MI Volunteer Registry Profile Completion Project

Tips:

- Click on the **Training**, **Skills and Certifications**, and **Medical History** sections, to automatically mark as complete.
- Administrators may view a volunteer's Username under Account Settings in their profile.
- Volunteers may reset their password from the Home Page under the Member Login box.
- When reaching out to the volunteers, a good method is to send an email first and then follow up a week later with a phone call (see below sample message and script).
- Assisting a volunteer by directly updating their profile information, while consulting over the phone, has been a good method for success.

Email Sample

Dear **Ms. Mobarak**,

I am emailing you on behalf of the MI Volunteer Registry. You are signed up to be a volunteer in the event of an emergency, but there is information missing from your profile. Completing your volunteer profile will enable you to be contacted should an emergency arise.

To complete your profile to a 100% rate, please complete **the Identity, Deployment Preferences, and Occupations** tabs in your account.

To complete your volunteer profile, access your account at www.mivolunteerregistry.org and log in with your **Username** and **Password**. If you do not remember your login information, please let the Registry know via the **Contact Us** link seen at the bottom of the **Home Page** of the Registry. The Registry technician will then appropriately attend to your concerns/inquires. **Or** you may request that I reset either your username and/or provide you with a temporary password. If you no longer wish to be a volunteer, please let me know and I will forward this request to the Registry technician.

Once you are logged into the Registry, click **My Profile**, click on any subtab (Identity, Contact, ets, click **Edit Information**, and that page will open again to be edited if need be. Remember again to click **Save Changes** if you have edited any information. The only page that is somewhat different is the **Occupations** page. On that page, you would click on the **O**ccupation Name and then the **Edit Information** button becomes available.

Feel free to contact myself or Susan Puls, the Michigan Volunteer Registry Technician, at pulss@michigan.gov if you have any questions or concerns. Thank you for your support and we look forward to hearing from you!

Sincerely,
(Your name)

Phone Script Sample

"Hello **Brenda**, my name is Meghan and I am calling on behalf of the Michigan Volunteer Registry. Many years ago, you signed up to be a volunteer in the event of an emergency and I was just calling to see if you were still interested in being on the volunteer list. If you are still interested in being a volunteer, I just need you to update your profile at mivolunteerregistry.org. If you have any questions, need help logging into your account, or if you no longer wish to be on the volunteer list, please let me know. My email is {insert email here}. Thank you!"