

New Volunteer Guide (Updated 2025)

Hello and welcome to ArtsQuest! Thank you for your interest in volunteering with us. This guide will help you through the process of creating an account, all the way through approval and how to eventually pick up shifts!

Creating an Account

- Visit <https://www.artsquest.org/support/volunteer/> and click the link for “New Volunteer”
- Once on that page, look for the box that says “I am new to MyImpactPage.com”
 - You will need to enter a unique username to identify yourself with the system.
 - You should select something that is easy for you to remember such as your email address or your name.
 - Your username must be at least 6 characters long. If the name you enter is already in use by someone else, you will be prompted to choose another username
- Once you’ve chosen a username and entered your email, click submit and you’ll be taken to the application form
- This will ask you a few basic questions like your full name, address, birthdate, etc.
 - All “flagged” categories must be answered to continue the application process.
- After submitting this part, the availability and qualifications page will need to be filled out.
 - There are also a few additional questions to answer, including employment information, referrals etc.
- When all the information is filled out to the best of your ability, click submit!
- After this, your application will be sent to the Volunteer Department Staff for approval
- The Volunteer Department Staff check this frequently, so your application should be approved within 24-72 hours, and you’ll receive an email confirmation that you’ve been approved!
- Congratulations and welcome aboard! Now, what’s next?!

Mandatory Background Check

To ensure the safety of our patrons and other volunteers, if you are over the age of 18, we now require all our volunteers to submit a background clearance check within 30 days of being approved on the Volunteer Portal. This is a simple and free process. If

you do not have access to a computer or mobile device to complete the background check, please contact a member of the Volunteer Staff and we will schedule an appointment to have the proper forms filled out. If you have received clearances for another organization/employer **within the last 5 years**, we can reuse that those.

If you are a resident of Pennsylvania:

- PA Child Abuse History Clearance: <https://www.compass.state.pa.us/CWIS>
 - When beginning this process, select the option that says “individual login” or the option that allows you create an individual account. You are requesting clearance as an **individual**; the organization option is overall maintenance for employers/nonprofits.
 - When it prompts you for a “Keystone ID,” that is your opportunity to create a personal username.
 - If it does not give you the option to select that you are volunteering for an arts organization, select “Other” and write in “ArtsQuest” if it gives you the option to enter text.
- PA Criminal Record Check (For residents of PA): <https://epatch.pa.gov/home>
 - For organization telephone number, you can give them Cory’s office number: 610-332-1370

If you are not a resident of Pennsylvania:

- You will need to complete a separate FBI background check instead of the following two clearances above. Please contact Cory Stevens at 610-332-1370 or cstevens@artsquest.org to begin this process.

At no point should you be charged for these clearances and checks! If it attempts to charge you, please give us a call

Once you receive the results of your clearances, please scan/save them and email them to volunteer-dept@artsquest.org or print them and mail them/drop them off at The ArtsQuest Center 101 Founders Way, Bethlehem, PA 18015.

Exploring The Volunteer Portal

The ArtsQuest Volunteer Portal is accessible via desktop or mobile device. The “My Impact” app is available to download from the Apple Store and Google Play storefront. Feel free to use either method you are most comfortable using! Once on the portal,

you'll see a bunch of tabs at the top of the page on desktop, or by clicking the Menu button on mobile devices.

Home

- By clicking this, you will always be returned to the homepage which will display at a glance your profile, upcoming scheduled shifts, and other news from the ArtsQuest Volunteer Department

Opportunities

- The opportunity calendar will list all open shifts that are currently available to you in a monthly calendar format
- The Opportunity list (default on the mobile app) will list all upcoming shifts that are currently available and posted
 - Sometimes this will include shifts for events months in advance. For example, some larger scale events, or cinema/comedy shifts
- These tabs both have a variety of filter options available to help navigate and find the right dates and times for you
- Once you click on an Activity, a short synopsis of the activity will be shown on the screen describing your duties and responsibilities for that particular activity.
- Below this, available shifts will be displayed with the current number of people signed up and how many are needed.
 - To sign up for the shift, simply click on the arrow on the right side of the screen which will bring up another screen with more options
 - Hit "Sign up" and the shift is yours!
 - The website will remind you of upcoming shifts you have picked up, but please make note of the time and date for your own personal records as well!
 - Also available on the "Sign Up" page are several options to find out more information about the shift including:
 - Who else has signed up?
 - More information about this Activity
 - General information about this Category
 - A button to return to the previous screen

Schedule Tab

This will display all your currently assigned shifts in one place to easily see all the information you may need. You may use the filter settings if you choose to narrow down the shifts shown for instances where you may have multiple shifts upcoming

Contact Tab

This is a quick access tab to email one of our Volunteer Staff with any questions or inquiries you may have! Don't hesitate to contact us, we're happy to help and answer any questions.

Usher Training

Besides the various events and programming we run throughout the year, we also host over 100 paid concerts in the Musikfest Café. To volunteer for these events, we do require volunteers to attend a training session to become an "Usher" for the Café. This is to ensure that our guests have the best experience possible and so that each volunteer knows the ins and outs of ArtsQuest.

At the current time, we do not have any sessions scheduled for new volunteers. We are currently in the process of establishing a biannual retraining of our current crop of Ushers and will reevaluate the situation in due time. When we do open back up the Usher Training sessions for prospective new Ushers, email communication will be sent out well in advance so you can plan accordingly if interested.