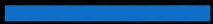


Volunteer Hub Orientation

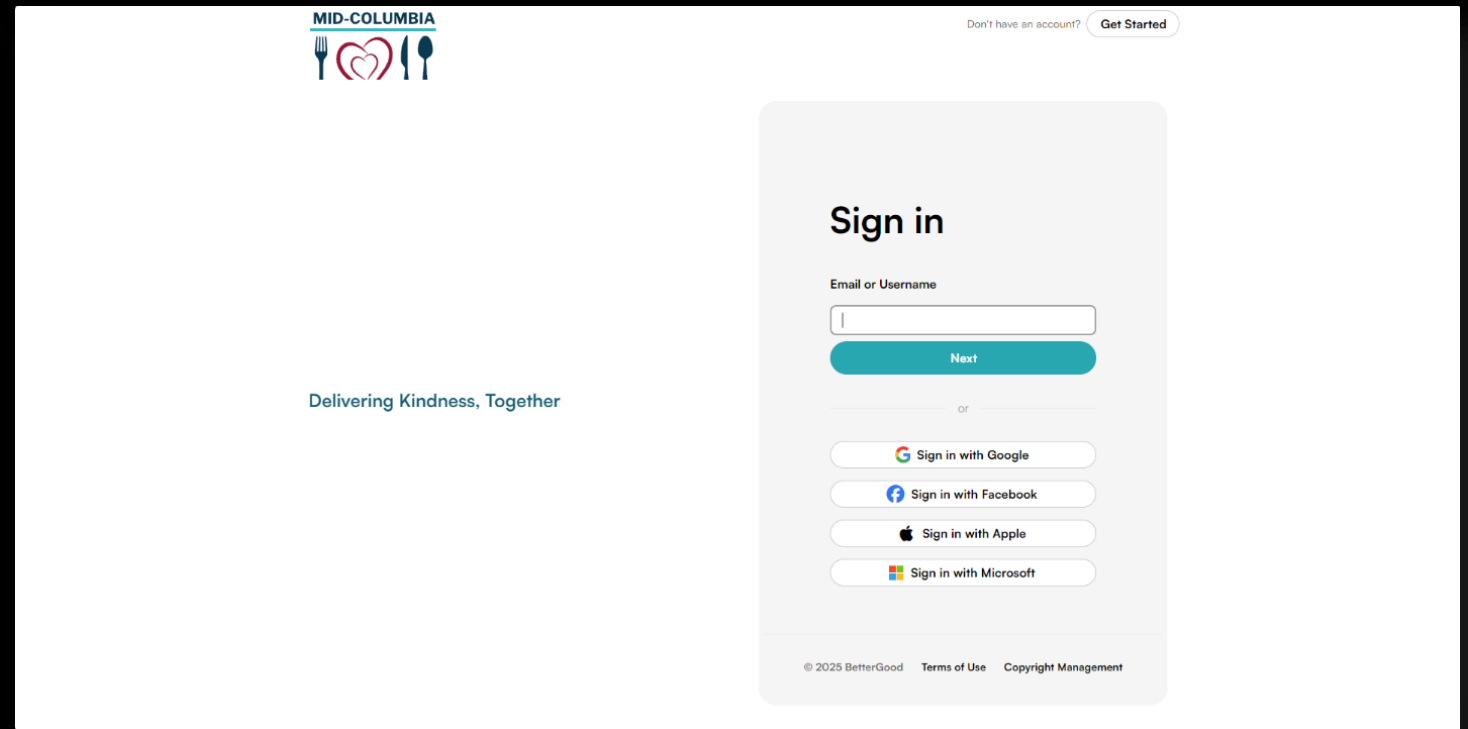


How to log into your account

Start by going to

<https://mcmow.volunteerhub.com/vv2/>

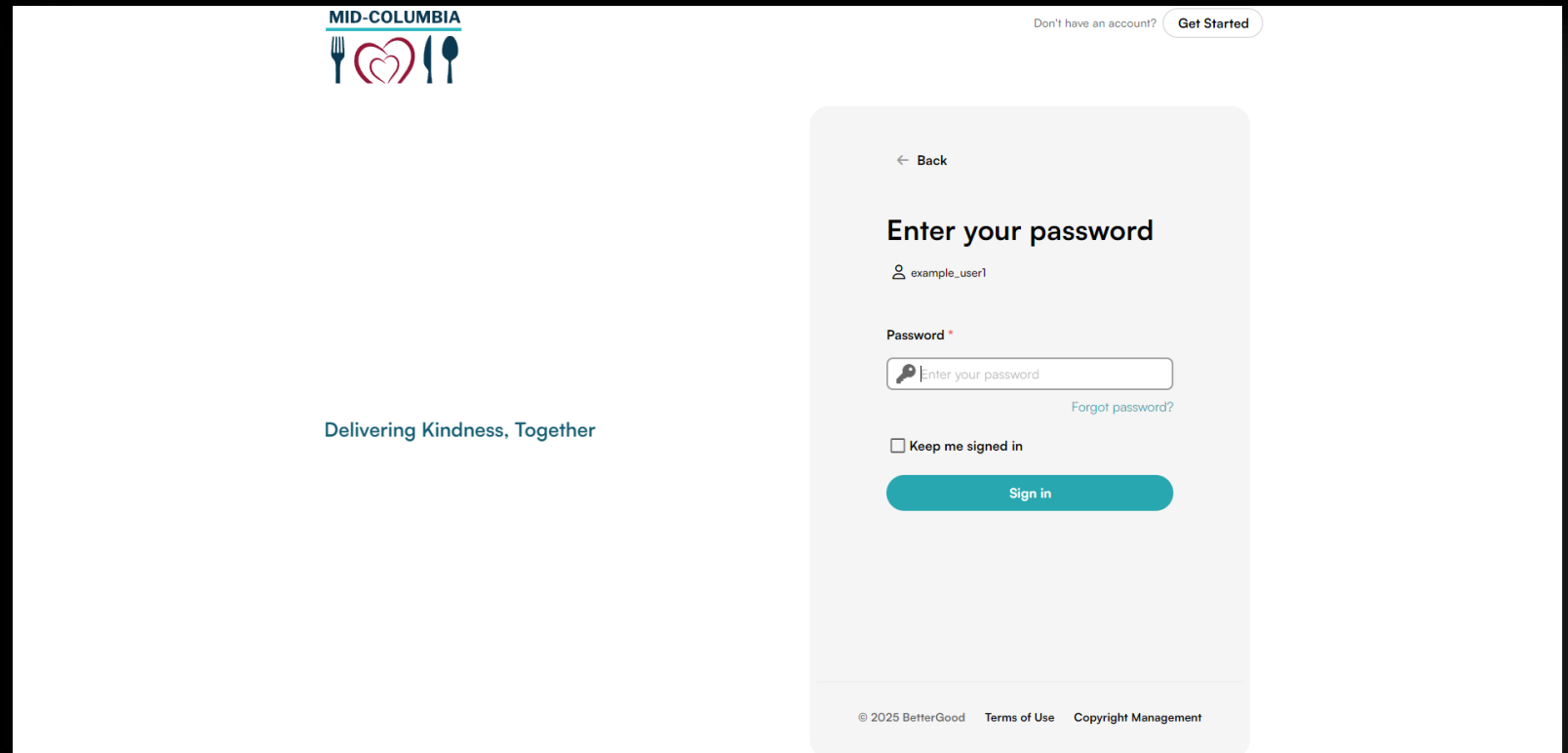
In the box, type in your issued username



The screenshot shows the login interface for the Mid-Columbia Volunteer Hub. At the top left is the logo, which includes the text "MID-COLUMBIA" above a graphic of a fork, a heart, and a spoon. At the top right, there is a link "Don't have an account?" and a "Get Started" button. The main heading is "Sign in". Below it is a label "Email or Username" and a text input field. A teal "Next" button is positioned below the input field. Underneath the "Next" button is the word "or" flanked by horizontal lines. Below this are four social login buttons: "Sign in with Google", "Sign in with Facebook", "Sign in with Apple", and "Sign in with Microsoft". At the bottom of the page, there is a footer with the text "© 2025 BetterGood", "Terms of Use", and "Copyright Management".

How to log into your account

Type in your issued password associated with your username (if you do not know either of these, please reach out to us at (509) 735-1911).



The screenshot displays the login interface for Mid-Columbia. At the top left is the logo, which includes the text "MID-COLUMBIA" above a graphic of a fork, a heart, and a spoon. To the right of the logo is the tagline "Delivering Kindness, Together". In the top right corner, there is a link "Don't have an account?" and a "Get Started" button. The main login area is a light gray card with a "Back" link at the top left. The heading "Enter your password" is centered. Below it, the username "example_user1" is displayed. The "Password" field is a text input with a red asterisk indicating it is required. To the right of the password field is a "Forgot password?" link. Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the card is a teal "Sign in" button. The footer contains the copyright notice "© 2025 BetterGood" and links to "Terms of Use" and "Copyright Management".

MID-COLUMBIA

Delivering Kindness, Together

Don't have an account? [Get Started](#)

← Back

Enter your password

example_user1

Password *

Enter your password

[Forgot password?](#)


☐ Keep me signed in


Sign in




© 2025 BetterGood [Terms of Use](#) [Copyright Management](#)

Landing Pages

This is the landing page.
You will see this page
every time you login.



EventsMy ScheduleExample User ▼






Mid-Columbia Meals on Wheels

Volunteer Schedules | Meal Delivery Routes | Kitchen Prep | Congregate Dining | & MORE

View the calendar for your scheduled volunteer shifts or available timeframes to volunteer.

Questions? Contact our Volunteer Program Coordinator, Natalie at nhuggins@seniorliferesources.org.

Events ▼Slots Remaining ▼FILTERS



JANUARY 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

Events

Events act like “shifts” on this website. If you scroll down, you will see a list of every event you can sign up for. Event registration is limited by your permission. If you do not have permission to sign up for an event, you will not see it. You have permission to sign up for any event you see on your landing page.

<div><div><div><div><div></div><div>MEALS</div><div>WHEELS</div></div><div></div></div></div><div>EventsMy ScheduleExample User</div><div></div></div>						
JANUARY 2025						
	13	14	15	16	17	18
				<div>11 AM - 12:30 PM Benton City #1 - Thursday</div> <div>11 AM - 12:30 PM Benton City #2 - Thursday</div> <div>11 AM - 12:30 PM Cafe Central - Thursday</div> <div>11 AM - 12:30 PM Cafe North - Thursday</div> <div>11 AM - 12:30 PM Cafe Northwest - Thursday</div> <div>11 AM - 12:30 PM Cafe River - Thursday</div> <div>11 AM - 12:30 PM Cafe South A - Thursday</div> <div>11 AM - 12:30 PM Cafe South B - Thursday</div> <div>11 AM - 12:30 PM Cafe Southeast - Thursday</div> <div>11 AM - 12:30 PM Cafe Southwest - Thursday</div> <div>11 AM - 12:30 PM Cafe Vintage - Thursday</div> <div>11 AM - 12:30 PM Cafe Vintage #2 - Thursday</div> <div>11 AM - 12:30 PM Connell - Thursday</div> <div>11 AM - 12:30 PM Kennewick Apartments - Thursday</div> <div>11 AM - 12:30 PM</div>	<div>8 AM - 11 AM Packaging Line</div> <div>8:30 AM - 11 AM Pasco & Parkside Transport Driver</div> <div>9 AM - 11 AM Dishwashing - Friday</div> <div>9 AM - 11:45 AM Connell Transport Driver</div> <div>10:30 AM - 12:30 PM Serving Seniors - Benton City</div> <div>10:30 AM - 12:30 PM Serving Seniors - Parkside</div> <div>10:30 AM - 12:30 PM Serving Seniors - Pasco</div> <div>10:30 AM - 1:30 PM Serving Seniors - Cafe</div> <div>10:30 AM - 1:30 PM Serving Seniors - Connell</div> <div>10:30 AM - 1:30 PM Serving Seniors - Kennewick</div> <div>10:30 AM - 1:30 PM Serving Seniors - Prosser</div> <div>10:30 AM - 1:30 PM Serving Seniors - Richland</div> <div>11 AM - 12:30 PM Benton City #1 - Friday</div> <div>11 AM - 12:30 PM Benton City #2 - Friday</div> <div>11 AM - 12:30 PM</div>	

Events - Filtering

Some users will find that their landing page is quite full and makes finding their shift harder. To filter events, you will use these 3 buttons.

Events ▼

Slots Remaining ▼

FILTERS

Events – Filtering

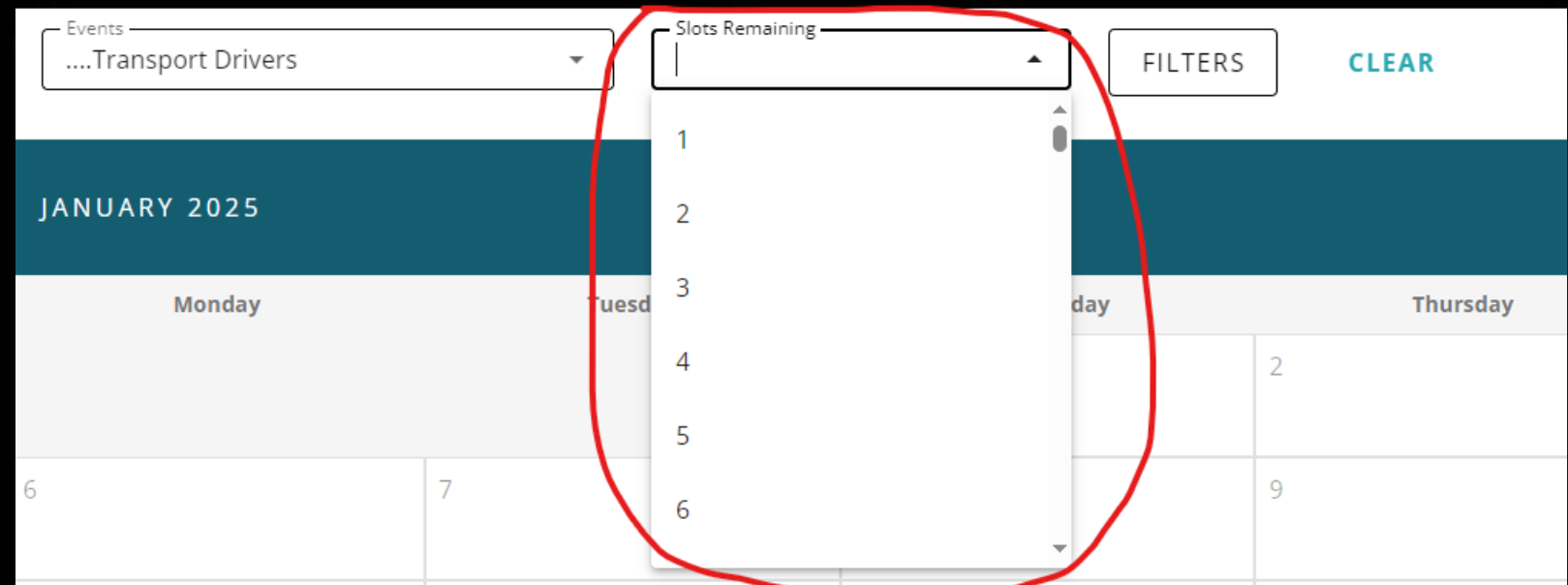
The button on the left will allow you to filter events based on category (i.e. home delivery, transport, etc.). This filter will also show individual routes, which will make it much quicker for drivers to find their route. You may either type in the box or scroll to find the desired entry.

The screenshot shows a web interface for filtering events. At the top, there is a tab labeled "Events" and a search box containing "....Transport Drivers". To the right of the search box are two buttons: "Slots Remaining" with a dropdown arrow and a "FILTERS" button. Below the search box, a dropdown menu is open, displaying a list of route options: ".....Packing Client Gift Bags", ".....Radio-Thon", "....Transport Drivers" (which is highlighted), ".....Connell", ".....Pasco & Parkside", and ".....Richland". In the background, a calendar grid is visible, showing the days "Monday" and "Wednesday". The "Wednesday" column has two rows with numbers 1 and 2 in the first row, and 8 and 9 in the second row.

Monday		Wednesday	
		1	2
		8	9

Events – Filtering

This button allows you to filter and find events that have a specific amount of slots remaining.



The screenshot shows a web interface for event filtering. At the top, there is a search bar labeled 'Events' with the text '....Transport Drivers' and a dropdown arrow. To its right is a 'Slots Remaining' dropdown menu, which is currently open, displaying a list of numbers from 1 to 6. A red circle highlights the 'Slots Remaining' dropdown and its list. To the right of the dropdowns are two buttons: 'FILTERS' and 'CLEAR'. Below these elements is a calendar for 'JANUARY 2025'. The calendar shows days of the week (Monday, Tuesday, Wednesday, Thursday) and dates (6, 7, 8, 9). The date 9 is highlighted in blue.



JANUARY 2025						
Monday		Tuesday	Wednesday	Thursday	Friday	Saturday
6	7	8	9	10	11	12

Events – Filtering


By clicking on the 'filters' button, you will be able to filter by the date and time of the event. This one is particularly useful if you are trying to find an event on a specific date at a specific time.

MORE FILTERS ×

Date Range

Start Date  TO End Date 

Location

Location 

Day of Week

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

Time of Day

☐ Morning

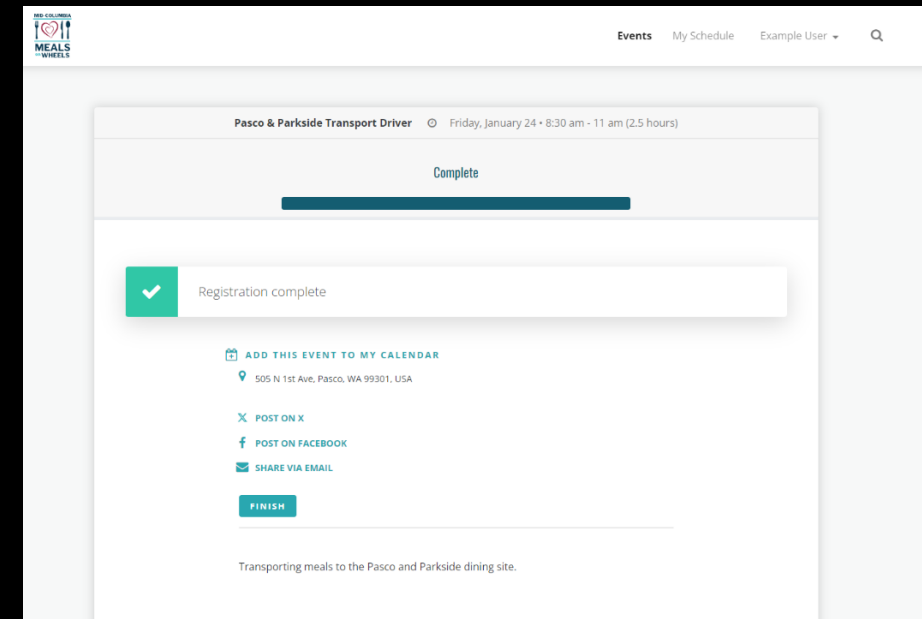
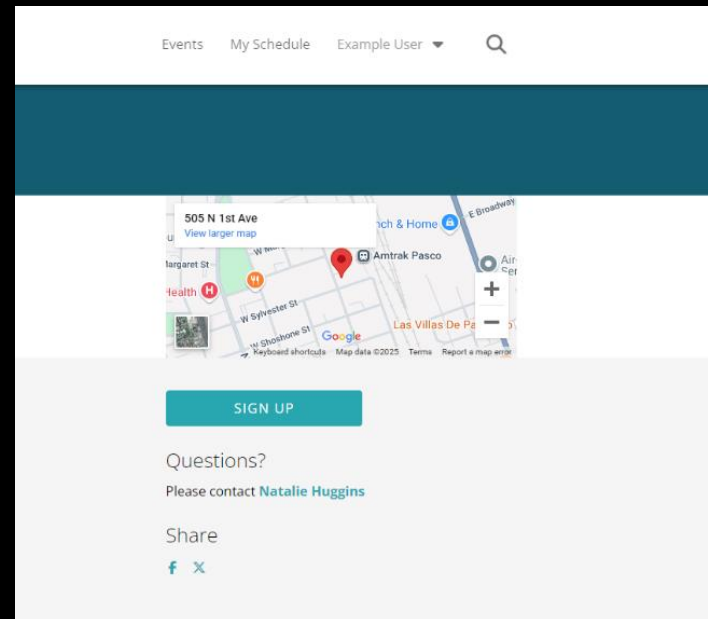
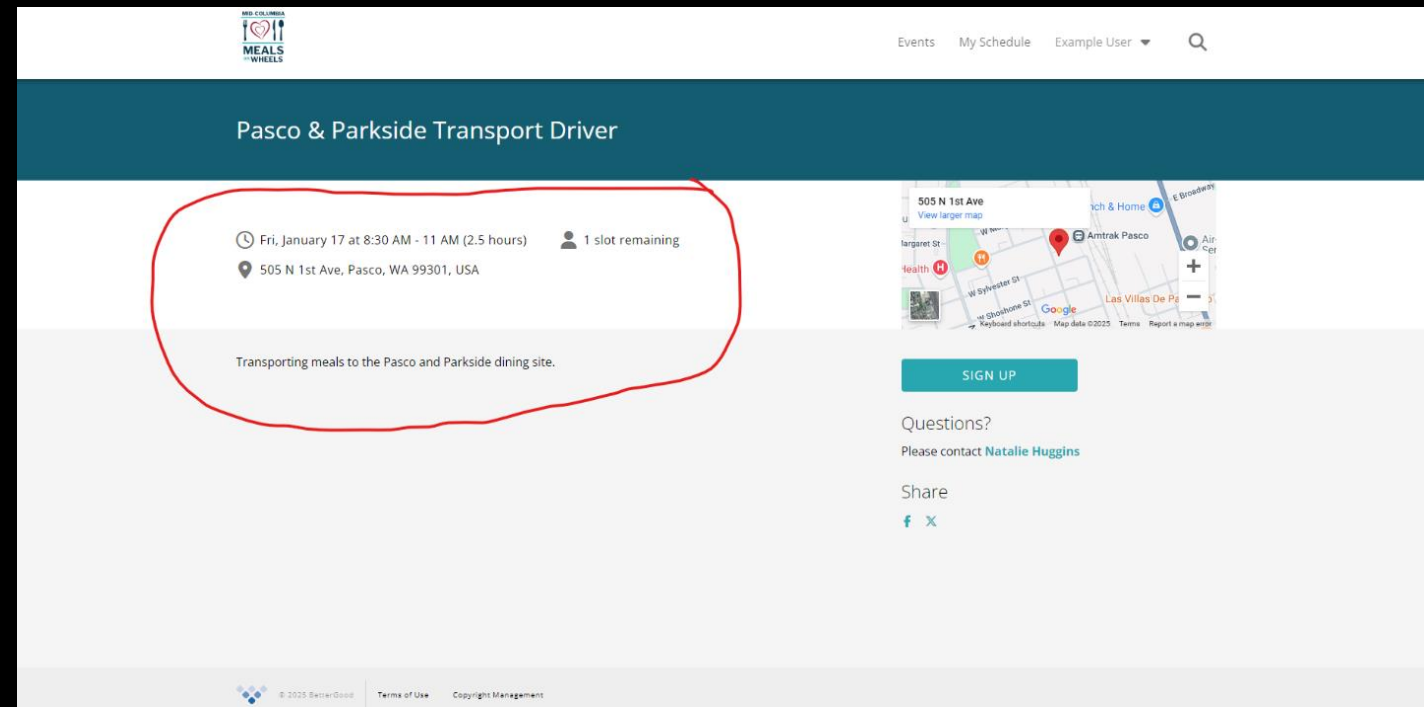
☐ Afternoon

CLEAR ABOVE SAVE

Events – Registering

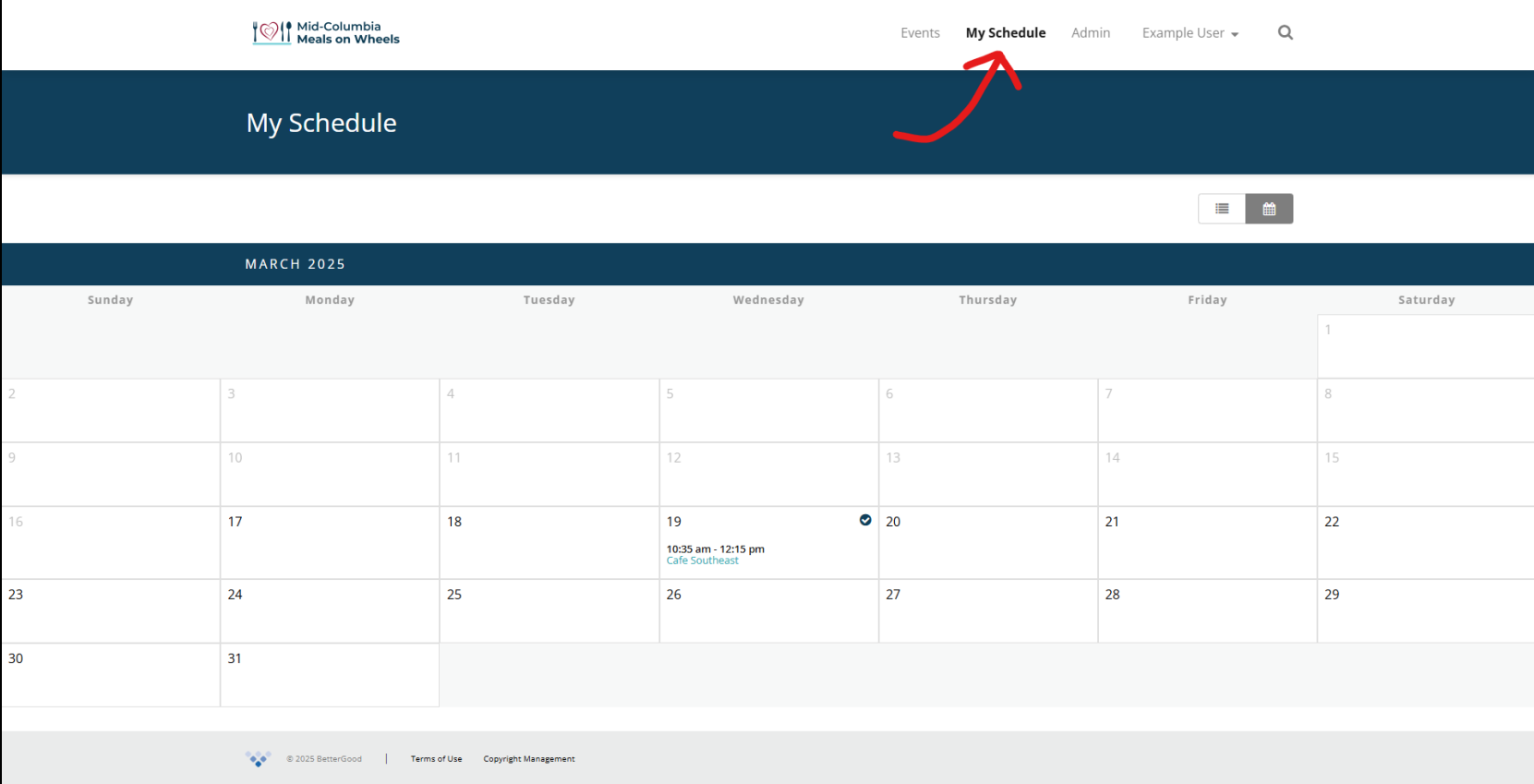
After locating your desired event, clicking on it will bring up this page.

The area to the left shows all the information you need to know about the event. To the right, you will find the sign up button. Clicking the 'sign up' button will register you for this event and send you a reminder email one day before the event starts.



Your Schedule

To see your schedule, you can navigate to the 'My Schedule' tab located at the top. Here you can see all the events you are registered for. You can also cancel registration for events, but not within 48 hours before the event starts.



The screenshot shows the 'My Schedule' page for Mid-Columbia Meals on Wheels. The top navigation bar includes links for 'Events', 'My Schedule' (highlighted with a red arrow), 'Admin', and a user profile 'Example User'. Below the navigation bar is a dark blue header with the text 'My Schedule'. To the right of this header are two icons: a calendar and a gift. The main content area displays a calendar for 'MARCH 2025'. The calendar has columns for days of the week (Sunday through Saturday) and rows for dates. An event is listed on Wednesday, March 19th, from 10:35 am to 12:15 pm at Cafe Southeast. The footer contains the BetterGood logo, copyright information for 2025, and links for 'Terms of Use' and 'Copyright Management'.

MARCH 2025						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19 10:35 am - 12:15 pm Cafe Southeast	20	21	22
23	24	25	26	27	28	29
30	31					

How to Update Your Profile

Navigate to the dropdown with your username and click 'Update Profile.' From here, you can update your name, phone numbers, addresses, and any other information pertaining to your profile. Once you are done, clicking "save" at the bottom will save the changes you have made.

The screenshot shows the Mid-Columbia Meals on Wheels website. At the top, there is a navigation bar with links for Events, My Schedule, Admin, and Example User. A red arrow points to the 'Example User' dropdown menu. Below the navigation bar is a header section with social media icons (Facebook, Instagram, LinkedIn) and the organization's name, 'Mid-Columbia Meals on Wheels'. It also includes links for Volunteer Schedules, Meal Delivery Routes, Kitchen Prep, and Congregate Dining. A search bar is located in the top right corner. Below the header is a section with filters for Events, Slots Remaining, and FILTERS. The main content area displays a calendar for March 2025, showing days from Sunday to Saturday. Below the calendar is the 'Update Profile' form. The form includes a heading 'Update Profile' and a subheading 'Complete the form below.' A red asterisk indicates required fields. The form fields are: Full Name (with a red asterisk), Email (with a red asterisk), Home Address (with a red asterisk), and Zip (with a red asterisk). The form is divided into sections for Full Name, Email, Home Address, and Zip.

Mid-Columbia Meals on Wheels

Volunteer Schedules | Meal Delivery Routes | Kitchen Prep | Congregate Dining

View the calendar for your scheduled volunteer shifts or available timeframes to volunteer.

Questions? Contact our Volunteer Program Manager, Natalie at nhuggins@seniorliferesources.org.

Events Slots Remaining FILTERS

MARCH 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

Update Profile

Complete the form below.

* indicates required field

Full Name

Example M User *

Email

***** *

Home Address

City State Zip

Toggling notifications on/off

To toggle notifications on or off, navigate to the dropdown labeled with your name. In the dropdown, locate “notifications.” Clicking on it will bring up this page. From here, you will be able to pick which notifications you receive by checking/unchecking the boxes and then clicking save.

The image shows two screenshots of the Mid-Columbia Meals on Wheels website. The top screenshot shows the main page with a user profile dropdown menu highlighted in red. The bottom screenshot shows the 'Notification Settings' page, also with a red circle highlighting the notification options and the 'SAVE' button.

Mid-Columbia Meals on Wheels
Volunteer Schedules | Meal Delivery Routes | Kitchen Prep | Congregate Dining
View the calendar for your scheduled volunteer shifts or available timeframes to volunteer.
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Events | My Schedule | Example User ▼

Events | Slots Remaining | FILTERS

FEBRUARY 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

<https://mcmow-volunteerhub.com/events/myschedule>

Notification Settings

Update your notification settings.

- ☒ Send me event registration confirmation emails.
- ☒ Send me post-event thank-you emails and surveys.
- ☒ Send me occasional newsletters and announcements.

CANCEL SAVE

How to view hours

In the drop down, select “view hours.” You will be brought to this page, which shows the total number of hours you have worked. To see the hours in more detail, you may click on “view hour history.” This will allow you to see your hours for a specific date range. You are also given the option to print the hours.

Mid-Columbia
Meals on Wheels

EventsMy ScheduleAdminExample User

Update Profile
Change Password
Manage Affiliations
View Hours
Notification Settings
Language
Sign Out

f @ in

Mid-Columbia Meals on Wheels

Volunteer Schedules | Meal Delivery Routes | Kitchen Prep | Congregate Dining

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EventsSlots RemainingFILTERS

MARCH 2025

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

MEALS
ON WHEELS

EventsMy ScheduleExample User

My Hours

View and report hours.
Report your hours for a recent activity or view your volunteer history for a specific date range.

VIEW HOUR HISTORY

MY TOTAL HOURS
8 hours

THANK Y♥️U!



Deepest gratitude for your partnership with Mid-Columbia Meals on Wheels in service to local seniors.

Main office phone: (509) 735-1911

Café dining site: (509) 736-0045

Richland dining site: (509) 943-0779

Kennewick dining site: (509) 585-4241

Pasco dining site: (509) 543-5706

Parkside dining site: (509) 545-2169

Benton City dining site: (509) 588-3094

Prosser dining site: (509) 786-1148

Connell dining site: (509) 234-0766