



Welcome to Help Counter

Help Counter is a system that BFA will be using to record all volunteer hours, and eventually to sign up for all volunteer opportunities. We think this is a great system that is much easier to use. We are still learning all the in's and out's- please be patient with us! This year's directory will be coming from the info gathered in helpcounter-please be sure to update your info!

If you used PTO manager last year, all your data was imported into Help Counter. You should have received an email from Help Counter that will give you the instructions for Home Access for Help Counter as well as editing your personal information. This is security drive so you will get a personalized email. Please add your family number in the note section. Also- if you have others who will help in achieving your hours, please email us helpcounter@bfacademy.org with their names at so we can update your family group. It is easier to have both parents sign up for their own account- so emails go to the correct person.

The sign in page for home use is <http://volunteeratschool.com> - bookmark it! (if you use this one- you can avoid using those security symbols that can be hard to read). Once you have updated your personal information, go to the above website, and enter your email address, and request a new password- this is how you will enter hours from home. The system should recognize your email address and send you a email with your password.

If you are new to BFA, you can go to <http://Helpcounter.net/volunteer> to request access to the system. The system will help you find the school and ask you for your email address. You will then add your personal information and submit. Once you are an approved volunteer, you can start adding hours.

If you are a single parent family, please email Michelle Bynum at volunteer@bfacademy.org so she can update your volunteer quota.

Once you are in the system, please check the areas you are interested in volunteering for- this does not commit you but allows the coordinator see who is interested.

The system has a great Facebook application that will allow you to track your hours. Any questions? Please email at helpcounter@bfacademy.org/