NASP volunteer signup guide

For returning volunteers with optional group instructions

Thank you for volunteering with NASP! Our new system gives you a volunteer profile and dashboard. Complete a signup for each event you want to work, even if you volunteered in the past. **Groups are optional and are available only when the tournament allows them. Volunteering individually remains available.**

1 Open your volunteer account

Go to nasptournaments.org/Staff/Default.aspx and select **Create or open my volunteer account**.

Choose Email and enter an email address you can access. If possible, use the personal email you used for past volunteer signups. Select **Send verification code**, enter the six-digit code from your email, and select **Verify and continue**. The code expires in 10 minutes. No password is required.

Use your own contact information. Each email address and mobile number can belong to only one volunteer. Text message sign-in is also available, but you must verify an email address before signing up for an event.

2 Complete or review your profile

If prompted, enter or review your name and full mailing address, including country, city, state or province, and ZIP or postal code. Check your email and phone information. Select **My mailing address and contact information are current**, then **Save and continue**.

You may be asked to review your information again after a break of six months or more between sign-ins. Add or update a contact using the links provided; each new contact requires its own verification code.

3 Choose the event

On your dashboard, find **Available events** and select **View details / sign up**. On the public volunteer events page, the button is **View event details**. Select **Sign up now**, read the event information and requirements, and select Continue.

Already signed up for this event? Open your existing signup through **Manage event signup**. To become a group member, follow Join a group after signing up on page 3.

4 Save your event details

Review your saved information. Answer the incentive eligibility question, select a shirt size if requested, and add any scheduling notes. If your employer is paying you to be at the event, select No for incentive eligibility. Select **Save and continue**.

If your tournament allows groups and you are eligible, you may choose to volunteer individually, join a group, or create one. To continue individually, select **Volunteer individually**, then **Save and continue to shifts**. If group choices do not appear, continue directly to job and shift selection. To join or create a group, see Optional volunteer groups on page 3. Each group member still completes their own signup.

Finish your event signup

5 Choose your jobs and shifts

Select all jobs you are willing to do and all shifts you are available to work. Choose at least one job and one available shift, then select **Save and continue**.

If you are volunteering individually and incentive choices appear, review the event rules, choose cash or an available gift for each shift, and select **Save and continue**. A gift replaces cash for that shift. Group members receive cash incentives only. All incentives depend on eligibility and confirmed work.

6 Complete the requirements for your event

Training: If your selected job requires the Lane Judge Training video, select **Update training video status** on your event summary. Open **View training resources** to watch the video. Record whether you have watched it and select **Save and continue**.

Background checks: Review **Background check for this event** on your event summary. If a check is needed, follow the event's instructions and form or service links. Submit completed forms as directed; the website does not accept completed-form uploads.

For returning national tournament volunteers, national staff will add previously submitted background-check information to the new system. If your prior check is missing, contact event staff to confirm what is needed before submitting another form.

7 Review your signup and watch for assignments

On **Manage your volunteer event**, review **Your signup checklist** and confirm that your job and shift preferences are correct. **Event signup - Saved** means your registration is saved. **Pending approval** or **Awaiting assignment** means staff still need to review or assign you. Signing up does not guarantee a staff position.

Return through **Create or open my volunteer account**, then select **Manage event signup** under **Your upcoming events**. Check your status, assigned times and duties, and messages. Use **Edit availability / shifts** when available; contact event staff if your plans change after shifts are assigned or editing closes.

Help for returning volunteers

No verification code? Check your spam or junk folder and the contact you entered. Use **Send another code** if needed. Use **Use a different contact** to correct a mistake.

Missing old information or a shared family email? Older registrations may not all appear on your dashboard. Use a contact that belongs to you, and ask event staff for help with missing records or account conflicts.

No events listed? You can still create or update your volunteer profile and return when signup opens.

Want text updates? Add and verify your mobile number, choose the optional event update or new opportunity texts under **Text message preferences**, then select **Save text preferences**. Receiving a sign-in code does not enroll you in these updates.

Need help? Use the contact information on the event details page or **Messages with the staffing administrator** on your event summary.

Optional volunteer groups

Only for tournaments that allow groups

Groups are optional and available only when the tournament allows them. You may continue individually. Each group member uses their own account and selects their own jobs and shifts.

Before choosing a group

At a tournament that offers groups, you may belong to one group for that event. Create or join while signup is open and before any of your work for the event has been confirmed.

Only volunteers eligible for incentives can create or join a group. If your employer is paying you to attend the event, answer No to incentive eligibility and continue as an individual volunteer.

All group members' earned cash pay and group bonuses are combined into one check mailed to the group leader. Group incentives are cash only. Creating or joining a group clears any gift selections you previously made for that event.

New event signup? Complete steps 1 through 4. Then use the leader instructions below, or begin at step 4 under **Join a group after signing up** when the group choices appear.

Group leaders create the group

1. Select **Create a group and be its leader**. Enter a group name. You become the leader and the first member.
2. Complete **Leader's check and mailing details**: the name the check should be payable to, **Mail to / attention**, street address, city, state or province, postal code, and country. Address line 2 is optional.
3. Read and check the payment acknowledgment. Select **Save and continue to shifts** and finish your own job and shift selections.
4. On your event summary, select **Manage volunteer group** to find your four-character join code. Share the code, event name, and signup link with your members. Each person must join the group through their own account.

Join a group after signing up

Use your existing event signup. Your registration and saved shifts stay in place when you join; any gift selections are cleared.

1. Sign in through **Create or open my volunteer account** using a verified email address or mobile number on your existing profile.
2. Under **Your upcoming events**, find the tournament and select **Manage event signup**.
3. On your event summary, find **Volunteer group** and select **Manage volunteer group**.
4. Select **Join a group using a join code** and enter your leader's four-character code for this event.
5. Read and check the payment acknowledgment, then select **Save and continue to shifts**.
6. If the shifts page opens, review your saved selections and select **Save and continue**. Confirm your group name on the event summary.

Optional group incentives and management

After choosing a group, finish your own signup using steps 5 through 7. Save your job and shift selections, complete any required training or background check, and review your approval status and assignments.

Group membership does not guarantee approval or an assignment. Cash pay and bonuses depend on eligible work that staff confirm after the shift ends. Signing up or receiving an assignment alone does not earn an incentive.

Read the bonus rules for your event

Under **Manage volunteer group**, read **How the group bonus works**. Expand **View shift and duty pay and shifts that count toward the group bonus** for amounts and eligible shifts.

For events using a **daily group bonus**:

- Meet the listed minimum of different eligible members with confirmed work on shifts marked **Counts toward group bonus**.
- Each person counts once per day. The leader counts when they work a qualifying shift. Different members may cover different days.
- Each day qualifies separately, with one bonus per qualifying day regardless of group size. Overnight shifts count on their start date.
- Shifts marked **Does not count toward group bonus** can earn their listed cash pay, but do not help meet the minimum.

Example: With a five-person daily minimum, four members on one qualifying shift and a fifth on another qualifying shift that day qualify after staff confirm their work. Four people working twice still count as four people.

Some events award bonuses for complete sets of members working the same shift. Follow your event's displayed rules; the example above applies only to daily bonuses.

Leaders review the group and payment details

From your dashboard, choose **Manage event signup**, then **Manage volunteer group**. Review the member roster, join code, confirmed work, group balance, and daily bonus progress when applicable. Use **Save check details** after updating your payment information.

Group balance shows confirmed earnings, not whether a check has been issued. Ask event staff for payment status. Only the leader and authorized staff can view check and mailing details.

Changes and help

Cannot join a group? The tournament must allow groups, signup must still be open, and you must be eligible for incentives. Your work must not yet be confirmed. If joining is unavailable or blocked, ask the staffing administrator for help.

Code not working? Check the event and ask your leader for the current code. Only the leader can **Replace join code**. Existing members stay; new members must use the replacement.

Need to leave? Use **Leave group** before your work is confirmed. A leader can leave only when no other members or confirmed work remain. Ask the staffing administrator about leadership changes or locked membership.