

## Volunteer Information Portal (ViP) Launch: Frequently Asked Questions

### What is the Volunteer Information Portal (ViP)?

The Volunteer Information Portal (ViP) is Strong Start's purpose-built website accessible only to Strong Start trained Volunteer Coaches in the *Letters, Sounds and Words*™ program. It supports the Volunteer Coach with three important activities:

1. Easily **match Volunteer Coaches with schools** that need volunteers and connect them directly with the Site Co-ordinator.
2. Refresh their Volunteer Coach training and understanding of how to play the games and activities by watching **Training Videos**.
3. Find answers to **Frequently Asked Questions (FAQs)** that support their Volunteer Coaching.

### How does a Volunteer Coach get invited to the ViP?

Once a Volunteer Coach completes their Part 1 and Part 2 Volunteer Coach Training, and their information is added to SiTE SOURCE™, they are automatically sent an invitation to the ViP.

At the time of the ViP launch, Volunteer Coaches who are already trained, with a valid email address and who have volunteered in the last five years, will be invited automatically during December 2022 and January 2023 (the phased-in launch period).

### How does a Volunteer Coach find the ViP?

Volunteer Coaches can access the ViP by visiting <https://strongstart.ca/vip> or go directly to the login page at [vip.sitesource.io](http://vip.sitesource.io).

### How do I use the ViP?

Volunteer Coaches: to learn how to use the ViP, watch this video.

Site Co-ordinators: to learn how Volunteer Coaches will use the ViP and its integration with SiTE SOURCE™, watch this video.

### I am a Site Co-ordinator. Do I get invited to the ViP?

If you are a Site Co-ordinator, you will be invited to the ViP only if you are a trained Volunteer Coach, have a valid email address and volunteered as a Volunteer Coach in the last five years.

### What if I cannot find my invitation to the ViP or volunteered more than 5 years ago?

Our support team will be happy to send/resend your invitation. Please email [support@strongstart.ca](mailto:support@strongstart.ca) or call us toll-free: 1-833-419-READ (7323) ext. 100.

## **What happens if my temporary ViP password expires?**

If your ViP temporary password has expired, please email [support@strongstart.ca](mailto:support@strongstart.ca) or call us toll-free: 1-833-419-READ (7323) ext. 100. We will be happy to resend your invitation with a new temporary password.

## **I am having difficulty accessing the ViP. Who do I contact?**

If you are experiencing technical difficulty accessing the ViP, please email [support@strongstart.ca](mailto:support@strongstart.ca) or call us toll-free: 1-833-419-READ (7323) ext. 100

## **Do I have to accept the invitation to the ViP to be a Volunteer Coach?**

No, you do not have to accept the invitation to register for the ViP to be a Volunteer Coach. The use of the ViP is optional but Strong Start strongly encourages all Volunteer Coaches to access it. If you decide you want to volunteer at a different school or multiple schools, you can easily use the ViP to find schools that need your help and connect directly with their Site Co-ordinator. You can also watch several training videos that will refresh your learning from your training and read answers to Frequently Asked Questions about Volunteer Coaching.

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