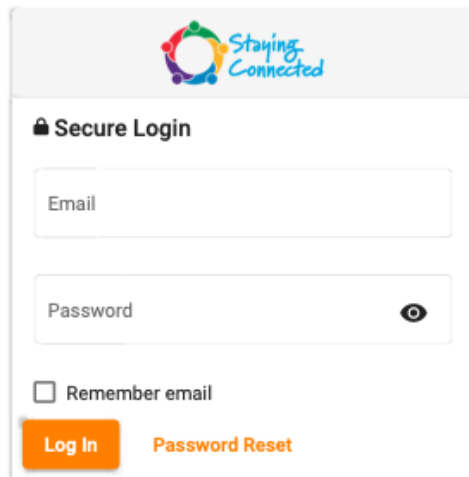**VicNet User Documentation**

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.

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.

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.

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.

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.

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.

Staying Connected **Volunteer Opportunities**

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

Profile

Member Data

Deborah (Debi) [REDACTED]

17 Orion Place

Orion Place

412-509-0066 (c)

dgoeppner@msn.com

Liaison: Ellen Maresca

VOLUNTEERS: Member has received COVID vaccines and a booster.

9/27, 9/29, 10/3 & 10/6/22 @ see scchedule 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

Cancel   Schedule Me

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.

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.

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   ⌄

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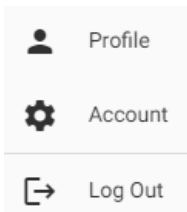
Profile – Clicking on Profile provides access to your Emergency Contact, Experience and Skills and your Interests. You can see the information we have on file for you and if it is incomplete or incorrect, you can update it immediately.

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

☐ Accounting	☑ Admin/Office	☑ Board Experience	☐ Communications	☐ Counseling
☐ Event Planning - Corporate	☐ Event Planning - Non-profit	☐ Fund Raising	☐ Gerontology	☐ Grant Writing
☐ Graphic Design	☑ High PC Skills	☐ Human Resources Management	☑ IT and Web	☑ Management
☐ Marketing	☐ Nursing/Aide	☐ Other Medical Professional	☐ Physician/Nurse Practitioner	☐ Sales/Business Development
☐ Social Work	☐ Staff Development / Training	☐ Strategic Planning	☑ 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.\r

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

0

Confirm New Password

0

Change

Text Messaging

Use this section to opt into text messaging.

Mobile Phone Number

Country
United States

View Supported Carriers

When to Receive Automated Text Messages

From
Midnight

To
Midnight

Timezone
(GMT-05:00) Eastern Time (US & Canada)

☐ 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.