



**FOOD FROM
THE HEART**

***VOLUNTEERING PORTAL
USER GUIDE***

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LOG-IN DETAILS

1. ACQUIRING YOUR LOG-IN INFORMATION

Within 3 – 5 days of signing-up on our volunteering portal, you will be receiving an automated email titled “FFTH: Volunteer Account Approved!” with your log-in details. Follow the instructions listed in the email to log-in to your account. A sample of the email has been attached below.

Sample of automated email

FFTH: Volunteer Account Approved!



● info@foodheart.org <info@foodheart.org>
Monday, 13 January 2020 at 11:27 AM
● Bryan Tan
[Show Details](#)



Welcome to the Food From The Heart family!

Dear Bryan,

Your new volunteer account has been approved.

Your Volunteer ID is

Please visit the Volunteer Portal at <https://www.foodfromtheheart.sg/vportal> and log in as:

Email: bryan@foodheart.org
Password: UCRjcsSG98XM

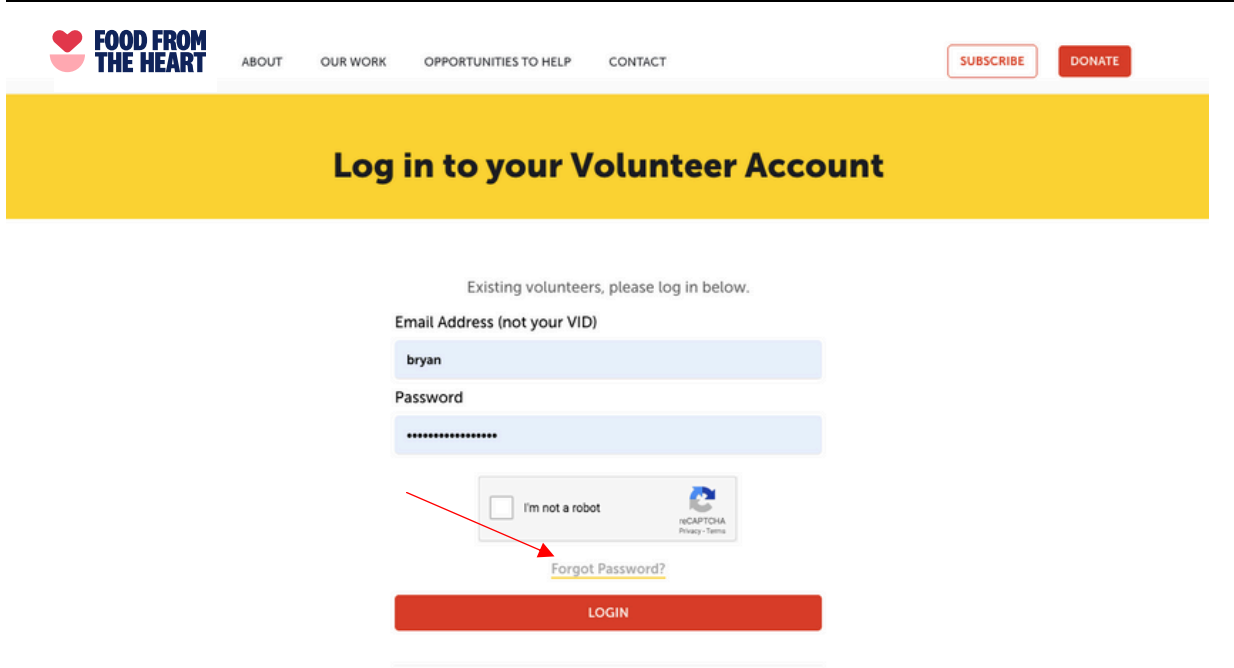
We look forward to meeting you regularly at our volunteering sessions!

FFTH Team

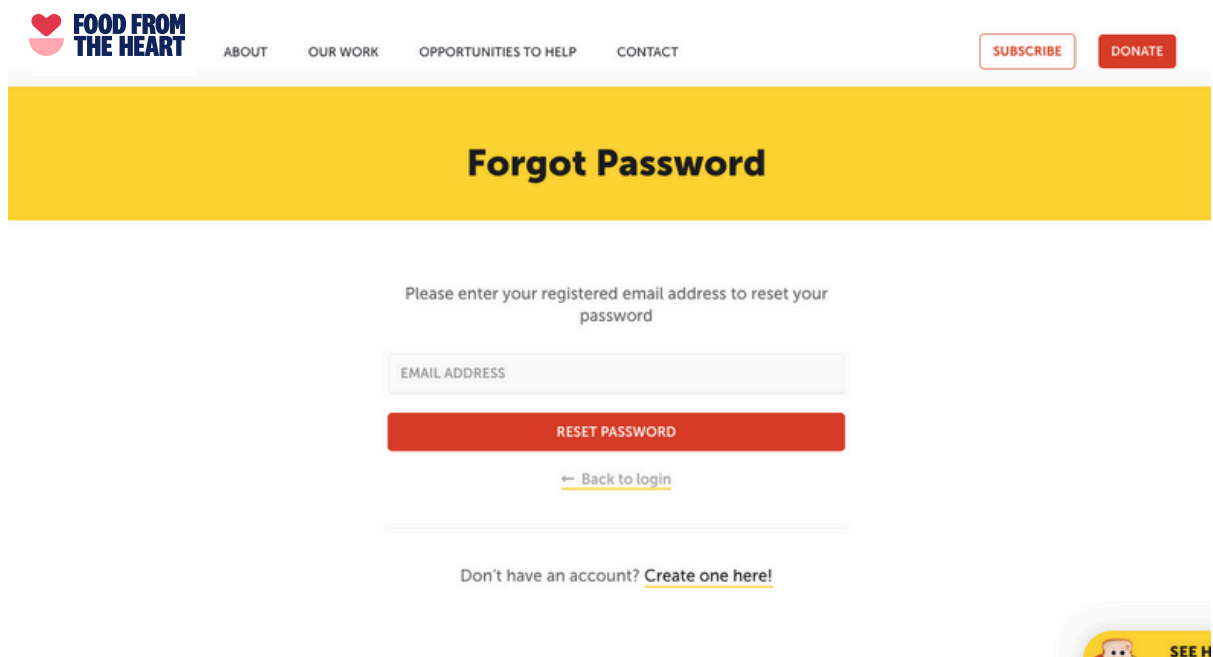
Forgot Password

1. HOW TO RESET YOUR PASSWORD

Visit the log-in page of the volunteering portal at www.foodfromtheheart.sg/vportal. Click *Forgot Password* as shown below.

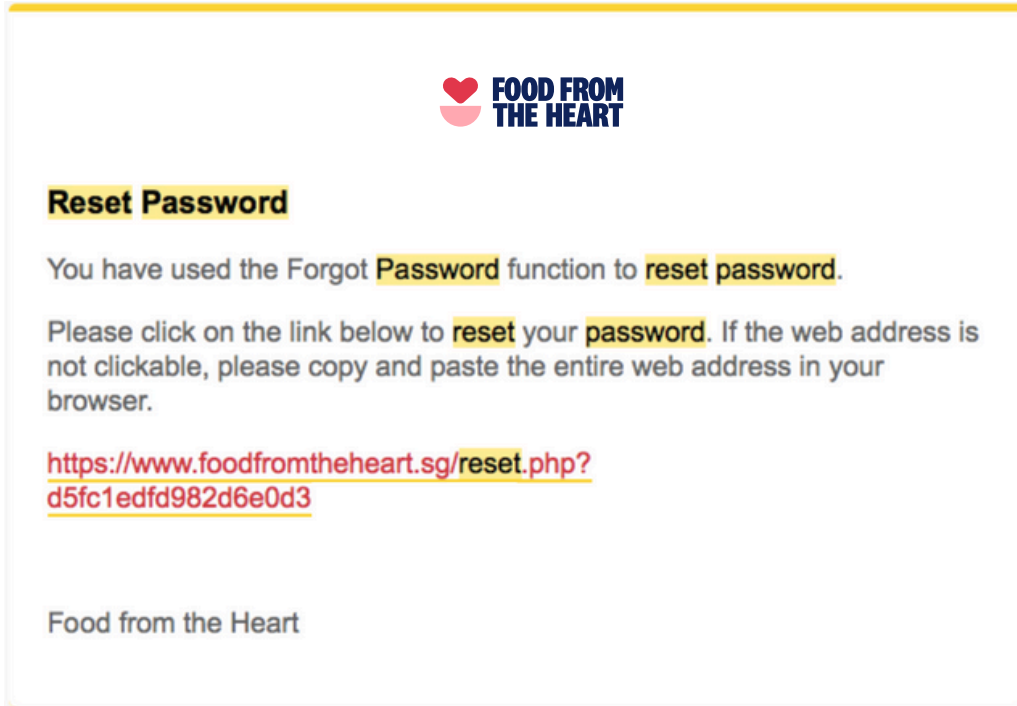


You will then be brought to the page as shown below. Follow the instructions and key in the email address you used to sign-up for your volunteering account.

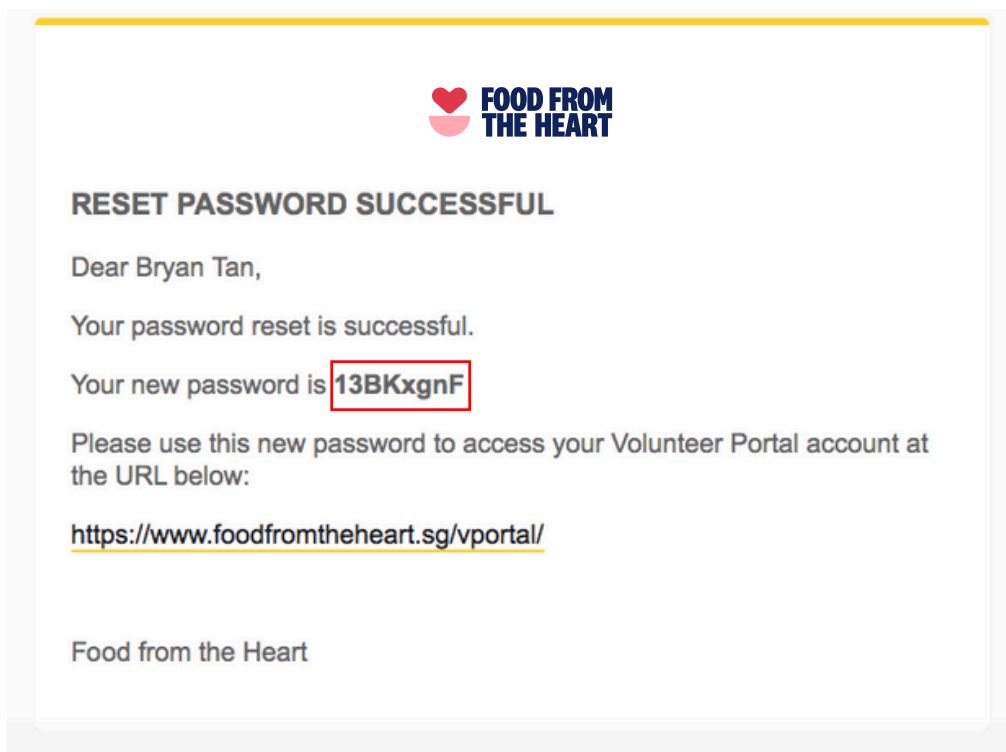




You will then receive an automated email as shown below.
Follow the instructions and click the link in the email.



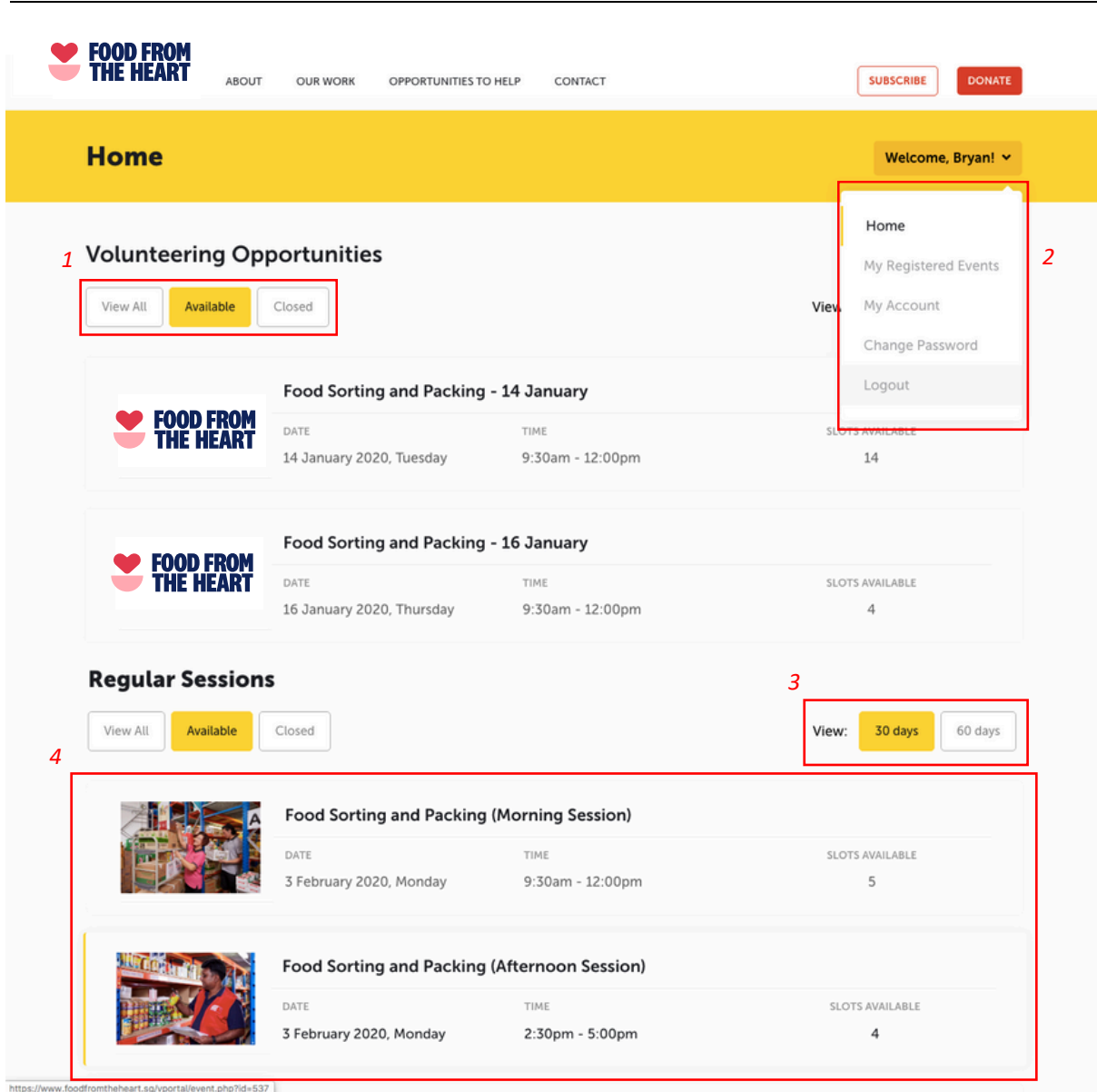
After clicking the link, you will receive another automated email with your new password as shown below.



HOW TO USE THE VOLUNTEERING PORTAL

• Home Page

Upon logging-in to the volunteering portal, you will land on the home page. The image below explains all of the functions of the volunteering portal. The individual sections are labelled in red.



The screenshot shows the home page of the Food From The Heart volunteering portal. The page has a yellow header with the logo and navigation links (ABOUT, OUR WORK, OPPORTUNITIES TO HELP, CONTACT). There are 'SUBSCRIBE' and 'DONATE' buttons in the top right. A user is logged in as 'Bryan!'. A dropdown menu is open, showing options: Home, My Registered Events, My Account, Change Password, and Logout. The main content area is divided into sections: 'Volunteering Opportunities' and 'Regular Sessions'. The 'Volunteering Opportunities' section has filters for 'View All', 'Available', and 'Closed'. It lists two events: 'Food Sorting and Packing - 14 January' and 'Food Sorting and Packing - 16 January'. The 'Regular Sessions' section has filters for 'View All', 'Available', and 'Closed', and a 'View:' dropdown with '30 days' and '60 days' options. It lists two sessions: 'Food Sorting and Packing (Morning Session)' and 'Food Sorting and Packing (Afternoon Session)'. Red annotations 1-4 highlight specific elements: 1 (filters), 2 (dropdown menu), 3 (filters), and 4 (session list).

DATE	TIME	SLOTS AVAILABLE
14 January 2020, Tuesday	9:30am - 12:00pm	14
16 January 2020, Thursday	9:30am - 12:00pm	4

DATE	TIME	SLOTS AVAILABLE
3 February 2020, Monday	9:30am - 12:00pm	5
3 February 2020, Monday	2:30pm - 5:00pm	4

1. View All / Available / Closed

- Clicking on the *View All* button will display all of the volunteering opportunities listed on the portal, regardless of whether the volunteering opportunity has been fully registered or is empty.
- Clicking on the *Available* button will only display volunteering opportunities which still currently has empty slots.
- Clicking on the *Closed* button will only display volunteering activities which have been fully registered for.


2. Home / My Registered Events / My Account / Change Password

- Clicking on the *Home* button brings you back to the home page.
- Clicking on *My Registered Events* will bring you to the page shown below where you can view all events, past and present which you have signed-up for.

My Registered Events

Welcome, Bryan! ▾


Upcoming Events

	Food Sorting and Packing - 14 January	More Info						
	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">DATE</th> <th style="width: 33%;">TIME</th> <th style="width: 33%;">SLOTS AVAILABLE</th> </tr> </thead> <tbody> <tr> <td>14 January 2020, Tuesday</td> <td>9:30am - 12:00pm</td> <td>12</td> </tr> </tbody> </table>	DATE	TIME	SLOTS AVAILABLE	14 January 2020, Tuesday	9:30am - 12:00pm	12	
DATE	TIME	SLOTS AVAILABLE						
14 January 2020, Tuesday	9:30am - 12:00pm	12						

Past Events

EVENT NAME	DATE & TIME	HOURS VOLUNTEERED
Food Sorting (AM)	23 May 2019, Thursday 9:30am - 12:30pm	

- Clicking on *My Account* will bring you to the page shown below where you can view all events, past and present which you have signed-up for.

 [ABOUT](#) [OUR WORK](#) [OPPORTUNITIES TO HELP](#) [CONTACT](#) [SUBSCRIBE](#) [DONATE](#)

My Account

Welcome, Bryan! ▾

Volunteer's Details

Personal

SALUTATION: ▾

FIRST NAME:

LAST NAME:

GENDER: Male Female

DATE OF BIRTH: ▾ ▾ ▾

OCCUPATION:

Contact

EMAIL:

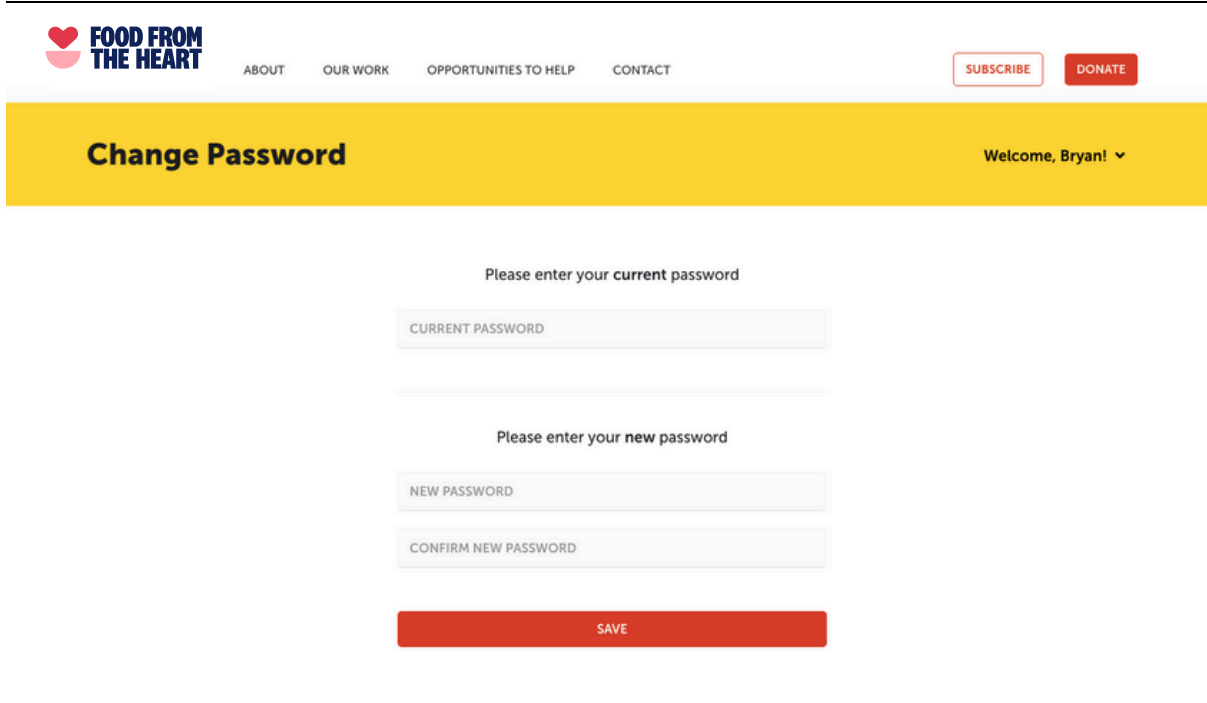
ADDRESS:

MOBILE:

POSTAL CODE:

[SAVE CHANGES](#)

- Clicking on *Change Password* will bring you to the page shown below where you can change your password.



Change Password Welcome, Bryan! ▾

Please enter your current password


Please enter your new password

3. View: 30 Days / 60 Days

- Clicking on *30 Days* or *60 Days* will show the upcoming volunteering opportunities in the next 30 or 60 days.

4. Volunteering Opportunities

- Clicking on any of the volunteering opportunities will bring you the page as shown below. It has all the necessary details of the activity. You may register for any of the opportunities which suit your schedule




[ABOUT](#)
[OUR WORK](#)
[OPPORTUNITIES TO HELP](#)
[CONTACT](#)

SUBSCRIBE

DONATE

← Back
Welcome, Bryan! ▾



Food Sorting and Packing (Morning Session)

DATE	TIME
20 January 2020, Monday	9:30am - 12:00pm

SLOTS AVAILABLE: 6
4/10 SIGN UPS

VOLUNTEER FOR THIS EVENT

Volunteering Activity Details:

- Sorting and packing of food items for our Market Place programme
- More details about the Market Place programme can be found <https://www.foodfromtheheart.sg/market-place/>
- Other needs as required in the warehouse

Volunteering Location: 130 Joo Seng Road, #03-01, Singapore 368357

Dress Code: Casual / Sportswear with closed toe shoes. For warehouse safety reason, kindly note no slippers, no sandals or open toe shoes.

Other Information: 13 Years-old and above only. If you are younger than 13 years-old, you will need to seek your parents approval first before volunteering. The minimum age for this volunteering activity is 7 years-old.

Your participation in this volunteering activity is confirmed once you click register.

Look for any staff member upon arrival at the volunteering location.

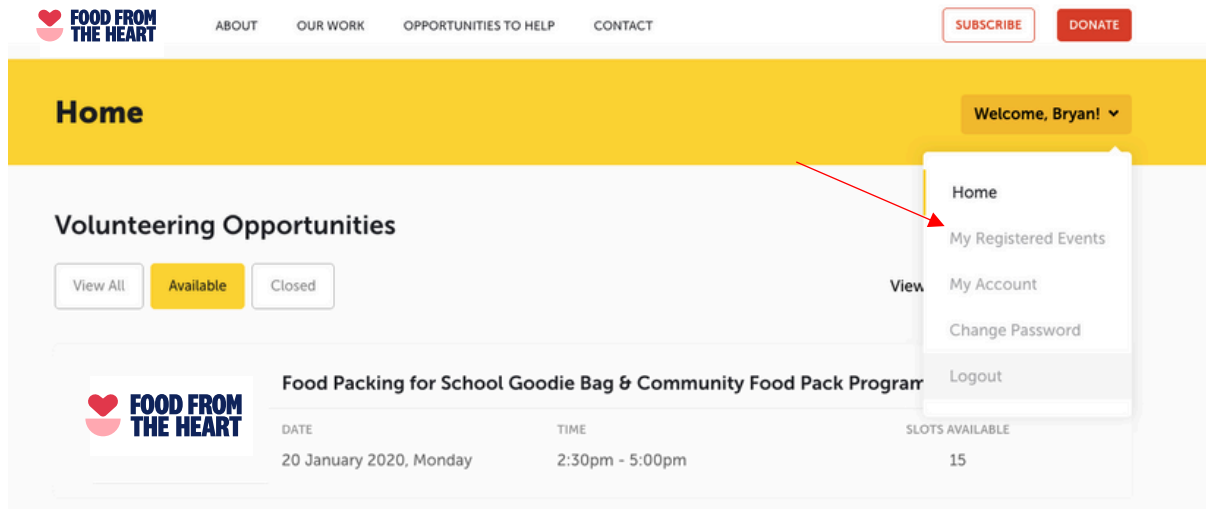
If you would like to reserve this volunteering opportunity as part of a group, please e-mail bryan@foodheart.org

Thank you for volunteering with us!

Please contact **Bryan** for more information:
 Email: bryan@foodheart.org
 Phone: 69588854

HOW TO DEREGISTER FROM A VOLUNTEERING OPPORTUNITY

- Navigate your way to *My Registered Events*



Home

Welcome, Bryan! ▾

Volunteering Opportunities

View All Available Closed

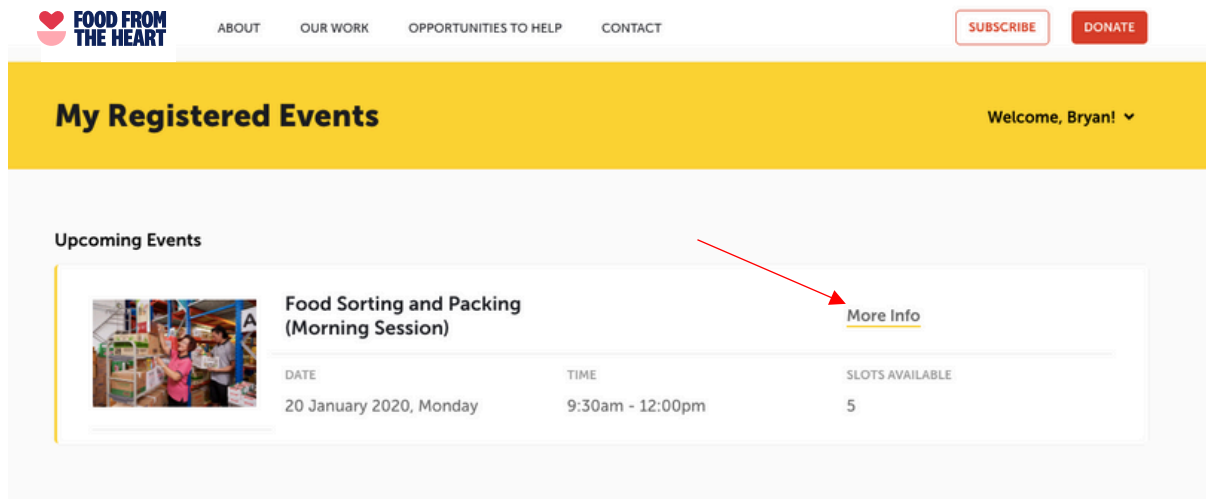
View

- Home
- My Registered Events
- My Account
- Change Password
- Logout

FOOD FROM THE HEART

DATE	TIME	SLOTS AVAILABLE
20 January 2020, Monday	2:30pm - 5:00pm	15

- Select the particular volunteering opportunity which you would like to withdraw from by clicking *more info*.



My Registered Events

Welcome, Bryan! ▾

Upcoming Events

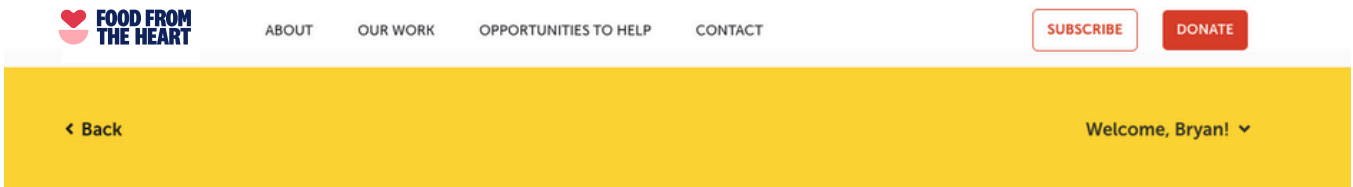
FOOD FROM THE HEART

Food Sorting and Packing (Morning Session)

[More Info](#)

DATE	TIME	SLOTS AVAILABLE
20 January 2020, Monday	9:30am - 12:00pm	5

- Click *I'd like to cancel my registration* to complete your withdrawal.



Food Sorting and Packing (Morning Session)

DATE	TIME
20 January 2020, Monday	9:30am - 12:00pm

SLOTS AVAILABLE: 5 5/10 SIGN UPS

YOU ARE REGISTERED FOR THIS EVENT

[I'd like to cancel my registration](#)

Volunteering Activity Details:

- Sorting and packing of food items for our Market Place programme
- More details about the Market Place programme can be

GIVING YOUR FEEDBACK / REQUIRING ASSISTANCE

- Please contact Sean at sean@foodheart.org or by calling 6958 8853 if you require any assistance regarding the volunteering portal or if you have any feedback on possible improvements.
- Thank you all for volunteering with Food from the Heart.