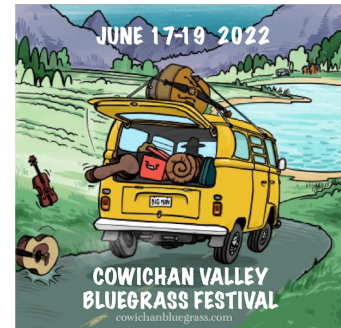


Online Volunteer Signup System



FAQ - (Frequently Asked Questions)

I don't have an actual email address to register for shifts!

You must have an email address to do the online thing... BUT... don't worry, contact us at volunteer@cowichanbluegrass.com and we can set something up to deal with that situation.

I don't see the job that I really wanted to volunteer for?

This could be for one of two reasons...

1. all the shifts for that job are full, or
2. that job requires particular expertise/experience and is held for a particular group of persons.

If you have particular expertise/experience in something, such as – sound, lighting, computers, finance, sales, administration – and think you could help in those areas... contact me (info at bottom).

I have registered and chosen my shifts - what happens next?

You will receive, or have received, an email with the title: *Volunteer confirmation [Cowichan Valley Bluegrass Festival]*. KEEP THIS EMAIL. It has a list of your shifts and a **[Review Your Profile]** link that you may need later. It may also have an attached file or files that related to the job you signed up for.

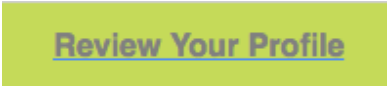
I share an email address with someone else who would like to volunteer?

No worries. The system will allow an email address to be registered more than once, with different names. Each person will then receive, via the one email address, their own *Volunteer confirmation* email with personal shift information.

Going forward you will receive the occasional email from via the volunteer system updating you on progress or other important information about your job/shifts.

What happens if I want to cancel a shift?

Don't worry, you can go back and alter shift choices at any time if you wish. Return to your *Volunteer confirmation* email... click on this button at the bottom:

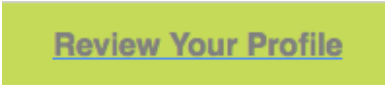


[Review Your Profile](#)

Then click on [cancel] beside each shift you need to cancel.

I have already registered once, but I want to sign up for some more shifts.

Return to your *Volunteer confirmation* email... click on this button at the bottom:



[Review Your Profile](#)

Then click on this link



[open the event](#)

Then choose the additional shift(s) you want.

Arrrghh! I accidentally deleted / can't find my *Volunteer confirmation* email!

No problems. Just email volunteer@cowichanbluegrass.com and we can help you.

I need some help to use the online system.

No problems. The first time can seem a bit daunting.

Just email at volunteer@cowichanbluegrass.com and we can help you.

Volunteer Coordinator
Cowichan Valley Bluegrass Festival
volunteer@cowichanbluegrass.com