

# COMMUNITY CONNECT USER ROLES

A typical Community Connected site has three main user roles: Site Manager, Program Manager, and Volunteer.

A user can have one or more roles. For example, a Site Manager can also serve as an Program Manager.

And anyone can be a Volunteer!



## SITE MANAGER

- As the site administrator, has control over the entire site, including approvals, registration settings, spotlights, and branding
- Can edit notification templates and send email blasts
- Has access to canned reports
- Can add users, teams, opportunities, qualifications, and more
- Can do anything a program manager can do
- Works from the Site Manager Panel



## PROGRAM MANAGER

- Adds opportunities and events on behalf of their agency
- Adds or edits volunteer responses and hours as needed
- Is notified by email when someone responds to a program posting
- Approves (or denies) volunteer hours
- Launches the Kiosk for volunteer check-in
- Can email their program's volunteers but otherwise has limited access to volunteer information
- Works from the Program Management Area



## VOLUNTEER

- Can search for opportunities by interest, location, date, and more
- May sign up for an opportunity as an individual or a team
- Receives email confirmations and reminders after signing up for an opportunity
- Can view and download their volunteer resume to share impact with employers, teachers, and friends.
- Does not have access to other volunteers' profile information

