### What is Volgistics?

Volgistics is a volunteer management software that allows us to track, retain, and schedule volunteers.

What does VicNet stand for?

VIC is short for Volunteer Information Center. This is the landing page for accessing your personal volunteer profile and info center through Volgistics.

Getting Started:

To access VicNet, head to www.wccaweb.com/home/get-involved. You can navigate to this page from website homepage by clicking on "Get Involved".
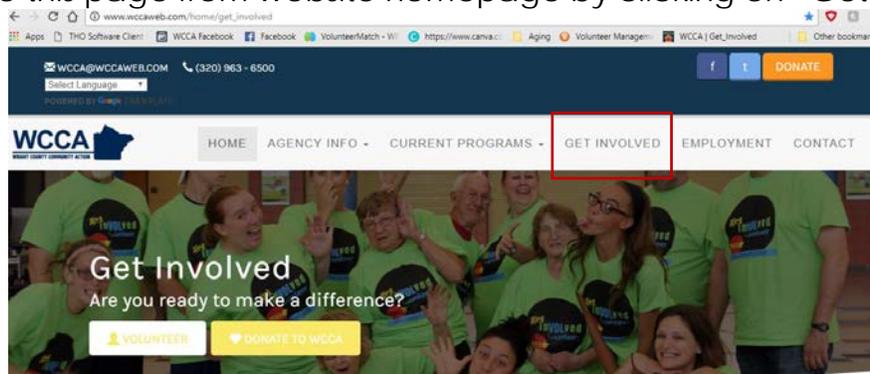
(Image 1.1)

New Volunteer:

- If you are a brand new volunteer and you do not have a login to the Volgistics system yet, please click the "Volunteer Today" button underneath the "Get Involved" logo to the left hand side of the page (or complete the pop up application that appears upon initial landing- see image). Fill out either form and the Community Engagement Specialist will contact you to get you scheduled for training.

(Image 2.1)

(Image 3.1)

Accessing VicNet as an Existing Volunteer

- To login to VicNet/Volgistics, click the Volgistics Login button on the left hand side of the page, underneath the logo:


(Image 4.1)

- This will take you to the VicNet login screen, which looks like the image below:

(Image 5.1)

- Your login name will be your password that you provided on your volunteer application and your password will be the password that you set after receiving the initial email instructing you to reset your password.
  - o If you forgot your password, click the "Forget your password?" link to reset it.
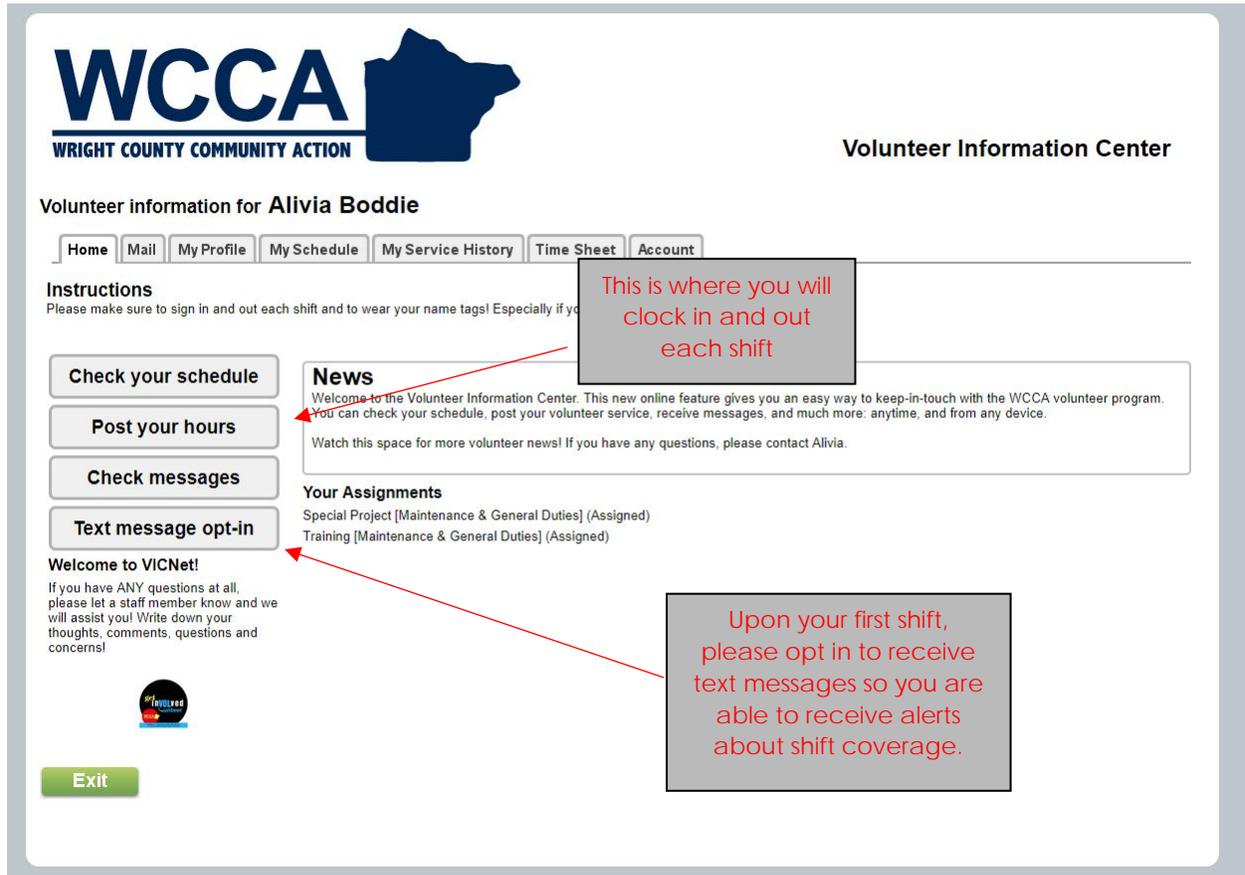
(Image 6.1)

- Once you click "Go", you will see the main volunteer information center page:

**Hint: It is easiest to post your hours at the end of your shift; you will see why in the next section that discusses posting hours.

Posting Your Hours/Time Sheet:

- Once you click the "post your hours" tab, this is the page that you will be directed to:

(Image 7.1)

- You will click the date in which you are serving, the time frame you served and the role/volunteer assignment you served in.
- This area is also where you can post hours that you forgot to post the day of your shift

The following information is additional info for those who feel comfortable with the above features. If you do not wish to use any of the other features of Volgistics, please feel free to stop reading at this point.

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Message Preferences/Text Message Opt In:

- To opt in to receive texts from Volgistics based on volunteer needs and schedule reminders, you will click the account tab on the top of your page (the "text message opt in" tab that you can access from the VICNet home page will bring you to the same page shown):

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

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 messag

Enter a mobile phone number   Your country
123-456-7890   United States ▼
This is a required field.

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	
○	○	◉	Schedule reminders Reminders on upcoming shifts, shift changes, etc.

Custom Messages

Email	Email with Text Notification	None	
○	○	◉	Electronic newsletters A monthly/bi-monthly update on the current events and news relating to volunteers at WCCA.
○	○	◉	Recruitment appeals Updates on newly added volunteer roles, or newly available volunteer roles. Also a way to stay informed of needed coverage.
◉	○	○	Shift Coverage Needed!

3. When would you like to receive *automated* messages, such as schedule reminders?
Between these hours: Midnight ▼ and Midnight ▼
Your time zone:
▼

(Image 8.1)

Checking Your Schedule:

- To check your schedule, click the "check your schedule" tab (refer to image 6.1) located on the main VicNet homepage
- Your schedule page will look like the following but will include shifts that you are signed up for already (pre-scheduled shifts have been input, but if you need schedule changes, please see Alivia)
- The "Help Wanted" bubbles are clickable and you can schedule yourself for those shifts if you would like
- You also have the option to print this schedule

To print your schedule, click here.

Click for more information on the coverage needed

(Image 9.1)

Scheduling Your Volunteer Shifts:

- As shown in the above figure (Image 9.1), there are days with "Help Wanted" options on specific dates; if you are able to help out on these days or would like more information, please click the orange bubble

- This is what the page will look like once you click on the "help wanted" bubble:

If you are available to cover any of the shifts needing coverage, please click the "Schedule Me"

The first line will show the shifts that are already filled and will show the volunteer that is scheduled.

- Once you click the "Schedule Me" button, you will be taken to the following page:

**Make sure to click the "Yes" button to schedule yourself for a coverage needed shift! The shift will then be added to your schedule page and you will see your new shift upon calendar view of the schedule.

- You will also be reminded of the shift as if gets closer if you have opted in to receive messages.