

## Volunteer User Guide

## Community Sponsorship Hub

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Let's get started!

Community Sponsorship Hub requires their volunteers to submit a Background Check through Sterling Volunteers. All you'll need is access to the internet, and your credit to complete this simple process. Please follow this step-by-step guide to [Get Verified](#).

# Sterling Volunteers

## Topic 1: Registration

To start, please click this link: <https://app.sterlingvolunteers.com/promoorder/58d19355-7569-49c0-a938-f4876d335217>

Once you have clicked the link above, it will direct you to the Account Creation page. This is where you will create a username, register your email, and create a password for the security of your account.

### Important Note:

Please remember that the username you should be creating must be 'unique'. If the username is already taken it means that somebody is already using it. You must simply register a different username. If you're having a difficult time in creating a username, you may use your email address.

If you have created an account in the past, simply click the [Click Here to Login](#) link.

**WELCORPS**

Thank you for choosing to spend your time volunteering with us. Before we bring you on board, there's just one more step: your background check. We have chosen **Sterling Volunteers** as our background screening partner. In order to place your background check order, fill out the form on the right to register with Sterling Volunteers. Then you'll be able to order your check in just 4 easy steps (less than 5 minutes!). We'll get the results of your check back in a few days. Once we review it, the real fun can begin - volunteering! We look forward to having you on our team!

**A Quick Note About Security**

By the way, with Sterling Volunteers you can be rest assured that your information is safe. All data is encrypted and is stored in a completely secure environment. If you have any questions or concerns about Sterling Volunteers' security measures, feel free to contact them at [TheAdvocates@sterlingvolunteers.com](mailto:TheAdvocates@sterlingvolunteers.com) or 855-326-1860 Option 1.

**Register and Start Your Order**  
Please create an account by filling in the fields below.  
Already have an account? [Click here to login](#)

Username  
Email  
Password  
Confirm New Password

**Username & Password Requirements**

Set up security questions now  
 By checking this box, I accept and agree to comply with the [Privacy Policy](#) and [Terms of Use](#) posted on the Site.

**Submit**

Note: Setting security questions is only optional.

## Continuation

If you get routed to the page below, it means that the account you created is not connected with Community Sponsorship Hub. This happens if you don't use the link of CSH to initiate the account creation.

To correct this, simply enter this code **2igj8xo** on the GOOD DEED code field and hit **Continue**. Doing this connects the background check to CSH. You will be routed to Step 1 of the 4 Easy steps afterwards.

The screenshot shows a web page titled "Begin Your Background Check". At the top, there is a navigation bar with links: "My Profile", "About", "Blog", "Get Support", "FAQ", "Logout", and a red "Get Verified" button. The main content area is divided into two columns. The left column is titled "Please Read the Directions Carefully" and contains three numbered instructions. A blue arrow points to the first instruction's text box, which says "Input GOOD DEED code here:" and has a "Submit" button below it. The right column is titled "Don't have a Good Deed Code or Screening Link?" and contains a chat bubble instruction and four form fields: "Full Name", "E-Mail Address", "Phone Number", and "Affiliated Organization". A red "Submit Request" button is at the bottom right.

My Profile About Blog Get Support FAQ Logout **Get Verified**

### Begin Your Background Check

**Please Read the Directions Carefully**

1. If you received a Good Deed Code from your organization, please enter your code below to get started.  
  
**Submit**
2. If you didn't receive a Good Deed Code, please follow the screening link on your organization's website or within the email invitation you may have received.
3. Don't have a good deed code or screening link? Please click on the chat bubble in the lower right corner of this page or fill out your information on the right.

**Don't have a Good Deed Code or Screening Link?**  
Please click on the chat bubble below or fill out this information and our customer service team will contact you shortly.

**Full Name**

**E-Mail Address**

**Phone Number**

**Affiliated Organization**  
(The Organization that asked you to order your background check)

**Submit Request**

# Sterling Volunteers

## Topic 2: Placing your Order



There are 4 easy steps to placing your order:

**Step 1 of 4** – Your account is already associated to the level of background screening the organization requires for you to volunteer. All you need to do is fill out the information about yourself and then select **Continue**. The cost of the background check is \$15 (not including ‘applicable’ access fees).

[My Profile](#) [About](#) [Blog](#) [Get Support](#) [FAQ](#) [Logout](#) [Get Verified](#)


### Begin Your Background Check

Community Sponsorship Hub requires you to have a background check.


 A  **Basic Criminal Locator Check** will be conducted on you. [Learn More](#)  
**Cost of Background Check: \$15.00**

In areas where administrative courts charge Sterling Volunteers fees for access to information, the fees will be passed along and the amount will be reflected in the total cost during Step 4 of the order process.

**Step 1 of 4**  
This short process should take you between 2-3 minutes to enter your information so we can get your order submitted.

 **WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**  
[Learn more](#)

\* denotes required information



 Below, you will be asked to enter your name. When doing so, please make sure to:

- Enter your first, middle, and last name **separately**
- Enter your current legal name only. Nicknames or shortened names may cause errors and delays when processing your background check.

**YOUR FIRST NAME** [Learn More](#)

  
**YOUR MIDDLE NAME**  
 I don't have a middle name

**YOUR LAST NAME** [Learn More](#)

  
**YOUR SUFFIX**  
**YOUR DATE OF BIRTH**    
**YOUR SOCIAL SECURITY NUMBER**     **WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**  
[Learn more](#)

**GENDER**

  
**CONTACT INFORMATION**   
**Sponsor Circle Name**  
Please enter the Sponsor Circle Name you are affiliated with.  

**ADDITIONAL SCREENING PRODUCTS**

 **Locator Select**  
[Learn More](#)

**CONTINUE**

# Sterling Volunteers

**Step 2 of 4** – Please input your current address and tell us how long you’ve lived there before selecting **Continue**. If you are unsure of the exact month and year when you started living in your address, put the ‘current’ month and year instead. Select ‘Continue’ once you’re done.

### Begin Your Background Check


**Your Current Address**


  
  
  
   
  

**How long have you lived at this address?**

From  To

**Step 2 of 4**  
Ok, you're on to Step 2. Please continue to enter the information requested, then select Continue.

 **WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**  
[Learn more >](#)



# Sterling Volunteers

**Step 3 of 4** – We need you to give us permission to run your background check. Please carefully review the agreements by scrolling through & clicking the acknowledgement of receipt checkboxes below. You'll also be asked to type in your name again to consent to the use of electronic means to sign this form. Once you are done, select **Continue**.

You, as a consumer, have a number of rights when it comes to your personal information and your background check report. Community Sponsorship Hub is required by law to provide you with information regarding those rights and to gain your consent for a background check before allowing you to continue with your order. Please review and sign, by checking the boxes, to indicate your consent to begin the background check process and to acknowledge your rights under the Federal and applicable State Fair Credit Reporting Act(s).

**Step 3 of 4**  
You're almost there! Please review the information to the left and acknowledge where prompted to continue with your background check order.

[Print Consent and Rights](#)

**WITH STERLING VOLUNTEERS, YOUR INFORMATION IS SECURE**  
[Learn more >](#)

**Consent to Use of Electronic Records and Signatures**

You have the opportunity to complete and sign documents, as well as receive notices and other documents related to your application and background check, in electronic rather than paper form. To agree to these uses of electronic documents and signatures, and to sign this document with the same effect as physically signing your name, click the "Sign" button at the bottom of this page after reviewing the information below.

In order to sign, complete and receive documents electronically you will need the following:

- New York Applicants Only:** By signing the authorization, you acknowledge that you have received a copy of New York Correction Law Article 23-A. You have the right, upon written request, to be informed whether an investigative consumer REPORT was requested. If such a REPORT was requested, you will be provided with the name and address of the consumer reporting agency that prepared the REPORT and you can contact that agency to inspect or receive a copy of the REPORT. ⚠️
- I acknowledge receipt of the preceding Consumer Financial Protection Bureau's notices "A Summary of Your Rights Under the Fair Credit Reporting Act" and "Consumers Have a Right to a Security Freeze."
- I have read the Disclosure Regarding the Employment and/or Volunteerism/Non-Employee Position Background Report provided by Sterling Volunteers and this Authorization to Obtain Employment and/or Volunteerism/Non-Employee Position Background Report. By my signature below, I hereby consent to the preparation by Sterling Volunteers, a consumer reporting agency located at 1 State Street Plaza, New York, NY 10004, 855-326-1860, Option 3, [www.sterlingvolunteers.com](http://www.sterlingvolunteers.com), of background reports regarding me and the release of such reports to any organization I authorize and its designated representatives, to assist the organization in making an employment and/or volunteerism/non-employee position decision involving me at any time after receipt of this authorization and throughout my employment and/or volunteerism/non-employee position, to the extent permitted by law. To this end, I hereby authorize, without reservation, any state or federal law enforcement agency or court, educational institution, motor vehicle record agency, credit bureau or other information service bureau or data repository, to furnish any and all information regarding me to Sterling Volunteers and/or the organization itself, and authorize Sterling Volunteers to provide such information to the organization. I agree that a facsimile("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.
- I understand that by typing my name where indicated below, I consent to the use of electronic records and signatures in the manner described above, and the electronic storage of such documents.

**Your First Name**  
First Name\*

**Your Last Name**  
Last Name\*

# Sterling Volunteers

**Step 4 of 4** – Please carefully review your personal information. If your information is correct, tick the box ‘The information above is correct’. If there’s a need to correct your information, select ‘Go Back & Edit’.

Before clicking the ‘Continue to Payment’ button, kindly review the cost of the background check as additional fees may be charged.

### Begin Your Background Check

Confirm your personal information is correct

Name: CSH Volunteer	DOB: 1/1/1990
SSN: ██████████	Phone: (855) 326-1860
Gender: Male	
Email: ██████████@sterlingvolunteers.com	

The Information above is correct. [Learn More](#)

[Go Back & Edit](#)

**Step 4 of 4**  
Last step! Please review your personal information carefully and then provide payment information as necessary.

WITH STERLING VOLUNTEERS, YOUR INFORMATION IS **SECURE**  
[Learn more >](#)

[Show Order Detail](#)      [Questions](#)

**Your Background Check Order # 5533621**  
Level 1: Basic Criminal History Record Locator Search

Price	\$10.00
Locator Select	
Price	\$5.00

ORDER SUMMARY

Total cost of Background Check	\$15.00
Tax	\$0.00
Amount paid by me	\$15.00

[Continue to Payment](#)

Provide your credit card details and click ‘Submit Order’.

### BILLING & PAYMENT INFORMATION

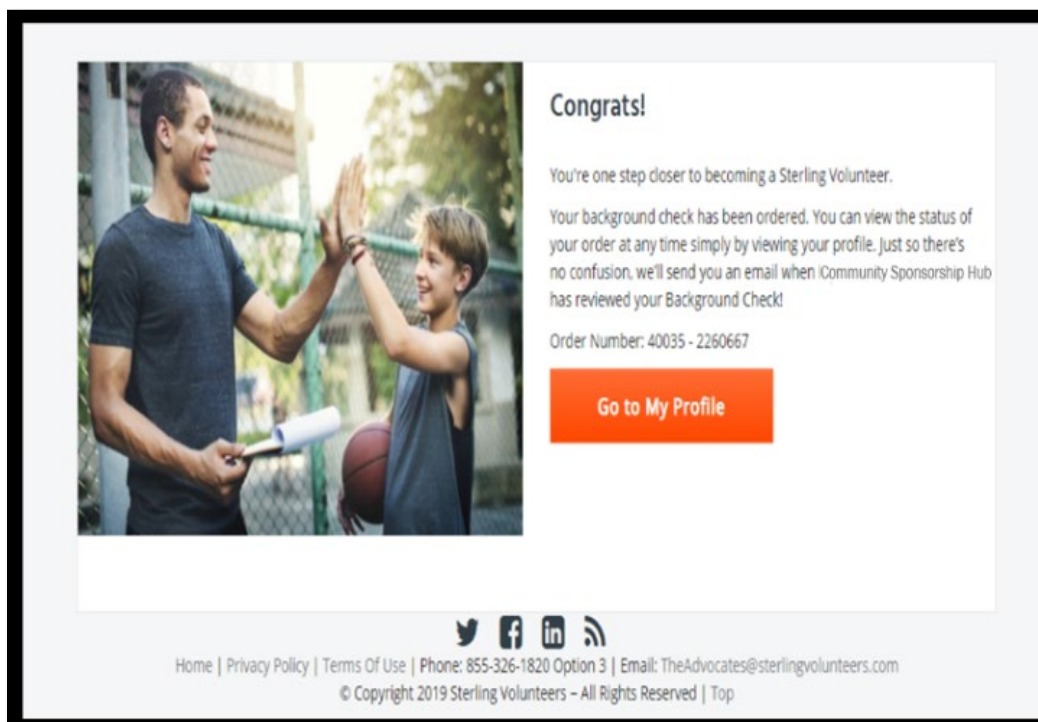
Name on Card \*

Credit or Debit Card \*

<input type="text" value="Card number"/>	<input type="text" value="MM / YY CVC"/>
--	--

[Submit Order](#)

Wait for the confirmation page and you're good to go!



**Congrats!**

You're one step closer to becoming a Sterling Volunteer.

Your background check has been ordered. You can view the status of your order at any time simply by viewing your profile. Just so there's no confusion, we'll send you an email when Community Sponsorship Hub has reviewed your Background Check!

Order Number: 40035 - 2260667

[Go to My Profile](#)

[Home](#) | [Privacy Policy](#) | [Terms Of Use](#) | Phone: 855-326-1820 Option 3 | Email: [TheAdvocates@sterlingvolunteers.com](mailto:TheAdvocates@sterlingvolunteers.com)  
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Need further assistance or have any questions? Please reach out to our Advocates team via email [theadvocates@sterlingvolunteers.com](mailto:theadvocates@sterlingvolunteers.com) or by calling 855-326-1860 Opt. 3.



# Sterling Volunteers

## To Share Your Background Check with CSH:

**Melissa Eastwood**  
Pompano Beach, FL / (954) 555-8158  
vv.email1202@gmail.com  
Verified: 6/26/2017  
Last Updated: 7/26/2017

**My Organizations**  
Click an image to view your background check.

**See who's new.**  
New organizations are joining every day.  
[View organizations in your area](#)

[Edit Profile](#) [Agreements](#) [Activity History](#) [Edit Photo](#)

**My Volunteer Story**  
As the head of a major marketing firm I don't have a lot of free time, but when I do, I love to spend as much of it giving back as possible.

**My Screening Checklist**

- Update my profile
- Start my background check
- Get Fast-Pass
- Find organizations and share my background check

**Figure 1: Volunteer Profile**

Volunteers can initiate the sharing option by choosing the “Find Organizations and share my background check” link in their profile.

Volunteers can either provide a certain radius from a specific organization zip code or just choose a state to find the organization they are looking for. After selecting, click on the Search button.

# Sterling Volunteers

To pull up the Community Sponsorship Hub on the list, volunteers should put 10036 as the organization's zip code and select any miles on the Distance dropdown menu. If the volunteer cannot locate the organization using the zip code, he/she can simply type **Community Sponsorship Hub** in the Organization Name button.

We highly recommend for them to use a desktop or laptop as it is causing some issues when the website is being accessed through phones/tablets or iPad. Volunteers should use the following browsers such as Google Chrome, Internet Explorer Safari, or Firefox.

**Find Organizations & Share My Background Check**

Start your search for organizations in your area. Learn more about [sharing your background check](#).

**Filters**

ZIP Code: 10036    WITHIN    Distance: 100 miles    - OR -    Search By State    State: Select a State

Organization Name

**Search**     Only show organizations I can share with.

Don't see the organization you're looking for? [Click here](#).

**Best Buddies - Albany**

NicoleBurch@bestbuddies.org  
(518) 235-2226  
New York, NY  
[www.bestbuddiesnewyork.org](http://www.bestbuddiesnewyork.org)

**Share**

**Best Buddies - Long Island**

MeganKelly@bestbuddies.org  
(212) 220-8554  
New York, NY  
[www.bestbuddiesnewyork.org](http://www.bestbuddiesnewyork.org)

**Share**

**Community Sponsorship Hub**

ddemissie@communitysponsor...  
(202) 344-5037  
New York, NY  
<https://www.communitysponso...>

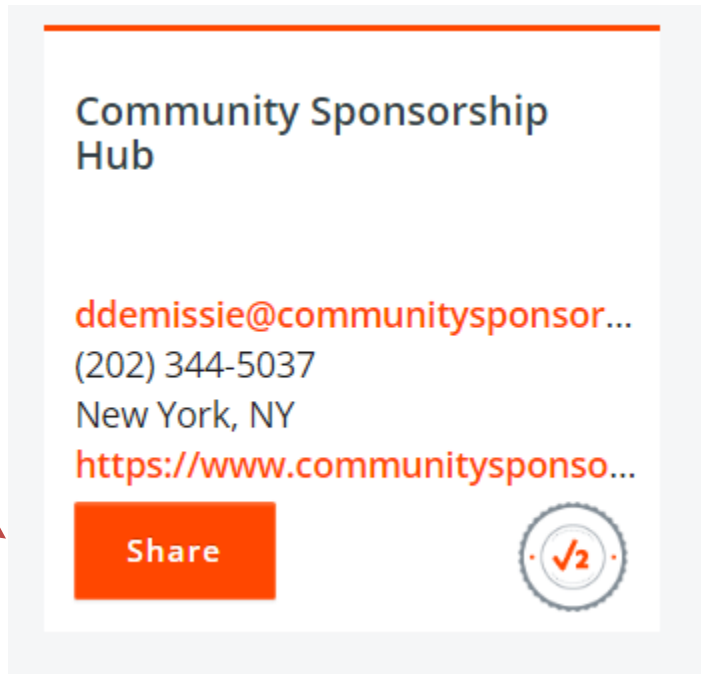
**Share**

**Figure 2: Volunteer Sharing Page**

# Sterling

## Volunteers

After finding the organization, please click the “Share” button. The volunteer’s information will now be presented in the Community Sponsorship Hub’s dashboard for review.



**Figure 3: Sharing Button**