

x2Vol Frequently Asked Questions for Students

Please click on each question to jump to the answer page.

1. [How do I register for x2Vol?](#)
2. [How do I log my hours in x2Vol?](#)
3. [What email address should I use when I register for x2Vol?](#)
4. [How do I reset my password or change my email?](#)
5. [I have completed hours and submitted log forms to the office before the transition to x2Vol. What happens to my hours?](#)
6. [I have completed service hours but have not submitted my log forms to the office before the transition to x2Vol. Can I still log these hours into my account?](#)
7. [How will I get my hours verified?](#)
8. [My hours aren't verified. What can I do?](#)
9. [Can I resend my verification request?](#)
10. [Why are my hours not approved?](#)
11. [How do I edit my entry?](#)
12. [How can I track my hours for awards purposes?](#)
13. [How do I download/print my service hours?](#)

1. How do I register for x2Vol?

Registration is done through students' Naviance accounts which students have been using since the 7th grade. The first step is for students to log in to their Naviance account which is accessible via the PRHS webpage under the "For Students" dropdown list. (If Naviance login credentials are unknown, please come to the Guidance Office for assistance.) Click on the blue x2VOL link at the bottom of the home screen and enter in a Last Name and Student ID Number, if asked, then complete the x2VOL profile. This should take less than 2 minutes.

Here is a video on how to register and sign in to x2VOL via Naviance:

<https://myintellivol.force.com/x2VOLHelp/s/article/how-do-i-sign-into-x2vol-through-naviance-student-2019-02-13-17-59-17>

[↩Back to Questions](#)

2. How do I log my hours in x2Vol?

On your Dashboard page, click on "Add Hours" then "Create New." Make sure to include an email address for your Activity Contact in order for your hours to be verified.

Please click for [step-by-step instructions](#) on how to log hours through x2VOL.

[↩Back to Questions](#)

3. What email address should I use when I register for x2Vol?

Since Naviance and x2Vol are linked it is important that you register with the email address that you use to log into Naviance, especially if you have previous hours that have been imported. After you have completed registration you may change your email address at any time.

[↩Back to Questions](#)

4. How do I reset my password or change my email?

If you forgot your x2VOL password, you can go to the login page and click the “Forgot Password?” link. The system will send a password reset link if your email address is registered.

To update your password or email address once you’re logged in to x2VOL, click the “Profile” tab and click on the “Account Settings” page.

[↩Back to Questions](#)

5. I have completed hours and submitted log forms to the office before the transition to x2Vol. What happens to my hours?

Hours that have been submitted prior to the transition to x2Vol have been imported into your x2Vol accounts. After logging into x2Vol, click on Opportunities & Projects → My Activity Log and you will see “hours import” if you have previously submitted hours. The office will retain paper files until graduation.

[↩Back to Questions](#)

6. I have completed service hours but have *not* submitted my log forms to the office before the transition to x2Vol. Can I still log these hours into my account?

Yes. Services that have been rendered but not submitted can still be added to your account. Simply log into x2Vol and enter them as if they were new entries. Since you already have the signatures, you do not need to have them re-verified. Scan or take a picture of your service sheet and upload them into your entries.

On your Dashboard page, click on “Add Hours” then “Create New.” There is a field where you can upload an attachment. Enter each service separately but you may upload the same document for all services that are included on your service sheet.

[↩Back to Questions](#)

7. How will my hours get verified?

The easiest way is to add your Activity Contact's email address on the entry page. He/she will receive a link to verify your hours. The process of submitting for verification was tested by the Guidance Department. We were pleased that the verification email went directly to the Activity Contact's inbox and not in a Spam folder. However, it is always good practice to ask that they check their Spam folder to make sure the email is received.

You may still use a paper form and request a manual signature from the Activity Contact. This form should then be *uploaded as an attachment* to your x2Vol entry. On your Dashboard page, click on "Add Hours" then "Create New." There is a field where you can upload an attachment. If you come across any problems attaching the service sheet, simply submit it to the Guidance Office as your verification after having entered the hours on x2Vol.

[↳ Back to Questions](#)

8. 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.

We highly recommend 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 emails.

[↳ Back to Questions](#)

9. Can I resend my verification request?

A verification request can be resent ONE TIME for unverified and unapproved activities. On the "Activity Log" screen, choose your project and click the EDIT button next to the entry. Scroll down to the Activity Contact section and click the green "Resend Verification Email" button.

[↩Back to Questions](#)

10. Why are my hours not approved?

Make sure that you have entered a verification email address. Check with your Activity Contact to request that they verify your hours. If you do not have an email address, upload a service log with a signature as an attachment. If you feel that your entry is taking an unusually long time to be approved please check with the Guidance Office to inquire about the hours. 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.

Please keep in mind that, per school policy, paid services and participation as an athlete in a sports team is excluded from community service goals.

[↩Back to Questions](#)

11. How do I edit my entry?

If you need to edit your entry, click on the "Add Hours" green button on your Dashboard. This will bring you to your "Activity Log" page. Click on the "Edit" button next to the entry you would like to edit. If your entry has already been approved, you may not be able to edit some of the fields.

You cannot edit the Activity Contact details once your entry is submitted—this is to protect the integrity of the verification process. If you need to edit the verification contact's details, you can enter a completely new entry in your x2VOL Activity Log or email the [x2Vol Support Team](#) to edit it on your behalf.

[↩Back to Questions](#)

12. How can I track my hours for awards purposes?

Your profile page will have 4 line graphs; one graph each for the 4-year 40-hour graduation requirement, the annual 25-hour Citizenship Award, 50-hour National Award and the 100-hour Presidential Award as well a chart indicating how many more hours are needed for each. This allows you the ability to track your progress for awards purposes throughout the year as activities are entered.

[↳ Back to Questions](#)

13. How do I download/print my service hours?

To download/print a copy of your service transcript, click on the “Opportunities & Projects” tab, select the Official Service Transcript™ page. Click on “Print Activity Log” to download and print your history.

[↳ Back to Questions](#)

Videos are available on the [x2Vol Help Center](#) for additional FAQs:

[How do I find opportunities posted by my school & by my community organizations?](#)

[How do I sign up for or cancel an Opportunity?](#)