

Volunteer

Manual

CrossFit Games  
Regionals

Cueto Event Management System

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## Introduction

This guide is intended to cover the volunteer interface for the Cueto Event Management Software. The guide is current and new versions will be published for each major revision.

## Contact Info

Cueto & Cueto, Inc. is the company responsible for developing, maintaining and hosting the Cueto Event Management Software. We welcome – and appreciate - your questions and feedback about the software, website and manual.

The best way to get in touch with us is through e-mail at [john@cuetoems.com](mailto:john@cuetoems.com). You can also use our contact form: <http://www.cuetoems.com/Contact.aspx>

If you're associated with an event, please put the name of the event in the subject of the message so the correct person gets your message. Due to our travel schedule, it may take us several days to respond.

Direct contact to the CrossFit Games Regional event volunteer staff is available by email:

[Region]volunteers@crossfitgames.com

Example: [southeastvolunteers@crossfitgames.com](mailto:southeastvolunteers@crossfitgames.com)

or

[support@crossfitgames.com](mailto:support@crossfitgames.com)

## Terms of Use

This document in its entirety is Copyright 2011 Cueto & Cueto, Inc. It may be copied or distributed, in part or in whole, by any of our customers, or agents acting on their behalf, for purposes of education and training.

This document may not be used for purposes of reverse engineering or duplication of the Cueto Event Management Software.

The most recent version can always be found at: <http://www.cuetoems.com/Help.aspx>

## Registration Wizard

In order to streamline the registration process, the event management system will guide you through a five-step registration wizard. Some events may not use all five pieces; just skip the corresponding section.

## Registration Page

The first time you visit the website you'll be taken to the registration page where you'll pick a username and password.

**VOLUNTEER NOW!**

If you already have a volunteer account, please login to the right.  
If you need to sign up for an account please complete the information on the left.  
If you need help getting started, [click here to read and print the volunteer manual.](#)

**Southeast Regional**  
April 27-29, 2012  
South Florida Expo Center  
West Palm Beach, FL 33411  
[Click here for directions to the venue](#)

If you are an ATHLETE, you must enter in a NEW Username and Password to be a Volunteer.

**New Volunteer Registration**

We need some basic information to begin setting up your account. [Our terms of use and privacy policy](#) are available prior to registration.

First Name:  **1**

Last Name:  **1**

Username:  **1** [?](#)

Password:  **1** [?](#)  **1** [?](#)  
Type Password Confirm Password

I agree to the [volunteer waiver and terms of use](#). If I am under 18 years of age, I am registering with the consent of a guardian and will provide this information on the next page. **2**

Registration Code  **3**

*If you don't have a code, just skip this box.*

**Registered Volunteer Login**

Please sign in below with the username and password that you selected when you registered. [Have you forgotten your username or password?](#)

Username:  **4**

Password:  **4**

1. You'll be prompted to enter your first and last name and to pick a username and password. If you're having trouble picking a username or password, or your first choice is already taken, hover over the blue help symbols for suggestions.
2. Before beginning the registration process, we need you to read and agree to the event's volunteer waiver. Clicking the blue text will open the agreement in a new window.
3. If you've been given a registration code, enter it in this box. Some events require registration codes for pre-registration and you will not be able to register without a code. Once you've entered your information and agreed to the waiver, click the "Register" button to begin.
4. When you return to the site in the future, use the username and password you picked during registration to log back in. You'll be taken directly to your home page.

Once you click the "Register" button, you'll be shown an information page containing the contact information for the event staff, our contact information and a direct link to the site's login page. Click the link at the bottom of the page to start the wizard.

## Step 1: Personal Information

This page helps us collect the information needed to process your application. Your chairperson needs to know how to contact you, so please fill this out completely and accurately, although you can skip any fields marked **(Optional)**.

Personal Information Home | Messaging | Settings | Welcome, Johnny. (Logout)

We need to collect some background information to process your application. All information collected will be kept confidential and you can come back and update this information at any time.

### Basic Information

First Name

Last Name

Gender

Birth Date

Do you have a valid driver's license?

### Residence

If you have more than one residence, please use the address at which you would want to receive event-related mail. Please **do not use** a P.O. Box address.

Address 1

(Optional) Address 2

City

Country

State / Province

Zip/Postal Code

### Contact Information

Home Phone

E-Mail Address

Cell Phone

(Optional) Work Phone

### Emergency Contact Information

Contact Name

Contact Relationship

Contact Phone Number

### Extra Information

Do you have any medical concerns, such as asthma or problems standing or being outside, that might impact your committee assignment or the performance of your duties? *If not, just leave this box blank.*

Follow the prompts on the page and click the button in the bottom right to proceed to the next step.

## Step 2: Committee Preferences

This step helps us match you to a committee. You can look at descriptions for all open committees and pick your top three choices, as well as list previous experience or special requests.

Committee Preferences Home | Messaging | Settings | Welcome, Johnny. (Logout)

There are a number of committees for which you can volunteer during the event. Please browse the list of available committees and then select up to three committees, or **No Preference**, if you are unable to select three. We'll try our best to assign you to one of your top three choices.

Available Committees	My Committee Choices
<p><b>Judge - Local Experience</b> L1 Certificate holder with both CrossFit coaching experience for greater than 1 year and documented judging experience at any CrossFit competition.</p> <p><b>Judge - Regional or Affiliate Experience</b> L2 Certificate holder or CrossFit Affiliate owner and coach. Must have either active CrossFit coaching experience for greater than 2 years or documented judging experience at CrossFit HQ events.</p> <p><b>Staff - Control</b> Control Volunteers will be responsible for working in the following areas: COMMUNICATIONS, ACCESS, SCORING, and ACCOUNTING.</p> <p><b>Staff - Media</b> Media Volunteers will be responsible for the following areas: HQ MEDIA TEAM, VISUAL &amp; PRINT MEDIA and SOCIAL MEDIA</p> <p><b>Staff - Services</b> Service Volunteers will be responsible for the following areas: ATHLETE SERVICES, STAFF SERVICES, GEAR SERVICES, (Rogue) and OUT SERVICES (Sponsors, Vendors and Venue).</p>	<p>1. <input type="text" value="No Preference"/></p> <p>2. <input type="text" value="No Preference"/></p> <p>3. <input type="text" value="No Preference"/></p> <p><b>Previous Experience</b></p> <p>Please list what qualifies you for the role you have requested. OR Please list any event experience and assignment you have had working a CrossFit Games event or any CrossFit competition. ***EXAMPLE: Judge Regional or Affiliate Experience, Affiliate Owner 4 years with 5 years coaching experience, Judge Southeast Regionals 2009-2011 and 2009-2011 Open Judge at Affiliate. ***EXAMPLE: Staff Services Gear 2011 Garage Games Staff Volunteer Gear set-up.</p> <div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div> <p><input type="button" value="Save Preferences"/></p>

1. The left half of the page lists all available committees with a brief description and any special indicators, such as requiring extended time outside.
2. Use the drop down menus to pick your top three committee choices. Many events have a “No Preference” option if you can’t pick three.
3. Use this optional field to explain your past experience at this event or other events and any skills or experience which might influence your committee assignment.
4. Click this button to continue to the next step.

### Step 3: Uniform Choices

This task lets you select your uniform items. Some items, such as headwear, will offer multiple selections to choose from. Other items, such as shirts, may only let you pick your size and color. The items listed depend on the gender you selected on the **Personal Information** page; if you're seeing clothing for the opposite gender, go back and check your selection.

Uniform Details Home | Messaging | Settings | Welcome, john. (Logout)

For each type of item use the bubbles to make a selection and then pick a size or color, if you see the option. You can click on each image to see a larger version. Click the button at the bottom of the page to save your choices. **To receive the CrossFit Uniform Package, you must commit to at least two days of volunteer service.**

**Volunteer Package \*PLEASE NOTE: YOUR UNIFORM PACKAGE IS SUBJECT TO CHANGE DEPENDING ON THE COMMITTEE YOU ARE ASSIGNED TO.**

**Volunteer Package**  
Each Volunteer will receive a Volunteer Package  
Including:  
\*\*Minimum commitment 2 Full Days\*\*  
One Official Staff/Judge t-shirt for each day you work  
1 Weekend Spectator Credential  
1 Weekend Volunteer Credential – gives you access, even on days you aren't working!  
Free food and drink available when working

**Ladies' Volunteer Shirt - A Reebok 100% Cotton T-shirt**

**Ladies' Shirt**  
Size:   
Qty:

**Men's Shirt**  
Men's Shirt is available for sizing purposes.  
Size:   
Qty:

[Save Choices](#)

1. Use the radio bubble to select an item from a group. The first item in a group will be selected by default; groups with one item will not let you change the selection.
2. Some items contain options such as size, color and quantity. Use the drop down menus to select your desired options.

Once you've finished picking your uniform items, click the button at the bottom of the page to continue.

## Step 4: Availability

This step lets you tell us when you're able to work. We'll try our best to assign you to a committee and work schedule which is compatible with your schedule.

**Schedule Availability** Home | Messaging | Settings | Welcome, Johnny. (Logout)

Please select the times which you are available to work. We will make every effort to assign you to a committee and work schedule which are compatible with your availability.

Day	Morning	Afternoon
Wednesday, April 25, 2012	<input type="checkbox"/>	<input type="checkbox"/>
Thursday, April 26, 2012	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Friday, April 27, 2012	<input type="checkbox"/>	<input type="checkbox"/>
Saturday, April 28, 2012	<input type="checkbox"/>	<input type="checkbox"/>
Sunday, April 29, 2012	<input type="checkbox"/>	<input type="checkbox"/>
Monday, April 30, 2012	<input type="checkbox"/>	<input type="checkbox"/>

I am willing to work multiple shifts on the same day.

Once you've been assigned to a committee, this page will show the days that committee is working. **Make sure to come back and update your availability!**

Please select the times which you are available to work. We will make every effort to assign you to a committee and work schedule which are compatible with your availability. Please note: Judges are required to schedule ONLY FULL DAYS, AM & PM Shift

I can help before.  I can help after.

Is there another volunteer you'd like to work with?

Due to the proximity of the event, your choices are locked. Please contact the event office if your availability has changed.

1. Use the check boxes to select the times of day you're able to work. Events and committees break the work day up differently, so you may be asked to choose from all day, morning/afternoon, or morning/mid-day/afternoon.
2. These fields tell us if you're able to help before or after the event, and whether you'd prefer to work with another volunteer.
3. Please indicate if you're willing to work multiple shifts on the same day; event days can be very long and we try not to do so without your consent.

Once you're finished, click the button at the bottom of the page to proceed.

# Home Page

Your home page is your customized portal to the event. It's broken up into three sections:

The screenshot shows a user interface for a home page. At the top, there is a navigation bar with 'Home | Messaging | Settings | Welcome, Johnny. (Logout)'. Below this is a main header area with 'Home' on the left and a description: 'Your home page gives you access to news, general information for volunteers, information specific to your assignment, and the status of everything you need to do to get ready for the event. If you need help at any time, please check out the [volunteer manual](#).' The main content area is divided into three sections, each with a red header bar and a large blue number indicating its position:

- 1 News and Discussions**: Features a post titled 'Excited about volunteering? Share your experience!' with social media sharing options (Tweet, Like, 2k, Send) and a '[View Archive]' link.
- 2 My Tasks**: Lists four tasks, all marked as 'Complete' in green: 'Personal Information', 'Committee Preference', 'Uniform Choices', and 'Schedule Availability'. A calendar icon shows the date '26'.
- 3 My Committee and Schedule**: Contains the text: 'Once you've been assigned to a committee, your assignment, chairperson information and schedule will appear here.'

1. **News and Discussions** – Your chairperson(s) and the event staff will post news items with important information and your home page will always show the two most recent posts. You can click the “View Archive” link to see everything that’s been posted in the past. Clicking the “Join Discussion” link will take you to a message board, where you can communicate with other volunteers and your chairs.
2. **My Tasks** - These icons allow you to quickly access the information you entered during the registration wizard. The status of each task is shown underneath the name; a status in green indicates completion, whereas a status in red or yellow requires your attention.
3. **My Committees and Schedule** – In addition to your committee assignment and chairperson information, you'll see your work schedule begin to appear as the event gets closer. The color of your shifts is important:
  - a. A white shift indicates an assignment that has not been completed.
  - b. A **green shift** indicates an assignment that has been completed.
  - c. A **red shift** indicates a shift that you've marked for reassignment.

To mark a problem shift, click the link labeled "Problem with this shift? Request a reassignment." next to an incomplete shift. You also have the option of printing a printer-friendly version of your schedule.

For further information contact your CrossFit Games Regional event volunteer staff via email:

[Region]volunteers@crossfitgames.com

Example: [southeastvolunteers@crossfitgames.com](mailto:southeastvolunteers@crossfitgames.com)

or

[support@crossfitgames.com](mailto:support@crossfitgames.com)

## Frequently Asked Questions (FAQ)

### Why do you need to know about my...?

What does your birth date or whether you have a valid driver's license have to do with volunteering? Actually, quite a bit! Some events and committees may have restrictions on age or require a valid driver's license.

We don't use or share your data for anything other than your volunteer application and if you truly feel uncomfortable answering a question, you can skip it. We take the protection of your personal information very seriously and you can read our full security and privacy policy at:

<http://www.cuetoems.com/SecurityAndPrivacy.aspx>

### Who should I contact for help?

You're never on your own when you're using our software. In addition to your chairperson(s), the event will probably assign a staff member to manage volunteers but we're here to help, too. If you want to report a problem or make a suggestion, use the link at the bottom of every page that says **Help us improve this software!**

You're also encouraged to get in touch with our staff member responsible for the volunteer management software. You can e-mail John at [john@cuetoems.com](mailto:john@cuetoems.com).