

# Volunteer Training

Last Modified on 03/22/2024 3:57 pm EDT

To prepare your volunteers, share the following materials.

1. Watch [Volunteer Training](#).
2. Send the reference guide.
  - [Download Volunteer Reference Guide](#)
3. Share the profile.
  - [Download Volunteer Profile](#)
4. Provide any additional fundraiser-specific instructions.

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Review the video as well to understand how your volunteers can assist during your fundraiser.

## Watch the full video or segments

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### Video reviews

- Volunteer access
  - Self registration (0:37)
  - User check-in (1:10)
  - Purchasing a ticket for a user (2:49)
  - Personal bidding link (3:50)
  - How to resend the welcome text (4:10)
  - Helping a user receive a text after opting out (5:03)
  - Bidding assistance (5:20)
  - Auto bid (6:02)
  - The user experience of adding a credit card (6:48)
  - The user experience of placing bids, purchases, or donation (7:20)
  - The user experience of bid messaging (7:59)
  - Immediate purchase items (Instant and Raffle Items) (8:30)
  - How to delete a bid (9:05)
  - Live auction assistance (9:46)
  - Donation appeal assistance (10:21)
  - Checkout layout (10:50)
  - Guest checkout (11:19)
  - Multiple payment methods (11:58)
  - Selecting additional users to pay at checkout (12:25)
  - Self-checkout (12:47)
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