



FAQs

1. How do I register? What is the web site to log in?

- Go to www.passportforgood.com and click on “Log into P4G”
- A 2-minute You Tube video on “How to Register” can be found on the Help Menu
- Select “User Register” from the top right menu bar
- Enter the institution code provided by your school and complete the screens to register.

2. How do I save this site to my mobile phone?

- Go to www.passportforgood.com and click on “Log into P4G”
- Go to your phone’s menu and select “save to home screen.” This will create an icon on your phone to the web app.

3. I registered but I want to edit my profile to add my photo or join another club. What do I do?

- Go to the Dashboard menu
- Click on the Gear Button
- You may upload a photo here by inserting a file from your phone or computer for your profile
- You may edit your organizations

4. Why is it important to put my photo on my Dashboard?

This is important for authenticators to see whose hours they are approving and for when you share your dashboard with others. You should use a casual or professional head shot.

5. When I add hours, what is the difference between personal events, previous events, and future events on the add hours screen?

Personal Events are for community service conducted by a student independently that can count for community service requirements.

- A student creates their own event for something they do outside of school or in school.
- A student should look below the personal events line on the add hours screen to see if their event already exists before creating this as a personal event.

Previous Events are events created that have occurred that have been posted by a club or organization officer or teacher for multiple students from the school who are participating in the same event. This event can also be shared among clubs. This event will have a title on the add hours screen (e.g. Making Strides Walk)

- Previous events posted by the school can be:
 - a one day event
 - an open-ended event where students go multiple times
 - a meeting
 - a special project
 - a student internship

- If a student waits too long to enter hours, and the event is closed, they cannot enter hours, so they must see their organization administrator to re-open this event.

Future Events are events that have been entered by a club or organization that are in the future on the calendar. A student cannot enter community service hours until after an event has occurred.

- This allows a student to see what events are “coming up”
- Events become available for submission *after* the date that they occur.

6. How do my personal hours get approved or “stamped”?

When you enter a personal event, you provide the name and e-mail of your authenticator. This should be the volunteer supervisor at the community service site or event you attend. When you click “submit”, an e-mail gets sent to them by the system once per week on Sundays, and the authenticator approves the hours by clicking on a link to your entry. This supervisor does not have to create a login to P4G.

VERY IMPORTANT: When entering a personal event, students should do the following:

1. Ask the volunteer supervisor’s permission to enter their name as your authenticator for approving hours.
2. Provide the letter from your school explaining how hours are approved (see your school advisor if you did not receive this letter).

7. How long should this take for my hours to get stamped?

It can take one week or longer depending on whether the event stays open for submissions. If you notice that your hours remain pending (gray stamps on your Dashboard), you may contact your authenticator to make sure they have received the emails.

You can always e-mail support@passportforgood.com if you have questions and we get back to you promptly.

8. Are my hours still in the system if they aren’t approved?

Yes. Your hours are not deleted, and your organization administrator can assist you if needed.

9. Can I delete an entry if I make a mistake?

No. However, you can edit or duplicate a personal submission, or edit a previous event entry from the add hours screen. A mistake can be “repurposed” as a future event by editing it.

10. Do I still have to keep track of my hours on the paper form?

No. You don’t need to keep paper as a “back up.”

11. Where can I do my community service hours?

Your school will provide you with a list of non-profit organizations that accept students, and your advisors or student leaders will post future events. Passport for Good regularly e-mails opportunities to you, and can provide you with suggestions of where you can volunteer if you e-mail info@passportforgood.com.

12. If I belong to multiple school clubs or activities will my hours count for multiple requirements?

When you register, you join the organizations you belong to. Hours will count for multiple organizations if those organizations accept all hours and you do not have to enter hours twice. If a club, class or activity doesn't allow double dipping, when you add personal hours, you can check the organization from the drop down menu to attribute personal event hours specifically to that club.

13. What if I don't belong to any clubs. Can I still capture my community service?

You may log your hours into the organization set up for your graduating class (Class of 2018 Community Service, Class of 2019 Community Service etc.)

14. What should I type in the "Reflection?"

- What did you do for your community service on that day?
- Who did your work impact? How did you help solve a problem?
- How did it make you feel?
- What surprised you?
- What did you learn?
- Did you organize or lead an effort?
- What did you like about the experience?
- What could you improve?
- What would you do differently next time?

15. Can I go back and add hours I did prior to the summer?

Will they count?

Hours previously conducted for community service can be added in one "catch up" entry on approval by your teacher/club advisor.

16. Is helping a neighbor or a family member community service?

This can be approved on a case-by-case basis by your teacher/club advisor.

17. Is a summer internship community service? Does it count?

An internship may be approved on a case-by-case basis by your teacher/club advisor, and this may also be tracked separately in Passport for Good.

18. How do I share my submissions with someone?

- Go to the Dashboard menu and click on submissions near the gear icon.
- When your profile opens, you can select share link, which will open a dialog box to e-mail a secure link. This link will expire in 24 hours and may be sent again.

19. Is this App on the iTunes Store? What if other people in my family want to use it?

This is a new software. It is only available to the students whose school is participating and has provided them with a login code. Mobile apps will be available in 2018 and all data will be migrated to the upgraded platforms.

20. How do I get help if I have a problem or a question?

You can e-mail us at: support@passportforgood.com. We will reply promptly.