



VolunteerHub Guide for New Users

Volunteering at the City and County of Broomfield (CCOB) has a new tool called [VolunteerHub](#). All available volunteer opportunities at CCOB are posted on this site. If you are new to VolunteerHub, follow this guide for the steps to create your account and sign up to volunteer!

- If you aren't sure where to volunteer, start [here](#).
- If you know which department you want to volunteer with, start by clicking on the link for that department on the left hand side of the page on the [CCOB website](#).
- Once you're on the correct VolunteerHub page, click "Create Account".
- On the Account page, create a username and password that you can remember and click "Next".
- On the Affiliations page, check any of the boxes that are relevant to you and click "Next". The "I need a background check" box is checked automatically, since the majority of volunteer positions will require a background check unless:
 - 1) you want to volunteer for a one day or special event
 - 2) you are age 17 or under
 - 3) you want to volunteer with the Police Department, which has a separate background check process

If one of those scenarios applies to you, you can uncheck the "I need a background check" box.

- On the Profile page, fill out all the required information and click "Next".
 - *Note:* Make sure to click the "Initiate Background Check" button to move forward with the background check, if that applies.
 - *Note:* Choose the "New Volunteer" package if you're volunteering with CCOB for the first time. Choose the "Returning Volunteer" package if you've volunteered with CCOB before but it's been longer than one year since the last time you volunteered.
- Follow the steps to submit the background check through BIS.
- On the Complete page, click "Next" to log into your account.
 - *Note:* If a volunteer opportunity requires a background check, you won't be able to sign up for that opportunity until your background check comes back as cleared, so that's why you may not see an opportunity when you're logged into VolunteerHub that you were able to see before creating your account.
 - *Note:* Once you receive an email notification that your background check has cleared, all the available opportunities will show up to you once you log into VolunteerHub.
- Click the "Sign Up" button next to available volunteer shifts.
 - *Note:* Some opportunities may require additional onboarding steps.