



Volunteer Portal Guide

City of Lewisville

WELCOME!

Welcome to the the Lewisville United Volunteers (LUV) Volunteer Guide on how to sign up for events using the volunteer portal!

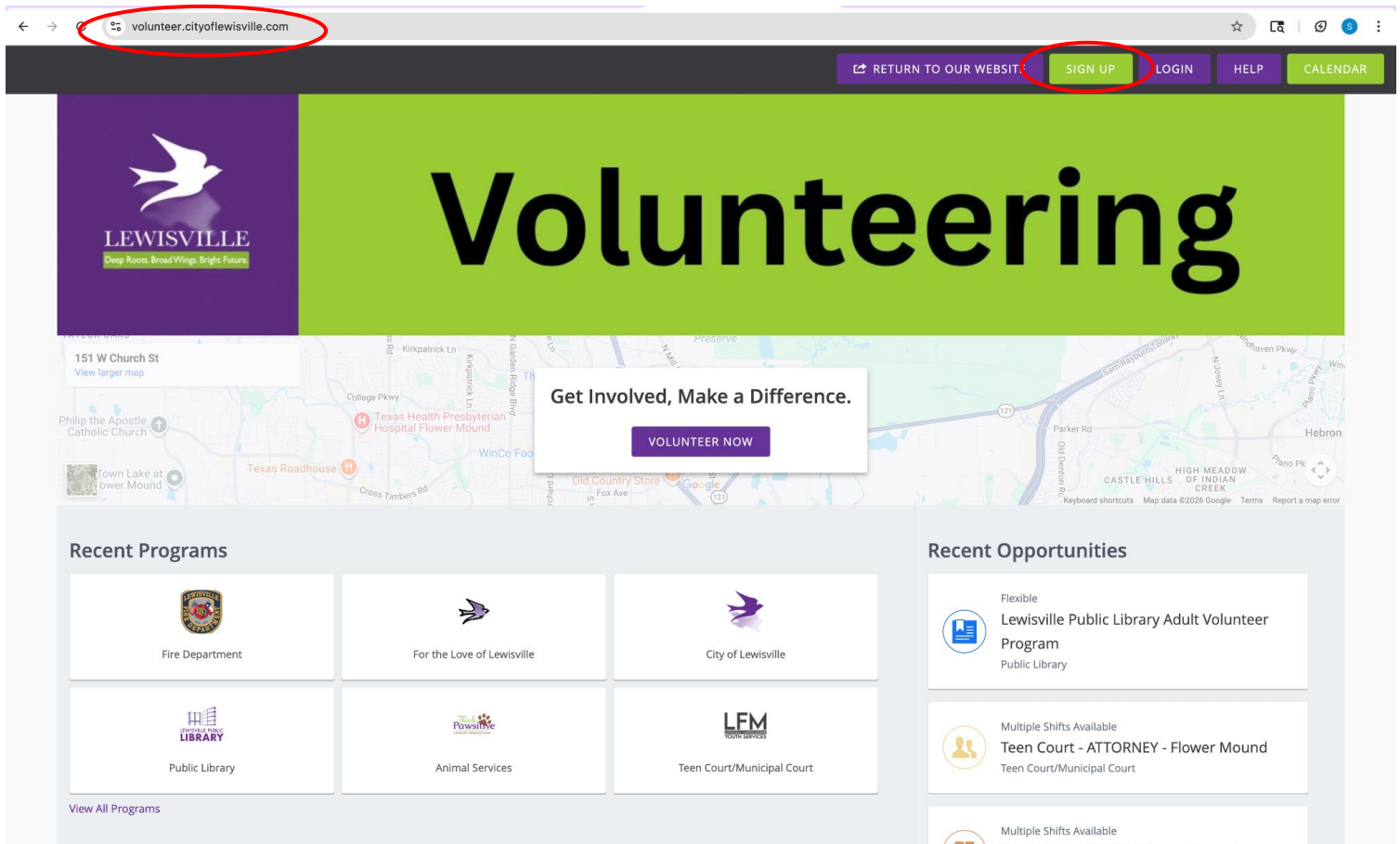
Please use this guide to help navigate the volunteer portal and thank you for dedicating your time to helping your community.

Table of Contents

How to create an account.....	3
How to sign up for a Volunteer Opportunity.....	11

HOW TO CREATE AN ACCOUNT

HOW TO CREATE AN ACCOUNT



I. Go to www.volunteer.cityoflewisville.com and click “SIGN UP”.

HOW TO CREATE AN ACCOUNT

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Create your account

Already have an account? [Sign In](#)

First name * Last name *

Email address *
Email is required

Postal code *

Password * Confirm Password *

Create account

Signup with

SSO LOGIN HERE

Google

FACEBOOK

APPLE

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Verify Your Email

We have sent a verification code to your email address: sophia_rivera@verizon.net. Please enter the code below to verify your account. If you did not receive the email, you can request a new code.

Note: If you do not see the email, please check your junk or spam folder.

Enter code

Verify Email

Resend verification code

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2. Create an account. You can input the email address you want to use for your account and create your password or sign in using an alternate platform. Then verify your email address.

This will be the email where you receive account and event notifications. It should be an email that is checked regularly.

HOW TO CREATE AN ACCOUNT

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Sign in

Welcome to the City of Lewisville Volunteer Portal! We're glad you're here.

SSO LOGIN HERE

Log in with

Email address *

your@example.com

Please enter your email

Use existing account

Create an account

Next

Google

FACEBOOK

APPLE

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Enter your password

Password *

Your password

Forget your password?

Go Back

Sign in

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3. Once you've verified your account, use your email and password to sign in.

HOW TO CREATE AN ACCOUNT

Make sure you are selecting the proper type of volunteer information and submitting the correct birthdate.

Make sure to answer all questions. If the question cannot be left blank and is inapplicable put N/A or none.

Selecting skills and causes can help the portal recommend relevant opportunities. It also helps program managers understand your volunteer interests and abilities.

4. Fill out the account questions

- These questions will help you find compatible volunteer opportunities and give program managers beneficial information about you when you sign up for different activities.

HOW TO CREATE AN ACCOUNT

The screenshot shows a web browser at the URL `volunteer.cityofflewisville.com/tracks/custom_questions?track_id=5874&return=%2F`. The page title is "Step 2 of 3: Additional Questions". The form contains the following questions and answers:

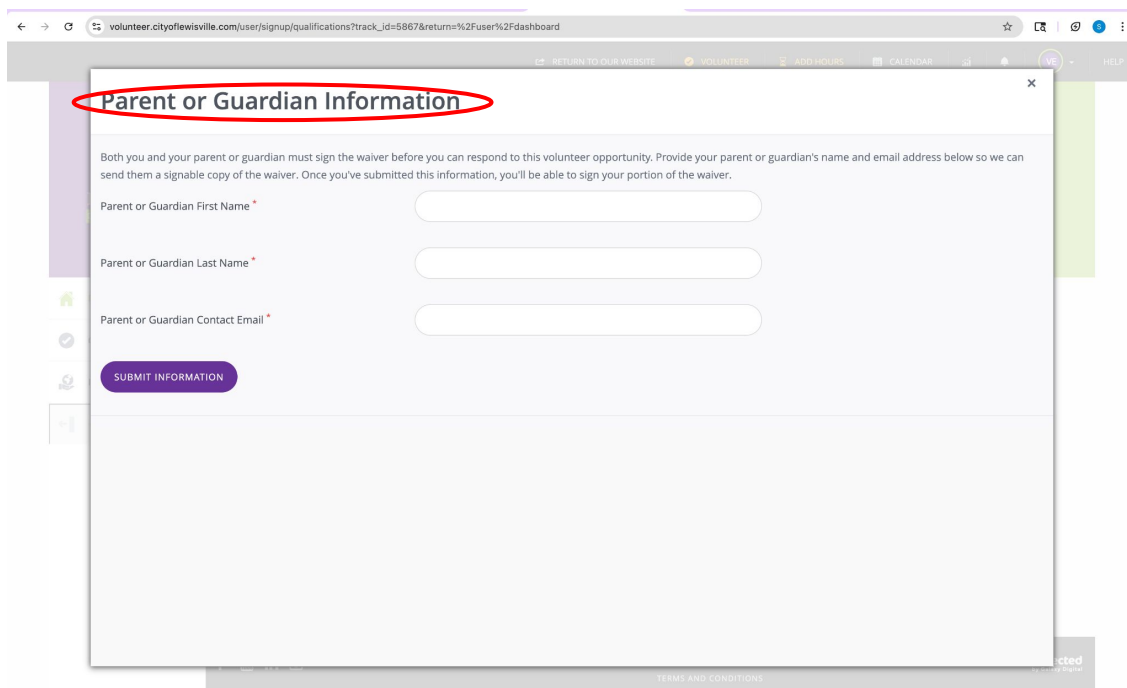
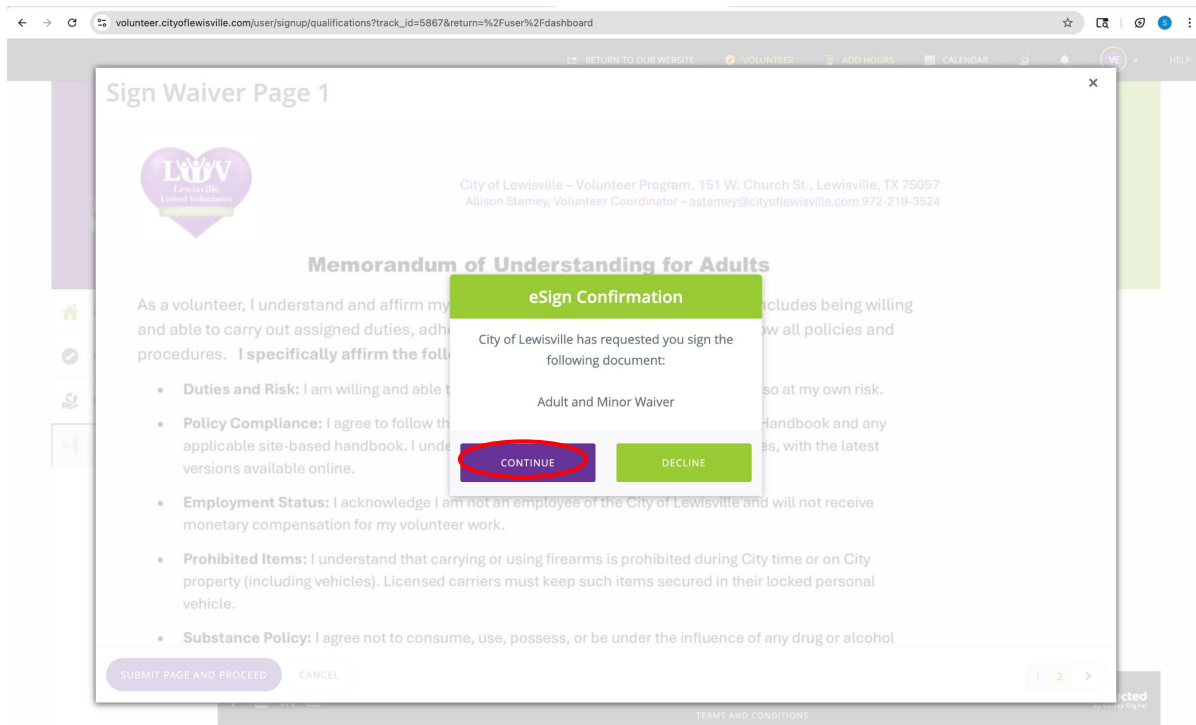
- What school do you attend if any? *
LHS
- What is your T-shirt size? *
Adult Medium
- If you are volunteering for an organization, please list:
NHS, Student Council, Interact, Cheer
- Do you have any limitations or disabilities?
N/A
- Do you have any previous volunteer experience?
N/A
- Please list any languages you speak, other than English:
N/A

A purple button labeled "CONTINUE TO NEXT STEP" is located at the bottom of the form. The footer includes social media icons for Facebook, YouTube, LinkedIn, and Instagram, along with links for "PRIVACY POLICY" and "TERMS AND CONDITIONS", and the logo for "getconnected by Galaxy Digital".

4. Fill out the account questions (continued)

- Those under the age of 18, will answer a different set of account questions.

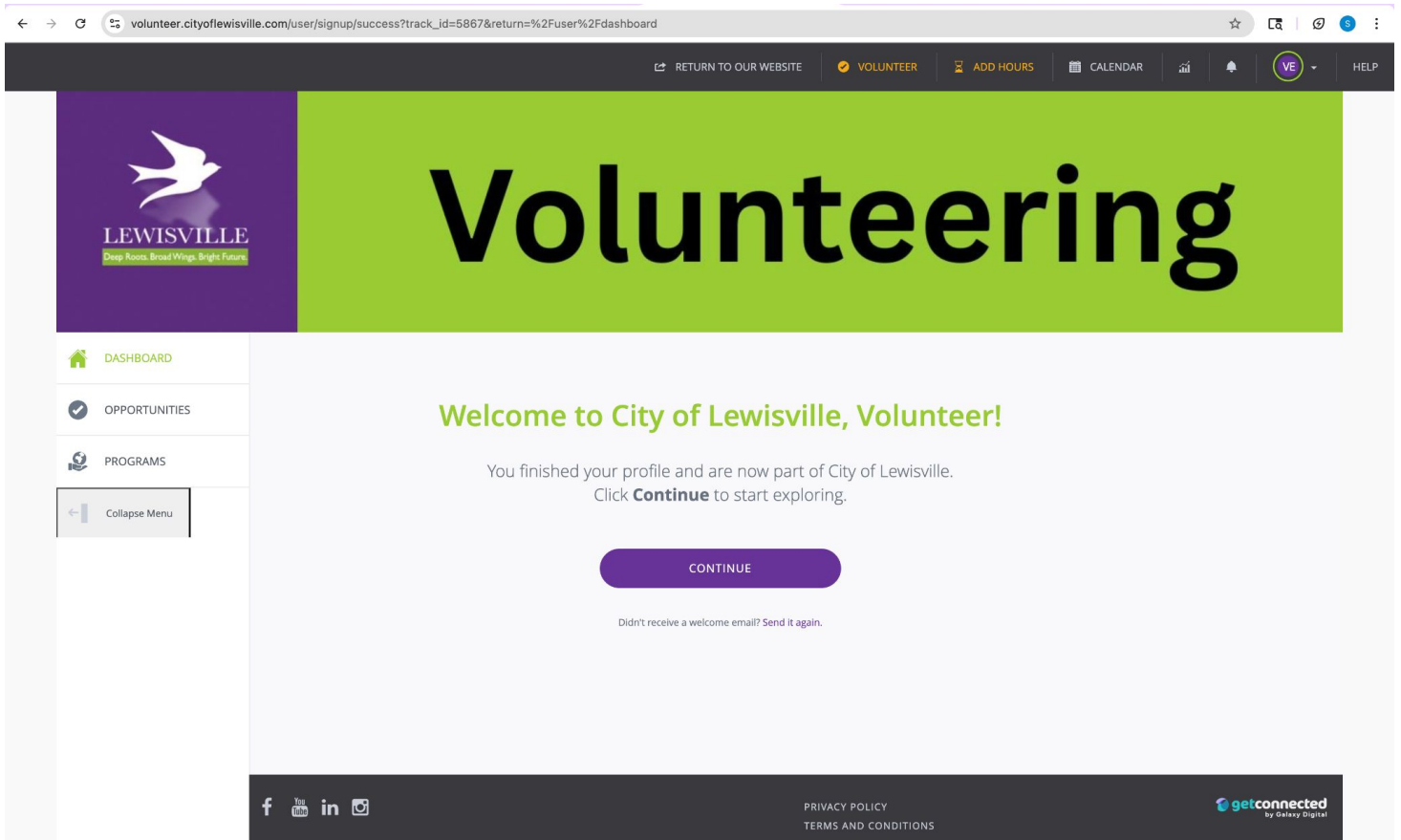
HOW TO CREATE AN ACCOUNT



5. Sign the waiver

- A waiver must be signed in order to volunteer. Adults can sign their waiver immediately to be qualified. A minor must input their parent's information and a parent will be sent an email to sign the waiver.

HOW TO CREATE AN ACCOUNT



6. Your account is ready for you to sign up for opportunities!

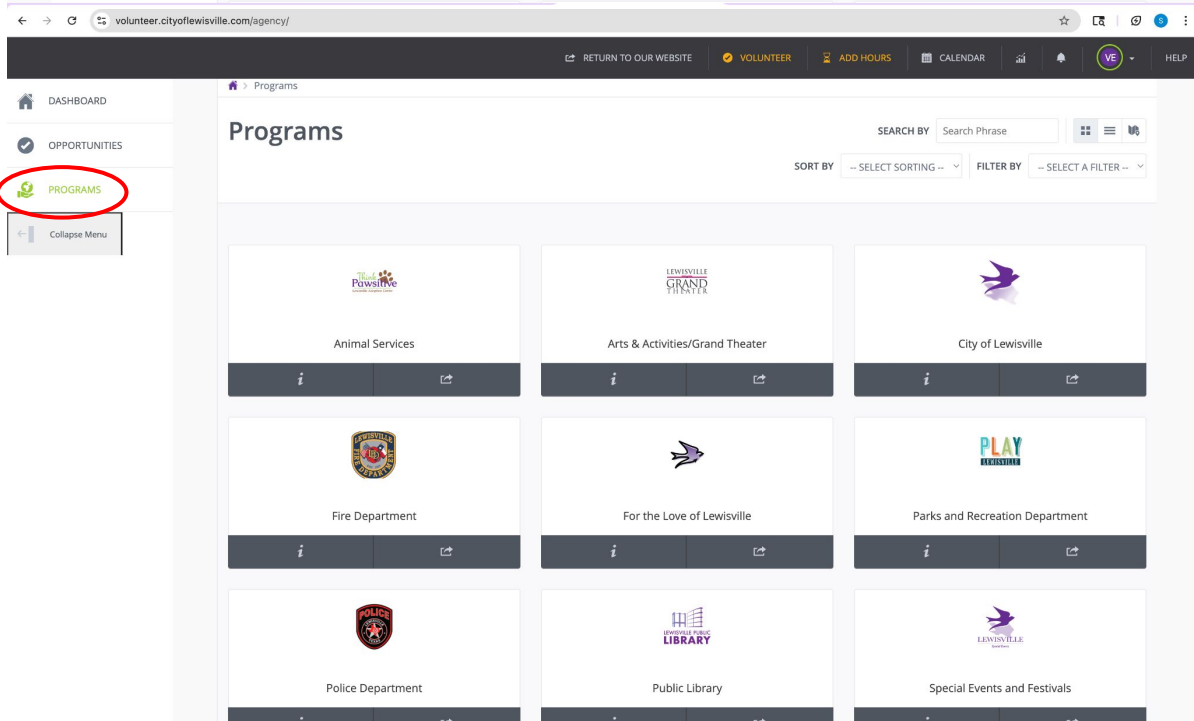
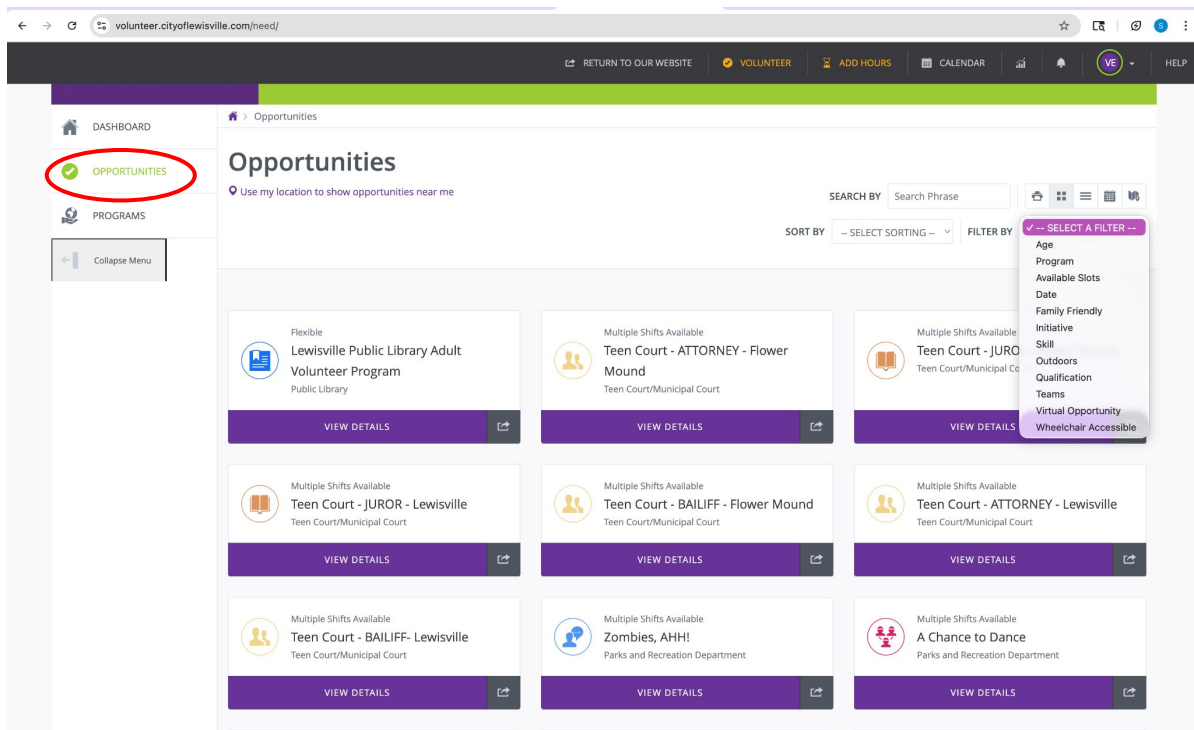
HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY

HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY

The screenshot shows the user dashboard for a volunteer at the City of Lewisville. The page is titled "Volunteering" and includes a navigation menu with options like "DASHBOARD", "OPPORTUNITIES", and "PROGRAMS". A central panel displays a "Welcome back, Volunteer!" message and a "Hey Volunteer! Welcome to City of Lewisville." overlay with buttons for "SIGN UP TO VOLUNTEER" and "BROWSE PROGRAMS". Below the overlay, "Suggested Opportunities" are listed, with "Lewisville Public Library Adult Volunteer Program" circled in red.

- I. Sign in to your new LUV volunteer account. You will see the homepage when you first sign in.

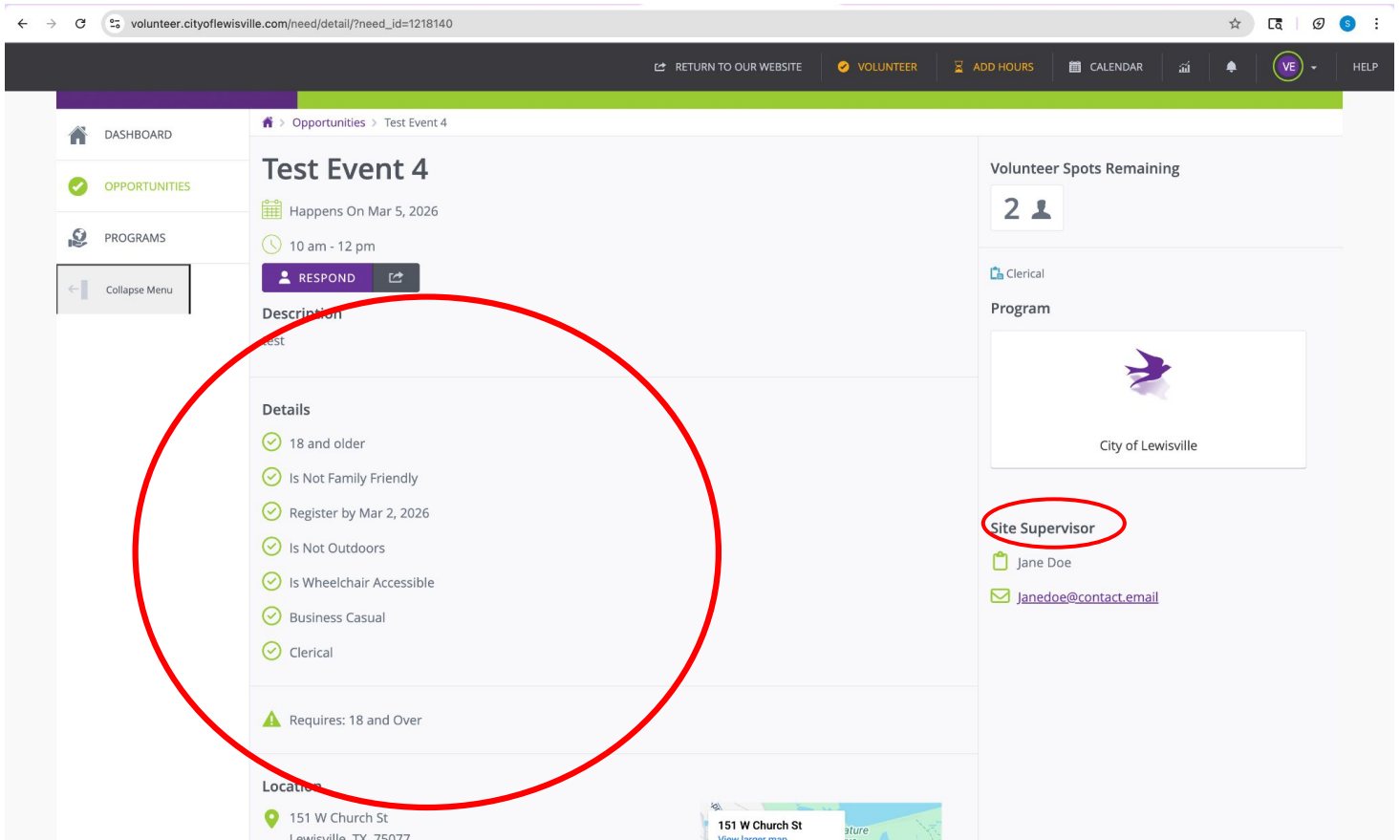
HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY



2. Navigate to “Opportunities” or “Programs” to find applicable volunteer programs.

Opportunities will show all open opportunities. Programs will allow you to view opportunities based on the department.

HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY



3. Click on an Opportunity and look at details to see if you're a fit for the opportunity.

Each opportunity will have a description and attributes for you to view. Some opportunities will have specific qualifications such as age restrictions. If you do not fit the qualifications you will be ineligible to sign up.

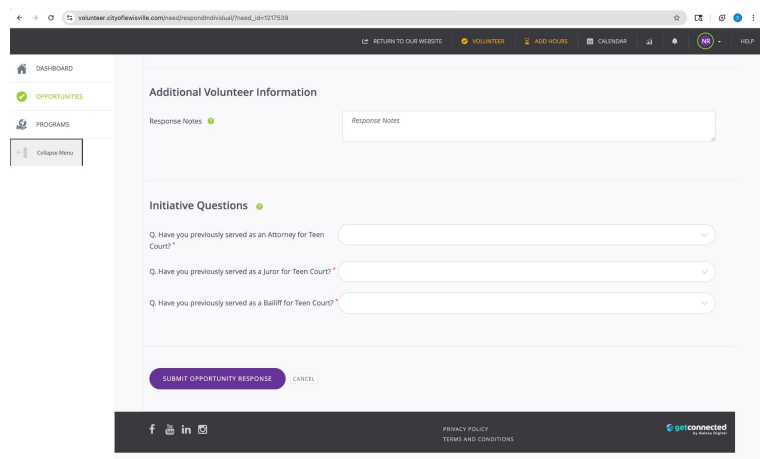
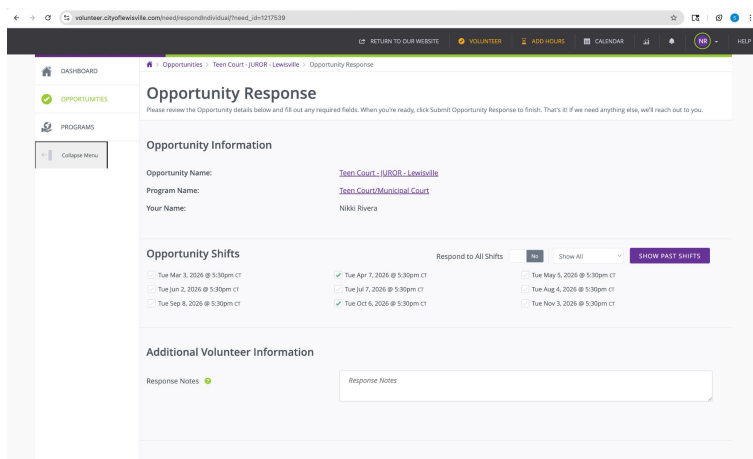
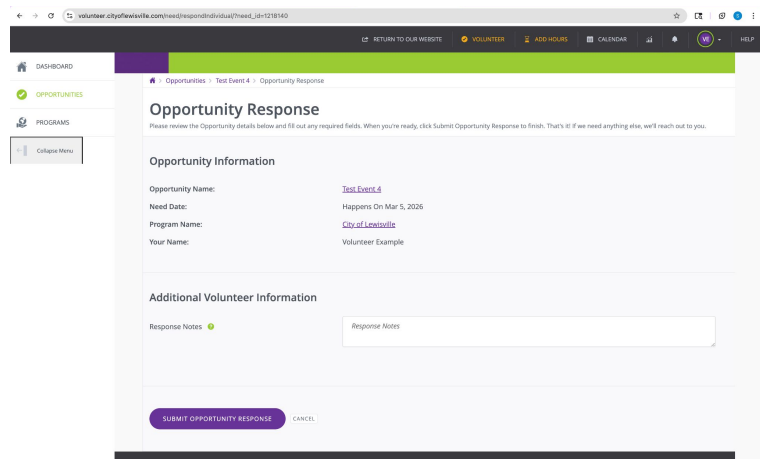
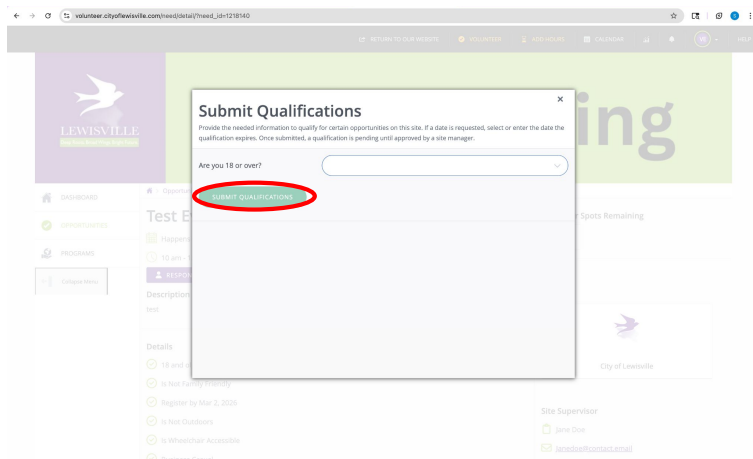
If you have questions you feel are unanswered you can contact the site supervisor (if provided) or reach out to the volunteer team.

HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY

The screenshot shows a web browser at the URL volunteer.cityoflewisville.com/need/detail?need_id=1218140. The page displays details for 'Test Event 4', which occurs on Mar 5, 2026, from 10 am to 12 pm. A red circle highlights the 'RESPOND' button in the left sidebar. The main content area includes a description 'test', a list of details (e.g., '18 and older', 'Is Not Family Friendly'), and a location map for 151 W Church St, Lewisville, TX 75077. The right sidebar shows 'Volunteer Spots Remaining' (2), 'Program' (City of Lewisville), and 'Site Supervisor' (Jane Doe, janedoe@contact.email).

4. Once you find an opportunity you want to sign up for click “respond”.

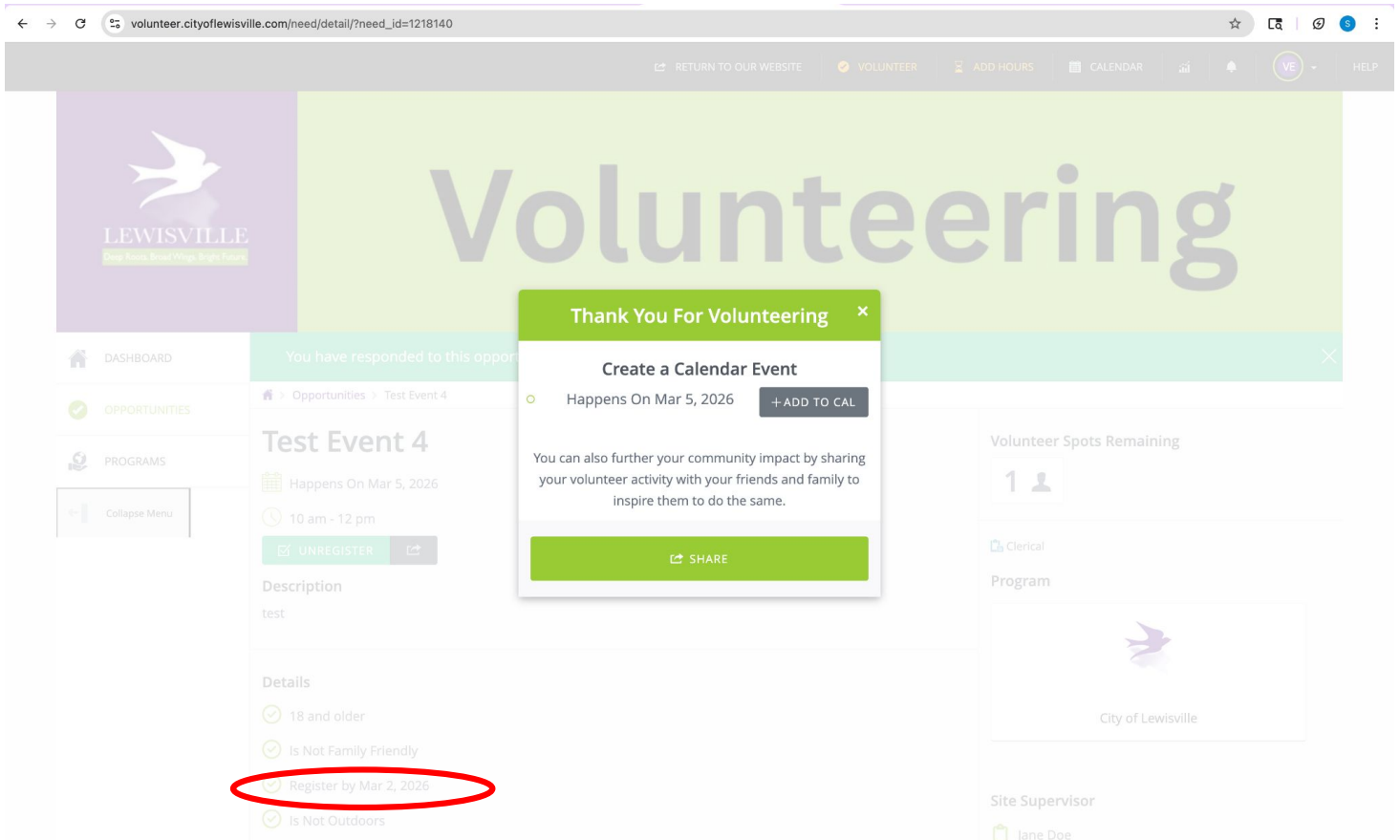
HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY



5. Fill out all required volunteer opportunity information

- Some opportunities will have specific requirements that you must fulfill such as background checks, experiences or age restrictions.
- Some opportunities offer multiple shift dates or times, please select all accurate shifts you can attend.
- If necessary you can edit your sign ups in your profile later if there is a scheduling error.

HOW TO SIGN UP FOR A VOLUNTEER OPPORTUNITY



6. Complete! You've signed up for your opportunity!

You should see this confirmation screen when you've successfully signed up for an opportunity.

You will also receive an email and can view the opportunity under "Volunteer Schedule" in your profile.