

**FOOD FROM
THE HEART**

VOLUNTEER PORTAL USER GUIDE

Updated as of: 19 May 2025

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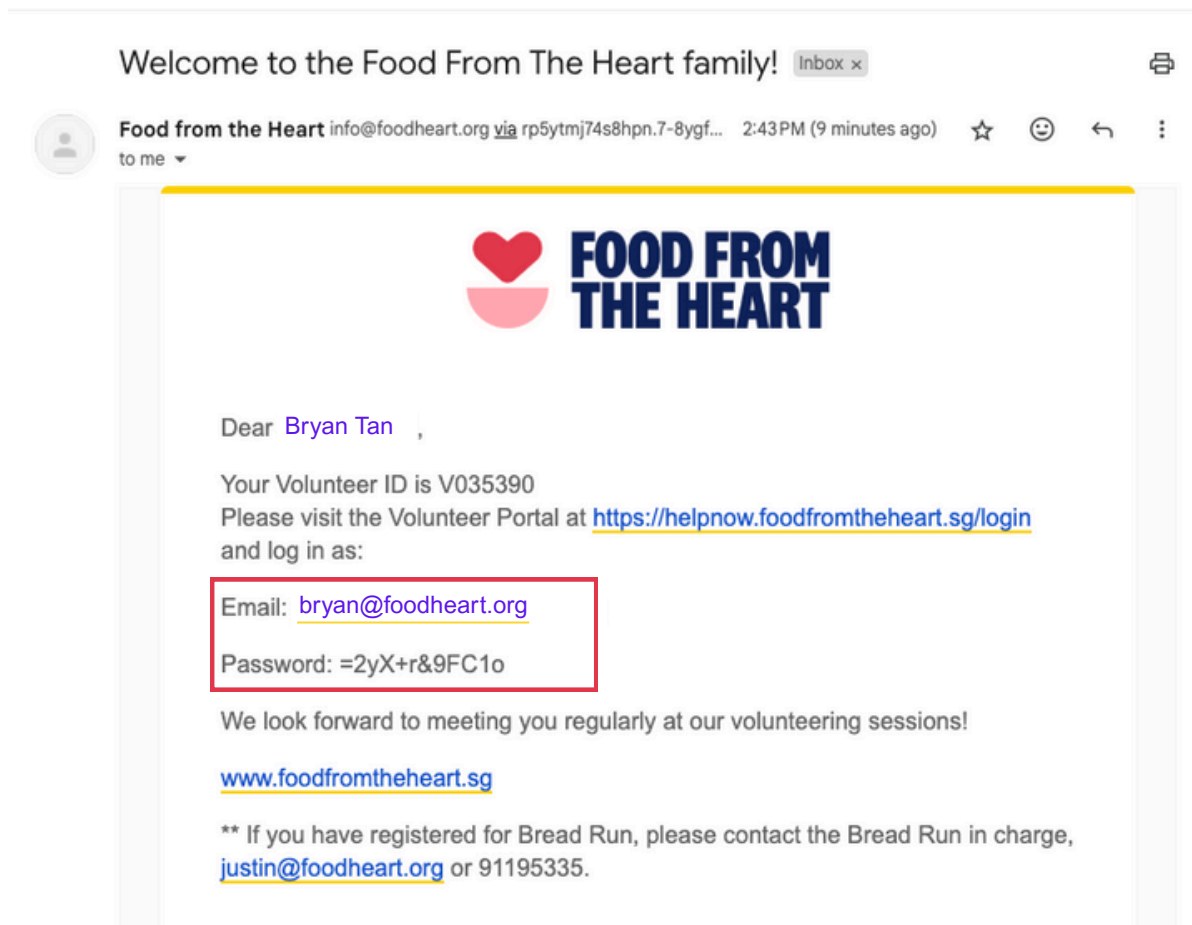
LOG-IN DETAILS

1. ACQUIRING YOUR LOG-IN INFORMATION

Upon signing-up via our [Volunteer Portal](#), you will receive an automated email titled **“Welcome to the Food From The Heart family!”** with your log-in details.
(Kindly note that the email may have been directed to your **spam or junk folder**.)

Kindly follow the instructions listed in the email to log-in to your account.

Sample of automated email



FORGOT PASSWORD

1. HOW TO RESET YOUR PASSWORD

Visit the log-in page of the Volunteer Portal at <https://helpnow.foodfromtheheart.sg/login>. Click **Forgot Password** as shown below.



Welcome Back

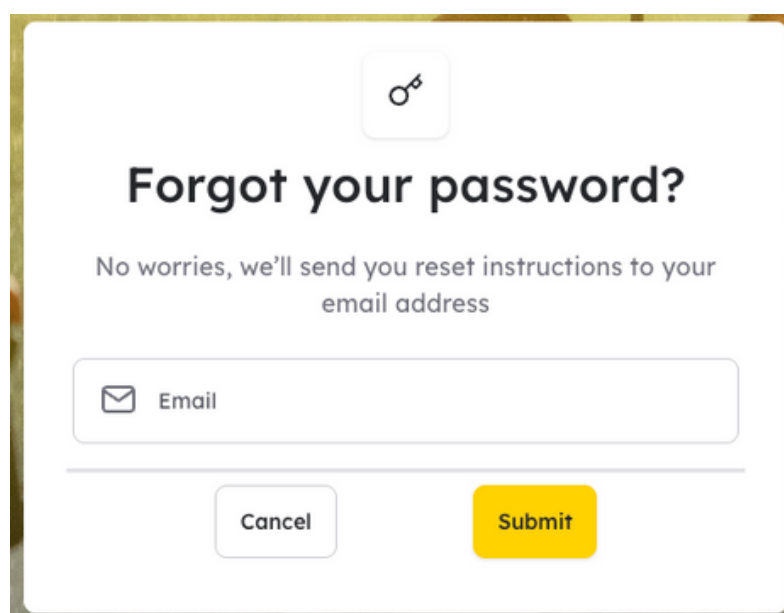
Welcome back! Please enter your details


[Forgot Password](#)

Sign In

Don't have an account? [Register as volunteer](#)

You will be brought to the page as shown below. Follow the instructions and key in the **email address you used to sign-up** for your account.



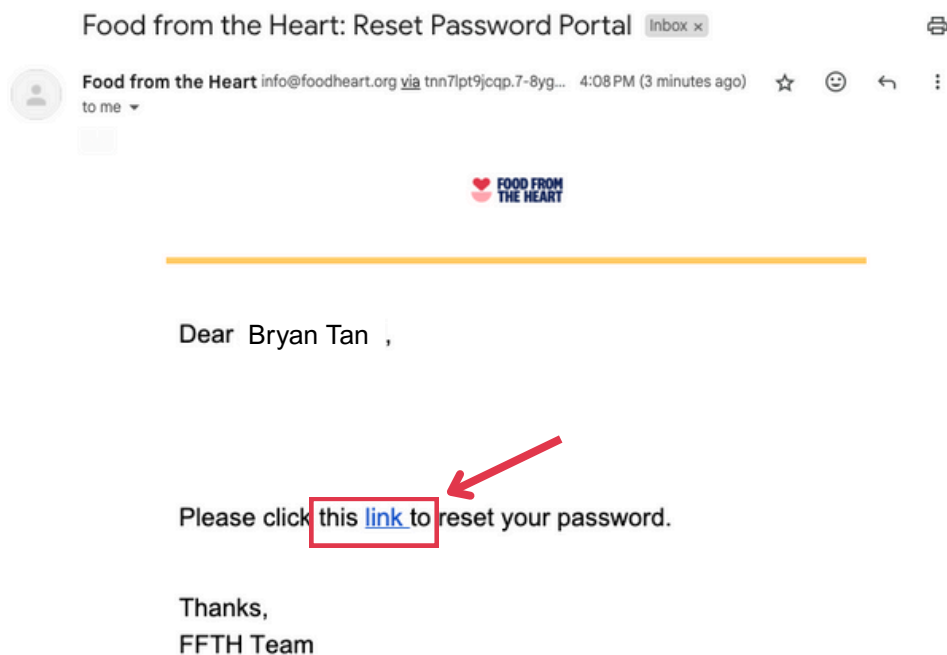


Forgot your password?

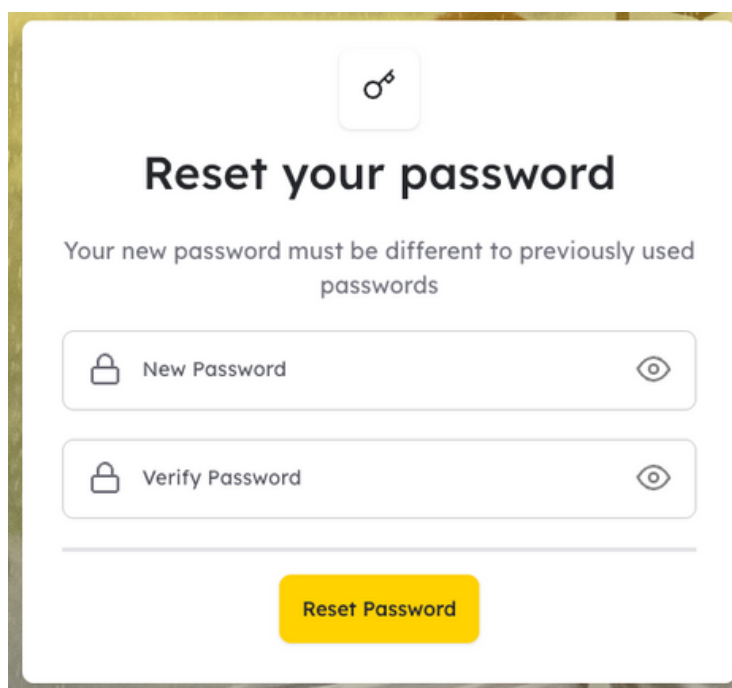
No worries, we'll send you reset instructions to your email address

You will then receive an automated email as shown below. Follow the instructions and click the **link** in the email.

*(Kindly note that the email may have been directed to your **spam or junk folder**. Please move the email from your spam folder to your inbox in order to access and click the **link**.)*



After clicking the **link**, you will be redirected to reset your password.

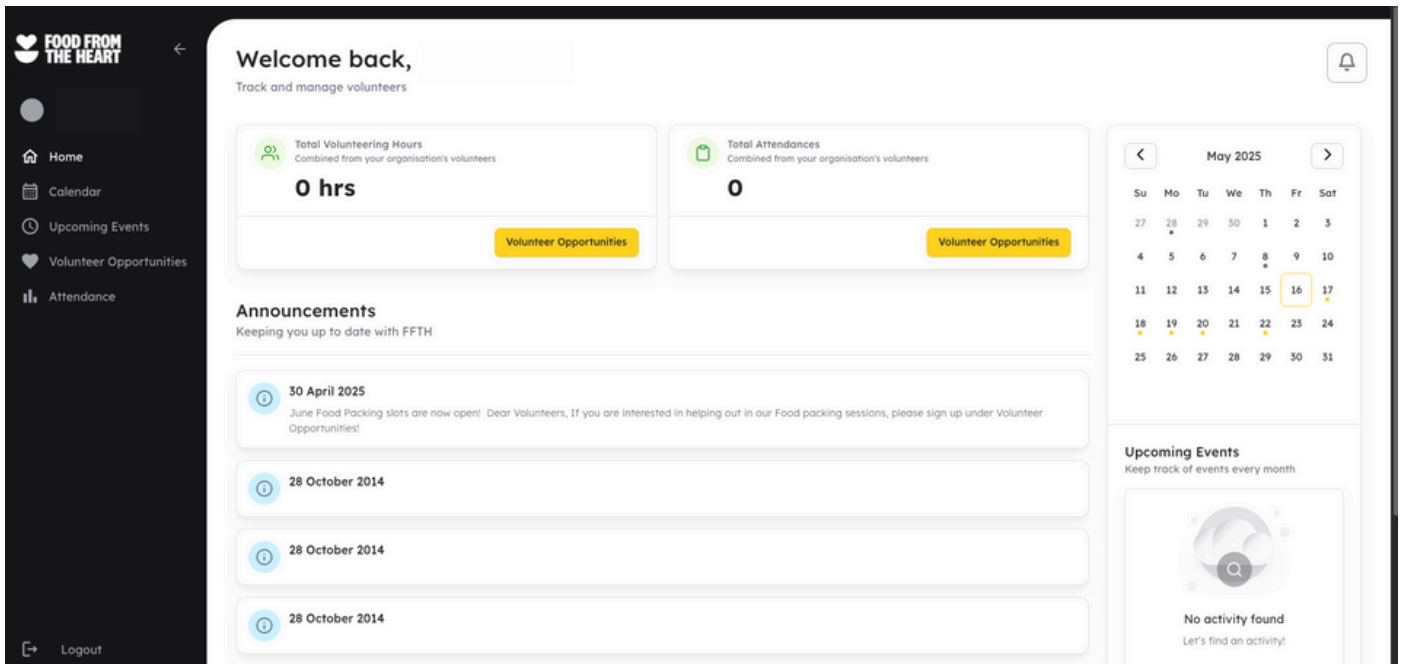
The image shows a web form titled "Reset your password" with a key icon above the title. Below the title, it says "Your new password must be different to previously used passwords". There are two input fields: "New Password" and "Verify Password", each with a lock icon on the left and an eye icon on the right. At the bottom, there is a yellow button labeled "Reset Password".

USING THE VOLUNTEER PORTAL

- **HOME PAGE**

Upon logging-in to the Volunteer Portal, you will land on the home page.

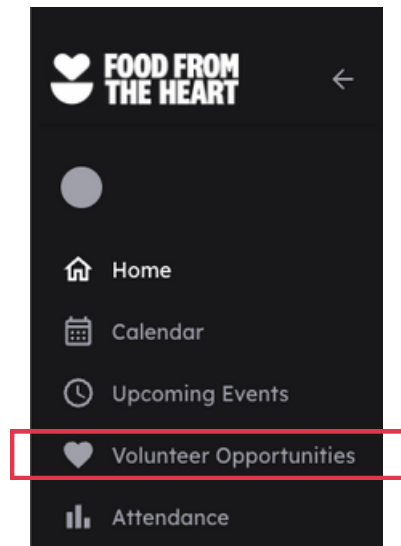
Sample of the Homepage



The screenshot shows the Volunteer Portal homepage. On the left is a dark sidebar with the Food From The Heart logo and navigation links: Home, Calendar, Upcoming Events, Volunteer Opportunities, and Attendance. At the bottom of the sidebar is a 'Logout' button. The main content area has a 'Welcome back,' header with a sub-header 'Track and manage volunteers'. Below this are two summary cards: 'Total Volunteering Hours' showing '0 hrs' and 'Total Attendances' showing '0'. Both cards have a 'Volunteer Opportunities' button. To the right is a calendar for May 2025. Below the summary cards is an 'Announcements' section with the text 'Keeping you up to date with FFTH' and a list of announcements, including one from 30 April 2025 about June Food Packing slots. On the far right, there is an 'Upcoming Events' section with a search icon and the text 'No activity found. Let's find an activity!'.

- **REGISTERING FOR A VOLUNTEER SESSION**

By clicking ***Volunteering Opportunities***, it will bring you to the page as shown below. It has all the food packing sessions and other volunteering opportunities. You may register for any of the opportunities which suit your schedule and interest.



You may then click on ***“Open Details”*** to view more information about the session.

Volunteer Opportunities

Find a suitable volunteer opportunities for you

Showing 8 of 8 total

Q Search

Sort

Registrations

See All ↗

Food Packing May 2025 - individual

01/05/2025 - 31/05/2025 2 Available Session

FOOD PACKING

Open Details

Regular Volunteers Required - Community Shop @ Boon Lay

17/05/2025 - 17/05/2025


REGULAR

Open Details



No activity found
Let's find an activity!

Thereafter, you may register for any session that interests you and fit your schedule by clicking on “**Details**” followed by “**Register**”.

[← Back](#)



Volunteer Details

[Home](#) / [Volunteer](#) /

Food Packing May 2025 - individual





Learn more about this opportunity

FOOD PACKING

 Join us for a rewarding volunteer opportunity as a food packer and make a difference in our community!

Available Sessions

Food Packing Morning-1 (Regular)


 16/05/2025
  09:30 - 12:00
  13 Required Volunteers
  12 Signed Up

Detail


Food Packing Morning-1 (Regular)

16/05/2025

REGULAR

 Join us for a rewarding volunteer opportunity as a food packer and make a difference in our community!

Basic Information



Introduction

Volunteer Opportunity: Support Our Community Food Pack Programme

Important Information:

- Eligibility:** Volunteers must be at least **18 years old**.

Volunteering Activity Details:

- Sorting and packing food items for our **Community Food Pack Programme**.
- Assisting with other warehouse needs as required.
- Learn more about the Community Food Pack Programme here: www.foodfromtheheart.sg.

Volunteering Location:

130 Joo Seng Road, #03-01, Singapore 368357

(Nearest MRT station: Tai Seng on the Circle Line)

Dress Code:

- Casual or sportswear with **closed-toe shoes**.
- For warehouse safety reasons:
 - No slippers, sandals, or open-toe shoes.
 - Avoid long-sleeve shirts, skirts, or dresses, as some areas of the warehouse are not air-conditioned.

Confirmation:

Your participation is confirmed once you click **Register**. Please look for **Mei Zhi** upon arrival at the venue.

Thank you for supporting Food from the Heart!

Description

-

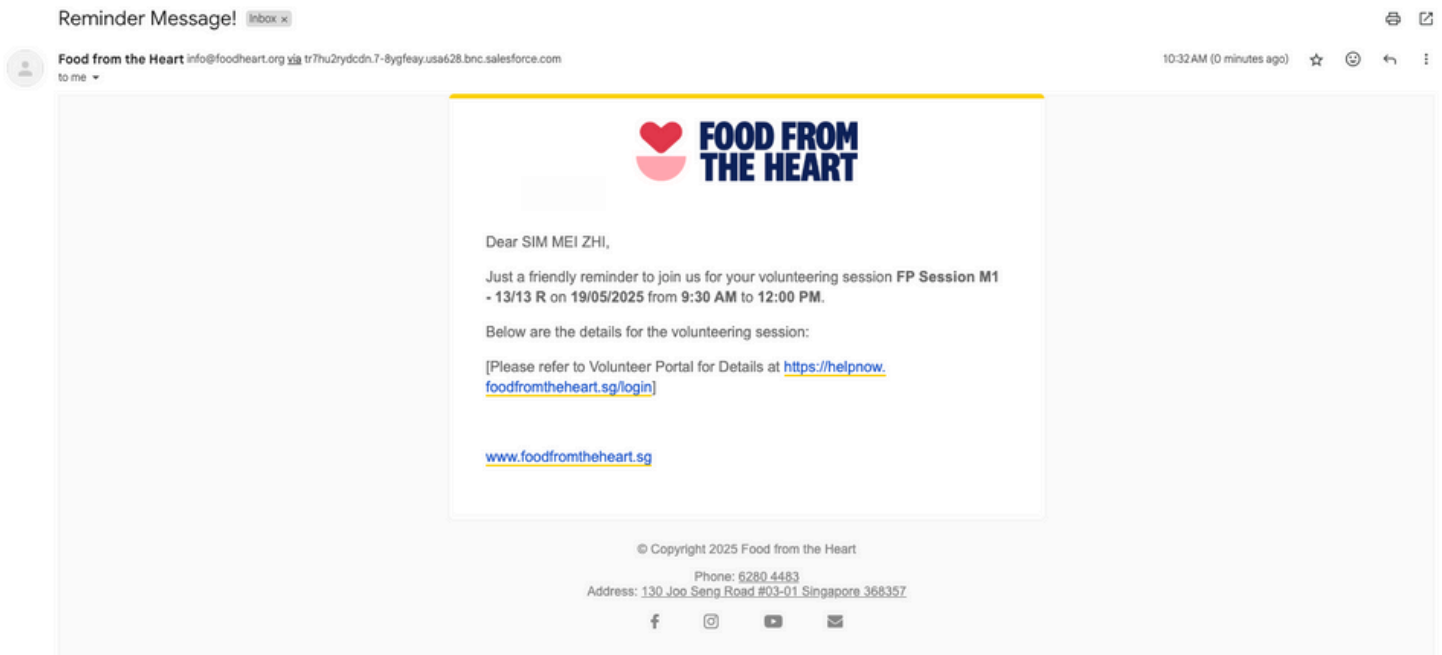
Registration	Date
Closed	16/05/2025
Start Time	End Time
09:30 AM	12:00 PM
Number of Signup	Max Number of Volunteer Required
12	13

Register



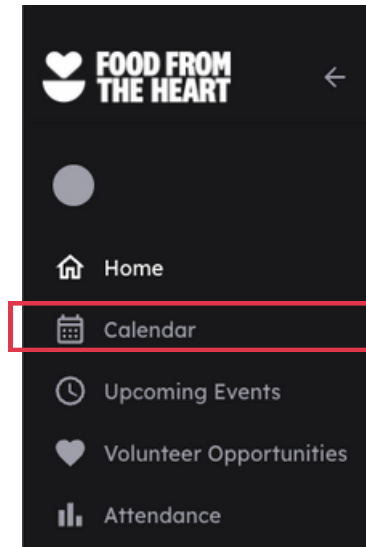
You will then receive an automated **confirmation email** as shown below.
(Kindly note that the email may have been directed to your **spam or junk folder**.)

Sample of the Confirmation email



• HOW TO DEREGISTER FOR A VOLUNTEER SESSION

By clicking **Calendar**, it will bring you to the page shown below. Here, you will be able to see all the sessions that you have registered for **marked with a blue box**.



May 2025

MON	TUE	WED	THU	FRI	SAT	SUN
28 Regular Volunteer Required	29	30	1	2	3	4
5	6	7	8 Ad-Hoc Volunteer Required	9	10	11
12	13	14	15	16	17 Regular Volunteers Required	18 Regular Volunteers Required
19 FP Session M1 - 13/13 R Regular Volunteer Required	20 Ad-Hoc Volunteer Required Regular Volunteers Required	21	22 Regular Volunteers Required	23	24	25

Navigate your way to your session that you would like to withdraw from.

Note: The sessions that you have registered for **are marked with a blue box**.

Sample of the Zoom in schedule

19	2
<div> <div>FP Session M1 - 13/13 R</div> <div>Regular Volunteer Required</div> </div>	



Registration	Date
Opened	19/05/2025
Start Time	End Time
09:30 AM	12:00 PM
Number of Signup	Max Number of Volunteer Required
13	14

Withdraw

Alternatively, you may contact Mei Zhi at meizhi@foodheart.org or by calling **6958 8853** to withdraw if you are unable to attend the registered food packing session.

GIVING YOUR FEEDBACK / REQUIRING ASSISTANCE

Please contact Mei Zhi at meizhi@foodheart.org or by calling **6958 8853** if you require any assistance regarding the Volunteer Portal or if you have any feedback on possible improvements.

**THANK YOU FOR VOLUNTEERING WITH FOOD FROM THE HEART!
WE DEEPLY APPRECIATE YOUR SUPPORT TOWARDS OUR MISSION** ❤️