

What if my activity supervisor accidentally deleted or lost the email needed to verify my hours?

The Activity Contact is the person in charge of the service activity who can verify that you completed the service.

The Activity Contact will receive a verification email after the student enters the information into the x2vol program and clicks submit.

You can only resend the verification email once by clicking *RESEND VERIFICATION EMAIL*. (Follow the steps below.) If you need to send an additional verification email the student must delete the original entry and re-enter the information.

The verification emails come from x2vol, Ms. Bernabei does not have the ability to send or resend verification emails.

1. Log into your x2vol account.
2. Click on **ADD HOURS**.
3. Click on **EDIT ENTRY** to the right.
4. Scroll down to Activity Contact.
5. Check that the Activity Contact email is entered correctly.
 - If the email is incorrect or was not originally entered you must delete the entire submission and reenter the event using the correct Activity Contact email address. Once the original event has been submitted information cannot be altered or added. The Reflection Statement is the only thing that can be changed.
 - If the email was entered correctly you can resend the verification email by clicking on *RESEND VERIFICATION EMAIL*. Verification emails can only be resent one time.
6. It is recommended that the student alert the Activity Contact to look for the verification email from **volunteer-verification-noreply@x2Vol.com** . The email is sent immediately after the student clicks submit. Once the Activity Contact receives the email they simply open the email, click on the link, review the information, click Accept/Verify.