



SECURE VOLUNTEER MOBILE APP

01

How do I download the app?

To download the app, simply search for "Secure Volunteer" in the Apple App Store or Google Play Store, or click the download button on the Secure Volunteer website.

02

Can I use the app to access my volunteer ID card offline?

Yes, the app stores your volunteer ID card locally on your device so that you can access it even while offline.

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How do I update my personal information in the app?

To update your personal information, simply go to the app's settings menu and select "Edit Profile."

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Can I use the app to check in when I arrive to volunteer?

Although the app does not currently offer a check-in feature, front-desk employees can use the app to quickly and easily verify your identity and background screening status when you arrive to volunteer.

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Can I use the app to communicate with my volunteer organization?

Yes, the app allows you to quickly and easily send messages to your volunteer organization, ensuring you are always up to date on important information and updates.

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What is a Do Good Code, and how do I use it?

A DoGood code is a unique code emailed to you once your background screening is complete. You can use this code to access your volunteer ID card in the app, even if you did not receive a physical ID card.

07

How do I know if my background screening is up to date?

You can view the status of your background screening in the app's settings menu. If your screening is expired or needs to be updated, the app will prompt you to take the necessary steps to update it.

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Can I view my volunteer hours or schedule in the app?

Currently, the app does not offer a feature for viewing your volunteer hours or schedule. However, front desk employees may be able to provide this information when you arrive to volunteer.

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Is my personal information secure in the app?

Yes, the app uses advanced security measures to protect your personal information and prevent fraud.

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What should I do if I have trouble using the app?

If you have trouble using the app, contact the Secure Volunteer support team for assistance. They can help troubleshoot any issues and provide guidance on how to use the app's features and functions.