

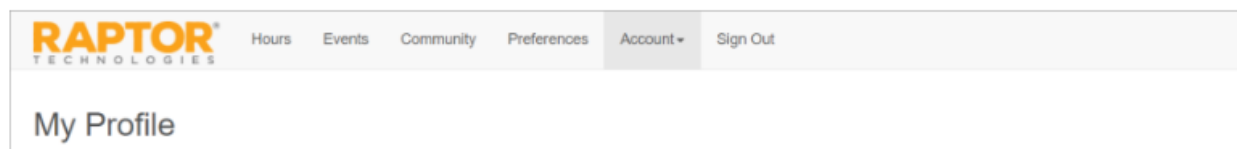


VOLUNTEERS – FREQUENTLY ASKED QUESTIONS

1. Do volunteers get an identification card to present at the school? **No, all records in the new Raptor system are stored electronically. Volunteer cards and/or Volunteer ID numbers are no longer needed or issued by CB. After your application is approved, school office personnel can see your status in Raptor.**
2. When do my clearances expire? **Clearances are valid for 60 months (5 years) from the date on the clearance.**
3. How do I update my clearances? Why won't Raptor let me upload new clearances? **Raptor will send a notification to the email address on file approximately 30 days before the expiration date of the clearance. Once you receive that notice, you must submit a new Raptor application with your updated clearances, (if you wish to continue to volunteer). Please note: A new application cannot be submitted until you receive that email.**
4. What is the Raptor Volunteer Portal? **The Volunteer Portal is a user-friendly site where volunteers can manage their profile, view the expiration date of clearances, and update the names of the schools where they'd like to volunteer. See screenshot below:**

Manage Volunteer Profile

When the Volunteer Portal opens, the **My Profile** workspace is displayed, where you can view and edit your profile. You access this workspace by clicking the **Account** tab drop-down and selecting **Profile**.



5. How do I sign up for the Volunteer Portal? **After your volunteer application is approved, you will receive an email with a link to the portal. Creating a portal account is optional. Information in the portal is accessible only by the Human Resources Department however, volunteers may choose to make their email address and phone number viewable by other volunteers.**
6. My Raptor password isn't working – what do I do? **Use the “Forgot Password” link in the Volunteer Portal to reset your password.**
7. The school cannot “see me” in Raptor – what do I do? **Log into your Raptor Portal account and check the list of schools you selected – update as needed. Office personnel can only view volunteers for their school. The school secretary may also reach out to the HR Department to verify you are an approved volunteer by calling ext. 2086.**

8. How long does it take for my volunteer application to be reviewed and approved? **Raptor applications are reviewed daily and are typically approved or denied within two (2) or three (3) days. During peak times (September, October, and May) it may take up to two (2) weeks to receive confirmation.**
9. Why was my application denied? **If your application is denied, you will receive a notification from Raptor – see the subject line for information. HR will also send you an email with details about why your application was denied.**
10. Can I still retrieve my clearances from App Garden? **No, the App Garden site was discontinued by the service provider.**
11. Does the school district have copies of my clearances from App Garden? **App Garden was able to provide Central Bucks with some documents from their site but they could not provide data on all volunteers, so we may not have any of your App Garden documents.**
12. Why wasn't I notified about the switch from App Garden to Raptor? **The district posted messages on the cbsd.org Volunteer page and the App Garden home page. We also sent emails to all volunteers enrolled in App Garden several months before the switch and again approximately one month before the switch.**
13. I have other questions that aren't addressed here. Who should I contact? **Please email Kaela Sherron at ksherron@cbsd.org or Courtney Kim at ckim@cbsd.org.**

*Please accept our sincere thanks for volunteering at our schools!
Our volunteers play a vital role in supporting our students, staff,
sports programs, and other school activities!*

