User Stories

User Story 1: Sign In to Volunteer Portal (OAuth2 + MFA)

As a volunteer,

I want to securely sign in to the volunteer portal using OAuth2 and Multi-Factor Authentication (MFA),

so that I can safely access my account and manage my volunteering activities.

Tasks:

- 1. Create a secure login interface with OAuth2 login options (e.g., Google, Microsoft).
- 2. Support email/password login for non-OAuth users.
- 3. Integrate OAuth2 token exchange.
- 4. Prompt for MFA after authentication (if enabled).
- 5. Implement TOTP (Google Authenticator, Authy).
- 6. Allow users to manage MFA in settings.
- 7. Redirect to dashboard after login.
- 8. Provide logout and session timeout.

Acceptance Criteria:

- V OAuth2 and email login both supported.
- WFA required if enabled.
- MFA setup and reset available.
- Secure session handling.
- Redirect to dashboard on success.
- Clear feedback on failed login/MFA.

User Story 2: Manage Personal Profile

As a volunteer,

I want to manage my personal profile, including skills, availability, and certifications, **so that** my information stays accurate for matching with shifts.

Tasks:

- 1. View/edit profile info.
- 2. Upload certification documents.
- 3. Set and update availability.
- 4. Validate certification expiry.
- 5. Save and confirm profile updates.

Acceptance Criteria:

- V Profile editable.
- Certifications uploadable and validated.
- V Availability updatable and used in shift matching.

User Story 3: Sign Up for Shifts or Join Waitlist

As a volunteer,

I want to sign up for available shifts or join a waitlist, so that I can participate in volunteer opportunities.

Tasks:

- 1. Display available shifts (filtered by skills/availability).
- 2. Sign up for open shifts.

- 3. Join the waitlist if the shift is full.
- 4. Confirm signup or waitlist status.
- 5. Auto-update shift capacity in real time.

Acceptance Criteria:

- Volunteers can sign up for open shifts.
- Waitlists work with notifications when spots open.
- V Shift capacity is accurate and real-time.

User Story 4: Receive Automated Shift Reminders

As a volunteer,

I want to receive automated shift reminders, so that I don't forget or miss my upcoming shifts.

Tasks:

- 1. Send email/in-app reminders at 48h and 2h before shift.
- 2. Include shift details.
- 3. Add confirm/cancel link in message.

Acceptance Criteria:

- Reminders sent at correct intervals.
- Messages contain accurate shift data.
- Actionable links for confirming/canceling.

User Story 5: Sync Shifts with Personal Calendar

As a volunteer.

I want to sync my shifts with my personal calendar, so that I can manage my schedule better.

Tasks:

- 1. Generate calendar links (.ics or integration).
- 2. Include shift time, location, role.
- 3. Auto-update calendar if shifts change.

Acceptance Criteria:

- Calendar sync works with Google/Outlook.
- V Shift updates are reflected in calendar.
- V Events contain all necessary details.

User Story 6: Confirm or Cancel Attendance from Reminders

As a volunteer,

I want to confirm or cancel my attendance from reminders, so that I can easily update my status if my plans change.

Tasks:

- 1. Add confirm/cancel links to reminder messages.
- 2. Update volunteer status in backend.
- 3. Notify supervisor if cancellation is <24h from shift.
- 4. Reflect updated status on dashboard.

Acceptance Criteria:

• Confirm/cancel works from reminders.

- V Supervisor alerted if cancellation is late.
- V Dashboard updates immediately.

User Story 7: View Supervisor Feedback and Recognition

As a volunteer,

I want to view feedback, recognition, and badges from my supervisors, so that I can stay motivated and track my performance.

Tasks:

- 1. Display feedback in the dashboard.
- 2. Show earned badges with timestamp.
- 3. Include supervisor name and date.
- 4. Notify volunteers when new feedback is added.

Acceptance Criteria:

- V Feedback and badges visible in dashboard.
- New entries notify user.
- V Entries are timestamped and read-only.