FOOD FROM THE HEART

VOLUNTEER PORTAL USER GUIDE

Updated on 20 October 2026

130 Joo Seng Road #03-01 Singapore 368357 | Reg. No: 200721064R
T: 6280 4483 E: info@foodheart.org | Find out more at foodfromtheheart.sg

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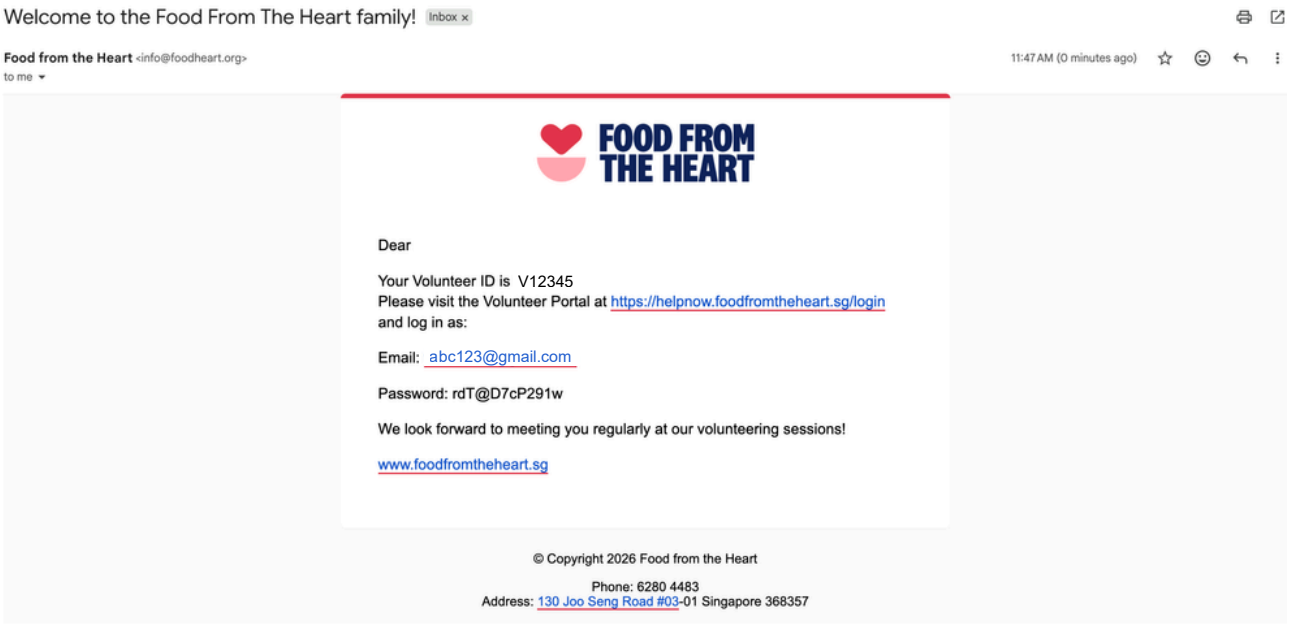
LOGIN DETAILS

1. ACQUIRING YOUR LOGIN INFORMATION

Upon signing-up via our Volunteer Portal, you will receive an automated email titled **"Welcome to the Food from the Heart family!"** with your login details. Kindly note that the email may have been directed to your **spam or junk folder**.

Kindly follow the instructions listed in the email to log-in to your account.

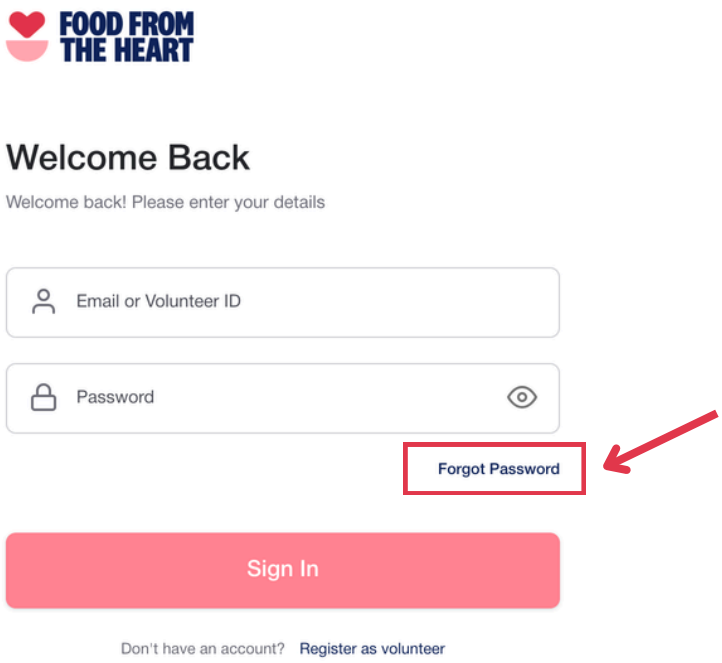
Sample of automated email



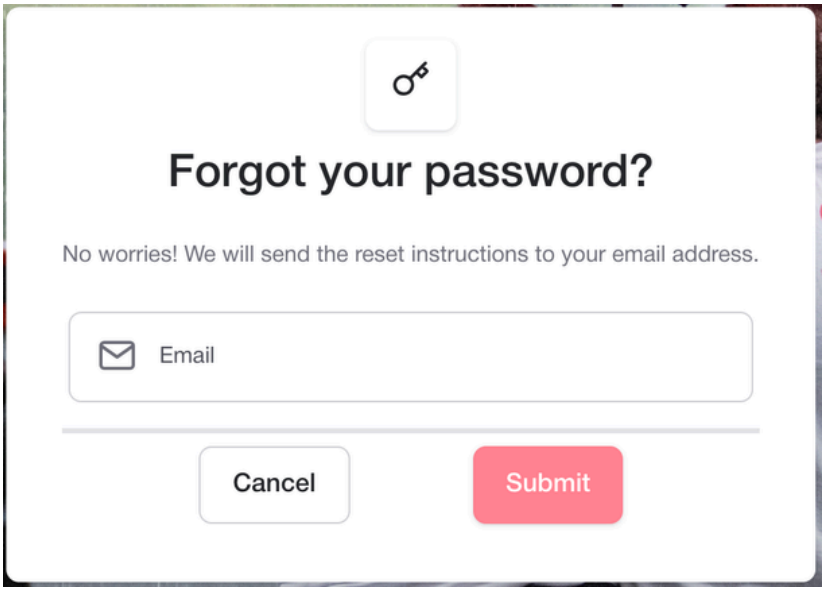
FORGOT PASSWORD

HOW TO RESET YOUR PASSWORD

Visit the login page of the Volunteer Portal at https://helpnow.foodfromtheheart.sg/login. Click **Forgot Password** as shown:



You will be brought to the page as shown below. Follow the instructions and key in the **email address you used to sign up** for your account.

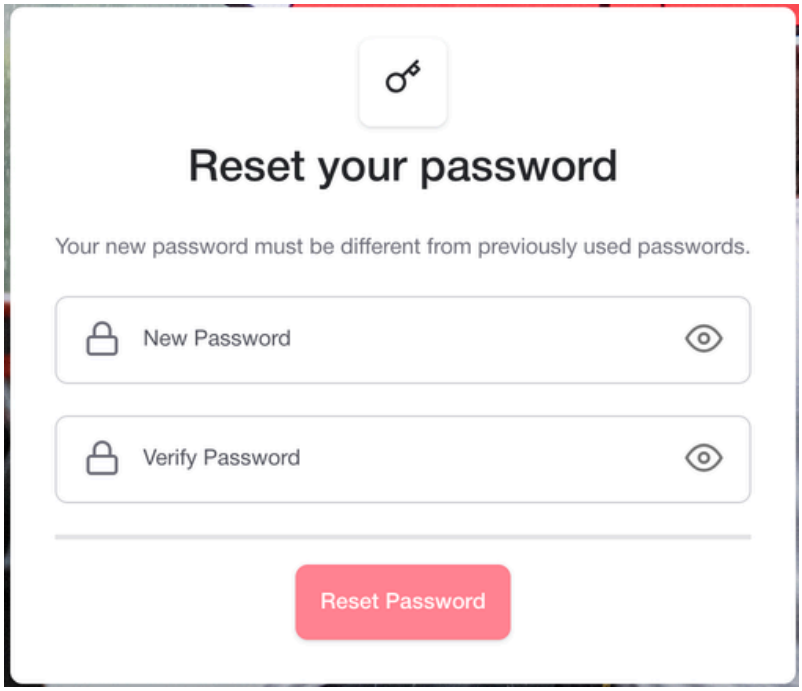


You will then receive an automated email as shown below. Follow the instructions and click the **link** in the email.

Please note that the email may have been directed to your **spam or junk folder.** Please move the email from your spam folder to your inbox in order to access and click the **link.**)



After clicking the **link**, you will be redirected to reset your password:

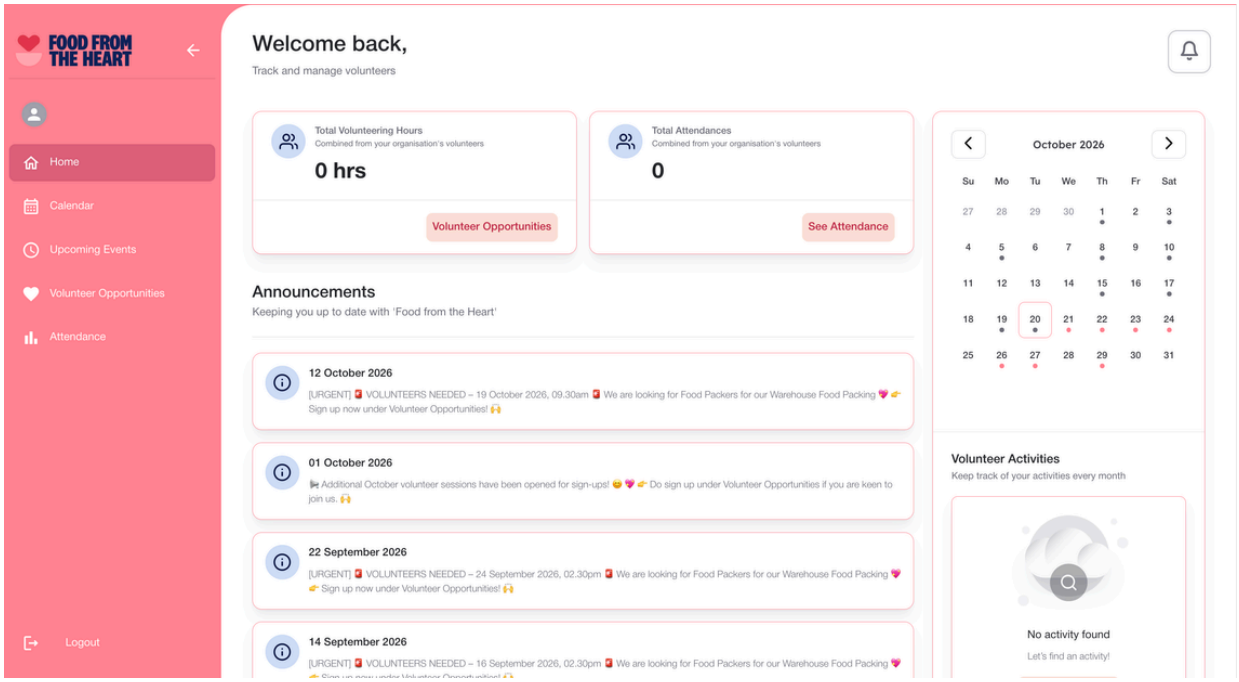


USING THE VOLUNTEER PORTAL

1. HOMEPAGE

Upon logging in to the Volunteer Portal, you will land on the homepage.

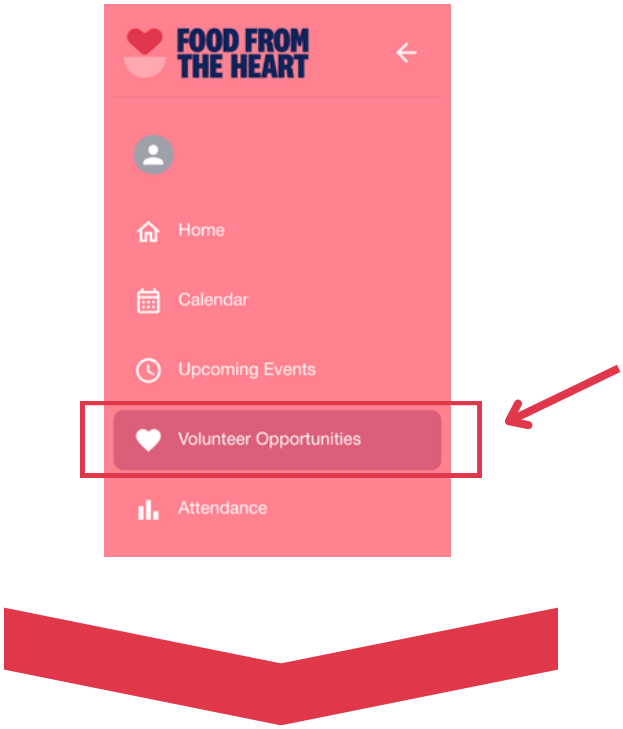
Sample of the Homepage



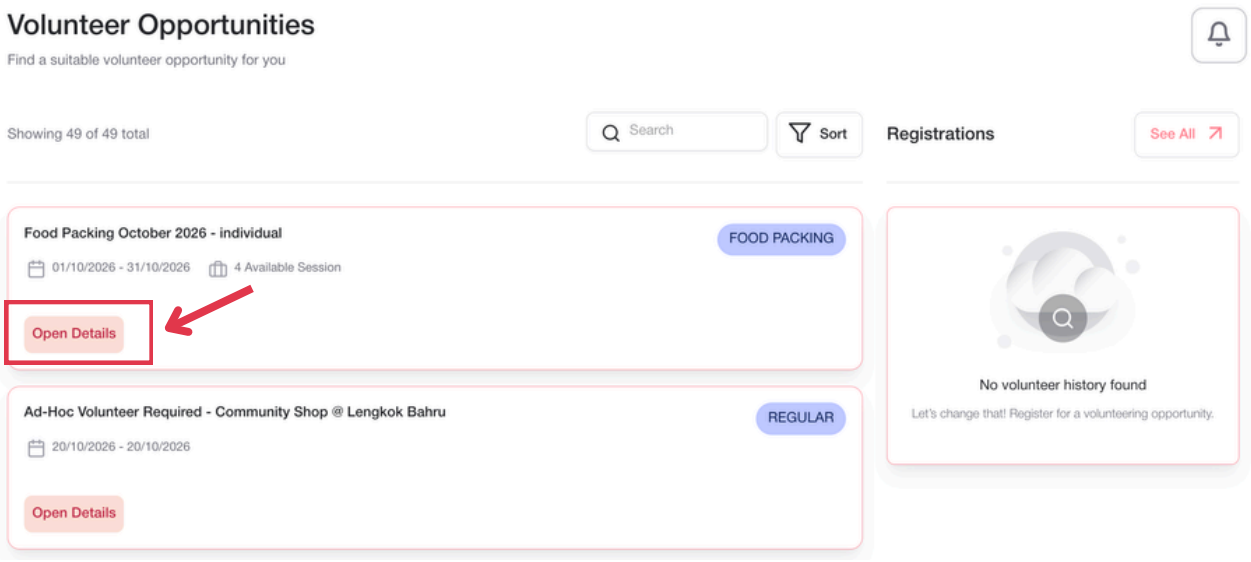
USING THE VOLUNTEER PORTAL

2. REGISTERING FOR A VOLUNTEER SESSION

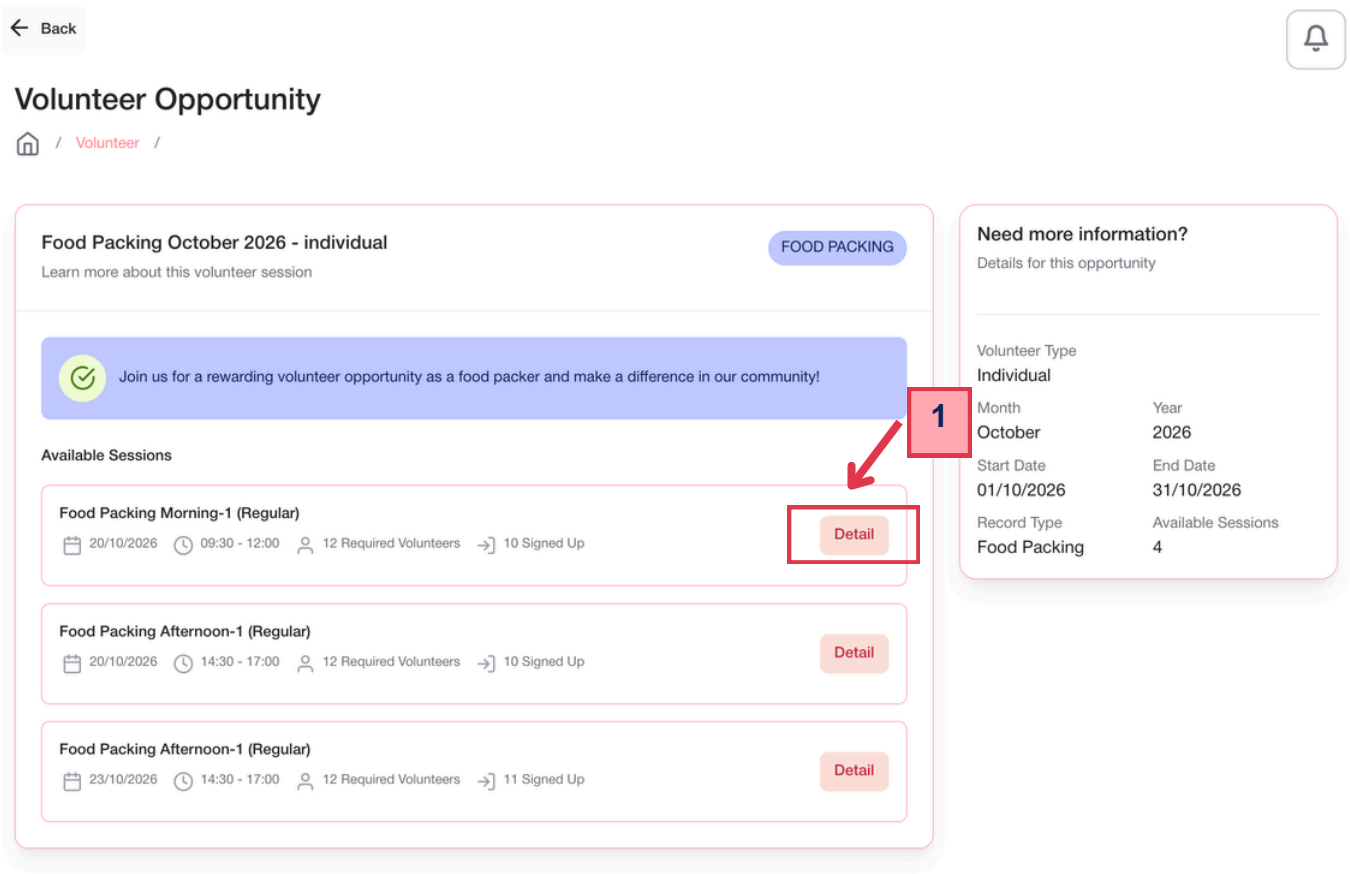
By clicking Volunteering Opportunities, it will bring you to the page as shown below. It has all the food packing sessions and other volunteering opportunities. You may register for any of the opportunities which suit your schedule and interest.



You may then click on ***"Open Details"*** to view more information about the session.



Thereafter, you may register for any session that interests you and fit your schedule by clicking on “Details” followed by “Register”.



Back

Food Packing October 2026 - individual

Volunteer / Food Packing October 2026 - individual

Food Packing Morning-1 (Regular)

20/10/2026

FOOD PACKING

Session Details



Introduction

Volunteer Opportunity: Support Our Community Food Pack Programme

Important Information:

- **Eligibility:** Volunteers must be at least **18 years old**.

Volunteering Activity Details:

- Sorting and packing food items for our **Community Food Pack Programme**.
- Assisting with other warehouse needs as required.
- Learn more about the Community Food Pack Programme here: Community Food Pack Programme.

Volunteering Location:

130 Joo Seng Road, #03-01, Singapore 368357

(Nearest MRT station: Tai Seng on the Circle Line)

Dress Code:

- Casual or sportswear with **closed-toe shoes**.
- For warehouse safety reasons:
  - No slippers, sandals, or open-toe shoes.
  - Avoid long-sleeve shirts, skirts, or dresses, as some areas of the warehouse are not air-conditioned.

Please note that volunteers are responsible for the safekeeping of their belongings and valuables while volunteering with us.

Food From the Heart will not be liable for any loss or damage incurred to the personal belongings of volunteers.

Confirmation:

Your participation is confirmed once you click **Register**. Please look for **Shu** upon arrival at the venue.

Thank you for supporting Food from the Heart!

Description

-

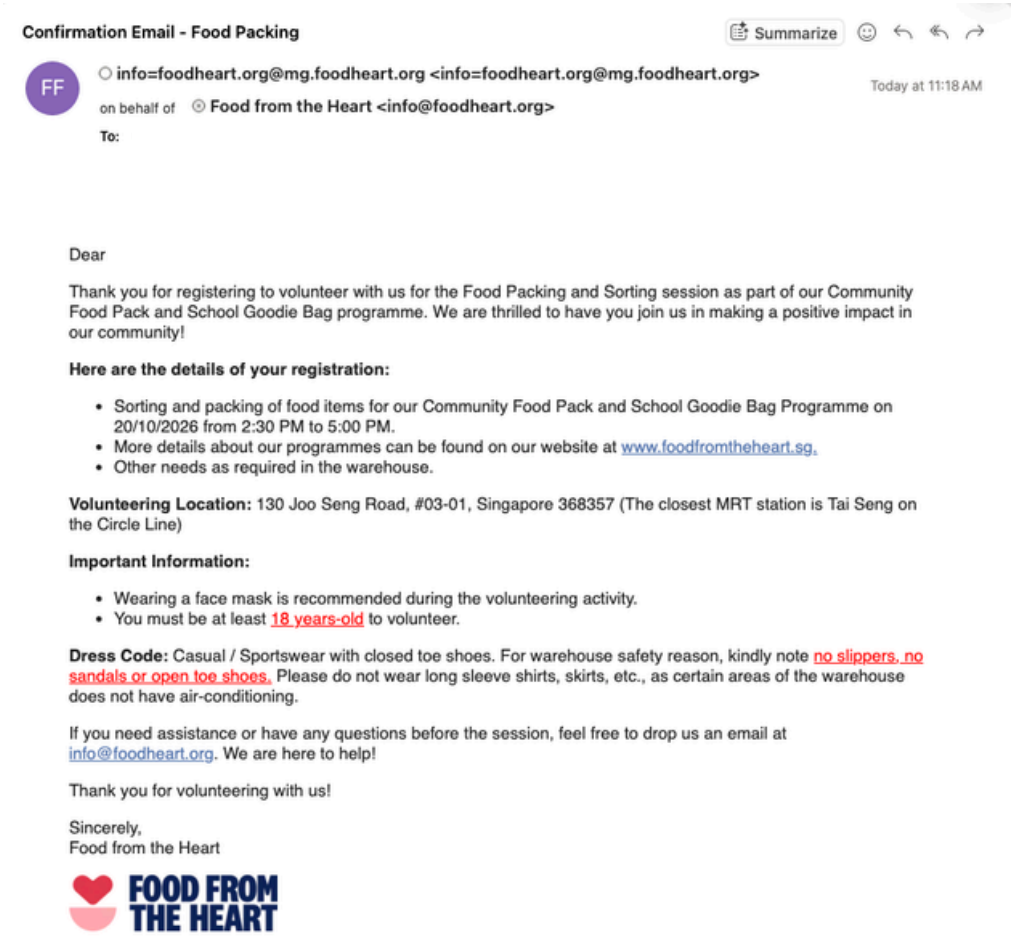
Registration Opened	Maximum Number of Volunteers Required 12
Start Date 20/10/2026	End Date 20/10/2026
Start Time 09:30 AM	End Time 12:00 PM

Register

2

You will then receive an automated confirmation email as shown below.
Kindly note that the email may have been directed to your **spam or junk folder**.

Sample of the Confirmation email



Confirmation Email - Food Packing

Summarize

FF

info=foodheart.org@mg.foodheart.org <info=foodheart.org@mg.foodheart.org>

on behalf of Food from the Heart <info@foodheart.org>

Today at 11:18 AM

To:

Dear

Thank you for registering to volunteer with us for the Food Packing and Sorting session as part of our Community Food Pack and School Goodie Bag programme. We are thrilled to have you join us in making a positive impact in our community!

Here are the details of your registration:

- Sorting and packing of food items for our Community Food Pack and School Goodie Bag Programme on 20/10/2026 from 2:30 PM to 5:00 PM.
- More details about our programmes can be found on our website at www.foodfromtheheart.sg.
- Other needs as required in the warehouse.

Volunteering Location: 130 Joo Seng Road, #03-01, Singapore 368357 (The closest MRT station is Tai Seng on the Circle Line)

Important Information:

- Wearing a face mask is recommended during the volunteering activity.
- You must be at least 18 years-old to volunteer.

Dress Code: Casual / Sportswear with closed toe shoes. For warehouse safety reason, kindly note no slippers, no sandals or open toe shoes. Please do not wear long sleeve shirts, skirts, etc., as certain areas of the warehouse does not have air-conditioning.

If you need assistance or have any questions before the session, feel free to drop us an email at info@foodheart.org. We are here to help!

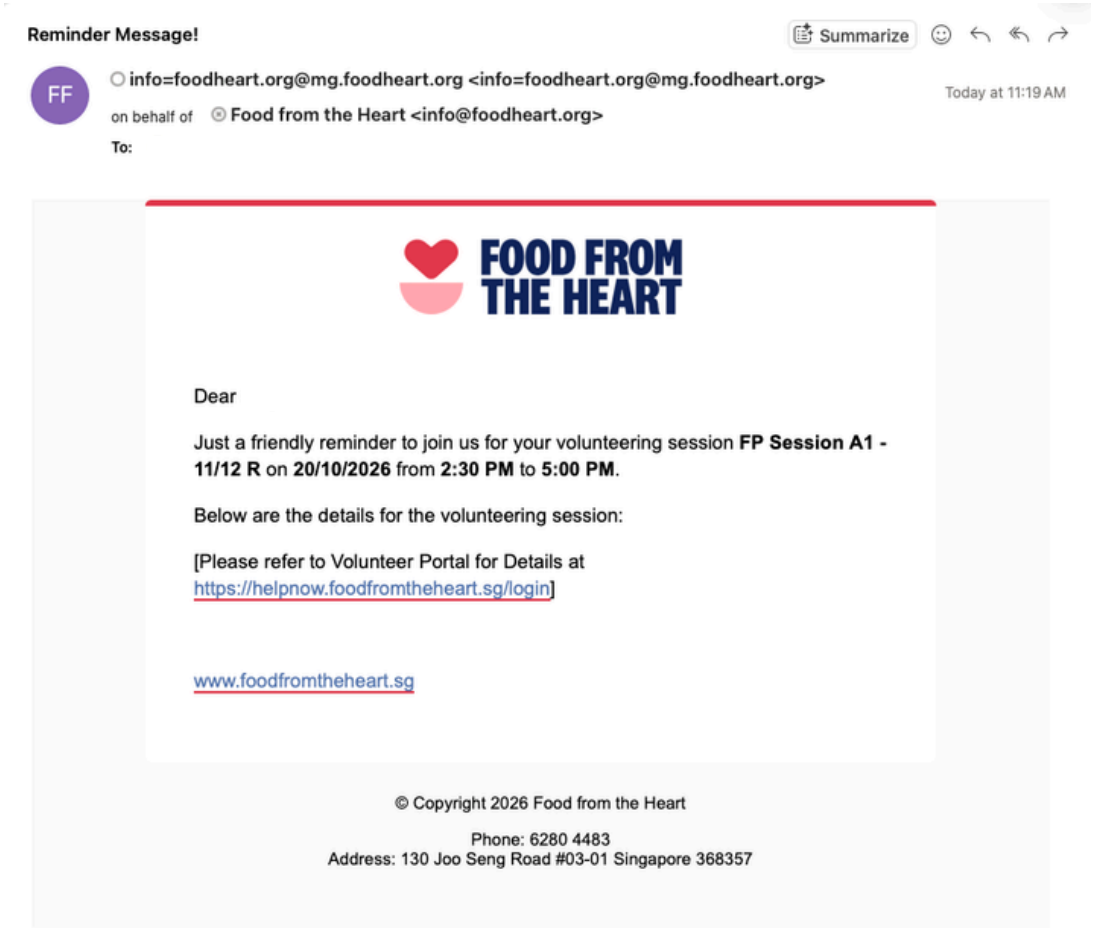
Thank you for volunteering with us!

Sincerely,
Food from the Heart

FOOD FROM THE HEART

You will then receive an automated confirmation email as shown below.
Kindly note that the email may have been directed to your **spam or junk folder**.

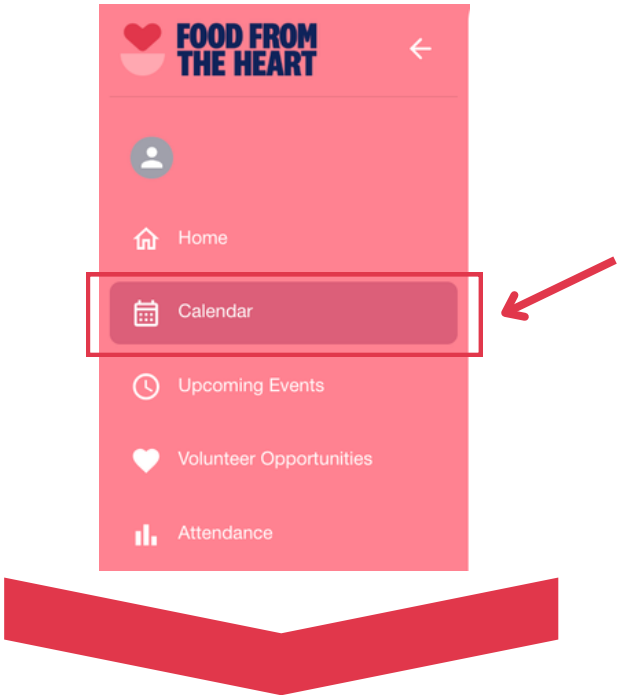
Sample of the Reminder Message

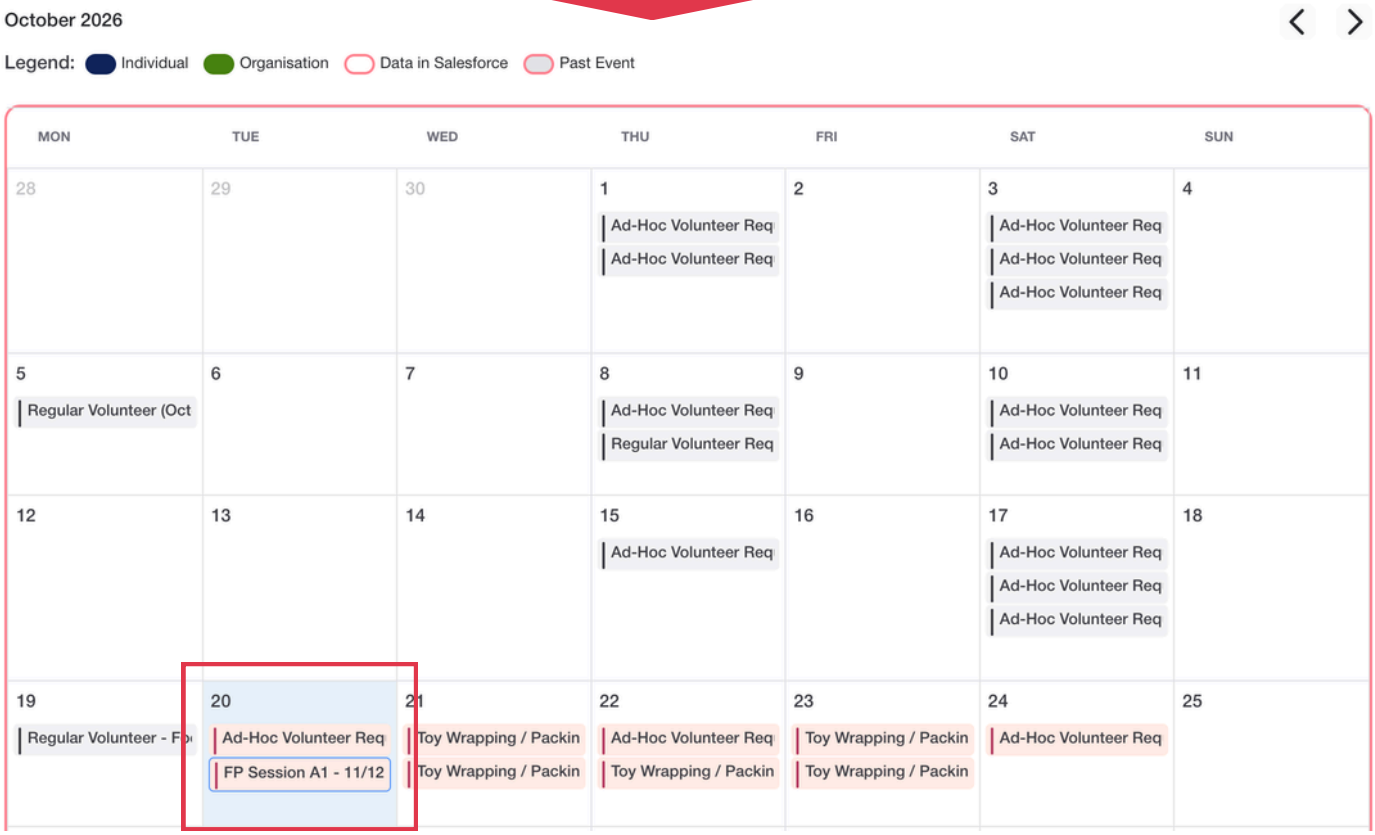


USING THE VOLUNTEER PORTAL

3. HOW TO DEREGISTER FOR A VOLUNTEER SESSION

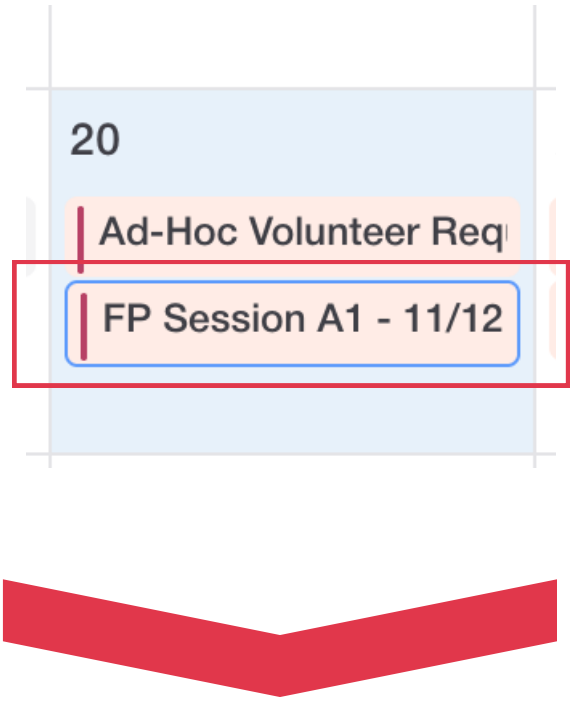
By clicking **Calendar**, it will bring you to the page shown below. Here, you will be able to see all the sessions that you have registered for **marked with a blue box**.

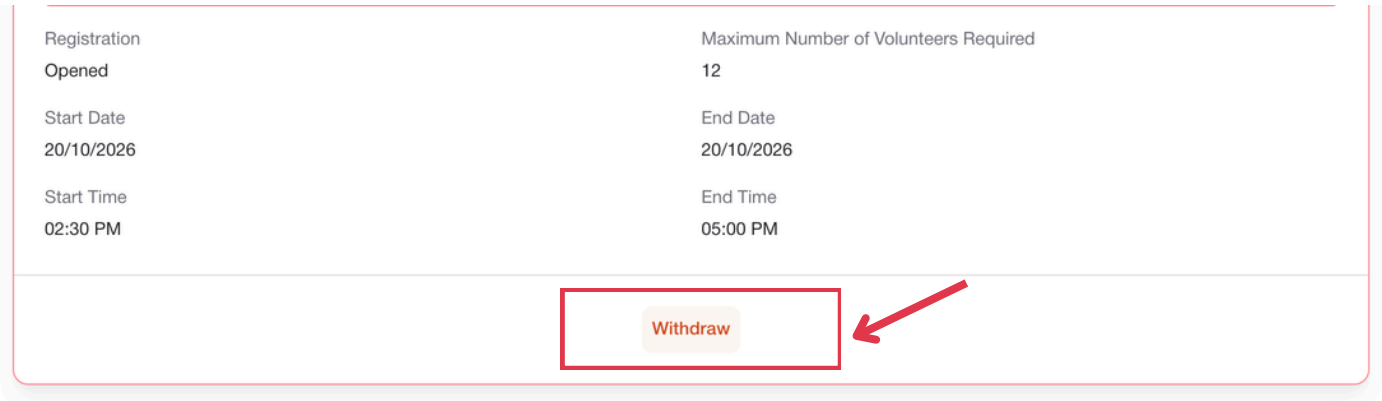




Navigate your way to your session that you would like to withdraw from.
Note: The sessions that you have registered for **are marked with a blue box**.

Sample of the Zoom in schedule





SHARING YOUR FEEDBACK / REQUIRING ASSISTANCE

Please contact our Volunteer Management at volunteer@foodheart.org if you require any assistance regarding the Volunteer Portal or if you have any feedback on possible improvements.

THANK YOU FOR VOLUNTEERING WITH US!
WE APPRECIATE YOUR SUPPORT TOWARDS OUR MISSION ❤️