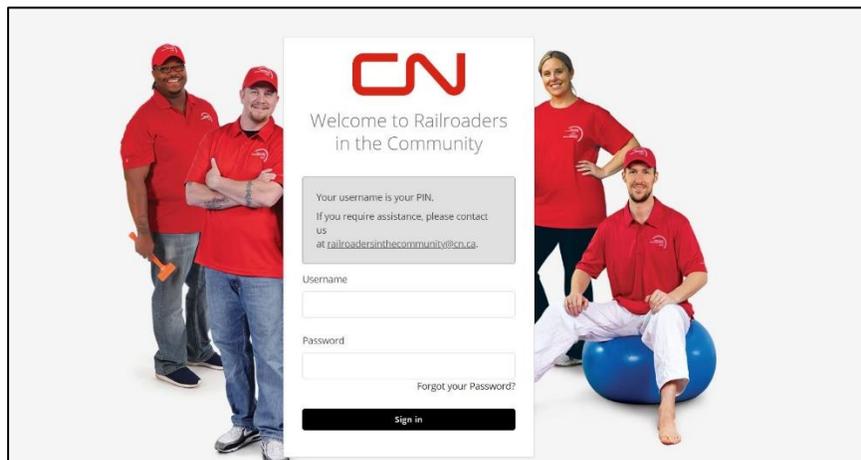




## SPARK User Guide

### LOGGING IN and MANAGING YOUR PROFILE

Go to <https://cn.benevity.org/user/login> to log into **Spark**, CN's Railroaders in the Community platform for volunteer rewards. This website is hosted by Benevity, an organization that is helping CN manage the Railroaders in the Community program.



**Username:** Enter the six digit PIN # assigned to you when you were first hired as a CN employee.

**Password:** To log in to Spark for the first time, enter this password:

**The first 3 letters of your first name + the first 3 letters of your last name + the 4 digits of the year you were hired by CN + !!**

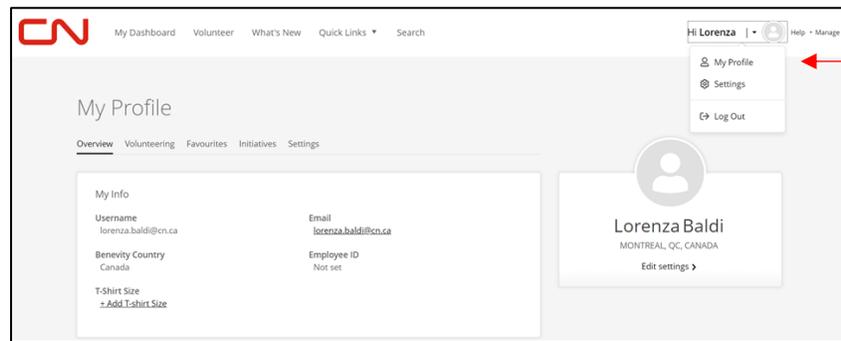
**Example:** For Jane Smith, hired in 2010, her password would be: **jansmi2010!!**

**Reminder:** Be sure to include the two exclamation marks at the end of your password.

If you forget your password, click on "Forgot password" on the login page and enter your email address. You will receive an email from Benevity within 24 hours asking you to choose a new password. Click on the link in the email to choose a new password and to log into the Spark website. Be sure to store your password in a safe place.

If you have any trouble logging in or updating your password, you can contact us at [railroadersinthecommunity@cn.ca](mailto:railroadersinthecommunity@cn.ca) and we will do our best to assist you promptly.

Once you are successfully logged in, you can change your password, upload a picture, update or make changes to your profile by clicking on “Settings”, in the drop down arrow beside your name at the top right hand corner (see screenshot below).



## **TRACKING VOLUNTEER HOURS**

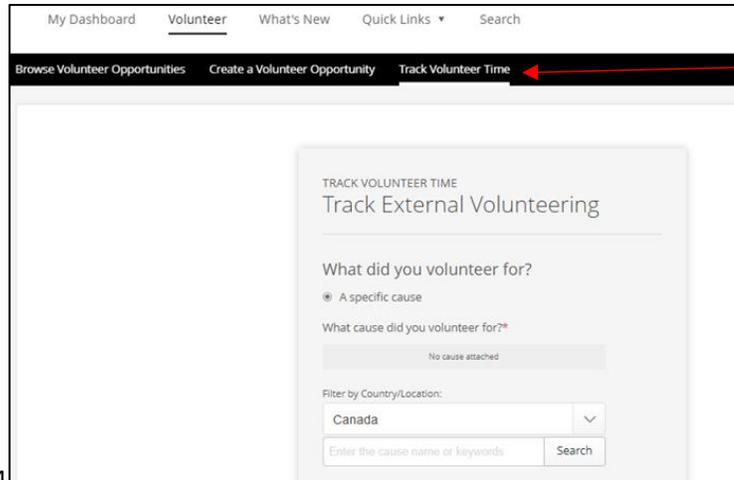
Tracking your volunteer hours takes just a few minutes and can be done on a daily, weekly, monthly or yearly basis. Volunteer rewards are distributed every month from Benevity by Electronic Funds Transfer (EFT) or cheque. **December 31** is the deadline to submit your volunteer hours and earn rewards for the current calendar year.

**Under the new program guidelines, CN will make a \$15 donation for every hour of volunteer work up to \$2,250 per pensioner per year (including volunteer time completed by your spouse/surviving spouse), and you can volunteer for as many different charities as you want!**

We encourage you to log in at least once a month to browse volunteer opportunities in your community and to read stories about your fellow railroaders.

### **How to track your volunteer hours:**

1. Login to Spark: <https://cn.benevity.org/user/login>
2. If prompted, update your account preferences (first-time users only).
3. Click on “Volunteer” in the top menu next to “My Dashboard”.
4. Click on “Track Volunteer Time”.



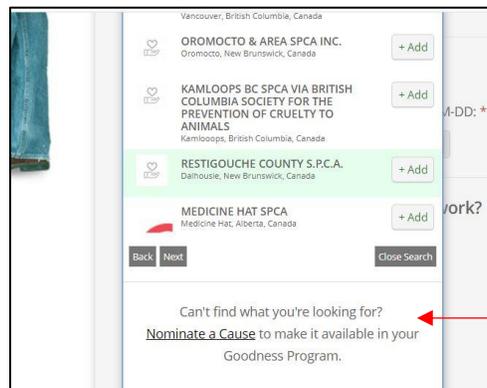
Step 4

5. Select your country, enter the name of the charity you volunteered for in the empty field and click on “Search”. A drop-down list of charities will appear that closely match the name you entered.
6. If you see the **exact** charity you volunteered for, click on the “+Add” button next to the name of the charity and **proceed to Step 9**.

Note: Make sure you choose the correct chapter of the charity that you volunteered for. **You will not be able to record volunteer hours for a local chapter of the charity until they are added to this list.** If the local chapter of your charity does not appear on the list, follow the steps to “Nominate a Cause” to have your local chapter added (see following section).

7. If your charity DOES NOT appear on the list, scroll down to the bottom of the list. You will see this message: “Can’t find what you’re looking for? [Nominate a Cause](#) to make it available in your Goodness Program”. The “Nominate a Cause” page can also be found by clicking on the tab “Quick Links” on your Dashboard.

Steps 7 + 8



8. Click on the “Nominate a Cause” link to send a request to Benevity to have your charity added to the list. **This process typically takes 2-5 business days.** You will need to re-enter your volunteer hours once you receive notification from Benevity that the nomination process is complete. Start from Step 1 and choose the local chapter of your charity. Refer to Page 7 of this guide for additional information about the “Nominate a Cause” process.  
If the charity you volunteered for DOES appear on the drop-down list, continue to Step 9.
9. Once you have clicked on the “+Add” button the name of your charity will appear.
10. Enter the number of hours and minutes you worked as a volunteer. Remember, CN will donate \$15 for every full hour of volunteer work completed.
11. Enter the start and end dates for your volunteer work by clicking on the calendar icon and selecting the dates.

Steps 10 + 11

**You have two options:**

**Option 1** – You can create an entry for each separate occasion that you volunteered (see example below):

Feb. 1:	Volunteered 3 hours
April 30:	Volunteered 7 hours
June 1:	Volunteered 4 hours
Aug. 1:	Volunteered 1 hour

<p>Date of Volunteer Service</p> <p>Feb 1, 2020</p> <hr/> <p>Hours Volunteering</p> <p>3:00</p>
---

**Option 2** – OR, you can consolidate your hours in a single entry by providing the total number of volunteer hours that you completed between two dates. See example.

Date of Volunteer Service Feb 1, 2020 to Aug 31, 2020
Hours Volunteering 15:00

**12.** Answer the question “What was the nature of your volunteer work” by clicking on one of the options (only one option allowed).

**13.** Answer the question “Was this volunteer time completed on behalf of yourself or a family member?” by clicking on one of the options (only one option allowed).

*Note: CN places equal value on the volunteer work performed by you, your spouse, and your immediate family members. This question is simply a way to track the hours performed by each subgroup (employees, spouses, family members).*

Steps 12 + 13

<p>What was the nature of your volunteer work?</p> <p>Please select one option.*</p> <ul style="list-style-type: none"><li><input type="radio"/> Administrative</li><li><input type="radio"/> Animal Rescue</li><li><input type="radio"/> Board Participation</li><li><input type="radio"/> Coaching</li><li><input type="radio"/> Counselling/Mentoring</li><li><input type="radio"/> Events</li><li><input type="radio"/> Fire Rescue</li><li><input type="radio"/> Food Preparation</li><li><input type="radio"/> Legal Consulting</li><li><input type="radio"/> Repair and Maintenance</li><li><input type="radio"/> Teaching/Tutoring</li><li><input type="radio"/> Other</li></ul> <hr/> <p>Was this volunteer time completed on behalf of yourself or a family member?</p> <p>(Please note: Only immediate family members are eligible for tracking time).</p> <p>Please select one option.*</p> <ul style="list-style-type: none"><li><input type="radio"/> Myself</li><li><input type="radio"/> Spouse</li><li><input type="radio"/> Other family member</li></ul>
---

**14.** Answer the question “How long have you been volunteering for this organization?” by clicking on one of the options (only one option allowed).

Step 14

How long have you been volunteering for this organization?

Please select one option.\*

- < 1 year
- 1-3 years
- 4-6 years
- 7-10 years
- 10-15 years
- > 15 years

15. Answer the question “Choose your volunteer rewards” by selecting **Donation Currency** (Note: the “No Reward” option is available in case you already reached the maximum amount of hours and rewards, but you still want to track your volunteer time). The amount that appears in the “Your Estimated Rewards” box should correspond to the number of hours you entered, multiplied by \$15.
16. Answer the question “What did you do when volunteering?” with a brief description of your volunteer tasks. This will help us better understand how the charity benefited from your volunteer efforts!

Steps 15-16

Choose your volunteer rewards:

Donation Currency

No Reward

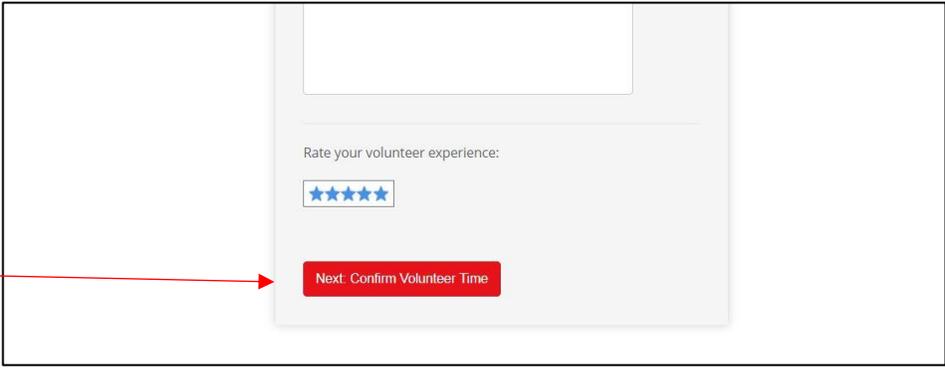
YOUR ESTIMATED REWARDS:  
\$150.00 Donation Currency (estimated)

What did you do when volunteering?

For example, 1-hour meal prep and 1-hour cleaning:

17. You can provide “Comments for Charity” as well as give an overall rating of your volunteer experience. These questions are optional.
18. Lastly, click on the red button at the bottom “**Next: Confirm Volunteer Time**” to open up the next page where you can review and make changes to your application.

### Step 18



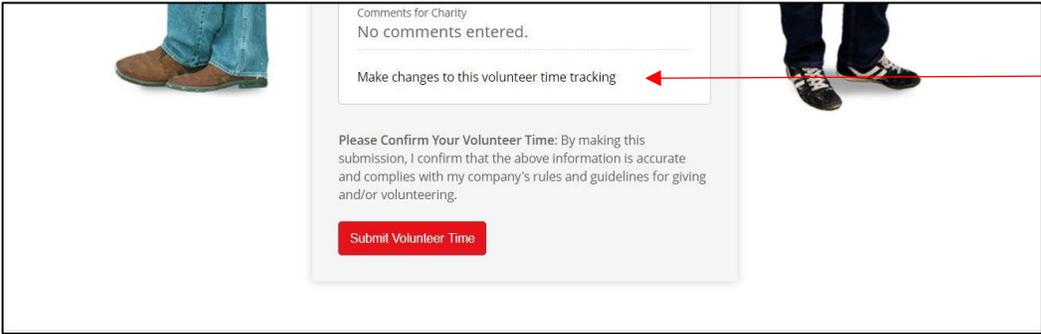
Rate your volunteer experience:

★★★★★

[Next: Confirm Volunteer Time](#)

- 19.** Review the information to make sure everything is accurate. You can go back to make changes to the application by clicking on the link near the bottom.

### Step 19



Comments for Charity  
No comments entered.

[Make changes to this volunteer time tracking](#)

Please Confirm Your Volunteer Time: By making this submission, I confirm that the above information is accurate and complies with my company's rules and guidelines for giving and/or volunteering.

[Submit Volunteer Time](#)

- 20.** Once you are satisfied that the information is accurate, click on the red **“Submit Volunteer Time”** button, and you’re done!

After submitting your application, Benevity will send you an automated email confirming receipt. Within the month that you applied for rewards, the CN administrator will approve or decline your volunteer hours and you will be notified with an automated email. If approved, the donation will be sent to the charity during the following month. In some cases, CN will contact the charity to verify that the information you provided about your volunteer work was accurate.

At any time, you can check on the approval status of your volunteer hours and the history of the donations made on your behalf by CN by clicking on “My Profile” under your name, and then on “Volunteering” in your profile. On the Dashboard page, you can also see the remaining balance of your volunteer rewards for the current year.

On a monthly basis, Benevity will send donations via Electronic Funds Transfer (EFT) or cheque to the charities where our Railroaders volunteered. Charities must register their banking information by creating a profile on the Spark website before they can receive donations via EFT.

## NOMINATING A CAUSE

If the organization you volunteered for **does not appear** in the drop-down list on the Tracking Volunteer Time page, you will need to ask for it to be added to the list before you can track your hours.

1. Log in to Spark: <https://cn.benevity.org/user/login>
2. Click on “Quick Links” from the top menu (see screenshot below) and select “Nominate a Cause” from the options.



3. Complete the information requested. Benevity will use this information to contact the organization to set them up to receive rewards from CN. You will be notified by email from Benevity once the organization has been added to the list of options for volunteer rewards. At this point, you may return to Spark and enter your volunteer hours for this organization.

**Note:** Benevity will communicate with the organization by email. It is important that the organization responds to the request for information within four (4) weeks; if not, the request will expire.

If the request expires, the organization cannot receive volunteer rewards from CN **unless you start the process again and nominate the organization a second time.** We apologize for this inconvenience and encourage you to contact the organization within a week after you nominate them to ensure that they have responded to the email request from Benevity.

Feel free to contact us at [railroadersinthecommunity@cn.ca](mailto:railroadersinthecommunity@cn.ca) if you have questions about the nomination process, tracking your hours, or any other request related to Railroaders in the Community.