional information and/or Frequently Asked Questions about the Youth Protection Screening Process, please visit: <https://www.firstinspires.org/youth-protection>

Youth Protection Screening

Volunteer Testing

You have been assigned a role that required you to pass a background screening process as part of the Youth Protection Program at *FIRST*®.

This screening is conducted by an outside vendor in partnership with *FIRST*®. You will be required to create an account on their site. *FIRST*® does not obtain or have access to the information you provide and only obtains and saves the status of the screening. You will be able to check the status of your screening at any time by either logging into your account with *FIRST*®

Once your information has been submitted, the screening process can take up to 5 business days, however is commonly completed within two business days.

<p>1</p> <p>Sterling Volunteers</p> <p>The Go To Screening Partner button will bring you to <i>FIRST</i>'s account on the Sterling Volunteers Website.</p>	<p>2</p> <p>Complete Required Steps</p> <p>Complete the required steps. Social Security Number (SSN) is optional. Check the box next to "No SSN" to proceed without sharing your SSN.</p>	<p>3</p> <p>Check your Email</p> <p>You will receive two emails from Sterling Volunteers. The first email will confirm that they have received your order and a second email will notify you that the background screening report is complete and available for your review.</p>
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[GO TO SCREENING PARTNER](#)

How do I Contact the Volunteer Coordinator for My Event?

Volunteers can message the volunteer coordinator of an event in Volunteer Registration. Click on the 'Role Options' button under a pending application or assigned event role and select 'Message Coordinator'.

You cannot receive any messages through Volunteer Registration. Your volunteer coordinator will either email you back or call you.

How do I Access Training & Certifications for My Role?

Training and Certification requirements vary by program. To access your training and certification courses after they are completed, click on the 'Training/Certification' button located on the top right in Volunteer Registration.

The 'Training/Certification' button will be gray in appearance if you are not assigned a role with a training.

Please note: *FIRST* systems synchronize every four hours. It may take up to four hours for your volunteer coordinator to see your training and certification completions in their account.

FIRST LEGO® League Challenge (FLL)

If you apply to an event role requiring training and certification, the 'Roles Missing Certification' section will appear on your [Volunteer Dashboard](#). Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen and in the image below.

For FLL, you must have applied to at least ONE role requiring training and certification to see all the available FLL training and certification courses. Early in the season, not all courses are posted yet. This means it is possible that you can apply to a role, and not have access to any training courses. All FLL courses are typically available by the end of October each season. We thank you in advance for your patience.

FIRST Tech Challenge (FTC)

If you apply to an event role requiring training and certification, the 'Roles Missing Certification' section will appear on your [Volunteer Dashboard](#). Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen and in the image below.

For FTC, you must have applied to at least ONE role requiring training and certification to see all the available FTC training and certification courses. Early in the season, not all courses are posted yet. This means it is possible that you can apply to a role, and not have access to any training courses. All FTC courses are typically available by the end of October or early November each season. We thank you in advance for your patience.

FIRST Robotics Competition

If you are assigned to a role requiring training and certification, the 'Roles Missing Certification' section will appear on your [Volunteer Dashboard](#). Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen and in the image below.

The screenshot shows the 'DASHBOARD' with tabs for MY TEAMS, PARENT/GUARDIAN - YOUTH, VOLUNTEER REGISTRATION, and MY CLASS/SCHOOL PACK ACCOUNT. Under VOLUNTEER REGISTRATION, there are buttons for EVENT VOLUNTEERING, FIRST MENTOR NETWORK, GIVE TO FIRST MISSION, LOG VOLUNTEER HOURS, and TRAINING/CERTIFICATION. A red arrow points from the TRAINING/CERTIFICATION button to the 'Review Outstanding Tasks' link in the Roles Missing Certifications section. The event details for 'NE District Hartford Event' are listed, including status, role, days assigned, setup date, event start/end, location, and website. A map shows the location at 55 Forest Street, Hartford, CT.

How Can I Access my Participation History and Log Volunteer Hours?

Volunteers have the option of tracking their *FIRST* event volunteer hours and logging them in Volunteer Registration. This feature can be accessed by selecting 'Volunteer Log Hours' in [My Profile](#), or by clicking on Log Volunteer Hours in the Volunteer Registration Dashboard.

The screenshot shows the 'DASHBOARD' with tabs for MY TEAMS, PARENT/GUARDIAN - YOUTH, VOLUNTEER REGISTRATION, and MY CLASS PACK ACCOUNT. Under VOLUNTEER REGISTRATION, the 'LOG VOLUNTEER HOURS' button is highlighted with a yellow box. Other buttons include EVENT VOLUNTEERING, FIRST MENTOR NETWORK, GIVE TO FIRST MISSION, and TRAINING/CERTIFICATION. Below the buttons are links for Pending Applications and Assigned Event Roles.

- Volunteers can only log hours for roles assigned through the Volunteer Registration system.
- Hours can be logged and edited for the current *FIRST* season (the season runs from June–May each year).

- These hours will be saved and available to view in future seasons and can be sorted by program and season.
- After the season has ended, volunteers are unable to go back and add or edit hours for past seasons.

Participation history can be printed or saved as a PDF by clicking the 'Print History' button. If you need verification of your hours, we recommend reaching out to your [local Volunteer Coordinator](#) or [Partner](#) as *FIRST* Headquarters cannot verify hours.

PROFILE

[< Back to Dashboard](#)

My Profile

My Information

Volunteer Information

Acknowledgement Forms

Certifications

Youth Protection Screening

Volunteer Log Hours

My *FIRST* Participation History

Name : Sam Smith

Volunteer Since : 2019

Current Season Total Hours : 0

Select Program ▼

Select Season ▼

SEARCH

PRINT HISTORY

Program	Season	Event	Event Date	Role	Hours
FRC	2021	NE District Hartford Event	1/1/2021 - 1/1/2021	Volunteer Coordinator	✎
FLL Challenge	2020	VRD Qualifying Event	11/14/2020 - 11/14/2020	Core Values Judge	✎

How do I Volunteer if I am Under 18?

Volunteers must be at least 13 years old to create an account on firstinspires.org and volunteer at an event.

If You are Not Currently on a Team or Registered Under your Parent/Guardian's Account

You can follow the process to create your own account.

- [Create an account](#) on firstinspires.org.
- Apply to an [event](#) or [program](#) in the Volunteer Registration tab.
- Select your availability and choice of roles.
- Click on the [Consent and Release Form](#) and follow instructions to invite your parent/guardian to electronically sign the form on your behalf.

If you are a Student Already Registered Under your Parent's Account

You can use the same email address to log in to your own account and volunteer. On the [FIRST login page](#), select [forgot password](#). Follow the directions in the email sent to you to access your account and follow these steps:

- Apply to an [event](#) or [program](#) in the Volunteer Registration tab.
- Select your availability and choice of roles.
- Click on the [Consent and Release Form](#) and follow instructions to invite your parent/guardian to electronically sign the form on your behalf (if not already completed).

Your Parent/Guardian needs to sign your Consent and Release form.

Please Invite your Parent/Guardian. Your Parent/Guardian needs to sign your Consent and Release form. You are not eligible to attend an event unless you have a signed Consent and Release form. If you have already invited your parent/guardian, please ask them to login to their account and sign your Consent and Release form.

OK

Who do I Contact if I have a Question about the Volunteer Registration System?

Volunteer Registration Questions:

- Merging two or more Dashboard accounts
- Questions about creating an account
- Account activation (volunteer, team, etc.)
- Password resets
- customerservice@firstinspires.org
- 800-871-8326, Option "0"

Volunteer Related Questions-volunteer@firstinspires.org

Youth Protection Screening-safetyfirst@firstinspires.org

Additional Volunteer Resources and Guides

Please visit the [Volunteer Resources](#) library the [FIRST website](#).

Troubleshooting

If you are having issues logging in, you may need to clear your internet history, cookies, and cache. Please select your web browser from the list below:

- [Chrome](#)
- [Firefox](#)
- [Edge](#)
- [Safari](#)