

## ***Welcome to the online scheduling portion of your Travelers Aid Volunteer experience!***

Volgistics is a tool used by Travelers Aid at Reagan National. The system is designed to allow volunteers to access Volgistics over the Internet to:

- View and manage your schedule
- Sign-up for available schedule openings
- Print your schedule
- Keep your personal information up-to-date
- Receive news from the volunteer office
- Check your service records, and print your own service reports
- Change your VicNet password

### **Logging In**

You can find the link to the log in page on the Volunteer dashboard:

<https://www.travelersaid.org/reagan/dashboard-reagan/#toggle-id-16>

Click on the link for “**Reagan Volgistics Sign-in**” and the sign in page will pop up.



### **Login**

On the login screen, enter your email address and your Travelers Aid Volunteer Information Center password, and then click the Go button.

Login name:

Password:

[Forget your password?](#) [Help](#)

[Need a password?](#)

**Go**

[Return to Volunteer Website](#) | [Privacy Policy](#)

Enter your email address that Travelers Aid has on file for you in the *Login name* field. If you do not know this email address, you will need to contact Travelers Aid at [travelersaid@dca@mwa.com](mailto:travelersaid@dca@mwa.com) for more information.

Enter your password in the *Password* field and then press the **Go** button.

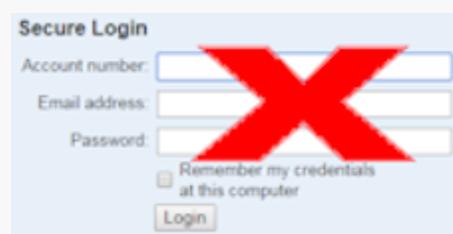
In most cases, you will receive a link to set your password in an email message from Travelers Aid. You follow the link to create the password you will use to login with.

In other cases, Travelers Aid may have set a temporary password for your record and let you know the temporary password. If your volunteer record was imported from another software program, your previous password may be the temporary password. When you login with the temporary password, you will need to enter a permanent password on the Account tab before you can go to other tabs. Remember the permanent password you select because you will need to use it the next time you login. You can find more information on the Account tab in the [Account Tab](#) section below.

If you forget your password, or are not able to locate any password information from your organization, click the *Forget your password?* link that appears on the login screen. As long as the email address you enter matches the address on your volunteer record, this will send an email with a password link to you. You can follow this link to set a password to login with. **Please note that the password links only remain active for 24 hours. If you click on the link but it has expired, just click the *Forget your password?* link again to have a new link sent.**

#### If you have trouble logging-in to VicNet. . .

If you have trouble logging-in to VicNet, the first thing to check is to make sure you are at the correct location. If you see a field for an account number, you are trying to sign-in at the wrong location. Only account holders sign-in with the *Login* link at [www.volgistics.com](http://www.volgistics.com).



The image shows a screenshot of a 'Secure Login' form. The form has three input fields: 'Account number:', 'Email address:', and 'Password:'. Below the 'Password:' field is a checkbox labeled 'Remember my credentials at this computer'. At the bottom of the form is a 'Login' button. A large red 'X' is drawn over the entire form, indicating that this is not the correct login method for volunteers.

As a volunteer, you will need to login at the Volgistics portal for Travelers Aid.

If you are unable to find the sign in screen, or you are using the portal but still cannot login, please contact Travelers Aid staff ([travelersaiddca@mwa.com](mailto:travelersaiddca@mwa.com)) for assistance.

## Navigating Volgistics Once You are Logged In

The following information explains the basic purpose of each tab that is displayed and provides visual examples of how the tab might look.

### The Home tab

The first tab displayed when you login is the Home tab. The following image is an example of what a Home tab might look like:

The screenshot shows the 'TA Volunteer Information Center' interface. At the top left is the logo for 'TRAVELERS AID REAGAN AIRPORT' with the tagline 'A helping hand along the way'. To the right of the logo is the text 'TA Volunteer Information Center'. Below the logo is a navigation bar with five tabs: 'Home', 'My Profile', 'My Schedule', 'My Service History', and 'Account'. The 'Home' tab is selected. Below the navigation bar, there are two buttons: 'Check your schedule' and 'Sign-up'. To the right of these buttons is a large box with the heading 'AUGUST is Now OPEN for Signups' and the text: 'Plenty of shifts just waiting to be filled! Enjoy! Plenty of open shifts remain in July too....lots of times and choices. We have opened evening shifts, 6pm to 9pm, Monday through Friday and look forward to lots of signups.' Below this box is another box with the heading 'Update your Volgistics Information' and the text: 'Please take a few minutes to make sure the information we have available for you is correct - particularly address and phone number. You can update those categories online without needing to contact our office. Thank you!'

From the Home tab, you can access any of the other available tabs, or click on any buttons or links your organization has chosen to include. You may see news from Travelers Aid; links to documents that you can view, print or download; or links to other web sites with resources you may need.

### **The My Profile tab**

The My Profile tab lets you see and update your personal information. Please remember to click the **Save** button if you make any changes.

The following is an example of what the My Profile might look like:



**TRAVELERS AID**  
REAGAN AIRPORT  
*A helping hand along the way*

**TA Volunteer Information Center**

### Volunteer information for **Use Staff**

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

#### ID Badge Number

Enter the 7 digit number from your DCA ID card

ID Badge Number:

**Save**

#### Contact Information

First name:

Last name:

Title:

Street 1:

Street 2:

Street 3:

City:

State:  Zip:

## The My Schedule tab

Another tab you will see is the My Schedule tab. This tab lets you view and print your schedule, in addition to adding or removing yourself from a schedule if your organization allows this.

Your My Schedule tab will appear in a monthly view as shown below:

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

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### 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.



## 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  
All my assignments

Prev month Next month **July 2021**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9 10:00 a - 2:00 p Terminal A	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30 	31 

If you are scheduled for an assignment, you will see the assignment and times listed on the dates you are scheduled for. Travelers Aid allows you to self-schedule so there will be a *Help Wanted* icon on the dates where help is needed. Don't be alarmed if you see a *Help Wanted* icon in the same box as your schedule; it only means there are other openings on the same day. To serve on a date where help is needed, click on the date and then click the **Schedule me** button.

Travelers Aid allows you to remove yourself from the schedule so just click on a date you are scheduled and then click the **Remove me** button to take yourself off of the schedule.



## TA Volunteer Information Center

### Volunteer information for **Use Staff**

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

Schedule for

**Thursday, August 5, 2021**

Previous day

Next day

You are scheduled

Remove me

**10:00am to 2:00pm**

**Baggage South**

Jean Zeitz refresher with Priscilla

### Schedule

**Baggage North (Claim 8)** [Travelers Aid\Reagan National Airport]

10:00am to 2:00pm Hayes, Jeffrey

Schedule me

**2:00pm to 6:00pm Open**

1 volunteer still needed

**Baggage South** [Travelers Aid\Reagan National Airport]

10:00am to 2:00pm Staff, Use

2:00pm to 6:00pm Lowrie, J. Kenneth

**Info Desk C** [Travelers Aid\Reagan National Airport]

7:00am to 10:00am O'Bryan, Will

If you do not see the **Remove me** button, you are too close to the scheduled date to remove yourself. Travelers Aid determined that you cannot remove yourself from the schedule within 3 days of the shift. You will need to contact us at [travelersaidca@mwa.com](mailto:travelersaidca@mwa.com) to remove yourself if the **Remove me** button does not appear.

### The My Service History tab

The *My Service History* tab shows volunteer service recorded on your volunteer record. Here is an example of what the *My Service History* tab might look like:



## TA Volunteer Information Center

### Volunteer information for **Use Staff**

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

#### Instructions

Service history can be tracked through Volgistics. Click on the year to view your posted hours.

#### Totals

Year-to-date hours: **43:15**

Life hours: **861:00**

#### Service by year

Click on a year to view your records for the year.

Year	Hours
<a href="#">2021</a>	43:15
<a href="#">2020</a>	93:30
<a href="#">2019</a>	325:30
<a href="#">2018</a>	105:45
<a href="#">2017</a>	64:45
<a href="#">2016</a>	109:45

Notice that the service information is collapsed by year to start. You can click on a year to expand the view to show all service entries made for you during the year. Click on a date to show the service details for a particular entry.

#### **The Account tab**

The Account tab is where you will go to set a permanent password, change your permanent password, opt-in or out of text messaging, and change your message preferences. If you sign-in with a temporary password, you will be directed to the Account tab before you can access the other tabs.

If you do not have a password, or have forgotten it, you can have a link sent to you so you can create a password.

An example of how the Account tab may look is shown below:



### Volunteer information for **Use Staff**

- Home
- My Profile
- My Schedule
- My Service History
- Account

#### Change your password

You can change the password you use to access your volunteer information. Enter your current password, enter your new password twice, and then click the Save button.

Your new password must:

- Be different from your current password.
- Be between 6 and 30 characters long.
- Contain both letters and numbers.

Enter your **current** password here:

 \*(Required)

Enter your **new** password here:

 \*(Required)

Enter your **new** password again:

 \*(Required)

[Help](#)

Save

Exit

That concludes the overview of Volgistics. Since we launched the system in 2013 volunteers have used it to make more that 65,000 schedule changes! It is a well-used system and easy! Please let us know if you have any questions....email us at [travelersaidca@mwa.com](mailto:travelersaidca@mwa.com).