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SETTING UP YOUR ACCOUNT

By June 9th you will receive an email with your Volunteer Portal User Name. Once you receive this email please follow these instructions for setting up your password:

Password set up:

1. In your web browser, go to volunteer.extrafood.org and click on "My Settings" and then "My Profiles".
2. Enter your email address in the field, and click Email Link. NOTE: Be sure to enter your preferred email address that ExtraFood has on file.
3. Check your email inbox, and click the link in the email with the subject "Your password reset request." A web page will display.
4. Enter a new password in the "Password" and "Confirm Password" fields, and click Save.

Home Phone	<input type="text" value="Ex. (813) 358-6155"/>
Work Phone	<input type="text" value="(415) 786-9986"/>
Mobile Phone	<input type="text" value="(415) 786-9986"/>

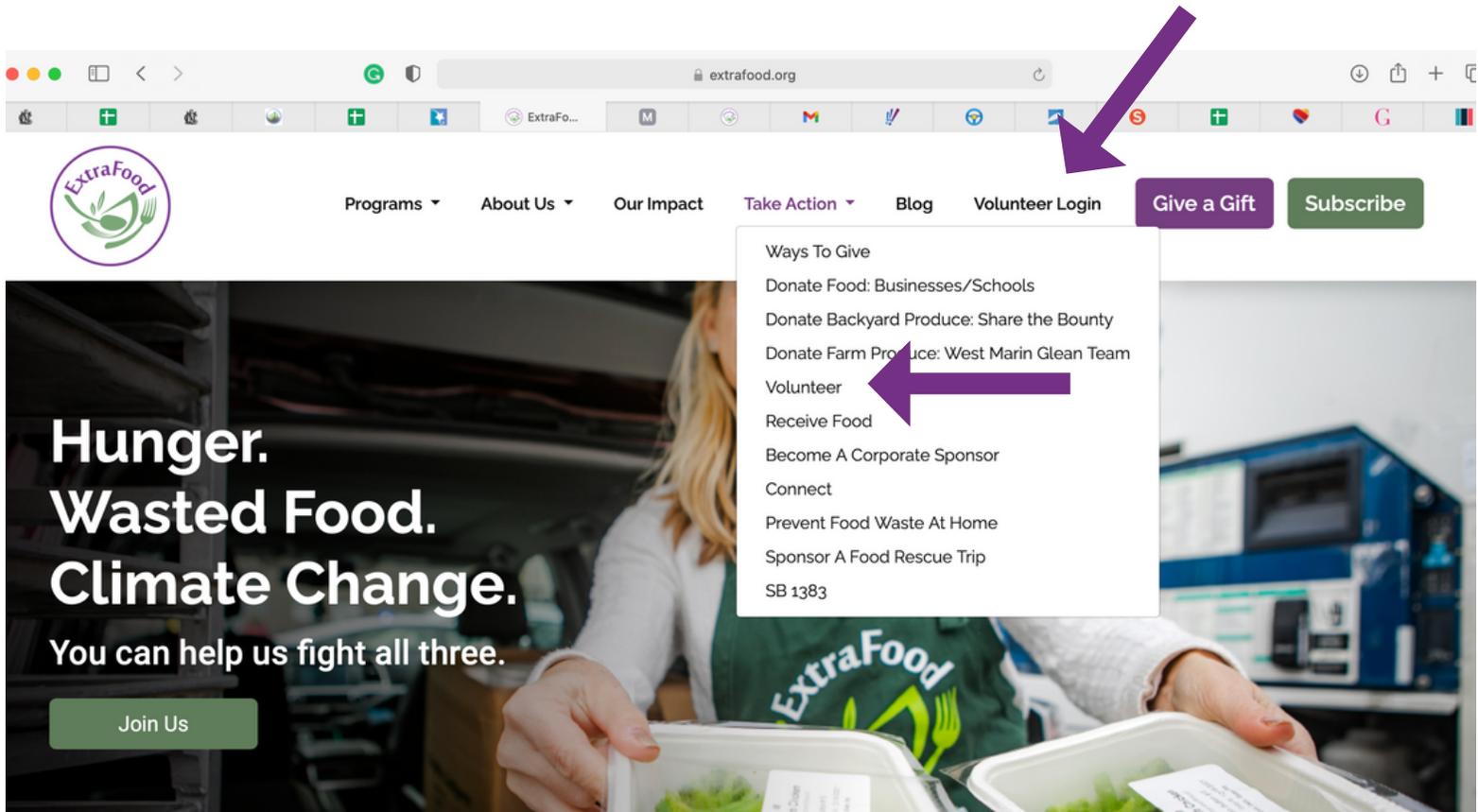
LOGIN INFORMATION	
Main Email *	<input type="text" value="mandy.willian@gmail.com"/>
Reset password:	
Old Password	<input type="password"/>
New Password	<input type="password"/>
Re-type password	<input type="password"/>

Save

ACCESSING THE VOLUNTEER PORTAL

You can access the portal three ways:

- In your web browser, go to volunteer.extrafood.org
- Go to ExtraFood.org and click on Volunteer Login
- Or, on the Take Action drop down menu, click on Volunteer
 - Then on the Volunteer page, click on Current Volunteer Login



Join Our Volunteer Team



CURRENT VOLUNTEER LOG-IN

SIGN UP TO BE A VOLUNTEER

SIGNING UP FOR A FOOD RESCUE

1. Click in the top navigation bar. Open Food Rescues will display by default.

To quickly navigate to certain rescues, use the Search field. You can enter a day of the week, a city, donor or recipient name, or other keywords.

To view All Rescues or Filled Rescues, use the Filters under the search field.

Search by County

Hello, Mandy
Log out

THIS WEEK'S TRIPS MY TRIPS MY SETTINGS

THIS WEEK'S FOOD TRIPS!

Times noted are the pickup window. You can pick up the donation anytime in that timeframe. Delivery must be made within 30 minutes of pickup. NOTE: Not all week's trips will show up here on Sunday.

COUNTY

Search field: Enter keywords & then click the magnifying glass button

Tue May 30	p/u window: 11:00 AM-1:00 PM	Donor: Kaiser Permanente - San Rafael Medical Center 99 Montecillo Road, San Rafael	Recipient: Marin Services for Men - Mission St 424 Mission Ave., San Rafael	See Details Single Trip Signup Add To Cart
Wed	p/u window:	Donor: Laurel Dell Elementary School - D 225 Woodland Avenue, San Rafael		See Details Single Trip

2. Click on "Single Trip Signup"

3. Click on "Confirm Trip". The trip will now display on your My Food Rescues page

Hello, Mandy
Log out

THIS WEEK'S TRIPS MY TRIPS MY SETTINGS

CONFIRM TRIP

[Go Back](#)

Please confirm that you want to sign up for this trip. Trip Weight Reports are on the [My Trips](#) page, and should be completed within 24 hours of completing the trip. If your plans change, please cancel the trip at least 24 hours in advance.

There are no items to display.

[Confirm Trip](#)

REMOVING YOURSELF FROM A FOOD RESCUE

1. Click in the top navigation bar. Your upcoming rescue this week and past rescues will display.
2. For the upcoming rescue you no longer want to do, click the Remove Me link. A confirmation page will display.
3. Click Remove Me. The rescue is opened up to other volunteers and will no longer display on your My Food Rescues page.

NOTE: Please use the My Availability feature to specify a date range when you are unavailable to be automatically removed from rescues during that time. (See the "Managing Your Availability" section below for details.)

MY TRIPS

Please check that you have submitted Trip Weight Reports for all your past trips.

NOTE: The Trip Weight Report link will not be clickable if the trip date has not arrived yet, or you have already submitted the report.

Upcoming Trips This Week

*** DELIVERY PROTOCOL REMINDERS UPDATED 10/29/21 ***

- IF YOU HAVE ANY KIND OF ILLNESS OR SYMPTOMS: Please wait 48 hours after symptoms have ended to resume volunteering for ExtraFood.
- FACE MASK GUIDELINES - Please wear a mask when picking up and delivering food donations.

Tuesday, May 9, 2023		 Add to Calendar
Food Donor: Mollie Stone's - Sausalito, Sausalito		Trip Details
Recipient: EAH Housing - Shelter Hill Apartments, Mill Valley		Trip Weight Report
Pickup Window: 9:00 AM-10:00 AM		Remove Me



USING THE MY FOOD RESCUES PAGE

You can manage your upcoming rescues and past rescues by clicking MY FOOD RESCUES in the top navigation bar.

- The top of the page contains your Upcoming Food Rescues This Week. These rescues take place today or later.
- The bottom of the page contains your Past Rescues. These rescues took place “yesterday” and before – up to 3 months prior. For information about rescues before then, please contact us directly.

-View Food Rescue Details for your upcoming or past rescues

-Remove yourself from a rescue

-See the “Removing Yourself from a Rescue” section above for details.

-Access and complete Food Weight Reports

For all your past rescues, click the Food Weight Report link for each rescue to complete the Food Weight Report. (See the “Completing Food Weight Reports” section below for details.)

NOTE: If the rescue hasn’t taken place yet, or you have already submitted the Food Weight Report for a rescue, the Food Weight Report link will be disabled (greyed out and not clickable).

Browse past rescues

To browse your past rescues, either:

- Use the pagination links at the bottom of the list of Past Trips.
- Use the search field.

Past Trips

Trips from the past three months are below. For information about trips before that, contact our Volunteer Coordinator.



Tuesday, May 23, 2023

Food Donor: Mollie Stone's - Sausalito, Sausalito
Recipient: EAH Housing - Shelter Hill Apartments, Mill Valley
Pickup Window: 9:00 AM-10:00 AM

[Trip Details](#)

[Trip Weight Report Submitted](#)

[Remove Me](#)

COMPLETING FOOD WEIGHT REPORTS

Be sure to complete Food Weight Reports within 24 hours of doing your food rescue. If you haven't submitted a Food Weight Report for a past rescue, a reminder message will display at the top of the page.

1. Click MY FOOD RESCUES in the top navigation bar.
2. Click the Food Weight Report link for each past rescue that has a clickable Food Weight Report link (indicating it hasn't been completed yet). The Food Weight Report form will display.
3. Enter the appropriate donation weights by food category. Use our [Food Weight Guide](#) to estimate the weights of commonly donated food items.

Or, if the trip was cancelled or missed, scroll down to the "Food rescue cancelled (no donation) or Missed (no volunteer)" field, and select Cancelled or Missed.

Fields marked with an asterisk (*) are required.

Produce Weight	<input type="text" value="0"/>
	<small>Whole or cut-up fruit and vegetables</small>
Prepared Weight	<input type="text" value="0"/>
	<small>Perishable foods that are ready to eat</small>
Bread Weight	<input type="text" value="0"/>
	<small>Bread, rolls, bagels</small>
Trip cancelled (no donation) or Missed *	<input type="text"/>
	<small>(please comment below)</small>
Any updates to trip instructions, or tips for others?	<input type="text"/>
Other comments?	<input type="text"/>
Would you like to upload 1-3 photos?	<input checked="" type="radio"/> No <input type="radio"/> Yes

Thank you!

4. (Optional) Enter food rescue tips or comments in the bottom fields.
5. We love photos! You can upload photos from your food rescue for us to include in our marketing (social media, newsletter, website). You can choose to be in the photo or take a photo of the rescued food.
6. A confirmation message will display, and the Food Weight Report link for that rescue will be disabled (greyed out and no longer clickable).

MANAGING YOUR AVAILABILITY

For volunteers who own regular food rescues: Use this feature to allow other volunteers to fill in for you when you're unavailable. Any of your food rescues that take place during your unavailability dates will be automatically opened up to others.

For all other volunteers: You can use this feature to keep the ExtraFood team aware of your availability, and as a safeguard to prevent yourself from signing up for rescues while you are unavailable.

1. Click My Settings > My Availability in the top navigation bar.
2. Click the Add New Dates button. The ADD UNAVAILABILITY DATES page displays.
3. Select the start date and end date of when you will be unavailable. (If you'll only be unavailable for one day, select the same date for both.)
4. (Optional) Enter notes.
5. Click Submit. Your unavailability dates will display on the MY AVAILABILITY page, and you will be immediately removed from any rescues you signed up for during that time.

NOTE: If you enter unavailability dates that remove you from rescues and then your plans change to where you actually *are* available, you will need to sign up again for the rescues you were removed from. For rescues that week, sign up again on the THIS WEEK'S RESCUES page; for rescues in future weeks, contact us directly.

If you ever try to sign up for a rescue during one of your unavailability windows, a SCHEDULE CONFLICT page will display.

MY AVAILABILITY

VOLUNTEERS WHO OWN REGULAR FOOD TRIPS: Use this page to indicate dates you will NOT be available for your regular trips. Your food trips during these dates will be automatically opened up to other volunteers.

ALL OTHER VOLUNTEERS: You can use this page to keep the ExtraFood team aware of your availability, and as a safeguard to prevent yourself from signing up for trips while you are away.

Dates I'm unavailable

Add New Dates



Start Date ▲	End Date	Notes	Created Date	Action
You haven't indicated any unavailability.				

MANAGING YOUR PROFILE & PASSWORD

Your Profile data in the Volunteer Portal immediately updates the ExtraFood company database, so please confirm your contact email address, mailing address, and phone number(s) are correct. You can also use this page to update your password. (We do not have access to your password.)

1. Click MY SETTINGS > MY PROFILE. Your profile page displays.
2. Confirm your contact information is correct, and make edits as needed.
3. (Optional) Update your password.
4. Click Save. A confirmation message displays.

Please keep your Profile and Availability information up-to-date!

Save

Fields marked with an asterisk (*) are required.

BASIC INFO

First Name *

First Name

Last Name *

Last Name

CONTACT INFO

Home Street

Home Street

Home City

Home City

Home State

Home ZIP

Home ZIP

NEED MORE HELP?

We're here to help anytime!

Contact: Tessa@foodrunners.org - 415-890-5432

THANK YOU!

