



Dear Defender of Potential,

Thank you for your interest in becoming a mentor! We have a few steps we need you to take before scheduling your interview with our Enrollment Specialist. Once the following items are completed and returned to Bridget Albert at balbert@bbbsco.org, you will be contacted to schedule the interview. **We ask that these 4 steps are completed within 14 days of your orientation phone call.** Please do not hesitate to contact Bridget if you have any questions about the application process. She can be reached at 541.280.7748.

1. Complete the **online application** through www.bbbsco.org. If you can't locate the link to your application in the future, please reach out to Bridget, and she will e-mail you the link. Please include **5 references** if possible, so we will receive the required 3 references. If you have worked or volunteered for any organization/business in the past 5 years that involved children, please choose the "Youth Serving Organization" reference type. Please let your references know that the reference form will be e-mailed to them and to complete the form as soon as possible.
2. Once you have submitted part or all of your application, you will receive a text asking to schedule a 30 minute "**Orientation Call**". Please respond to that text with days and times that generally work well for you.
3. Complete the online "**Volunteer Pre-Match Course for Bigs**". It is 90 minutes and you can start and stop at your convenience. This course is integral to the success of a match. Be sure to read the troubleshooting tips below before starting the course.
4. Read the **Child Safety Handbook** and **Volunteer Guide** thoroughly

To access the "Volunteer Pre-Match Course" if you did not receive an e-mail from csod.com with the link:

1. Please visit <http://bbbs.csod.com>
2. Enter your username which is the email address you provided when you inquired to becoming a Big
3. Enter your temporary **password: Bbbs123**
4. You will be asked to create a new password.
5. Once you have created a new password click "submit"

Once you have logged in, your account will be activated. Follow instructions below to access Pre-Match Training

1. From the Welcome Page, click on "Get Started"
2. This is the Learner Home Page
3. Under **Continue Learning**, you will see the "**Volunteer Pre-Match Course for Bigs**"
4. Click the **Course Title** to get started.

Thank you for your interest in igniting, empowering and defending the potential in a child!

Troubleshooting Tips for “Volunteer Pre-Match Course for Bigs”

This new online training is essential for the success of your match, but we want to make sure it is user friendly and not hindering your enrollment process and path to becoming a DEFENDER OF POTENTIAL. If you have issues and the following tips don't work, please contact Bridget Albert at balbert@bbbsco.org or 541-280-7748.

Some Important Notes:

- All videos must be watched in their entirety.
- All activities must be fully interacted with in order to move forward to the next lesson.
- All questions must be answered and submitted.
- To exit the course, users need to click "Exit Course" not the X in the browser window.
- Clicking a resource link will open a new window. However, your window remains open, just likely goes to the back.
- You will never have to restart the course from the beginning if you open a link or click "Exit Course". You can click the menu icon on the top left to go back to where you left off.
- If you fail one of the quizzes, there is a small green arrow on the bottom left of the screen that will bring you back to retake the test.

Browsers for Viewing Rise 360 Courses

You can view courses on any devices that support these browsers. This includes mobile devices such as iPhones, iPads, and Android-enabled phones and tablets.

Windows

- Google Chrome (latest version)
- Microsoft Edge (Chromium-based, latest version)
- Internet Explorer 11
- Firefox (latest version)

Mac

- Google Chrome (latest version)
- Safari (latest version)
- Firefox (latest version)

Mobile

- Safari in Apple iOS 12 or later
- Google Chrome (latest version) in Apple iOS 12 or later
- Google Chrome (latest version) in Android OS 6 or later

Required Browser Settings for Viewing Courses

- JavaScript: JavaScript must be enabled for published courses to work.
- Font Downloads: Font downloads must be enabled to see the correct fonts and characters.
- No Compatibility View: When using Internet Explorer, turn off Compatibility View for sites where your courses are hosted.