

How to Use VicNet: a Brief Guide for Volunteers

Help Topic 1148

This help topic is intended to help volunteers better understand how to use the VicNet module.

The VicNet module is a tool the Hovander Homestead Bluegrass Festival organization has decided to use. You access the VicNet module over the Internet and you can use it to:

- View and manage your schedule
- Sign-up for vacant schedule openings
- Print your schedule
- Keep your personal information up-to-date
- Receive news and messages from the volunteer office
- Check your service records, and print your own service reports
- Change your VicNet password
- Opt-in or out of text messaging and update your message preferences

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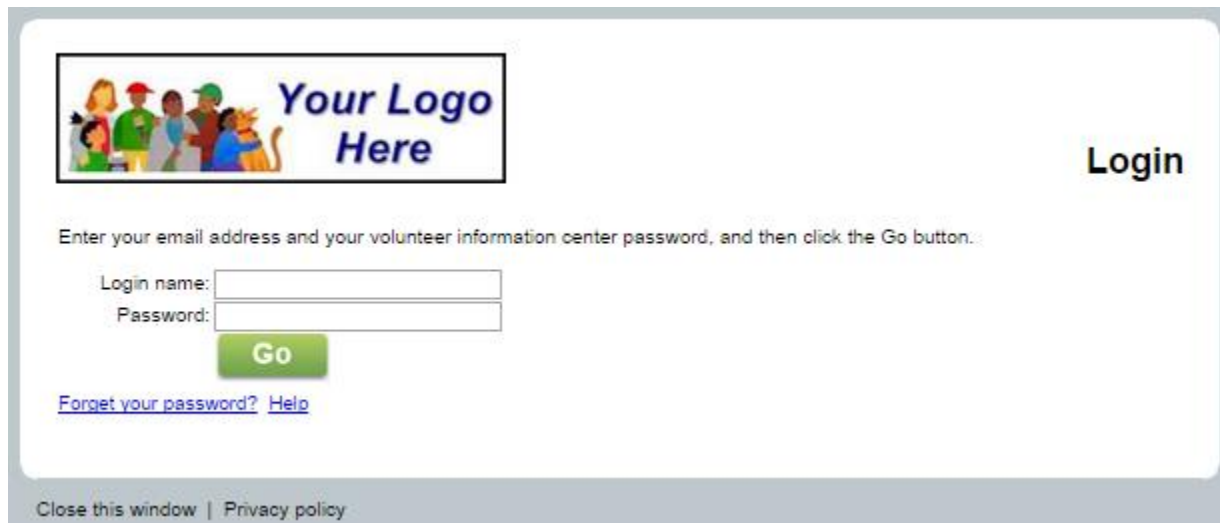
Logging into VicNet

<https://www.volgistics.com/ex2/vicnet.dll/?from=366803>

When you click on the above URL you will see a login page similar to this one:

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Enter the email address you used on your Volunteer Application in the *Login name* field.

Enter your password created on the Volunteer Application in the *Password* field and then press the **Go** button. (Remember the permanent password you selected on your application because you will need to use it the next time you login.)

If you forget your password, or are not able to locate any password information from your organization, click the *Forget your password?* link that appears on the login screen. As long as the email address you enter matches the address on your volunteer record, this will send an email with a password link to you. You can follow this link to set a password to login with. **Please note that the password links only remain active for 24 hours. If you click on the link but it has expired, just click the *Forget your password?* link again to have a new link sent.**

You can find more information on how to use the *Forget your password?* link [here](#).

If you have trouble logging-in to VicNet. . .

If you have trouble logging-in to VicNet, the first thing to check is to make sure you are at the correct location. If you see a field for an account number, you are trying to sign-in at the wrong location. Only account holders sign-in with the *Login* link at www.volgistics.com.



As a volunteer, you will need to login at the VicNet portal for the organization you volunteer

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with.

If you are unable to find the VicNet portal, or you are using the VicNet portal but still cannot login, please contact the organization you volunteer with for assistance.

Navigating VicNet

The Home tab

The first tab displayed when you login is the Home tab. The following image is an example of what a VicNet Home tab might look like:

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The screenshot shows the 'Volunteer Information Center' for user 'Andrea Campbell'. At the top left is a placeholder for 'Your Logo Here' with an illustration of diverse people. Below this is a navigation bar with tabs: Home, Mail, My Profile, My Schedule, My Service History, Time Sheet, and Account. The main content area is divided into several sections:

- Check your schedule**, **Post your hours**, **Check messages**, and **Sign-up** buttons.
- Statistics**: Overall Volunteers: 165, Cumulative hours of service: 0:00 (as of yesterday).
- Volunteer Forms**: Includes instructions and links for [Background Check Release Form](#) and [Parking Permit Application Form](#).
- News**: A welcome message and a link to watch more volunteer news.
- Your Assignments**: Shows 'Welcome Center Desk (Assigned)' with a [More...](#) link.
- VicNet Training Video**: A video player with a play button.
- VicTouch Training Video**: A video player with a play button.
- Coordinator Training Video**: A video player with a play button.

At the bottom left is a green **Exit** button. At the bottom of the page are links for 'Close this window' and 'Privacy policy'.

From the Home tab, you can access any of the other available tabs, or click on any buttons or links your organization has chosen to include. Depending on how your organization has VicNet setup, you may see news from your organization; links to documents that you can view, print or download; or links to other web sites with resources you may need.

The Mail tab

The Mail tab in VicNet is where you can see messages (called Vic Mail) sent to you from the

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person who coordinates volunteers for your organization. New messages appear on top, and a list of read messages appears on the bottom. To read a message, click on the Subject of the message.

Here is an example of what a VicNet Mail tab might look like:

The screenshot shows a web interface for a "Volunteer Information Center". At the top left is a placeholder for a logo with the text "Your Logo Here" and an illustration of diverse people. The title "Volunteer Information Center" is on the top right. Below the title, the user's name "Andrea Campbell" is displayed. A navigation bar contains tabs for "Home", "Mail", "My Profile", "My Schedule", "My Service History", "Time Sheet", and "Account". The "Mail" tab is active. Under "Instructions", it says "To view a message, simply click on the message subject." The "New messages" section shows a message with subject "Bedford Falls 10K" sent on "09-04-2014". The message body contains information about a 10K run event, including dates, times, and contact information for Carol Luden. A "Close" link is below the message. The "Old Messages" section shows a message with subject "New Parking Permit Needed" sent on "09-04-2014". A green "Exit" button is at the bottom left. At the very bottom, there are links for "Close this window" and "Privacy policy".

The My Profile tab


The My Profile tab lets you see and (if your organization permits) update your personal information. The form sections and fields that appear on the tab are selected by your organization. They can choose to make certain fields required so you need to enter information in them in order to save the page. Or they can make certain fields "read-only" so you can see the

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information in the field, but you will not be able to change it. Please remember to click the **Save** button if you make any changes.

The following is an example of what the VicNet My Profile might look like:



Volunteer Information Center

Volunteer information for Andrea Campbell

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [Account](#)

Instructions


The following information is currently on file in your volunteer record. To update your records, enter your new information in the spaces provided. Click any of the "Save" buttons to save your changes or additions.

Contact Information

First name:
Last name:
Title:
Type: **Adult**
Street 1:
Street 2:
Street 3:
City:
State: Zip:
Home phone: OK to call me here
Work phone: OK to call me here

Photo

Click the Upload link if you would like to upload a photo of yourself.



[Upload](#)

Demographics

You may optionally provide the following information. It is used only to help us get a better idea of the demographic make-up of our volunteers.

Date of birth: (year optional)
T-Shirt Size:
Ethnicity:

Skills & Experience

In which of these areas do you feel you have moderate to excellent skill? Check all that apply.

<input type="checkbox"/> Cash Register	<input type="checkbox"/> Computer - Advanced	<input checked="" type="checkbox"/> Computer - Basic
<input checked="" type="checkbox"/> Computer - Intermediate	<input checked="" type="checkbox"/> Data Entry	<input type="checkbox"/> Diabetes Education
<input type="checkbox"/> Office Work	<input type="checkbox"/> Patient Assistance	<input type="checkbox"/> Patient Companionship
<input type="checkbox"/> Spiritual Counseling	<input type="checkbox"/> Telephone Answering	<input type="checkbox"/> Writing/Publishing

Availability

Please indicate the days and times you are usually available to volunteer.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The My Schedule tab


Another tab you might see in VicNet is the My Schedule tab. This tab lets you view and print your schedule, in addition to adding or removing yourself from a schedule if your organization

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allows this.

Your My Schedule tab might appear in a monthly view as shown below:



Volunteer Information Center

Volunteer information for Andrea Campbell

Home Mail My Profile My Schedule My Service History Time Sheet Account

Instructions
 Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your schedule click the "Printable view" button.

HELP WANTED

Sign-Up!

We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.

Show openings in All my assignments

Schedule yourself for volunteer duty

Prev month
Next month
September 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Labor Day	2 7:00 a - 11:00 a Welcome Center Desk	3 7:00 a - 11:00 a Welcome Center Desk	4 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	5 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	6
7	8 7:00 a - 11:00 a Welcome Center Desk	9 7:00 a - 11:00 a Welcome Center Desk	10 7:00 a - 11:00 a Welcome Center Desk	11 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	12 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	13
14	15 7:00 a - 11:00 a Welcome Center Desk	16 7:00 a - 11:00 a Welcome Center Desk	17 7:00 a - 11:00 a Welcome Center Desk	18 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	19 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	20
21	22 7:00 a - 11:00 a Welcome Center Desk	23 7:00 a - 11:00 a Welcome Center Desk	24 7:00 a - 11:00 a Welcome Center Desk	25 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	26 HELP WANTED 7:00 a - 11:00 a Welcome Center Desk	27 HELP WANTED
28	29 7:00 a - 11:00 a Welcome Center Desk	30 7:00 a - 11:00 a Welcome Center Desk				

Prev month
Next month

Printable view

Exit

Close this window | [Privacy policy](#)

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If you are scheduled for an assignment, you will see the assignment and times listed on the dates you are scheduled for. If your organization allows you to self-schedule, there will be a *Help Wanted* icon on the dates where help is needed. To serve on a date where help is needed, click on the date and then click the **Schedule me** button.

If your organization allows you to remove yourself from the schedule, click on a date you are scheduled and then click the **Remove me** button to take yourself off of the schedule.

The screenshot shows the 'Volunteer Information Center' for user 'Andrea Campbell'. At the top left is a placeholder for 'Your Logo Here' with an illustration of diverse people. Navigation tabs include Home, Mail, My Profile, My Schedule, My Service History, Time Sheet, and Account. The current view is 'My Schedule' for 'Thursday, September 25, 2014'. A message states 'You are scheduled' for '7:00 a to 11:00 a' at 'Welcome Center Desk'. A 'Remove me' button is visible. Below, a 'Schedule' section lists assignments: 'Welcome Center Desk' with a 'Description' link, and a list of times: '7:00 a to 11:00 a Campbell, Andrea', '11:00 a to 3:00 p Meta, Christina', and '3:00 p to 7:00 p Stover, Heather'. There are 'Calendar view' and 'Exit' buttons. At the bottom, it says 'Close this window | Privacy policy'.

If you do not see the **Remove me** button, your organization either does not allow you to remove yourself from the schedule, or you are too close to the scheduled date to remove yourself. Each organization selects how many days prior to your scheduled date you can remove yourself. In either case, you will need to contact the organization you volunteer with to remove yourself if

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the **Remove me** button does not appear.

The My Service History tab

The *My Service History* tab shows volunteer service recorded on your volunteer record. If your organization uses mandatory service programs where you are asked to perform a certain amount of service in a certain amount of time, you may see a progress chart that shows your progress in meeting the goal. Here is an example of what the *My Service History* tab might look like:

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Volunteer Information Center

Volunteer information for **Andrea Campbell**

Home Mail My Profile My Schedule **My Service History** Time Sheet Account

Instructions

Click the "Printable view" button for a printable view of this information.

Jun.-Sept. 2014 Service Challenge Service Goal

Service goal:	320:00
Recorded so far:	244:00
Service remaining:	76:00
Started: 06-01-2014	
Target date: 09-30-2014	
Days left: 26	

Progress:

| 0%
| 25%
| 50%
| 75%
| 100%

Totals

Start date: December 26, 2007
 Year-to-date hours: 676:00
 Life hours: 2,754:25

Service by year

Click on a year to view your records for the year.

Year	Hours	Ment. hours	Absences
2014	676:00	929:30	1
2013	1,013:29	1,013:29	3
2012	1,016:00	1,016:00	0
2010	3:40	3:40	0
2009	22:56	22:56	0
2008	22:20	22:20	0
Life total:	2,754:25	3,007:55	4

Printable view

Exit

[Close this window](#) | [Privacy policy](#)

Notice that the service information is collapsed by year to start. You can click on a year to expand the view to show all service entries made for you during the year. Click on a date to show the service details for a particular entry.

The Account tab

The Account tab is where you will go to set a permanent password, change your permanent

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password, opt-in or out of text messaging, and change your message preferences. If you sign-in with a temporary password, you will be directed to the Account tab before you can access the other tabs.


If you do not have a password, or have forgotten it, you can have a link sent to you so you can create a password. You can learn more about how this works link [here](#).

If the organization you volunteer with has enabled text messaging, you will also see a section on the Account tab for text messaging. You can use this section to opt-in to text messaging, opt-out of text messaging, or change the types of messages you receive by text. You can find information on how to do these things [here](#).

An example of how the Account tab may look is shown below:

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Your Logo

Here

Volunteer Information Center

Volunteer information for Andrea Campbell

Home
Mail
My Profile
My Schedule
My Service History
Time Sheet
Account

Change your password

You can change the password you use to access your volunteer information. Enter your current password, enter your new password twice, and then click the Save button.

Your new password must:

- Be between 8 and 30 characters long
- Contain both letters and numbers.
- Contain a combination of both uppercase and lower case letters.
- Contain at least one character that is not a letter or number, such as !#\$% or ?.

Enter your **current** password here:

 *(Required)

Enter your **new** password here:

 *(Required)

Enter your **new** password again:

 *(Required)

[Help](#)
Save

Message Preferences (Email / Text Messaging)

Use this section to opt-in and opt-out of text messaging (also known as "SMS"). You can change preferences for how you would like to receive messages, whether as emails, text messages, or none.

1. Please Enter Your Mobile Device Number:

Volgistics Volunteer Alerts sends reminders, alerts, and custom messages from System Operators and Coordinators using text messaging (SMS). Please tell us where we can send messages:

Enter a mobile phone number

This is a required field.

Your country

Supported Carriers: AT&T, Sprint, Nextel, Boost, Verizon Wireless, U.S. Cellular®, T-Mobile®, Cellular One Dobson, Cincinnati Bell, Alltel, Virgin Mobile USA, Cellular South, Unicel, Centennial and Ntelos.

2. How do you prefer to receive these types of messages?

Automated Messages

Email	Text Message	None	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Schedule reminders
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Checklist reminders

Custom Messages

Email	Email with Text Notification	None	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Electronic newsletters
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Recruitment appeals
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Information Request

If you have any questions about how to use VicNet, you should contact the volunteer office

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at your organization.