TOUBLESHOOTING VOLUNTEER APPLICATION

Volunteer criminal background checks are complete weekly on Monday

If you are having **trouble submitting your volunteer application**, please review the following tips and common errors: ** *Please only submit application once*

Before You Begin:

- Use your **Volunteer USER ID and Password** for the **Volunteer site**. ****Do not use your parent login****
- If you are a **parent,** you will have a **separate USER ID and password** for each site. *Parent and volunteer accounts are different and cannot 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.

Common Errors & What They Mean:

***Error #1*: "Duplicate SSN" or "You already have an account"** ➞ this means. You either already started an application; but have not 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 and make any changes to your application
- If that does not work, choose **Remove** and reapply—making sure to use the correct login credentials.

What Happens Next?

- Once you submit your application and it has been reviewed, you will receive an email notification stating whether your application has been **approved or denied**."

Password Help

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

Revised 10.28.2025 MPG