

Welcome to VicNet, our new volunteer management system! For those of you that like to know where acronyms come from VicNet stands for Volunteer Information Center and is located on the Internet.

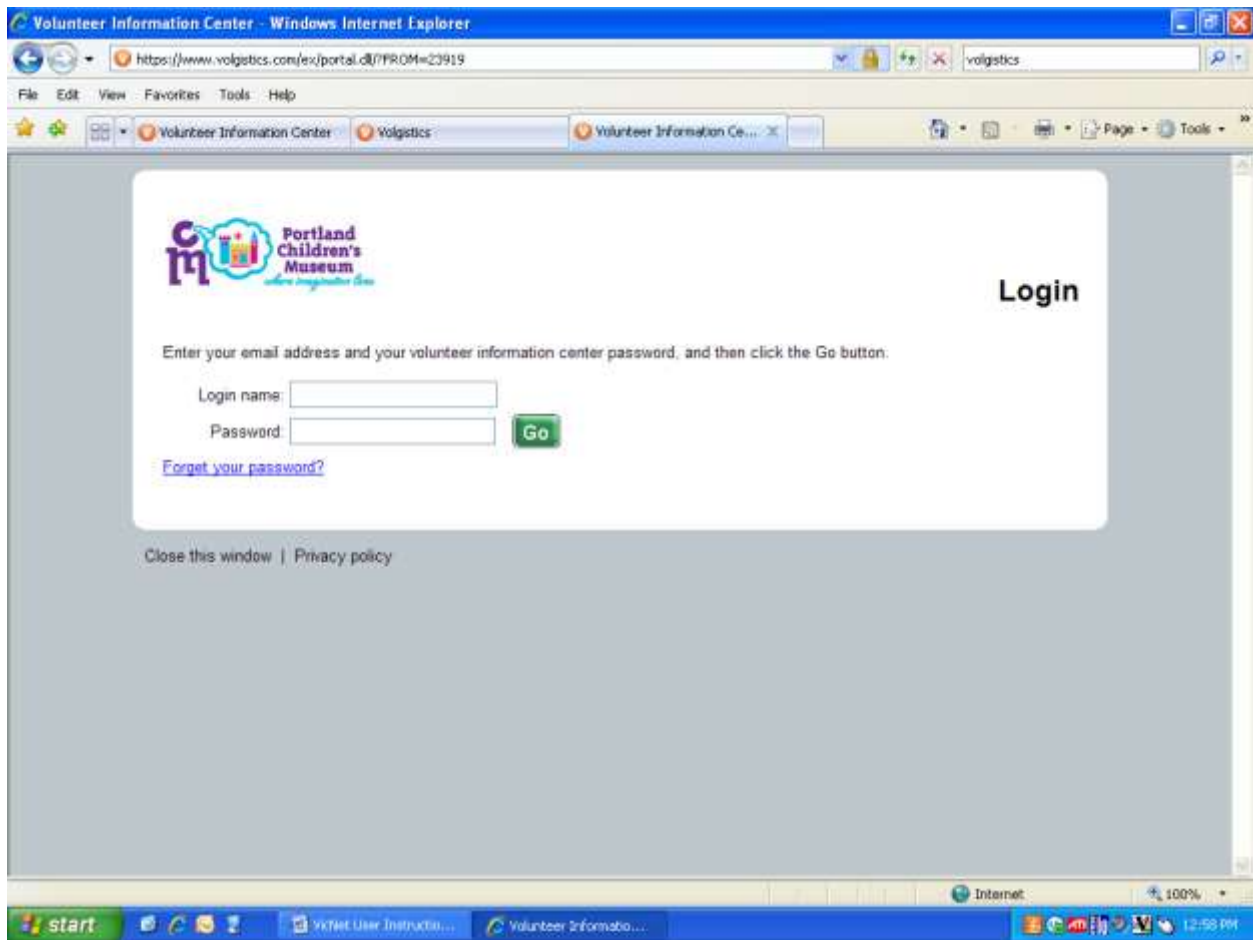
Gone are the days of needing to email the Volunteer Manager to find out what shifts are open or needing to call during business hours to get information. We've put it all at your fingertips with VicNet!

It's our hope that this program will make the process of signing up to help at the Museum even easier for you as you will be able to see what opportunities are open on the schedule at the Museum and to sign up to help during times that match your schedule and interests. The program will also help us stay in better communication with each of you.

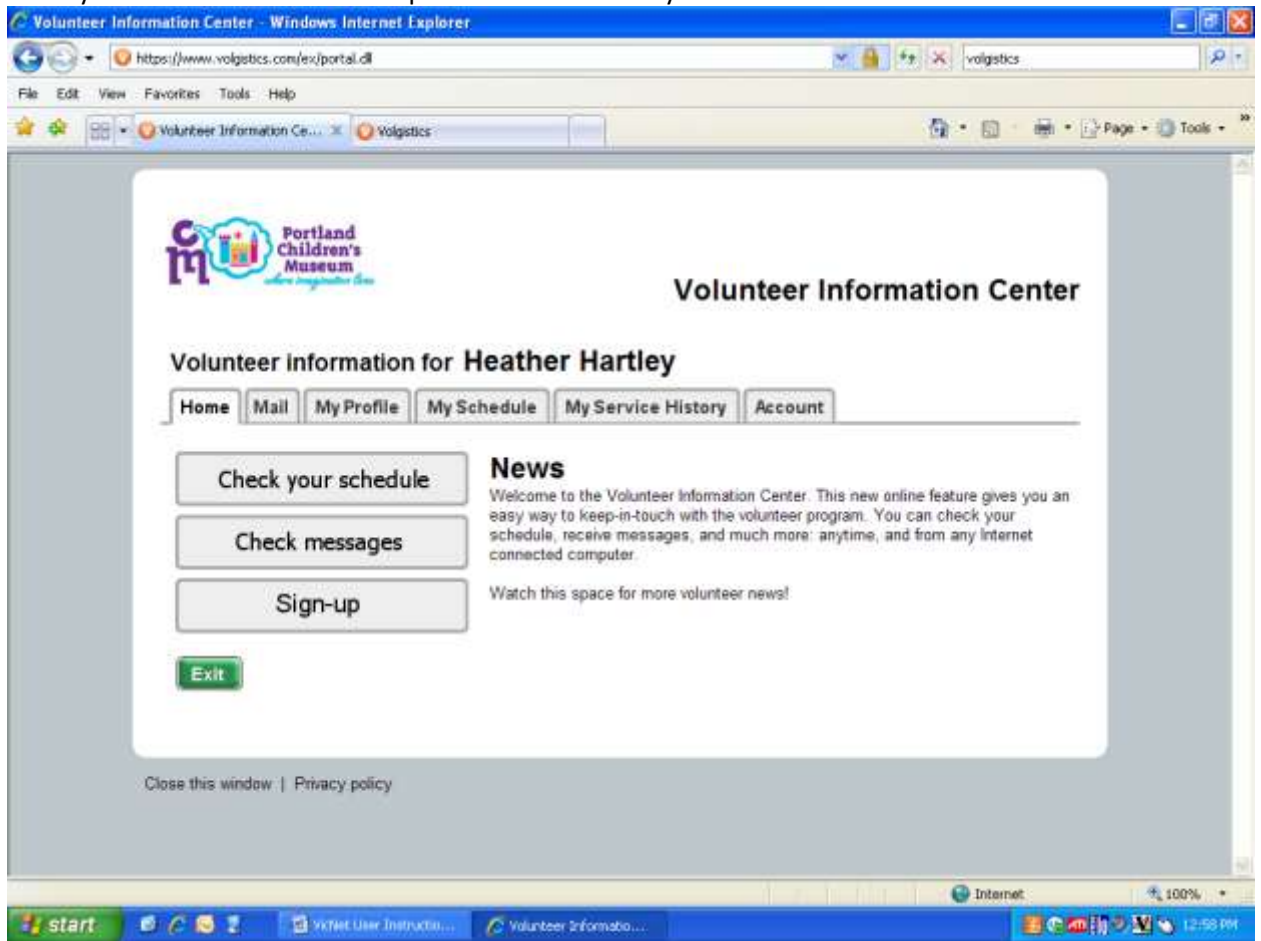
VicNet is very user friendly and we anticipate many of you will get the hang of it right away without even needing to read the instructions but for those of you out there who like to get an overview we've put together the following materials to assist you. Want the highlights only? Head to the final page to see the FAQs.

If you experience any difficulties with the system or need an extra hand please let the Volunteer Manager know by emailing volunteer@portlandcm.org or calling (503) 471-9906.

1. Go to the URL: <https://www.volgistics.com/ex/portal.dll/?FROM=23919>. This will soon be on our website under Support Us/Volunteer for your convenience. When you go to this link you will see this:



2. Enter your email address and the password emailed to you. VicNet will look like this:



- Under the "Profile" tab please verify your information (especially your emergency contacts) fill in any blanks you are willing to share with us.

Volunteer Information Center - Windows Internet Explorer

https://www.volgetics.com/ex/portal.dll

File Edit View Favorites Tools Help

Volunteer Information Ce... x Volgetics

Portland Children's Museum
where imagination lives

Volunteer Information Center

Volunteer information for Heather Hartley

Home Mail **My Profile** My Schedule My Service History 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: Heather *
Last name: Hartley *
Nickname: *
Street 1: 4015 SW Canyon Road *
Street 2: *
Street 3: *
City: Portland *
State: OR * Zip: 97124 *
Home phone: * OK to call me here
Work phone: (503) 471-9906 OK to call me here

Done Internet 100% 1:01 PM

4. To schedule shifts go to the “My Schedule” tab to view the calendar. You can do this one of two ways. If you select “all my assignments” in the drop down menu each date you click on in the calendar will display all open opportunities for that day in all areas of the Museum. If you only want to see openings for a specific area (such as the Garage or the Clay Studio) select that option in the drop down menu and the calendar will display openings for only those opportunities. To see more details click on the orange “Help Wanted” bubble on the day you are interested to learn more.

Volunteer Information Center - Windows Internet Explorer

https://www.volgistics.com/ez/portal.dll

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Volunteer Information Center

Volunteer information for Heather Hartley

Home Mail My Profile **My Schedule** My Service History 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

Schedule yourself for volunteer duty

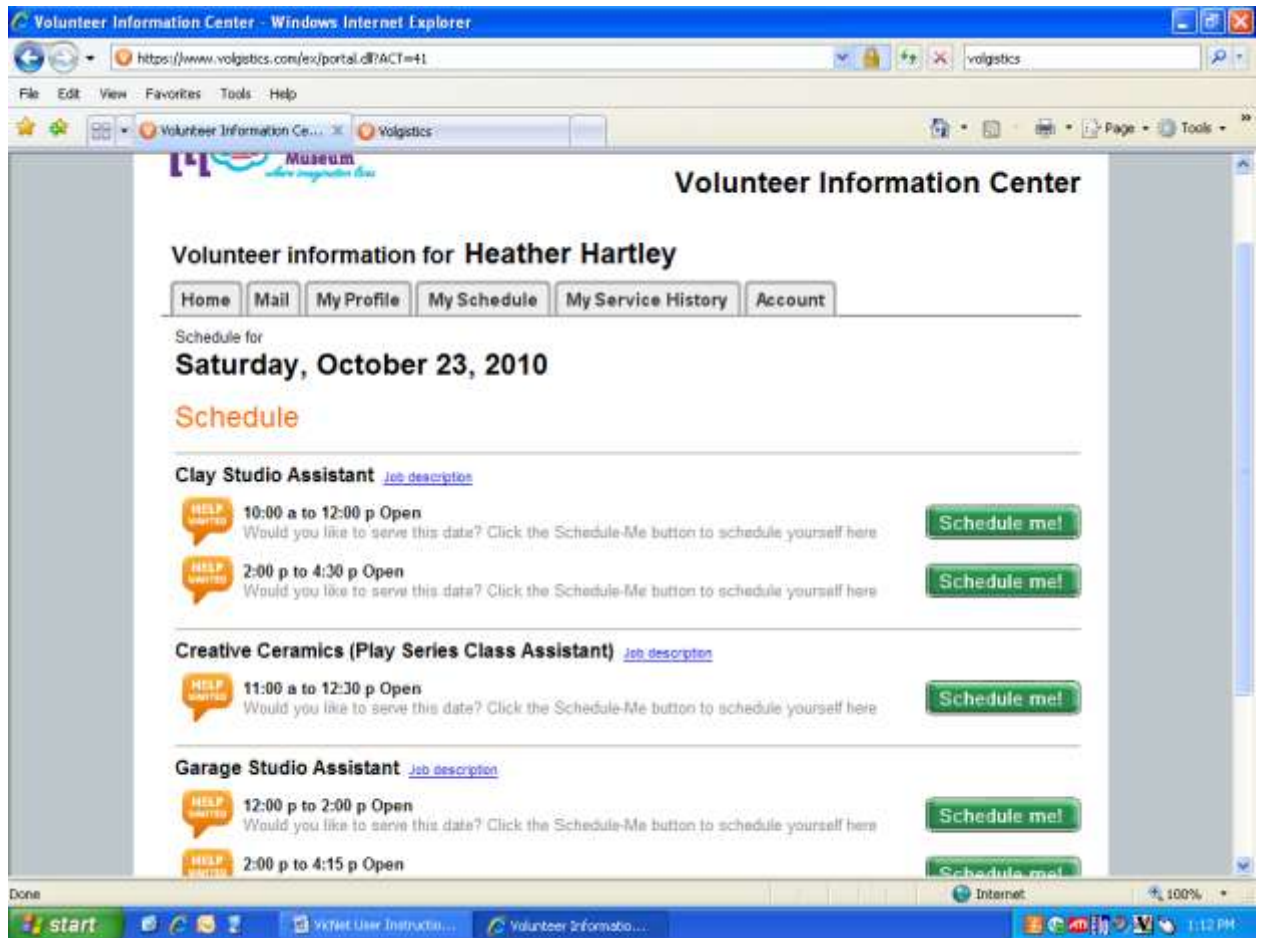
September 2010

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

1	2	3	4
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Done Internet 100% 1:07 PM

5. If you see a shift you are interested in, simply click on the green “Schedule Me” button to reserve the shift.



6. Once you click "Schedule Me" you will be brought to a second screen to confirm your selection:

The screenshot shows a web browser window titled "Volunteer Information Center - Windows Internet Explorer". The address bar contains a URL from "www.volgstics.com". The page header includes the "Museum" logo and the text "Volunteer Information Center". Below the header, there is a navigation menu with buttons for "Home", "Mail", "My Profile", "My Schedule", "My Service History", and "Account". The main content area is titled "Volunteer information for Heather Hartley" and features a "Sign-Up!" section with the subtext "Schedule yourself for volunteer duty". A confirmation box asks "You are signing-up to serve:" and lists the following details: "Date: Saturday, October 23, 2010", "Assignment: Clay Studio Assistant", "From: 10:00 a", and "To: 12:00 p". Below this, it asks "Is this correct?" with "Yes" and "No" buttons. The "Assignment Information" section shows "Assignment: Clay Studio Assistant" and a table for "Times needed" with columns for days of the week (Sun-Sat) and a row for "Morning" showing 'X' marks for all days.

Volunteer Information Center

Volunteer information for **Heather Hartley**

Home Mail My Profile **My Schedule** My Service History Account

Sign-Up!
Schedule yourself for volunteer duty

You are signing-up to serve:

Date: Saturday, October 23, 2010
Assignment: Clay Studio Assistant
From: 10:00 a
To: 12:00 p

Is this correct?

Yes No

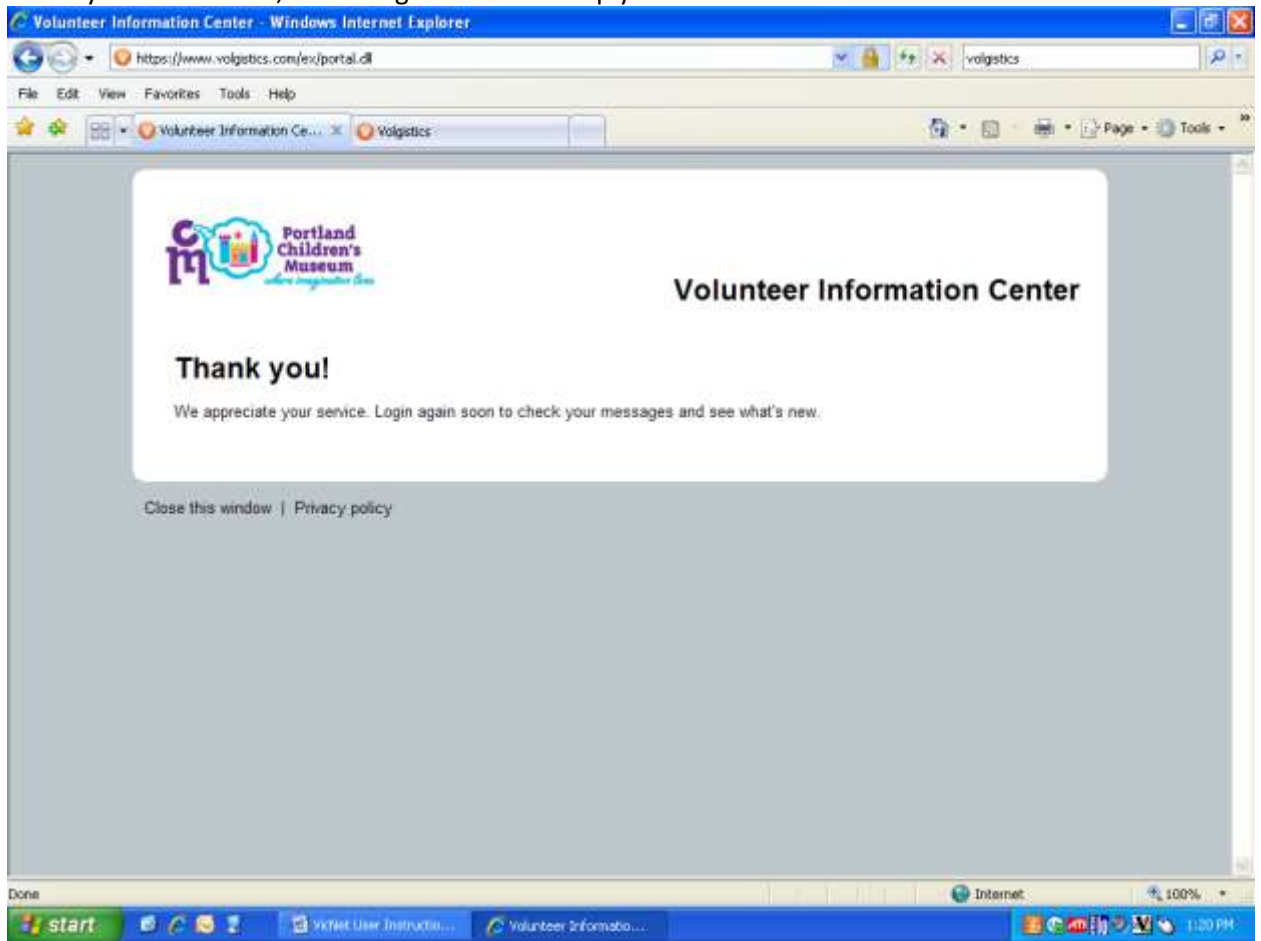
Assignment Information

Assignment: Clay Studio Assistant

Times needed:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning:	X	X	X	X	X	X	X

7. When you are finished, don't forget to Exit to keep your information secure!



Frequently Asked Questions (FAQs)

I want to sign up for shifts. How do I do that?

Log in to VicNet. Look for the fourth tab called “My Schedule” and click on it. A blue box will appear in the middle of a screen followed by a calendar with orange “Help Wanted” bubbles. The Help Wanted signs denote days where open shifts are available. Click on one of the orange bubbles to learn more. Opportunities are listed by area then times. Next to each opportunity you’ll see “Job Description.” Not sure what a Clay Glazing Assistant does? Click on Job Description to learn more and see if it might be right for you! Like what you see and want to sign up? Just click the green “Schedule Me” button on the right side of your screen next to the job and time you’d like to help.

Area Y is my favorite area of the Museum. How do I find out when shifts in that area are open?

Go to the fourth tab called “My Schedule” and click on it. A blue box will appear in the middle of the screen with a drop down menu. Select your favorite area. You won’t see anything change but the calendar below will only contain orange “Help Wanted” bubbles on days when a shift is available in your favorite area. You can click on a Help Wanted bubble to learn more. Want to look ahead? Look for the green Next Month button at the bottom left of the page. Like what you see and want to sign up? Just click the green “Schedule Me” button on the right side of your screen next to the job and time you’d like to help.

I can only volunteer on Day X and it doesn’t matter to me how I help on that day. How do I find out if there’s an opening for that day?

Go to the fourth tab called “My Schedule” and click on it. Look for the calendar below the blue box. Any day with the orange “Help Wanted” bubble has shifts available. Click on the Help Wanted bubble to see details. Want to learn more about a specific role? Click on the blue “Job Description” link to get details. Like what you see and want to sign up? Just click the green “Schedule Me” button on the right side of your screen next to the job and time you’d like to help.

My plans changed and I want to cancel my shift. How do I do that?

Go to the fourth tab called “My Schedule” and click on it. Look for the shift you’d like to cancel on the calendar below. It will have the time and role name on the corresponding date in black letters. Click on the shift information you are signed up for. A new screen will open up with the details and a green box on the right hand side that says “Remove Me.” Click on Remove Me to cancel your shift.

I tried to cancel a shift I’m schedule for tomorrow and I couldn’t do it. Why not?

If you are canceling a shift within the next 7 days we ask that you please call the Volunteer Manager to let the Museum know. VicNet will not allow cancellations for shifts occurring within the next 7 days. This allows the Museum to know we have a shift we need to fill and begin arranging a replacement for you if possible.

I can’t remember if I told you that I moved or changed my phone number. Can I check?

Yes! Please do. We like to have your current contact information at all times so we can stay in touch with you. Look for the third tab labeled “My Profile” to see what information we have for you and update it as you see fit.

Why do you want my demographic information?

Providing this information is voluntary and supports our efforts to ensure diversity thrives at the

Museum. It helps us know who we are currently reaching with our recruiting efforts and where we have growth opportunities. Sometimes our funders like to know this information too. We *never* associate your demographic information with your name. The information is confidentially compiled and used in a report format that the computer generates for us.

I am trying to reach a service goal. How can I tell if I'm getting close to my total hours?

Log into VicNet and go to the fifth tab called "My Service History" and click there. You'll be able to view your start date, the hours you've shared this year, and your total hours.

I have talent/training/passion for an area not listed in VicNet. Can I contribute it at the Museum?

There's a really good chance the answer is yes! If you want to help in a way not listed please contact the Volunteer Manager to discuss the possibilities. And thank you for offering!

I hit the back button to go back to a previous screen and got a "Website Has Expired" error message. What's wrong?

Nothing! VicNet is a bit like most bank websites in that it wants you to use the internal buttons to navigate. Using the back button makes it grouchy but if you forget and do so just hit the "Refresh" button in your browser to get back to what you were doing.

I'll never remember the password you assigned me. Can I change it?

Of course! Look for the sixth tab called "Account" and click it. Enter your old password and create a new password. Click Save and you are done!