



Directions for HelpCounter Our Online Service Tracking Program

Valley Catholic Elementary School



At Valley Catholic Elementary School, parents submit and log their service hours online. This helps the VCES VALOR Network (the school's parent group) easily determine whether families have met their 20 service-hour commitment to the school. For the 2019-2020 school-year, we'll continue to use HelpCounter to track all service to the school. If you've expressed interest in a volunteer opportunity in the past, that specific information has not carried over into this year's HelpCounter database. You'll need to express interest each year.

In order to help you with using the program, we've put together some directions for you.

All Parents Already Have HelpCounter Accounts – Please Don't Create a New Account

Under this system, *all parents already have accounts created using one of the email addresses they have on file with the school.* Please do not create a new account.

Signing in At School

If you come to school to complete service in a classroom or activity, you can sign in on our volunteer computer in the office before heading further into the school to perform service. Once you sign-in on the visitor clipboard in the office and get your visitor badge, walk over to the kiosk computer, click the volunteer sign-in button, find your name, and select the activity or classroom you're supporting. After your service to the school is done, return to the office computer and sign out. Doing it this way means you don't have to log your time when you get home. You're all done!

Signing in At Home

All parents have an account, and it's tied to the personal email address you provided at the time of registration with the school. Online access is available at <http://www.helpcounterweb.com/volunteer>. HelpCounter has also changed the way parents and volunteers login – you'll need to create a username and set up a password. This new change will allow two parents to share an email address in the system and it'll also allow you to have accounts at multiple schools. If your email address is not found when you create your user name, please contact VALOR@valleycatholic.org, and notify our parent group of the issue. Let them know your name and the email address you'd like to use. A VALOR Network or school representative will be in touch with you to remedy the problem. Please do not create an additional account, as there is already one reserved for you under a different email address.

Please know, though, that changing the email address on file in HelpCounter will not update our official school record of your email address. Should you want to change the email address we have on file for you for school records and school correspondence, please call or email the school directly at (503)718-6501 or jwalther@valleycatholic.org.

(over...)

Show Interest in an Opportunity

When you log-on from home, you'll have a few buttons from which you can select. To show your interest in an opportunity, you'll want to click on the "Update Your Volunteering Interest Form" button. Read over the different opportunities, and select the items you're interested in supporting with your service. Make sure you click the "Save Changes" button before you leave the page. The chair or coordinator of the event or activity you selected will be in touch to communicate service needs.

Recording Hours and Checking Your Hours

In order to record or check your hours, you'll want to click on the "Record Hours/Review Past Hours Volunteered" tab. To add new hours, click the "Add New Hours" button. When the new page opens, you'll type the date the service was completed, enter the number of hours served, and identify the activity or classroom you supported with your service. To submit, click the "Record" button. To see your volunteering history and check the number of hours you've completed, click on the "View Summary" button.

Update Volunteer Profile Information

We've uploaded only email addresses and one student per family into the information page. Should you want to add additional information or change any information, log on to <http://www.helpcounterweb.com/volunteer>, please click on the "Update Profile Information" button. Remember, though, that changing the email address on file in HelpCounter will not update our official school record of your email address.

Lost Password?

If you have lost or misplaced your password, please visit <http://www.helpcounterweb.com/volunteer>, and click on the "Forgot User ID or Password" button. Enter your email address or user name, and your information will be sent to you

Questions?

Should you have any questions about the program, please email VALOR@valleycatholic.org, and a VCES VALOR Network parent will be in touch with you.