



### How to Change a Volunteer's Password

This is one of the most common questions from volunteers, although they can reset their password by using the password reset function at [https://maresponds.org/pw\\_assist\\_request.php](https://maresponds.org/pw_assist_request.php)

1. Click on the Account Settings part of the profile and type in a new password in the two fields under the Reset Password bar at the top of the page.
2. After you have typed the new password twice, click on the "Change" button to save the information.

An email will then be sent to your volunteer to notify them that the password has been changed, and the next time they log-in they will be required to change it again to something that they would like. Because of this security measure, I usually reset all passwords to the same thing to make it easier.

### How to Resolve Duplicate Accounts

To resolve duplicate accounts you can close one account. Please take the following steps to do so:

1. Look at the 2 accounts that are duplicate for a volunteer. Usually you will close the account without the CORI and SORI results or the less percent complete account.
2. Make sure all information that is in the account you will close is also in the other (contact and licensing information, etc.) You can print out pages of the profile in order to enter in information to the account remaining open.
3. Close the account you have chosen to close by going under the Account Settings part of the profile and selecting "Closed" from the drop down menu under the Account Status bar.
4. Click on the Contact sub-tab under the Profile tab to remove the email from the account you will close so that the email address can be used by the account that remains open. The email can be removed by clicking on the button that says "Edit Information", then clicking the "x" to the right of the Primary Email Address box, and then clicking the "Save Changes" button at the bottom of the screen.

### How to search for volunteers who are ready to be accepted

1. On the search screen under "Memberships" section select the volunteer group you want to view from the "Organizations Selection" button. All organizations will be listed here, but you will only be able to see results from the organization(s) you have permission to see.

2. Select "Pending" from the Unit Status list that is also in the "Memberships" section (Note that you always have to select "Pending" to see pending volunteers, since the default search is to look for "Accepted" volunteers).
3. Under "the Background Check" section, select "CORI: Complete-Passed" and "SORI: Complete-Passed" from the Status list, which will give you everyone who has completed their CORI and SORI check.

You will then have your list and can review each member's profile to make sure other information you want is included, and then change their status to "accepted" on the Affiliation part of their profile.

### How to do Batch Acceptance

This may be helpful if you are an organization that routinely runs large numbers of CORIs and then needs to accept all the CORI and SORI passed volunteers at once to save time. It may also be helpful if you can't remember who've you've submitted CORIs for, but need to accept your volunteers.

1. Go to "Organizations" tab and click on the blue hyperlink "Dashboard" for your organization.
2. Once you are on the Dashboard for your organization click the "Members" tab from the left hand side of the screen.
3. Change the Display Filter (in the blue box) to show pending or researching (if you use this status) volunteers. \*Note—organizations like to use "Researching" as a status to change volunteers to once they've collected their CORIs which is good for keeping track of volunteers. However, volunteers can be kept as "Pending" too until they're accepted\*
4. Click on the "Check All" box and then pick "Select All Across All Pages" from the drop down menu that appears.
5. At the bottom left of the page select an Action of "Set to Accepted" and then click the "Submit Action" button.
6. All volunteers that have a CORI and SORI status of "Complete-Passed" will be accepted and all others will pop up as an error since the system won't allow you to accept volunteers who haven't completed their CORI and SORI checks.