

Frequently Asked Questions

Q: How do I know that I've successfully RSVP'd to an event?

A: Once your RSVP is submitted, you will receive an email from myCommunity.west confirming your commitment to attend the event. You can also click on the MY IMPACT link on the upper right-hand corner of the site and review your "Upcoming Events" to see the events for which you have RSVP'd.

Q: How many events can I request to attend?

A: You can request to attend as many events as you like. Please note that events have participant limits, so spots will be guaranteed on a first come first serve basis. Should your plans change, please contact the event host immediately. Every volunteer's commitment helps contribute to the project's success.

Q: What if I need to cancel my RSVP?

A: Should your plans change, please contact the event host immediately via email or phone to inform them of your last minute change.

Q: Who should I contact if I have questions about an event?

A: Each event has event host(s) listed on the event details page. The event host should be the first point of contact for any questions up to the date of the event (or as specified by the event host). You may also contact your local office administrator for more information.

Q: Who is eligible to participate in Volunteer Events?

A: All HINES employees are eligible to participate in volunteer events. Full-time and part-time employees in the West Region are able to view and RSVP for volunteer events via the myCommunity.west site. Participation in events that take place on HINES time must be approved by your manager before you RSVP and only full-time employees with a minimum of six months tenure are eligible to use their 8 hours of myCommunity time for an event during work hours.

Q: Can I invite a friend or family member to volunteer with me?

A: Occasionally, events will also be designated as open to families and friends. Please be aware that most non-profits have an age minimum for volunteers, so ask your event host to confirm before inviting friends or family members under the age of 18.

Q: How do I log on remotely to myCommunity when I'm not on the network?

A: You can access the myHines website from your Smartphone or computer visiting. Find the link to myCommunity and it will take you to the site. There is no need to enter a username or password after you are logged into myHines.

Q: What are Impact Goals?

A: Impact goals are meant to encourage participation in firm-sponsored events. Impact Goals vary and new goals will be posted throughout the year.

Q: Who do I contact if I need help?

A: For issues with technical problems on the site, email support@profits4purpose.com. For questions about volunteering or content on the site contact myCommunity.west@hines.com

Q: How is volunteerism defined for the purposes of the program?

A: Any unpaid volunteer work through organizations, except for volunteer time used for the 8 hours each year during work hours under myCommunity, whether or not recognized as 501(c) (3)

organizations by the IRS; schools; churches; and even independently organized projects in the employee's local community. Both hands-on work and skills-based/pro-bono work are eligible. Volunteer time not eligible (additional restrictions apply for the 8 hours each year during work hours under myCommunity):

- Participation in fundraising walks/races, as these already serve to earn funds for a cause. However, volunteering at a fundraising event would be considered eligible.
- Organizations that use adversarial or confrontational tactics, or whose primary mission is to lobby or engage in legislative or political activities.
- Organizations that represent a conflict of interest for employees of Hines.
- Organizations that support discrimination.

Q: How do I track my time volunteered outside of events posted in the system?

A: You can record your volunteer time by going to the MY IMPACT page, clicking on the "ADD HOURS" button and entering in the details of your service.

Q: How are volunteers hours verified?

A: Volunteer hours are on the honor system.

Q: Can I enter hours I volunteered prior to the site launch?

A: Only hours volunteered after the site launch can be entered onto the site.

Q: How many events can I request to attend?

A: You can request to attend as many events as you like. Please note that events have participant limits, so spots will be guaranteed on a first come first serve basis. Should your plans change, please contact the event host immediately. Every volunteer's commitment helps contribute to the project's success.

Q: If I create an event, how do I know who has RSVP'd to my event?

A: After you create an event and want to see who has RSVP'd to your event, click on "edit event", then click on "step 2 schedule", then click on "RSVP's". From here you can see who has RSVP'd (you have to download the RSVP list to see exactly which shift), you can "add" an RSVP, and you can send an email to your RSVP list.

Q: Who should I contact if I have questions about an event?

A: Each event has event host(s) listed on the event details page. The event host should be the first point of contact for any questions up to the date of the event (or as specified by the event host).

Q: How often are events added to the list?

A: Events are added on a rolling basis by the program administrator and by employee volunteer project team leads/event hosts. You can find all events in the events search feed on the VOLUNTEER page.

Q: Can I suggest adding additional events to the calendar?

A: Yes, we'd love to have you add events! You can suggest an event by clicking on "Post Event" in the bar at the top of the events feed on the VOLUNTEER page, and filling out the event-creation form. Events will be approved or declined by the program administrator on an ongoing basis.

Q: How do I receive a HINES Volunteer shirt?

A: If you're volunteering on your own time, please go to www.hinescompanystore.com to request a shirt.