

Track It Forward Frequently Asked Questions

What is Track It Forward?

Track It Forward is an online program that allows users to keep track of our service hours.

How do I use Track It Forward?

- Make an account. (This step **HAS** to be done on computer - not mobile device.)
- Online: You can go to the school's website (olgmariners.org) and click on the Track It Forward tab in the middle of the page.
- Be sure you choose your Mariner Family from the drop down list when registering to ensure that your account is registered correctly.
- Mobile device: (see below)

You can **NOT** create a NEW account through the mobile app; it first has to be created through the website.

How do I enter my volunteer hours?

To enter hours, you can enter them through website and/or by the Track It Forward app on your mobile device.

Entering hours CAN be done through the app AS LONG YOU HAVE CREATED AN ACCOUNT ONLINE FIRST.

To enter hours through website:

- Visit www.olgmariners.org and click on the Track It Forward icon
- Sign in
- Enter the date, hours and category from dropdown. The notes section is helpful to the recognition coordinator. You can enter a description of the task (if there is not a drop down available). When in doubt, you can enter under the OTHER and enter a comment in the note section.

To enter hours through the app:

- Phone: Android - Google Store - type in Track It Forward and app is called Volunteer Time Tracking. Apple - iTunes -
- Log in
- Enter the date, hours and category from dropdown. The notes section is helpful to the recognition coordinator. You can enter a description of the task (if there is not a drop down available). When in doubt, you can enter under the OTHER and enter a comment in the note section.

What if I do not want to create an account, but still want to volunteer?

Track It Forward is NOT mandatory, however, it is helpful. You can still volunteer at school functions without using Track It Forward. Be sure to sign in at the school office (write your name legibly with your child/Mariner Family Name) to ensure all hours are awarded to you. Be sure that you are signing in on the correct sign in sheet - Mrs. Matula can help you if you have

any questions. These sign in sheets will be forwarded to the recognition coordinator to enter the hours to your account.

Why do I not see all/some of my family hours?

There are some hours that are FAMILY hours and others hours that are INDIVIDUAL hours. When you make an account, you are making an account for individual hours (yourself, spouse, etc.).

Family hours include tasks like: bringing canned drinks for fall festival and selling raffle tickets.

Individual hours include tasks like: chaperoning a school trip, helping in the school office and volunteering at the book fair.

We encourage grandparents, aunts, uncles or other family members to volunteer as well. Depending on the type of volunteering that is done, please remember that you have to be Safe Environment Trained.

Each individual will need their own account.

Why do we separate hours?

At OLG, we take pride in our volunteers and appreciate each individual that supports our school. We keep track of individual hours to award each person for their contribution to the school.

How can I see how many hours I have?

You can log into Track It Forward and visualize your individual hours. At the end of each grading period, a community service report card will be sent home. This report will reflect both FAMILY and INDIVIDUAL (each person that is associated with your Mariner family name). You will be able to see your progress at this time and determine remaining required hours.

What if I have a question about hours that I have submitted/completed?

You can contact the Recognition Coordinator for any questions or contact the school office and they will forward the message.

How do I volunteer and gain hours?

On Track It Forward website/app, there is a tab for upcoming events and you can sign up there. If there are no upcoming events and/or you are unavailable for those events, you could always contact the office and let Mrs. Matula know what kind of activities and time range that you are available to see if there is something at the school that is needing to be done.

Also, please remember that in order to volunteer at the school, you HAVE to be Safe Environment Compliant.

What is Safe Environment Compliant?

Our diocese requires all volunteers to be Safe Environment Compliant. Compliance involves a required a background check and an in-person seminar where topics and laws pertaining to the protection of children are discussed. For more information, visit: www.victoriadiocese.org You can find upcoming classes and required information to submit PRIOR to attending class.

How do I sign up to be Safe Environment Trained?

You can look on the diocese website (listed above) or contact the school office. There are reminders that are sent out in the blue folder as well.

What happens at the end of the year with the hours I complete?

Each family is responsible for 20 service hours (does not matter how many children attend OLG) per school year. Each individual that has submitted hours will be recognized at a meeting at the end of the year. Depending on what level/status you hit will determine the gift you will receive. Even if you do not accumulate individual hours, you are still encouraged to attend the Recognition Meeting to celebrate and congratulate other volunteers.