



Volunteer Volgistics User Manual

Volunteer Department

11 River St.

Toronto ON

M5A 4C2

416.392.2273 x2121

volunteer@torontohumanesociety.com



Volgistics Manual 2011

Vision:

“To be Canada’s leading animal care, adoption and advocacy agency.”

Mission:

“Dedicated to providing compassionate care, shelter, adoptions to caring homes and a voice for abandoned, abused and injured companion animals.”

Guiding Principles:

- Partnership
- Leadership
- Learning
- Responsibility
- Accountability
- Transparency

5 Animal Freedoms

- Freedom from hunger and thirst
- Freedom from discomfort
- Freedom from pain, injury and disease
- Freedom to express normal behaviour
- Freedom from fear and distress

Location:	Adoption Hours:	
11 River St. Toronto, ON M5A 4C2	Monday – Friday	11pm- 7pm
416.392.2273 (p)	Saturday – Sunday	10am- 6pm
416.392.9963 (f)		
Intake Hours: (by appointment only)	Volunteer Hours:	
Monday – Friday 10am – 6pm	Dog Walkers	7am – 10pm
Saturday/Sunday Emergency Only	Cat Sense	11am – 8pm
	Kitten Nursery	8am – 9pm
	Special Species	11am – 7pm

Volgistics

Welcome to the future of the Volunteer Department and the Volunteer experience at the Toronto Humane Society. Not only will this system allow the Volunteer Department to better recruit, track, schedule and coordinate volunteers it will allow our volunteers to have access to us 24 hours a day. As it is a web based (cloud) program volunteers and staff can access the information anywhere they have an internet connection; including smart phones. This document will help guide volunteers through the program and show them what Volgistics can do for them!

There are two applications within Volgistics that volunteers will utilize. *VicNet* and *VicTouch*.

VicTouch is the application used for volunteers to sign in and out for their shifts

VicNet is the online Volunteer Information Center that allows volunteers to remotely access/update their volunteer information

If at any time you have a questions about the program feel free to contact **Jennifer** at;

jdick@torontohumanesociety.com



VicNet

The VicNet module allows volunteers to view and manage schedules; sign-up for vacant schedule openings; print schedules; update personal information; receive news and messages from the volunteer department, and change VicNet passwords.

Logging into VicNet

You will be able to get to VicNet from this button on the volunteer page of our website.

<http://www.torontohumane.com/volunteer.htm>



You can also access VicNet by entering the web address into a web browser. The URL is; <https://www.volgistics.com/ex/portal.dll/?FROM=33795>

Once you access the webpage and click on the link, you will see a login page similar to this one:

In the Login name field, enter your email address.
*Be sure the email address you enter is the same one that your organization has on file. If you attempt to use an email address that does not match the one your organization has on file, you will not be able to log into VicNet.
In the Password field, enter your VicNet password.
When you sign in for the first time your password will be your volunteer PIN number. You will have to change your password the first time you login to be at least 6 characters long and include both letters and numbers.

If you forget your password: Click the "Forgot your password?" link on the login page. You will be prompted to enter your email address, and click the Go button.

If you continue to experience difficulty accessing your information, please contact the volunteer department for assistance.



Navigating VicNet

The Home tab

Upon logging into VicNet, you will be on the VicNet Home tab. The following image is an example of what a VicNet Home tab might look like:

TORONTO HUMANE SOCIETY™ **THS Volunteer Information Center**

Volunteer information for **Jen Dick**

Home Mail My Profile My Schedule My Service History Account

Check your schedule

Check messages

News
Welcome to the Volunteer Information Center. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, receive messages, and much more: anytime, and from any Internet connected computer.

Watch this space for more volunteer news!

Statistics
Overall
Volunteers: 606
Cumulative hours of service: 2,738:44
(as of yesterday)

Your Assignments
Cat Enrichment (Assigned)

Exit

Close this window | Privacy policy

Volgistics Manual 2011

From here you can navigate to the other tabs.

We will also be posting valuable information for volunteers, updates, and event announcements etc. on this page.

On the left hand side are also two buttons. The first 'Check your schedule' will take you to the 'My Schedule' tab. The second, 'Check messages' will take you to your 'Mail' tab.

There are also some interesting statistics available for you to see on the left hand side. A total number of volunteers as well as a total number of hours accumulated by all volunteers!

Your assignments will also appear on this page which is a list of all the volunteer roles you perform with the organization.



The Mail tab

The Mail tab in VicNet is where you can see messages (called Vic Mail) sent to you from the volunteer department. New messages appear on top, and a list of read messages appear on the bottom, so you can re-read a message if you choose. The Vic Mail messages you receive here are distinct from messages sent to you via email.

Here is an example of what a VicNet Mail tab will look like:

TORONTO HUMANE SOCIETY™ **THS Volunteer Information Center**

Volunteer information for **Jen Dick**

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

Instructions
To view a message, simply click on the message subject.

New messages
No new messages

Old Messages

Subject	Sent
Message for All Volunteers	12-17-2011

Exit

Close this window | Privacy policy

You will notice a tab for "My Service History"

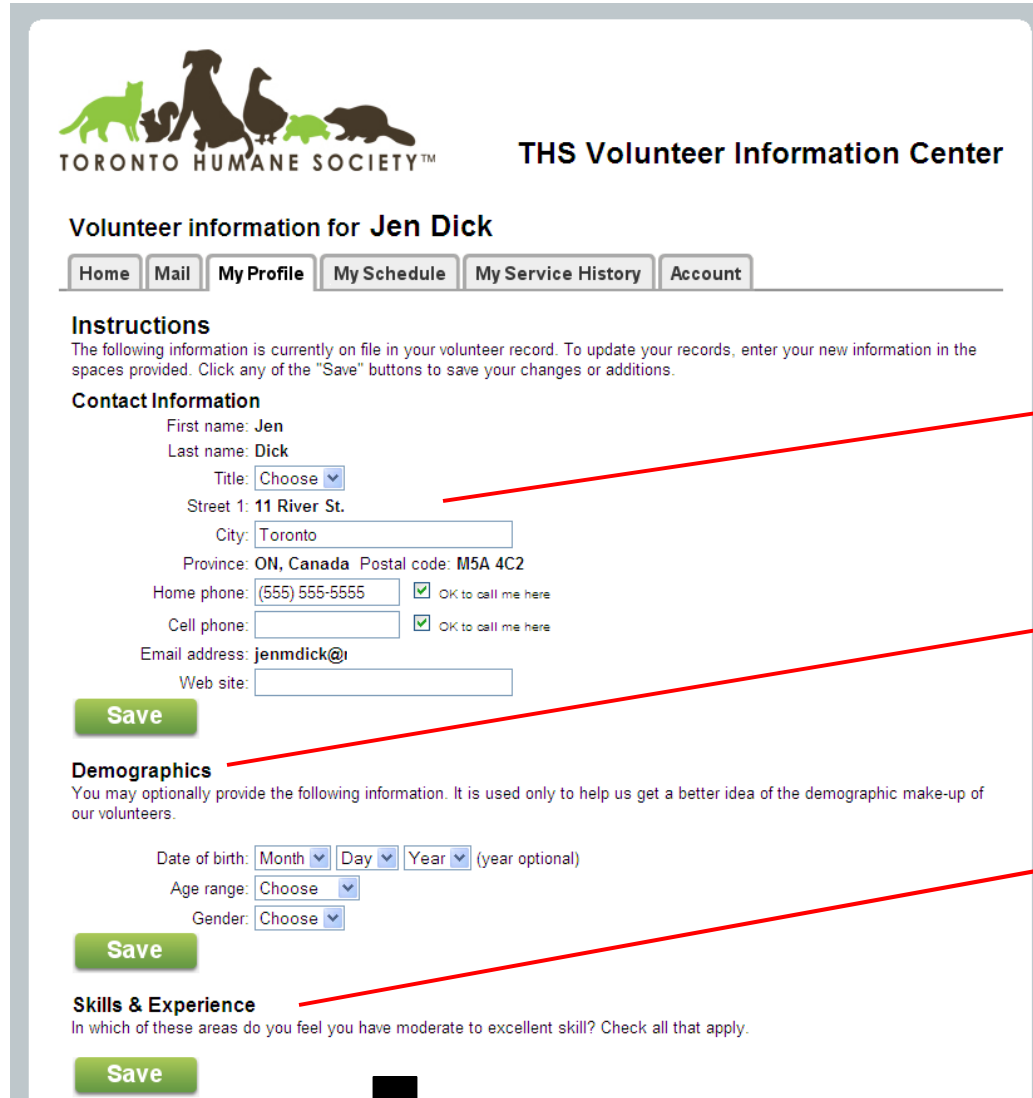
As we do not have historical service hours in Volgistics yet we have deactivated it for the time being but will have it up soon!

To read a message simply click on the subject line and the whole message will appear.

The My Profile tab

The Profile tab lets you see and update some of your personal information. For example, you can use this tab to update your address, telephone numbers, interests and skills. If you need to update information that is solid on this page simply contact the volunteer department and we will assist you.

The following image is a sample VicNet Profile tab:



TORONTO HUMANE SOCIETY™ THS Volunteer Information Center

Volunteer information for Jen Dick

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: Jen
 Last name: Dick
 Title: Choose
 Street 1: 11 River St.
 City: Toronto
 Province: ON, Canada Postal code: M5A 4C2
 Home phone: (555) 555-5555 OK to call me here
 Cell phone: OK to call me here
 Email address: jenmdick@
 Web site:

Save

Demographics
You may optionally provide the following information. It is used only to help us get a better idea of the demographic make-up of our volunteers.
 Date of birth: Month Day Year (year optional)
 Age range: Choose
 Gender: Choose

Save

Skills & Experience
In which of these areas do you feel you have moderate to excellent skill? Check all that apply.

Save

Currently we have it set up so that you are unable to change your name, street address or email address through VicNet. These are things that will have to go through the volunteer department.

There is also a section for you to enter some demographic information about yourself. These are not mandatory but are useful to know. Plus if we do not know your birthday how will we know when to send presents!?

Under Skills & Experience there will be a list from which you can check as many as you feel appropriate. This will assist us if we are looking for people with a specific skill or experience.

Availability

Please indicate the days and times you are usually available to volunteer.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
From:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
To:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Save

Assignment Preference

The following volunteer assignments may currently be available. Use this list to rank your top three assignment choices.

- Assignment Preference:
- Administrative
 - Cat Enrichment
 - Client Care
 - Dog Walking
 - Kitten Feeding
 - Photography Volunteers
 - Red Level Dog Walking
 - Special Events
 - Special Species Enrichment

Save

Emergency Contact

In the event of an emergency whom should we notify?

First name:

Last name:

Title:

Street 1:

Street 2:

City:

Province:

Postal code:

Home phone:

Cell phone:

Relationship:

Save



...continued

Here you are able to enter your availability as it applies to each day of the week.

It also allows you to select assignments you may be interested in.

An emergency contact is something the department does have for the majority of our volunteers as it is a section of the volunteer application. However some of our volunteers are from a time before there was a lot of structure to the department and their applications have been lost along the way. We would appreciate if **ALL** volunteers could complete this section so that the information is digitized going forward.

Employer

Please list your current or most recent employer, if applicable.

First name:

Last name:

Title:

Street 1:

Street 2:

City:

Province:

Postal code:

Home phone:

Work phone:

Cell phone:

Email address:

Save

Photo

Click the Upload link if you would like to upload a photo of yourself.



[Upload](#)

Web page

If you have a personal web page, a Facebook page, or Twitter page that you would like to share, enter the link to your page here.

Exit


Employer information is definitely not necessary but is interesting information for us to have. If you do provide this information the volunteer department will not contact them for any reason unless with your consent.

The system allows you to enter a photo of you. This is also optional but would be very helpful for us to identify you. As you will notice we now have over 600 volunteers so it is very difficult to know everyone by face and name, although we will try.

*If you provide a picture we will not use it for any purpose other than identification.

The My Schedule tab

Another tab you might see in VicNet is the My Schedule tab. This tab lets you view and print your schedule, in addition to adding or removing yourself from a schedule. The Schedule tab looks something like this:



TORONTO HUMANE SOCIETY™ THS Volunteer Information Center

Volunteer information for **Jen Dick**

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.

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
Schedule yourself for: All my assignments, Cat Enrichment

Prev month Next month **December 2011**

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

Prev month Next month

Printable view

Exit

Close this window | Privacy policy

There are a few things to notice here.

If you volunteer in more than one program you can view the calendar in a couple ways. You can see all of them on one calendar or one assignment at a time.

Your schedule will appear as it does here.

From this page you can also schedule yourself for other shifts in need of volunteers. Days that need volunteers will have the "Help Wanted" bubble.

To remove or add yourself to the schedule simply click on the specific day of the month.
See next page for example.



TORONTO HUMANE SOCIETY™ **THS Volunteer Information Center**

Volunteer information for Jen Dick

Home Mail My Profile My Schedule My Service History Account

Schedule for
Saturday, December 31, 2011

You are scheduled
5:00 p to 8:00 p
Cat Enrichment [Job description](#)

Can't serve this date? Click the Remove me button to remove yourself from these times

Schedule

Cat Enrichment [Job description](#)

HELP WANTED 11:00 a to 2:00 p Open
2 volunteers still needed
Would you like to serve this date? Click the Schedule me button to schedule yourself here

HELP WANTED 2:00 p to 5:00 p Open
3 volunteers still needed
Would you like to serve this date? Click the Schedule me button to schedule yourself here

HELP WANTED 5:00 p to 8:00 p Open
3 volunteers still needed
Would you like to serve this date? Click the Schedule me button to schedule yourself here

Calendar view

Exit

Close this window | Privacy policy

Removing yourself from Schedule

If you can not make a shift please remove yourself from the schedule which allows other volunteers to pick up the shift and maintain coverage.

In order to remove yourself from a shift simply click on the "Remove me" button and confirm it on the next page.

Adding yourself to Schedule

If you are available to cover a shift still in need of volunteers you can check here and schedule yourself by clicking the "Schedule me" button and confirm on the next page.

Each program has a different number of maximum volunteers per shift. You can tell how many volunteers are scheduled versus how many are needed by knowing the maximums.

Dogs = 9
Red Level Dogs = 3
Cats = 7
Kitten = 3
Special Species = 5

*These may change in the future



The Account tab

Finally, VicNet will include an Account tab, where you can change your VicNet password.

The Account tab looks like this:

TORONTO HUMANE SOCIETY™ **THS Volunteer Information Center**

Volunteer information for Jen Dick

Home Mail 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 between 6 and 30 characters long
- Contain both letters and numbers.

Enter your **current** password here:

Enter your **new** password here:

Enter your **new** password again:

Save

Powered by **volgistics™**

Exit

On this account page you are able to change your password.

When you come in for your first shift you **MUST** change your password.

If you would like to change in the future it can be done here

*Also be sure to have the password you select abide by the two stipulations.
- Be 6-30 characters long
- Contain both letters and numbers