

HOW TO USE THE I'ON AT HOME (IAH) WEBSITE

<https://ionathome.helpfulvillage.com>

WEBSITE REGISTRATION

The first time and subsequent visits:

When you become an IAH member, you will receive an email from Helpful Village including Password Instructions to use the IAH website. Keep your eyes peeled, the email link is good for only 48 hours.

- Click on CHOOSE YOUR PASSWORD to be taken to the [IAH website](#). Your e-mail is your login. Enter a password of your choosing. Be sure to write it down, if you think you won't remember it.
- Bookmark the IAH webpage to make it easier to return to quickly (Google how to bookmark, based on your web browser [i.e., Google Chrome, Safari, etc.]). Each time you visit the site, you will login with your e-mail and password. Or, click REMEMBER ME on the login page to skip that step.

If you miss that window, please send an e-mail request to IAH staff at ion@ionathome.org.

WEBSITE NAVIGATION

FYI – The developer (Helpful Village) adds new features monthly, so things change a bit often.

HOME PAGE

This is the main page from which to delve deeper into the IAH website. Along the top of the page are dropdown menus (**GENERAL INFO, MEMBERS...**).

- **GENERAL INFO** – Organizational information and FAQs
- **MEMBERS**
All great benefits of IAH membership at your fingertips, including the MEMBERS DIRECTORY and MEMBER LIAISONS. Full members can complete a [New Service Request](#) for non-emergency services. Please enter new services requests at least 3 days in advance.

For a New Service Request,

1. Login to website
2. Click on MEMBERS > New Service Request>
3. NEW Service REQUEST > TYPE OF SERVICE (choose from dropdown menu) > PURPOSE (be specific!) > SERVICE DATE > START TIME (check if your date/time are flexible) > APPROX. DURATION > END TIME > SPECIFIC NEEDS (flight information, best method of communication)
4. Click **SAVE**.

WHAT HAPPENS THEN? The website will seed your request the following morning to those volunteers who have signed up for that category of service request. A matched volunteer will respond by phone, confirming that she/he agrees to complete your request, and the timeframe. If a volunteer hasn't responded within 3 business days of

the request, the IAH staff will assist in contacting additional volunteers to find someone to help.

- **EVENTS**

All IAH Programs and events are listed by date, either in list or calendar form. Click on an event for detailed information.

To register for a program or event,

1. Login to website
2. In an event, click **REGISTER FOR THIS EVENT**; a popup message will confirm you are registered. A reminder email will be sent out the day before.
3. If there are no available spots, scroll down the page, and post your name to the WAIT LIST/CONVERSATION ABOUT THIS EVENT. Event organizers handle WAIT LISTS.
4. If you are registered for an event and cannot attend, it is critical that you notify the Event Organizer as soon as possible via phone, or post a comment directly on the CONVERSATION ABOUT THIS EVENT. This allows the Event Organizer to plan appropriately and add someone from the WAIT LIST.
5. Non-member guests may be included in IAH events. Please speak directly with Event Organizer. If registering a guest for an event, under registration, complete the ADD GUEST information.

- **CONTACT**

If you have any questions, please send us an email message from this page. Alternatively, you may call 843-284-3590 to connect directly to IAH's voicemail, where you may leave a message. We will respond to your message within 24 hours.