

Volgistics

Volunteer User Manual



Keeping families close®

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1.0 Overview

Volgistics is an application that volunteers can leverage to complete the following activities:

- View and manage volunteer schedules
- Sign-up for vacant schedule openings
- Print schedules
- Update personal information
- Enter volunteer hours (On-site ONLY)
- Review messages from the volunteer office
- Check service records
- Print service reports
- Change password

With the exception of time entry, all of the activities noted above can be completed remotely. This allows volunteers to view and manage their schedules from home, ultimately helping to streamline the scheduling process.

The purpose of this user manual is to provide volunteers with detailed steps to perform the above noted activities (Please Note: This manual does not cover time entry. There is a separate manual located at the Ronald McDonald House that will walk you through this process).

2.0 Access to VicNet

VicNet is accessible through the internet. As a result, you are able to access VicNet from virtually anywhere. Select the following link to access VicNet:

<https://www.volgistics.com/ex/portal.dll?FROM=19643>

3.0 User Logon

To log on to VicNet, simply complete the following steps:



Login

1 Enter your email address and your volunteer information center password, and then click the Go button.

A screenshot of a login form. It has two input fields: "Login name:" and "Password:". To the right of the "Password:" field is a green button with the word "Go" in white. Red arrows with numbers 1, 2, and 3 point to the "Login name:" field, the "Password:" field, and the "Go" button respectively.

[Forget your password?](#)

[Privacy policy](#)

1. Enter your email address in the Login Name field:
2. Enter your password in the Password field:
3. Select the “Go” icon
4. Log on is complete

4.0 Password Maintenance

To maintain your password in VicNet, simply complete the following steps:



Volunteer Information Center

Volunteer information for Kerri Hertzig

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.

A screenshot of the password change form. It contains three input fields and a "Save" button. Red boxes and arrows highlight the fields and button. Arrow 2 points to the "Enter your current password here:" field. Arrow 3 points to the "Enter your new password here:" and "Enter your new password again:" fields. Arrow 4 points to the "Save" button.

Enter your **current** password here:

Enter your **new** password here:

Enter your **new** password again:

Save

1. Select the Account tab from the VicNet home page
2. Enter your current password in the password field
3. Enter your new password twice in the fields provided
*It is important to note: passwords must be at least 6 characters long and include both Numbers and Characters.
4. Select the "Save" icon
5. The system will return the following message notifying you that your password change was successful
6. Password change is complete

5.0 Profile Maintenance

To maintain your personal information including contact information, scheduling preferences, etc., simply perform the following steps:



Volunteer Information Center

Volunteer information for Kerri Hertzig



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:

Street 1:

Street 2:

Street 3:

City:

State: Zip:

1. Select the My Profile tab from the VicNet home page
2. Populate any of the available fields, as desired (required fields are noted in parens):
 - a. Contact Information (REQUIRED)
 - b. Demographics
 - c. Skills & Experience (REQUIRED)
 - d. Availability (REQUIRED)
 - e. Assignment Preference (REQUIRED)
 - f. Emergency Contact (REQUIRED)
 - g. Employer
 - h. Photo
 - i. Webpage
3. Select ANY of the "Save" icons on the page (You only need to select save once, you do not need to select save after each section. Those icons are simply there for your convenience to limit scrolling down the page to save).
4. Profile update complete

6.0 Review Announcements / Mail

To view any announcements / mail sent to your account, simply perform the following steps:



1. Select the Mail tab on the VicNet home page
2. Select message to view

7.0 Schedule Maintenance

7.1 View Schedule

To view your schedule on VicNet, simply perform the following steps:

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 HELP WANTED 8:00 a - 11:00 a Test Assignment	22 HELP WANTED	23 HELP WANTED	24 HELP WANTED	25 HELP WANTED	26 HELP WANTED
27 HELP WANTED	28 HELP WANTED 8:00 a - 11:00 a Test Assignment					
<div style="border: 2px solid red; padding: 5px; display: inline-block;"> Prev month Next month </div>						

1. Select the My Schedule tab on the VicNet home page
2. Scroll down to the calendar view
 - a. Select the “Previous” or “Next” arrows to view additional months
3. All scheduled shifts will display on the calendar
4. View schedule complete

7.2 Print Schedule

To print your schedule on VicNet, simply perform the following steps:

1. Select the My Schedule tab on the VicNet home page
2. Select the calendar month you would like to print

3. Select the “Printable View” icon

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 8:00 a - 11:00 a Test Assignment	22 HELP WANTED	23 HELP WANTED	24 HELP WANTED	25 HELP WANTED	26 HELP WANTED
27 HELP WANTED	28 8:00 a - 11:00 a Test Assignment					

Prev month Next month

Printable view

4. Select the “Printer” icon

Ronald McDonald House of Charlotte
Volunteer information for Kerri Hertzlg

February 2011 Schedule


		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 8:00 a - 11:00 a Test Assignment	22	23	24	25	26
27	28 8:00 a - 11:00 a Test Assignment					

Icon looks like a printer

5. Print schedule complete

7.3 Add Shifts to Schedule

To add shifts to your schedule on VicNet, simply perform the following steps:



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

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

1. Select the My Schedule tab on the VicNet home page
2. Select the type of volunteer openings you would like to view
3. Select the calendar month that you would like to add shifts
4. Select the “Help Wanted” icon for the day you would like to add a shift
5. Select the “Schedule Me” icon for the shift you would like to add to your schedule

Volunteer information for Kerri Hertzig

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

Schedule for

Monday, February 21, 2011

You are scheduled

8:00 a to 11:00 a
Test Assignment [Job description](#)

Schedule

Test Assignment [Job description](#)

 **8:00 a to 11:00 a Open**
 You cannot currently schedule yourself here because you are already scheduled at a conflicting time

8:00 a to 11:00 a Hertzig, Kerri

 **11:00 a to 2:00 p Open**
 Would you like to serve this date? Click the **Schedule me** button to schedule yourself here

Schedule me

 **2:00 p to 5:00 p Open**
 Would you like to serve this date? Click the **Schedule me** button to schedule yourself here

Schedule me

6. The system will ask you if this shift is correct, select the “Yes” icon (if not correct, select no)
 The system will confirm the shift was scheduled
7. Select the “Continue” icon to return to the My Schedule tab
8. Add shifts to schedule complete

7.4 Remove Shift from Schedule

To remove shifts from your schedule, please call Ari Harris directly: (704) 335-1191.

8.0 Service History Maintenance

8.1 View Service History

To view your service history on VicNet, simply perform the following steps:

1. Select the My Service History tab on the VicNet home page
2. View your service

Volunteer information for Kerri Hertzig

[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.

Totals	
Year-to-date hours:	3:00
Life hours:	3:00
Service by year	
Click on a year to view your records for the year.	
Year	Hours
2011	3:00
Life total:	3:00

[Printable view](#)

[Exit](#)

3. View service history complete

8.2 Print Service History

To print your service history on VicNet, simply perform the following steps:

1. Select the My Service History tab on the VicNet home page
2. Select the “Printable View” icon

Volunteer information for Kerri Hertzig

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.

Totals
Year-to-date hours: **3:00**
Life hours: **3:00**

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

Year	Hours
2011	3:00

Life total: **3:00**

Printable view

Exit

3. Select the “Print” icon (see Step 7.2.4 above for print screen of print icon)
4. Print service history complete

9.0 Record Time

Each volunteer will be required to record their time spent volunteering at the Ronald McDonald House of Charlotte. To streamline the process, volunteers will leverage a touch screen computer at the house to “Check-in” and “Check-out” of the facility. To assist you with this process, there is a user manual on-site that documents the specific steps you need to take to record your time in the system.

10.0 Contact Information

If you have any questions surrounding the use of VicNet, please contact

- Leslie Teiro at leslieteiro@rmhofcharlotte.org, (704) 335-1191