



JA Engage Resource Guide: Volunteer Version 2020

Introducing JA Engage

JA Engage is a **new** online volunteer sign up tool offered by Junior Achievement. Individuals can now access volunteer opportunities in real time, sign up for classes, manage their classroom assignments, and see the impact they are making in their community through Junior Achievement.

With JA Engage you can:

- **Manage** personal contact information
- **View** open classes in real time
- Agree to and **electronically sign** Volunteer Conduct Standards and Digital Media Policies
- Select a class in which to **volunteer**
- **Search** for classes by school, city, county and more
- Log in to access your current and past volunteer history to **see** which schools and grades you have **impacted**

How to Get Started

- Visit the link provided by your teacher. This link will take you directly to the correct school.
- Click the **Volunteer for this class** button.
- Complete the registration form to create a JA Engage account and click the **Register** button.
***Note:** If you have previously volunteered with JA, please fill out the form using the same contact information (i.e. email and address) that JA uses to communicate with you.*
- You will receive an email that your account has been successfully created.
- Use the hyperlink provided in your email to verify and activate your account. Once activated, click **Sign In** at the top right corner of the page to log in.
- Answer the drop down questions: click **Add Organization** to connect your company to your account if it's not automatically connected. Once your organization is found you must have the **I am an employee** selected. If you are not affiliated with a company use the dropdown and choose **Various Community Volunteer**.

- Click the link to **sign additional forms associated with the volunteer process.**
- Click the **Sign Up** button. You will receive an email confirmation that volunteer request has been submitted.
- JA Staff will review your request and send you an email with additional details about connecting with your classroom's teacher. You should receive your email within 2-3 business days.

Note: *If you sign up for a class and do not immediately receive a confirmation email that includes the class details, contact JA Staff.*

Thank you for Volunteering!

Not able to sign up online? No problem!

Please contact JA Staff to assist you in volunteering for JA!

Frequently Asked Questions

- **Do I have to use JA Engage to volunteer for a JA program?**
No, you are welcome to call or email JA Staff to sign up for a class. JA Engage is just another tool to assist volunteers in selecting the volunteer opportunities of their choice. Please choose the method that works best for you.
- **How do I filter my search to include additional criteria?**
Click the **Show Advanced Search Options** link next to the Search button to open options such as grade level or program name. If your search result produces an unknown error message, please modify your search by selecting additional search criteria.
- **Why doesn't my class history show all of the classes from previous years?**
When you click the **History** tab, it will display you JA volunteer history. However the system only captures classes starting in 2016 when the database was created.
- **Can I remove myself from a class?**
Yes, once you are signed into the system, click **My Classes** and then the **Withdrawal from class** button. JA Staff will receive a cancelation notification.
- **What do I do if I'm having trouble logging in?**
Use the **Forgot your password** link in the sign in section. The system will send you an email to reset your password. If you are still having issues, make sure you are using the email address you used when you created your account for JA Engage. If you changed employers, remember to update your email address. You can do this under **My Account**.

Additional Questions?

We understand this is a new process and may come with many questions. Please feel free to contact me.

Melissa Rebro
JA World Program Director
melissa.rebro@ja.org | 563-312-285-6707