

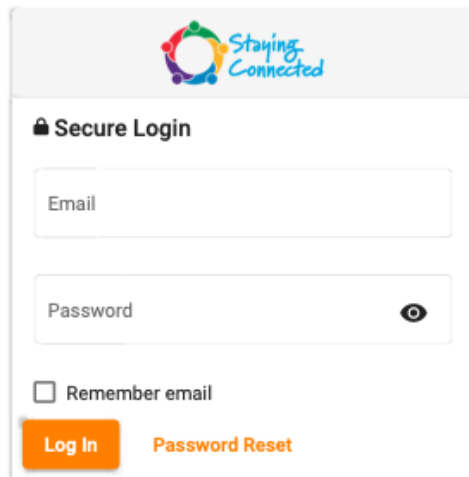
VicNet User Documentation

Welcome to VicNet. The system is your portal to Volgistics, which is our volunteer management system. Using VicNet, you can update your Volunteer Profile information, look for open assignments that match your training and your personal schedule, post your time and mileage after you complete an assignment, view your service history and manage your account. In addition, you have access to our Incident/Accident and Volunteer Feedback forms, which can be used to communicate information that is important for your coordinator and the Board to know. The following information is intended to provide you with what you need to know to use VicNet with confidence.

At the top of every screen, you will see **Tabs** which help you navigate to the various sections of the system. The Tab that is highlighted tells you where you are.

Logging In

There are 2 ways to access the Login screen for VicNet. The first is to go to the Staying Connected website at www.stayingconnectedschh.org, click on the Volunteer tab, then click on Volunteers Only sub-tab. The second is to save the following link: <https://www.volgistics.com/vicnet/> and click on it to go directly to the login page. On the Login page, enter your Userid (your email address on file with us), along with your password and click on Log In. If you have forgotten your password, click on Password Reset and follow the directions.



The screenshot shows the 'Secure Login' page for VicNet. At the top, there is a logo for 'Staying Connected' featuring a colorful circular graphic. Below the logo, the text 'Secure Login' is displayed with a lock icon. There are two input fields: 'Email' and 'Password'. The 'Password' field has a toggle icon (an eye) to the right. Below the input fields, there is a checkbox labeled 'Remember email'. At the bottom, there are two buttons: 'Log In' (orange) and 'Password Reset' (orange text).

Home

This screen is separated into multiple sections. In the upper right corner, you can access your profile directly or log out of the system.

- **Welcome / News** gives you the latest updates and other instructions you need to know.
- **Reminders** will prompt you to keep your profile information current and provide tips that can help you.
- **Volunteer Feedback** provides a link to send information to us that you think we need to know about a member. If you see something, say something. You can also ask questions about policies or procedures.
- **The Incident / Accident Form** is available to notify us of any incident that has occurred while acting as a volunteer.

Staying Connected

Peggy Volunteer

Home Mail Schedule Service

Welcome / News

Welcome to the new VicNet. You have already noticed that it has a new look and feel which is consistent with current commercial software you use everyday. For the most part, changes are cosmetic but you should print and review the New VicNet User Document. It should answer any questions you have about how to use the new version of the system.

Reminders

Please update your Emergency Contact Information located on your Profile Tab. Our goal is to have an emergency contact for all volunteers so that we know who to contact should you have an emergency while serving as a volunteer.

Other Tabs to review and update are on your Profile Tab.:

Section: **Emergency Contact:** You are encouraged to provide Staying Connected with your important contact information...

Section: **Experience/Skills:** Please check all that apply to you. From time to time, we have special projects which may require special skills. We may ask you to share your experience with us.

Section: **Other Interests:** For those who enjoy general office tasks you will find Administrative Work. In addition, many of you have shown interest in the occasional short-term special projects not requiring specific skills found in Section I (e.g., holiday cards, helping deliver information, and more). Again, check area(s) in which you are interested. As opportunities arise, you may be contacted to explore your interest.

Volunteer Feedback

If you experience something you feel we should know about like an update to the member's capabilities, or you have a concern about a member's well-being, please complete the **Volunteer Feedback Form**. If you see something, say something.

Incident/Accident Form

Should you have an accident while transporting a member, please download this form from this link. You must have Adobe Reader to access this file.

[Document Link](#)

Disclaimer

Staying Connected Inc. is an independent, not for profit, charitable 501 (c) (3) corporation and has no affiliation with SCHH Community Association or the Pulte Group.

VicNet by volgistics Privacy Policy

Mail – This screen will display any messages sent to you as a VicNet message. This is not currently used by Staying Connected.

Schedule – Click on the Schedule Tab to find open assignments that match the roles you have as a volunteer. To change the view, click on the arrow in the box in the upper right corner, and select the view you would like to see. Your view can be Month, Day, or Your Schedule. To move the calendar forward or back, click on the < and > in the upper left of the screen. If you are scheduled for any assignments, you will see the assignment on the day you are scheduled. Days with open assignments available to you will have a green bar at the bottom of the day with the number of Openings for that day. Click on any day to see your assignments and any open assignments for that day.



Your scheduled assignments appear on the monthly calendar. Click the < > buttons to view a different month. If there are open service requests which your training makes you qualified for, a bar will display at the bottom of the day showing you the number of Openings you might consider. If you are interested in seeing the Openings for a particular day, simply click on the day and the open assignments you are qualified to fill will appear. If you want more information about the member and assignment, click on the Assignment. For a printable view of your schedule, simply click on the Printer icon.

Today < > 📅 October 2022 🖨️ Filter Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3 9:00am - Transport for Med	4 9:00am - Transport for Med 11:15am - Transport for Med	5	6	7 10:00am - Transport for Med	8
9 10:00am - Transport for Med	10 2:45pm - Transport for Med	11	12	13	14	15
	1 Opening	2 Openings	1 Opening	2 Openings		
16	17 2 Openings	18 1 Opening	19 1 Opening	20	21 1 Opening	22
23	24	25	26	27	28 3 Openings	29
30	31 2 Openings	1 2 Openings	2	3	4	5

The Day view displays any assignments you have already scheduled, and open assignments you are qualified to schedule. You may see a Note below an assignment, which the scheduler feels are important for you to know about that assignment. In this example you'll notice a note under the Medical Transport Maylon & Thomas indicating that this assignment is a Transport to Charleston.

Your scheduled assignments appear on the monthly calendar. Click the < > buttons to view a different month. If there are open service requests which your training makes you qualified for, a bar will display at the bottom of the day showing you the number of Openings you might consider. If you are interested in seeing the Openings for a particular day, simply click on the day and the open assignments you are qualified to fill will appear. If you want more information about the member and assignment, click on the Assignment. For a printable view of your schedule, simply click on the Printer Icon.

Today < > 📅 Tuesday, October 11, 2022 🖨️ Filter Day ▾

Your Schedule

🕒 2:45pm - 3:45pm **Transport for Med - [redacted] Sally** 🗑️ Remove

Openings

🕒 11:45am - 12:45pm **Transport for Med - [redacted] Donald** 🗑️ Schedule
👤 1 more needed

🕒 1:00pm - 2:30pm **Transport for Med - [redacted] Maylon & Thomas (Tom)** 🗑️ Schedule
👤 1 more needed
📄 Transport to Charleston

Click on the highlighted Assignment title to open the assignment and see the pertinent details in Member Data and / or Other Information About the Member. Click on the Down arrow in the section you are interested in to open the section, or on the UP button to close it.

Volunteer Opportunities

Transport for Med - [redacted] Deborah (Debi) Assignment

Profile

Member Data ▾

Other Information About The Member ▾

The Member Data section includes the name, address and contact information for the member and details on the current open service requests. The Other Information About the Member section includes information about the member that may be helpful for volunteers to know.



Volunteer Opportunities

Transport for Med - [redacted] Deborah (Debi) Assignment

Profile

Member Data

Deborah (Debi) [redacted]

17 Orion Place

Orion Place

412-509-0066 (c)

dgoepner@msn.com

Liaison: Ellen Maresca

VOLUNTEERS: Member has received COVID vaccines and a booster.

9/27, 9/29, 10/3 & 10/6/22 @ see schedule for times - Elite Physical Therapy, 4 Okatie Center Blvd. #101, Bluffton, 843-705-9480 (called in 9/9 & 9/26 PP)

9/27/22 @ 3:30 - Dr. Jill Blau, Island Podiatry, 40 Okatie Center Blvd., #205, Bluffton, 843-379-9913 (called in 8/15 PP)

10/11/22 @ 9:00 -Elite Physical Therapy, 4 Okatie Center Blvd. #101, Bluffton, 843-705-9480 (called in 9/28 SS)

10/12/22 @ 9:30 - Kroger Grocery Store for flu shot, 27 Discovery Dr., Bluffton, 843-989-7030 (called in 9/28 SS)

10/13/22 @ 9:00 - Elite Physical Therapy, 4 Okatie Center Blvd. #101, Bluffton, 843-705-9480 (called in 9/28 SS)

Other Information About The Member

8/18/22 Liaison Report: Deborah had an auto accident 7/12/22 and has post concussion syndrome. She also has neck and shoulder injury and is starting to feel better but is not 100%.

Interview completed on 7/27/22 - FW

Debi has no walking or falling issues. She was in a car accident, suffered a concussion, and has dizzy spells at times. She no longer owns a car or is able to drive.

She is allergic to benzoyl peroxide.

Her husband passed away about 18 months ago. She was his caregiver.

To schedule yourself for an assignment, click on the green **Schedule** button. A pop-up box will appear which will allow you to confirm that you want to accept the assignment. Click on **Schedule Me** to add the assignment to your schedule or **Cancel** if you elect not to accept the assignment.

Are you sure you want to schedule here?

📅 Wednesday, October 12, 2022

🕒 9:30am - 10:30am

Transport for Med - [redacted], Deborah (Debi)

👤 1 more needed

Daily Schedule View – Adding / Removing an Assignment - this view displays assignments you are scheduled to perform and any openings you are qualified to add to your schedule on any day you select. You can accept a new assignment or if necessary, remove yourself from an assignment if it is more than 72 hours before the assignment is scheduled.

If you need to cancel an assignment that is scheduled in less than 72 hours, YOU MUST CALL THE RESOURCE HUB at 843-705-2259 and tell the volunteer that you need to be taken out of the schedule. The Hub will alert the schedulers and your Coordinator to reopen the assignment and find a replacement volunteer.

The screenshot shows the 'Staying Connected' volunteer portal interface. At the top, there is a navigation bar with 'Home', 'Mail', 'Schedule', and 'Service' options. The user's name 'Peggy' and 'Volunteer' status are displayed in the top right corner. Below the navigation bar, a message explains that scheduled assignments appear on a monthly calendar and provides instructions on how to view different months and manage assignments. The main content area shows the date 'Tuesday, October 11, 2022' and a 'Filter' button. The 'Your Schedule' section lists one assignment: 'Transport for Med' from 2:45pm to 3:45pm, assigned to 'Sally', with a 'Remove' button. The 'Openings' section lists two available assignments: 'Transport for Med' from 11:45am to 12:45pm, assigned to 'Donald', and 'Transport for Med' from 1:00pm to 2:30pm, assigned to 'Maylon & Thomas (Tom)'. Both openings have a 'Schedule' button and indicate that 1 more volunteer is needed.

Service – Click on the Service Tab to post time and mileage for services you’ve performed or to see your Service history.

Post Service – you can enter your time and mileage for an assignment you completed on this screen. You are allowed to post time up to 30 days after the scheduled assignment date. Click on the **Calendar** icon to display a calendar of the eligible days for posting time. Click on the day to change the **Date of Service**. Enter the start and end times. Be sure that you have selected the AM/PM correctly. Click on the down arrow in the **Assignment** box and scroll down to the correct assignment, then click to enter it. Enter your miles into the **Mileage** box and click on **Post** button to record your entry. Next, click on **Yes** or **No** to verify what you have entered.

The image shows two side-by-side screenshots of the 'Post Service' form. The left screenshot shows the form with the 'Post' button highlighted. The right screenshot shows the form with the 'Are you sure?' confirmation step, where a red arrow points to the 'No' button.

If you realize that you have made an error or need assistance to post time beyond 30 days, follow the instructions at the top of the screen.

Please post both time and miles to the best of your ability. If you realize you have made a significant error and your time / miles have been posted incorrectly, please email our IT Administrator at IT.Admin@stayingconnectedschh.org. Give the exact date you entered, the Assignment you posted to, what you entered and what should be entered to correct the Time Sheet.

Service History – this portion of the Service Tab allows you to view the hours and miles you posted in total, and by year. Only service which has been entered in time reporting will be reflected on these screens. You can print or export the detail entries by clicking on the appropriate icon shown to the right of “Service by Year”. You can also expand or contract all years by clicking on the **Expand All** icon.

Totals and Statistics

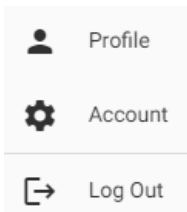
Start Date: Sep 3, 2014 YTD Hours : 432:45 Total Hours: 3,520:33	▼
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Service by Year [Print](#) [Export](#) [Expand All](#)

2022 432:45 hours served	▼
2021 597:29 hours served	▼
2020 753:00 hours served	▼
2019 602:10 hours served	▼
2018 346:39 hours served	▼
2017 288:30 hours served	▼
2016 407:00 hours served	▼
2015 86:00 hours served	▼
2014 7:00 hours served	▼

You can see the specific assignments with your posted time and mileage in any year by clicking on the Down arrow for that year.

Information about You as a Volunteer – In the top right corner of the screen you will see your name with a drop-down arrow. This provides you access to your Profile and Account information and allow you to Log Out of Vicnet.



Profile – Clicking on Profile provides access to your Emergency Contact, Experience and Skills and your Interests. You can see the information we have on file for you and if it is incomplete or incorrect, you can update it immediately.



Click on the Down arrow to open a section, or the Up arrow to close a section. Please make sure you keep your information current.

Emergency Contact

In the event of an emergency, we want to be able to contact someone. Please ensure that your Emergency Contact is updated and accurate.

First name
Tom

Last name
Pope

Street 1
15 Rain Lily Lane

City
Bluffton

State

Zip
29909

Home
(843) 705-6723

Experience and Skills

Staying Connected has opportunities in many different areas, some are ongoing and some may be for a specific time period or a special project. Please share your experience and skills by checking one of the boxes below. Once you have completed the form, please check that you have Reviewed your skills inventory.

I have Reviewed Skills Inventory

Experience / Skills

- | | | | | |
|---|---|--|--|---|
| <input type="checkbox"/> Accounting | <input checked="" type="checkbox"/> Admin/Office | <input checked="" type="checkbox"/> Board Experience | <input type="checkbox"/> Communications | <input type="checkbox"/> Counseling |
| <input type="checkbox"/> Event Planning - Corporate | <input type="checkbox"/> Event Planning - Non-profit | <input type="checkbox"/> Fund Raising | <input type="checkbox"/> Gerontology | <input type="checkbox"/> Grant Writing |
| <input type="checkbox"/> Graphic Design | <input checked="" type="checkbox"/> High PC Skills | <input type="checkbox"/> Human Resources Management | <input checked="" type="checkbox"/> IT and Web | <input checked="" type="checkbox"/> Management |
| <input type="checkbox"/> Marketing | <input type="checkbox"/> Nursing/Aide | <input type="checkbox"/> Other Medical Professional | <input type="checkbox"/> Physician/Nurse Practitioner | <input type="checkbox"/> Sales/Business Development |
| <input type="checkbox"/> Social Work | <input type="checkbox"/> Staff Development / Training | <input type="checkbox"/> Strategic Planning | <input checked="" type="checkbox"/> Volunteer Management | |

Interests

Occasionally, Staying Connected has special projects, which are generally short-term. In addition, we have opportunities for non-service related assignments. If you are willing to be contacted for one of these assignments, please check all that apply.

Interests

- Administrative work Short-term special projects

If you have any questions or need additional information on VicNet, please contact Peggy Pope, IT Administrator, at it.admin@stayingconnectedschh.org.

Account – on this screen, you can change your password and select how you want to receive reminders and messages. **Please do not Opt-out (check None) in Message Preferences. Doing so will prevent you from getting important messages such as Emergency Closures, Special Instructions, and Important updates. Anyone checking “None” will be contacted and the Message preferences will be restored to receive messages and reminders via email.**

Account

Please DO NOT Opt Out of Informational Messages. This will stop all important email messages sent to you such as special alerts, emergency closures due to an impending hurricane, etc.

Change Password

Current Password

New Password

Confirm New Password

[Change](#)

Text Messaging

Use this section to opt into text messaging.

Mobile Phone Number

Country

[View Supported Carriers](#)

When to Receive Automated Text Messages

From To Timezone

I agree to the [Volgistics Terms & Conditions](#)

[Opt In](#)

Message Preferences

Use this section to choose how to receive different types of messages.

Schedule Reminders Email None

Informational emails Email None

[Save](#)

If you have any problems or questions about using Vicnet, please contact the Resource Hub at 843-705-2259.