



# Volunteer Handbook

## Appendix 1: iWork

Volunteers will sign up for shifts using a Platform called iWork. iWork will be used by the Volunteer Coordinator to make shifts available for the Volunteers. Volunteers can use the iWork platform to register for shifts, release shifts, and get reminders about upcoming shifts.

### Getting Started

You will be invited to join iWork via email. It will come from [notify@iwork.ca](mailto:notify@iwork.ca) and the subject will be *iwork invitation!* Click on the link, and you will be prompted to create your account. From there you can login directly.

The “Home” page is where you will find any Announcements or Important Information for that specific Month.

DATE	IMPORTANT NOTE
	None

Month: Ensure this dropdown is toggled to the month you want to see. All of the information you see will be in the context of this month.

### My iWork

The “My iWork” tab is where you will find a lot of important information, such as:

- **My Schedule:** See all the shifts you have picked up for that month.



- **My availability:** Not used
- **Edit details:** You can edit your own information on this page, as well as setting your notifications.
  - Text Notifications for shift reminders, shift posted, shifts picked up.
  - Export Schedule to iCal Feed
  - Change Password
  - Email notifications for shift reminders, shift posted, shifts picked up.
- **My timecard:** Not used
- **Self-entry:** Not used
- **Pick up shifts:** See available shifts and pick up shifts.

## Pick up shifts

To pick up shifts, click on “My iWork” > “Pick up shifts” and you can see the schedule for the month you are toggled on to.

1. Click on the event to get more details:

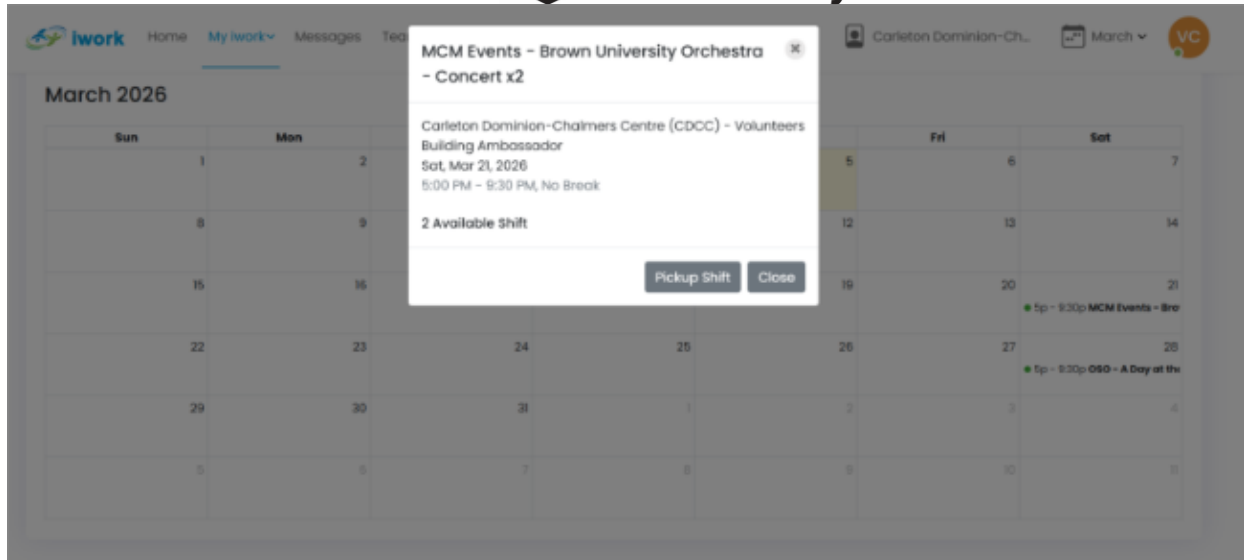
The screenshot shows the 'iwork' interface for March 2026. The calendar grid is as follows:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

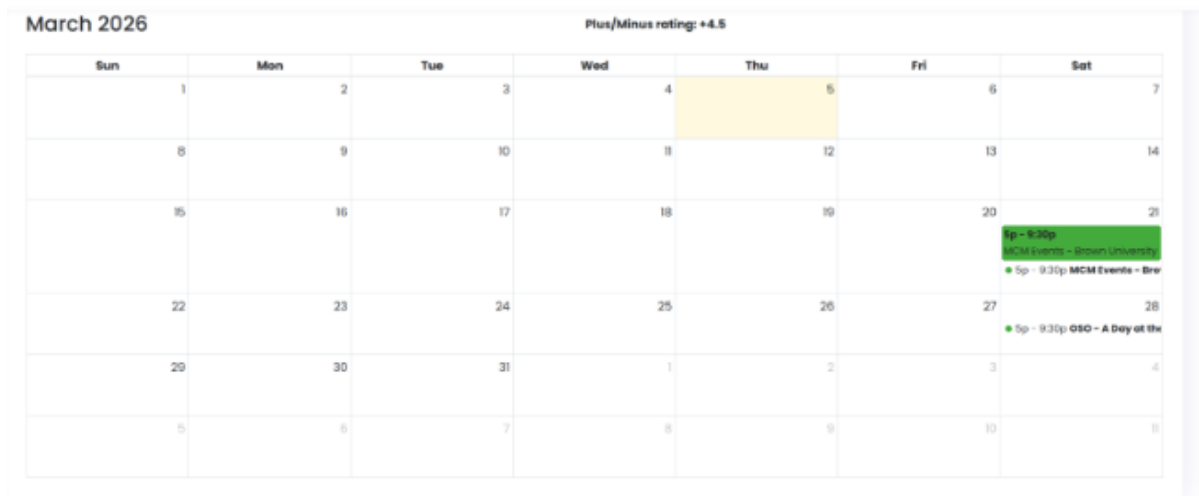
Events are listed on the right side of the calendar:

- 5p - 8:30p MCM Events - Bro
- 5p - 8:30p CSC - A Day of the

2. If you'd like to pick up the shift, click “pick up shift”. It will ask you to confirm.



3. Once picked up, it will show up in your calendar, highlighted.



## Post a shift

If you picked up a shift, and you are no longer available, you are able to release the shift and post it for another volunteer to pick up. **Note: if you are unexpectedly unavailable to attend your scheduled shift with less than 48 hours notice, please contact the Volunteer Coordinator by email.**

To release a shift, click on “My iWork” > “My schedule” and scroll to the bottom of the page. Click on the small envelope in the “Action” column to post the shift.



15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

5p - 9:30p  
MCM Events - Brown

## March 2026 (Detailed)

DATE	TIME	POSITION	COMPANY	BREAK	ACTION
Sat Mar 21 2026	5:00pm-9:30pm	Building Ambassador ()	Carleton Dominion-Chalmers Centre (CDCC) - Volunteers	No Break	

On the next page, make the shift “Available to everyone” and then click “Post Shift”.

### Post Shift

**Post shift**

This will post your shift so that it can be picked up by another employee. You are still responsible for this shift until it is picked up. You may post your shift so that anyone can pick it up, or you can post it specifically for one person.

Availability:

Reason for posting (Optional):

The shift is now available for others to pick up. It will remain in your schedule until it is picked up.