

Troubleshooting

How do I view the identification I've previously uploaded?

Click the "My Checklist" tab, then "My Uploads". To view the ID you previously uploaded click on the document title as shown below.



The screenshot shows a web interface for managing uploads. At the top, there are radio buttons for document types: 'CPR/AED/First Aid', 'Driver's License', 'Other', and 'Fingerprint Report'. Below this is an 'Upload a File' section with a text input field and a 'Browse...' button. A message states: 'You have 4878 KB space left in My Uploads. Valid files are '.doc,.docx,.txt,.rtf,.jpg,.gif,bmp,.png,.tif,.pdf,.jpeg''. Below the message is a table with columns: 'Type', 'File Name', 'Size', and 'Date'. The table contains one row: 'Driver's License', 'ISDLogo.pdf', '122 KB', and '7/20/2017'. A red arrow points to the 'ISDLogo.pdf' file name. In the bottom right corner, there is a 'Return to My Checklist' button with a green arrow icon.

Type	Required	Records
Driver's License	1	1 ✓
Other	0	0 ✓

Type	File Name	Size	Date
Driver's License	ISDLogo.pdf	122 KB	7/20/2017

**Note: When asked to verify your photo identification please ensure your ID is unexpired with your name, birthday, and photo fully visible. If these criteria are not met we may remove the file and ask you to submit another form of identification.*

I am unable to upload my ID, what should I do?

First, please try signing in to the HRM volunteer portal from a different web browser, often this solves the issue. If you are unable to upload your ID from another browser you are welcome to e-mail a copy to: Volunteers@issaquah.wednet.edu, we will upload the identification on your behalf.

How do I log-in to my existing account and add or remove a location?

Please use the following step-by-step PDF for Completing an Existing Volunteer Application.