



Community One

Love Your Neighbor

VOLUNTEER USER GUIDE

Neighbors Helping Neighbors

Thank you for exploring this opportunity to love and serve our neighbors. Everyone - at one point or another - needs a helping hand from a caring neighbor. And sometimes we can be that caring neighbor to someone else who needs help!

The Neighbors Helping Neighbors platform enables our neighbors to post certain needs that can be met by loving neighbors. As a volunteer, you will be empowered to use this platform to meet those needs. Putting your love into action has never been so easy!

Using the Neighbors Helping Neighbors Platform

The following information will guide you in the steps to register as a volunteer and use the platform to find and meet needs in our community.

Step 1: Register as a Neighbors Helping Neighbors Volunteer

- To begin the registration process, visit community1.org/loveaneighbornow
- Read through the content of the page, and click “Register as a Volunteer” to go to the registration page
- Fill out your information, choose a password, and electronically sign the Waiver of Liability, Terms and Conditions, and Privacy Policy. Please make note of your password for future logins.
- Click the “Continue” button to continue the background screening options.
- Community One does not collect employment history, income information, or credit history. For a full description of what is included on our background screening, please see our [Background Screening Policy](#).
- Complete your background screening by selecting to pay for your own screening (\$15) or to have Community One cover the cost. Covering the cost of your own screening helps us dedicate more funds directly to our neighbors, we would sincerely appreciate the help!
- By selecting an option, you will be directed to the SecureSearch portal and will complete the screening there.
- After you submit your background screening, your volunteer application will be reviewed by a staff member to ensure your application is complete and your background screening meets our criteria.
- You will receive a confirmation email when the process is complete.

Step 2: Login & Project Dashboard

- Select 'Find Projects' at the top of the Community One homepage and then select 'Login' at the top of the Project Search page. Enter your email and password and select Login.
- The Neighbors Helping Neighbors Project Dashboard at the top of the page allows you to access the following features quickly and easily:
 - **Edit Profile.** Edit your profile details like contact information, address, and password
 - **Edit Alerts.** Select the type of alerts you would like to receive and the project types and zip codes you would like to receive alerts for.
 - **Resource Center.** Browse informational resources to learn how to use the Neighbors Helping Neighbors platform
 - **Project Search.** View available projects and adopt and complete neighbors' needs
 - **My Projects.** Review a full list of your Bookmarked Projects, Adopted Projects, and Completed Projects
 - **Bookmarked Projects.** View a short list of your recently Bookmarked Projects in a dropdown selection
 - **Adopted Projects.** View a short list of your recently Adopted Projects in a dropdown selection

Step 3: Find a Need to Meet

- Select the "Project Search" button in the Neighbors Helping Neighbors Project Dashboard or visit nhn.community1.org
- Browse the full list of available projects or use the Search Filters at the top of the page to narrow down your search by Project Types, Neighbor Circumstances, Zip Codes, or Project Status.
- Click on a project listing to learn more about a particular project, including: full project description, neighbor information, project information, any notes or discussion, project photos, and a map of the project location. Make sure to login to view full project details.

Step 4: Adopt and Complete Projects

- Review the details for your selected project. You have the following options:
 - **Bookmark.** Add the selected project to the Bookmarked Projects list on the Project Dashboard
 - **Edit.** This button can be used to edit the project or neighbor information if needed
 - **Print.** Displays a printable project information sheet.
 - **Adopt.** Designates you as the organizing volunteer for this project. Once selected, this button turns red and the label changes to Un-Adopt. You may proceed with contacting the neighbor by email or phone and arranging a time to meet the need.

- **Un-Adopt.** Releases an adopted project should you choose not to complete the project after adopting it.
- **Complete.** This button appears once you have adopted a project. It is used to close out the project once the neighbor's need has been met.
- **Return to Project Search.** Allows you to return to your previous project search
- After you complete a project, you will receive an email with a link to a survey asking about your experience. We would greatly appreciate your input to let us know how the program is going and if there is anything we can improve!

If you have any questions, please email [Hannah Wehr](#) or call [\(812\) 213-4207](#).