

Frequently Asked Questions/Subjects about Volunteer Matrix Always use the link: https://ebyc.volunteermatrix.com	Checklist (I Understand This Topic) 
<u>1. What do I do if I can't find my login information?</u> 1. Go to: https://ebyc.volunteermatrix.com . 2. Click 'Login'. 3. Go to the 'lost login' link at the bottom of the login page to send your information to your email. 4. If this method does not work, let us know, and we will purge your account so that you can make a new one.	
<u>2. How do I change my password?</u> 1. Go to 'My Volunteer Profile'. 2. Click on 'Edit'. 3. Change your password at the top of the screen (make sure you save your changes!)	
<u>3. How do I opt in for texting?</u> 1. Go to 'My Volunteer Profile'. 2. Click on 'Edit'. 3. Scroll down to the 'Your Information' section. 4. Follow the 'Texting' directions underneath the slots for 'Primary' and 'Secondary' phone.	
October 13th is the cutoff date; volunteers cannot sign up for events after October 13 th if they have not paid their annual \$25 membership fee.	
<u>4. How can I pay the membership fee?</u> 1. Parents/guardians will need to click on the link for the parent registration form sent to them through email. 2. Towards the bottom of the parent registration form, there is a section to fill in credit card information. 3. If you have trouble paying the registration fee on the form or if you are uncomfortable with entering your credit card information into the online form, you can bring in a check or cash to the Recreation Office, and we will credit your account.	
<u>5. How do I sign up for events?</u> 1. Login to https://ebyc.volunteermatrix.com . 2. Go to the 'Volunteer Opportunities Calendar'. 3. Click the 'Sign Up' button for your chosen event. 4. Check the box next to the shift you want. 5. Finally, click the 'Schedule only me button'.	
<u>6. How do I cancel my attendance at events?</u> 1. Go to 'My Profile, Schedule, Groups, Hours, Etc.'. 2. Click on 'My Schedule'.	

<p>3. <i>Click 'Cancel' next to the event you want to cancel from.</i> <i>(We request that you try to cancel at least 2 weeks prior to the event)</i></p>	
<p><u>General Meetings are on September 15th, December 8th, and May 17th.</u> <i>The December and May meetings have opportunities for community service hours.</i></p>	
<p><u>7. Do timesheets still need to be handed in at the end of the year?</u></p> <p><i>Yes. Timesheets and reflection essays need to be turned in by May 20th to East Brunswick Youth Council.</i></p>	
<p><u>Why?</u></p> <p><i>Timesheets and essays are a requirement from the East Brunswick Public Schools.</i></p>	
<p><u>8. How can I check my hours on my profile?</u></p> <ol style="list-style-type: none"> 1. <i>Go to 'My Profile, Schedule, Groups, Hours, Etc.'</i> 2. <i>Click on 'My Volunteer Hours'.</i> 	
<p><u>9. What happens if my parents don't receive the 'parent registration email'?</u></p> <p><i>Email ebyouthcouncil@eastbrunswick.org to let us know, and we will resend the parent registration email.</i></p>	
<p><u>10. How can I see what my Volunteer Event Schedule is?</u></p> <ol style="list-style-type: none"> 1. <i>Go to 'My Profile, Schedule, Groups, Hours, Etc.'</i> 2. <i>Click on 'My Schedule'.</i> 	
<p><u>11. Can I still sign up for events through email?</u></p> <p><i>Going forward, we request that all signups for events be made through the Volunteer Matrix system. If you have trouble signing up for an event, please email ebyouthcouncil@eastbrunswick.org and we will assist you.</i></p>	
<p><u>12. Where can I find a description of the event?</u></p> <ol style="list-style-type: none"> 1. <i>Go to https://ebyc.volunteermatrix.com.</i> 2. <i>Click on 'Sign Up' for the event you are interested in (this will NOT sign you up for the event).</i> 3. <i>The event description will be located at the top of the screen.</i> 	
<p><u>If I ever have any questions EVER, who should I contact?</u> <i>You can always, always call Jennifer or Ashley the Recreation Office at 732-390-6797 Monday through Friday from 8:00am-4:30pm, visit Jennifer or Ashley at the Recreation Office located at 334 Dunhams Corner Road, East Brunswick, NJ, or email: ebyouthcouncil@eastbrunswick.org .</i></p>	