



# ***Volunteering Portal User Guide***

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## Log-in Details

### 1. Acquiring your Log-in Information

Within 3 – 5 days of signing-up on our volunteering portal, you will be receiving an automated email titled “FFTH: Volunteer Account Approved!” with your log-in details. Follow the instructions listed in the email to log-in to your account. A sample of the email has been attached below.

#### *Sample of automated email*

FFTH: Volunteer Account Approved!



● [info@foodheart.org](mailto:info@foodheart.org) <[info@foodheart.org](mailto:info@foodheart.org)>

Monday, 13 January 2020 at 11:27 AM

● Bryan Tan

[Show Details](#)



**Welcome to the Food From The Heart family!**

Dear Bryan,

Your new volunteer account has been approved.

Your Volunteer ID is

Please visit the Volunteer Portal at <https://www.foodfromtheheart.sg/vportal> and log in as:

Email: **[bryan@foodheart.org](mailto:bryan@foodheart.org)**

Password: **UCRjcsSG98XM**

We look forward to meeting you regularly at our volunteering sessions!

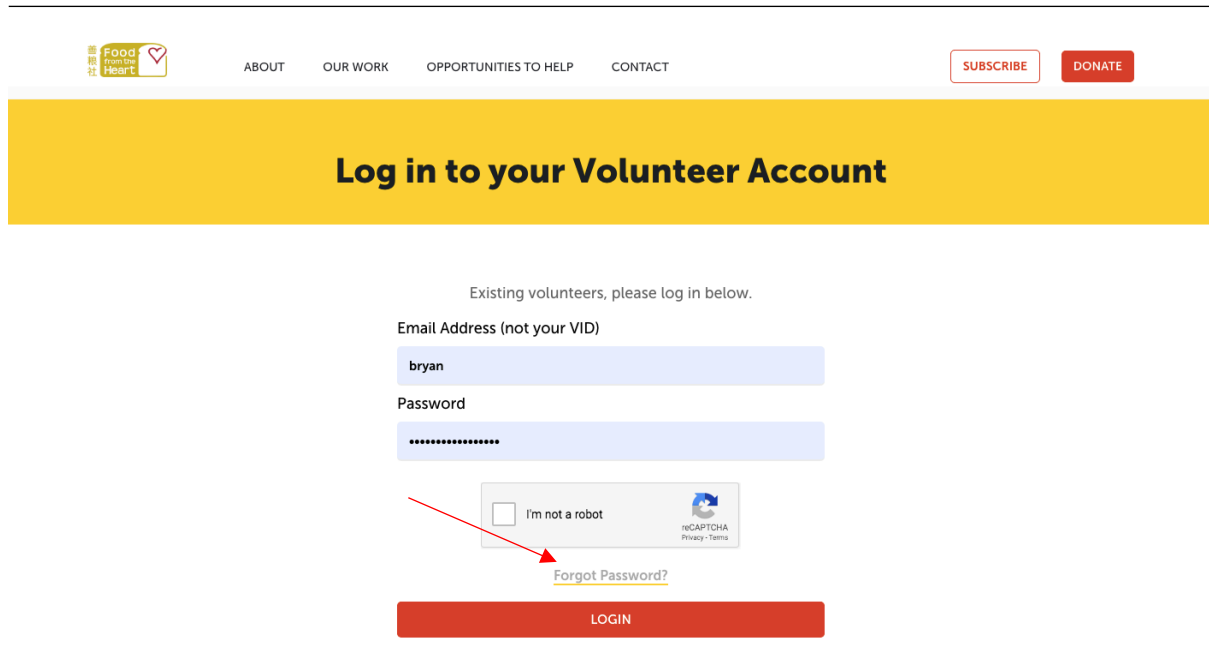
FFTH Team

## Forgot Password

### 1. How to reset your password

Visit the log-in page of the volunteering portal at [www.foodfromtheheart.sg/vportal](http://www.foodfromtheheart.sg/vportal). Click *Forgot Password* as shown below.

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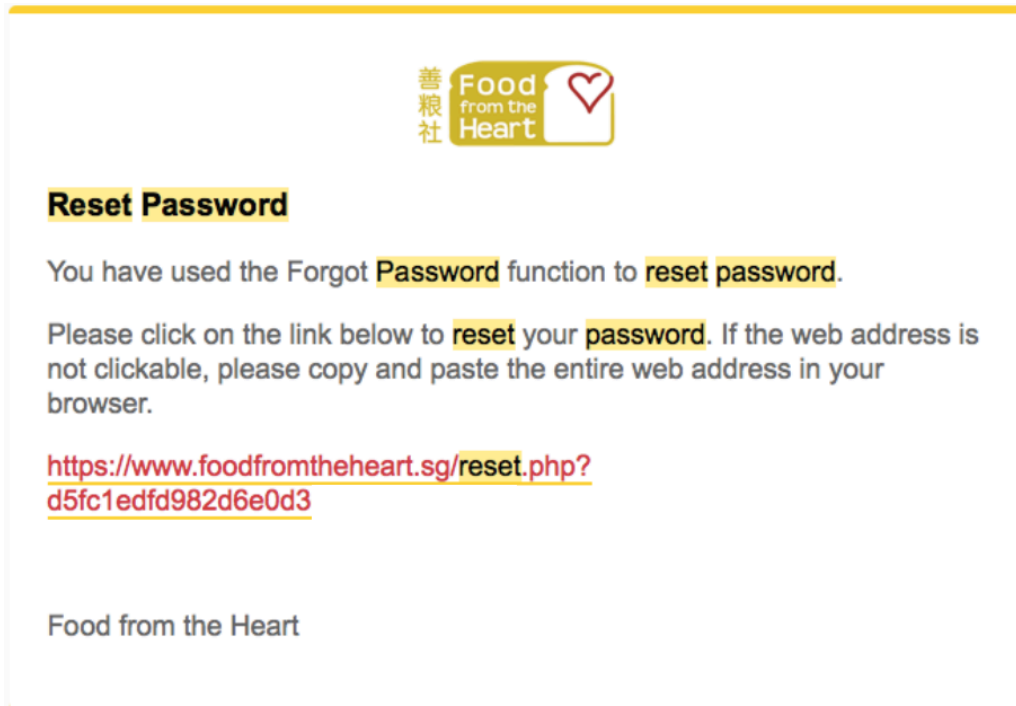
You will then be brought to the page as shown below. Follow the instructions and key in the email address you used to sign-up for your volunteering account.

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Create one here!'. In the bottom right corner, there is a small cartoon character and the text 'SEE H'." data-bbox="131 618 894 903"/>

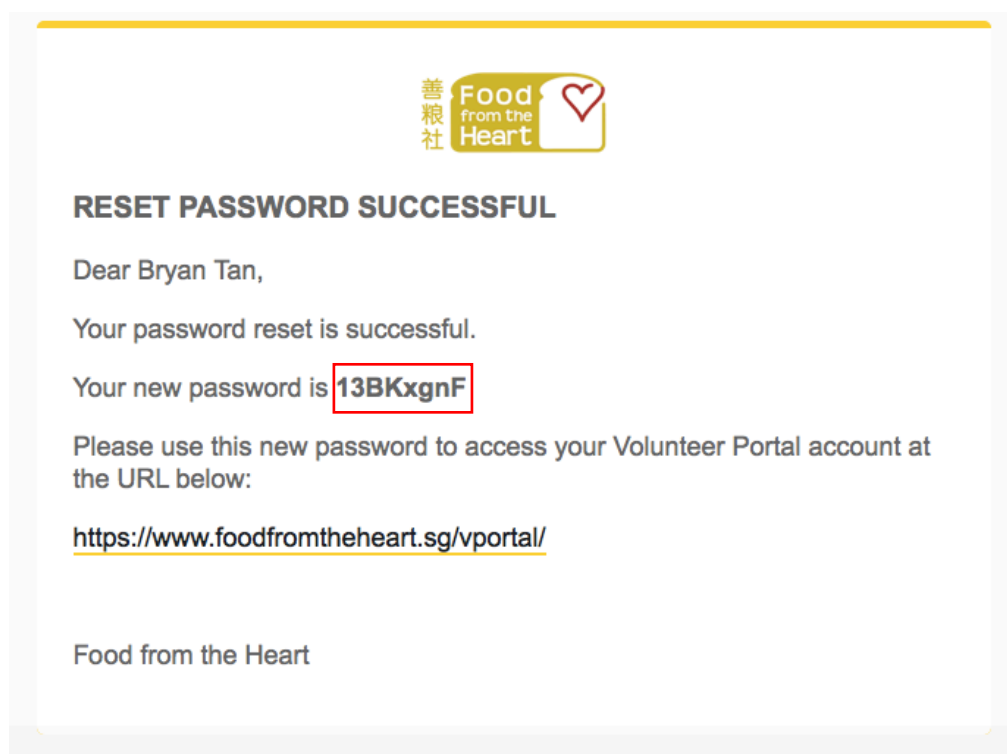
You will then receive an automated email as shown below. Follow the instructions and click the link in the email.

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After clicking the link, you will receive another automated email with your new password as shown below.

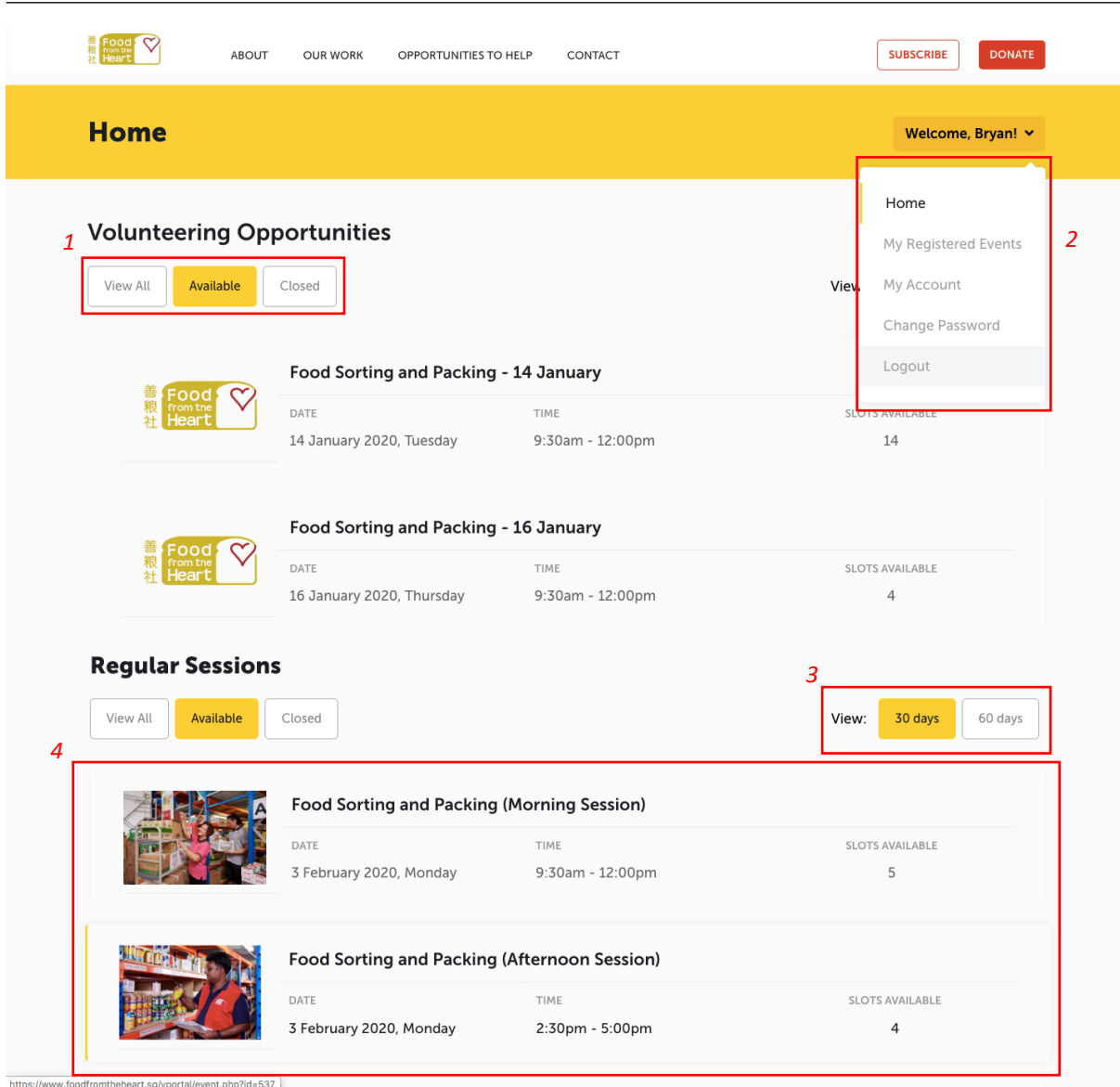
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## How to use the Volunteering Portal

- Home Page

Upon logging-in to the volunteering portal, you will land on the home page. The image below explains all of the functions of the volunteering portal. The individual sections are labelled in red.



The screenshot shows the home page of the Food from the Heart Volunteering Portal. The page is divided into several sections, with key elements highlighted by red boxes and numbers:

- 1** **Volunteering Opportunities**: This section includes filters for "View All", "Available", and "Closed".
- 2** **User Profile Menu**: A dropdown menu for the user "Welcome, Bryan!" containing links to "Home", "My Registered Events", "My Account", "Change Password", and "Logout".
- 3** **Regular Sessions**: This section includes filters for "View All", "Available", and "Closed", and a "View:" dropdown with options for "30 days" and "60 days".
- 4** **Event Listings**: A list of events, including "Food Sorting and Packing (Morning Session)" and "Food Sorting and Packing (Afternoon Session)".

The URL at the bottom of the page is: <https://www.foodfromtheheart.sg/vportal/event.php?id=537>

## 1. View All / Available / Closed


- Clicking on the *View All* button will display all of the volunteering opportunities listed on the portal, regardless of whether the volunteering opportunity has been fully registered or is empty.
- Clicking on the *Available* button will only display volunteering opportunities which still currently has empty slots.
- Clicking on the *Closed* button will only display volunteering activities which have been fully registered for.

## 2. Home / My Registered Events / My Account / Change Password

- Clicking on the *Home* button brings you back to the home page.
- Clicking on *My Registered Events* will bring you to the page shown below where you can view all events, past and present which you have signed-up for.

**My Registered Events**
Welcome, Bryan!

Upcoming Events




**Food Sorting and Packing - 14 January**
[More Info](#)

DATE	TIME	SLOTS AVAILABLE
14 January 2020, Tuesday	9:30am - 12:00pm	12

Past Events

EVENT NAME	DATE & TIME	HOURS VOLUNTEERED
Food Sorting (AM)	23 May 2019, Thursday 9:30am - 12:30pm	

- Clicking on *My Account* will bring you to the page shown below where you can view all events, past and present which you have signed-up for.

[ABOUT](#)[OUR WORK](#)[OPPORTUNITIES TO HELP](#)[CONTACT](#)

[SUBSCRIBE](#)[DONATE](#)

## My Account

Welcome, Bryan! ▾

### Volunteer's Details

Personal

SALUTATION

Mr ▾

LAST NAME

Tan

DATE OF BIRTH

Day ▾

Month ▾

Year ▾

ADDRESS

130 Joo Seng Road

FIRST NAME

Bryan

GENDER

☒ Male☐ Female

OCCUPATION

test occupation

Contact

EMAIL

bryan@foodheart.org

MOBILE

98765432

POSTAL CODE


357568

[SAVE CHANGES](#)



- Clicking on *Change Password* will bring you to the page shown below where you can change your password.

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ABOUTOUR WORKOPPORTUNITIES TO HELPCONTACT

SUBSCRIBEDONATE

## Change Password

Welcome, Bryan! ▾

Please enter your **current** password

CURRENT PASSWORD

Please enter your **new** password

NEW PASSWORD

CONFIRM NEW PASSWORD

SAVE

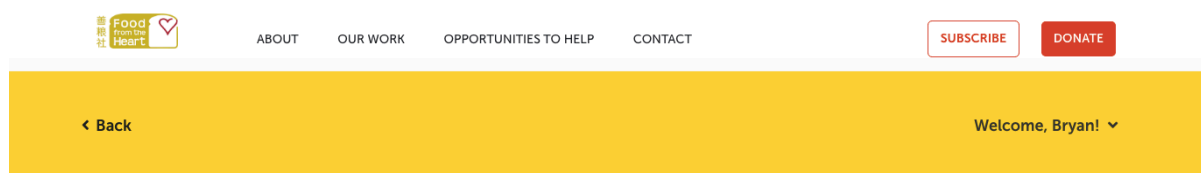
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### 3. View: 30 Days / 60 Days

- Clicking on *30 Days* or *60 Days* will show the upcoming volunteering opportunities in the next 30 or 60 days.

#### 4. Volunteering Opportunities

- Clicking on any of the volunteering opportunities will bring you the page as shown below. It has all the necessary details of the activity. You may register for any of the opportunities which suit your schedule



#### Food Sorting and Packing (Morning Session)

**DATE**  
 20 January 2020, Monday

**TIME**  
 9:30am - 12:00pm

**SLOTS AVAILABLE: 6**
4/10 SIGN UPS

**VOLUNTEER FOR THIS EVENT**

##### Volunteering Activity Details:

- Sorting and packing of food items for our Market Place programme
- More details about the Market Place programme can be found <https://www.foodfromtheheart.sg/market-place/>
- Other needs as required in the warehouse

**Volunteering Location:** 130 Joo Seng Road, #03-01, Singapore 368357

**Dress Code:** Casual / Sportswear with closed toe shoes. For warehouse safety reason, kindly note no slippers, no sandals or open toe shoes.

**Other Information:** 13 Years-old and above only. If you are younger than 13 years-old, you will need to seek your parents approval first before volunteering. The minimum age for this volunteering activity is 7 years-old.

Your participation in this volunteering activity is confirmed once you click register.

**Look for any staff member upon arrival at the volunteering location.**

If you would like to reserve this volunteering opportunity as part of a group, please e-mail [bryan@foodheart.org](mailto:bryan@foodheart.org)

Thank you for volunteering with us!

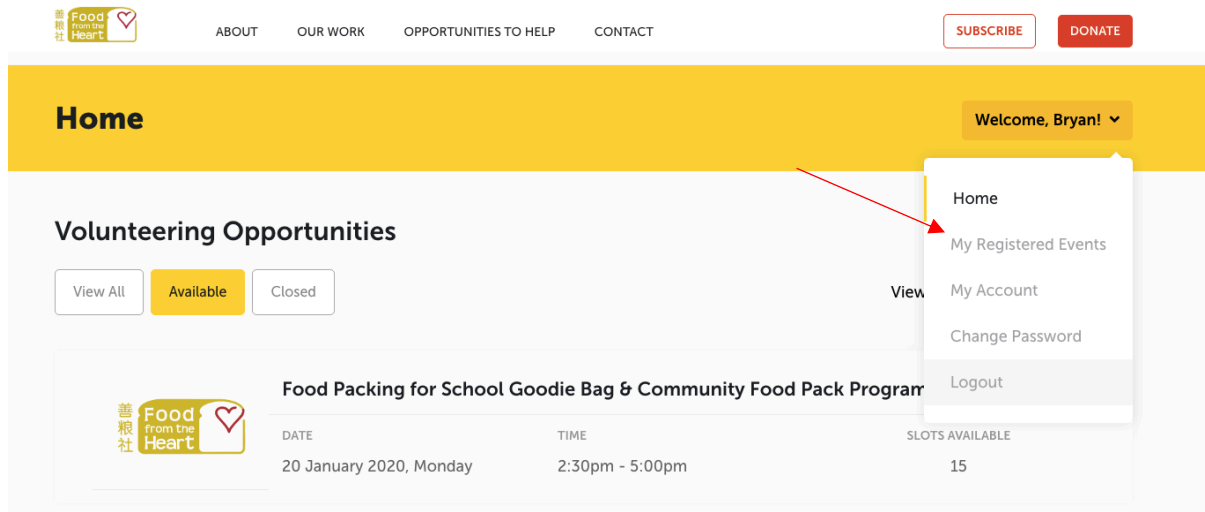
Please contact **Bryan** for more information:

Email: [bryan@foodheart.org](mailto:bryan@foodheart.org)

Phone: 69588854

## How to Deregister from a Volunteering Opportunity

- Navigate your way to *My Registered Events*



Home  
 My Registered Events  
 My Account  
 Change Password  
 Logout

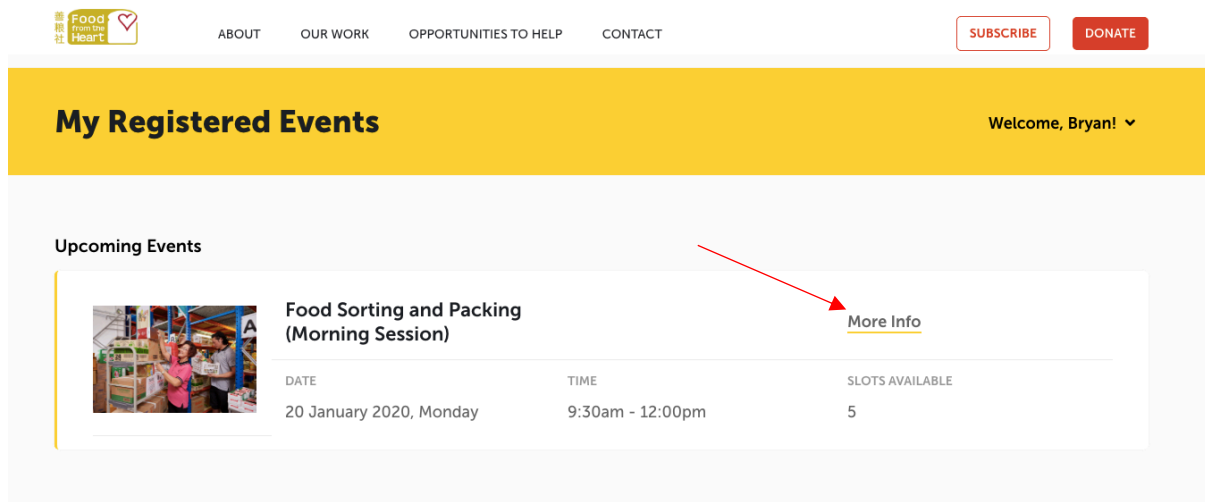
Home  
 My Registered Events  
 My Account  
 Change Password  
 Logout

View All Available Closed

Food Packing for School Goodie Bag & Community Food Pack Program

DATE	TIME	SLOTS AVAILABLE
20 January 2020, Monday	2:30pm - 5:00pm	15

- Select the particular volunteering opportunity which you would like to withdraw from by clicking *more info*.



Home  
 My Registered Events  
 My Account  
 Change Password  
 Logout

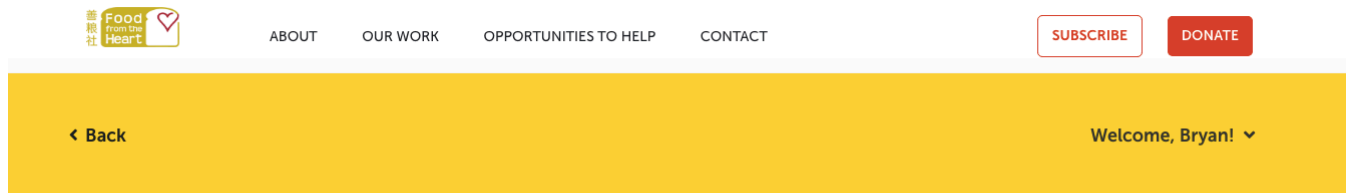
Upcoming Events

Food Sorting and Packing (Morning Session)

More Info

DATE	TIME	SLOTS AVAILABLE
20 January 2020, Monday	9:30am - 12:00pm	5

- Click *I'd like to cancel my registration* to complete your withdrawal.



## Food Sorting and Packing (Morning Session)

DATE	TIME
20 January 2020, Monday	9:30am - 12:00pm

SLOTS AVAILABLE: 5 5/10 SIGN UPS

**YOU ARE REGISTERED FOR THIS EVENT**

[I'd like to cancel my registration](#)

### Volunteering Activity Details:

- Sorting and packing of food items for our Market Place programme
- More details about the Market Place programme can be

## Giving your Feedback / Requiring Assistance

- Please contact Bryan at [bryan@foodheart.org](mailto:bryan@foodheart.org) or by calling 6958 8854 if you require any assistance regarding the volunteering portal or if you have any feedback on possible improvements.
- Thank you all for volunteering with Food from the Heart.