VicNet 101

Volunteer Quick Guide

VicNet Overview

VicNet is a volunteer tracking system that help you as a Fresh Start volunteer to find and self-schedule assignments, post and track your volunteer hours, update your personal profile and receive communications informing you of new opportunities.

In this guide, you will learn how to:

- Create a VicNet account
- Navigate the new portal
- Update your volunteer profile (i.e. contact info, skills, message preferences)
- Find open volunteer opportunities
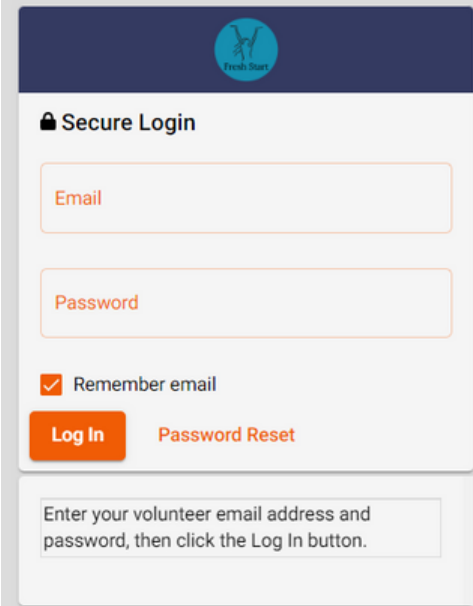- Self-schedule yourself for assignments

How to Create a VicNet Account

Step 1:

Go to the VicNet login page by clicking the link below:

https://www.volgistics.com/vicnet/342948/login

Step 2:

If you have an existing account or were using the old version of VicNet, login to the updated portal with your existing credentials. If you have forgotten your login information, try using the email address you included in your initial volunteer application. If you forgot the email you used on your application, please email: lhorstmeier@fswf.org for help.

If you are a new user, please click "Password Reset" and enter the email address you used in your initial application, then follow instructions to set your new password.

VicNet Training Guides

For more training on the new VicNet portal you can click the links below:

How to Use VicNet for Volunteers (Video Walkthrough)

How to Use New VicNet: a Brief Guide for Volunteers (Article)

Home Page

The first page you'll see when you log in is the Home page. We will use this page to keep you up-to-date on the latest volunteer happenings, provide you with access to forms and other documents, and post trainings and guides.

From your homepage you can:

- View your scheduled assignments (basic info)
- Access VicNet training video and help guide
- Apply for the Mentorship Program
- Latest Volunteer News, Updates, and Highlights
- Download Volunteer Forms
- Upload Documents

Document Uploads

The Home page includes a place for you to upload documents we need for your records. For example, to sign and return a form like the Volunteer Handbook. In the Document Upload section on the Home page you will see all documents you've previously uploaded and have the option to upload more.

To upload a document:

1. Click the **Choose File** button.

2. Choose the document you want to upload.

3. Use the **Document Type** dropdown to select the kind of document you're uploading.

4. Click the **Upload** button.

Volunteer Forms

Please click the name of the form below to download and complete it. Once you have signed the form, please upload in the **Document Upload** box below.

<div style="background:orange;color:white;text-align:center;padding:10px;">Fresh Start Volunteer Handbook</div>

Document Upload

Please upload the requested document below. Don't forget to select the appropriate document type for your file.

Documents Uploaded

Name	Type
Nothing uploaded	

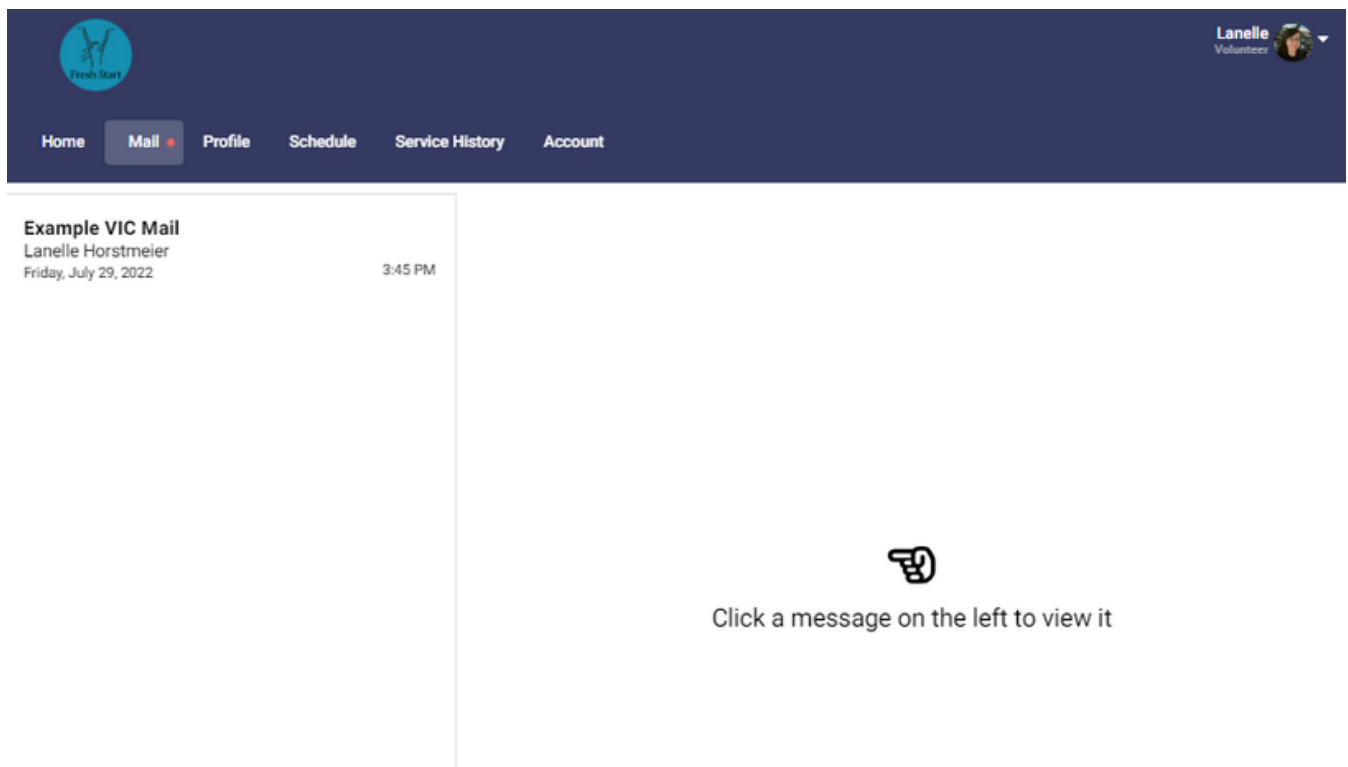<div style="background:orange;color:white;text-align:center;padding:10px;">Choose File</div>

VIC Mail

In addition to email and text messages (depending on your opt-in preferences) we can send you messages within your VicNet portal. These are called VicMail messages, and you can review these messages from your Mail page. If you have any unread VicMail messages, the Mail button will show a pulsing icon next to it.

On this page, you'll find a list of the VicMail messages that you've received on the left hand side of the screen, like the example below. Unread messages will appear in bold, and you can view a message by clicking on it.

Some VicMail messages may expire and be removed from your inbox after the allotted time period is up, depending on how your volunteer coordinator has them set up.

Profile Page

The Profile page allows you to review your personal information and update it as needed. Your information will be organized into collapsible sections, and you can collapse or expand those sections by clicking on the section heading.

Some fields may be required, meaning they must have information entered or selected. Other fields may be "read-only" which means that you will be able to see them but cannot edit them. Required fields will appear with an asterisk (*) next to their name, and "read-only" fields will be grayed-out.
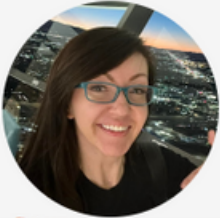
**If you make any changes to your Profile information, please remember to click the Save button so that our records will post your changes within our Volgistics database.

Profile Page - Continued

Scroll down to the bottom half of the profile page to select your email preferences and mark the boxes for any listed skills or credentials that you have expertise/experience in.

Please take the time to complete these sections so we can contact you when needs or opportunities arises for volunteers with these specific credentials or skills.

**If you make any changes to your Profile information, please remember to click the Save button so that our records will post your changes within our Volgistics database.

What kinds of emails would you like to receive?
- ☑ Electronic newsletters
- ☑ New opportunities
- ☑ Schedule reminders
- ☑ Checklist reminders

Skills & Experience ⌃

Which of the listed skills & experience do you possess that you would like to share with Fresh Start in your volunteer role?

Skills

- ☐ Business Management
- ☐ CPR/First Aid Certification
- ☐ Data Analytics
- ☐ ESL
- ☐ Financial Management
- ☐ Graphic Design
- ☐ Handi-work
- ☐ Health and Wellbeing
- ☐ Healthcare
- ☐ HR/Interviewing Experience
- ☐ Legal
- ☐ Medical Coding/Billing
- ☐ Multi-Lingual
- ☐ Project Management
- ☐ Public Speaking Experience
- ☐ Real Estate
- ☐ Small Business Owner
- ☐ Specific Art/Craft Skill
- ☐ Tech Skills
- ☐ UX Design
- ☐ Web Development

Save

Schedule Page (Assignment Calendar)

This is where you can view all open assignments, and sign-up for shifts. The default view is set to monthly, however you can switch to daily or view your own schedule. You can filter by assignment type and category by clicking on the funnel/filter icon.

To see more details of an assignment, click on any date in the calendar with an opening. This will bring up the daily view for that specific date. You can then read details and sign up by selecting "schedule me." If you have to cancel for any reason, select "remove me." Please notify Lanelle in advance if you cannot fulfil your assignment so that we can make arrangements to find a replacement.

Please pay close attention to the details of each assignment to ensure you are signing up for the correct workshop or opportunity. Please note that assignments entitled "Workshop Observations" are OBSERVE ONLY. You will not be teaching or facilitating.

Monthly View

Schedule Page (Assignment Calendar) continued...

If you sign up to facilitate a workshop and need the curriculum, please email Lanelle at lhorstmeier@fswf.org and she will send you the materials for that workshop.

You will receive schedule reminders the month of and week before your scheduled assignments with all relevant details. If you are not receiving these emails, check your message preferences to ensure you have opted into scheduling reminders. Contact lhorstmeier@fswf.org for assistance.

Daily View

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

Your available opportunities for self-scheduling are in the calendar below. **The current default schedule view is set to monthly.**

Use the < > arrows to navigate forward or backward from the current week to find openings. Select the "day" drop down button at the top to switch to daily view and "your schedule" to view your own assignment schedule.

Green opportunities = openings available. Click on the listing to schedule.

The listing will turn yellow when you have signed yourself up! Once you have scheduled yourself for an opportunity, you will receive two reminder emails with your assignment details the month prior and the week of your assignment. If you would like to opt-in to text alerts, please click here.

You can email yourself a copy of your schedule for the current month by clicking "email me a copy" at the bottom of your screen. If you need any assistance with the scheduling calendar, please email Lanelle at lhorstmeier@fswf.org

| Today | < | > | 📅 | | Thursday, October 6, 2022 | | 🖨 | Filter | Day ▼ |

Your Schedule

No scheduled events

Openings

🕐 9:30am - 11:30am 👤 1 more needed	**Computer Literacy** 🔲 · Fresh Start\Workshop Presenters 📄 En Persona: Comenzando Con Microsoft Windows	Schedule
🕐 12:00pm - 2:00pm 👤 1 more needed	**Interviewing to Get the Job Workshop** 🔲 · Fresh Start\Career Empowerment Series 📄 In-Person	Schedule
🕐 5:00pm - 7:00pm 👤 1 more needed	**Employment Readiness Coaching** 🔲 · Fresh Start\1:1 Coaching 📄 Virtual: 1-on-1 Coaching Sessions (two 1 hour slots) **Contact Jose at jreyes@fswf.org after signup	Schedule
🕐 5:45pm - 7:45pm 👤 1 more needed	**Foundation Series** 🔲 · Fresh Start\Workshop Presenters 📄 Virtual: Developing Boundaries	Schedule

Service History

On the Service History page you can review the service you've performed with your Fresh Start. This page will be broken up into two sections.

The first section will include general statistics about your service. By default you'll see the date you started with this organization, your fiscal year-to-date (YTD) hours, and your total life hours. You may be able to expand this section to see additional statistics if and when that information is available.

The next section will show your service by calendar year. You'll see a row for each year you recorded service with the organization and the total hours served in each. You can click on each row to expand it and see a list of the individual instances of service you performed in that year.

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

Totals and Statistics

Start Date: Sep 30, 2019
YTD Hours (starting Jun '22)**:** 0:00
Total Hours: 4:00

Service by Year   🖨 Print   📄 Export   ⬇ Expand All

2022   4:00 hours served

Account Page

Your Account page lets you manage the password you use to access your portal and allows you to opt-in to receive text messages and manage your texting and email preferences.

You can opt-in by entering your mobile phone number, select how you'd like to receive each kind of message, and configure when you'd like to receive those messages by agreeing to the terms and clicking the Save button. Once you've completed this process, you'll receive a text message to confirm your opt-in, and you will need to reply YES to that message to complete the process.

If you are already opted-in to receive text messages but no longer wish to receive messages this way, you can opt-out on the Account page as well. To do this, click the Opt-Out button that appears at the top of the Message Preferences section and confirm that you no longer wish to receive text messages

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

If you would like to opt-in to text message notifications please fill out the message preferences section below.

Change Password

Current Password

New Password

0

Confirm New Password

0

⊘ Password changing not allowed in Operator Preview

Change

Message Preferences

Use this section to opt in and out of text messaging, and to choose how to receive different types of messages.

Mobile Phone Number

Country
United States

View Supported Carriers

How to Receive Messages

Schedule Reminders
Email only

Checklist Reminders
Email only

Electronic newsletters
Email only

New opportunities
Email only

When to Receive Automated Text Messages

From
Midnight

To
Midnight

Timezone
(GMT-07:00) Arizona

☐ I agree to the Volgistics Terms & Conditions

⊘ Changing message preferences is not allowed in Operator Preview
⊘ Mobile Phone Number is required before saving message preferences

Save

Message and data rates may apply. You can reply "STOP" at any time to opt out or "HELP" for more information.

Logging Your Volunteer Hours (Interns and Mentors Only)

Step 1:

Login into your VicNet portal and click on the "Time Sheet" tab.

Step 2:

Select the date and time and assignment you are entering hours for. Click the "Continue" button once complete. You will be able to see your most recent entries in the section below.

To view a complete service history of your logged hours, click on the "Service History" tab.

(Note: You will only be able to post service hours that have been completed within the past 60 days. Please ensure you are logging your hours in a timely manner.

Questions

For mentorship questions, **contact Jennifer at jkoeller@fswf.org**

For internship or volunteer questions, or for assistance with your VicNet portal, **contact Lanelle at lhorstmeier@fswf.org**