BlueVolt User Guide

For Event Volunteers

Rev. 10/2023

***FIRST*® is a global robotics community that prepares young people for the future.**

www.firstinspires.org

Thank you for your interest in being a *FIRST*® event volunteer! This guide will walk you through the steps required to complete online training assigned to you for your event volunteer role. Some roles may have in-person training or training through phone or video calls. These are not addressed in this guide and will be shared with you from your local event Volunteer Coordinator.

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How do I Create an Account?

You do not need to create a BlueVolt account. Your Dashboard account will be automatically linked to BlueVolt when you have training or a certification to complete.

How Do I Update My Profile?

There is no need to update your profile, as it is synced with the information you have on the *FIRST* Dashboard.

How Will I Know If My Role Has Associated Training?

Training and certification requirements vary by role and program. When you are assigned into a role, you will receive an assignment notification email. Within this email, you will see pertinent information regarding your role assignment, such as the hours and dates scheduled. You will also be notified if the role has a training requirement:

This message confirms your assignment details for the following *FIRST*® Tech Challenge event:

Assignment for: Your Name
Event Name : FTC event
Event Date(s) : 1/5/2024-1/6/2024
Event Location : 111 Apple Street Atlantis, AL 11111

Volunteer Coordinator : Volunteer Coordinator Name and Email

Volunteer Role : FIRST Technical Advisor

Day(s) Assigned : Thu: Full Day

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Note: This role has a training and certification component. Please complete the certification by logging into your *FIRST*® account and selecting Review Outstanding Tasks under Roles Missing Certifications on the **volunteer dashboard**. Certifications can also be accessed after they are completed by going to My Profile in your *FIRST* account drop down menu and selecting certifications.

Thank for your volunteering with *FIRST*!

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If you have any questions about your role or can no longer volunteer, please contact your volunteer coordinator directly by email or by using the "Message coordinator" feature in your *FIRST* account.

Does your company match volunteer hours?
Your volunteering is the secret sauce that makes *FIRST* work. Many employers will support the mission of *FIRST* by matching your generous volunteer hours and cash donations.
Is your employer on the list?

Thank you,

FIRST® Volunteer Resources Department

How Do I Access Training & Certifications for My Role?

Training and Certification requirements vary by program. To access your training and certification courses, click on the 'Training/Certification' button located on the top right in Volunteer Registration.

The 'Training/Certification' button will be gray in appearance if you are not assigned a role with training.

When will my Volunteer Coordinator(s) know I completed my training?

FIRST systems synchronize every four hours. It may take up to four hours for your volunteer coordinator to see your training and certification completions in their account.

FIRST® LEGO® League Challenge (FLL)

If you apply to an event role requiring training and certification, the 'Roles Missing Certification' section will appear on your Volunteer Dashboard. Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen (as seen in the image below).

Unable to view a *FIRST* LEGO League Challenge course?

For FLL, you must have applied to at least ONE role requiring training and certification to see all the available FLL training and certification courses. Early in the season, not all courses are posted yet. This means it is possible that you can apply for a role, and not have access to any training courses. All FLL courses are typically available by the end of October for each season. We thank you in advance for your patience.

FIRST® Tech Challenge (FTC)

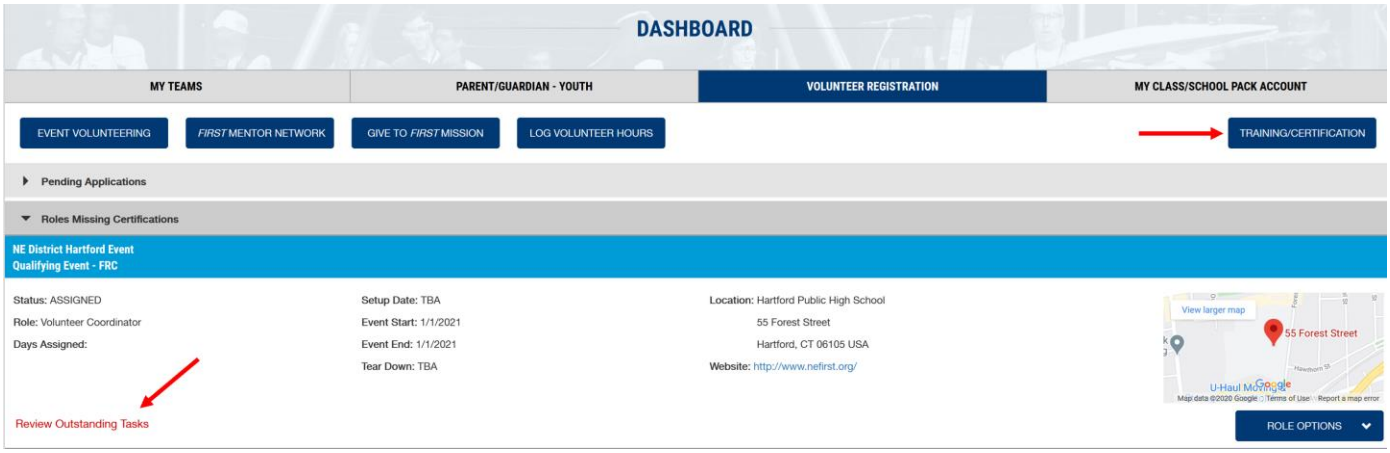
If you apply to an event role requiring training and certification, the 'Roles Missing Certification' section will appear on your Volunteer Dashboard. Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen (as seen in the image below).

Unable to view a *FIRST* Tech Challenge course?

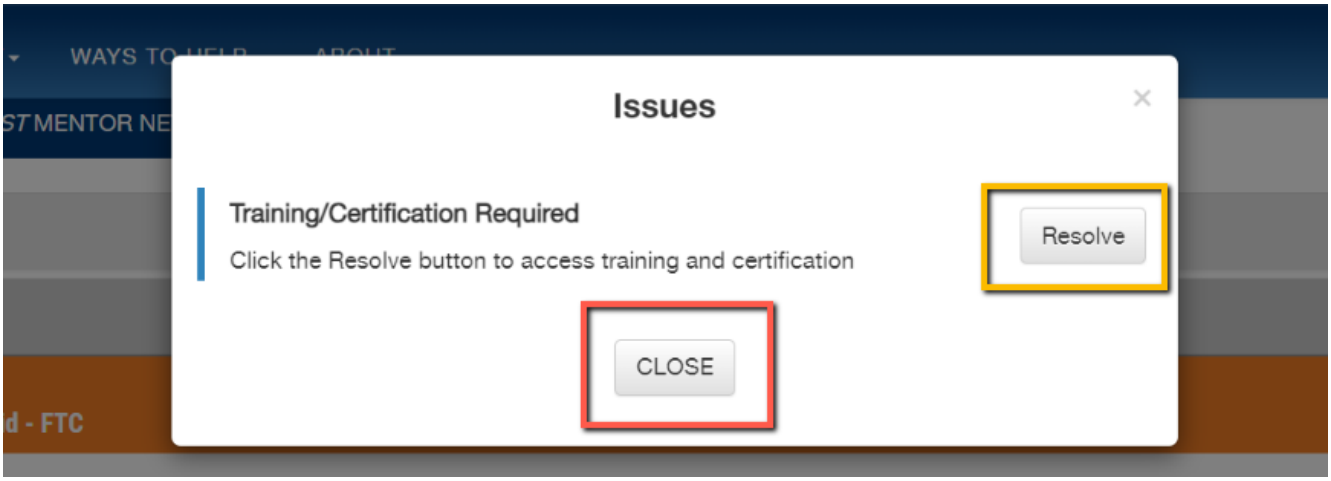
For FTC, you must have applied to at least ONE role requiring training and certification to see all the available FTC training and certification courses. Early in the season, not all courses are posted yet. This means it is possible that you can apply for a role, and not have access to any training courses. All FTC courses are typically available by the end of October or early November each season. We thank you in advance for your patience.

FIRST® Robotics Competition (FRC)

If you are assigned to a role requiring training and certification, the 'Roles Missing Certification' section will appear on your Volunteer Dashboard. Click on 'Review Outstanding Tasks', then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen (as seen in the image below).



When you click either the 'Review Outstanding Tasks' or the 'Training/Certification' button, a pop up will appear. By clicking 'Resolve,' you will be brought into BlueVolt to take the training. By clicking 'Close,' you will remain in Volunteer Registration, and can complete the training at another time.



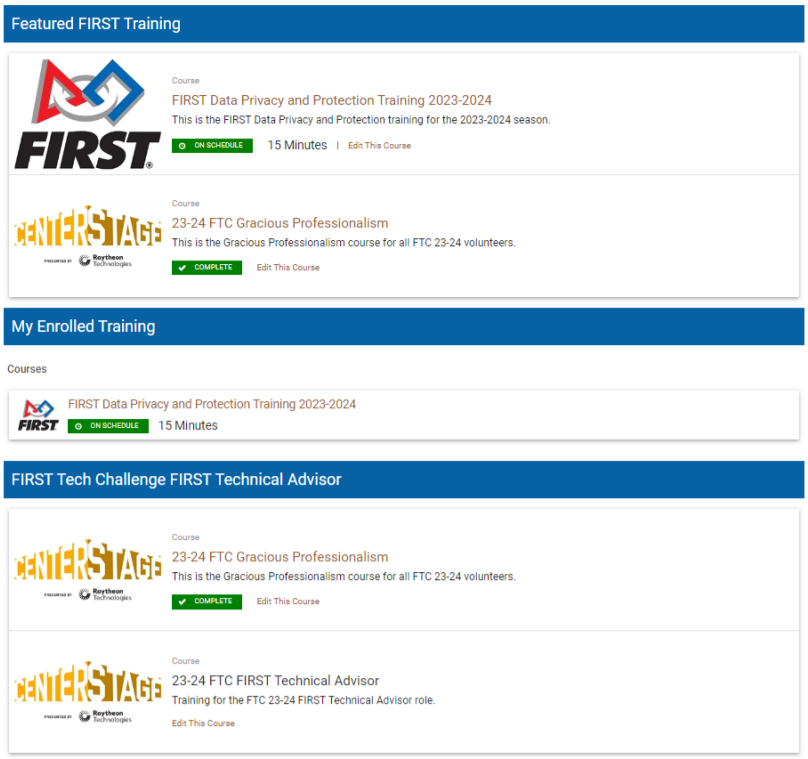
Where Can I See Courses in BlueVolt?

There are multiple ways you can see courses in BlueVolt.

On Your Home Screen

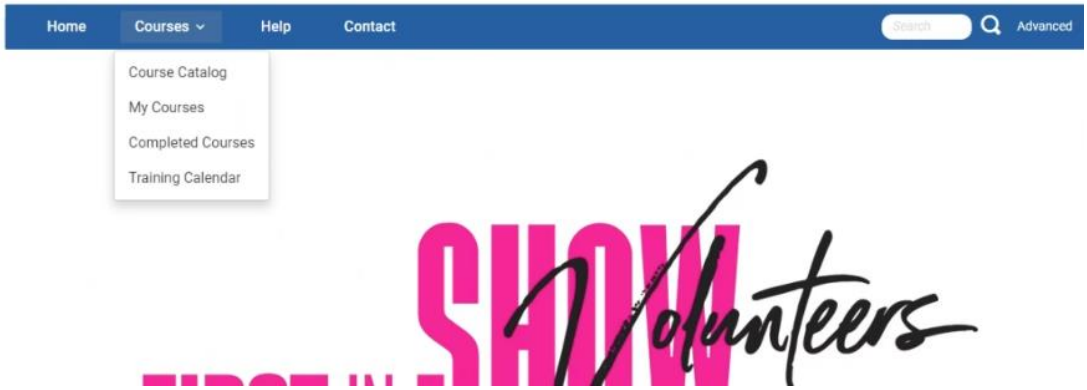
Towards the bottom of the home screen, which is the first screen you will see when entering BlueVolt, you will see a variety of courses available to you. This will include:

- Featured *FIRST* Training:
  - Optional courses available for all volunteers or volunteers in a specific program.
- My Enrolled Training:
  - Courses you are actively enrolled in.
- Blue blocks listing a specific role:
  - Required training for your role.



Course Catalog

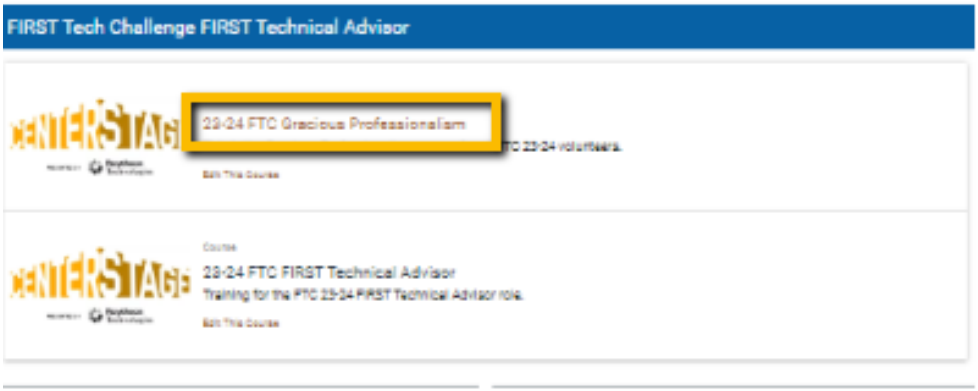
On the top blue bar of the home screen, you can select ‘Courses’ to view a drop-down menu.



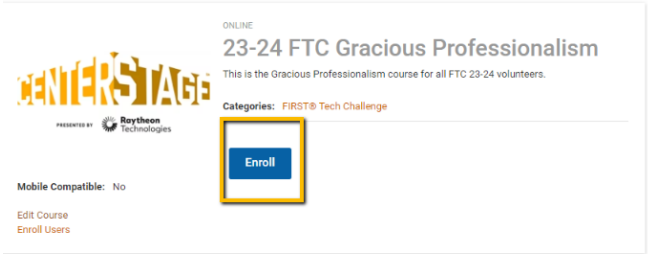
Select the ‘Course Catalog’ to see what other courses may be available for you to take.

How Do I Start a Course?

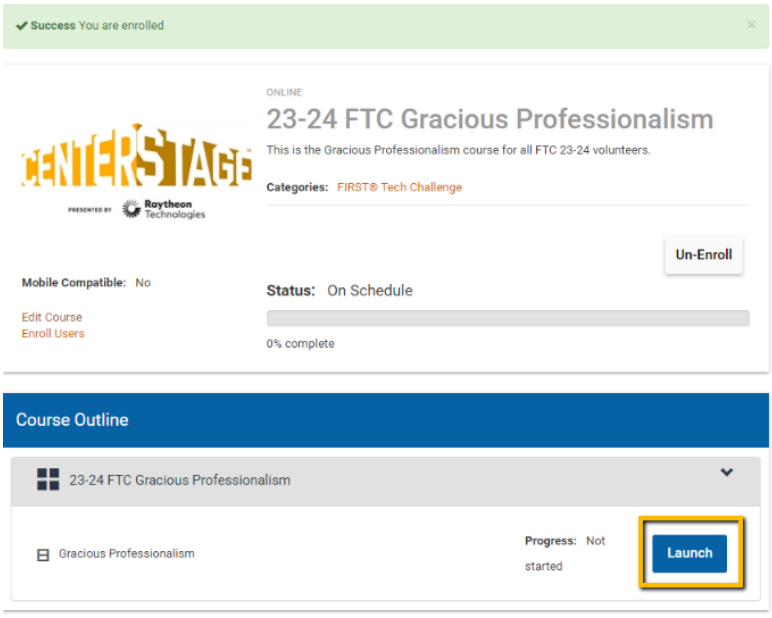
When you are on your home screen, you will see the courses available to you. To launch a course, you can click on the course name.



Once you are in the course, you will click to ‘Enroll’ yourself in the course.



Once you enroll, a green bar will appear on the top of the screen confirming your enrollment and you will have an option to ‘Launch’ the course.



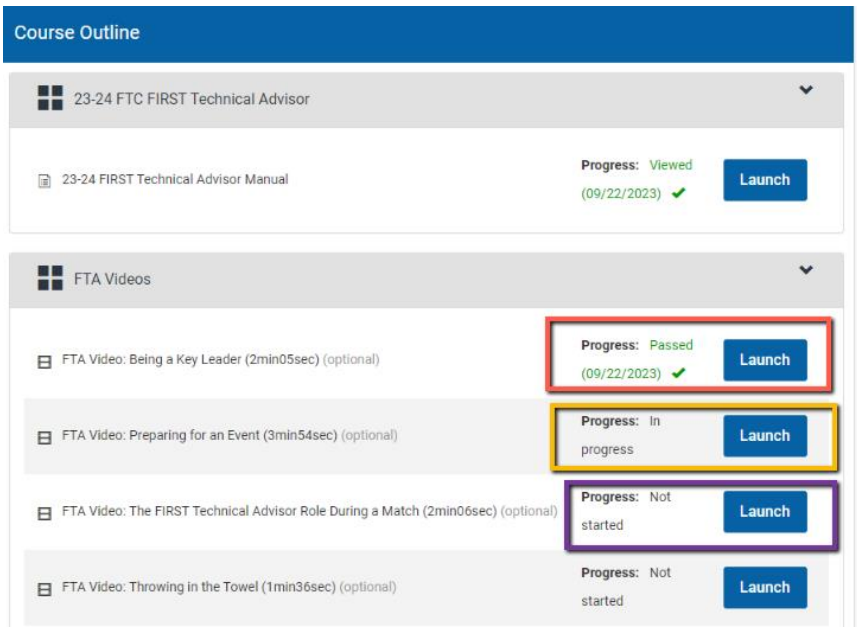
Please note, the course will launch in a new window. The course will not automatically be played. You must click the play button in the new window.

Once viewed, course windows will not automatically close. Please close the window and move on to launch the next activity for the course.

Tracking Course Progress

You can view your course progress for the associated activities and modules within the course outline. Course, activity, and module statuses are:

- Not started
- In Progress
- Viewed or Passed
    - This status is for when an activity or module within a course is completed.
- Completed
    - This status is reserved for when an entire course and all associated modules and activities are completed.



Tips for Taking Courses

Once you can successfully view your course, please make sure to:

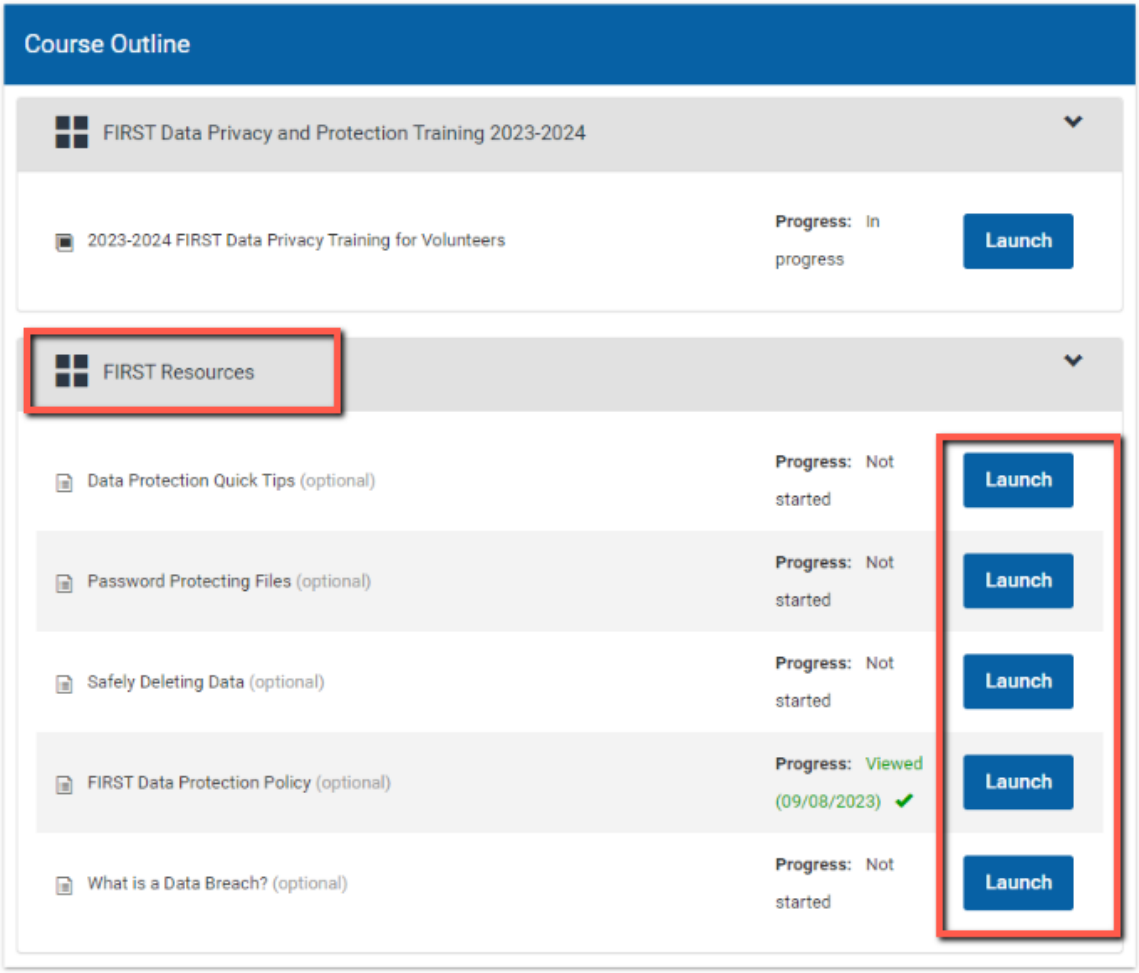
- Click any links that appear on each slide.
- Watch any videos that appear in their entirety--without skipping ahead, stopping, or closing early.

- For some course activities or modules, you will have an option to resume where you left off. For others, you may have to start an activity or module within a course from the beginning. It is best practice to finish an activity or module within a course before taking a break.
- You can only have one module or activity open at a time within a course. Please complete what you are working on before viewing another module or activity.
- Some courses have many modules and activities. Please be sure to complete each one to complete the entire course.
- If you do not see that you have completed modules or activities for your course, please refresh your browser.
- Complete and pass all assessments (quizzes).

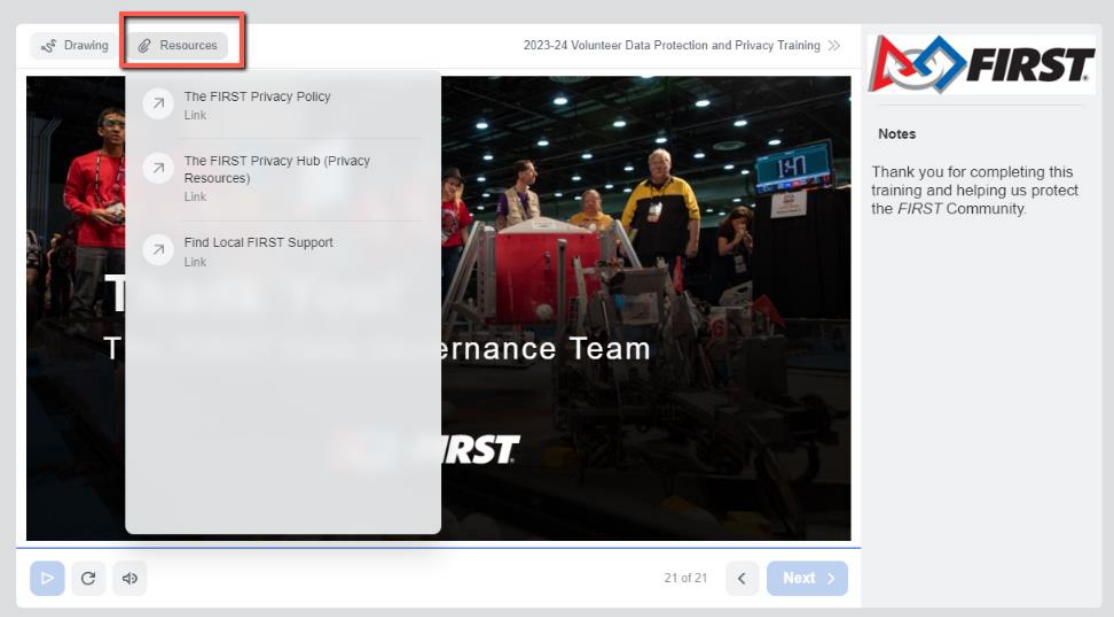
Course Resources

Review any optional course materials. They are there for you as a resource. Some courses may have many resources and others may have very few. You can find resources:

- In the course outline:



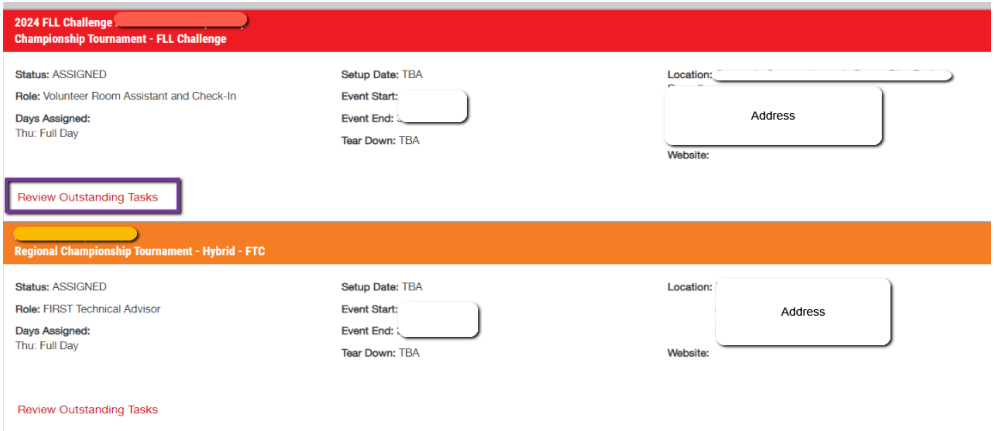
- Within the course pop-up screen:



Many resources are in PDF format to be downloaded and saved for later viewing.

What If I am in Multiple Volunteer Roles that Require the Same Course?

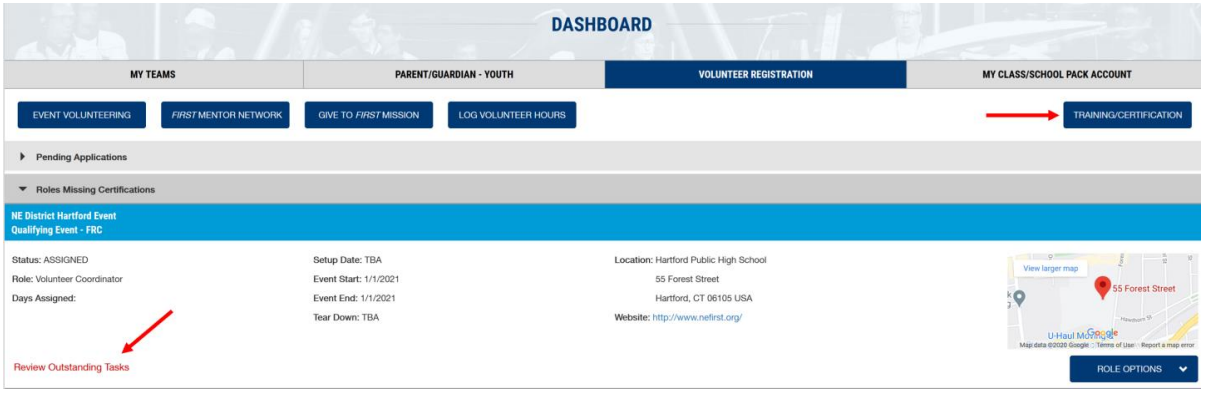
You will not need to take a course more than once, no matter how many roles you are in that require the same course. From your dashboard, on the Volunteer Registration tab, go to 'Roles Missing Certification,' click on 'Review Outstanding Tasks' for the new role, and then click the 'Resolve' button. This will take you directly to the training site. Alternately, you may also click on the 'Trainings/Certification' button on the top right of the screen (as seen in the image below). This will bring you back to BlueVolt.



Once in BlueVolt, you will see an automatic update that the training is completed for the new role.

How Can I Return to a Course I Started?

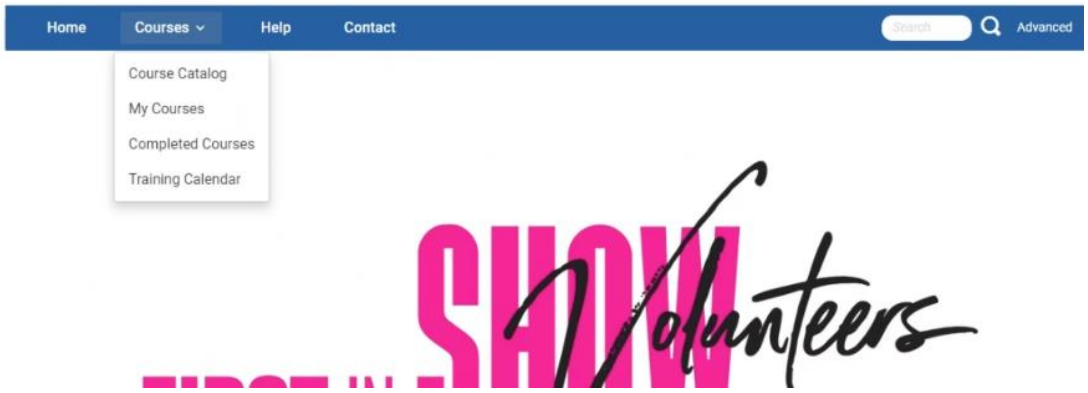
From your dashboard, on the Volunteer Registration tab, go to ‘Roles Missing Certification,’ click on ‘Review Outstanding Tasks’, then click the ‘Resolve’ button. This will take you directly to the training site. Alternately, you may also click on the ‘Trainings/Certification’ button on the top right of the screen and in the image below. This will bring you back to BlueVolt.



You will see your courses on your home screen. For some course activities or modules, you will have an option to resume where you left off. For others, you may have to start an activity or module within a course from the beginning. It is best practice to finish an activity or module within a course before taking a break.

My Courses

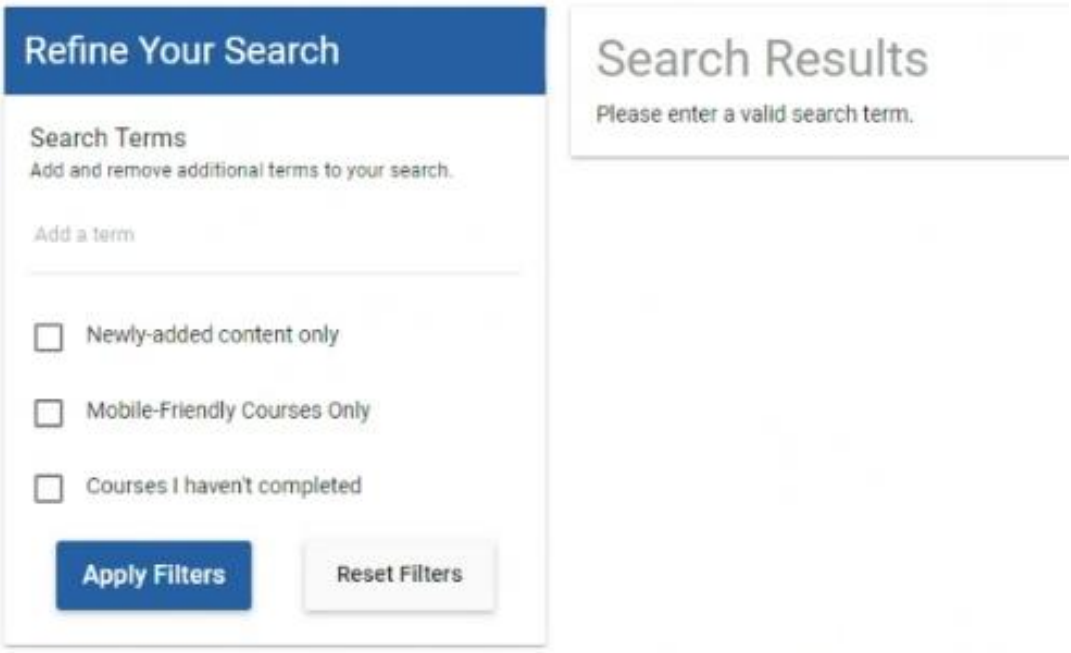
You can also find the course using the ‘Courses’ dropdown located in the top blue bar and select ‘My Courses’ for a list of all the courses in which you are enrolled.



Search and Advanced Search

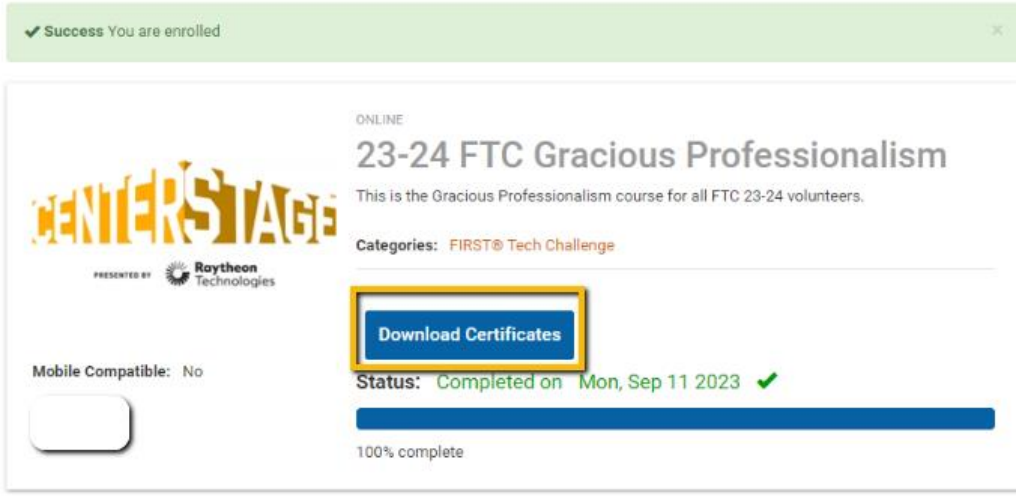
You can also use the search bar to search BlueVolt for available courses.

This is the menu of options when you click ‘Advanced’ next to the search bar to open an advanced search:

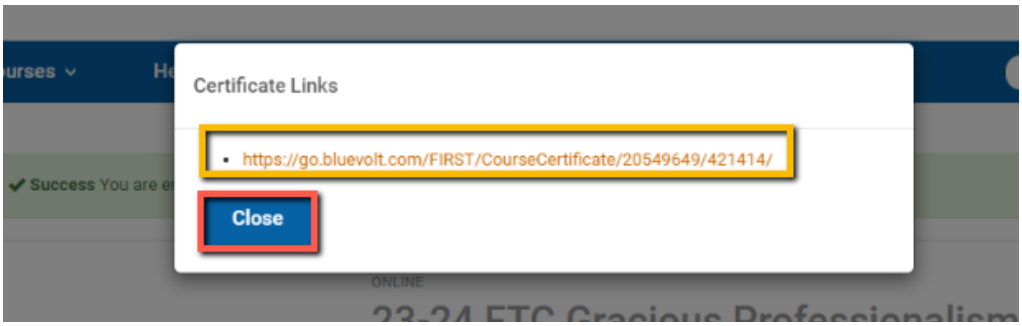


Will I Receive a Course Certificate?

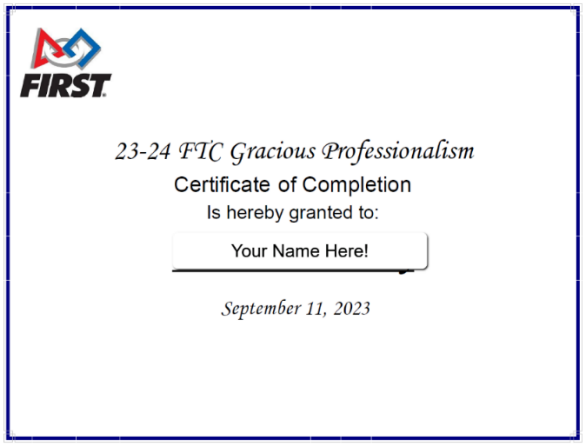
Once the course is complete, you will have an option to download and save a certificate.



A pop up will appear with a link to begin your download. Click the link to save the certificate to your computer. You can also 'Close' out if you do not want to download the certificate.



Here is what the saved certificate looks like:

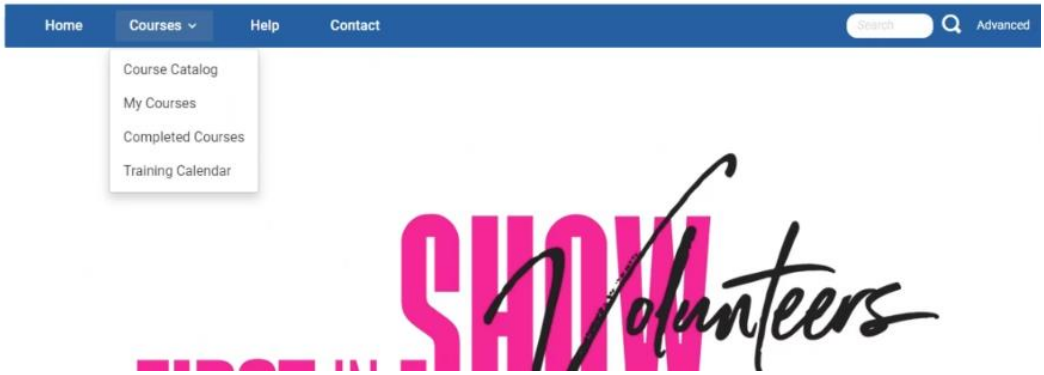


Where Can I See My Course Completions?

You can view your course completions in two places.

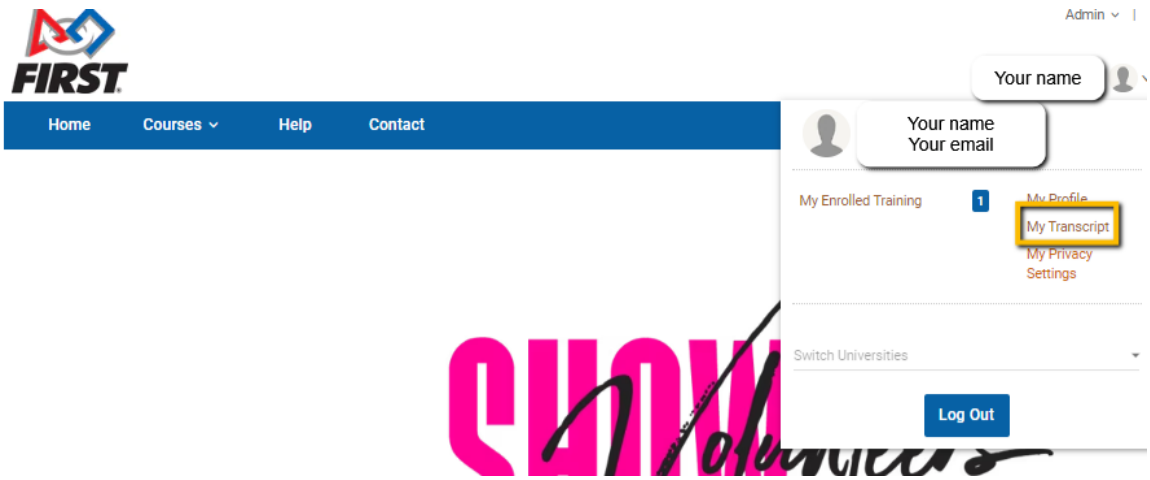
Completed Courses

Use the ‘Courses’ drop down and select ‘Completed Courses.’

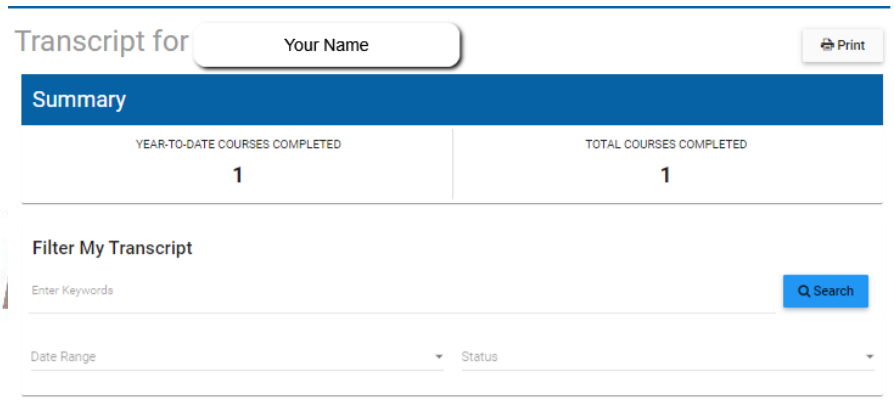


My Transcript

You can also access your transcript using the down carrot on the upper right portion of the screen where your name is and select ‘My Transcript.’



Both ‘Completed Courses’ and ‘My Transcript’ will bring you to a summary screen of your completed courses and transcript that will show both completed and in-process courses.



Can I Re-take a Course After Completion?

You can retake a course at any time. The 'Launch' button will remain available to you.

Who Do I Contact if I Have a Question About BlueVolt?

Please email volunteersystems@firstinspires.org with questions about BlueVolt.

Additional Volunteer Resources and Guides

Please refer to the Volunteer Registration User Guide. You can also visit the Volunteer Resources library on the *FIRST* website.

4-hour Sync to View Certification Records

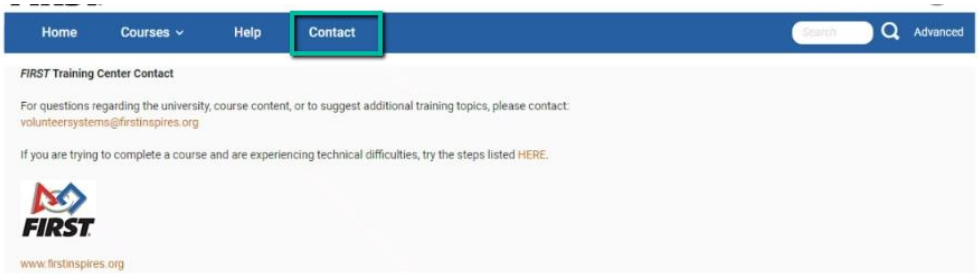
BlueVolt and Volunteer Registration sync every 4 hours. This means that it may take up to 4 hours for your volunteer coordinator to see your certification record, as well as for the Volunteer Registration page to reflect any recently completed training. We appreciate your patience.

Help Menu

The 'Help' button will bring you to BlueVolt guides on how to use BlueVolt.

'Contact' Menu

The 'Contact' button will bring you to resources provided by *FIRST* to assist you in using BlueVolt. This guide is posted there, as well as our contact email address volunteersystems@firstinspires.org.



Troubleshooting

If you are having issues logging in, you may need to clear your internet history, cookies, and cache or update your browser. Please select your web browser from the list below:

- Chrome
- Firefox
- Edge
- Safari

You can also try these troubleshooting tips:

- Update your browser to the most current version for your computer.
- Enable pop-ups. Here is a link to a great informational page on how to allow pop-ups for different browsers - http://www.wikihow.com/Allow-Pop%E2%80%93ups.
- Try a different browser. For instance, if you are using Safari, try Firefox or Google Chrome.
- Take the course with a different computer.
- Take the course from a computer on a different network (such as home or the library).
- Add "go.bluevolt.com" to your Safe Sites list in your virus protection program. Here is a link to a great informational page on how to do this - http://www.wikihow.com/Add-a-Website-to-Trusted-Sites.