

FREQUENTLY ASKED QUESTIONS ON OUR VOLUNTEERING WEBSITE



01— I have registered on the platform but I can't log-on with the access data. What do need to do?

When you registered, you should have received a confirmation email with a link to **CLICK ON**. Please check your email and your spam folder to verify that you received the email. If you have received it, **CLICK ON THE LINK AND ACTIVATE THE PASSWORD**. Once this is done, you will have your user confirmed. To access the platform, you need to wait a few minutes until the registration is confirmed.

02— Can my RELATIVES participate in the activities?

YES. For all activities that are aimed at this group and for all **FAMILIES DOWN TO SECOND GENERATION AND ALSO THOSE WHO HAVE PREVIOUSLY REGISTERED AS VOLUNTEERS ON THE PLATFORM**.

03— Can my FRIENDS participate in the activities?

Currently the volunteer program **IS ONLY ADDRESSED TO EMPLOYEES AND THOSE GROUPS THAT THE COMPANY AND COUNTRY HAVE CONSENTED TO**.

04— Can I go to an activity with my child / legal age adult?

YES. An employee can go with their family and participate in activities. **THEY MUST ALWAYS BE REGISTERED ON THE VOLUNTEER WEBSITE**.

05— Can I go to an activity with my child / minor?

YES. An employee can go with young family members and participate in the activities **PROVIDED THAT THEY ARE REGISTERED ON THE WEBSITE. VOLUNTEERS MUST BE OVER 12 YEARS**, as prescribed by the Volunteering Law.

06— How can you register a legal age relative?

On your **PROFILE**, page click on the link **"INVITE FAMILY"**. Write the **EMAIL AND FAMILY NAME**. They will then receive an email to proceed with their registration.

07— How do you register a minor or person in your care?

Once you have **ACCESSED YOUR PROFILE**, you have two options, depending on whether the person is older or younger than 12 years of age:

- Using the tab **"CHILDREN (FROM 12 TO 18 YEARS OLD)"** and clicking the link **"ADD MINOR IN MY CARE"**.
- Using the tab **"YOUNG MEMBER* (< 12 YEARS)"** and clicking on the link **"ADD YOUNG MEMBER"**.

*Young member: young members are not volunteers. In Spain, all children under 12 years of age who attend a volunteering activity must always be accompanied by an adult.

my profile

08— How can I invite a minor or adult relative to an activity?

First, the relative or person in your care **MUST BE REGISTERED ON THE WEBSITE**. Once registered on the website, you can do it in two ways:

- A relative of legal age can register themselves for an activity.
- If they are a minor, they must be registered by clicking on **"Register family members"**.

register your family members

09— The option "Register your family members" isn't visible.

To register your family for an activity, **THEY MUST FIRST BE REGISTERED AS A VOLUNTEER**. If you don't have any family members registered, the button isn't visible.

10— How do I find out more about volunteering activities available?

On the volunteer website <https://voluntariosfundacionmapfre.org> you must select the country where you live and select the company. Once selected, you can see all the activities by clicking on the top menu at **"ACTIVITIES"**.

11— I've requested a new password but haven't received a confirmation email.

You should have received an email with your new password. Please **CHECK YOUR INBOX OR SPAM FOLDER**.

12— I've requested a password reset but the new password doesn't work

Make sure that your new password meets the **MINIMUM OBLIGATORY REQUIREMENTS**.

13— How can I modify my personal data?

Once registered on the website, go to **"MY PROFILE"** and then **YOU CAN EDIT YOUR DETAILS**. To do this you must complete all **FIELDS MARKED WITH ***.

14— I would like to deregister as a volunteer. How do I go about this?

Once logged-on the website, **ENTER "MY PROFILE" AND SELECT UNSUBSCRIBE**. Please bear in mind that if you unsubscribe, **ALL FAMILY MEMBERS LINKED TO YOU WILL ALSO BE UNSUBSCRIBED AT THE SAME TIME**. We look forward to seeing you again!

15— I can't register for an activity. The button isn't visible.

Once you've chosen the activity you want to participate in, if the **"PARTICIPATE"** button isn't visible it is because all places are taken or the activity has already taken place.

16— I can't register for activities.

First **YOU NEED TO LOG-ON TO THE WEBSITE WITH YOUR USER NAME AND PASSWORD** to be able to register for activities.

17— How do I unsubscribe from an activity?

Once you've accessed your profile, go to the link **"MY ACTIVITIES"** you will be able to unsubscribe from the desired activity by selecting the option **"UNSUBSCRIBE"**.

18— How can I access free volunteer courses?

On the volunteer website you can access the virtual campus website and once there you must register again with a name and password different from those of the volunteer website

<https://campus.fundacionmapfre.org/login/index.php>

19— How can I get the certificate of crimes of a sexual nature?

All the information can be found in Annex II of the Incorporation Agreement

20— Where and how should I upload the certificate of crimes of a sexual nature?

You can upload the document once you have accessed your profile by clicking on the link **"CERT. NAT. SEXUAL"** where you will be able to attach the document.

