

Volunteer Scheduler FAQ

click on a topic below to see the answer

This form will be updated periodically.

General

- [Why has Trinity moved to using this system?](#)
- [I am not a volunteer but I would like to be, who do I talk to?](#)
- [I would like to volunteer for a different ministry. What ministries are available?](#)

Viewing the Schedule

- [How to view the current schedule without logging in](#)
- [How to log in to the online volunteer scheduler](#)
- [How to view your schedule](#)
- [How to view the full schedule](#)

Personal Information

- [Update your phone number, email, address, and auto reminders](#)
- [I forgot my password / username](#)
- [How to change your password?](#)

Families

- [How to switch between family members](#)

Substitutes

- [How to request a substitute](#)
- [Am I responsible for finding a substitute?](#)
- [I want to fulfill a sub request but I'd like to trade one of my times for their's](#)
- How to accept sub requests
- How to contact other volunteers in your ministry

Scheduling

- How are volunteers scheduled
- [How to edit your can't serve dates](#)
- Updating your service time preferences
- What does "Any Special Service" mean under service time preferences
- How to sign up for special services
- [I want to be scheduled only for a certain month or time frame](#)
- [I only want to be scheduled for a certain number of times per month](#)
- [Can I be scheduled for a specific number of times each month for a certain service time or a specific ministry?](#)

Answers

How to view the current schedule without logging in

Go to the Trinity website: www.trinitystaunton.org then hover over the main menu item “Member” and select “Volunteer” from the drop down box. In the Volunteer Resources section click on “Volunteer Schedule”.

How to log in to the online volunteer scheduler

Go to the Trinity website: www.trinitystaunton.org then hover over the main menu item “Member” and select “Volunteer” from the drop down box. In the Volunteer Resources section click on “Online Volunteer Schedule Login”.

How to view your schedule

After you log in to the online volunteer scheduler click on the “My Schedule” tab.

How to view the full schedule

You can view this schedule with or without logging in.

Without logging in: Go to the Trinity website: www.trinitystaunton.org then hover over the main menu item “Member” and select “Volunteer” from the drop down box. In the Volunteer Resources section click on “Volunteer Schedule”.

Logging in: Click on the “Full Schedule” tab.

Update your phone number, email, address, or auto reminders

After you log into the system, click on the “My Profile” tab at the top. You will then see a heading called “General Information” and your contact information listed just below that. After you update your information, scroll to the bottom of the page and click “Submit”. If you do not do this, your information will not be saved.

I forgot my password / username!

If you need your login information please go to our home page www.trinitystaunton.org and click on the Volunteer Scheduler link. Once you reach the login page click on the link that says “Forgot your password?” just under where you would enter your password. Fill out the provided form and the system will email you your login information.

How to change your password

Once you log into the scheduler click on the “My Profile” tab at the top. Then look under the section titled “General Information”. There is a gray button that says, “Change my login password”. Click this button to change your password. Don’t forget to scroll to the bottom of the page and click “Submit” or your changes will not take effect.

How to switch between family members

No, however, you can switch between family members. After you log in, in the upper right corner you will see a drop down box or a link that says "Switch to" and your family members names. This feature will not require you to log in again.

How to request a substitute?

After you login, click on the "My Schedule" tab at the top. In the provided list, find the date that you cannot serve, then click on the link at the end of that line that says "request sub". You will be notified once someone accepts your request.

Am I responsible for finding a substitute?

Yes. Even after you have "requested a sub" through our online system, you are responsible for making sure that position is filled. If you need help in finding a sub, you may call the office for assistance 886-9132. If you do not realize you need a sub until after 4pm on Friday, please let our rector, Paul Nancarrow, know that you will not be able to fulfill your position and even though you've sent out a sub request through the system no one has accepted it. This is to ensure that our clergy know that your position may not be filled during the service unless Paul asks someone immediately before the service. You may contact Paul via email, rector@trinitystaunton.org. Please be sure to put "Missing Volunteer for this Sunday" or something similar in the subject line.

I want to fulfill someone's sub request but I want to trade them for one of my service times. What do I do?

In the sub request email you received, click on the "volunteer now" link. It will then give you the options to simply accept the sub request or to propose a trade. The "propose a trade" option will show you a list of your schedule positions in which the volunteer requesting the sub is qualified to serve. You can select multiple dates. Then the person requesting the sub can either accept one of your proposed trade dates or they can choose to simply let you substitute for them without proceeding with a trade.

How do I set "can't serve dates"?

Log in to the system, then click on the "My Profile" tab at the top. Scroll down to the section titled "Can't serve dates / times". Click the "Add" button to the right and edit your times. Click "ok". Then you will be returned to the "My Profiles page." Don't forget to scroll to the bottom of the page and click "Submit" or your changes will not take effect.

I want to be scheduled only for a certain month, how do I do that?

You may call the office and Deidre can set up a preassignment for you that repeats each year. Unfortunately at this time volunteers cannot set pre-assignments up themselves.

I only want to be scheduled for a certain number of days. How do I set that up?

You may call the office and Deidre will edit the system to reflect your preferred number of potential volunteer dates. When the schedule is generated you will be scheduled no more than the number of times you desire. However, that does not mean you will be given exactly that many service times.

Can I be schedule a specific number of times for a certain service time or a specific ministry?

No and yes. No you cannot be schedule for a certain number of volunteer dates by service time. However, you can be schedule to not exceed a certain number of times for a specific ministry. If you would like to add this as part of your profile please call the office.

Why has Trinity moved to using this system?

This online system allows our clergy to instantly know who is serving for upcoming services. If they need to provide volunteers with special instructions they know who to contact immediately. With this system our staff can easily schedule volunteers with the automated system. This allows more time for other church needs to be met.

I am not a volunteer but I would like to be, who do I talk to?

We are always accepting new volunteers! You may contact our communications assistant, Deidre Jones, at communications@trinitystaunton.org or our rector, Paul Nancarrow, at rector@trinitystaunton.org. You may also call the office at 886-9132.

I would like to volunteer for a different ministry. What ministries are available?

We welcome volunteers to be involved in several ministries. On the volunteer page on our website, <http://trinitystaunton.org/worship/volunteer/>, you can see a list with descriptions at the end of the page.