

Updating membership using volunteer hours

This SOP describes how to update a volunteer's membership using their volunteer hours in HelloClub

**VOLUNTEERS
MAKE A
DIFFERENCE.**

Step 1 — Update a volunteer's membership using their volunteer hours

Add membership

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MEMBERSHIP TYPE

Full Access Volunteer

START DATE

Jun 21, 2026

END DATE

Sep 20, 2026

☒ Send an email to notify the member of this membership

☐ Create a transaction for the membership fee

CANCEL

SAVE

- Locate the member in Hello Club by searching for their name.
- Go to **Memberships & Hireables**. Click **+Add Membership**.
- Choose the membership type from the dropdown (Full Access Volunteer).
- The **Fee Amount** should be zero or blank.
- Leave the boxes **UNCHECKED** to send an email and create a transaction. Click **Save**.
- Look at the volunteers account and make sure it says "Door access" on their account. If not, contact the Technology Team via Discord.
- Send a message to Lex via Discord so she can apply their volunteer hours to their membership.