

# SIGN UP GENIUS – USERS GUIDE

## INTRODUCTION

This document was written to help you understand how to use SignUpGenius (SUG).

➤ **We recommend that you have a SUG account.**

If you have an account, the system recognizes your email address and provides easy access to all of your sign-ups. Creating an account only requires your email address and a password. You will not receive any spam or junk mail.

➤ If you prefer not to have SUG an account, you can sign up for events.

However, if you want to make a change to your sign up, your identity must be validated. To accomplish this, you are required to enter your email address, the system will email you a link so you can make changes.

You should have an understanding of the Master Gardener Volunteer Management System (VMS) before using this procedure.

Screen prints of actual sign-ups are used throughout this document. Note that these screen prints will NOT be the same color as the screens that you see when in SUG.

New sign-ups will be available for viewing when the Requestor and the SUG Administrator have completed their work. On the following Tuesday or Friday at 8 a.m. the sign-up will be available for sign-ups. This scheduling permits all MG's an equal opportunity to select their preferred slot.

SignUpGenius periodically makes changes to the system. When we discover changes, we update this document. If this document needs updating or if you have suggestions as to how this document can be improved, please contact one of your SignUpGenius Administrators:

- Ellie Aitken
- Helen Montag
- Mo Price
- Shelley Schwartz
- Susan Starr

January 16, 2023

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## Topic #1. Sign Up for an Event

1. Access the Home Page of the MG Volunteer Management System (VMS).
2. From the Home Page, there are 2 ways to access SignUpGenius:
  - a. On the left side of the screen, click on:  
**- click for a full list of available events on SignUpGenius** OR
  - b. On the right, in the **Links** area, on the bottom, click on:  
**Volunteer Opportunities - SignUpGenius**

UC Master Gardener Program

Welcome! Hope to see you all at the Holiday Party on 11/29/22.

**- click for full list of available events on SignUpGenius**

For a calendar view, click on Calendars, to the left.

Upcoming Volunteer Opportunities:	
<b>Exhibits:</b>	<b>Positions open:</b>
	Join the Comm Comm team. Contact Judy MacKenzie 951-232-5099
Upcoming CE Events:	
<b>Book Club:</b> 12/1 "Kiss the Ground" movie discussion	<b>Field Trips:</b> 11/9 Lemon Grove Historical Society 11/16 Sherman Gardens

**Links**

- Statewide UC Master Gardener Program
- UC ANR Repository
- UC Integrated Pest Management (IPM)
- UC TV Master Gardener Lecture Series
- VMS Help
- Class of 2018 Training Support
- San Diego Master Gardener Internal Page
- UC ANR Portal
- Volunteer Opportunities - SignUpGenius**

3. A screen with all **Available Sign Ups** displays.

### Master Gardener Program San Diego

Available Sign Ups

**KISS THE GROUND**  
Thursday - December 1  
Master Gardener Book Club  
UCCE Master Gardener Program  
Book Club Movie - "Kiss The Ground"

**Demo Garden - Balboa Park Founders Plaza**  
UCCE Master Gardener Program  
Demo Garden - Balboa Park Founders Plaza  
Wed., Nov. 9, 2022

**Field Trip**  
Wed, Jan 18, 2023  
Nuccio's Nurseries in Altadena  
UCCE Master Gardener Program  
FTC Nuccio's Nurseries in Altadena

**Field Trip**  
Wed., Nov. 16, 2022

**Field Trip**  
Wed., Nov. 9, 2022

**Field Trip**  
Mon., Dec. 5, 2022

4. To view/select an Event, click on the **Thumbnail** or the **Title (in orange)**.

- The **SUG General Information** page displays, with information about the event.

You may access, and download documents for additional information about the event, if available.

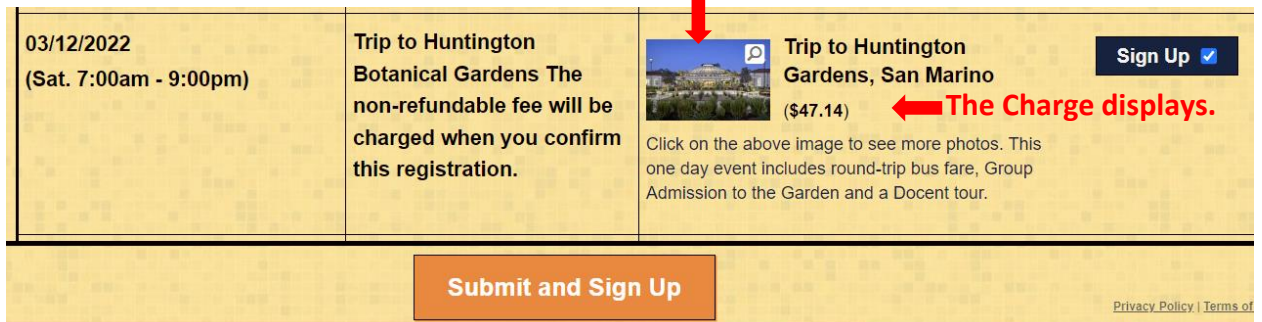


- Scroll down to select a slot.
  - If there is **NO Charge** for this sign-up, this screen displays.



- If there **IS A CHARGE** associated with this event, usually for Field Trips, there will be some additional information on the Slots screen.

**Click on the photo to see additional images.**



7. When you hit **Submit and Sign Up** this **Sign Me Up** screen displays if you are already logged in. If your name does NOT display, you are not logged in, go to Step #8.
  - a. If there is NO Charge for this sign-up, this screen displays.

### Sign Me Up

Sign me up for:

Available Slot	Date (mm/dd/yyyy - PST)	Enter a comment here, which will display on the sign-up.	Quantity
Placeholder	Sun., 12/31/2023	<input type="text"/>	1

**1. If you are already logged-in, your name displays here.**

Sign up as: **Iris DeFleur** (daveandmoacct@gmail.com) This isn't me

Display an alternate name on the sign up (like a child or spouse)

**2. To change your name, click here...**

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

**The following option pops up:**

Sign up as: **Iris DeFleur** (daveandmoacct@gmail.com) This isn't me

Display an alternate name on the sign up (like a child or spouse)

Name   **3. You can change your name for this sign-up**

Make this my default member name **and for ALL future sign-ups, by clicking here.**


By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

When you are done, click on **Sign Up Now**. Go to Step #13

- b. If there IS A CHARGE associated with this event, this screen displays.

### Sign Me Up

Sign me up for:

Available Slot	Date (mm/dd/yyyy - PST)	Enter a comment here, which will display on the sign-up.	Quantity	Cost
 Trip to Huntington Gardens, San Marino	Sat., 03/12/2022 7:00am - 9:00pm	<input type="text"/>	1	<b>1</b> \$47.14 USD
			<b>2</b> Service Fee	\$2.86 USD
				\$50.00 USD

Sign up as: **Iris DeFleur** (daveandmoacct@gmail.com) This isn't me

Display an alternate name on the sign up (like a child or spouse)

Payments will be made directly to **Master Gardener Program San Diego**. SignUpGenius is not responsible for the fulfillment of any goods or services.

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

**1. The cost displays here.**

**2. The Service Fee displays here.**

**3. Click on Sign Up & Pay Now**



On the next screen, enter your Credit Card information.

-Your transaction will not be confirmed until you enter this info.

-If you are signing-up additional people, submit a separate transaction for each person.

8. If you are NOT logged in, this screen displays:

Available Slot	Date (mm/dd/yyyy - PST)	Comment
Docent	Fri., 03/17/2017 12:00pm - 3:00pm	

Name: First [input] Last [input]

Email: [input]

Already have a SignUpGenius account? [Login](#)

By signing up, you agree to the SignUpGenius Terms of Service and Privacy Policy.

Do NOT enter your name & email address.

Click on **Login** here.

9. The Login screen displays. If you know your SUG email and password, enter it, then click on **Login**.

You will return to the **Sign Me Up** screen, Step #7.

SignUpGenius Login [Register](#)

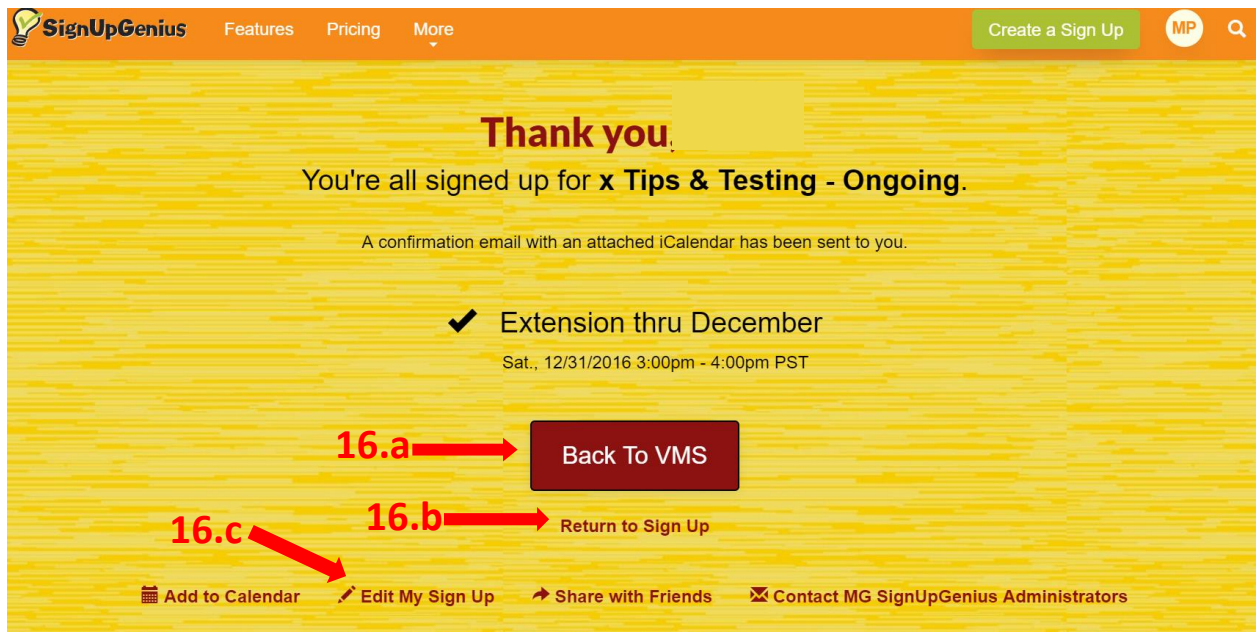
Email: daveandmoacct@gmail.com

Password: .....

Remember me [Forgot your password?](#)

10. If you forgot your password, enter your email address, then click on **Forgot your password?** (on the bottom, right) A new password will be sent to your email address. Follow the instructions, then you will return to the **Sign Me Up** screen, Step #7.

- 11.If you do NOT have a SUG Login, click on **Register** (on the top, right). Follow the instructions, then you will return to the **Sign Me Up** screen, Step #7.
- 12.You are not required to create a SUG Login, but it will be easier for you in the future. Please do so.
  - a. If you really don't want to create an account, enter your Name and Email. Then click on **Sign Up Now**.  
If you enter your email address incorrectly, you will **not** receive a confirmation or reminder email. (*People often enter a provider such as gamil or sbcgglobal, which makes it impossible to receive a confirmation or reminder email.*) Changing your sign-up will be difficult, you should contact a SUG Team Member for help. Our names are on Page 1.
- 13.After you have completed a transaction in SUG, a **Thank you** screen displays. You will immediately receive a confirmation email, and a reminder email before the event. If you do not receive these emails, your 'email reminders' feature may be disabled; see **Topic #7 Notifications**.

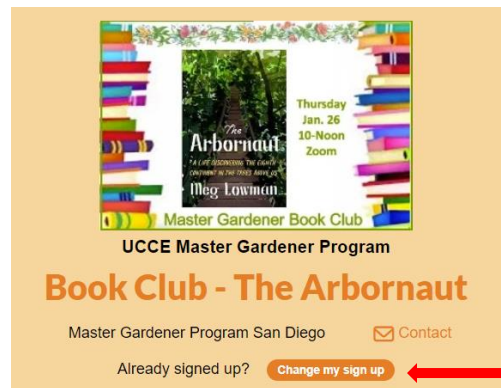


- 14.You have 3 options on the above screen:
  - a. Hit **Back to VMS** and return to the VMS SignUp page (with the SUG icons).  
Note: if you entered the sign-up from someplace other than the VMS, you will be taken to the VMS sign-in page to enter your login information
  - b. Hit **Return to Sign Up** to return to the Sign-up.
  - c. Hit **Edit My Sign Up** to return to the Confirmation Page.

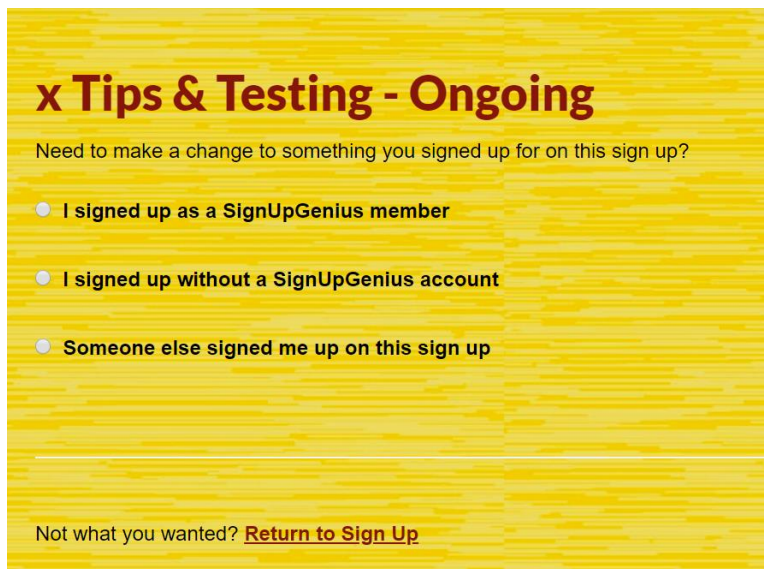
## Topic #2. Change or delete your sign-up

1. To change or delete your sign-up, on the General Information page, you will see a button with the words **Change my sign up**. Click on the button.

If you are already logged in, you will NOT see this button. Go to Step #3.



2. This screen displays. Select one of the 3 options and follow the instructions. If you are not sure, try the 1<sup>st</sup> option, then enter your email address and SUG password.  
If you are not sure what to do, contact a SUG team member for help. Our names are on Page 1.



3. You will see an **Edit** and **Delete** icon under your name for each of your sign-ups.

Sometimes the **Edit** and **Delete** icons do not display under your name. This usually means that you are trying to access the sign-up with an email address different from the email address used to create the sign-up.

-If you know you have two (or more) email addresses, please try the other addresses.

-For help, please contact a SUG Team member; we can figure this out for you.



Note: If you want to change your slot to a different date or time, you should delete the existing slot, then add the preferred slot. For example, if you prefer the 7am slot, delete your 11am slot, then come back and sign up for the 7am slot.


4. Click on the **Edit** or **Delete** icon, then click on **Submit and Sign Up**.

Photography Coordinator: Art Adams	06/04/2017 (Sun)	7:00am - 11:30am (2) <input type="button" value="Sign Up"/>
		11:00am - 3:00pm (2) All slots filled ✓ Daisy Miller ✓ Iris Flower  

Notice the icons under your name →

Photography Coordinator: Art Adams	06/04/2017 (Sun)	7:00am - 11:30am (2) <input type="button" value="Sign Up"/>
		11:00am - 3:00pm (2) All slots filled ✓ Daisy Miller s Flower  

The pencil is for Edit →

Photography Coordinator: Art Adams	06/04/2017 (Sun)	7:00am - 11:30am (2) <input type="button" value="Sign Up"/>
		11:00am - 3:00pm (2) All slots filled ✓ Daisy Miller er  

The X is for Delete →

Submit and Sign Up

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5. **Edit** - if you select **Edit**, this screen displays:  
 -If you want to change your name in SUG for this transaction, you can do so here. Then, an option displays giving you the option to change your name for all future transactions, check the box on the left.

**Available Slot**      **Date (mm/dd/yyyy - PST)**      **Comment**

Literary Tent	Sat., 06/03/2017 4:00pm - 8:00pm	I am adding a comment...i
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**Sign up as: Iris DeFleur (daveandmoacct@gmail.com) - This isn't me**

Display an alternate name on the sign up (like a child or spouse) ← **Click to Display an alternate name, for this transaction**

Name      Iris      Flower

Make this my default member name ← **If you clicked to display an alternate name, you have the option to use the alternate name for all future transactions.**

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

**Update My Sign Up**      **Cancel** ← **Choose to Update or Cancel this transaction**

6. **Delete** - if you select **Delete**, this screen displays:  
 -You cannot delete an item in SUG, if your Credit Card has been charged.

Test Sign-Up

## x Tips & Testing - Ongoing

**Are You Sure?**

Are you sure you want to delete your sign up for "x Tips & Testing - Ongoing"?

06/03/2017 (Sat) 4:00PM - 8:00PM PST - Literary Tent

This sign up will be permanently removed. There is no undo.

Notification will be sent to the administrator (Whoever) with the following comment:

← **Send a comment, if you like**

**YES - DELETE**      **NO - CANCEL** ← **Choose one**

7. You will return to the Sign-up, when finished.

### Topic #3. Sign-up someone else for an event.

If you have an account, you can sign someone else up (like a spouse or child). The sign-up will be under your email address, but their name will be on the sign-up. Confirmation and reminder emails will be sent to your email address, referencing the name of the person that you signed up.

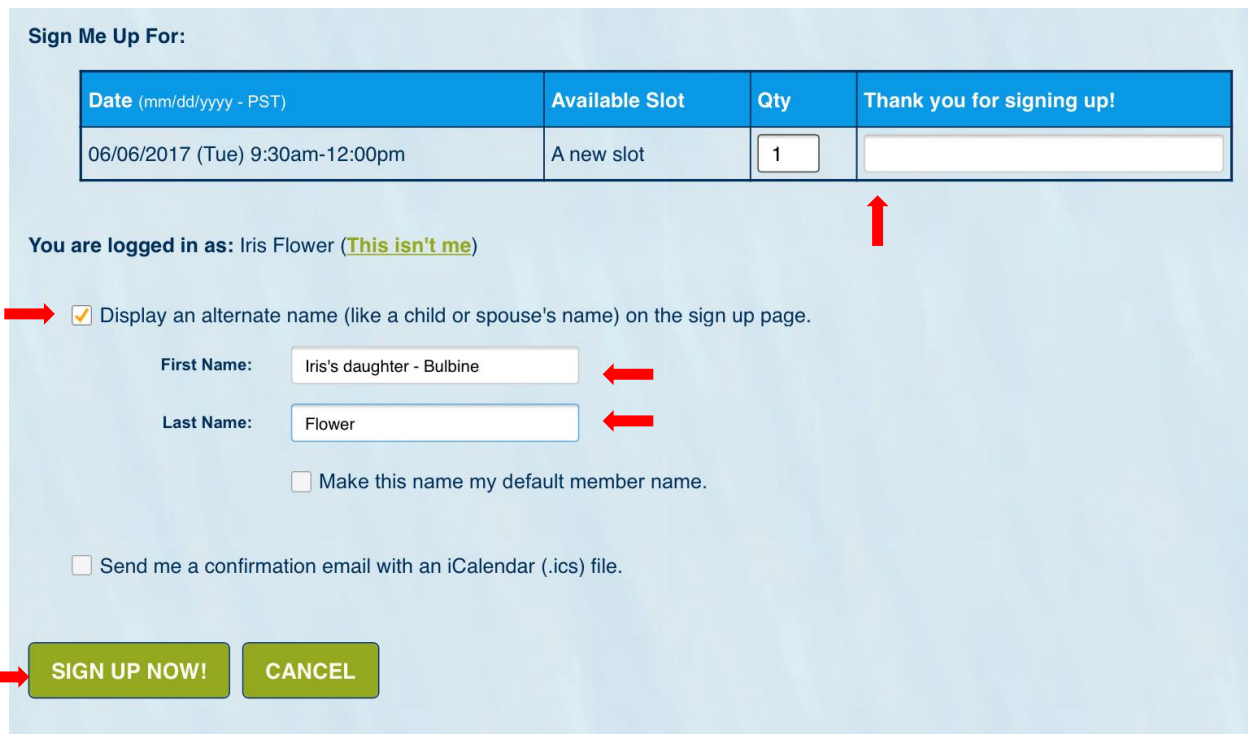
Note: You can also sign someone else up when creating your sign-up. See Topic#1.7a.

1. Select a slot, then click on **Submit and Sign UP**



The screenshot shows a table with event slots. The selected slot is 'A new slot' for 'Test Sorting' on '06/06/2017 (Tue)' from '9:30am - 12:00pm'. It shows '1 slot filled - more available' and a 'Sign Up' button with a checkmark. A red arrow points to the 'Sign Up' button. Below the table is a large blue 'Submit and Sign Up' button with a red arrow pointing to it. In the bottom right corner, there is a copyright notice: '©2016 SignUpGenius. All Rights Reserved. Privacy Policy | Home'.

2. Click on the box to the left of “**Display an alternate name...**”
3. Then, enter their personal information.



The screenshot shows the 'Sign Me Up For' form. It has a table with columns: 'Date (mm/dd/yyyy - PST)', 'Available Slot', 'Qty', and 'Thank you for signing up!'. The first row contains '06/06/2017 (Tue) 9:30am-12:00pm', 'A new slot', '1', and an empty text box. Below the table, it says 'You are logged in as: Iris Flower (This isn't me)'. There is a checkbox checked for 'Display an alternate name (like a child or spouse's name) on the sign up page.' Below this are two text input fields: 'First Name: Iris's daughter - Bulbine' and 'Last Name: Flower'. There is also an unchecked checkbox for 'Make this name my default member name.' and another unchecked checkbox for 'Send me a confirmation email with an iCalendar (.ics) file.' At the bottom, there are two buttons: 'SIGN UP NOW!' and 'CANCEL'. Red arrows point to the 'Display an alternate name' checkbox, the 'First Name' and 'Last Name' input fields, and the 'SIGN UP NOW!' button.

4. Click on **SIGN UP NOW!**. You are done.

## Topic #4. Access your SignUpGenius account

If you create a SignUpGenius login, you will have quick access to SUG. You can sign up for new events or modify/delete your sign ups, change your password, name, preferences, etc.

1. If you have added your SUG Login to your Favorites, Login.
2. If not, Login to SUG: [www.SignUpGenius.com](http://www.SignUpGenius.com)  
Then Click on **Member Login** and enter your account information.
3. If you are not a SUG member, you can register here, by clicking on **New Member Registration**. Follow the instructions; you will need to confirm your email address by replying to an email sent by SUG.

**SignUpGenius Login**

→ **Member Login**      **New Member Registration**


→ Email:

→ Password:

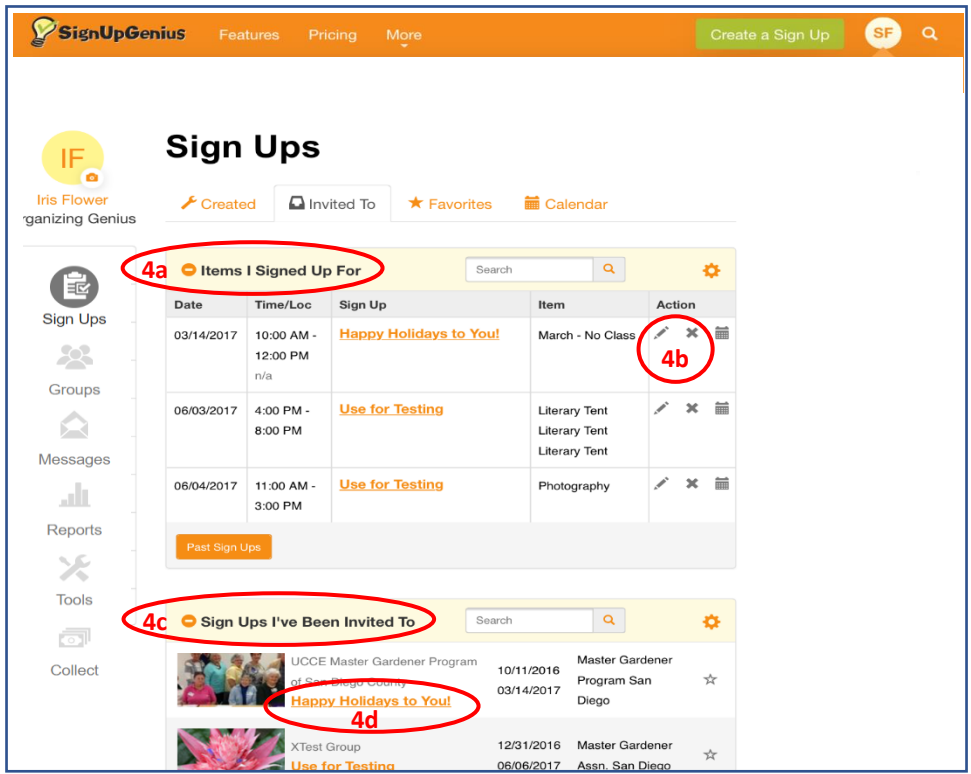
→  Remember me      [Forget your password?](#)

**LOGIN**

OR

 **LOGIN WITH FACEBOOK**

4. When you login, the **Sign Ups** screen displays listing sign-ups for all organizations that you belong to, that use SUG.
  - a. The top portion of this screen shows events that you have signed up for. You can modify/delete all of your sign-ups here.
  - b. Click on the Edit (pencil) or Delete (x) icon to make changes.
  - c. The bottom portion of the screen shows all sign-ups which you can access.
  - d. To sign up for a new event, click on the [Sign Up Name \(normally in orange\)](#).

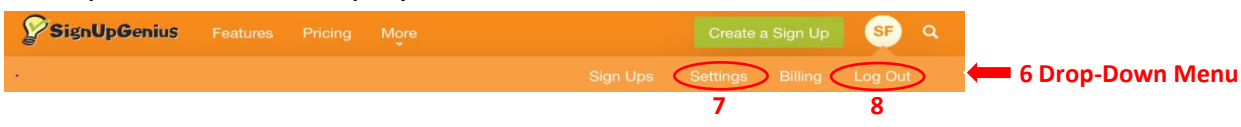


**Settings Screen**

5. There is a hidden menu on many SUG screens. To access the menu, click on the circle with your initials or photo in it.



6. A drop-down menu displays.

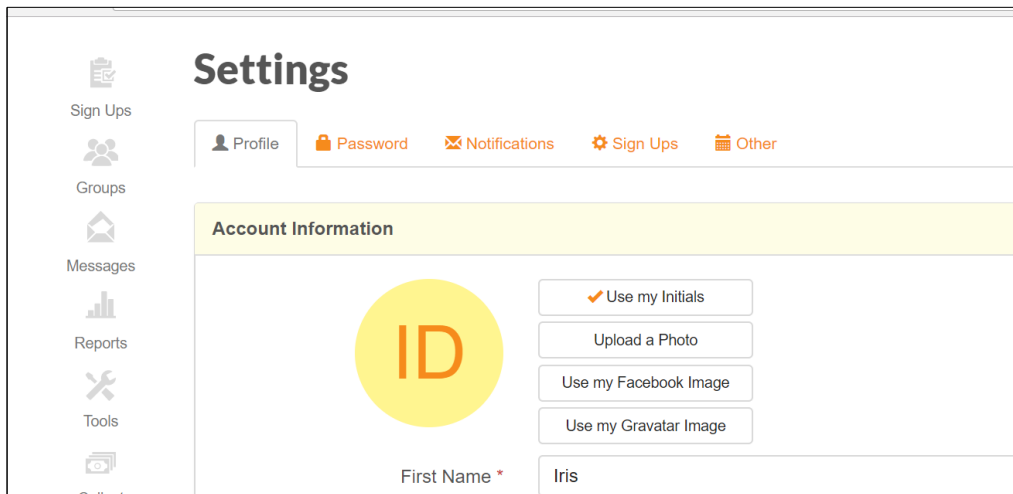


7. Click on **Settings** to update your profile. See **Topic#5** on the next page.
8. To Exit, click on **Log Out**.

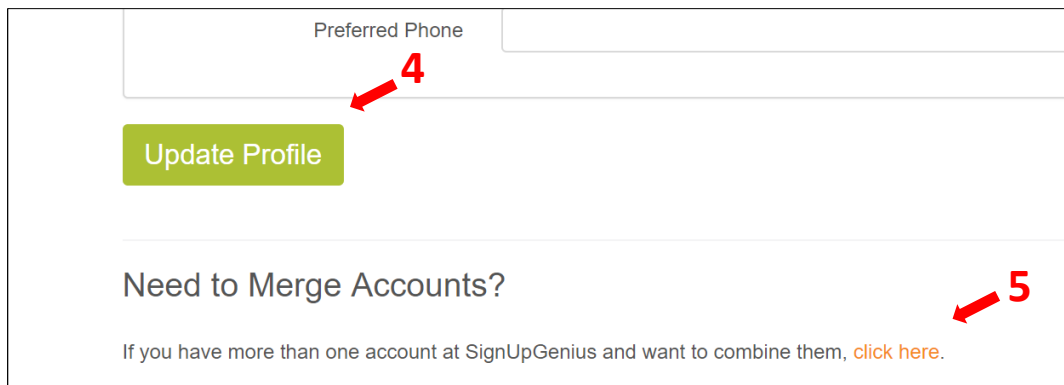


## Topic #5. Update your profile and/or merge multiple SUG accounts

1. See **Topic #4** to access the Settings screen.
2. In the Settings menu, you will probably only use the 1<sup>st</sup> three options: Profile, Password and Notifications. Option 4, Sign Ups, is used if you create sign-ups. Option 5 has Time Zone and Date formats.
3. Use the **Profile** screen to change personal information, including your NAME.



4. Then hit **Update Profile**.



5. Merge or combine accounts. If you have a new email address, you can set up a 2<sup>nd</sup> SUG account with your new email address.

Then, you can combine the 2 accounts and place all sign-ups under the new email address. Select "**click here**" and follow the instructions.

## Topic #6. Reset your password

1. See **Topic #4** to access this Settings screen.
- If you have forgotten your password and cannot Login, click on the “**forgot your password?**” option on the SUG Login page. A new password will be sent to your email address.
  - If you want to change your password, once you have logged in:

On the Settings screen, click Password. Enter and confirm your new password.



## Topic #7. Notifications

Emails are sent from SignUpGenius for the following:

1. Confirmation, upon sign-up
2. Reminder emails shortly before the event
3. As needed, emails just before an event may be sent, containing important information such as Location of Addresses for Garden Tours, Volunteer Information for the Spring Seminar, etc.
4. We schedule tasks for Trainees such as Exhibit displays, Lab assistants, “Very Important Plant Presentations” and bringing Snacks to class.

It is important that **Send Email Reminders** is checked, otherwise you will not receive #2-4 listed above. You will still receive a Confirmation when signing up for an event (#1). The default for this is **Send Email Reminders**.

**Settings**

Sign Ups | Profile | Password | **Notifications** | Sign Ups | Other

Groups

Messages

Reports

Tools

Collect

**These are the groups I am currently subscribed to**

There are currently no groups you are subscribed to

**These are the members I have chosen to opt in and receive text messages from**

There are currently no members for opt in text messaging

**These are SignUpGenius newsletters I am subscribed to**

Creator Newsletter

Participant Newsletter

**Reminders if enabled by the sign up creator, will be sent based on the following settings**

Send Email Reminders

Send Text Reminders

Preferred Notification Time

12:00pm-4:00pm

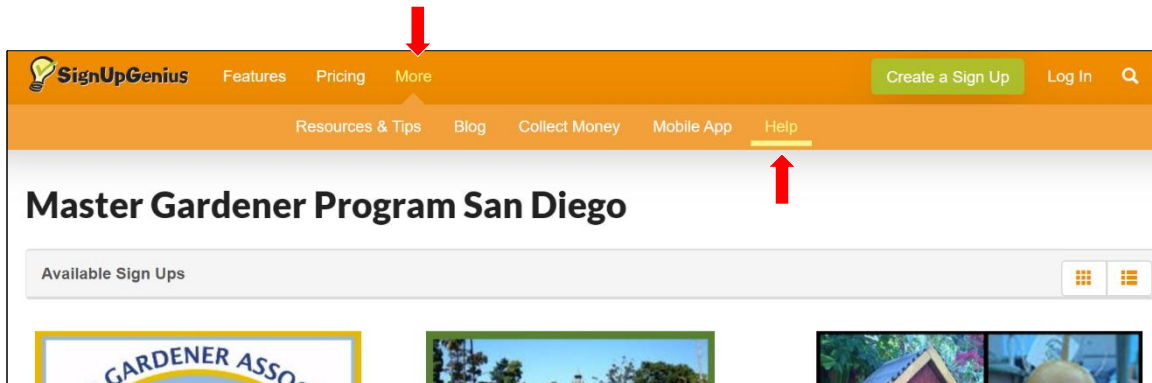
Email to Block

**Update Settings**

## Topic #8. Delete your account

If you have 2 SUG accounts, you can merge them. This may eliminate the need to delete an account. To combine or merge two accounts, see Topic #5.5.

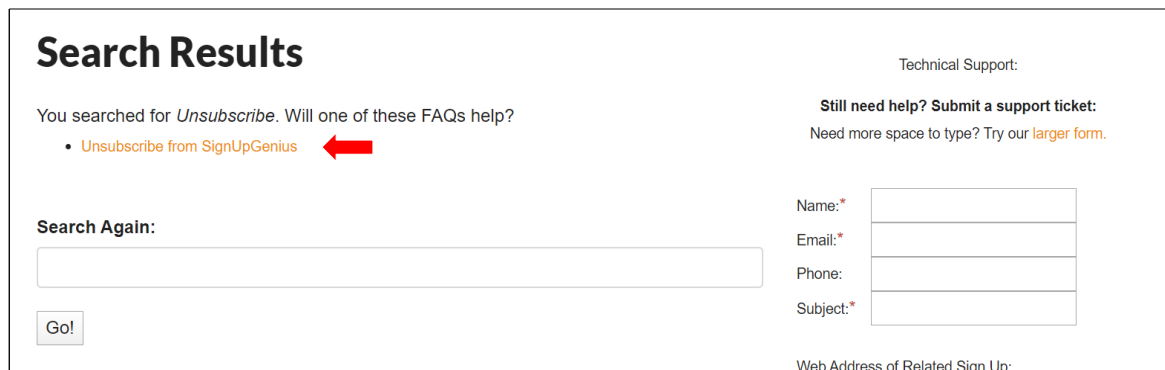
1. To delete your account, on any SUG screen, click on **More**, a dropdown menu displays, click on **Help**.



2. On the Help screen, type **Unsubscribe**



3. When the **Search Results** display, click on **“Unsubscribe from SignUpGenius”**. Follow the instructions on the next screen.



## TIPS

1. When accessing large sign-ups, it is sometimes cumbersome to find a specific slot. Let's say you are looking for "Venue Clean-up".
  - Hold the **CTRL** key and hit **F** (for **Find**) – if using a PC  
or Hold the **CMD** key and hit **F** (for **Find**) – if using a MAC
  - A white box appears on the top of the screen.
  - Key a portion of your word, such as "clean".
  - You will be taken to the 1<sup>st</sup> occurrence of "clean".
  - Hit **Enter** and you will see the next occurrence, etc. Note: **CTRL/CMD** functions are not available on all devices.
2. Do you want to change or correct your name in the system? Perhaps you have a new email address?
  - See Topic #4 for information on how to access your **Profile**, and change your personal information.
  - Or access **Password** to change your password.
  - If you have a new email address, it is easiest to set up a new email address in SUG. Then see Topic #5 to merge your two accounts.

More to come..... please let us know if you have any suggestions. **Thanks!**