

## VOLUNTEER FAQs

***I missed the in-person training sessions (and/or volunteer meeting). Can I still volunteer?*** While SIFF encourages you to attend all the training sessions, we understand if you are unable to attend each of them. Volunteer Training resources are available on [SIFF's eLearning Site](#). Some shifts/ volunteer teams have required training, please review the team description, and confirm with your team coordinator.

***How do I sign up for shifts?*** All shifts are assigned through Shiftboard. Sign-in to your account and select the "Schedules" tab to view available shifts. You can only view shifts for the teams you are a member of. To view your teams and join additional teams, select the "Teams" tab on the navigation ribbon.

***What time should I show up for my shift?*** You should show up in time to be ready to work by your assigned shift time. Please budget for traffic delays.

***Why is my Shiftboard calendar empty?*** Only available shifts appear on your calendar - if there are no active shifts, they have all been filled. Check back to see if someone has unconfirmed a shift, or other shifts have been posted. You can also join additional teams to gain access to more shifts.

***Help! The schedule is blank! I know I have confirmed shifts.*** Select the "Filters" icon in the upper right-hand corner, just above the calendar, and select "Reset".

***How do I earn movie vouchers?*** For every two hours you volunteer, you will receive one volunteer voucher that you can exchange for a ticket (either online, or in person). Vouchers are redeemable for regularly priced screenings at SIFF Cinemas. Some programs and films prohibit the use of vouchers; [please check listings](#). You can also exchange 5 vouchers for an annual SIFF membership. Complete the [Vouchers for Membership Form](#) to submit your request.

### ***How do I redeem my vouchers online?***

1. Visit <https://www.goelevent.com/SIFF/e/Search>.
2. Sign in or create an account (email should match your Shiftboard account, as it is linked to volunteer allotment).
3. Search for available showtimes.
4. Select quantity of tickets and add to cart.
5. At checkout, enter the 14-digit voucher number in the "Extras" field, and select apply. Repeat for multiple vouchers.
6. Review the adjusted total (should be \$0.00).
7. Complete purchase to receive digital tickets to print at home or present from your smart phone.

If you have any issues with redeeming your voucher online, please contact the box office at [boxoffice@siff.net](mailto:boxoffice@siff.net)

***I can no longer make my shift. How do I cancel?*** Select the shift card from your schedule, and select "Unassign." If the unassign button is not available, it is too close to the shift start time, and you must "call out" to the volunteer manager.

***I can't remember my Shiftboard password. How do I log-in?*** If you forgot your password, go to [www.shiftboard.com/siff](http://www.shiftboard.com/siff) and click on "forgot password/account" to send an account reminder to your email.

***My friend wants to volunteer. Is it too late to join?*** Depends. Direct your friend to [www.shiftboard.com/siff](http://www.shiftboard.com/siff) to register as a SIFF Volunteer, to check for available shifts, and to be notified about future opportunities.

***Can I earn community service hours while volunteering for SIFF?*** Yes, simply submit your documents to the SIFF Volunteer Programs Manager, who will complete and sign the forms.

***Can I work only part of my hours for my scheduled shift(s)?*** We expect our volunteers to stay for the full length of their shift so that we can ensure all areas will be covered. If you will be late or cannot stay for your full shift, try looking at the Shiftboard calendar for another shift that better suits your schedule.

***Is there free parking for volunteers?*** Although we greatly appreciate our fabulous volunteers, we are not able to provide free parking. There are, however, many bus lines that stop near SIFF venues.