

How to use Tri CAP Volunteer Information Center VicNet: A Brief Guide for Volunteers

This help topic is intended to help volunteers better understand how to use the VicNet module.

The following videos explain more about how to use VicNet.

Video Tutorial

Click the Video Tutorial button to watch a video entitled:
How to Use VicNet for Volunteers with Calendar View

The VicNet module is a tool the organization you volunteer with may use. You access the VicNet module over the Internet and you can use it to:

- View and manage your schedule
- Sign-up for vacant schedule openings
- Print your schedule
- Keep your personal information up-to-date
- Post your hours
- Receive news and messages from the volunteer office
- Check your service records, and print your own service reports
- Change your VicNet password
- Opt-in or out of text messaging and update your message preferences

Each organization sets up VicNet according to what works best for their needs--so you may not be able to do everything listed above. This will depend on how your organization opted to use the features.

You can click on a link in the *Contents* box below to go directly to a section in the help topic.

Contents

[Logging into VicNet](#)

[Navigating VicNet](#)

[Home Tab](#)

[Mail Tab](#)

[My Profile Tab](#)

[My Schedule Tab](#)

[My Service History Tab](#)

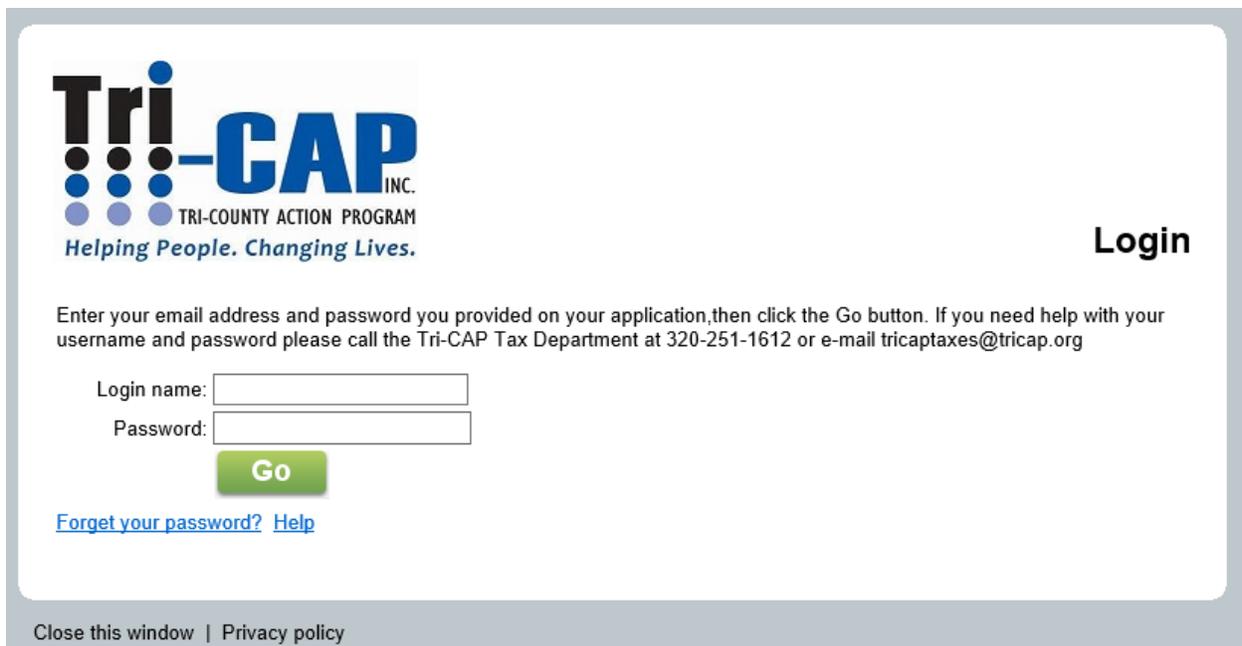
[Account Tab](#)

Logging into VicNet

In most cases, you get to your organization's VicNet login page through the organization's website. An organization may choose to send you a URL address that you can use to login, but most of the time there will be a link to the VicNet login page somewhere on the organization's website. It may be a simple text link like this:

[Volunteer Login](#)

Your organization should provide you with directions on how to locate the webpage you will need to use to login. When you click on the link <https://www.volgistics.com/ex/portal.dll?FROM=174315> you will see a login page similar to this one:



Tri-CAP INC.
TRI-COUNTY ACTION PROGRAM
Helping People. Changing Lives.

Login

Enter your email address and password you provided on your application, then click the Go button. If you need help with your username and password please call the Tri-CAP Tax Department at 320-251-1612 or e-mail tricaptaxes@tricap.org

Login name:

Password:

Go

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

[Close this window](#) | [Privacy policy](#)

Enter the email address you selected when you filled out your application in the *Login name* field. If you forgot this email address, you will need to contact the organization you volunteer with for more information.

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

If you forget your password, click the *Forget your password?* link that appears on the login screen. This will reset the current password on file for you to a temporary password that will be sent to the email address on file for you. You can find more information on how to reset your password [here](#).

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.



As a volunteer, you will need to login at the VicNet portal for this can be found at

www.tricap.org **Tax Program and Volunteer**

If you are unable to find the VicNet portal, or you are using the VicNet portal but still cannot login, please contact **Tri-Cap at 320-251-1612** or **tricaptaxes@tricap.org**

Navigating VicNet

All tabs in VicNet are highly customizable by individual organizations. Therefore, it is difficult to say exactly what type of content will be displayed on the various tabs, or even if a tab will be visible to you at all. The following information explains the basic purpose of each tab that can be displayed and provides visual examples of how the tab might look. Your view in VicNet may be different depending on how the organization you volunteer with has setup their VicNet module.

The Home tab

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

The screenshot shows the Tri-CAP Volunteer Information Center interface. At the top left is the Tri-CAP logo with the tagline "Helping People. Changing Lives." and "TRI-COUNTY ACTION PROGRAM INC.". To the right is the title "Tri-CAP Volunteer Information Center". Below this is a section for "Volunteer information for Don Johnson" with a navigation bar containing tabs: Home, Mail, My Profile, My Schedule, My Service History, Time Sheet, and Account. The "Home" tab is selected. Underneath is an "Instructions" section with the text "Alert Please review these alerts daily". The main content area is divided into several sections: a vertical column of buttons for "Check your schedule", "Post your hours", "Check messages", and "Sign-up"; a "Statistics" box showing "Overall" with "Volunteers: 2" and "Cumulative hours of service: 0:01 (as of yesterday)"; a "News" section with a welcome message and a reminder to clock in/out at www.tricap.org; and three alert boxes for "IRS Updates and Alerts", "MN Dept. of Revenue Updates and Alerts", and "Taxwise login", each with a "CLICK HERE FOR UPDATES" or "CLICK HERE TO LOG-IN" link. At the bottom left is a green "Exit" button.

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. Depending on how your organization has VicNet setup, you may see news from your organization; links to documents that you can view, print or download; or links to other web sites with resources you may need.

The Mail tab

The Mail tab in VicNet is where you can see messages (called Vic Mail) sent to you from the person who coordinates volunteers for your organization. New messages appear on top, and a list of read messages appears on the bottom. To read a message, click on the Subject of the message.

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



Volunteer Information Center

Volunteer information for Andrea Campbell

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

Instructions

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

New messages

Subject	Sent
Bedford Falls 10K	09-04-2014

If you haven't heard, we are proud to be a co-sponsor of this year's Bedford Falls 10K run. This event is an important fund raiser for our organization, plus it promotes health and wellness.

This year's 10K run will be held on Saturday, October 18th at 9:30 am. As a co-sponsor, we will be responsible for staffing the registration booth from 7:00 am - 8:00 pm on Friday, October 17th, as well as from 7:00 am - 9:00 am on the morning of the race.

Registration booth staff will be responsible for handing out race day packets and t-shirts to registered participants. If you're interested in helping us staff the booth, please call Carol at 555-892-3391.

Thank you,
Carol Luden

[Close](#)

Old Messages

Subject	Sent
New Parking Permit Needed	09-04-2014

[Exit](#)

[Close this window](#) | [Privacy policy](#)

The My Profile tab

The My Profile tab lets you see and (if your organization permits) update your personal information. The form sections and fields that appear on the tab are selected by your organization. They can choose to make certain fields required so you need to enter information in them in order to save the page. Or they can make certain fields "read-only" so you can see the information in the field, but you will not be able to change it. Please remember to click the **Save** button if you make any changes.

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



Volunteer Information Center

Volunteer information for Andrea Campbell

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [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:
Last name:
Title:
Type: **Adult**
Street 1:
Street 2:
Street 3:
City:
State: Zip:
Home phone: OK to call me here
Work phone: OK to call me here

Photo

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



[Upload](#)

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: (year optional)
T-Shirt Size:
Ethnicity:

Skills & Experience

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

Skills & Interests: Cash Register Computer - Advanced Computer - Basic
 Computer - Intermediate Data Entry Diabetes Education
 Office Work Patient Assistance Patient Companionship
 Spiritual Counseling Telephone Answering Writing/Publishing

Availability

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

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning:	<input type="checkbox"/>						
Afternoon:	<input type="checkbox"/>						
Evening:	<input type="checkbox"/>						

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 if your organization allows this.

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



Volunteer Information Center

Volunteer information for Andrea Campbell

- Home
- Mail
- My Profile
- My Schedule
- My Service History
- Time Sheet
- 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

Schedule yourself for volunteer duty

[Prev month](#) [Next month](#) **September 2014**

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

- [Prev month](#)
- [Next month](#)
- [Printable view](#)
- [Exit](#)

[Close this window](#) | [Privacy policy](#)

If you are scheduled for an assignment, you will see the assignment and times listed on the dates you are scheduled for. If your organization allows you to self-schedule, there will be a *Help Wanted* icon on the dates where help is needed. To serve on a date where help is needed, click on the date and then click the **Schedule me** button.

If your organization allows you to remove yourself from the schedule, click on a date you are scheduled and then click the **Remove me** button to take yourself off of the schedule.



Volunteer Information Center

Volunteer information for **Andrea Campbell**

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

Schedule for

Thursday, September 25, 2014

You are scheduled

7:00 a to 11:00 a

Welcome Center Desk [Description](#)

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

Remove me

Schedule

Welcome Center Desk [Description](#)

7:00 a to 11:00 a Campbell, Andrea

11:00 a to 3:00 p Mata, Christina

3:00 p to 7:00 p Stover, Heather

Calendar view

Exit

[Close this window](#) | [Privacy policy](#)

If you do not see the **Remove me** button, your organization either does not allow you to remove yourself from the schedule, or you are too close to the scheduled date to remove yourself. Each organization selects how many days prior to your scheduled date you can remove yourself. In either case, you will need to contact the organization you volunteer with 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. If your organization uses mandatory service programs where you are asked to perform a certain amount of service in a certain amount of time, you may see a progress chart that shows your progress in meeting the goal. Here is an example of what the *My Service History* tab might look like:



Volunteer Information Center

Volunteer information for **Andrea Campbell**

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

Instructions

Click the "Printable view" button for a printable view of this information.

Jun.-Sept. 2014 Service Challenge Service Goal

	Hours
Service goal:	320:00
Recorded so far:	244:00
Service remaining:	76:00

Started: 06-01-2014
Target date: 09-30-2014
Days left: 26

Progress:



Totals

Start date: **December 26, 2007**
Year-to-date hours: **676:00**
Life hours: **2,754:25**

Service by year

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

Year	Hours	Ment hours	Absences
2014	676:00	929:30	1
2013	1,013:29	1,013:29	3
2012	1,016:00	1,016:00	0
2010	3:40	3:40	0
2009	22:56	22:56	0
2008	22:20	22:20	0
Life total:	2,754:25	3,007:55	4

[Printable view](#)

[Exit](#)

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 this password, or have forgotten it, you can reset your password to a temporary password by clicking the *Forget your password?* link on the login page. Your temporary password can only be sent to the email address on file for your volunteer record so you will need to enter this address and then retrieve the temporary password from your email. If you have opted-in to text messaging, your temporary password will also be sent by text.

If the organization you volunteer with has enabled text messaging, you will also see a section on the Account tab for text messaging. You can use this section to opt-in to text messaging, opt-out of text messaging, or change the types of messages you receive by text. You can find information on how to do these things.

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

If you have any questions about how to use Tri-CAP VicNet, you should contact:

Tri-CAP Tax Department at

Phone: 320-251-1612

E-mail: tricaptaxes@tricap.org



Volunteer Information Center

Volunteer information for Andrea Campbell

- Home
- Mail
- My Profile
- My Schedule
- My Service History
- Time Sheet
- 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 8 and 30 characters long
- Contain both letters and numbers.
- Contain a combination of both uppercase and lower case letters.
- Contain at least one character that is not a letter or number, such as !#\$% or ?.

Enter your **current** password here:

 *(Required)

Enter your **new** password here:

 *(Required)

Enter your **new** password again:

 *(Required)

[Help](#)

Save

Message Preferences (Email / Text Messaging)

Use this section to opt-in and opt-out of text messaging (also known as "SMS"). You can change preferences for how you would like to receive messages, whether as emails, text messages, or none.

1. Please Enter Your Mobile Device Number:

Volgistics Volunteer Alerts sends reminders, alerts, and custom messages from System Operators and Coordinators using text messaging (SMS). Please tell us where we can send messages:

Enter a mobile phone number

123-456-7890

This is a required field.

Your country

United States

Supported Carriers: AT&T, Sprint, Nextel, Boost, Verizon Wireless, U.S. Cellular®, T-Mobile®, Cellular One Dobson, Cincinnati Bell, Alltel, Virgin Mobile USA, Cellular South, Unicel, Centennial and Ntelos.

2. How do you prefer to receive these types of messages?

Automated Messages

- | Email | Text Message | None | |
|-----------------------|-----------------------|-----------------------|---------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Schedule reminders |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Checklist reminders |

Custom Messages

- | Email | Email with Text notification | None | |
|-----------------------|------------------------------|-----------------------|------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Electronic newsletters |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Recruitment appeals |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Information Request |