

How to Use VicNet: a Brief Guide for Volunteers

Volgistics Help Topic 1148

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

If you prefer a video tutorial format instead of the written help topic, the following videos explain more about how to use VicNet. Each video shows a different way an organization may have VicNet setup. Choose the video that matches your organization's VicNet setup the closest.

Video Tutorial	How to Use VicNet for Volunteers with Calendar View and Time Sheet
Video Tutorial	How to Use VicNet for Volunteers with List View and Time Sheet
Video Tutorial	How to Use VicNet for Volunteers with Calendar View
Video Tutorial	How to Use VicNet for Volunteers with List View

The VicNet module is a tool the organization you volunteer with may 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
- Post your hours
- 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

Each organization sets up VicNet according to what works best for their needs--so you may not be able to do everything listed above. This will depend on how your organization opted to use the features.

You can click on a link in the *Contents* box below to go directly to a section in the help topic.

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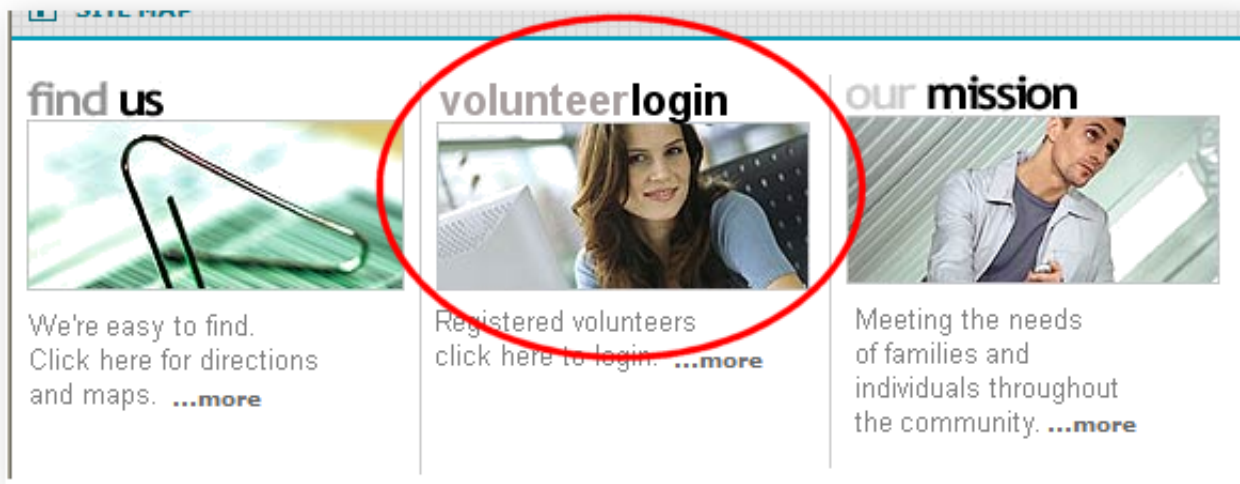
[Account Tab](#)

Logging into VicNet

In most cases, you get to your organization's VicNet login page through the organization's website. An organization may choose to send you a URL address that you can use to login, but most of the time there will be a link to the VicNet login page somewhere on the organization's website. It may be a simple text link like this:

[Volunteer Login](#)

Or, it may be a graphic link like this:



Your organization should provide you with directions on how to locate the webpage you will need to use to login. When you click on the link (or go to the URL address your organization provides you with) you will see a login page similar to this one:

A screenshot of a login page. At the top left is a placeholder for a logo with the text 'Your Logo Here' and an illustration of a diverse group of people. To the right of this is the word 'Login' in a large, bold, black font. Below the logo placeholder, there is a line of text: 'Enter your email address and your volunteer information center password, and then click the Go button.' Below this text are two input fields: 'Login name:' and 'Password:'. Below the 'Password:' field is a green button with the word 'Go' in white. Below the 'Go' button are two links: 'Forget your password?' and 'Help'. At the bottom of the page, there is a footer with the text 'Close this window | Privacy policy'.

Enter the email address your organization has on file for you in the *Login name* field. If you do not know this email address, you will need to contact the organization you volunteer with for more information.

Enter your password in the *Password* field and then press the **Go** button.

In most cases, you will receive a link to set your password in an email message from your organization. You follow the link to create the password you will use to login with.

In other cases, your organization may have set a temporary password for your record and let you know the temporary password. If your volunteer record was imported from another software program, your previous password may be the temporary password. When you login with the temporary password, you will need to enter a permanent password on the Account tab before you can go to other tabs. Remember the permanent password you select because you will need to use it the next time you login. You can find more information on the Account tab in the [Account Tab](#) section below.

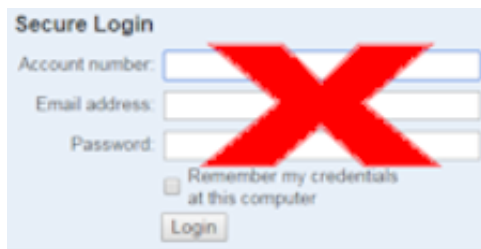
One other thing that may occur is that your organization asked you to select a password when you filled out your application form. In this case, you use this password to login with and you will not need to go to the Account tab to select a permanent password the first time you login.

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 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

All tabs in VicNet are highly customizable by individual organizations. Therefore, it is difficult to say exactly what type of content will be displayed on the various tabs, or even if a tab will be visible to you at all. The following information explains the basic purpose of each tab that can be displayed and provides visual examples of how the tab might look. Your view in VicNet may be different depending on how the organization you volunteer with has setup their VicNet module.

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:



Volunteer Information Center

Volunteer information for **Andrea Campbell**

[Home](#)[Mail](#)[My Profile](#)[My Schedule](#)[My Service History](#)[Time Sheet](#)[Account](#)[Check your schedule](#)[Post your hours](#)[Check messages](#)[Sign-up](#)

Statistics

Overall

Volunteers: 165

Cumulative hours of service: 0:00
(as of yesterday)

Volunteer Forms

Click the name of the form to print it from your home computer. Remember to drop off the completed form at the Volunteer Services office. Please stop by Volunteer Services if you're unable to print the form.

[Background Check Release Form](#)[Parking Permit Application Form](#)[Exit](#)

News

Welcome to the Volunteer Information Center. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, post your volunteer service, receive messages, and much more: anytime, and from any Internet connected computer.

Watch this space for more volunteer news!

Your Assignments

Welcome Center Desk
(Assigned) [More...](#)

VicNet Training Video

If you are new to VicNet, please click the link below to watch a short training video.



VicTouch Training Video

When you arrive for duty, you will sign-in using VicTouch. If you are new to VicTouch, please click the link below to watch a short training video.



Coordinator Training Video

If you're a new Coordinator, please click the link below to watch a short training video.




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 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:



Volunteer Information Center

Volunteer information for **Andrea Campbell**

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

Instructions

To view a message, simply click on the message subject.

New messages

Subject	Sent
Bedford Falls 10K	09-04-2014

If you haven't heard, we are proud to be a co-sponsor of this year's Bedford Falls 10K run. This event is an important fund raiser for our organization, plus it promotes health and wellness.

This year's 10K run will be held on Saturday, October 18th at 9:30 am. As a co-sponsor, we will be responsible for staffing the registration booth from 7:00 am - 8:00 pm on Friday, October 17th, as well as from 7:00 am - 9:00 am on the morning of the race.

Registration booth staff will be responsible for handing out race day packets and t-shirts to registered participants. If you're interested in helping us staff the booth, please call Carol at 555-892-3391.

Thank you,
Carol Luden

[Close](#)

Old Messages

Subject	Sent
New Parking Permit Needed	09-04-2014

Exit

Close this window | [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 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

[Save](#)

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:

[Save](#)

Skills & Experience

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

Skills & Interests: ☐ Cash Register

☒ Computer - Intermediate

☐ Office Work

☐ Spiritual Counseling

☐ Computer - Advanced

☒ Data Entry

☐ Patient Assistance

☐ Telephone Answering

☒ Computer - Basic

☐ Diabetes Education

☐ Patient Companionship

☐ Writing/Publishing

Save

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"/>
Evening:	<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 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

16

17

HELP

HELP

20

	7:00 a - 11:00 a Welcome Center Desk	7:00 a - 11:00 a Welcome Center Desk	7:00 a - 11:00 a Welcome Center Desk	18 WANTED 7:00 a - 11:00 a Welcome Center Desk	19 WANTED 7:00 a - 11:00 a Welcome Center Desk	
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](#)

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.



Volunteer Information Center

Volunteer information for **Andrea Campbell**

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

Schedule for

Thursday, September 25, 2014

You are scheduled

7:00 a to 11:00 a

Welcome Center Desk [Description](#)

Can't serve on this date? Click the **Remove me** button to remove yourself from these times

Remove me

Schedule

Welcome Center Desk [Description](#)

7:00 a to 11:00 a Campbell, Andrea

11:00 a to 3:00 p Mata, Christina

3:00 p to 7:00 p Stover, Heather

Calendar view

Exit

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

Instead of the monthly calendar view, your organization may select to have the My Schedule tab formatted in a list view. An example of this is 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.

Sign-Up!

Schedule yourself for volunteer duty

Click the "Remove me" button to remove yourself from the schedule for a selected assignment and date

	Date	Assignment	From	To	
<input type="checkbox"/> Check to sign-up	September 4, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 p	11:00 p	
<input checked="" type="checkbox"/> You are scheduled for	September 4, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input type="checkbox"/> Check to sign-up	September 5, 2014 (Friday)	Welcome Center Desk [Info Desk]	7:00 p	11:00 p	
<input checked="" type="checkbox"/> You are scheduled for	September 5, 2014 (Friday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 8, 2014 (Monday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 9, 2014 (Tuesday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 10, 2014 (Wednesday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input type="checkbox"/> Check to sign-up	September 11, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 p	11:00 p	
<input checked="" type="checkbox"/> You are scheduled for	September 11, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input type="checkbox"/> Check to sign-up	September 12, 2014 (Friday)	Welcome Center Desk [Info Desk]	7:00 p	11:00 p	
<input checked="" type="checkbox"/> You are scheduled for	September 12, 2014 (Friday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 15, 2014 (Monday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 16, 2014 (Tuesday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input checked="" type="checkbox"/> You are scheduled for	September 17, 2014 (Wednesday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me
<input type="checkbox"/> Check to sign-up	September 18, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 p	11:00 p	
<input checked="" type="checkbox"/> You are scheduled for	September 18, 2014 (Thursday)	Welcome Center Desk [Info Desk]	7:00 a	11:00 a	Remove me

Continue

Click Continue to schedule yourself for the assignments and dates selected above

Printable view

Cancel

Exit

Shifts you are already scheduled for show up with green text and if you can remove yourself there will be a **Remove me** button on the right side of the list. Opportunities to serve are displayed with red text along with a checkbox. To schedule yourself, check a box next to an opportunity and then click the **Continue** button.

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:



Volunteer Information Center

Volunteer information for **Andrea Campbell**

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

Instructions

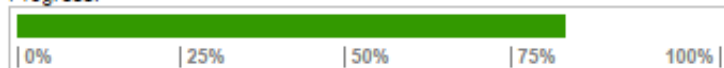
Click the "Printable view" button for a printable view of this information.

Jun.-Sept. 2014 Service Challenge Service Goal

	Hours
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:



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	Merit 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](#)

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 Time Sheet tab

If your organization wants you to enter service hours, you will see a Time Sheet tab. As with the other VicNet tabs, this can be setup in several different ways so do not be concerned if your Time Sheet tab does not match the one shown below:



Volunteer Information Center

Volunteer information for Andrea Campbell

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

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

What was the date of your service? **August 2014**

S M T W T F S
25 26 27 28 29 30
31

September 2014

S M T W T F S
1 2 3 4

What times did you serve? 8 : 00 am until 9 : 00 am

Which assignment did you serve in? Choose one

Continue

Your recent service entries:

Date	Assignment	Hours
08-29-2014	Welcome Center Desk [Main Hospital/Info Desk]	4:00
08-28-2014	Welcome Center Desk [Main Hospital/Info Desk]	4:00
08-27-2014	Welcome Center Desk [Main Hospital/Info Desk]	4:00
08-26-2014	Welcome Center Desk [Main Hospital/Info Desk]	4:00
08-25-2014	Welcome Center Desk [Main Hospital/Info Desk]	4:00

For your complete service history select the "My Service History" tab.

Exit

To post hours, you will need to choose a date for the service and either the number of hours, or your start and stop times on the date you served. Your organization may also have you select the assignment and other service measure (such as mileage or travel times) for the service entry. Click the **Continue** button and confirm your entry when you are done posting your service.


The Account tab

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



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 6 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

123-456-7890

This is a required field.

Your country

United States ▼

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"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Schedule reminders
Checklist reminders

Custom Messages

Email	Email with Text Notification	None
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Electronic newsletters
Recruitment appeals
Information Request
Volunteer Alerts

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

The following videos explain more about how to use VicNet. Each video shows a different way an organization may have VicNet setup. Choose the video that matches your organization's VicNet setup the closest.

Video Tutorial

How to Use VicNet for Volunteers with Calendar View and Time Sheet

Video Tutorial

How to Use VicNet for Volunteers with List View and Time Sheet

Video Tutorial

How to Use VicNet for Volunteers with Calendar View

Video Tutorial

How to Use VicNet for Volunteers with List View

Related Help

[Help Topic 1147](#) - How to Sign-In and Sign-Out at VicTouch: A Guide for Volunteers

[Help Topic 1215](#) - How to Use VicNet Mobile: a Brief Guide for Volunteers

[Help Topic 1230](#) - How to Use VicNet: a Brief Guide for Coordinators

[Help Topic 1291](#) - How Volunteers & Coordinators Opt-in & Opt-out of Text Messaging

[Help Topic 1307](#) - Forget your password? (Volunteers and Coordinators)