

VOLUNTEER APPLICATION ISSUES

(Volunteer criminal background checks are completed weekly on Monday)

If you're having trouble submitting your volunteer application, please review the following tips and common errors:

Before You Begin:

- Use your **Volunteer USER ID and Password** for the **Volunteer site**. **Do not use your parent login.**
- If you're a parent, you will have a **separate USER ID and password** for each site. **Parent and volunteer accounts are different and cannot be merged.**
- If you forgot your password, click **“Forgot Password”** to reset it.
- If you forgot your USER ID, please email **HR@orendaeducation.org** for assistance.

A screenshot of the 'TEAMS Volunteer Login' page. At the top is the 'frontline education' logo. Below it is a yellow banner with the text 'TEAMS Volunteer Login'. The page contains two input fields: 'User ID:' and 'Password:'. Below the fields is a blue button with a right-pointing arrow and the text 'Ok'. Underneath the button are links for 'Forgot Password', 'New user? Please register with us.', and 'Return'.

Common Errors & What They Mean:

Error #1: “Duplicate SSN” or “You already have an account” → This means you already started an application but haven't submitted it. ✓ Log in and complete the existing application.

Error #2: “You are not eligible to volunteer” → This means your application is incomplete. ✓ You should see options to **Update** or **Remove** your application.

- Try **Update** first to finish your application.
- If that doesn't work, choose **Remove** and reapply—making sure to use the correct login credentials.

What Happens Next?

- Once your application is submitted and reviewed, you'll receive an email notification stating whether your application has been **approved** or **denied**.
- ⓘ **Reminder:** Volunteer criminal background checks are processed **weekly on Mondays**.

Password Help

- District, Admin, and Campus staff **cannot view passwords**. If needed, please use the **password reset** option.
- For urgent issues, contact the **HR District Office** at **512-869-3020**.