COVID New Volunteer – Account Creation Issue – Resolution Steps

Some volunteers are experiencing an issue where it appears if they are unable to create an account. Upon creating an account the redirect from the account creation page to the application itself is not syncing in real time. If the page doesn't open when you click “submit” the first time, please take the following steps:

1. Open a new Google Chrome browser and go to www.volunteerconnection.redcross.org (Please don’t use the same window you used to create the account.)

2. On the left-hand side of the page enter your email address and choose the password reset button

3. After you receive the password reset email, please use the same password that you used to create the account (If Volunteer Connection won’t let you reuse the password, please choose another one).

4. The password reset will take you to a Red Cross.org page.

5. Please allow five minutes for the system to accept this password change

6. Open another browser window and click on the application link http://volunteerconnection.redcross.org/?nd=intake &entry_point_id=37&entry_po/int_type=global_entry_point

7. Please Sign into your account and complete your volunteer checklist or wait until account has been processed