

FAQ - (Frequently Asked Questions)

I don't have an actual email address to register for shifts!

You need an email address to do the online thing... BUT... don't worry. Just contact us (phone numbers below) and we can set something up to deal with that situation.

I don't see the job that I really wanted to volunteer for?

This could be for one of two reasons...

1. all the shifts for that job are full, or
2. that job requires particular expertise/experience and is held for a particular group of persons.

If you have particular expertise/experience in something, such as – sound, lighting, computers, finance, sales, administration – and think you could help in those areas... contact us (phone numbers below).

I have registered and chosen my shifts - what happens next?

You will receive, or have received, an email with the title: *Volunteer Confirmation [Kluane Mountain Bluegrass Festival]*. **KEEP THIS EMAIL.** It has a list of your shifts and a **[Review Your Profile]** link that you may need later. It may also have an attached file or files that relate to the job you signed up for.

I share an email address with someone else who would like to volunteer?

No worries. The system will allow an email address to be registered more than once, with different names. Each person will then receive, via the one email address, their own *Volunteer Confirmation* email with personal shift information.

Going forward you will receive the occasional email from us, a board member or team leader updating you with other important information about your job/shifts.

What happens if I want to cancel a shift?

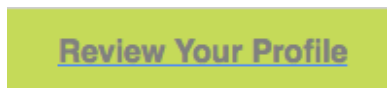
Don't worry, you can go back and alter shift choices at any time if you wish, up to ...date. Just return to your *Volunteer Confirmation* email... click on this button at the bottom:

[Review Your Profile](#)

Then click on **[cancel]** beside any shift you need to cancel.

I have already registered once, but I want to sign up for some more shifts.

Return to your *Volunteer confirmation* email... click on this button at the bottom:



Then click on this link



Then choose the additional shift(s) you want.

Arrrghh! I accidentally deleted / can't find my *Volunteer Confirmation* email!

No problem. Just call or email us and we can help you.

I need some help to use the online system.

No problem. The first time can seem a bit daunting. Just call or email us and we can help you.

Shirley Anne Watts-Haase: (867) 335-3259

Gerald Haase: (867) 336-1114

Volunteer Coordinators

Kluane Mountain Bluegrass Festival

volunteers@yukonbluegrass.com