FAQ's for Volunteer Application Process

How can a volunteer or campus admin/moderator verify if a volunteer is approved?
1. If the volunteer can log themselves in to the Virtual Volunteer site, they are approved!
2. If the campus admin/moderator can find the applicant's name in the Volunteer module of Raptor, they are approved!

Why has the volunteer not received an approval email?
The email used in the volunteer's application may have been routed to a junk/spam folder or the email may have been blocked due to a network administrator restriction. The volunteer should contact their email service provider if they have questions about restrictions on their email account. If the email is not retrievable, visit www.v-volunteer.com, enter the volunteer's email address and click "forgot password" to receive new login credentials.

Why did the volunteer receive emails from multiple campuses' my-pta.org sites?
The application allows for the volunteer to select 'all campuses', 'all high schools', 'all middle schools', 'all elementary schools' or select them one by one. If 'all' were selected, their information will be sent to all campuses' volunteer sites.

Will volunteers still be required to print their own badges online?
No, a Raptor sticker will be printed when the volunteer checks in at the front office of the school and should be worn at all times while on campus.

Why did a volunteer receive an email with instructions for printing a name badge, if they are not required?
This email was sent in error. The automated emails for some campuses were not updated prior to the first import and may have contained information from last year. Volunteers are not able to print name badges at home through the new volunteer management system.

How can a volunteer's approval status be verified at events during non-school time?
Each campus volunteer coordinator and administrative staff will have a process to verify approved volunteers for events outside of normal school hours. Here are a few examples:

> **Option 1**: Print off a list of volunteers who signed up on my-pta.org. Only approved volunteers will be able to sign up for a time slot.
> **Option 2**: Login to Raptor from a mobile device and proceed to the Sign in Volunteer process listed above. If the volunteer name populates in the system, then they are approved. If you can not find their name, their application may not be complete.
> **Option 3**: A volunteer coordinator may provide a unique campus/group badge for a specific after-hours function and distribtue these badges to approved volunteers only.

As a campus admin/moderator, can I "create" a volunteer profile in the Volunteer Raptor module?
No, this feature will not be activated. If a person is listed under the Volunteer module, they have already been "approved." If they do not appear in this section, they may not have completed their Volunteer Application or the status may be pending.

Will the current Volunteer/PTA campus website still be active?
Yes, this site will remain functional with the ability to promote, advertise and market volunteer activities, as well as create and sign up for events. As always, once the applicants are cleared through DPS, the approved volunteers will be uploaded to the campus volunteer site.

Do current LISD employees need to complete a volunteer application?
No, all current LISD employees will automatically be registered in the Raptor Volunteer Module as approved volunteers. New to the district employees will be uploaded on a monthly basis.