

FEATURE GUIDE

Event Tagging

Overview

Event Tags make it easier for employees to discover volunteer opportunities that align with their interests, skills, causes, and locations. By adding tags to volunteer events, administrators can help employees quickly find relevant opportunities using filters on the volunteer events page.

Tags provide additional context about an event without changing any other event settings. Whether you're hosting a skills-based volunteer opportunity, an environmental cleanup, or a virtual educational session, tags help ensure employees can easily find and engage with the opportunities that matter most to them.

Benefits of Event Tags

Event tags help organizations:

- Improve volunteer event discoverability
- Increase employee engagement by making it easier to find relevant opportunities
- Organize events by cause area, event type, region, and country
- Support employee interest-based volunteering
- Create a more personalized volunteer experience

Who Can Manage Event Tags?

Event tags can be added and managed by users who have permission to create or manage volunteer events.

Global Admin

Global Admins have full access to create, edit, and manage volunteer events, including assigning event tags.

Volunteer Manager

Volunteer Managers can create and manage volunteer events and participants, including adding and removing event tags.

Note: Employees cannot create or edit event tags. They can only use tags to search and filter volunteer opportunities.

Understanding Event Tags

There are two types of tags associated with volunteer events.

1. Location Tags

Location tags identify whether an event is:

- In-Person
- Virtual

These tags are tied directly to the event's project type.

Important Notes

- Every event will have a location tag.
 - When creating an event, the platform can automatically assign the correct location tag based on the selected project type.
 - Once an event is created, location tags cannot be edited directly.
 - To change a location tag, you must update the event's project type.
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2. Standard Tags

Standard tags provide additional information about the event and can be added or removed by administrators at any time.

Standard tags help classify events based on:

- Cause area
- Event format
- Volunteer experience type
- Geographic region
- Country

Administrators may select multiple tags for a single event.

Available Event Tags

Administrators can choose from a predefined library of tags.

Cause Area Tags

- Accessibility
- Animal Welfare
- Arts & Culture
- Civic Engagement
- Criminal Justice
- DEI
- Disaster Relief
- Education
- Environment
- Food Security
- Global Development
- Health & Wellness
- Housing
- LGBTQ+
- Mental Health
- Racial Justice
- STEM
- Sustainability
- Veterans
- Workforce Development
- Youth Development

Engagement & Event Type Tags

- Direct Impact
- Educational
- Hands-on
- Skills-based
- Social
- Volunteer
- Wellness

Regional Tags

- APAC
- EMEA
- Global
- Local
- North America
- Remote

Country Tags

Country tags are based on the ISO 3166 country list and include options such as:

- Australia
- Brazil
- Canada
- France
- Germany
- India
- Japan
- Mexico
- Singapore
- South Africa
- United Kingdom
- United States

and many more.

Adding Tags When Creating an Event

Tags can be added during the event creation process.

Step 1

Navigate to Admin View > Actions > Add Volunteer event

Step 2

Complete the event form and setup process as usual.

Step 3

On Step 4 of the event creation workflow, locate the **Tags** section.

The screenshot shows the 'Add new company event' form, specifically the 'Causes & tags' section. The form has a dark blue header with the title 'Add new company event' and a link 'See all live events >'. Below the header, there is a progress bar with four steps: 'Event basics', 'Event location', 'Contact & details', and 'Causes & tags'. The 'Causes & tags' section is highlighted. It includes a sub-header 'Causes & tags' with a note '(* indicates a required field)'. There are two dropdown menus for 'Primary cause' and 'Secondary cause'. Below these, there is a section for 'Tags (optional)' with a note 'Tags help volunteers find this event when sharing. Add as many as apply.' A search bar contains the text 'Engagement'. Below the search bar, there is a list of tags: 'Volunteering', 'Giving', 'Virtual', and 'Environment'. The 'Volunteering' tag is highlighted.

Step 4

Select all applicable tags from the available tag library.

Examples:

- A virtual coding mentorship event might use:
 - STEM
 - Skills-based
 - Educational
 - Virtual
- A local park cleanup could use:
 - Environment
 - Sustainability
 - Hands-on
 - Local
 - In-Person

Step 5

Save and publish the event.

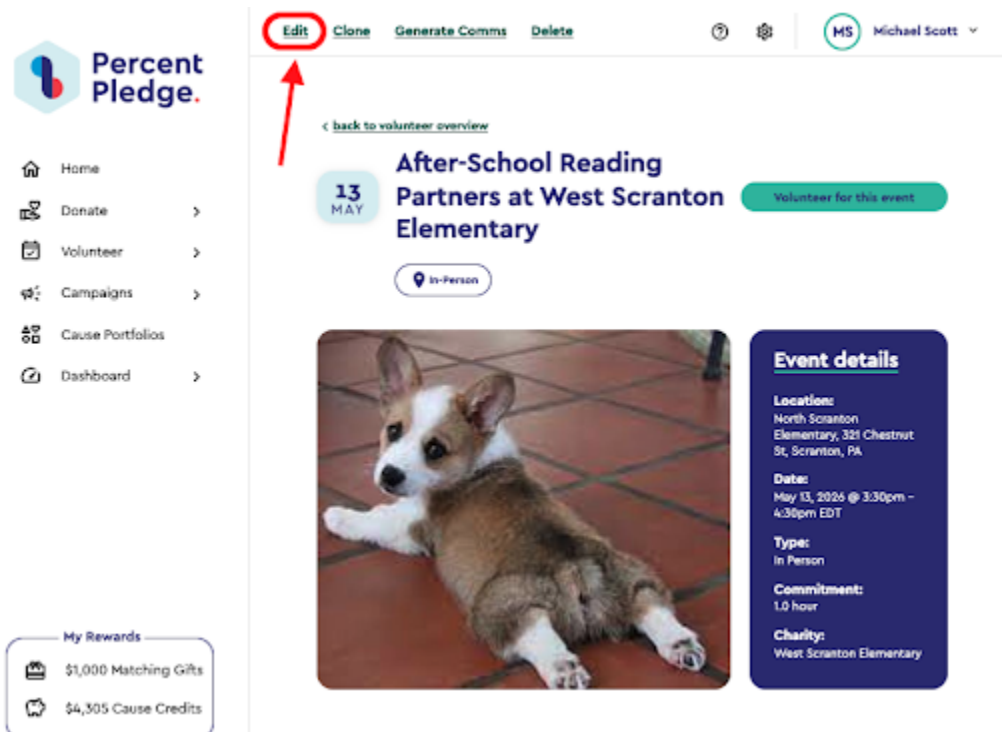
The selected tags will immediately be available for employees to use when filtering volunteer opportunities.

Editing Tags on Existing Events

Administrators can update tags at any time.

From the Admin Dashboard

1. Navigate to Admin View > Dashboards > Volunteering
2. Open the desired event
3. Select **Edit**



Updating Tags

1. Locate the **Tags (Optional)** field.
2. Begin typing to search available tags.
3. Select one or more tags.
4. Remove tags by clicking the remove option next to the tag.
5. Save the event.

A notification badge will appear if there are unsaved changes to the event.

Important

Standard tags can be added or removed at any time.

Location tags (In-Person or Virtual) cannot be manually edited. These are automatically managed by the event's project type.

How Tags Impact Users

Event tags improve the volunteer discovery experience for employees.

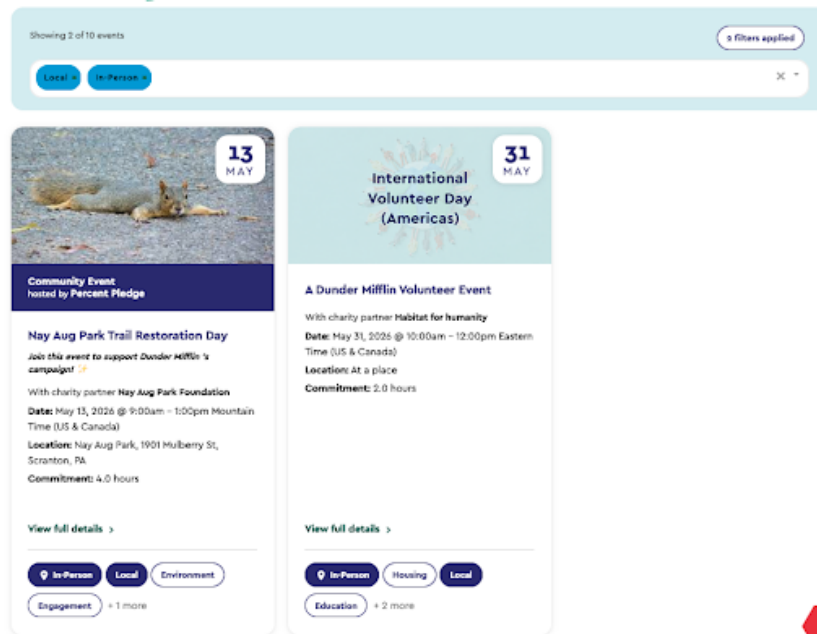
Volunteer Event List

Employees can filter volunteer opportunities using one or more tags.

For example, an employee may choose:

- Environment
- Hands-on

The system will return only events that contain both selected tags.



Event Cards

Employees will see up to four tags displayed directly on event cards, making it easy to understand the nature of an opportunity at a glance.

Event Detail Pages

The full list of tags associated with an event appears on the event detail page.

How Event Filtering Works

Multiple Tags Use "Match All" Logic

When employees select more than one tag, an event must contain all selected tags to appear in results.

For example:

Selected Tags:

- STEM
- Skills-based

Results:

- Events tagged with both STEM and Skills-based

Not Included:

- Events tagged only STEM
- Events tagged only Skills-based

If no events match the selected combination, employees will be prompted to broaden their search criteria.

Tag Availability

Employees will only see tags that are actively being used within their company's events.

For example, if no events are tagged "Mental Health," employees will not see "Mental Health" as an available filter option.

Best Practices

To maximize employee engagement and event discoverability:

- Use multiple relevant tags whenever appropriate.
- Include both a cause area and event type tag whenever possible.
- Add regional or country tags for geographically specific opportunities.
- Review event tags periodically to ensure they accurately reflect the event.
- Be consistent in tagging similar events across your volunteer program.

Thoughtful tagging helps employees quickly find meaningful opportunities and creates a better volunteer experience across your organization.