

X2VOL Frequently Asked Questions

Question: My hours aren't verified. What can I do?

If your hours have not been verified, that means that the Activity Contact has not verified your hours using the link that was included in the email that was sent to them or through their non-profit x2VOL account.

X2VOL recommends telling your Activity Contact that they will be receiving an email from x2VOL (volunteer-verification-noreply@x2VOL.com) with subject of "**Service Hour Verification**" so they can be on the lookout for it. This will help in getting your hours verified. This email is sent to the Activity Contact immediately after you click Submit for the Activity entry. You can also ask the Activity Contact to check their Spam folder to ensure they are not missing our emails.

If a few days have passed, and your hours have not been verified, you can do one of the following:

1. You can log in and RESEND your verification request for any non-verified activities ONE TIME. Go to your Activity Log, click the EDIT button next to your activity log entry and scroll down to the contact person sections to click the green, Resend Verification button.
2. Contact the Activity Contact and tell them to send an email to support@intellivol.com stating that they would like to verify your hours. Make sure they include your name, a description of the service you performed, the date, and the number of hours. **This email must be sent from the Activity Contact email address that is listed in your entry.**

NOTE: If the activity contact email address is wrong, please email support@intellivol.com for us to update the email address and resend the request.

Keep in mind that verification via email is a great feature but there are technological factors beyond X2VOL's control. Some Activity Contacts may not receive the email (due to unique email filters) or choose not to open the email or verify the hours. This does NOT mean your hours cannot be approved by your school. We recommend sending your school an alternative form of verification (paper, email, picture etc) if this is the case.

Question: Why are my hours not approved?

If your entry is not approved, that means that your school administrator has not approved it yet. This turnaround time depends on your school. If you feel that your entry is taking an unusually long time to be approved, you may want to check with your school administrator to ask how often hours are approved. You can review your entry details by clicking the Edit button to make sure it is applied to the proper goal, has the correct date and other details in order for your school to approve it quicker.

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Question: Where can I see the comments on my entry?

To view the comments for your entry, click on the Add Hours green button on your Dashboard - this will bring you to your "Activity Log" page. Select "Edit" for the entry in question. Once you're on the details page, scroll down and you will see a "Comments" section where you are able to view the comments made by your school administrator and the Activity Contact.