Introducing...Samaritan Software
Santa Clara County Parks and Recreation Department's
New Volunteer Management System

The following Step-by-Step Instructions along with a list of FAQs should get you started...

Step 1. To begin; click on this link (may have to hold down the Ctrl key at the same time as the mouse click) to open the new online volunteer recruiter page. That link, once again, is Santa Clara County | Volunteers or scc.samaritan.com (no www). You can also find the link on our County Parks website on the volunteer page at www.parkhere.org.

You should see something like this:

Since you are an existing volunteer, your information has already been transferred from the old system. You simply need to reset your password to get access.

Step 2. Click on the "**Login**" button at the top right corner of the page (see red boxed area below)
DO NOT click on the "Register" button or you will create a brand-new account separate from your existing one and will lose all the service hours we have recorded for you.

This should take you to the Login or Register page –
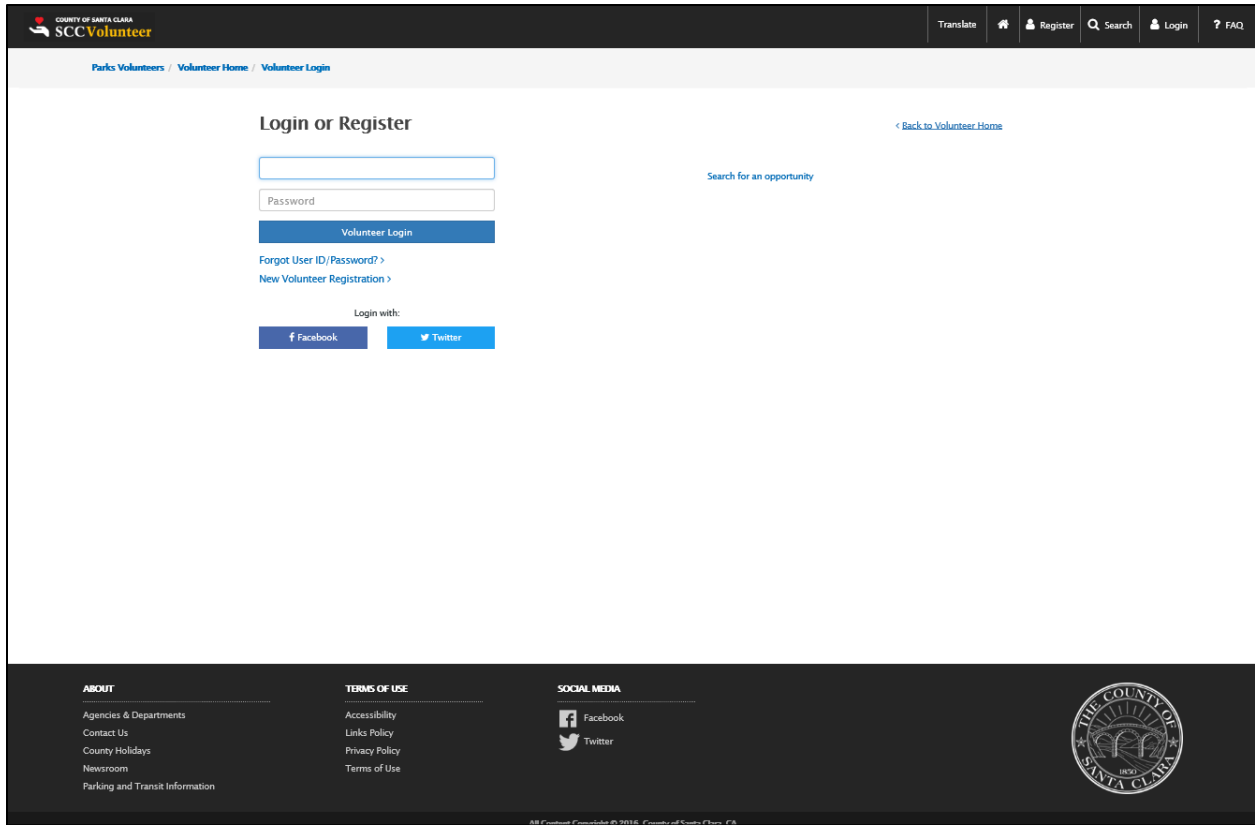
Step 3. Click on the "**Forgot User ID/Password?**" link (see red boxed area below)
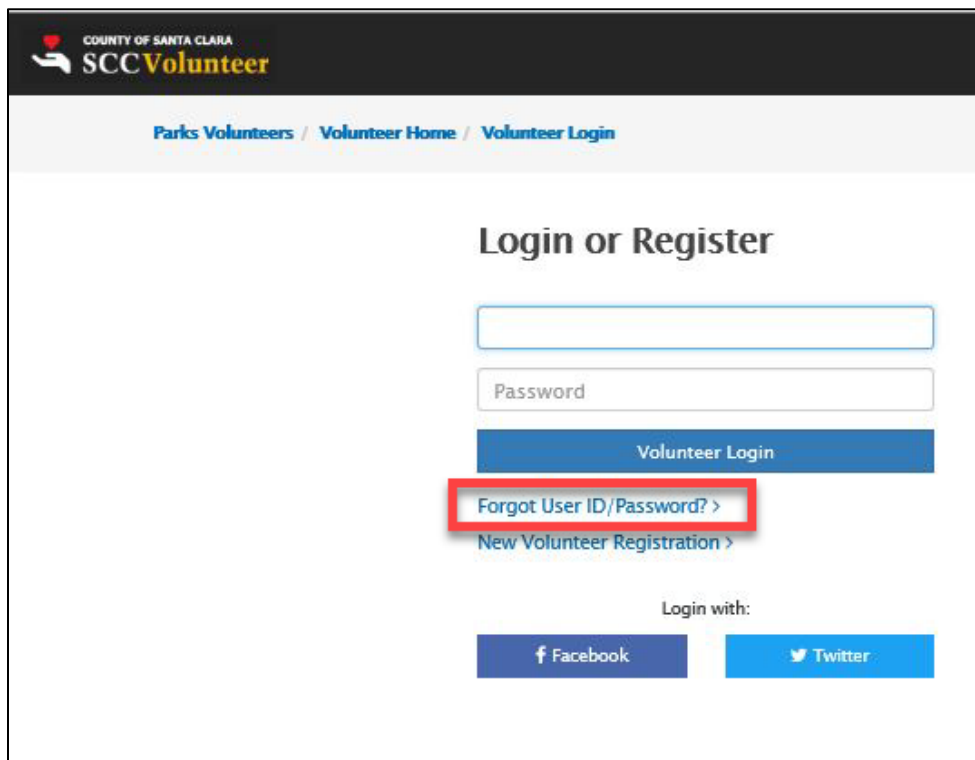
Step 4. Complete the Reset Password prompts using the First Name, Last Name and Email address that were used on your initial volunteer application and click on the blue "**Send Email**" button. (You will also be able to change this information later.) You should get a new password sent to your email address**.

**If you can't remember what name or email you used on your original application or what was listed in the old volunteer management software system, or you're getting error messages, please contact the volunteer program office at volunteer@prk.sccgov.org or (408) 918-4930 between 8am and 5pm Monday through Friday and we will help guide you through it.

Step 5. Go to your email account and open the email from the sender named "Volunteer Coordinator". Click on the link provided to reset your password. It should open up a "Reset Password" screen where you will complete the Password Reset steps and click the blue "**Reset Password**" button at the bottom

Note that Samaritan has some password complexity requirements. Your new password must:

- Be at least 8 characters long
- Contain at least 1 capital letter
- Contain at least 1 lowercase letter
- Contain at least 1 number
- Contain at least 1 special character ($, &, !, etc.)
- Can't be the same as your username

**It is also perfectly fine to use the same password you previously used for those of you who self-reported hours in our old Volunteer Reporter system if it meets the complexity requirements outlined above.

This should bring you to your new volunteer dashboard! This will be the place to go to view all your service history for Santa Clara County Parks and Recreation Department or to track your hours or sign up for new opportunities or pre-scheduled shifts for opportunities that have them.

Step 6. Click on "**Edit Profile**" (see red boxed area below)

You will need to update any missing or inaccurate information in your profile to continue. This includes your date of birth, your emergency contact information, and any other missing or outdated information – pay close attention to any items marked with a red asterisk as they are required. At the bottom of the page, make sure to check the box saying you understand the terms and conditions and then click the blue "**Submit Application**" button. (Refer to the red boxed areas in the clip below).

Volunteer Profile

* indicates a required field.

Personal Information

✔First Name	Middle name or Initial	✔Last Name	✔Date of Birth
Julie		Lee	12/17/1969

Gender   What ethnicity do you identify yourself?

[▼]   [Not Specified ▼]

Accommodations Disclaimer

Are you an individual with a disability who needs accommodation?

In compliance with the Americans with Disabilities Act and the California Fair Employment and Housing Act, the County of Santa Clara accepts reasonable accommodation requests from disabled applicants.

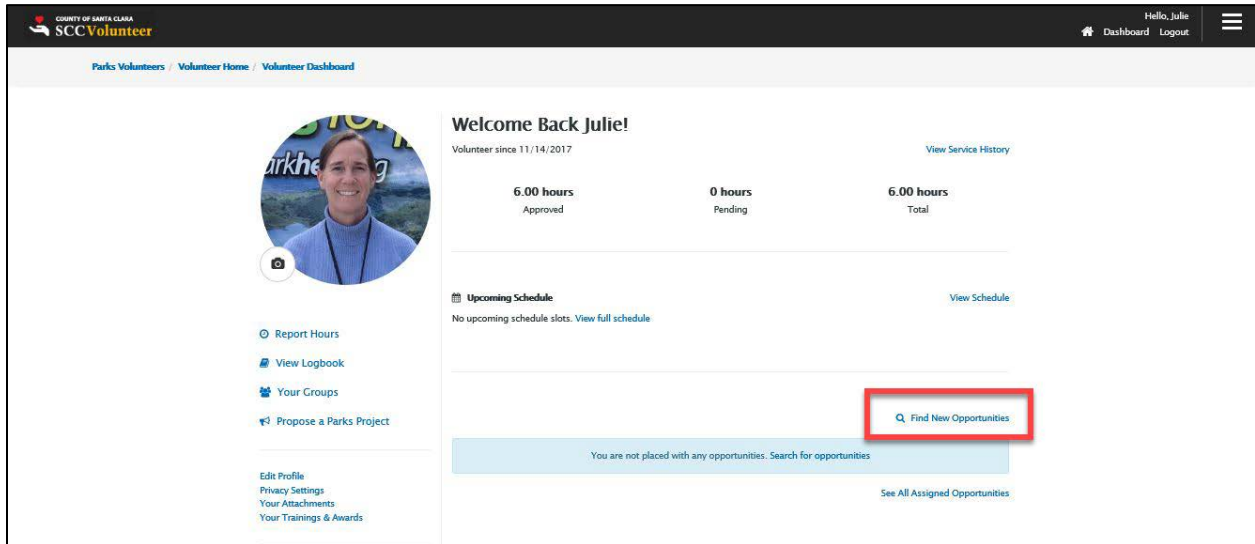If you are an applicant with a disability applying to volunteer and requires reasonable accommodation, please refer to the volunteer opportunity posting and contact the department for which you wish to volunteer.

For hearing impaired please call Telecommunications Device for the Deaf (408) 993-8287.
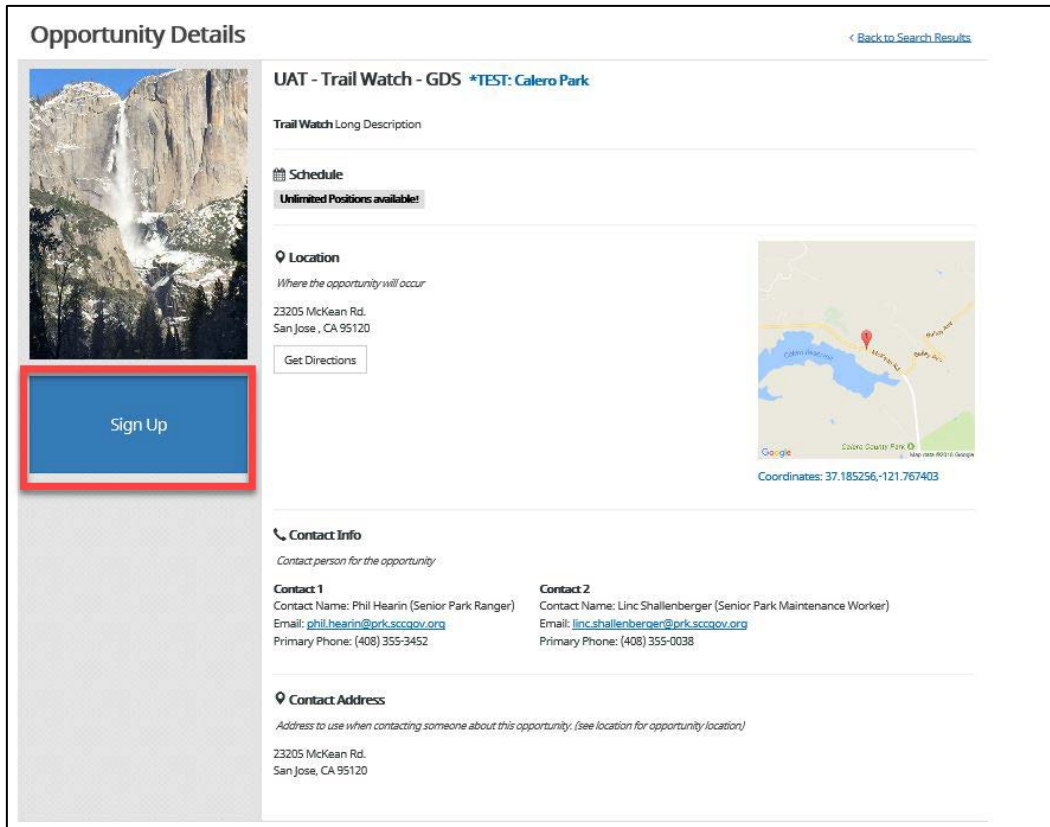
Submit Application   * ☑ I have read, understand, and accept the terms and conditions

Step 7. Click on "**Find New Opportunities**" or "**Search for Opportunities**" to register for all your existing on-going opportunities and/or search for any new ones you might be interested in. Each unique opportunity you register for will prompt you to complete a waiver form (see more in Step 8.) We intentionally transferred all volunteers to the system with no placements to ensure that everyone would be able to self-select all opportunities they are currently interested in volunteering for. If you can't find the opportunity description that you think best fits the long-term ongoing volunteer service you offer, please contact our program office at volunteer@prk.sccgov.org or (408) 918-4930 between 8am and 5pm Monday through Friday so we can help match you up to the right opportunities.

Some opportunities require you to simply select the blue "Sign Up" button. For example:

If it is an opportunity you already meet the training and prerequisites for, you will automatically be placed by our coordinator. If additional training requirements are needed, you will be contacted with more information on how to complete those requirements.

Other opportunities might have specific scheduled shifts where you will need to sign up for each individual shift. For example:

Step 8. Each individual opportunity will prompt you to complete a Waiver form. To do this, select the blue "**View Waivers**" button for each opportunity.

This will open a DocuSign Page that will allow you to preview the document and then start the signing process. Here are the steps to complete the DocuSign process:

Step 9. When you're in the DocuSign process, it will say "Please Review & Act on These Documents" at the top of the screen
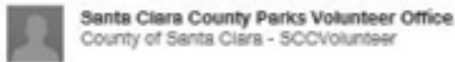
Step 10. If you've never used DocuSign with us before, you will need to initiate your account. You'll know this is the case because the following will be displayed, and you will need to check the white box to continue.

Step 10 part 2: If you've already used DocuSign with us, you will just have to select the yellow "**Continue**" button.

Step 11. Review the document on your screen and notice that your name and the title of the volunteer position you are signing for will be automatically filled in at the top.

Step 12. Select the yellow "Start" button.

Step 13. Click on all the places it asks you to <u>sign or initial</u>.

Step 14. The first time you click on a signature or initial box, you will need to go through the "<u>Adopt Your Signature</u>" process. The screen will look something like this:

Here, you will have the opportunity to make any corrections to your full name or initials and either select a pre-loaded signature style or select the "Draw" tab and create your own.

Once completed, select the yellow "**Adopt and Sign**" button. You will no longer need to do this step for any future waivers with us.

Once you've registered for all your opportunities, you should see them on your dashboard…

As stated earlier, we intentionally transferred all volunteers with no placements to ensure that everyone would be able to self-select all opportunities they are currently interested in volunteering for. If you can't find the opportunity description that you think best fits the long-term ongoing volunteer service you offer, please contact our program office at (408) 918-4930 between 8am and 5pm Monday through Friday so we can help match you up to the right opportunities. For example, some opportunities are unique and require us to only share them with select volunteers, rather than make them visible to all volunteers. Other opportunities are single-day events that require volunteers to signup individually as they are released for recruitment on the website, so check back often!

Congratulations! You've finished the process! Welcome to our new volunteer management system. We look forward to using it to its fullest capacity in tracking hours, trainings, service awards, group affiliations and more. Thank you so much for your support as a Santa Clara County Parks Volunteer!!

Frequently Asked Questions:

Please let us know if there is anything we missed on this list!

What about group affiliations?
All volunteers, whether associated with a group or not, must register in Samaritan and sign the appropriate waivers. Within the registration process, you will be given the option to affiliate yourself with a group from a drop-down list, or create a new one. You will also have the option to report service hours as being associated with a group activity.

My lifetime hours don't look accurate. Was my data lost?
We're working on cleaning up data from the data conversion into the new system. The data hasn't been lost, we just need to manually fix some of it. We're working on this over the next few weeks and months. If you notice something doesn't look quite right, let us know so we can take a closer look.

As a point of clarification, all the hours that transferred into Samaritan were transferred as a lump sum instead of individual logbook entries. We still have access to your records and can look at individual hours entries if you wish.

Have volunteer position titles and descriptions changed?
In some cases, yes. However, they should still appear similar to the old ones. Make sure you register for each position you wish to volunteer for. For example, if you are a Trail Watcher (Hiking, Biking, Motorcycle or Equestrian) and you patrol multiple parks, please sign up for the Trail Watch opportunity at all parks you wish to patrol in. And, accordingly, please report your service hours against the specific park you did your patrol in. This is necessary to take full advantage of the search capabilities within Samaritan for new volunteers looking for opportunities. They need to be able to search in a variety of ways including opportunity type, specific park, or distance from their house, for example, so each park must have their own.

Have training and onboarding requirements changed?
In some cases, yes. Most important are the new requirements for all volunteers in long-term positions (ongoing positions that span 6 months or more) to complete the following requirements.
- Live Scan – required for all long-term positions. If you haven't already completed a criminal background check with the Sheriff's Department for SCC Parks, you will likely be asked to do so within the next few months.
- Interpretive Training – 3 hours of Informal Interpretation training is required for all Visitor Center Host positions and 12 hours of Informal/Formal Interpretation training is required for all Interpretive Docent positions. These trainings are optional for Camp and Site Hosts and some other Visitor Services volunteer positions. Please ask if you are interested. Trainings will be offered several times throughout the year.
- Sexual Harassment Prevention Training – this is a brand-new requirement that is being implemented Santa Clara County-wide in 2018. While we have already adopted the requirement for all long-term volunteer positions, the process for getting volunteers trained is still evolving. Very soon, we should have an online training portal available that will be accessible from any computer (including personal computers, tablets, and Smart Phones) where a volunteer may access the appropriate training material from anywhere. Until that is up and running the training requirement will be phased in over time.

How will service hours self-reporting work from here on forward?
Hours entry will be very similar to how you have been recording your hours in the previous online system. For those of you that have been recording your hours on a paper log at a specific park location, you will now need to track those hours online from your volunteer dashboard. If you need help with this, please let us know. We will be scheduling many help sessions at various parks in the coming months to make sure people will have the support they need to get started. Most of the time, you will log your hours yourself based on when you completed them. You'll do this for each opportunity, so we can measure how many service hours have gone towards your various placements. Please record your time based on the role you are filling at the time. For example, if you are doing Adopt-A-Trail restoration work in the morning and doing a Trail Watch hike in the afternoon, please log your time separately for each opportunity.

For opportunities that have set schedule shifts (such as for Visitor Center Hosts, Interpretive Docents, or single-day events like Fantasy of Lights), you will sign up for the scheduled shift and your service hours will automatically be reflected based on that timeslot.

Why should I record my hours?
It's important to Santa Clara County Parks that we capture accurate data about our volunteer programs. We want to be able to measure the impact volunteers have in our Parks, so we can recognize your achievements as well as have measurable data on how many volunteers are serving, how many hours are being contributed, and where they are having the most impact. If you don't track your hours, we would be unable to provide you with your benchmark awards, your free annual passes (those that serve a minimum of 100 hours in a calendar year) or send you an invitation to our annual volunteer recognition BBQ. Please help us capture good data by keeping your volunteer hours entries up-to-date.

Why do I have to sign multiple Waiver Forms?
Each volunteer position description is unique and requires different training requirements, responsibilities and potential risks to the volunteer. Therefore, each unique volunteer position must have a completed Waiver form on file. Only one waiver form is required for each individual volunteer position. Once the waiver is completed, no additional waivers would be required for any time served in that same position.

What if I prefer not to complete an electronic Waiver form in DocuSign?
This is possible to do, but will require additional steps. Please contact your park or program staff coordinator or the volunteer program office at volnteer@prk.sccgov.org or (408) 918-4930 between 8am and 5pm Monday through Friday so we can assist you.

What are the requirements for minors under the age of 18 to participate as volunteers?
All minor volunteers must complete a Volunteer Release and Waiver that is also signed by their legal parent or guardian. Minors are encouraged to participate in the majority of our volunteer events and projects except for long-term volunteer commitments such as Trail Watch or Visitor Center Hosts due to the Live Scan requirement (minors may not be Live Scanned.) We highly recommend minors participate in our annual events such as Park Beautification Days, Creek Clean Up events, Large Public Special Events and the like.

Minors 15 and under are required to have a legal parent or guardian present with them at all times while volunteering in County Parks, unless a special exception has been granted by Park Staff.

Minors 13 and over are encouraged to create their own profile in Samaritan to have a place where they can track their service hours to use for school and/or job requirements. Minors under the age of 13

must first have their parent contact the volunteer program office before creating an online account in Samaritan due to requirements within the Children's Online Privacy Protection Act (COPPA).

Why do I have to provide my specific birth date?
This information is crucial for us to differentiate a minor from an adult and determine the appropriate version of the waiver and release form to provide within the automated side of the system. It also allows us to better manage our large-scale events by making sure various aspects of the event are well represented by a wide variety of age groups. And, finally, it allows us to recognize volunteers on their special day.

Can I opt-out of receiving emails from Samaritan that remind me of my upcoming shifts, for example?
Yes. From your volunteer dashboard, select the "Privacy Settings" link in the lower left portion of your screen. This allows you to opt in or out of sharing schedule information with other volunteers and/or set up what types of email notifications you wish to receive from Samaritan.

Who do I contact if I have questions about using Samaritan?
Contact either your staff liaison/coordinator at your park or program office or the volunteer program office at volunteer@prk.sccgov.org or (408) 918-4930.

Why do some of my hours show as pending?
All reported hours require a supervisor's approval before reflecting in your total hours served. This may take time as field staff are often busy with day-to-day park business. Our goal is to have volunteer hours approved within a week. If your hours are still pending after two weeks of entering them, you are welcome to contact the volunteer program office, so they may follow up with your site supervisor.

I don't have an email address; can I still register?
No. Email is the main communication tool the volunteer program uses to provide information to the volunteers. We would prefer personal phone calls, but there are simply too many of you! You will need an email account not only to register but to communicate and track your hours. If you need help with this, please contact your park representative or the volunteer program office to assist you.

How do I get an email address if I don't have one?
You can open up any internet browser and sign up for a free email account with the provider of your choice. Microsoft, Google, Yahoo, and AOL are some of the more popular providers, but there are many more to choose from, depending on your preferences.

What if I don't own a computer?
Most local libraries and many community centers offer free access to computers during open hours. This is a great way to keep in contact with your email service and not have to maintain your own computer or smart device at home. You may also work with your park staff liaisons to find ways to utilize existing park technology, such as public workstations, to sign in or track your hours.

Why does the County require an email address?
Santa Clara County serves a large metropolitan area within the San Francisco Bay Area and must do what it can to maintain effectiveness and efficiency with the residents we serve. As such, the County requires that all persons that serve on behalf of the County (including paid positions, unpaid internships and volunteer positions) must provide an email address so that the County can effectively communicate with them.

Can I register as a group?
No. Since everyone needs to sign the waiver before participating each person will need to create an account and sign up for the opportunity. It's possible to send the registration link for the specific opportunity you are interested in to your group so that they may all easily find and register for the opportunity.

What are the age requirements?
Age requirements vary for each opportunity. Please check out the individual opportunity for specifics.

Can I bring my child with me to volunteer?
Some events are family friendly and others have more specific requirements. If not stated on the individual opportunity you can contact the Volunteer Program office to inquire.

How do I cancel an opportunity I've signed up for?
Simply log into your Samaritan profile and select the "remove me" option next to the opportunity and/or schedule shift you wish to cancel.

What should I do if I am not satisfied by my volunteer or Samaritan experience?
You may contact the Volunteer Program Office to discuss your concern. Any concern that cannot be addressed by the Volunteer Program staff will be forwarded to the Volunteer Program Manager for follow up.

Who can I talk to if I have a question, complaint, or need technical support?
You can call or email the volunteer office to help resolve your issue at volunteer@prk.sccgov.org or call (408) 918-4930 between 8am and 5pm Monday through Friday (excluding County-observed holidays.)

What can I do if I don't meet a minimum requirement for an opportunity?
If for any reason you believe you meet the minimum requirements, but the system is not allowing you to register, please contact the Volunteer Program office to assist you.

I did not receive a confirmation email.
Check the "spam" and "junk" email folder to make sure they did not end up there.

Can I still volunteer without signing the service agreement?
No. The service agreement is to protect you as a volunteer and is legally required to serve on behalf of Santa Clara County Parks. If you have any questions about the service agreement, please contact the Volunteer Program office.

Is my information secure?
The County has taken many steps to safeguard the integrity of its telecommunications and computing infrastructure. Security measures have been integrated into the design, implementation and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. Nevertheless, in all fairness, the County does not guarantee the absolute security of information it maintains.
https://www.sccgov.org/sites/scc/Pages/Privacy-Policy.aspx
Please see the County's Security Policy for more information.