Volunteer User Guide

Community Sponsorship Hub

Section 1: Initiating the background check  p. 2
Section 2: Sharing your background check with CSH  p. 9

Let’s get started!

Community Sponsorship Hub requires their volunteers to submit a Background Check through Sterling Volunteers. All you’ll need is access to the internet, and your credit to complete this simple process. Please follow this step-by-step guide to Get Verified.
Topic 1: Registration

To start, please click this link: https://app.sterlingvolunteers.com/promoorder/58d19355-7569-49c0-a938-f4876d335217

Once you have clicked the link above, it will direct you to the Account Creation page. This is where you will create a username, register your email, and create a password for the security of your account.

Important Note:

Please remember that the username you should be creating must be ‘unique’. If the username is already taken it means that somebody is already using it. You must simply register a different username. If you’re having a difficult time in creating a username, you may use your email address.

If you have created an account in the past, simply click the Click Here to Login link.

Note: Setting security questions is only optional.
Continuation

If you get routed to the page below, it means that the account you created is not connected with Community Sponsorship Hub. This happens if you don’t use the link of CSH to initiate the account creation.

To correct this, simply enter this code 2igj8xo on the GOOD DEED code field and hit Continue. Doing this connects the background check to CSH. You will be routed to Step 1 of the 4 Easy steps afterwards.
There are 4 easy steps to placing your order:

**Step 1 of 4** – Your account is already associated to the level of background screening the organization requires for you to volunteer. All you need to do is fill out the information about yourself and then select Continue. The cost of the background check is $15 (not including ‘applicable’ access fees).
Step 2 of 4 – Please input your current address and tell us how long you’ve lived there before selecting Continue. If you are unsure of the exact month and year when you started living in your address, put the ‘current’ month and year instead. Select ‘Continue’ once you’re done.

Begin Your Background Check

Your Current Address
6 West 46th Street
New York
New York
10036

How long have you lived at this address?
From:
2022-11
To:
Present

CONTINUE
Step 3 of 4 – We need you to give us permission to run your background check. Please carefully review the agreements by scrolling through & clicking the acknowledgement of receipt checkboxes below. You’ll also be asked to type in your name again to consent to the use of electronic means to sign this form. Once you are done, select Continue.
Step 4 of 4 – Please carefully review your personal information. If your information is correct, tick the box ‘The information above is correct’. If there’s a need to correct your information, select ‘Go Back & Edit’.

Before clicking the ‘Continue to Payment’ button, kindly review the cost of the background check as additional fees may be charged.

Provide your credit card details and click ‘Submit Order’.
Wait for the confirmation page and you’re good to go!

Need further assistance or have any questions? Please reach out to our Advocates team via email theadvocates@sterlingvolunteers.com or by calling 855-326-1860 Opt. 3.
To Share Your Background Check with CSH:

Volunteers can initiate the sharing option by choosing the “Find Organizations and share my background check” link in their profile.

Volunteers can either provide a certain radius from a specific organization zip code or just choose a state to find the organization they are looking for. After selecting, click on the Search button.
To pull up the Community Sponsorship Hub on the list, volunteers should put 10036 as the organization’s zip code and select any miles on the Distance dropdown menu. If the volunteer cannot locate the organization using the zip code, he/she can simply type Community Sponsorship Hub in the Organization Name button.

We highly recommend for them to use a desktop or laptop as it is causing some issues when the website is being accessed through phones/tablets or iPad. Volunteers should use the following browsers such as Google Chrome, Internet Explorer Safari, or Firefox.

![Image of the Community Sponsorship Hub page](image.png)

**Figure 2: Volunteer Sharing Page**
After finding the organization, please click the “Share” button. The volunteer’s information will now be presented in the Community Sponsorship Hub’s dashboard for review.

**Figure 3: Sharing Button**