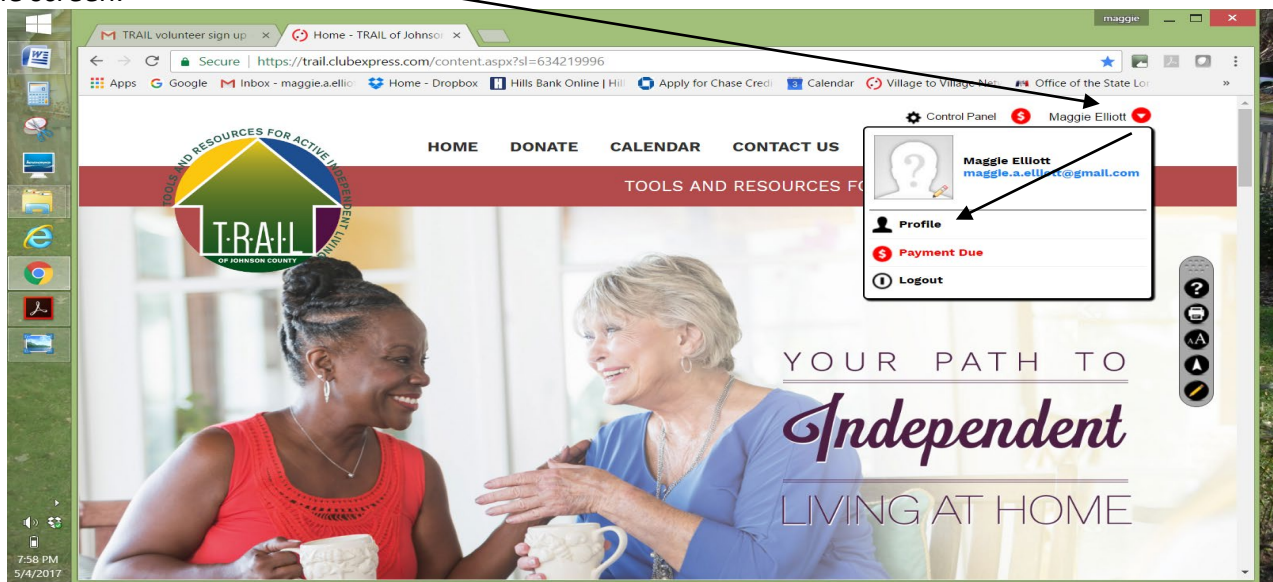




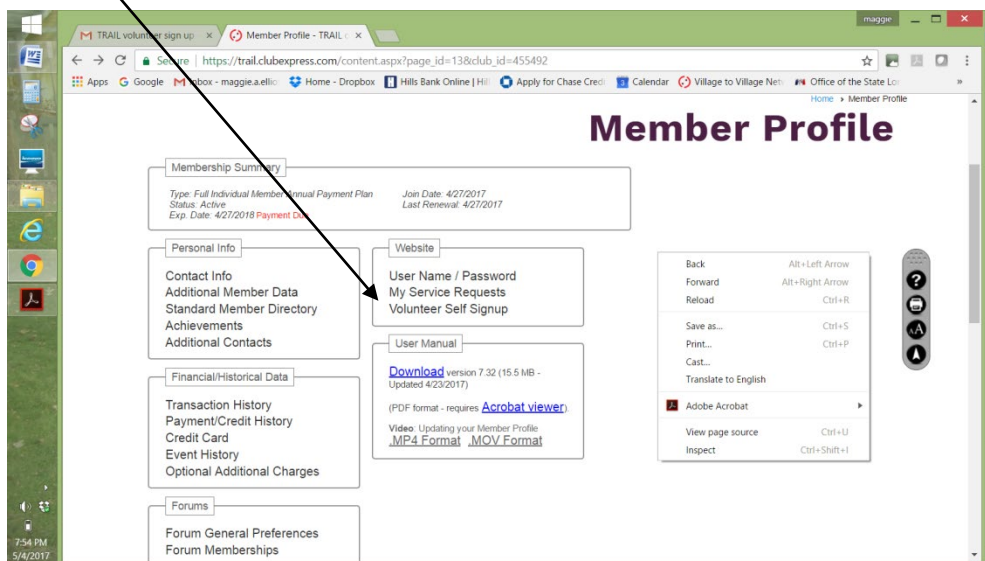
TRAIL VOLUNTEER LOGIN and SELF-SIGNUP INSTRUCTIONS

Logging on: [Non-members please go to page 2]

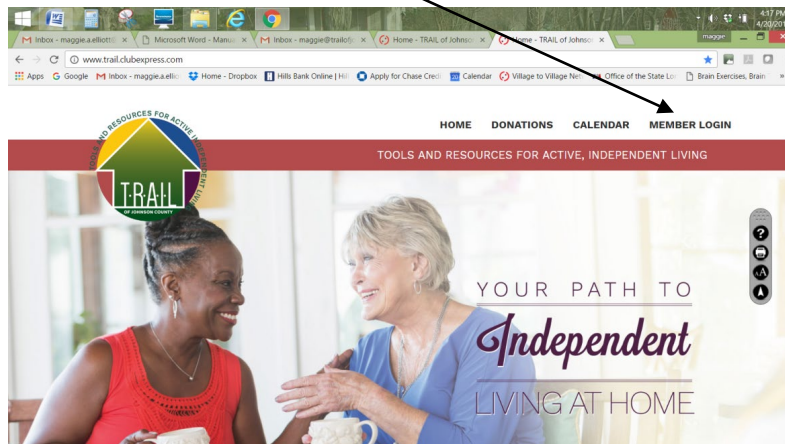
For volunteers who are members of TRAIL, log onto TRAIL. You will see your name at the top right hand portion of the screen. Click the black arrow (it then turns red) and a pop up screen will appear; go to your profile screen.



Click on **Volunteer Sign Up** and it will take you to open member requests and the screens described on the following pages. [Please go to page 3 for further instructions].



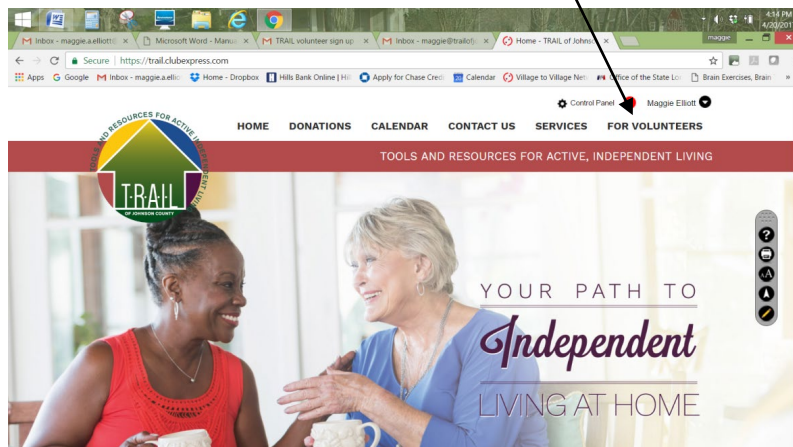
For volunteers who are not members of TRAIL, Visit www.trail.clubexpress.com and click on **MEMBER LOGIN** in the upper right-hand corner.



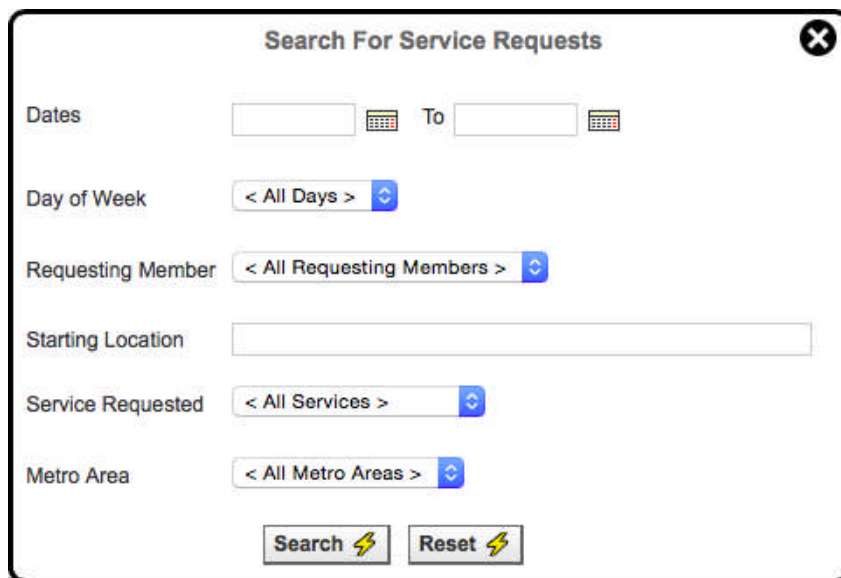
That will bring up a page that prompts you to input your name and password if you already are a TRAIL member. If you are not a member, note the line of text underneath the login boxes that says “Not a member? Click here to log in as a nonmember volunteer.”

Clicking on that line will bring up another login box for your name and password. For first-time visitors, click the line that says “Forgot my username/password or don’t have one.” That will bring up a dialogue box that asks for your email address, which TRAIL will already have entered into the system. Fill in those boxes, click OK, and you’ll receive an email with your username and password, allowing you to log into the site.

Once you are on the TRAIL webpage, click on the **FOR VOLUNTEERS** tab in the upper right-hand corner of the website.



How to search for volunteer service requests from TRAIL members



The image shows a dialog box titled "Search For Service Requests" with a close button (X) in the top right corner. The dialog contains the following search criteria:

- Dates:** Two date input fields with calendar icons, labeled "To".
- Day of Week:** A dropdown menu currently showing "< All Days >".
- Requesting Member:** A dropdown menu currently showing "< All Requesting Members >".
- Starting Location:** A text input field.
- Service Requested:** A dropdown menu currently showing "< All Services >".
- Metro Area:** A dropdown menu currently showing "< All Metro Areas >".

At the bottom of the dialog are two buttons: "Search" with a lightning bolt icon and "Reset" with a lightning bolt icon.

When you first click on the FOR VOLUNTEERS tab, the Volunteer Self-Signup page will appear, often with a "Search for Service Requests" dialogue box that allows volunteers to search for service requests from members. Volunteers can search by date range, day of the week, requesting member, starting location, and metro area (which in TRAIL's case is simply Johnson County). Searches with multiple criteria are treated as "and" conditions (all specified conditions must be matched for a request to be displayed).

Note that this screen displays service requests for all kinds of services and time slots, not just the one(s) for which you have registered. To put it another way, volunteers who said that they are only available for transportation will see all kinds of service requests on all days of the week. This allows volunteers to see all the open member requests.

To remove this dialogue box and continue working with the main section of the page, just click the X in the box's upper right-hand corner.

TRAIL Volunteer Self-Signup

You will then see a screen similar to the one below:

[Home](#) > [Volunteer Self-Signup](#)

Volunteer Self-Signup

View open requests and optionally sign up as a volunteer. You can also review your committed requests, as well as those that have already been completed. Click on the magnifying glass on the toolbar to see search and filter options.

Availability

Not Available

Completed/Past Requests

Open Requests

Committed Requests

Requested Date/Time	Date/Time Flexible?	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain	
	No	N/A	Barbara J.	Family Transportation				
Thu, 7/7/2016 10:00 AM	No	3 hr, 0 min	Dottie B.	Family Transportation	Home	The Market Square		
Wed, 10/12/2016 9:00 AM	No	1 hr, 0 min	Emma D.	Dog Walker	her home	around the block		
Thu, 10/13/2016 2:00 PM	No	2 hr, 0 min	Carol S.	Friendly Visiting	Her Home			
Fri, 10/14/2016 9:00 AM	No	1 hr, 0 min	Jon H.	Medical Trip	His Home	Dr. Barry Smith - Podiatrist		

Change Username/Password

Volunteer Logout

The default is **Open Requests**, showing those service requests waiting to be filed. For each service request, you will see the requested date/time and whether those times are flexible, the approximate duration, the member making the request, the general service requested, and the starting location and destination.

[Home](#) > [Volunteer Self-Signup](#)

Volunteer Self-Signup

View open requests and optionally sign up as a volunteer. You can also review your committed requests, as well as those that have already been completed. Click on the magnifying glass on the toolbar to see search and filter options.

Availability

Not Available

Completed/Past Requests

Open Requests

Committed Requests

Requested Date/Time	Date/Time Flexible?	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain	
	No	N/A	Barbara J.	Family Transportation				
Thu, 7/7/2016 10:00 AM	No	3 hr, 0 min	Dottie B.	Family Transportation	Home	The Market Square		
Wed, 10/12/2016 9:00 AM	No	1 hr, 0 min	Emma D.	Dog Walker	her home	around the block		
Thu, 10/13/2016 2:00 PM	No	2 hr, 0 min	Carol S.	Friendly Visiting	Her Home			
Fri, 10/14/2016 9:00 AM	No	1 hr, 0 min	Jon H.	Medical Trip	His Home	Dr. Barry Smith - Podiatrist		

Change Username/Password

Volunteer Logout

Click the **Request Description** icon in the last column to see the request's short description in a small popup. To see more details about a request and to sign up to handle this request, click the **View/Select** icon to see a popup dialog similar to the following:

Volunteer Service Request Detail ? + X

Below are details of the service request. Click 'Confirm' to signup as a volunteer for this request.

Member Jon H.
Description Doctors Apt
Date/Time Friday, October 14, 2016 at 9:00 AM
Duration 1 hours, 0 minutes
Time Flexible? No
Service Medical Trip
Starting Location His Home
Destination Dr. Barry Smith - Podiatrist
123 Main St.
Pleasantville, NY 10101
Metro Area Newstead, NY
Phone 847-255-0210
Website <http://www.smithpodiatry.com>
Transportation Round Trip
Special Instructions Jon Uses walker

Confirm ✓ Cancel ✕

Click the Confirm button to assign yourself to this service request. Click the Cancel button to close the dialog without selecting this service request.

Confirmation e-mail

Once you have signed up for a member request, you and the member will receive a confirmation e-mail. The volunteer e-mail will be similar to this:



TRAIL of Johnson County

Dear Joe,

Thank you for agreeing to help TRAIL of Johnson County provide Driving for Mary Jones. This note confirms the service on 12-15-2015 12:00 PM.

Short Description: ... short description ...

You are now confirmed as a service provider for this service request.

Service: Driving

Date/Time: 12-15-2015 12:00 PM The Date/Time is Flexible

Requesting Member: Mary Jones
 123 Main St.
 AnyTown, IL 60120
 333-333-3333

Starting Location: Member Residence

Destination: Member Destination
 1234 Destination St
 Suite 5A
 Anytown, IL 55555
 123-123-1234
 <http://www.abc.com>
 [Map](#)

Transportation: Round Trip

Special Instructions

If you have any questions or need to cancel this service, please call the office at 444-444-4444. or reply to this email.

Please call the member the night before, or day of the service to reassure them and confirm the details.

Thanks for all you do.

TRAIL of Johnson County

E-mail request for volunteer services from the TRAIL office

For open requests nearing the date of service, TRAIL will make every effort to find a volunteer. You may receive e-mails like the one below or phone calls from the TRAIL office.



TRAIL of Johnson County

Hello Hillary.

TRAIL of Johnson County is seeking someone to provide Rise and Shine for Susan on 5/3/2017 9:30 AM.

Short Description:

Requesting Member: Susan
718 North Johnson Street

Please let us know if you can help with this request, by replying to this email or calling the office at [319-800-9003](tel:319-800-9003).

Thanks for all you do.

TRAIL of Johnson County

Committed Requests

The Committed Request tab shows all your committed but not yet completed service requests. You can click the **View** icon to view the details of an upcoming request and, if necessary, have the system resend your confirmation email.

Note that the member's name on this screen is a link that pops up the member's contact information.

Recording your availability

If you are going to be gone on an extended break and prefer not to receive TRAIL volunteer e-mails during your absence, you can enter these dates on the NOT AVAILABLE/VACATION calendar.

[Home](#) > [Volunteer Self-Signup](#)

Volunteer Self-Signup

View open requests and optionally sign up as a volunteer. You can also review your committed requests, as well as those that have already been completed. Click on the magnifying glass on the toolbar to see search and filter options.

[Availability](#) [Not Available](#)

Requested Date/Time	Date/Time Flexible?	Aprox. Duration	Member	Service Requested	Starting Location	Destination	Maintain
	No	N/A	Barbara J.	Family Transportation			
Thu, 7/7/2016 10:00 AM	No	3 hr, 0 min	Dottie B.	Family Transportation	Home	The Market Square	
Wed, 10/12/2016 9:00 AM	No	1 hr, 0 min	Emma D.	Dog Walker	her home	around the block	
Thu, 10/13/2016 2:00 PM	No	2 hr, 0 min	Carol S.	Friendly Visiting	Her Home		
Fri, 10/14/2016 9:00 AM	No	1 hr, 0 min	Jon H.	Medical Trip	His Home	Dr. Barry Smith - Podiatrist	

[Change Username/Password](#)

[Volunteer Logout](#)

Vacation Calendar or Not Available

Select this option to specify dates you are not available at all.

You will see the following screen:

[Home](#) > [Volunteer Self-Signup](#) > [Dates Not Available](#)

Dates Not Available for Charlie Anderson

Click on the date(s) that this service provider will not be available, or click the date(s) again to clear the 'Not Available' setting. You can also specify a date range, and click 'Not Available'. Click 'Reset All Dates' to clear all dates for this service provider.

Start Date End Date [Not Available](#)

October, 2016						
S	M	T	W	T	F	S
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

[Clear All Dates](#) [Return to Previous Page](#)

Click an individual date to highlight it as not available. Click a highlighted date to clear it. Use the navigation buttons at the top of the grid to move between months or years. You can also specify start and end dates then click the Not Available option to highlight a larger range.

Changes are saved immediately; there is no **Save** option.

Questions? Please call TRAIL at 319-800-9003.