Volunteers Dashboard

Adding the Volunteer Contact Status

Adding Skills and Availability for Volunteers

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Creating Volunteer Opportunities

Using Self-Reporting Forms

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Adding Volunteer Hours

Additional Resources

Bonterra Academy

- Live and recorded webinars available for all aspects of the software, including advanced topics

- Many offered weekly or bi-weekly on a variety of topics related to Network for Good

- Recordings are also available if the times don't work for you

- You can download the slide deck from the website as well

https://www.bonterratech.com/training/network-for-good

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Product Updates

- Monthly session to introduce you to new and upcoming product enhancements

- Plenty of time for Q&A regarding any updates (and general questions!)

Coaching Events

- Offered bi-weekly

- Tailored to nonprofit professionals

- Session led by Fundraising Coach on a specialized topic

- Product Expert will provide demo of how to best use coach's recommendations

Ask the Experts Events

- Monthly open Q&A session with product experts

- Can submit questions when registering or ask during the webinar

- Great place to go for a demo or to gain deeper understanding of a feature

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Customer Support

Mon-Fri | 8am – 7pm ET

Help Center

- First place you should go with questions

- Located under Explore Resources in the ? bubble in the bottom-right corner of your software

- Search for any topic

- Massive library of guides, walkthroughs, and videos

In-App Messaging

- Great support for quick, technical questions

- Located under Contact Support in the ? bubble in the bottom-right corner of your software

- Customer Support team will reply during business hours within 2-3 hours

Send an email

- Ideal for more complex product questions and to report software bugs

- success@networkforgood.com

- Great opportunity to attach screenshots for better context

- Customer Support team will reply within 2-3 days

Bonterra Support Channel

- Great for billing, account management, and sales questions

- https://bonterratech.com/support

- Submit the form and Customer Support will route your question to the correct team

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Questions?

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Thank you!

Once you leave the Zoom session, please consider providing feedback in the pop-up survey. We greatly appreciate it!

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