First let's start with some great news! Golden has changed the configuration so Opportunities are automatically approved and live in the Surfrider volunteer portal. There is no longer a 24–48-hour lag time for Opportunities to be visible.

Situations in which folks can sign up for an Opportunity without signing/accepting the included waiver.

- **Situation 1:** If they are added as a guest by someone signing up for an Opportunity
    - All Opportunity templates are set up to allow participants to bring guests. The templates are also set up to require guest information to be provided. Guest information to provide is their Name, Email address, and Guest Type – Over 18, Under 18 (Your Child), Under 18 (Not Your Child). If a parent is signing up their child and selects "Under 18 (Your Child)" the waiver can be signed/accepted by the parent on behalf of their children, which will result in a successful registration for the registering parent and their minor children guests. When a participant adds a guest that is not their child, an email will be generated to the guest (or their guardian if U18) asking them to sign the waiver.

    - If the guest/guardian does not sign the waiver, it will bring them into a registered state (counting towards registration limits), but will say "not yet" in the waiver column. See screenshot below:

- **Situation 2:** If an admin manually adds a participant on the back-end dashboard
    - Admins have the ability to add participants to any Opportunity. An email is then generated to the participant asking them to review the Waiver and any additional materials via a link. If the added participant/guardian does not sign the waiver, it will bring them into a registered state (counting towards registration limits), but will say "not yet" in the waiver column as shown in the screenshot above.

How can chapters ensure waivers are signed by Guests or participants that are manually added on the back-end dashboard?

Outlined below are a few solutions and best practices that can be used morning of your event and at your check-in/registration table.

1. The morning of the event, export an attendance list from the Opportunity dashboard and highlight those that have yet to complete a waiver. Bring paper copies of our waiver form for folks to sign on-site. Copies of our waiver can be found on ChapterNet under the Event Approval tab. I've also provided links here: English – Participation Waiver + Media Permission Form / Spanish – Participation Waiver + Media Permission Form

2. A week before, the day before or morning of the event, go into the Opportunity dashboard to view the list of participants. For folks who have an "Awaiting Action" status, simply hover over the Awaiting Action notification and click "resend consent" (screenshot below).   This will initiate another email to be sent to the participant or their parent/guardian with a link to accept the waiver.

3. Have too many volunteers on site for a quick check-in process? Launch and use the "Check-In Kiosk" then hang printed QR codes so volunteers will be able to check themselves in on their own! If a participant or Guest has yet to sign the waiver, they will be prompted to at that time. Golden does not have an in-house QR code generator, so chapters can use a 3rd party site like https://www.qr-code-generator.com/

   ○ **QR Code Timeframe Disclaimer:**

      i. If you want to create a QR code for "Today's Check-in Kiosk," this must be done no more than 24 hours prior to the event. If you make the QR code more than 24 hours before your event, the link and QR code will no longer work. The reason for this is "Today's Check-in Kiosk" links reset every night at midnight (because "today's" list of volunteers is different each day). It's for this reason that the "Today's Kiosk" URL (and by extension the QR code that is created from it) must be updated daily.

      ii. If you want to create a QR code using a shared link for your Opportunity, this must be done no more than 4 days prior to the event. If you use the Opportunity link for a QR code 5 days or more

in advance, the link and QR code will not work. This is done for security purposes. By scrambling URLs regularly, Golden is able to ward against security threats.

- ○ Follow this [support document and video](#)

Can we set up our Opportunity to prevent participants from registering Guests?

Yes! In Step 5 "extras" you can select "No" (see screenshot below). However, if folks are unable to add guests to their registration but wish to bring their children or minors, they will need to sign them up separately. They will then need to follow the minor consent flow that the system will trigger when a minor (U18) is entered (an email will be sent to the parent/guardian to approve the minor's attendance).
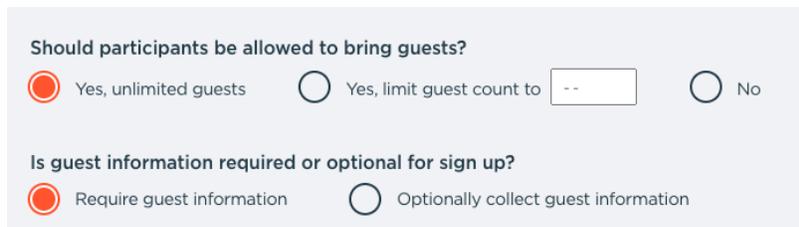
Clarification regarding English and Spanish waivers.

We confirmed that Golden <u>currently</u> does not have the capability of selecting a waiver based on the participant's first language, nor does the system have the ability to toggle between English or Spanish based on language preference. Below is the workaround solution we identified until a time where the platform has multi-language functionality.

- All available Opportunity Templates now automatically include one 4-page PDF document; the first 2-pages is our waiver in English and the last 2-pages is our waiver in Spanish. Folks registering for a chapter opportunity will need to scroll through all 4 pages and click accept to register.
- We have also placed a "Disclaimer" on page 1 of the waiver that states, *"Surfrider Foundation's waiver is 4 pages long; you will be required to click through all 4 pages in order to review and accept the waiver terms and successfully register for this Opportunity. Please note that the first 2 pages contain our waiver verbiage in English, and the last 2 pages contain our waiver verbiage in Spanish. There is no difference in content between the English and Spanish waiver."*