

How to Use the New Volgistics Scheduling System (called VicNet): a Brief Guide for Volunteers

VicNet is an online portal that allows you to interact with your volunteer organization. Through this portal you can:

- Receive news and messages from your volunteer organization
- Keep your personal information up-to-date
- View and manage your schedule
- Review your service history
-

Internet Explorer Support

With Microsoft's decision to cease support for Internet Explorer, Volgistics has decided to do the same. The new version of VicNet will no longer support Internet Explorer. If you experience issues in Internet Explorer, we recommend using another supported web browser (Microsoft Edge, Google Chrome, Mozilla Firefox, Apple Safari).

Logging into VicNet

We will send you the new link and you will also be able to link from the Dashboard under Volunteer Information. If you're not able to find the portal, you'll need to contact us at travelersaid@dca@mwa.com

The new VicNet login page will look like this:

The screenshot shows a login page for Travelers Aid at Reagan Airport. At the top, there is a blue header with the organization's logo and name. Below this, the page is titled "Secure Login". There are two input fields: "Email" with the address "priscilla.carey@mwa.com" and "Password" with a masked password and a toggle icon. A blue "Log In" button is positioned below the password field, along with a "Forgot password?" link. The footer contains the text "VicNet by volgistics", "Privacy Policy", "Return to Volunteer Website", and a timestamp: "Built on Monday, September 27th 2021 at 1:02pm".

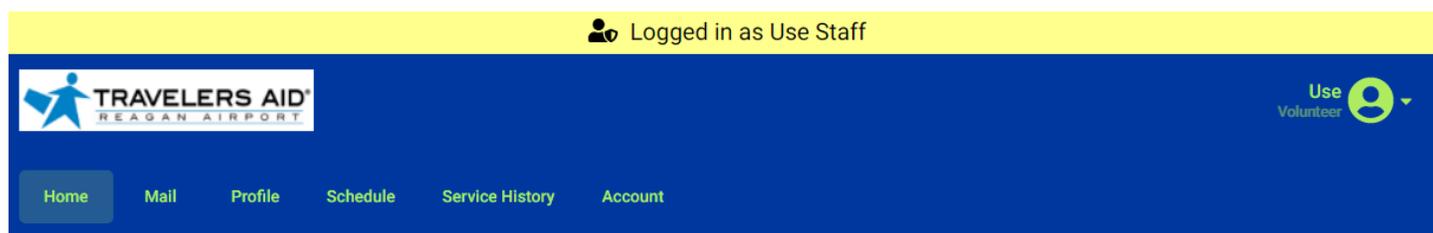
Once you've found the correct login page, you can access the portal by logging in with your email address and a password. Note the new feature on the password box that looks like an eye – click that and your password will be displayed if you need to doublecheck your entry.

If we provided you with a temporary password, sent you a link to set your own password, or had you set a password on your application, you'll need to use that password to log in. If you do not have a password yet or do not remember your password, you can set a new one using the **Forgot password?** button. You can request a password reset by entering your email address, and so long as the email you enter matches the one on file for you, you'll receive an email with a link you can use to create a new password.

Navigating VicNet

In this section, we'll give an overview of the pages you may have access to in VicNet. Each organization will be able to customize their portal, so you may not see all of the items that are described here. However, this should give a general idea of what you'll see and how to use each page.

If you're accessing the portal from a desktop or laptop computer, the navigation options will appear as buttons along the top of the portal.



If you're accessing the portal from a mobile device, the navigation options will appear in a menu at the top left of the page instead.

Home

Update your Volgistics Information

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!



LINK TO VOLUNTEER STORE

Put your retail therapy to work and shop at the Travelers Aid International Volunteer Store! Just click on the globe! A link to this new shopping opportunity is also on the dashboard.



[Click Here](#)



AA

volgistics.com



Use Staff

carey4041@verizon.net



Home



Mail



Profile



Schedule



Service History



Account



Home Page

The first page you'll see when you log in is the Home page. We use this page to keep you up-to-date on events that are happening at their organization, provide you with access to forms or other documents, or offer other kinds of information. This page may look something like this:

Logged in as Use Staff

TRAVELERS AID
REAGAN AIRPORT

Use Volunteer

Home Mail Profile Schedule Service History Account

Update your Volgistics Information

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!

LINK TO VOLUNTEER STORE

Put your retail therapy to work and shop at the Travelers Aid International Volunteer Store! Just click on the globe! A link to this new shopping opportunity is also on the dashboard.

[Click Here](#)

NOVEMBER is Now OPEN for Signups

Please Note: We have opened November for signups fully recognizing that as of November 9 we will have two additional desks to staff and Info B and C will be relocated to Checkpoints South and North! We need more information from the airport before we can create these new assignments and schedules.

If you sign up for Info B and Info C from November 9 onward the plan is you will be working in the new checkpoints instead of at the former Info B and C desks.....but should there be a delay or other unusual event we are holding off renaming desks and adding schedules til closer to the checkpoint openings!

Flexibility and patience are the names of the game!!!!

I can assure you you will be hearing lots from us from now through Flip Night (November 8 cut over over night to the new setup)!

Priscilla

Mail Page

We do not use the Volgistics internal mail system called VicMail so this tab will not be used.

CHARITY
foundation

Home Mail Profile Schedule Service History Time Sheet Account

Profile Page

The Profile page allows you to review your personal information and update it as needed. Your information will be organized into collapsible sections, and you can collapse or expand those sections by clicking on the section heading. Depending on how your volunteer organization has configured the fields on this page, some fields may be required, meaning they must have information entered or selected. Other fields may be "read-only" which means that you will be able to see them but cannot edit them. Required fields will appear with an asterisk (*) next to their name, and "read-only" fields will be grayed-out. If you make any changes to your Profile information, remember to click the **Save** button.

👤 Logged in as Use Staff

Use Volunteer 

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

ID Badge Number ^

Enter the 7 digit number from your DCA ID card

ID Badge Number

Contact Information v

Emergency Contact v

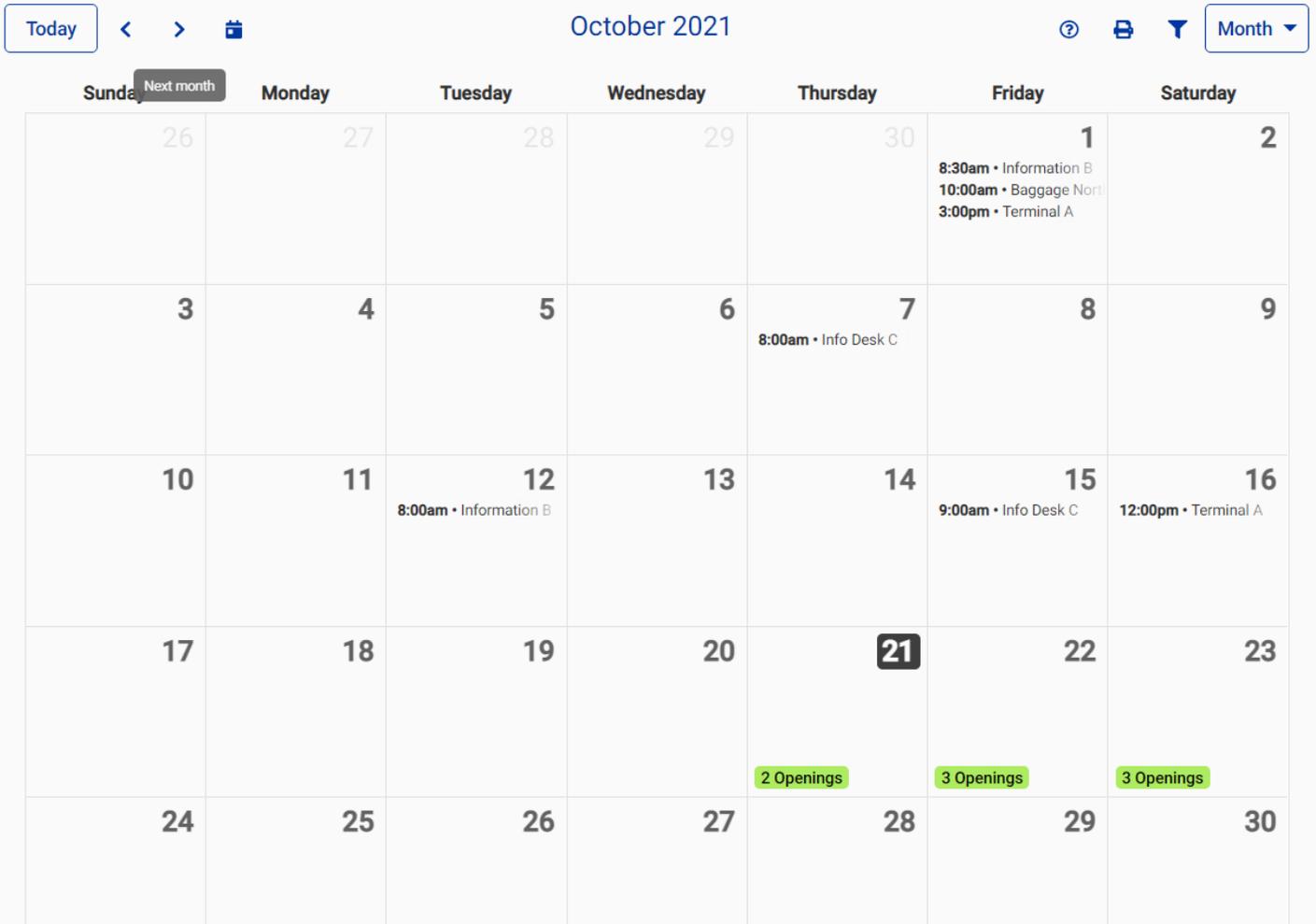
Photo v

[Save](#)

Schedule Page

On the Schedule page, you will be able to view your schedule, and you'll be able to sign-up for and remove yourself from shifts. You may be able to view the schedule as a calendar, or you may just see a simple list of available shifts and shifts you've signed-up for. We'll provide some examples of how these look and work here.

Organizations most commonly utilize the calendar view of the schedule. With this option, you'll be able to change your view of the schedule between a monthly, weekly, daily, and agenda view. Typically, you'll start off on the monthly view of your schedule. This will show your scheduled shifts and indicate how many shifts are available for you to sign-up for each day (so long as your organization allows you to schedule yourself).



You can see more details about a particular date's schedule by clicking on that date in the calendar. This will bring up the daily view for that specific date. Each of the shifts on that date will be displayed as colored blocks covering their designated time period. The color of each block will indicate whether it is a shift you've been scheduled for, a shift another volunteer has been scheduled for, or a shift that is available for you to sign-up for.

Today < > 📅 Monday, December 21, 2020 ? 🗑️ 📄 Day ▾

10am 10:00am - 1:00pm
📄 Information Desk
📍 Clinic\Volunteer Services
👤 Open
👥 1 more needed

11am

12pm 11:45am - 1:45pm
📄 Waiting Room
📍 Clinic\Volunteer Services
👤 Sullivan, Sharon

1pm 11:45am - 1:45pm
📄 Waiting Room
📍 Clinic\Volunteer Services
👤 You

1:00pm - 4:00pm
📄 Information Desk
📍 Clinic\Volunteer Services
👤 Open
👥 1 more needed

2pm

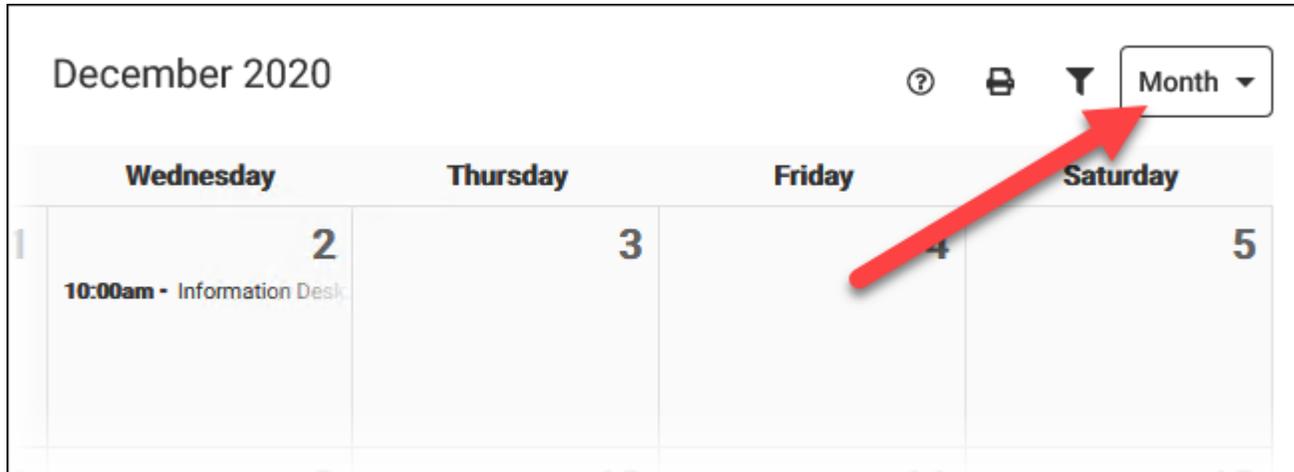
In addition to the Month and Day views, you can view the schedule in a weekly or agenda format. Both of these options show a whole week of the schedule at one time but do so in slightly different ways. The Week view will look fairly similar to the Day view, but will show multiple days at once.

Today		Dec 20 - Dec 26, 2020						Filter Applied	Week
	Sunday Dec 20	Monday Dec 21	Tuesday Dec 22	Wednesday Dec 23	Thursday Dec 24	Friday Dec 25	Saturday Dec 26		
						Holiday - Christmas			
10 AM	10:00am - 1:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	10:00am - 1:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	10:00am - 1:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	10:00am - 1:00pm Information Desk Clinic\Volunteer Serv You	10:00am - 1:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed		10:00am - 1:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed		
11 AM									
12 PM									
1 PM	1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Becker, Anna	1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed	1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed		1:00pm - 4:00pm Information Desk Clinic\Volunteer Serv Open 1 more needed		
2 PM									
3 PM									
4 PM									

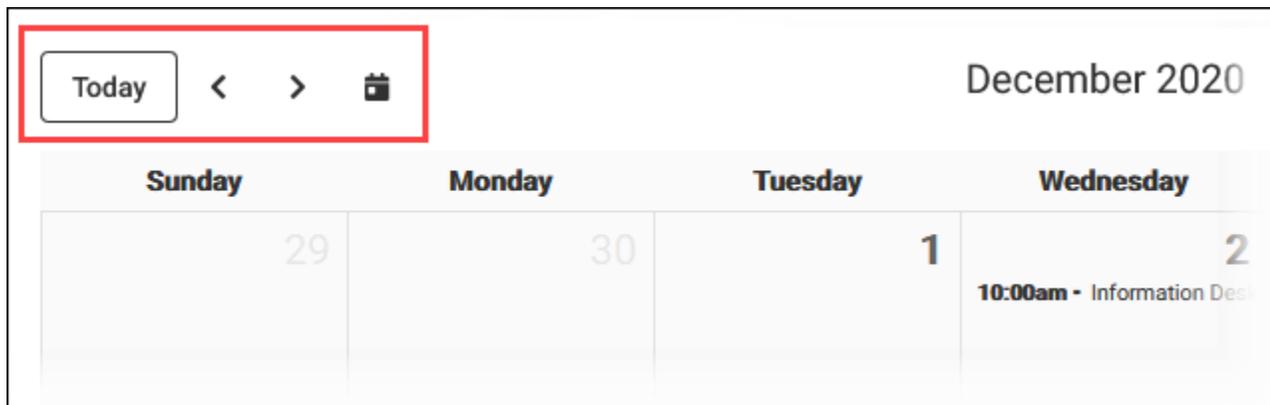
The Agenda view, on the other hand, displays the week's schedule as a list.

Today		Dec 20 - Dec 26, 2020			Agenda
20 December Sunday	● 10:00AM - 1:00PM	Information Desk Clinic\Volunteer Services	OPEN (1 more needed)		
	● 1:00PM - 4:00PM	Information Desk Clinic\Volunteer Services	OPEN (1 more needed)		
21 December Monday	● 10:00AM - 1:00PM	Information Desk Clinic\Volunteer Services	OPEN (1 more needed)		
	● 11:45AM - 1:45PM	Waiting Room Clinic\Volunteer Services	Sullivan, Sharon		
	● 11:45AM - 1:45PM	Waiting Room Clinic\Volunteer Services	You		
22 December Tuesday	● 1:00PM - 4:00PM	Information Desk Clinic\Volunteer Services	OPEN (1 more needed)		
	● 10:00AM - 1:00PM	Information Desk Clinic\Volunteer Services	OPEN (1 more needed)		
	● 11:45AM - 1:45PM	Waiting Room Clinic\Volunteer Services	OPEN (2 more needed)		
	● 1:00PM - 4:00PM	Information Desk Clinic\Volunteer Services	Becker, Anna		
23 December Wednesday	● 10:00AM - 1:00PM	Information Desk Clinic\Volunteer Services	You		
	● 11:45AM - 1:45PM	Waiting Room	OPEN (2 more needed)		

You can change your view to any of these options at any time using the dropdown at the top right corner of the Schedule page.



You can also navigate through different time periods in the schedule using the options that appear at the top left of the Schedule page. The **Today** button will bring you to the current date. The left and right arrow icons allow you to navigate to the previous or next month, week, or day depending on which view of the schedule you are using. And if you'd like to navigate to a specific date, click the calendar icon next to the right arrow icon and select the date you want to view.



You'll be able to sign-up for shifts on the Week, Day, and Agenda views. To do this, click on an open shift you'd like to sign-up for. This will bring up a box with the details for the shift, and you can add yourself to that shift by clicking the **Schedule me** button and giving confirmation.

Schedule Opening Details

What

Assignment

Information Desk

Site\Place

Clinic\Volunteer Services

When

Date

Thursday, December 24, 2020

Start

10:00am

End

1:00pm

[Schedule Me](#)

[Close](#)

The same can also be done to remove yourself from a shift you've already been scheduled for. Click the shift you'd like to be removed from to bring up a box with the shift details. Then click the **Remove me** button and confirm that you'd like to be removed.

To sign-up for shifts, check the box next to each shift you'd like to be added to and then click the **Schedule** button at the bottom of the page. If the checkbox next to a shift is disabled, this means that it conflicts with another shift you've selected or a shift that you are already scheduled for. If your organization allows, you can remove yourself from a shift by clicking the **Remove** button to the right of that shift and confirming that you'd like to be removed.

In both the calendar and list views of the schedule, you can filter which shifts are visible using the **Filter** button. This button will look like a funnel. In the calendar view, it will appear at the top right of the page next to the dropdown used to switch between the Month, Week, Day, and Agenda views. In the list view, this button will appear at the bottom right corner of the page.

With the Filter options, you can choose to just show your own scheduled shifts, only shifts you can sign-up for, only shifts for particular jobs, and more. Once you've selected a filter, the button will be highlighted and show **Filter Applied** so you know that not all information is being displayed in the schedule. You can clear any filters you've set by clicking the **Filter Applied** button and then clicking the **Reset** button.

Service History Page

On the Service History page you can review the service you've performed with your volunteer organization. This page will be broken up into three sections.

The first section will list any service mandates that you have been assigned and your progress toward completing them. If you do not have any assigned mandates, this section will not appear.

The second section will include general statistics about your service with Travelers Aid. By default you'll see the date you started with this organization, your fiscal year-to-date (YTD) hours, and your total life hours. You may be able to expand this section to see additional statistics if your organization has decided to make that information available.

The last section will show your service by calendar year. You'll see a row for each year you recorded service with the organization and the total hours served in each. You can click on each row to expand it and see a list of the individual instances of service you performed in that year.

Totals and Statistics

Start Date: Jun 8, 2013
YTD Hours: 78:15
Total Hours: 896:00



Service by Year Print Expand All

2021 78:15 hours served



2020 93:30 hours served



2019 325:30 hours served



2018 105:45 hours served



2017 64:45 hours served



2016 109:45 hours served



2015 43:30 hours served



Account Page

The Account page in VicNet lets you manage the password you use to access the volunteer portal and allows you to opt-in to receive text messages and manage your texting preferences. If your organization does not use the text messaging features of Volgistics, the *Message Preferences* section will not appear.

Change Password

0

0

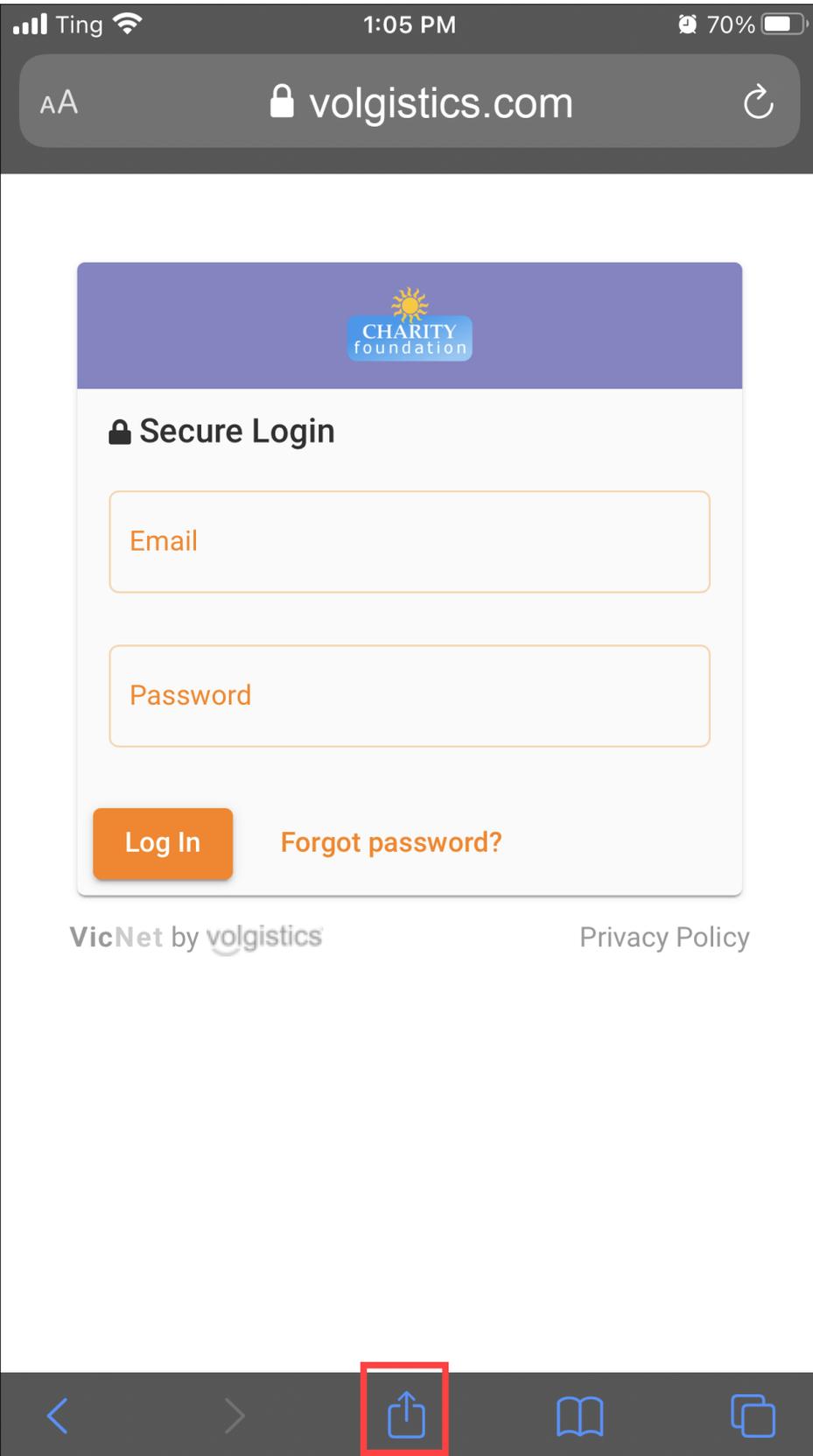
Create a Shortcut

If you will regularly be accessing your organization's VicNet portal from a smartphone or tablet, it may be helpful to create a shortcut to VicNet on the Home screen of that device. This way you won't have to open your browser and navigate to the VicNet page manually. Instead, you can simply press the icon on your screen and have it open to the Login page immediately. Below we've provided some steps you can use to add this type of shortcut on iOS devices and on Android devices.

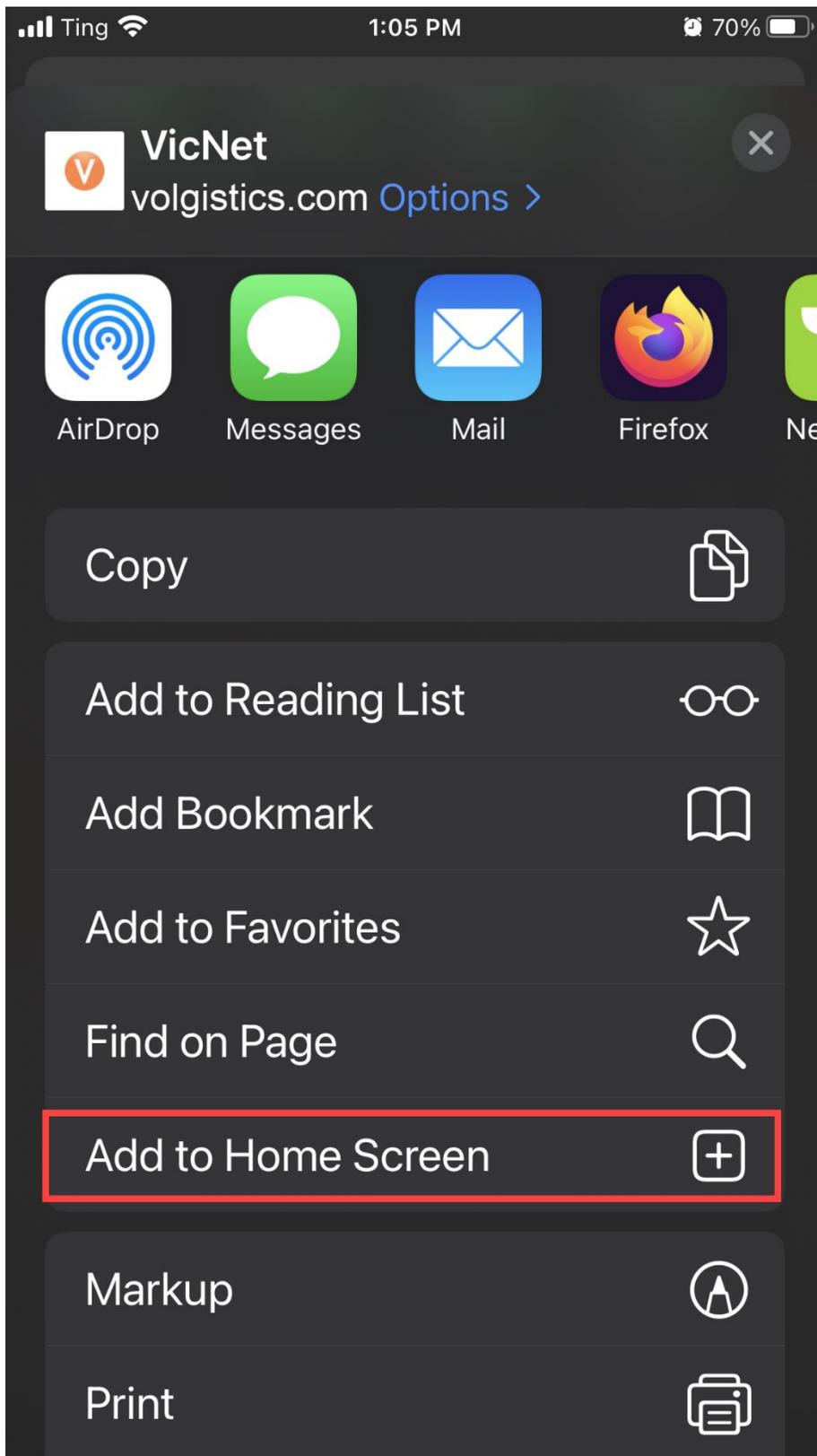
Shortcut for iOS (iPhone or iPad) Devices

The new Apple operating systems include various options for making a shortcut to a website on an iPhone or iPad. The most straightforward way is to use the Safari web browser, so we'll show how to do that. The screenshots and directions in this section are from an iPhone 8.

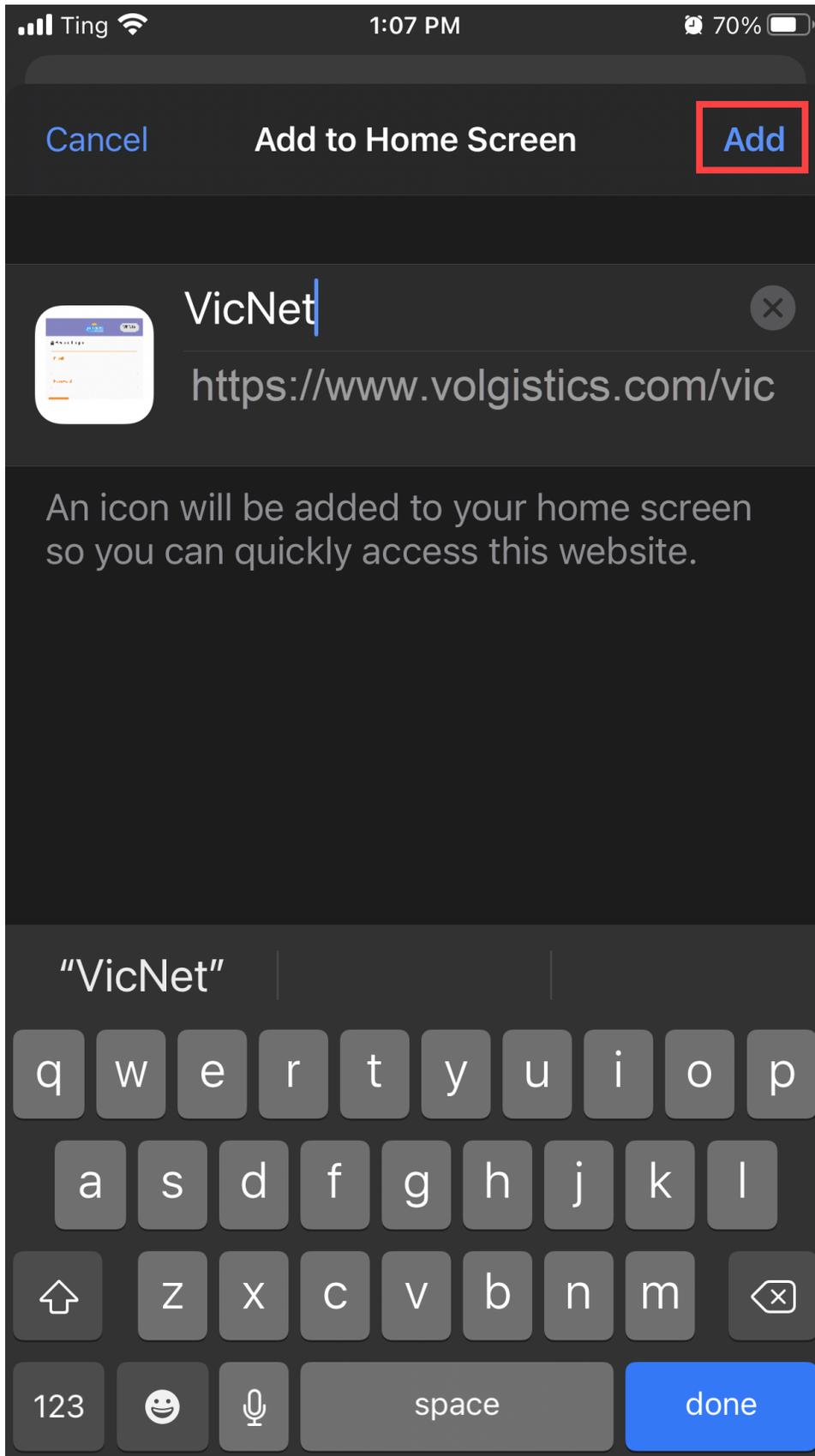
1. Open the Safari web browser.
2. Go to the login page for your organization's VicNet portal. The [Logging in to VicNet](#) section above provides some helpful information if you're not sure where to find the login page.
3. Once you have brought up the login page, tap the **Share** icon at the bottom of the screen.



4. Tap **Add to Home Screen**. You may need to scroll down to see this option.



5. Enter a name for the shortcut (e.g. *VicNet*) and tap the **Add** button.



Now you will have an icon on your Home screen with the name you designated. You can tap this icon to go directly to your VicNet login page.



Books



Sports



Dictionary



News



Tips



Files



Find My



Shortcuts



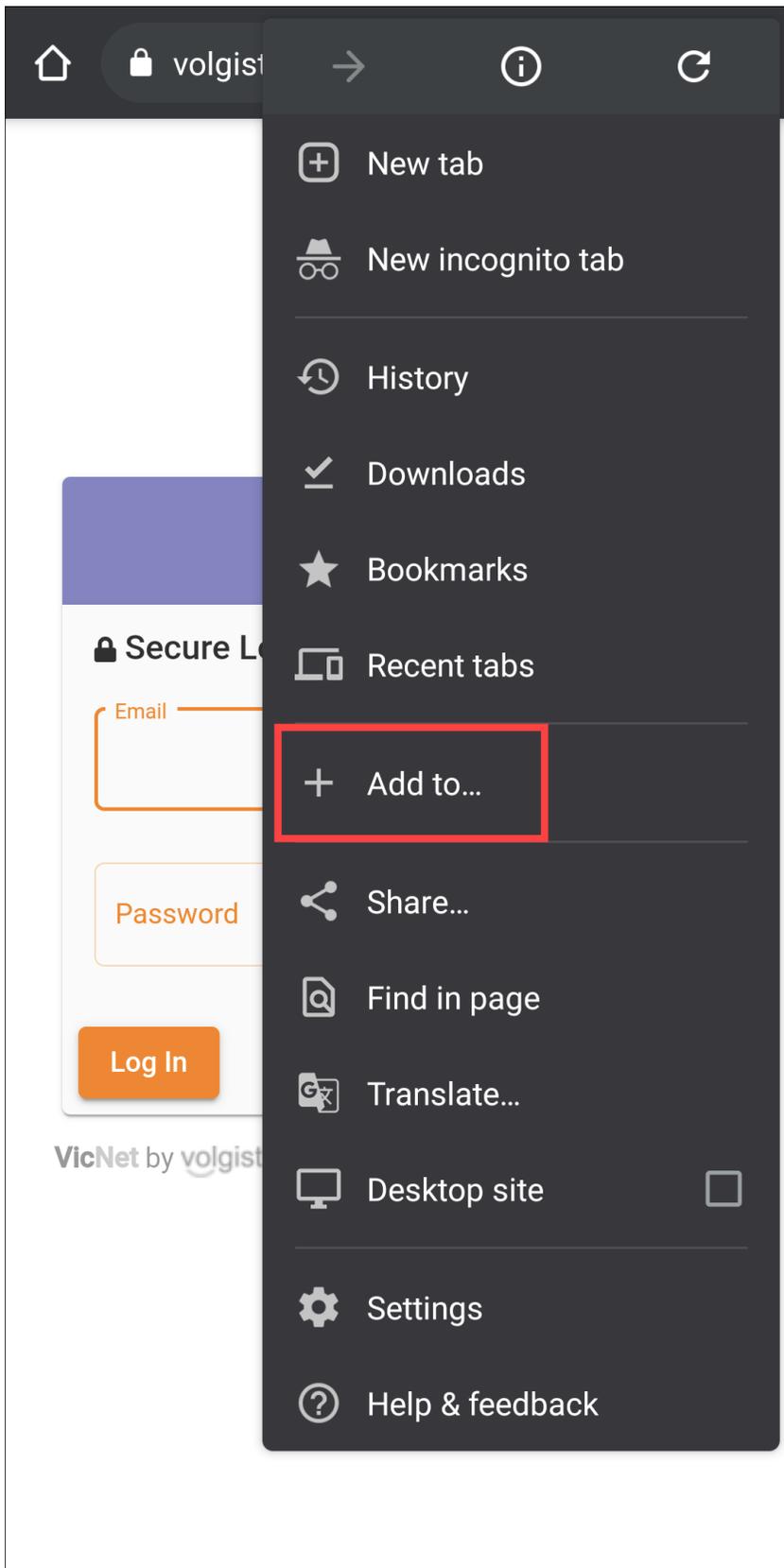
VicNet

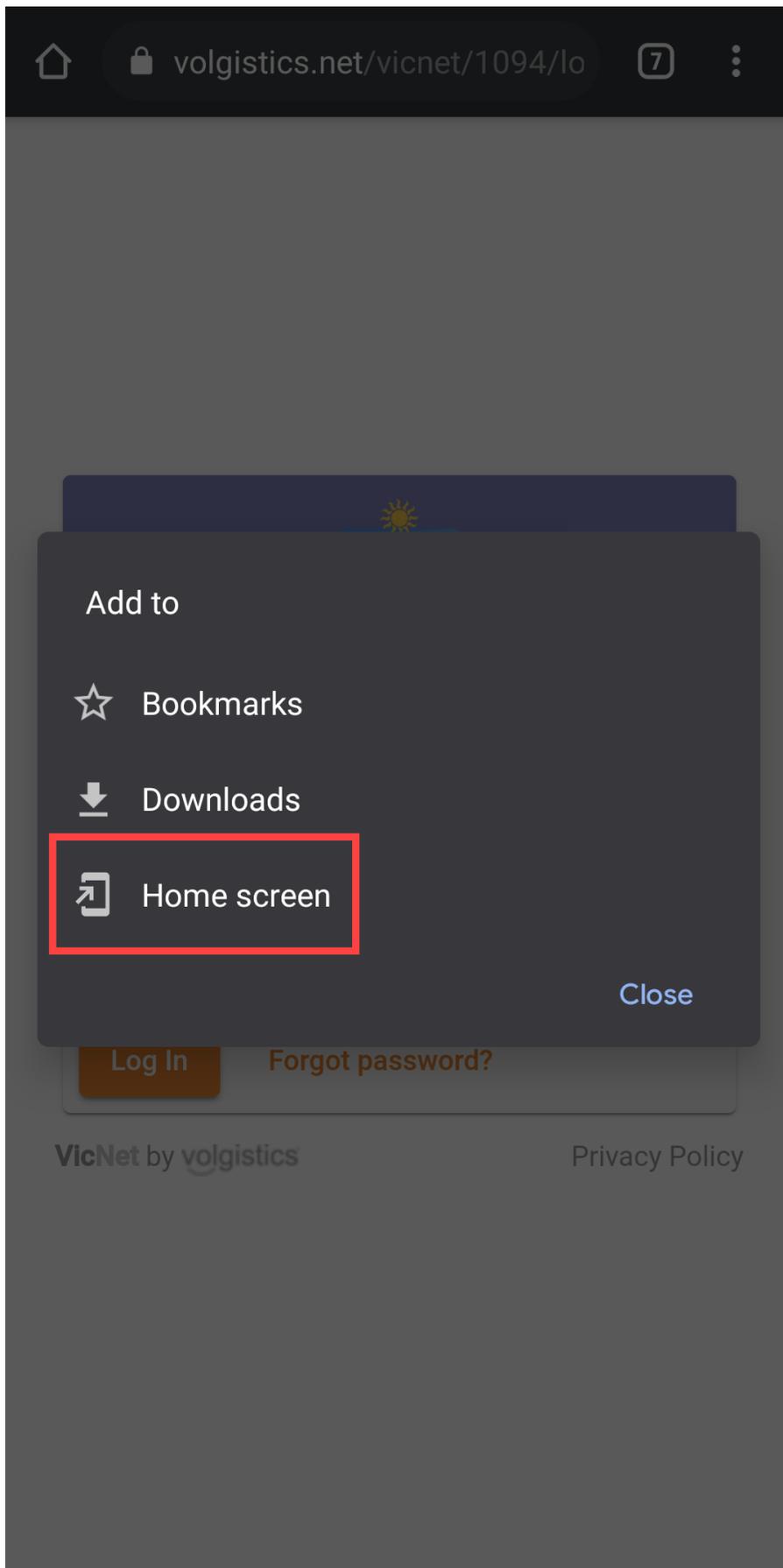


Shortcut for Android Devices

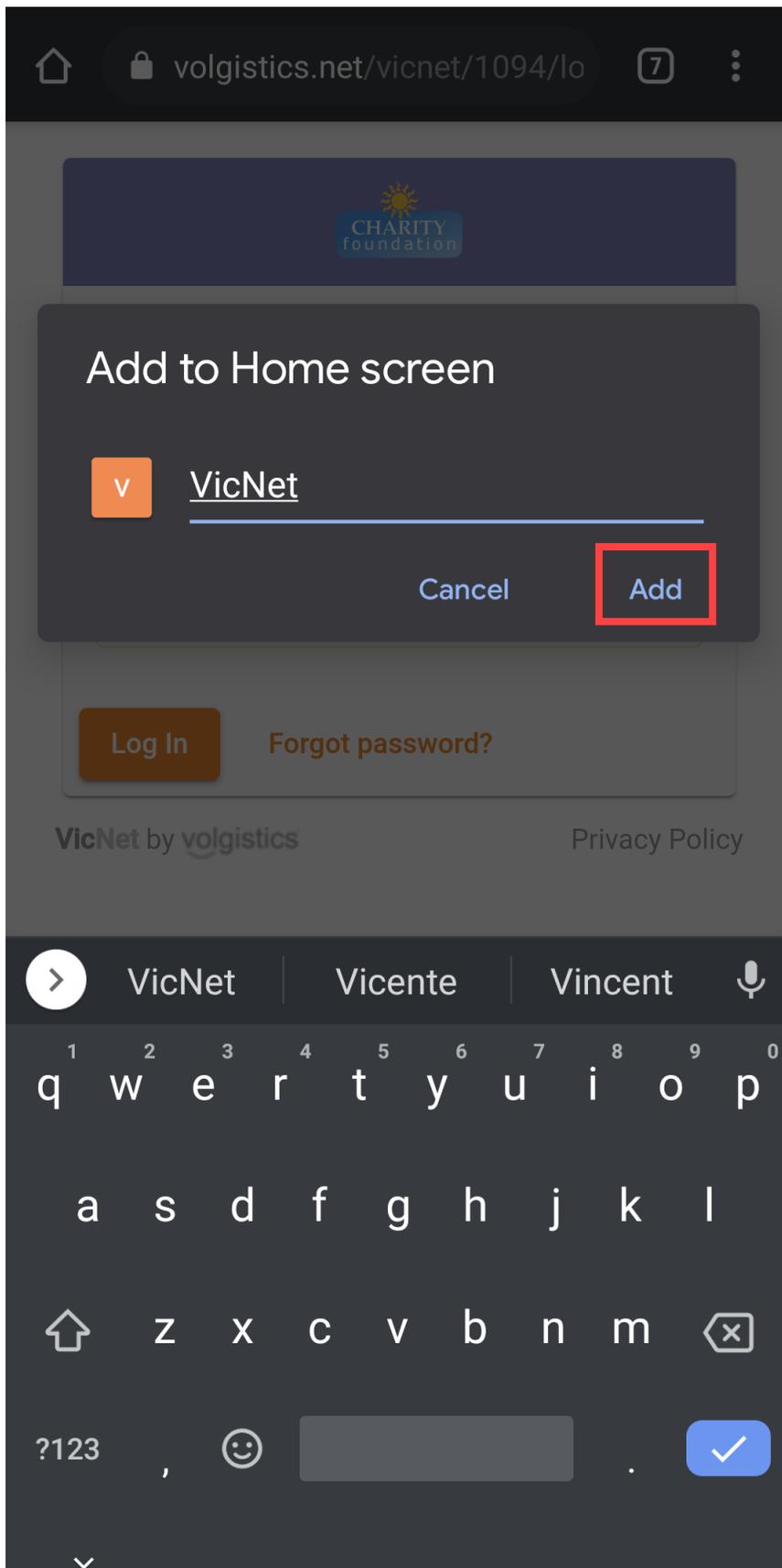
On Android devices, you'll be able to use a variety of web browsers to add a shortcut to your home screen. The screenshots and details in this section are from an Android smartphone using the Chrome browser. The process may differ very slightly for different Android devices or web browsers, but the steps should generally be about the same.

1. Open the web browser (e.g. Chrome or Firefox).
2. Go to the login page for your organization's VicNet portal. The [Logging into VicNet](#) section above provides some helpful information if you're not sure where to find the login page.
3. Once you have brought up the login page, open the web browser's menu.
4. Tap **Add to...** and then select the **Home screen** option. *In other browsers, there may be a dedicated **Add to Home screen** option in the menu.*





5. Enter a name for the shortcut and tap the **Add** button.



6. In the *Add to Home screen* box, choose to place the shortcut icon on your Home screen manually or have your device do this for you automatically.



volgistics.net/vicnet/1094/lo

7



Add to Home screen

Touch & hold to place manually

VicNet

1 × 1



Cancel

Add automatically

VicNet by volgistics

[Privacy Policy](#)

Now you will have an icon on your Home screen, and all you'll need to do is tap that icon to bring up your VicNet login page.

Thursday, Feb 25



VicNet

The above is designed to be an introduction into the general functionality and look of the VicNet portal. Things will likely look at least a little different for your organization. **For this reason, if you have any questions about how you should be using VicNet, you should get in contact with a volunteer administrator at your organization.**