

Team Depot Captain
Volunteer Management System (VMS) Frequently Asked Questions

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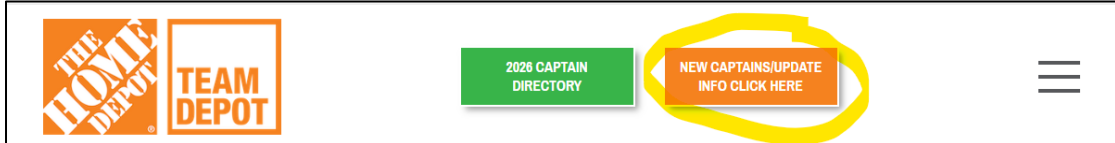
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Accessing the Captain Portal

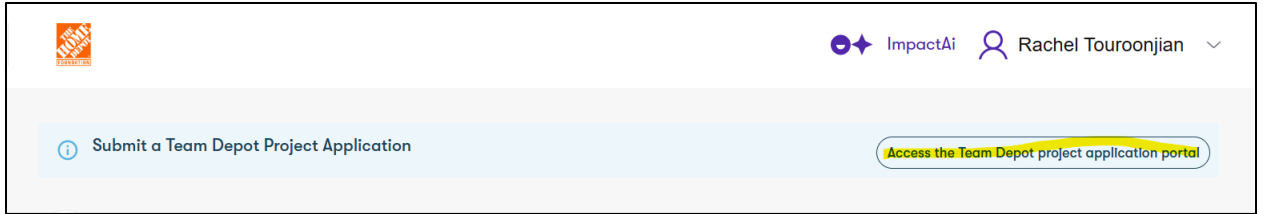
- **How do I register as a Captain in the VMS system?**
 - Access will be automatically updated monthly based on the Team Depot Captain Directory
 - Ensure you are registered as a Captain with Team Depot, and if not, fill out the **New Captains/Update Info Click Here** form on the [toolbox](#)



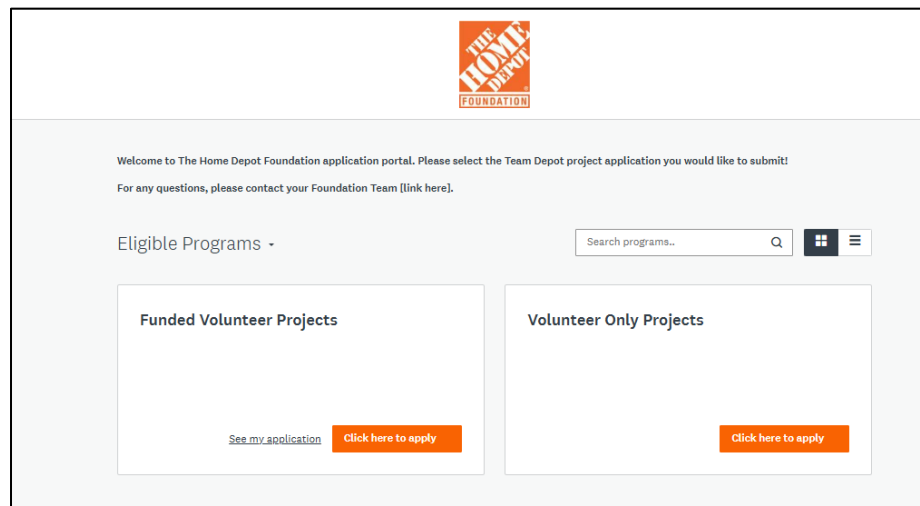
- **What is the URL for the Captain VMS portal?**
 - <https://admin.joindeed.org>
 - Enter your Home Depot email address
 - Note: You'll enter your shared or generic Home Depot email address if you have one assigned to you
 - Click "The Home Depot Foundation Company log in" button
 - Enter your Home Depot username (formerly known as LDAP) and password

Application Process & Portal Questions

- **How do I navigate to the project applications?**
 - Login to the VMS portal [here](#)
 - Enter your Home Depot email address
 - Note: You'll enter your shared or generic Home Depot email address if you have one assigned to you
 - Click "The Home Depot Foundation Company log in" button
 - Enter your Home Depot username (formerly known as LDAP) and password
 - Select the **Access the Team Depot project application portal** button next to "Submit a Team Depot Project Application" at the top of the screen



- Determine if you are applying for a funded or volunteer-only project and select **Click Here to Apply** under the corresponding title



- **What is the difference between a “Funded Volunteer Project” and “Volunteer Only Project”?**
 - **Funded Volunteer Project:** The Captain and nonprofit want to submit a request for funding for necessary supplies (e.g., paint, lumber, etc.) for the associate volunteers to complete the project tasks.
 - **Volunteer Only:** No funding is required for this project.
- **What documents are required to submit the application?**
 - Volunteer-only project applications (no funding requested):
 - No required document uploads
 - Funded project applications:
 - For all funded applications, Team Depot Captains must upload the store quote, and the nonprofit partners must upload their Certificate of Liability Insurance (COI) for all applications
 - For applications requesting more than \$25,000 in funding, the nonprofit must also upload their Board of Directors list and most recent Form 990

- **What do I do if I cannot find my nonprofit in the nonprofit eligibility check?**
 - Reminder, only U.S. based 501(c)3, 501(c)19, and government (e.g., schools) organizations are eligible for the program
 - If the nonprofit meets the above criteria and is not available in the organization listing, please click this [link](#) to fill out an onboarding request. You will need to enter the below details for the organization:
 - Organization name
 - Location (country)
 - EIN or NCES ID
 - Website
 - Contact email
 - Contact phone number
 - The nonprofit will receive an email from nonprofits@joindeed.com with instructions on next steps to finish setting up their profile within our VMS.
 - You will receive an email once the organization has been approved and onboarded. Note: onboarding times vary depending on organization responsiveness. It will take at least 2-3 business days for onboarding to be completed if responses are timely.

- **How do I edit a section of my application before I submit it?**
 - An application may be edited by the Captain anytime before the application is submitted.
 - To edit, navigate to the relevant application section and select the 3 dots in the top right corner and then “Edit”

Team Depot Captain: Project Details
Completed May 14 2026 11:50 AM (EDT)

PROJECT DETAILS

VOLUNTEER SHIFTS & DETAILS

You can name each shift specific to the activity (e.g., "Set Up", "General Volunteer Shift", "Take Down"). This information will populate on the project registration page.

How many shifts do you have?
Some projects may need multiple shifts. For example: large projects might need set-up, general volunteer, and takedown shifts if these tasks are being performed by different groups of people

1

Shift #1 Name
Please choose a short summary of the shift (e.g., Volunteer Shift, Set Up, Take Down, etc.).

Volunteer Shift

Shift 1 Start Time
Time entered should be entered as the time zone where the event takes place

Jun 23 2026 09:00 AM

Shift 1 End Time
Time entered should be entered as the time zone where the event takes place

12:30 PM

Shift 1: Number of Spots

8

- Once you are done, select **Mark as Complete** at the bottom of the page

What are the "duties" for the volunteers?

This is where you can tell volunteers more specifics about what they might do (e.g., We will have one group of volunteers sorting incoming food donations and one group packing weekend meal kits for students, or volunteers will be doing light landscaping tasks in the front yard, and laying mulch + planting fresh flowers in the back yard).

Our volunteer team will be walking throughout the Evergreen Cemetery with maps and will respectfully place 1300 American flags at the gravesites of our fallen veterans.

PREVIOUS SAVE & CONTINUE EDITING **MARK AS COMPLETE**

- **How do I edit the volunteer shift details in my application before I submit it?**
 - To edit the shift details, navigate to the "Team Depot Captain: Project Details" application section
 - Select the 3 dots in the top right corner and then "Edit"

- Select “Previous” button at the bottom of the page

- Once done editing the shift details, click “Next” at the bottom of the page

- If necessary, edit any of the project details on the second page and then select “Mark as Complete” at the bottom of the page

What are the “duties” for the volunteers?

This is where you can tell volunteers more specifics about what they might do (e.g., We will have one group of volunteers sorting incoming food donations and one group packing weekend meal kits for students, or volunteers will be doing light landscaping tasks in the front yard, and laying mulch + planting fresh flowers in the back yard).

Our volunteer team will be walking throughout the Evergreen Cemetery with maps and will respectfully place 1300 American flags at the gravesites of our fallen veterans.

PREVIOUS SAVE & CONTINUE EDITING **MARK AS COMPLETE**

< >

- **How do I add a nonprofit to the funded project application?**

- Invite the nonprofit (“Partner Organization”) as a collaborator to your application via "Back to application" in the top left corner > Add Collaborator. Here, please enter the name and email address of your primary contact at the partner organization. This will trigger an email inviting them to collaborate on this application with you.
- If you are requesting more than \$25,000 in funding, please ensure the authorized partner organization signer has also been added as a collaborator in addition to your primary partner organization contact (if they are different people).

1 of 6 tasks complete

Last edited: Apr 9 2026 11:52 AM (EDT)

REVIEW SUBMIT

HK Matt Kelly (Owner)
HKSurvey1MonkeyTest@gmail.com

Add collaborator

Funded Volunteer Projects [Preview](#) ...

Store 566 | Spring Day of Service
ID: 02026-000000074 Status: Application in Progress

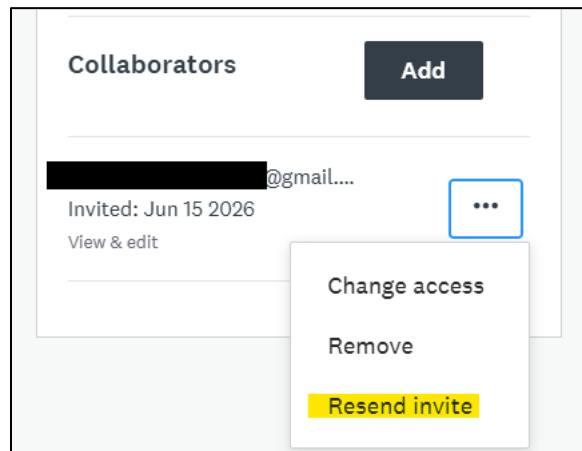
APPLICATION ACTIVITY

Your tasks

- ✓ Eligibility Check
Completed on: Apr 9 2026 11:52 AM (EDT) >
- Team Depot Captain: Introduction & Application Instructions >
- Team Depot Captain: Participating Captain & Facility Details
Owner only task >
- Team Depot Captain: Project Details
Owner only task >
- Team Depot Captain: Volunteer & Funding Details
Owner only task >
- Team Depot Captain: Document Upload
Owner only task >

- Reminder: volunteer-only projects do not require a nonprofit to participate in the application

- **The nonprofit logged into the system but did not see their application.**
 - Ensure that the partner selects the “Join Now” button from the email inviting them to ‘collaborate’ on the application. The partner will not be able to access the application unless they click this linked button
- **How do I resend the collaborate invitation to the organization?**
 - Select the three dots next to their email under the “Collaborators” page and select **Resend Invite**. Note: if the resend invite option is not available, this means the partner has already clicked the “Join Now” link in the invitation email.



- **Will the system alert the nonprofit when I complete the Team Depot Captain sections of the grant?**
 - No. The nonprofit will only be notified that you have invited them to edit the application
- **How often does the system remind the nonprofit to complete their section?**
 - Once, after seven days of no application activity.
- **How will I be alerted that I need to submit the application?**
 - Funded Projects: Once the partner organization completes their required sections, you will receive an email alerting you to review and submit the application.
 - Volunteer Only Projects: Once you complete all your sections, the progress bar will show complete and the Submit button will become highlighted
- **Will I be able to track the status of my application throughout the grant lifecycle? If so, how and where will this tracker be located?**
 - Yes – click **My Applications** in the top right corner of your application portal

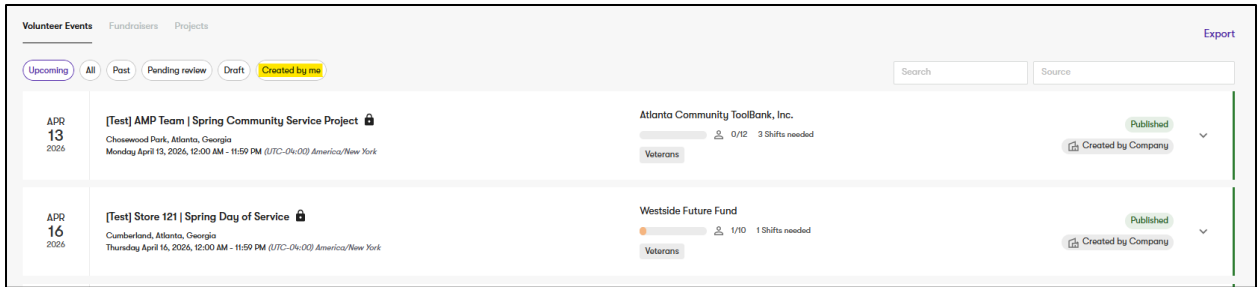
- Completion column: indicates if submitted or if there are open tasks
- Status column: identifies lifecycle status of application

Program	Application	Deadline	Status	Completion	Last edited	
<input type="checkbox"/> Funded Volunteer Projects	Store 566 Spring Service Day		Approved – Awaiting Payment	✔ Submitted	Apr 8 2026 04:30 PM (EDT)	VIEW
<input type="checkbox"/> Funded Volunteer Projects	Store 121 Westside Future Fund Service Event		Application Under Review	✔ Submitted	Mar 5 2026 11:29 AM (EST)	VIEW
<input type="checkbox"/> Volunteer Only Projects	District 112 UWGA Holiday Service Project		Application Under Review	✔ Submitted	Mar 12 2026 02:59 PM (EDT)	VIEW
<input type="checkbox"/> Funded Volunteer Projects	HR Team Spring Service Day		Application in Progress	6 of 12 tasks complete	Mar 4 2026 08:21 PM (EST)	CONTINUE
<input type="checkbox"/> Funded Volunteer Projects	Store 121 Westside Future Fund Service Event		Waiting on Partner Org Signatures	0 of 1 tasks complete	Apr 8 2026 04:16 PM (EDT)	START

- **How will I be alerted that my grant is approved, needs revision, or declined?**
 - You will receive an email from “noreply@mail.smapply.net” alerting you of any review decisions and further action needed
- **What if something pre-populates with the wrong information in the Captain & Facility Details section? Who do I contact?**
 - No need to contact anyone! If a data field was available in the HR information file (from Workday), the field will prepopulate. You can edit these fields as needed if your details have changed.

Volunteer Management System (VMS) – Recruitment & Registration

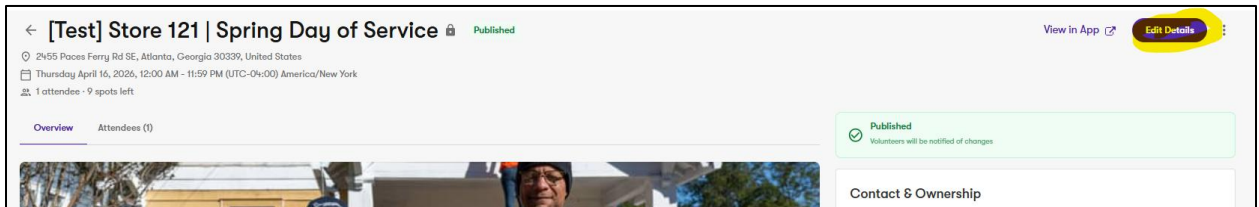
- **Do I have to create the volunteer registration page?**
 - No! A page will be automatically created and posted to the Volunteer Management System once your project application is approved by Team Depot
- **How long does it take for the system to post my project registration page?**
 - It takes approximately one hour after Team Depot approves your project application for the system to create and post the project registration page
- **How do I find my volunteer registration page in the Captain portal?**
 - In the **Manage Deeds** tab of the portal, select the **Created by Me** button to filter to projects you are the Primary Captain for



- Then, click on the relevant project to see the event page

- **How do I edit a project registration page?**

- Once you have navigated to the event page in the Captain portal, click the **Edit Details** button in the top right corner

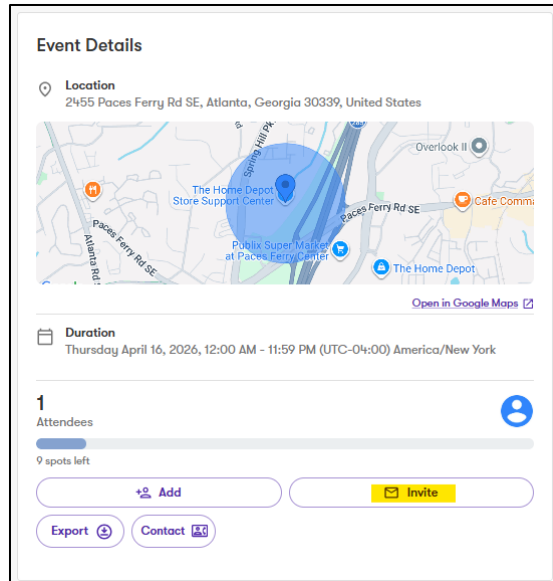


- **How will associates find my project on the associate portal?**

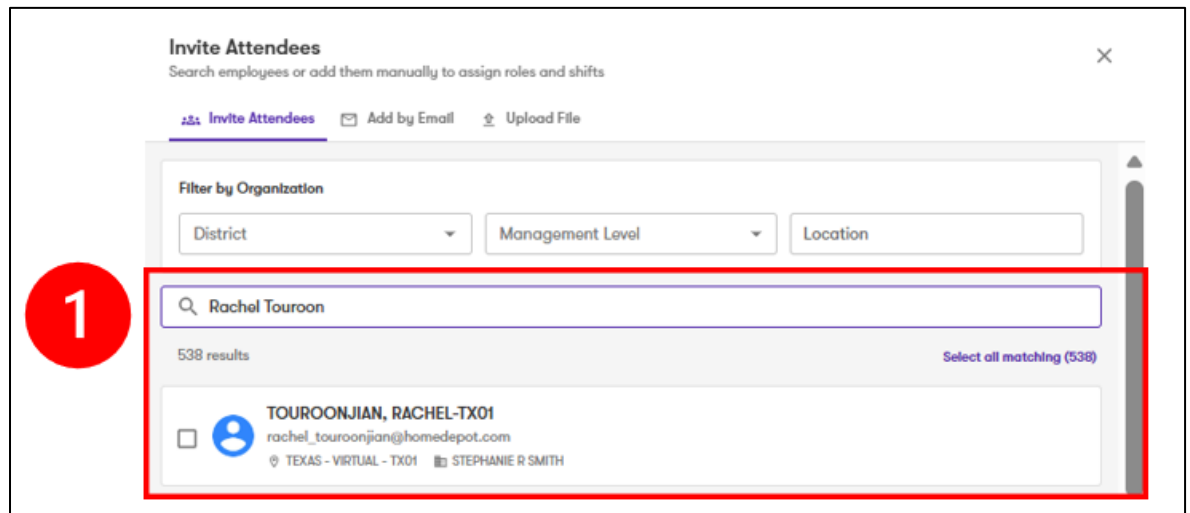
- Associates can log into their associate portal here. They can Navigate to the **Volunteer** section at the top of their page and browse Volunteer Events
 - Note: they can also use the search bar to search a specific event title your (e.g., Type in “566” if you are searching for event “Store 566 | Spring Service Project”)

- **Can I invite associates to view the registration page?**

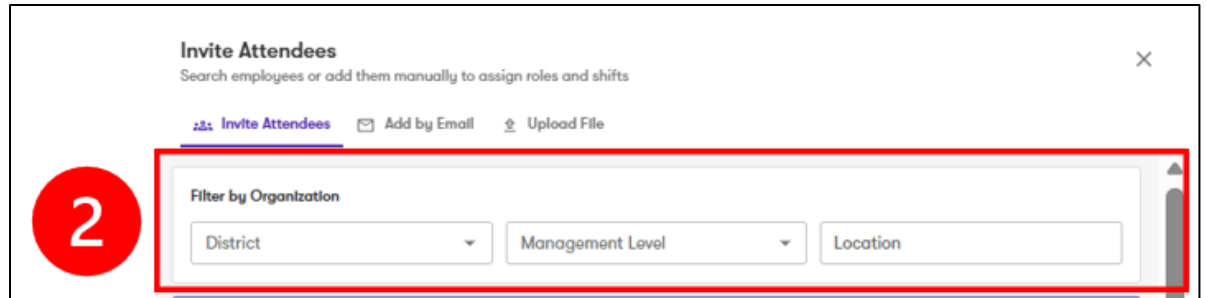
- Yes, you can ‘invite’ them to the volunteer event via your Captain portal! Note – this will only send them a notification email if they have an email on file
- Once you have navigated to the event page in the Captain portal, click the **Invite** button in the bottom right corner



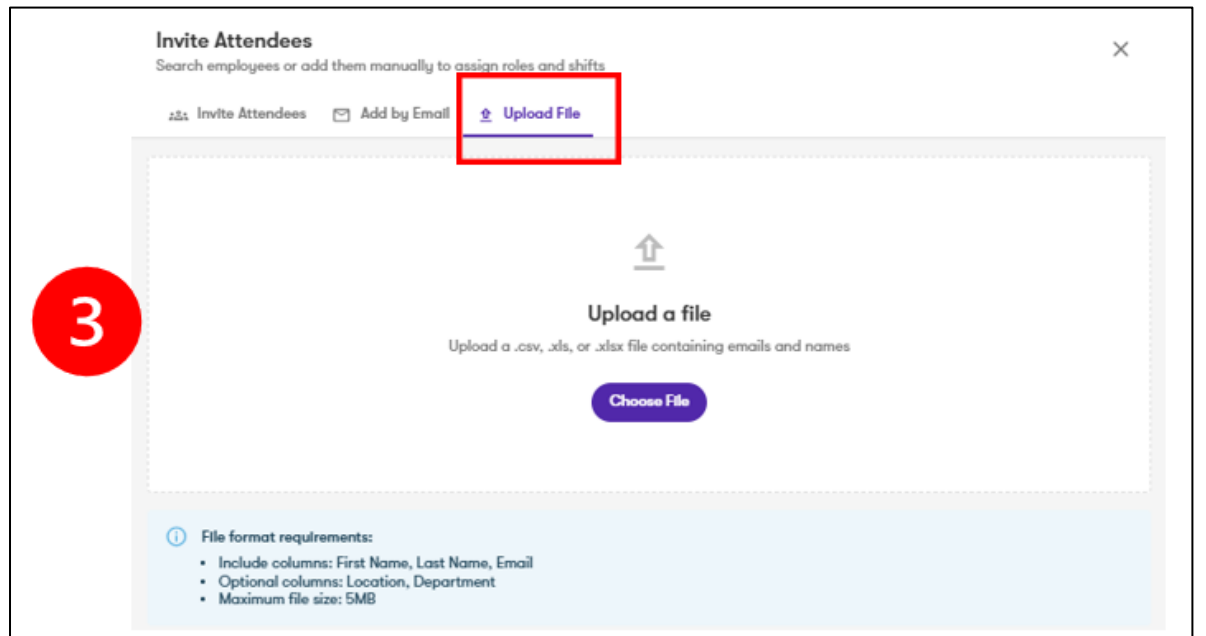
- There are a few ways you can invite associates:
 - Option 1 – type in an individual name and select them from the drop down list. For people with the same first and last name, double check their location to select the right person! Then, click the box next to their name to “select” them.



- Option 2 – select a group of people you wish to invite. Select a store district, Management Level 3 (generally, SVP level), or a specific location.
 - **CAUTION!** Please note, by selecting a group, you will be sending an email invitation out to every person in this group.

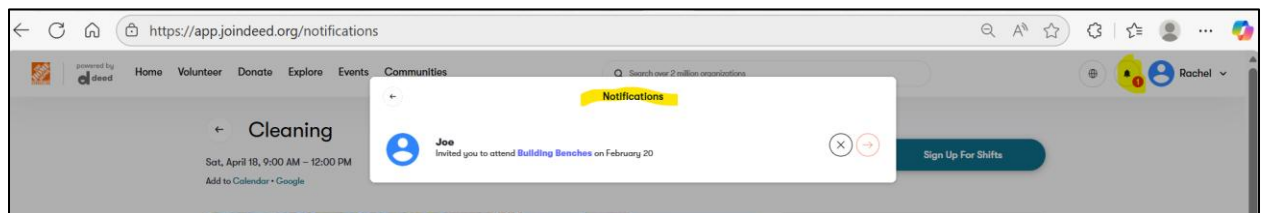


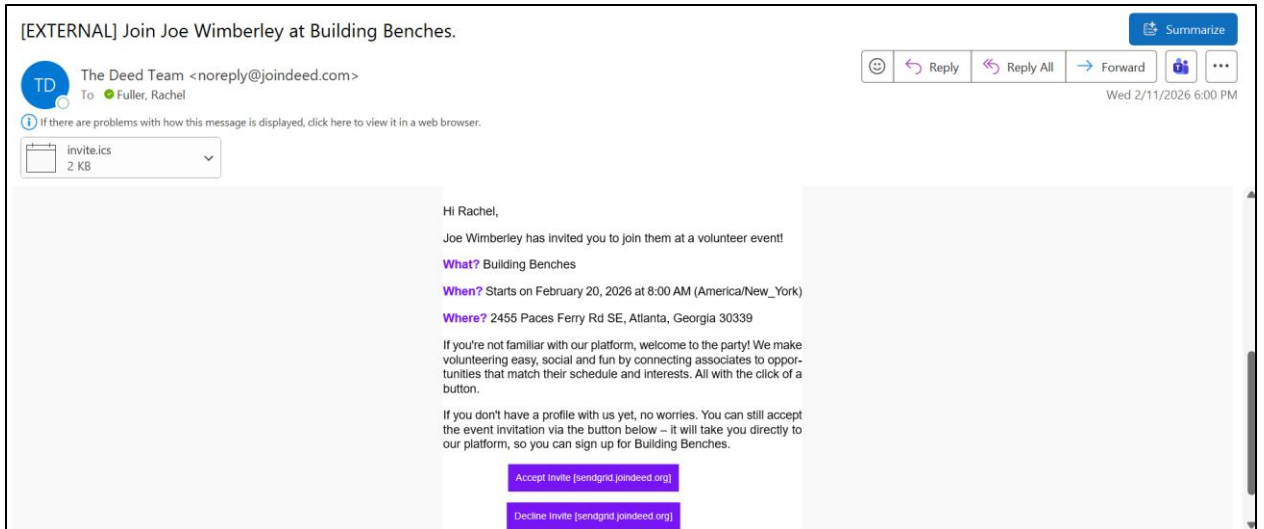
- Option 3- upload a file of specific associates you wish to invite. You must include at least three columns – First Name, Last Name, and Email.



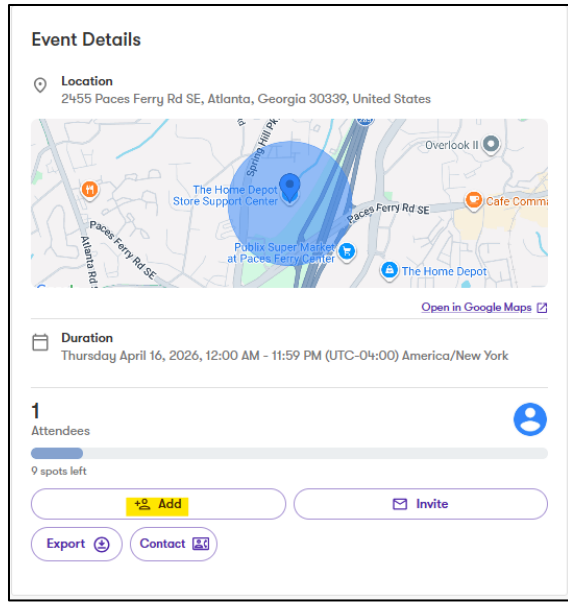
Scroll down, select the 'role' you want to invite them to, and click **Invite Attendees**

- **How is the associate notified when a Captain “invites” them to the event from the Manage Deeds page?**
 - They will receive the below notification in their associate portal, and an email will be sent to them (if they have either a dedicated Home Depot email or have added a personal email to their profile)

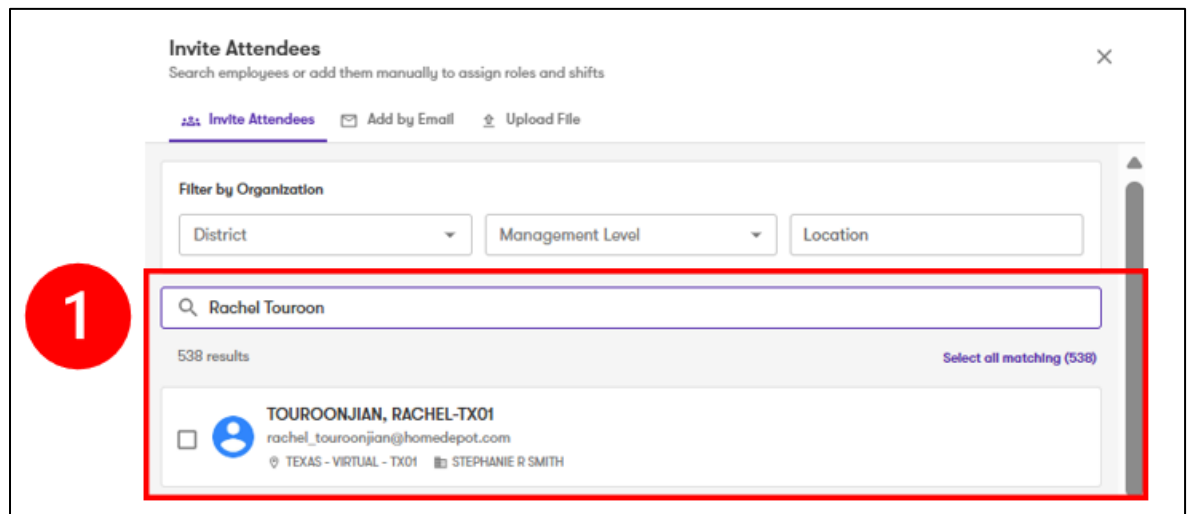




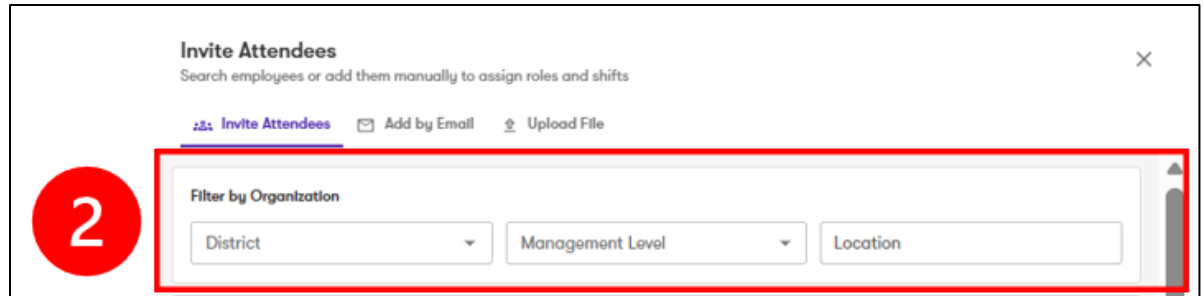
- **How does an associate sign-up for a project on the associate portal?**
 - Login to thd.com/volunteer with their Home Depot username (formerly known as LDAP) and password
 - Navigate to the project they are interested in
 - Click “sign up for shifts”, complete the Team Depot waiver, and confirm their desired volunteer shift
- **Can I sign an associate up on their behalf?**
 - Yes, you can ‘add’ or register them to the volunteer event via your Captain portal! Note – this will only send them a confirmation email if they have an email on file
 - Once you have navigated to the project page in the Captain portal, click the **Add** button in the bottom right corner



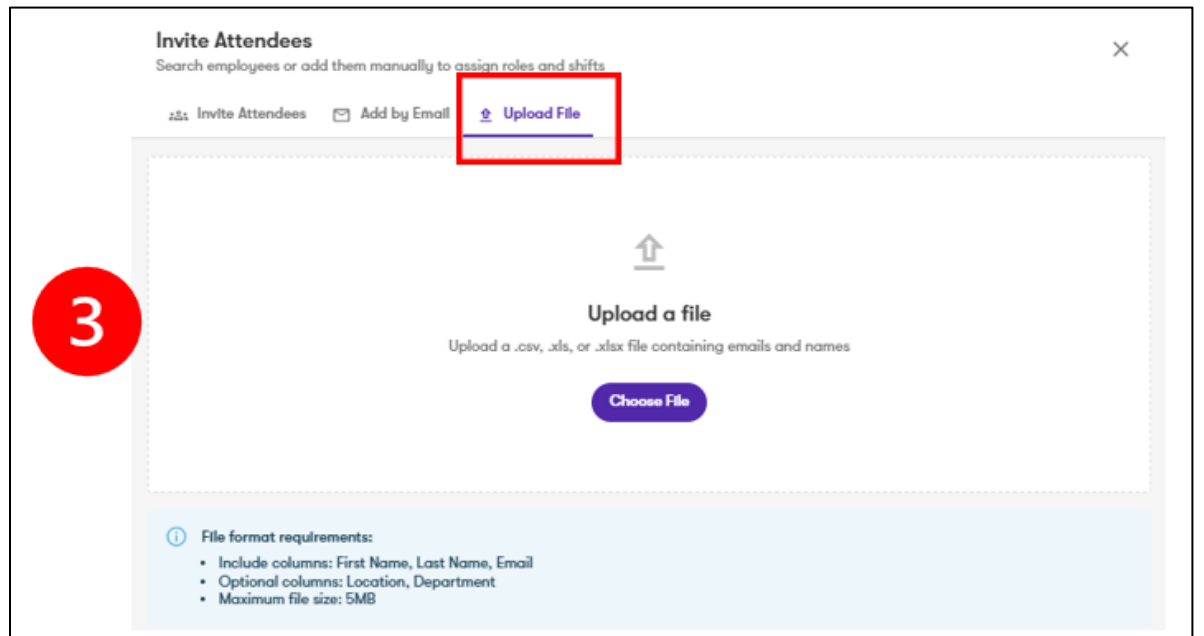
- There are a few ways you can add associates:
 - Option 1 – type in an individual name and select them from the drop down list. For people with the same first and last name, double check their location to select the right person! Then, click the box next to their name to “select” them.



- Option 2 – select a group of people you wish to add. Select a store district, Management Level 3 (generally, SVP level), or a specific location.
 - **CAUTION!** Please note, by selecting a group, you will be registering every person in this group for this event (indicating they are attending the project). There is no way to reverse a ‘bulk add’, so please use this function with caution.



- Option 3 - upload a file of specific associates you wish to add. You must include at least three columns – First Name, Last Name, and Email.



Scroll down, select the 'role' you want to invite them to, and click **Add Attendees**




- **How do I track my recruitment numbers in the volunteer management system?**
 - Once you have navigated to the project page in the Captain portal, click the **Attendees** tab in the top left corner
 - In this screen, you can see who has registered for your project, along with how many open spots you have left

2455 Paces Ferry Rd SE, Atlanta, Georgia 30339, United States
 Thursday April 16, 2026, 12:00 AM - 11:59 PM (UTC-04:00) America/New York
 1 attendee - 9 spots left

Overview **Attendees (1)**

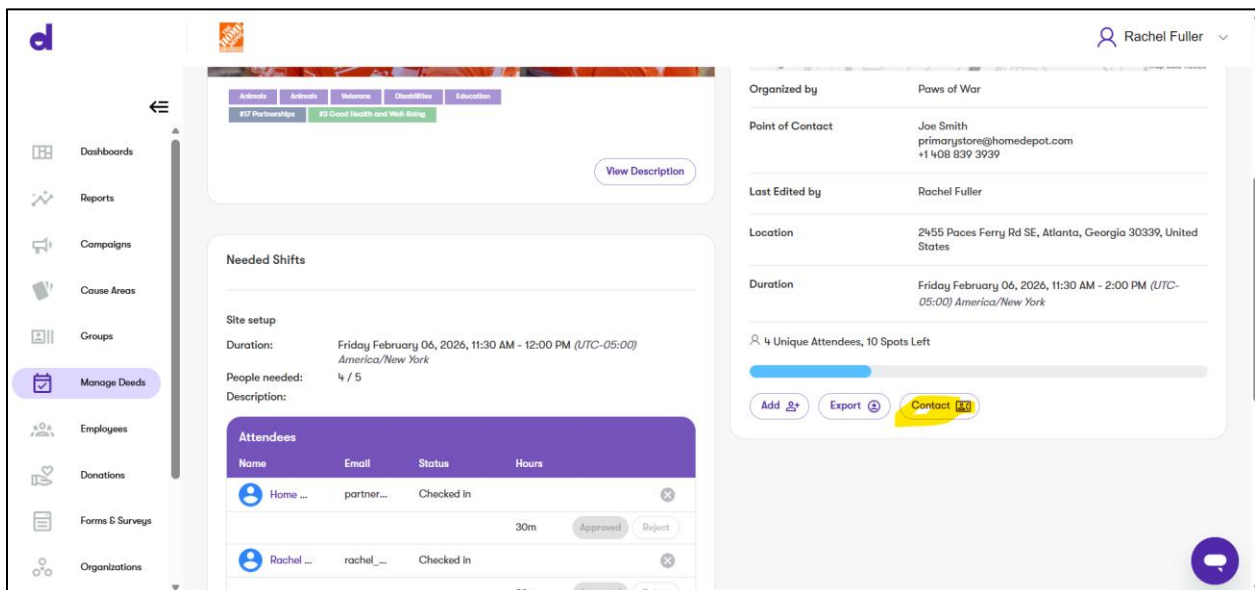
Search attendees...

Volunteer Shift
 Duration: Thursday April 16, 2026, 8:00 AM - 12:00 PM (UTC-04:00) America/New York
 People needed: **1 / 10**
 Description:

Name ↑	Email	Responses	Status
 RACHEL TOUROONJIAN	rachel_touroonjian@homedepot.com		Check in 

Total: 1

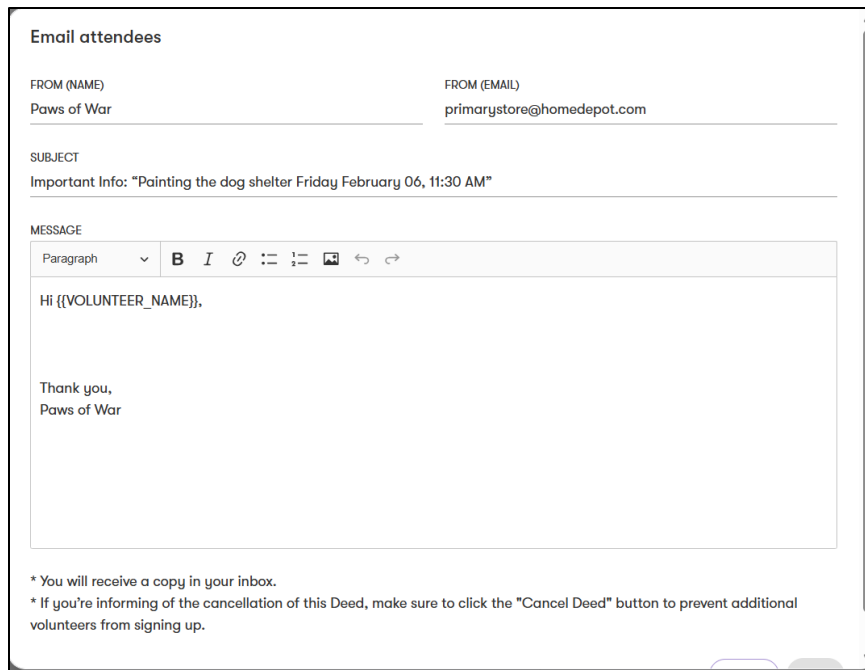
- **How does the Captain send a custom message to the people who have registered?**
 - Navigate to the project page through the Manage Deeds tab. Select **Contact**



The screenshot shows the 'Manage Deeds' section of the Home Depot volunteer management system. The main content area displays details for a project organized by 'Paws of War'. Key information includes the point of contact (Joe Smith), location (2455 Paces Ferry Rd SE, Atlanta, Georgia 30339, United States), and duration (Friday February 06, 2026, 11:30 AM - 12:00 PM). The project has 4 unique attendees and 10 spots left. A 'Contact' button is highlighted in yellow. Below the main details, there is a table of attendees:

Name	Email	Status	Hours
Home ...	partner...	Checked in	30m
Rachel ...	rachel_...	Checked in	30m

- Draft your email into the window below that pops up. Leave anything in brackets (e.g., [Volunteer Name]) as is and the system will populate this.
- Note: only associates who have a dedicated Home Depot email address or have added an email to their profile will receive this message



Volunteer Management System (VMS) – Check-In/Day of Project

- **How do I sign-in associates at the project site?**
 - Navigate to the project page in the Captain portal and click the **Attendees** tab in the top left corner
 - From here, you can click **Check In** next to anyone that is present at the project

Overview **Attendees (9)**

Search attendees...

General Volunteer
 Duration: Thursday February 26, 2026, 3:30 PM - 5:30 PM (UTC-05:00) America/New York
 People needed: 9 / 10
 Description:

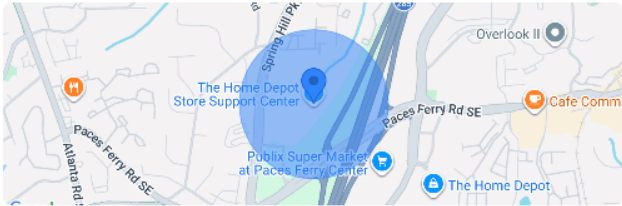
Name ↑	Email	Status	Hours
GEORGE CREIGHTON		Checked in	
GIDEON KERR		Check in	
JANINA MAJERCZYK		Check in	
JOE WIMBERLEY	joe_wimberley@homedepot.com	Checked in	
JOHN CRUZ		Check in	
MATTHEW RICE		Check in	
Rachel Fuller	rachel_fuller@homedepot.com	Check in	
STEPHEN DIAZ		Check in	
TERESA PETERSON-SPOONHOLTZ		Check in	

Total: 9

- **What if associates attend that haven't signed up for the project?**
 - Once you have navigated to the project page in the Captain portal, click the **Add** button in the bottom right corner

Event Details

Location
2455 Paces Ferry Rd SE, Atlanta, Georgia 30339, United States



[Open in Google Maps](#)

Duration
Thursday February 26, 2026, 3:15 PM - 11:59 PM (UTC-05:00) America/New York

9 Attendees

1 spots left · 1 invited

+ Add

[Export](#) [Contact](#)

- Then search for their name, select the correct associate (a purple checkmark will appear next to their name), select the applicable ‘role’ you want to sign them up for, and click **Add Attendees**
 - Note – once the project has started in the system associates will not be able to sign themselves up. Only a Captain can add someone to the project after the start time has passed
- **Do I need to access the system after the project is completed?**
 - The only time you’ll need to access the system after your project is completed is if you didn’t check-in volunteers on project day (e.g., simply forgot or had wi-fi/cell service problems).
 - To remedy this, navigate to the project page in the Captain portal under “Past Events” and click the **Attendees** tab in the top left corner
 - From here, you can click **Check In** next to anyone that attended the project to ensure they show has having participated

Overview **Attendees (9)**

Search attendees...

General Volunteer

Duration: Thursday February 26, 2026, 3:30 PM - 5:30 PM (UTC-05:00) America/New York
 People needed: 9 / 10
 Description:

Name ↑	Email	Status	Hours
GEORGE CREIGHTON		Checked in	
GIDEON KERR		Check in	
JANINA MAJERCZYK		Check in	
JOE WIMBERLEY	joe_wimberley@homedepot.com	Checked in	
JOHN CRUZ		Check in	
MATTHEW RICE		Check in	
Rachel Fuller	rachel_fuller@homedepot.com	Check in	
STEPHEN DIAZ		Check in	
TERESA PETERSON-SPOONHOLTZ		Check in	

Total: 9