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.

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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:

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:

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:
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:
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:
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.
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:
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 for Andrea Campbell

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 lowercase 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
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, Unicef, Centennial and Ntelos.

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

Automated Messages

<table>
<thead>
<tr>
<th>Email</th>
<th>Text Message</th>
<th>None</th>
</tr>
</thead>
<tbody>
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Schedule reminders
Checklist reminders

Custom Messages

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<th>Email</th>
<th>Email with Text Notification</th>
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Electronic newsletters
Recruitment appeals
Information Request