

FREQUENTLY ASKED QUESTIONS

United for Success volunteer program for Midland Public Schools:

- 1. Do I need to fill out a volunteer application to drop something off for my child at school; see my child's presentation or performance; watch my child participate in any school event; go to a location open to the public to see my child?** No, MPS welcomes visitors, just sign-in at the office and provide your own transportation.
- 2. Do I need to fill out a new volunteer application every school year?** No, as long as you renew our volunteer status, your Volunteer Profile account stays active **and your status will remain as "approved."** If you choose not to renew, your Volunteer Profile account will be inactivated by the time your background check expires. If you want to volunteer again you may need to fill out a new application.
- 3. Should I fill out another application if I don't remember filling one out before?** No, you can find your volunteer account using any of your emails, from registration or from donating online to the United Way of Midland County.
- 4. How can I check my volunteer account?** Go to the MPS website at midlandps.org and click on VOLUNTEERISM found at the very top, then login.
- 5. How can I login into my account if I do not remember my User ID?** You can find your account with an email address or select "Forgot User ID or Password" to create a new one. Most User ID's are an email address or the first letter of your first name and your entire last name.
- 6. What if I do not remember my password or want to change it?** Use the "Forgot User ID or Password" option.
- 7. I don't know if I renewed my volunteer status, how can I check?** Check your Volunteer Profile Account and look at your Background Check Expiration date. If it expired you did not or you will see a message that says..."You have not renewed your volunteer status..." found on your Volunteer Profile page.
- 8. Can I still select to volunteer in the new school year if I do not recall receiving the renewal email?** Yes. Once you log in, you will see this option on your Volunteer Profile page.

9. **Am I approved?** Check your Volunteer Profile Account. It will say, Approved with a background check date of expiration.
10. **How do I know what level I am signed up for?** Your Volunteer Profile account will show your current level.
11. **Can I change my volunteer level?** Yes, **contact** the Volunteer Manager with your desired level, DO NOT fill out another application.
12. **How do I know if my driving documents expired?** When you look at your Volunteer Profile, go to My Profile >>> My Documents. You will see which of your driving documents are uploaded to your account along with the dates of expiration.
13. **How do I submit my driving documents?** The only way to submit your driver's license, proof of insurance, and vehicle registration is to be an approved Level 2 or 3 volunteer, login to your Volunteer Profile Account, click My Profile >>>My Documents. You will use the Add button to upload an image of each document separately.
14. **Can I fax, email or drop off a copy of my driving documents?** No, you cannot hand in or send electronic or paper copies of your driving documents. You will need to upload them to your Volunteer Profile account.