

x2VOL Frequently Asked Questions

For Students

What is x2VOL?

- An online tracking and reporting system that allows students to enter their service-learning hours online at any time as well as check for any volunteer opportunities and sign up for them. Students can also receive reminders about the opportunities and print a service hour log that can be used for college applications.

How does x2VOL work?

- Visit the link here - <https://myintellivol.desk.com/customer/en/portal/articles/2308204-how-does-x2vol-work>

How do I log hours in x2VOL?

- Log in to x2VOL and view your Dashboard.
- Click the green button, *Add Hours*.
- You will be on your Activity Log page.
 - If you signed up for an opportunity in x2VOL prior to the event happening, you will see it listed in the bottom section, Community and School Opportunities. Click the **[Add Hours]** button to log your hours.
 - If you did not sign up for the opportunity in x2VOL, you can log your hours as a Personal Project. Click the blue, *Create New* button in the top section titled Personal Projects.
- Every time you log hours, there will be fields to fill out: Activity Name, Project Description, Hours amount, date etc. You can add an attachment if needed.
- **Recurring Project:** if this project is something you do on a regular basis, make sure you check the box, **[Make this a Recurring Project]**. It will save to your Activity Log and allow you to just add the hours and dates in the future, instead of logging the entire activity from scratch each time.
- **Multiple Dates:** if you've done a project over the span of multiple dates, you should enter the last date of your service-learning experience and then explain the details of all the dates you served in the description box.
- **Goals:** please select the proper goals for this project to count towards. You may only have one option to select with all of your goals which allow double-dipping.
- **Honor Code:** you must check the honor code before submitting your hours. You are claiming that the information you submitted is accurate and true.

✚ **How do I edit my entry?**

- You can edit your project entry by going to your Activity Log page and clicking the *Edit* button next to the entry you wish to edit. You only can edit opportunities that have not been approved by the school yet.

✚ **How do I join Groups and Goals in x2VOL?**

- Click on the *Group and Goals* tab at top of page. To join a new group at your school, students may search the name of a group or click the *Add New Group* button. Once joined, you will see the goals associated for the group. Some goals are automatically assigned by staff and students must work towards this goal. For optional goals listed, click *Add* to work towards the specific goals.

✚ **How do I find opportunities posted by my school and by the community organizations?**

- Click the *Opportunities and Projects* tab which will take you to your activity log page. Click *Find Opportunities* to see items posted by your school and non-profit organizations in your area. For additional information about the opportunity and contact person, click *View Event Details*. Then click *Sign Up* and you will receive a confirmation. If you sign up for an opportunity and cannot participate, you will need to click *Cancel Sign Up* to remove yourself and open the opportunity for others.

✚ **How can I receive additional support if I have questions about using x2VOL?**

- Either contact the High School Service-Learning Program Coach at your school or contact Support@intellivol.com