Frequently asked questions
regarding the CMS Volunteer registration page

# Q & A

1.  **I can't remember if I have already registered as a volunteer in the past.**

    If you have previously registered as a volunteer in the past (up to 15 years ago), the system will by display this message ***This*** *appears to be a DUPLICATE volunteer*

2.  **What should I do if I do not remember my login or password?**

    Please visit www.cmsvolunteers.com and select **Retrieve Login or Reset Password**
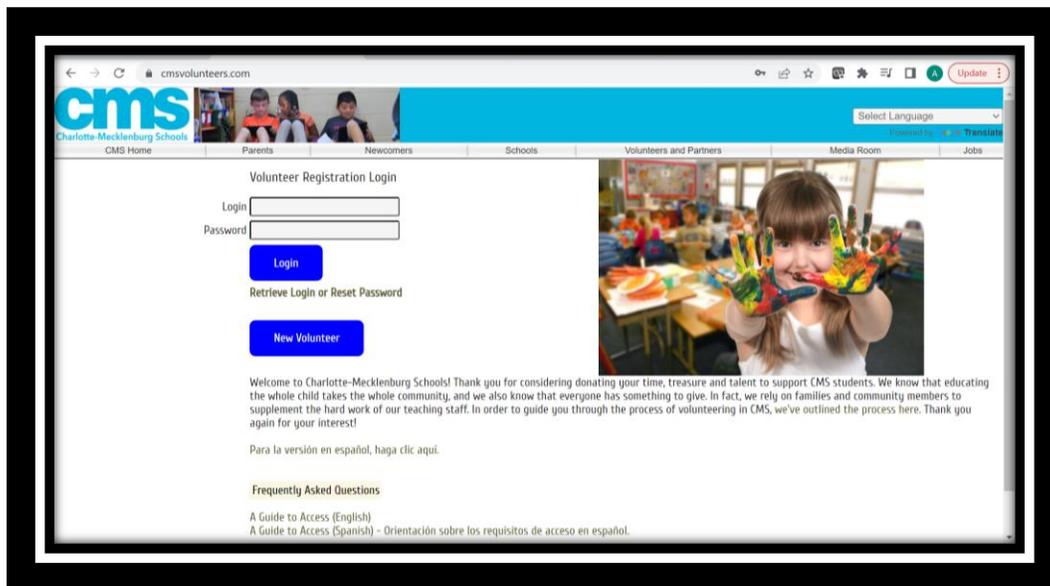


    If you have access to the email you used when you first registered in CMS, please enter the required information for **Method 1**

If you no longer have access to the email you used when you first registered as a volunteer in CMS or you do not remember the email you used, please enter the required information for **Method 2**



*Please try entering your drivers' license number first including the 0s in front of the number. If this does not work, please enter your drivers' license number without the 0s.

3. **I entered the information for Method 1 and Method 2, but I was unable to retrieve my login or password. What should I do next?**

   **Please email the following information to [cmsvolunteers@cms.k12.nc.us](mailto:cmsvolunteers@cms.k12.nc.us)**

   - First and last name
   - Date of birth
   - The last four digits of your social security number
   - Preferred email
     *It is recommended to register using your personal email address and not your work email, as many companies block emails coming from a "no reply" email address.

4. **Why do I have to activate my volunteer status yearly?**

   - The school district requires all volunteers to activate their volunteer status yearly to make sure the most current and pertinent information from our volunteers is on file.

5. **How do I activate my volunteer status?**

   - Please go to [www.cmsvolunteers.com](http://www.cmsvolunteers.com)
   - Access your volunteer profile page by entering your login and password
   - Make any necessary updates to your volunteer registration page. Be sure to update your school selection as you only appear as a volunteer at the schools you select on your profile.
   - Select submit at the bottom of the page.

6. **What should I do to apply for driving privileges?**

   - You must first register as a volunteer and receive the clearance status of **Unsupervised**.
   - After receiving the clearance status of **Unsupervised,** please email the CMS Police Department at [Keshaun.stevens@cmspolice.org](mailto:Keshaun.stevens@cmspolice.org) and/or [leetta.mitchell@cmspolice.org](mailto:leetta.mitchell@cmspolice.org) a copy of your drivers' license and insurance card.
   - Members of the police department will review your driving record and provide you with the clearance status of **Unsupervised with Driving** if appropriate.
   - To view your new clearance status, please access your volunteer profile page and your new clearance status will appear at the top of the page.

7. **How can I find the volunteer needs at my child's school?**

For volunteer needs and opportunities, please contact your child's school directly.
Each of our 180 schools has a volunteer coordinator assigned to implement and share with staff, parents and community members the volunteer requirements, rules and regulations.

For further questions, please contact the CMS Volunteers Office by emailing
cmsvolunteers@cmsvolunteers.com

# THANK YOU FOR VOLUNTEERING IN CMS!