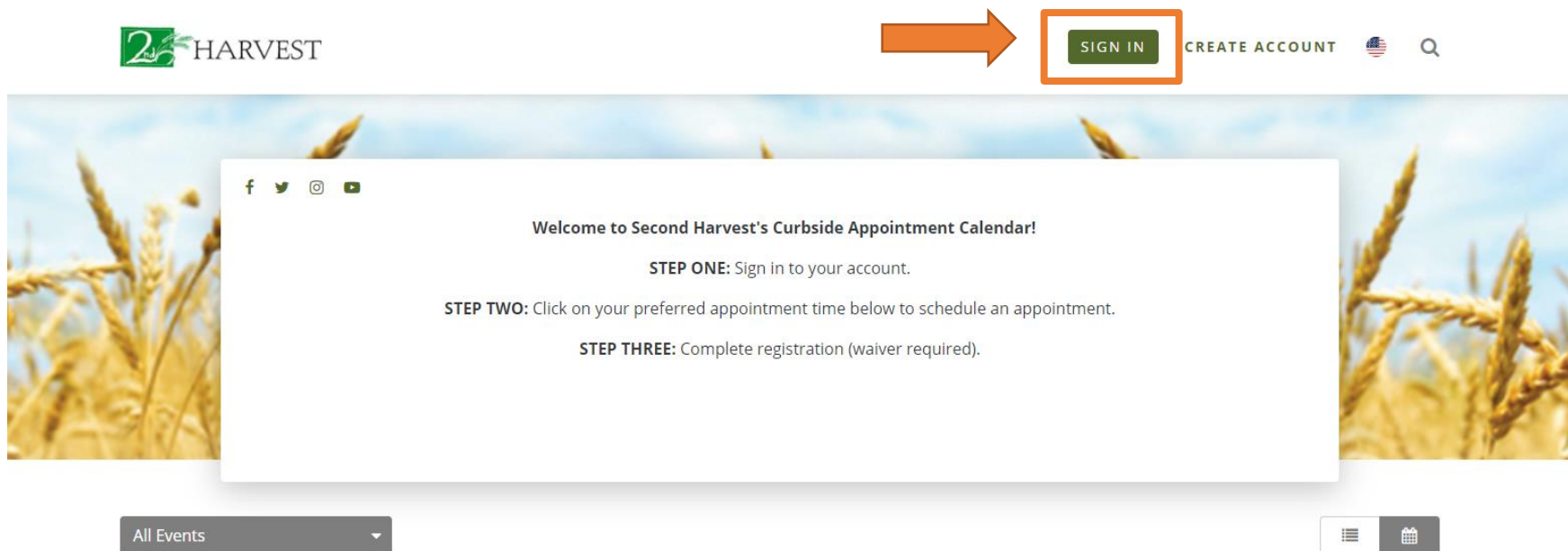


## Agency VolunteerHub Guide: Account Navigation & Appointment Registration

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**Step 1:** Visit <http://vhub.at/2hcpu> and log in to your account (we recommend bookmarking this link).



**Step 2:** Input your agency's username (1) and password (2) and click the "Sign In" button (3). If you have forgotten your password, click "Forgot Password or Username" or call (509) 252-6285.



**Sign In**

Welcome! Please sign in to view available appointment times. If you have trouble accessing your account please call (509) 252-6285.

**Note: Each half-hour is capped at a certain number of appointments to ensure we are able to serve our partners in a timely manner.**

1 → Username

2 → Password

3 → SIGN IN

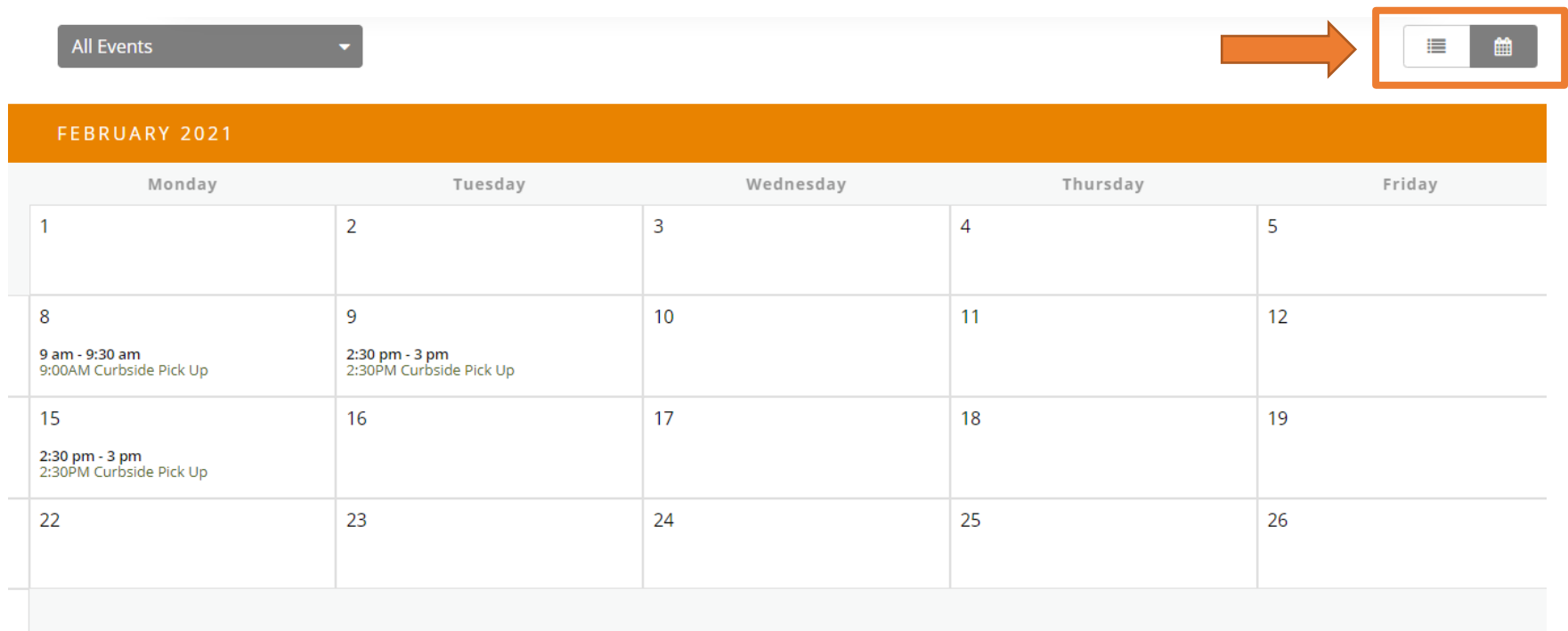
Forgot Password or Username?

Keep me logged in

Don't have an account? [Create New Account](#)

**Step 3:** Once logged in, choose how you would like to view available appointments – calendar or list view.

(The first time you log in, your account will automatically default to calendar view. If you select the list view, the next time you log in, your account will default to list view)



The screenshot shows a user interface for viewing appointments. At the top left, there is a dropdown menu labeled "All Events". To the right, an orange arrow points to a view toggle button containing a list icon and a calendar icon. Below this is a calendar for February 2021, displayed in a grid format with columns for days of the week (Monday to Friday) and rows for dates. The calendar shows several appointments:

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8 9 am - 9:30 am 9:00AM Curbside Pick Up	9 2:30 pm - 3 pm 2:30PM Curbside Pick Up	10	11	12
15 2:30 pm - 3 pm 2:30PM Curbside Pick Up	16	17	18	19
22	23	24	25	26

*Calendar view is currently shown above*

**Step 4:** Click on the day you wish to schedule an appointment. Only available appointments will show.

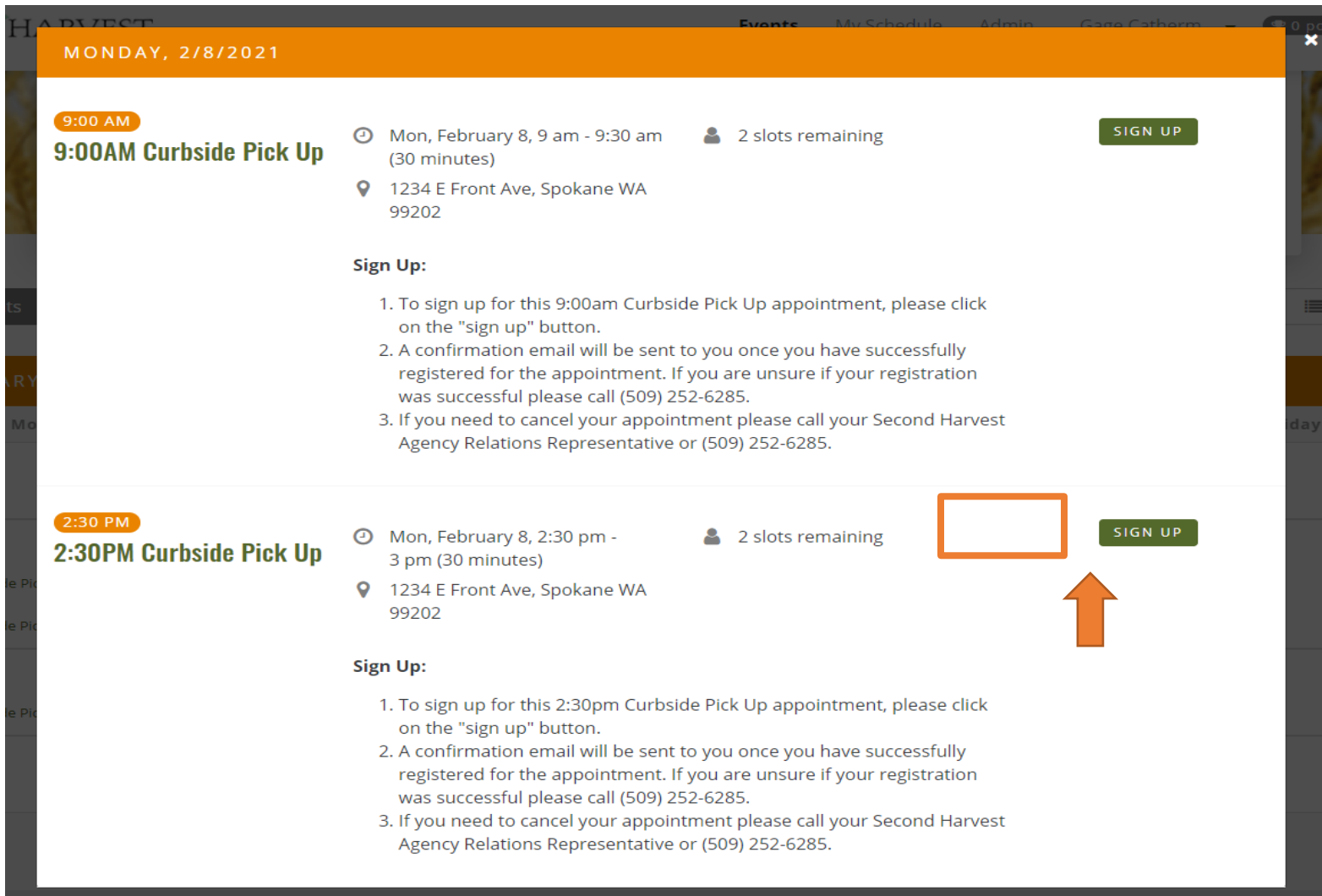
All Events ☾ ☰ 📅

**FEBRUARY 2021**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6
<div style="border: 2px solid orange; padding: 5px;"> <p>8</p> <p>9 am - 9:30 am 9:00AM Curbside Pick Up</p> <p>2:30 pm - 3 pm 2:30PM Curbside Pick Up</p> </div>	<p>9</p> <p>11:30 pm - 3 pm 11:30PM Curbside Pick Up</p>	10	11	12	13
<p>15</p> <p>2:30 pm - 3 pm 2:30PM Curbside Pick Up</p>	16	17	18	19	20
22	23	24	25	26	27



**Step 5:** Find the appointment time you would like to schedule and click “Sign Up”.



MONDAY, 2/8/2021

**9:00 AM**  
**9:00AM Curbside Pick Up**

🕒 Mon, February 8, 9 am - 9:30 am (30 minutes)    👤 2 slots remaining    **SIGN UP**

📍 1234 E Front Ave, Spokane WA 99202

**Sign Up:**

1. To sign up for this 9:00am Curbside Pick Up appointment, please click on the "sign up" button.
2. A confirmation email will be sent to you once you have successfully registered for the appointment. If you are unsure if your registration was successful please call (509) 252-6285.
3. If you need to cancel your appointment please call your Second Harvest Agency Relations Representative or (509) 252-6285.

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**2:30 PM**  
**2:30PM Curbside Pick Up**

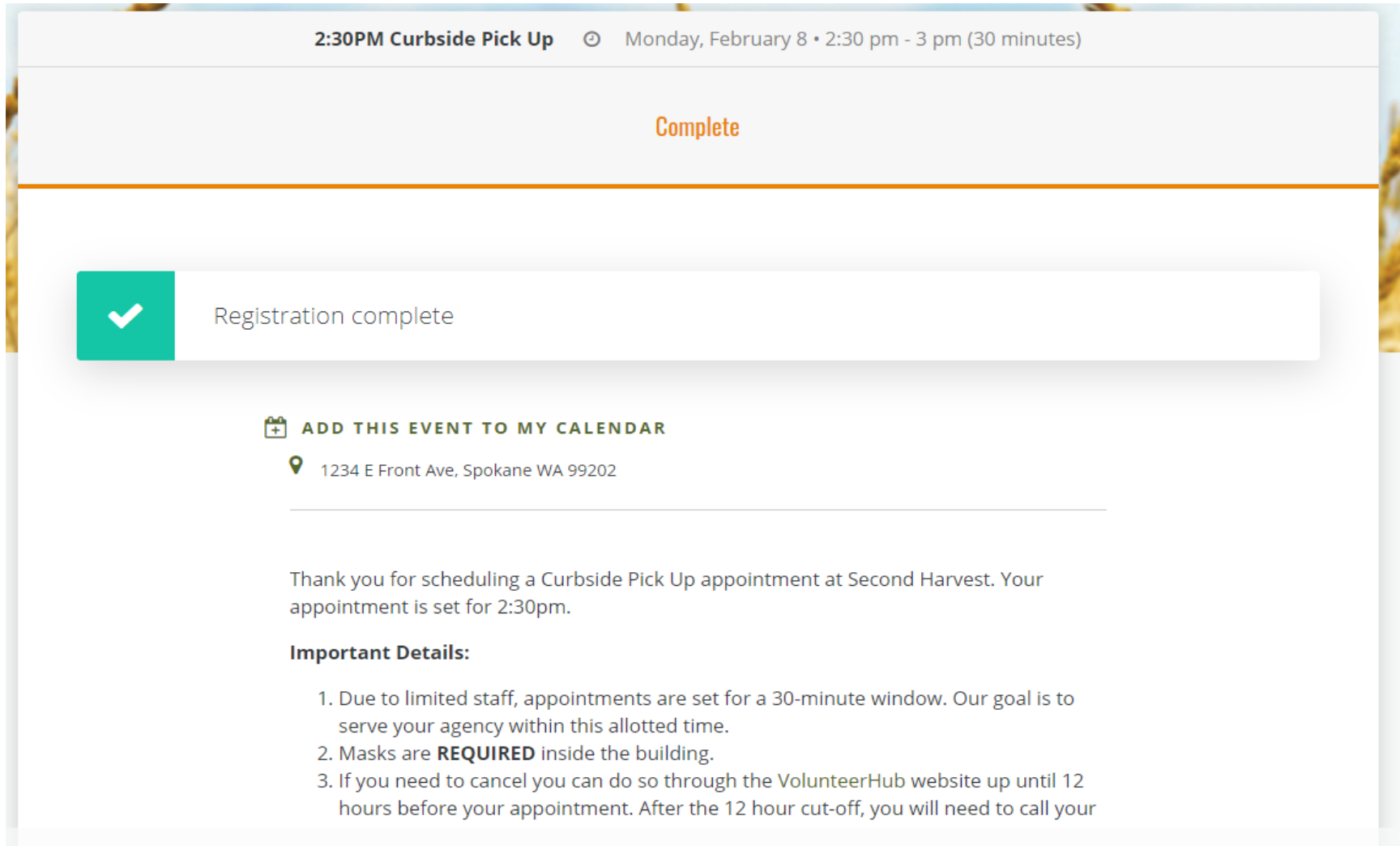
🕒 Mon, February 8, 2:30 pm - 3 pm (30 minutes)    👤 2 slots remaining    **SIGN UP**

📍 1234 E Front Ave, Spokane WA 99202

**Sign Up:**

1. To sign up for this 2:30pm Curbside Pick Up appointment, please click on the "sign up" button.
2. A confirmation email will be sent to you once you have successfully registered for the appointment. If you are unsure if your registration was successful please call (509) 252-6285.
3. If you need to cancel your appointment please call your Second Harvest Agency Relations Representative or (509) 252-6285.

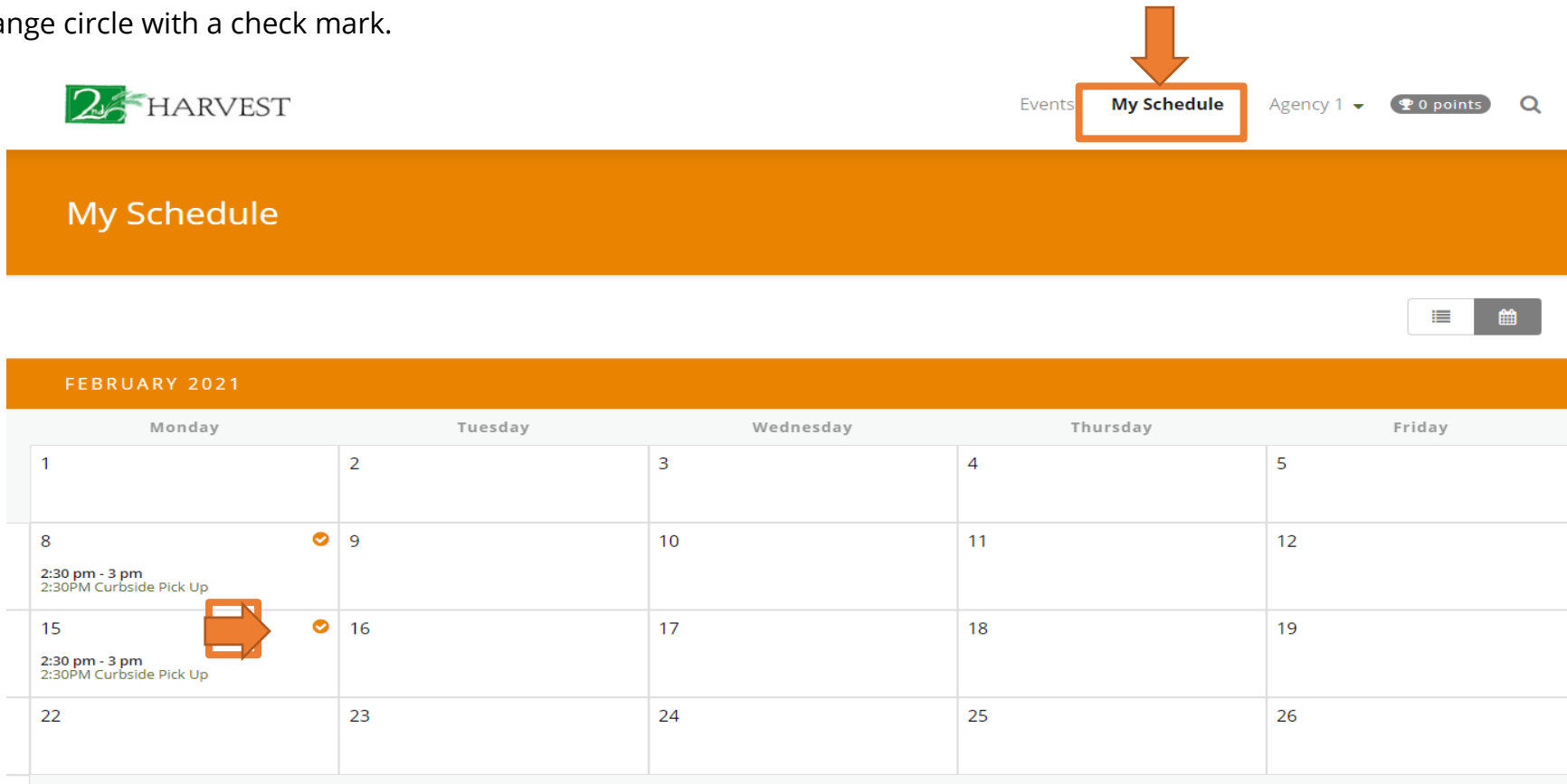
**Step 6:** Congratulations, you have scheduled a Curbside Pick Up appointment! Be sure to read ALL event details before selecting “Finish”. A confirmation message will also be sent to your email. If you did not receive a confirmation email – you did not register for the pick up time – please double check.



The screenshot shows a mobile application interface for a curbside pick-up appointment. At the top, it displays the event title "2:30PM Curbside Pick Up" with a location pin icon, followed by the date and time "Monday, February 8 • 2:30 pm - 3 pm (30 minutes)". Below this, the word "Complete" is written in orange. A large green checkmark icon is on the left of a white box containing the text "Registration complete". Underneath, there is a section titled "ADD THIS EVENT TO MY CALENDAR" with a calendar icon, and a location pin icon followed by the address "1234 E Front Ave, Spokane WA 99202". A horizontal line separates this from a thank-you message: "Thank you for scheduling a Curbside Pick Up appointment at Second Harvest. Your appointment is set for 2:30pm." Below the message is the heading "Important Details:" followed by a numbered list of three items: 1. Due to limited staff, appointments are set for a 30-minute window. Our goal is to serve your agency within this allotted time. 2. Masks are **REQUIRED** inside the building. 3. If you need to cancel you can do so through the VolunteerHub website up until 12 hours before your appointment. After the 12 hour cut-off, you will need to call your

## Viewing & Cancelling Appointments

**Step 7:** You can view all your scheduled appointments by clicking “My Schedule”. Scheduled appointments are also indicated by an orange circle with a check mark.



The screenshot shows the HARVEST user interface. At the top, there is a navigation bar with the HARVEST logo on the left, and 'Events', 'My Schedule' (highlighted with an orange box and arrow), 'Agency 1', '0 points', and a search icon on the right. Below the navigation bar is a large orange header with the text 'My Schedule'. Underneath this header are two icons: a list view icon and a calendar view icon. The main content area is a calendar for 'FEBRUARY 2021'. The calendar is organized by days of the week: Monday, Tuesday, Wednesday, Thursday, and Friday. The dates shown are 1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 15, 16, 17, 18, 19, 22, 23, 24, 25, and 26. On Monday the 8th and Monday the 15th, there are scheduled appointments. Each appointment is represented by an orange checkmark in a circle. The appointment details for these dates are '2:30 pm - 3 pm' and '2:30PM Curbside Pick Up'. There is also an orange arrow icon pointing to the right next to the appointment on the 15th.

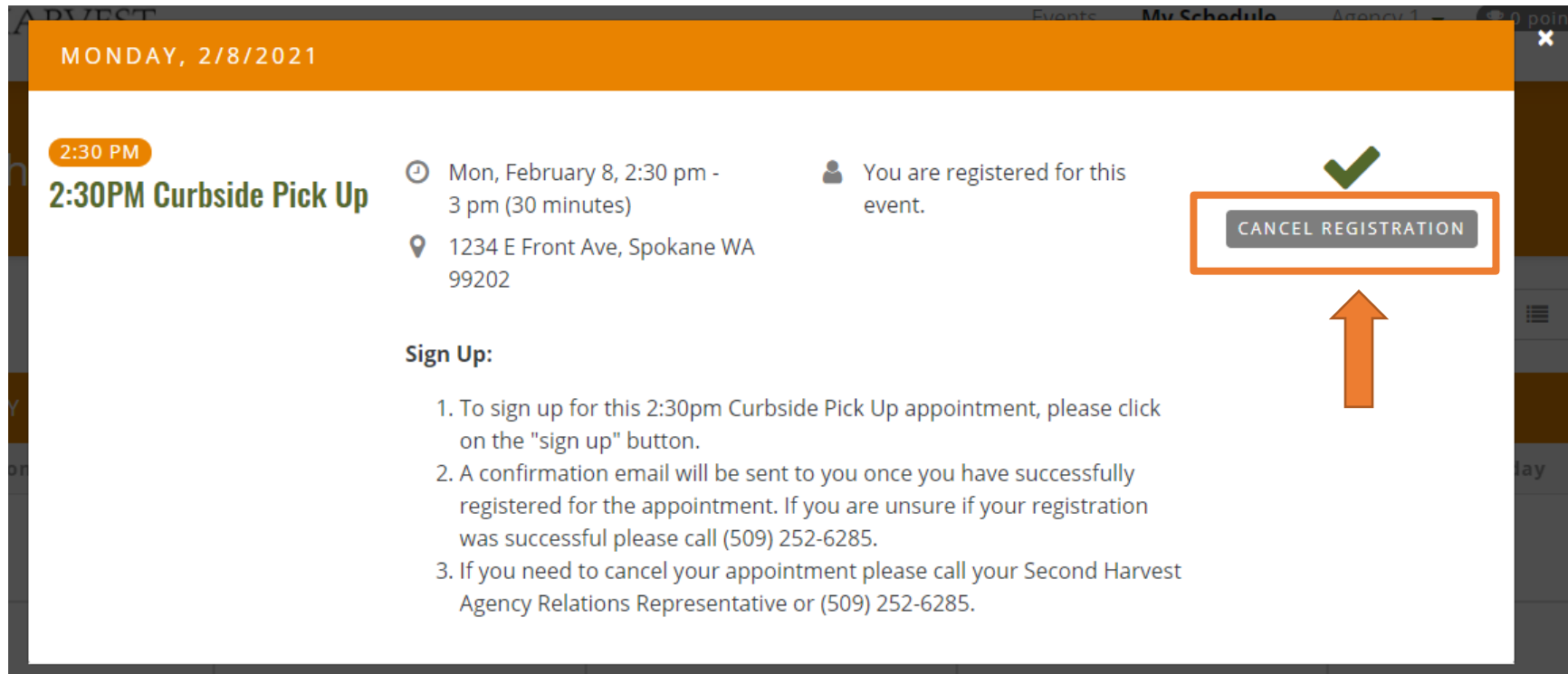
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8 2:30 pm - 3 pm 2:30PM Curbside Pick Up	9	10	11	12
15 2:30 pm - 3 pm 2:30PM Curbside Pick Up	16	17	18	19
22	23	24	25	26

**Step 8:** To see the details of your appointment or to cancel your appointment, select the appointment day on the calendar.

FEBRUARY 2021				
Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
8 2:30 pm - 3 pm 2:30PM Curbside Pick Up	9	10	11	12
15 2:30 pm - 3 pm 2:30PM Curbside Pick Up	16	17	18	19
22	23	24	25	26



**Step 9:** To cancel your appointment, click “Cancel Registration”.



MONDAY, 2/8/2021

2:30 PM

### 2:30PM Curbside Pick Up

🕒 Mon, February 8, 2:30 pm - 3 pm (30 minutes)

📍 1234 E Front Ave, Spokane WA 99202

👤 You are registered for this event.

**CANCEL REGISTRATION**

**Sign Up:**

1. To sign up for this 2:30pm Curbside Pick Up appointment, please click on the "sign up" button.
2. A confirmation email will be sent to you once you have successfully registered for the appointment. If you are unsure if your registration was successful please call (509) 252-6285.
3. If you need to cancel your appointment please call your Second Harvest Agency Relations Representative or (509) 252-6285.

**Step 9.1 (To cancel from your email):** Open your email and find the appointment registration confirmation email. In the body of the email, click “Click here to cancel your registration”.

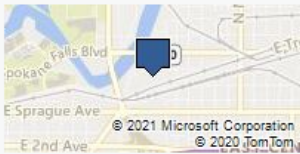
## Event Registration Complete

You are now registered for the following event.

### 2:30PM Curbside Pick Up

**Time**

Monday, February 8 2:30 PM - 3 PM



**Location**

1234 E Front Ave, Spokane WA 99202

**Attendee**

Gage Catheran

**Need to cancel?**

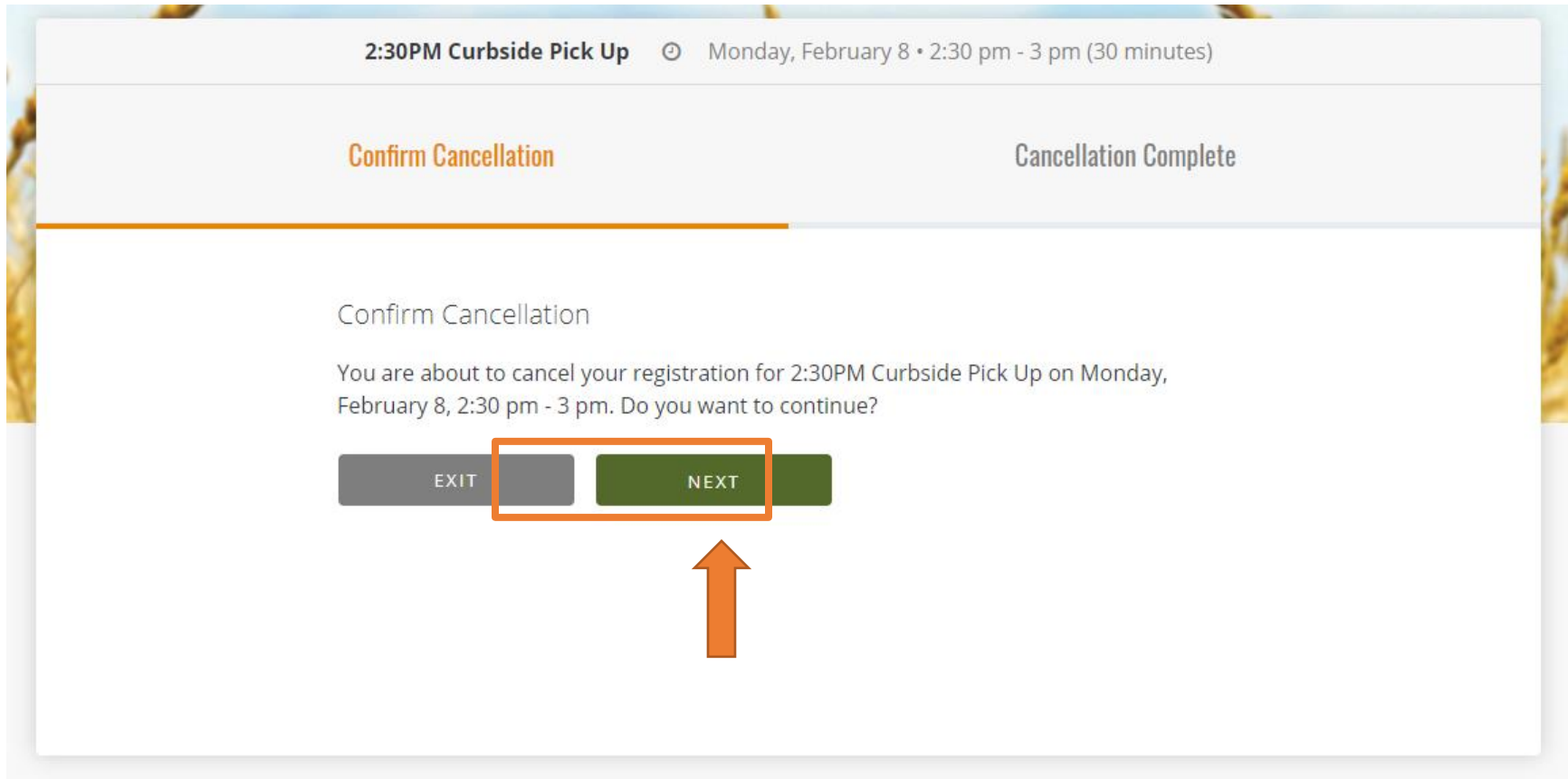
[Click here to cancel your registration.](#)



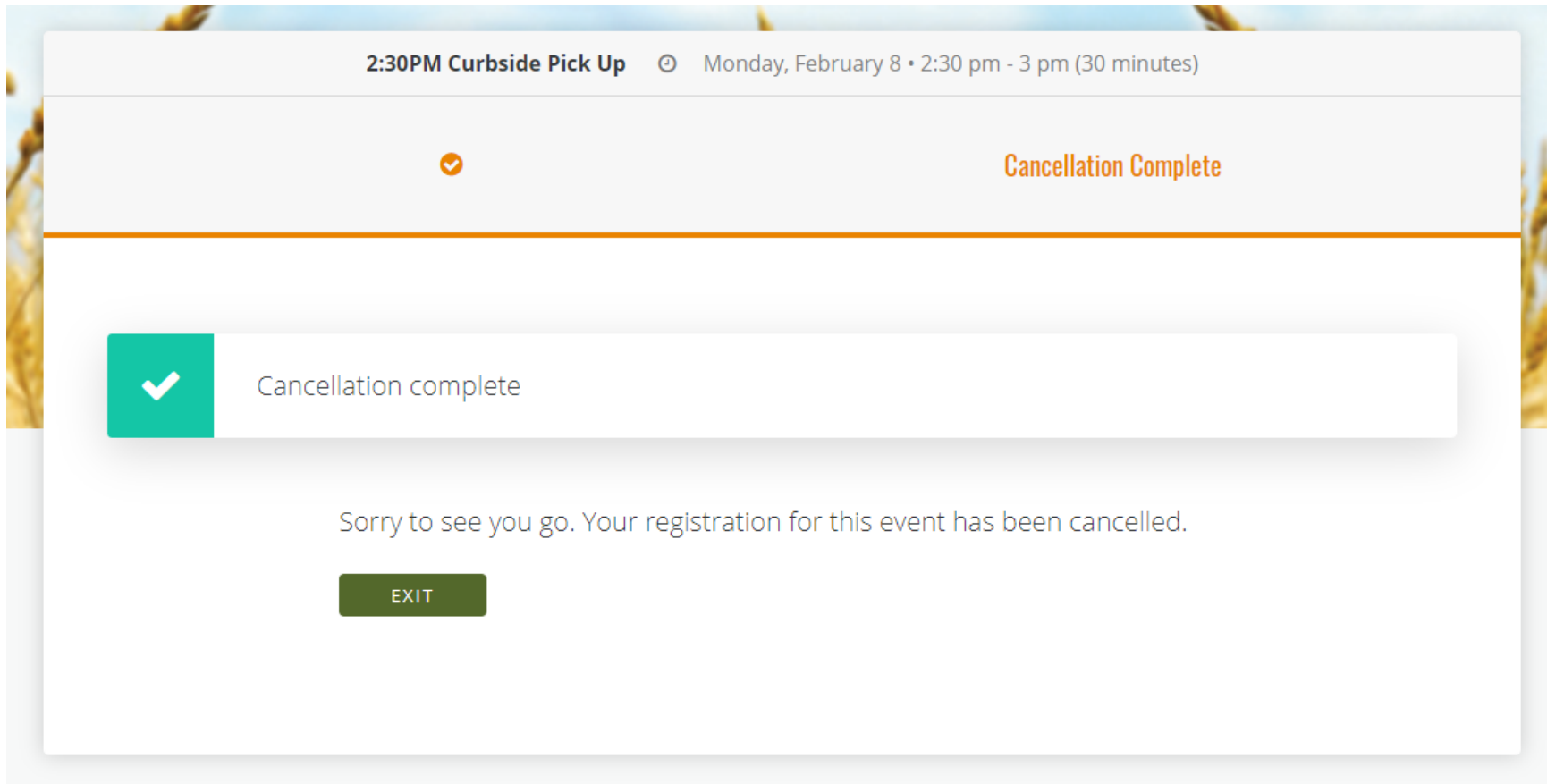
**Add to Calendar**

[Click here to add reminder to your calendar.](#)

**Step 10:** A new window will appear asking you to confirm your cancellation, click “Next”.



**Step 11:** A new window will appear showing your cancellation is complete. You will also receive a cancellation confirmation email. If you did not receive a cancellation email – you did not cancel your reservation – please double check.



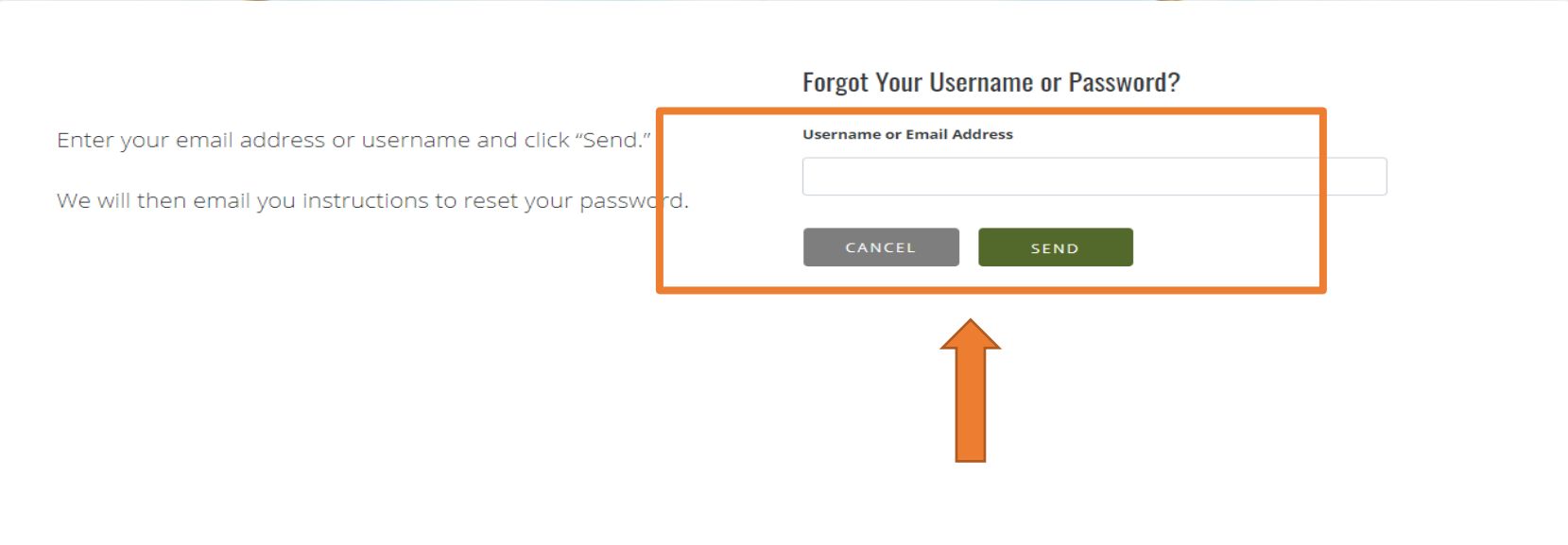
## Resetting Account Password

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**Step 2.1 (if you have forgotten your account password):** Input your username or the email associated with your account and click “Send”. A link to reset your password will be sent to your accounts email. Follow the steps outlined in the email.



Already have an account? [Sign in](#)



Forgot Your Username or Password?

Enter your email address or username and click “Send.”  
We will then email you instructions to reset your password.

Username or Email Address

CANCEL SEND