



# VOLGISTICS USER GUIDE

April 2024

Hillwood uses Volgistics, an online volunteer management software, to track and manage volunteer hours, information, and schedules. This user guide provides detailed instructions on how to schedule volunteer shifts, update profile information, and view and print service hours.

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# Introduction

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## Volgistics Link

<https://www.volgistics.com/vicnet/204123/login>

## How to Access

There are a few ways volunteers can access Volgistics:

### 1. From Home

- Volunteers can access the online portal to schedule shifts, enter hours, view and print service history, and update profile information.
- Available through a secure online site available from any device.
- A link to Volgistics and the user guide are available on the volunteer website (<http://volunteer.hillwoodmuseum.org>). **Helpful Tip:** We recommend saving the Volgistics link as a bookmark or favorite in your web browser.

### 2. From Hillwood:

- Volunteers can record arrival and departure time for a shift and view scheduled shifts and service history.
- Available via touch screen computers located on campus.

### 3. Mobile App

Volunteers using a mobile device (such as a smartphone or tablet) can use the Volgistics app to access the portal. The VicNet app is available on iOS and Android devices and can be downloaded from the App Store or on Google Play using the links below.

Once you've installed the app, all you need to do is open it, enter your email address and password, and select the organization (i.e.: Hillwood Estate, Museum & Gardens). You'll use the same email address and password whether you use the app or a web browser.



App Store:

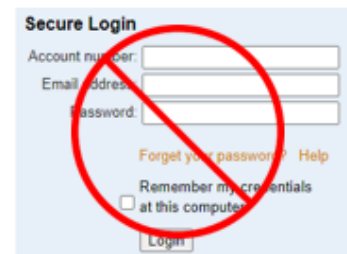
<https://apps.apple.com/us/app/vicnet/1660644087>

Google Play:

<https://play.google.com/store/apps/details?id=com.volgistics.vicnet>

### Attention:

The purple VicTouch App is only used by administrators on staff and not intended for volunteer use. If you see a field to enter an **account number** on the login page you're viewing, you have **downloaded the incorrect app**.



## Video Tutorial

For additional instructions, you can view a short [video tutorial](#) that is available on the Volgistics home page once you log in. See Figure 2.

## Safe and Secure

Security and privacy of customers' data is Volgistics' number one priority. Volgistics incorporates many of the same mission-critical security and privacy protections as those used by online banking services. Volgistics uses a layered approach to security and strives to follow industry standard 'best practices' at each level. [Click here](#) for more details on Volgistics security measures.

# Self-Scheduling Procedures for Interpretation Volunteers

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## Self-Scheduling Monthly Procedures

To ensure that volunteers receive their preferred dates for their monthly schedule, all volunteers must follow the procedures listed below for self-scheduling. A reminder email will be sent for each scheduling round.

**Please Note:** If a volunteer signs up for a day outside of their scheduling round, staff will remove the volunteer from the date and request them to wait until the appropriate round opens.

<b>Round One Fixed Schedules</b> Day 1-5	Volunteers on a fixed schedule only sign up for their assigned shifts that work with their calendars for the forthcoming month. For example, Tuesday volunteers will select from the openings available on each Tuesday.
<b>Round Two Floating Schedules</b> Day 6-10	Volunteers on a floating schedule sign up for any open shifts that work for their calendar, regardless of the day/shift.
<b>Round Three All Volunteers</b> Day 11-Beyond	The remaining openings throughout the calendar for the forthcoming month will be open to all volunteers. This round includes shifts for private tours, special events, and public programs.

## Schedule Overview

Volunteers serve either a weekly or bi-weekly four-hour shift per month whether they are on a fixed or floating schedule. Each volunteer shift is four hours in duration. Service ranges from 60-100 hours per year, depending on volunteer position. Volunteers are encouraged to serve additional hours and are recognized for exceeding standards. Volunteers are expected to attend specified continuing education sessions throughout the year.

## Last-Minute Cancellations

Volgistics allows volunteers to cancel a shift up to two days out of the scheduled shift. In the event of last-minute cancellations (illnesses, emergencies, or unanticipated difficulties) that are less than two days away from the scheduled date, volunteers should contact [volunteers@hillwoodmuseum.org](mailto:volunteers@hillwoodmuseum.org).

## Leaves of Absences

Volunteers who require a leave of absence (i.e., recovery from surgery) should notify their volunteer supervisor of their plans. If the leave of absence is more than three months, the returning volunteer will be required to participate in a re-orientation upon their return to active service should a suitable volunteer position be available.

# Self-Scheduling Procedures for Horticulture Volunteers

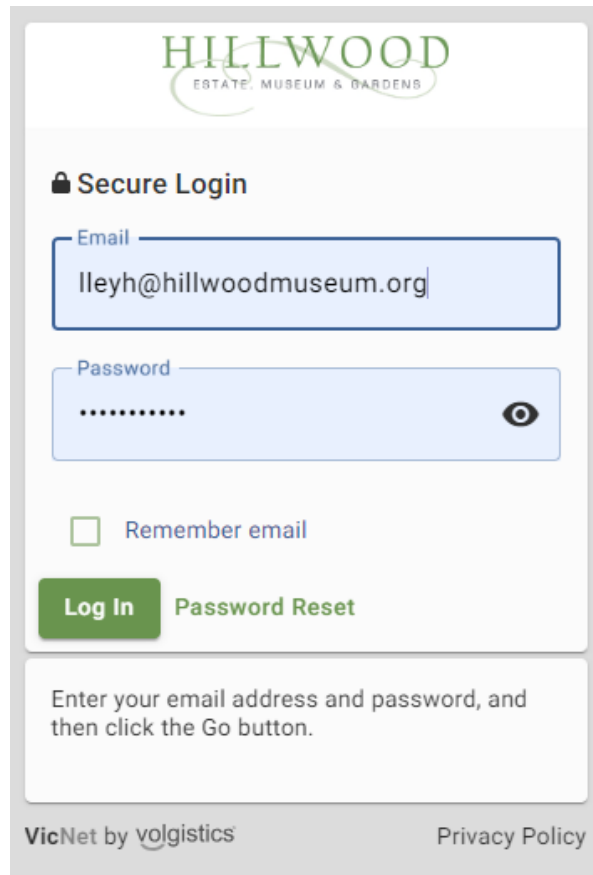
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The self-scheduling procedures for Horticulture volunteers vary depending on the volunteer assignment. Please continue to follow the scheduling parameters set by your direct supervisor.

# Set Up Volgistics Account

## Logging In

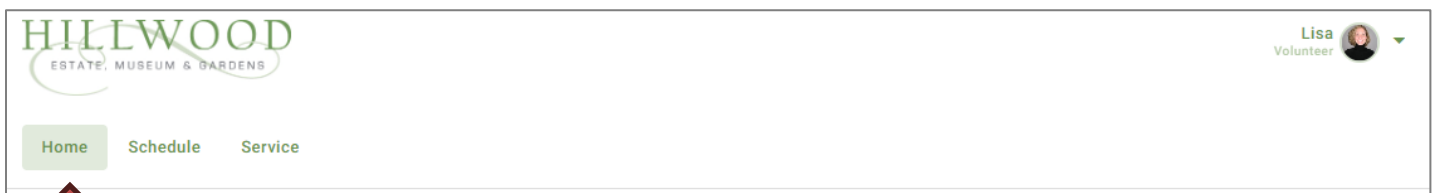
Enter your email address and password. New volunteers will receive their initial password via email and will be required to change it to a preferred password of their choice. **Note:** Passwords must be at least 5 characters long and are case sensitive. They are not set to expire.



*Login page*

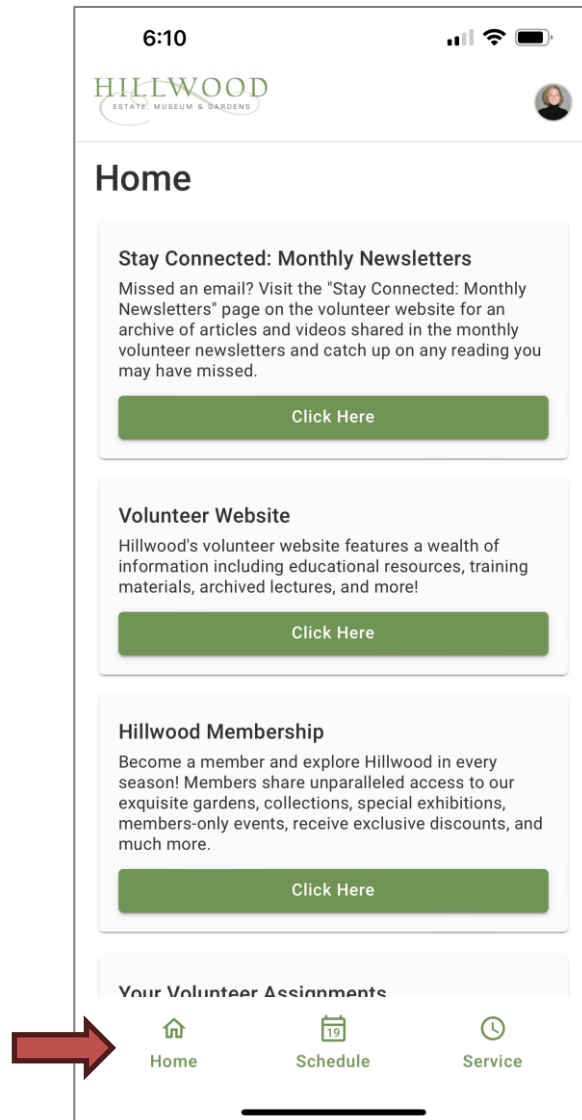
## Navigating Volgistics

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



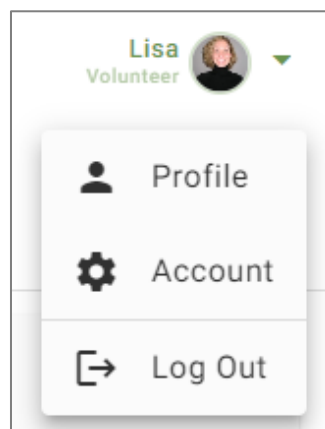
*Desktop view*

If you're accessing the portal from a mobile device, the navigation options appear along the bottom of the portal instead.



*Mobile view*

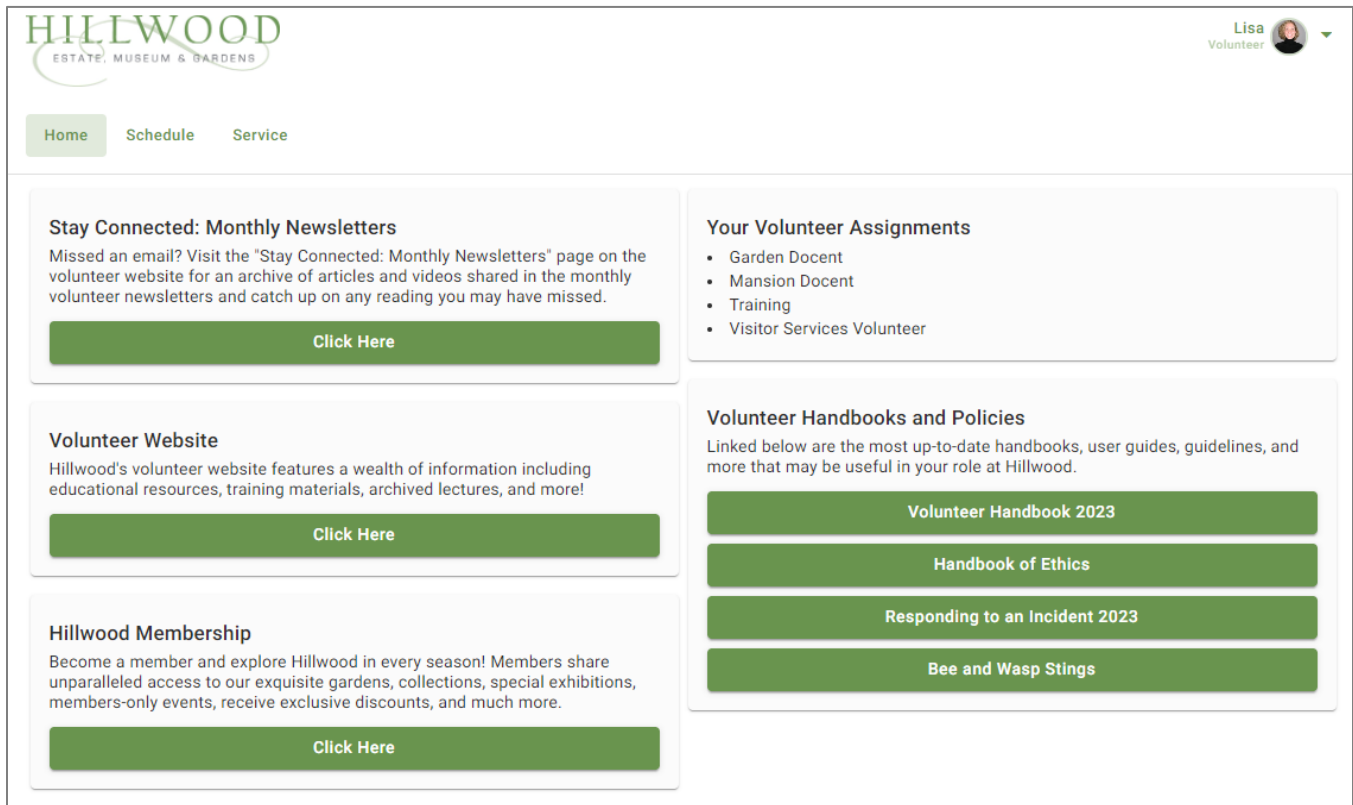
Additional options also appear in the user menu at the top right of the portal. From here you can access your profile and account information.



*User menu located in the top right of the portal*

## Home Page

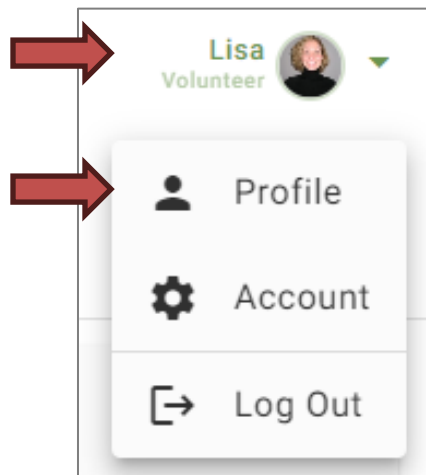
The first page you'll see when you log in is the Home page, which includes links to the volunteer website, handbooks and policies, and a list of your active volunteer assignments.



*Home page*

## Profile Page

The Profile page allows you to review your personal information and update it as needed. You can access the Profile page by selecting the user menu at the top right of the portal and selecting the **Profile** option.



*To access the profile page, click on the user menu at the top right of the portal and select Profile.*

Your information is organized into collapsible sections, and you can collapse or expand those sections by clicking on the section heading. Please ensure all sections are up to date with accurate information. If you make any changes to your Profile information, remember to click the **Save** button.

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Home Schedule Service

Lisa  
Volunteer

## Profile

The following information is currently on file in your volunteer record. To update your record, enter your new information in the spaces provided. Click the "Save" button at the bottom of the page to save your changes or additions.

Photo ^

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

Contact Information v

Demographics v

Skills & Experience v

Emergency Contact v

Employer v

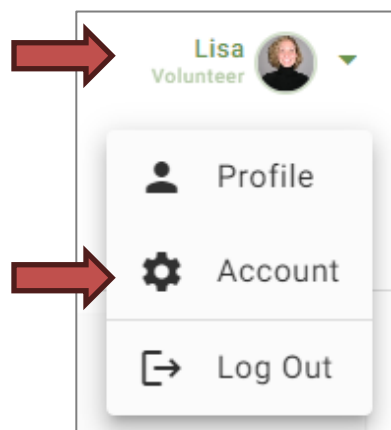
Web page v

Save

*Profile page*

### Account Page

The Account page in Volgistics lets you manage the password you use to access the volunteer portal and your message preferences. To access the Account page, select the user menu at the top right of the portal and select the **Account** option.



*To access the account page, click on the user menu at the top right of the portal and select Account.*

**Please note:** Passwords must be at least 5 characters long and are case sensitive. They are not set to expire.

To manage your message preferences, simply select **Email** next to the kinds of message you wish to receive and select **None** next to the kinds of messages you do not want to receive.

You also have an option to receive text messages from Hillwood, and once you opt in, you'll be able to manage your text messaging preferences here as well. To opt in, enter your mobile phone number in the **Text Messaging** section, indicate the times you'd like to receive automated messages (such as schedule reminders) by text, select your time zone, and check the boxes next to the terms and conditions to indicate that you agree to them. Then click the **Opt In** button. Once you've completed this process, you'll receive a text message to confirm your opt in, and you will need to reply **YES** to that message to complete the process. Then the Account page will also include options for each kind of message so that you can choose to receive them by text or email.

The screenshot shows the Hillwood website's account management interface. At the top left is the Hillwood logo (ESTATE, MUSEUM & GARDENS) and navigation links for Home, Schedule, and Service. At the top right is a user profile for Lisa, a Volunteer. The main content area is titled "Account" and is divided into two primary sections: "Text Messaging" and "Message Preferences".

The "Text Messaging" section includes a "Change Password" form with fields for "Current Password", "New Password", and "Confirm New Password", and a "Change" button. A red arrow points from this section to the "Text Messaging" section. The "Text Messaging" section itself has a "Mobile Phone" input field, a "Country" dropdown menu (set to "United States"), a "View Supported Carriers" link, and a "When to Receive Automated Text Messages" section with "From" and "To" dropdowns (both set to "Midnight") and a "Timezone" dropdown (set to "(GMT-05:00) Eastern Time (US & Canada)"). There is an unchecked checkbox for "I agree to the Volgistics Terms & Conditions" and an "Opt In" button.

The "Message Preferences" section includes a "Save" button and a red arrow pointing to it. It contains three groups of radio buttons for selecting "Email" or "None": "Schedule Reminders" (Email selected), "Electronic newsletters" (Email selected), and "Recruitment appeals" (Email selected).

*Account page*

If you have already opted in to receive text messages from your volunteer organization but no longer wish to receive messages this way, you can opt out on the Account page as well. To do this, click the **Opt Out** button that appears at the top of the *Message Preferences* section and confirm that you no longer wish to receive text messages.



# Schedule Page

On the Schedule page, you can view your schedule and sign-up for and remove yourself from shifts.

## Navigating the Schedule Page

Volunteers have a few options for viewing the calendar by 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 brings you to the current date. The left and right arrow icons (< >) allow you to navigate to the previous or next month or day depending on which view of the schedule you are using. 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.

## Month View

The Month view shows your scheduled shifts listed in black and indicates how many shifts are available for you to sign-up for each day. Navigate from month to month by using the left and right arrow icons (< >) located at the top of the calendar. For a printable view of your schedule, click the "Print Page" icon.

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Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Today < > 📅 October 2023 Filter Applied Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 5 Openings	2	3 5 Openings	4 3 Openings	5 3 Openings	6 4 Openings	7 4 Openings
8 5 Openings	9	10 9:30am • Visitor Services \	11 2 Openings	12 2 Openings	13 4 Openings	14 6 Openings
15 6 Openings	16	17 6 Openings	18 2 Openings	19 3 Openings	20 4 Openings	21 5 Openings
22 5 Openings	23	24 3 Openings	25 5 Openings	26 3 Openings	27 4 Openings	28 5 Openings
29 4 Openings	30	31 3 Openings	1	2	3	4

Month view

## Day View

The Day view shows more details about a particular date's schedule by clicking on that date in the calendar. From here, you can see a list of your existing scheduled shifts for that day. Then you can see a list of openings that you're eligible to sign-up for. And lastly, you can see a list of other scheduled volunteers.

**HILLWOOD**  
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Home **Schedule** Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" arrows to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Today < > 📅 Tuesday, October 10, 2023 🖨️ Filter Day

### Your Schedule

🕒 9:30am - 1:30pm	<a href="#">Visitor Services Volunteer</a>	Remove
👤 You		

### Openings

🕒 11:00am - 3:00pm	<a href="#">Mansion Docent</a>	Conflicts
👤 1 more needed	📅 (11:30 am & 1:30 pm tours)	
🕒 12:00pm - 2:00pm	<a href="#">Garden Docent</a>	Conflicts
👤 1 more needed	📅 (12:30 pm tour)	
🕒 1:00pm - 3:00pm	<a href="#">Mansion Docent</a>	Conflicts
👤 1 more needed	📅 (1:30 pm tour)	
🕒 1:00pm - 5:00pm	<a href="#">Visitor Services Volunteer</a>	Conflicts
👤 2 more needed		

### Other Volunteers

🕒 8:00am - 10:00am	<a href="#">Outdoor Garden Volunteer</a>
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Day view

## Week View

The Week view allows volunteers to see information for multiple days at once. As the name suggests, this view shows a whole week of schedule information. Unlike the Day view, the Week view does not separate schedule information into different sections for each day. Instead, each day shows your scheduled shifts, open shifts, and other volunteers' shifts together in chronological order.

**HILLWOOD**  
ESTATE, MUSEUM & GARDENS

Home **Schedule** Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" arrows to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Today < > 📅 Oct 8 - Oct 14, 2023 [Print] Filter Week

### Sunday, October 8

🕒 9:30am - 1:30pm	<a href="#">Visitor Services Volunteer</a>	
👤 Louise Francis		
🕒 9:30am - 1:30pm	<a href="#">Visitor Services Volunteer</a>	
👤 Jil Levick		
🕒 9:30am - 1:30pm	<a href="#">Visitor Services Volunteer</a>	<i>Conflicts</i>
👤 3 more needed		
🕒 10:00am - 2:00pm	<a href="#">Garden Docent</a>	
👤 James Higgins	📅 (10:30 am & 12:30 pm tours)	
🕒 10:00am - 2:00pm	<a href="#">Garden Docent</a>	
👤 Felicia Zannino-Baker	📅 (10:30 am & 12:30 pm tours)	
🕒 10:00am - 2:00pm	<a href="#">Garden Docent</a>	
👤 You	📅 (10:30 am & 12:30 pm tours)	<a href="#">Remove</a>
🕒 11:00am - 1:00pm	<a href="#">Mansion Docent</a>	<i>Conflicts</i>
👤 1 more needed	📅 (11:30 am tour)	
🕒 11:00am - 3:00pm	<a href="#">Mansion Docent</a>	
👤 Joanna Edwards	📅 (11:30 am & 1:30 pm tour)	
🕒 11:00am - 3:00pm	<a href="#">Mansion Docent</a>	
👤 Wilhelmina Irshad	📅 (11:30 am & 1:30 pm tour)	

Week view

## Your Schedule View

In addition to the Month, Week, and Day views, you can also get a simplified view that only shows your scheduled shifts by going to the Your Schedule view. This gives you a list of all the shifts you've already been scheduled for, and the system automatically loads more shifts as you scroll through so you can easily review your upcoming schedule. **Note:** You won't be able to see or sign-up for new shifts or see other scheduled volunteers from this view though.

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Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" arrows to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Filter Applied Your Schedule

Saturday, October 7, 2023

11:00am - 3:00pm Mansion Docent  
(11:30 am & 1:30 pm tours) Remove

Tuesday, October 10, 2023

9:30am - 1:30pm Visitor Services Volunteer Remove

Friday, October 20, 2023

3:00pm - 5:00pm Mansion Docent  
(3:30 pm tour) Remove

End of schedule.

Your schedule view

## Filter Button

Volunteers can filter which shifts are visible using the Filter button, which appears at the top right of the page next to the dropdown used to switch between the Month, Week, Day, and Your Schedule views.

With the Filter options, you can choose which Assignments you would like to view schedules for. By default, you'll see shifts for all the Assignments you can sign-up for, but the filter can help you find shifts for the specific Assignment(s) you're interested in. Once you've selected a filter, the button is highlighted and shows **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.

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Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" arrows to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Today < > October 2023 Filter Month

## Schedule a Shift

To schedule a shift, click on the desired date. Next, simply click the **Schedule** button next to the shift you wish to sign-up for. This brings up a box with the details for the shift, and you can add yourself to that shift by clicking the **Schedule Me** button.

**Please Note:** Volgistics will send an automated email reminder the day before you are scheduled for an assignment.

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Home Schedule Service

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" arrows to view a different month. If using the mobile version, click "Next Week" or "Previous Week" to view a different week. For a printable view of your schedule click the "Print Page" icon.

Today < > Friday, October 13, 2023 Filter Applied Day

### Your Schedule

No scheduled events

### Openings

- 9:30am - 1:30pm [Visitor Services Volunteer](#) Schedule  
2 more needed
- 10:00am - 2:00pm [Garden Docent](#) Schedule  
3 more needed (10:30 am & 12:30 pm tours)
- 1:00pm - 5:00pm [Visitor Services Volunteer](#) Schedule  
4 more needed
- 3:00pm - 5:00pm [Mansion Docent](#) Schedule  
2 more needed (3:30 pm tour)

*Scheduling a volunteer shift*

Are you sure you want to schedule here?

Friday, October 13, 2023  
1:00pm - 5:00pm  
[Visitor Services Volunteer](#)  
4 more needed

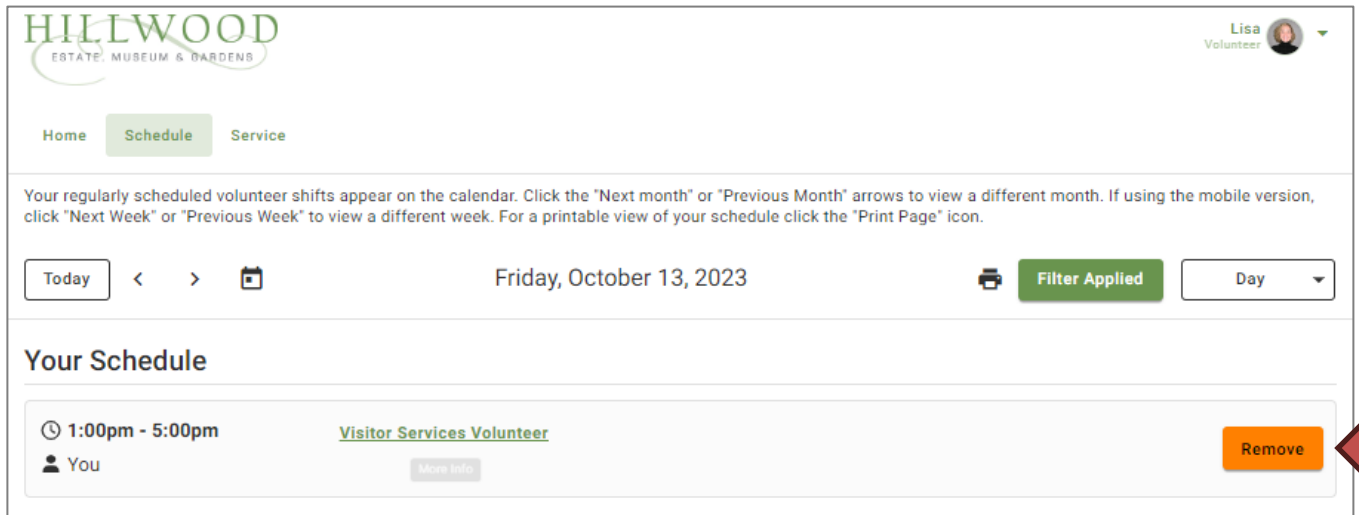
Cancel Schedule Me

*Confirmation box*

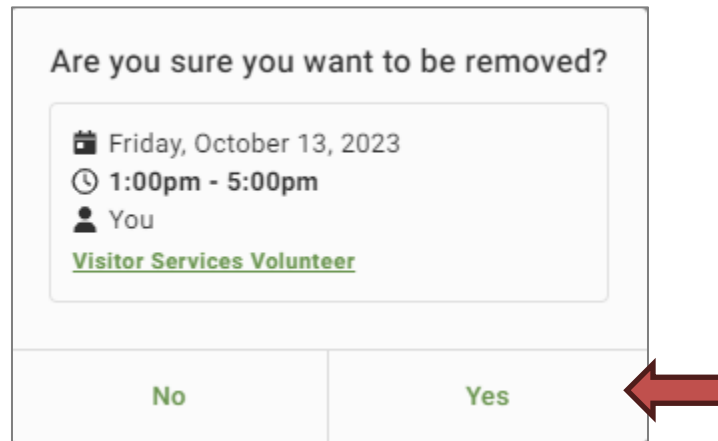
### Cancel a Scheduled Shift

A similar process is used to remove yourself from a scheduled shift. Click the **Remove** button next to the shift you want to remove yourself from. A dialog will appear with the details of the shift and will ask whether you're sure you want to remove yourself. Click the **Yes** button to remove yourself or click the **No** button if you'd like to stay scheduled in that shift.

**Friendly Reminder:** In the event a volunteer needs to cancel a shift two days or less out from the scheduled date, please follow the steps on page 3 for Last-Minute Cancellations.



*Canceling a volunteer shift*



*Confirmation box*

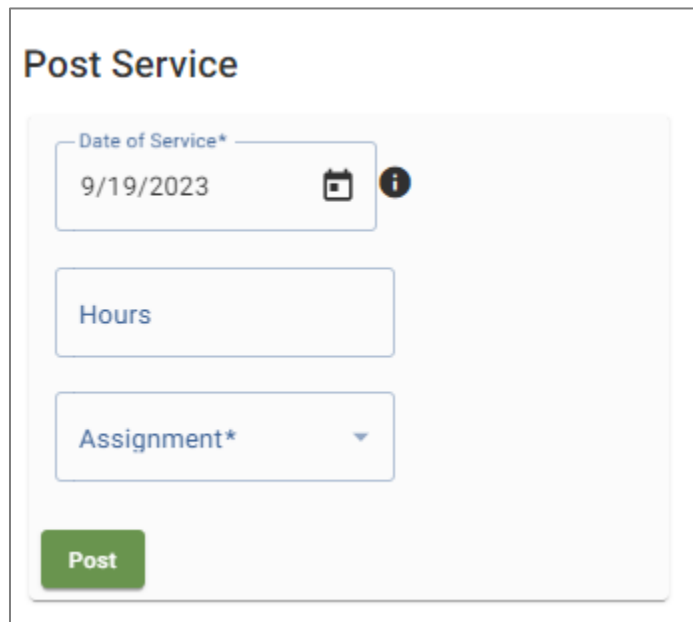
# Service Page

On the Service page, you can post your own service hours and review the past service you've performed. This page is broken up into three sections.

## Post Service

The first section is labeled Post Service. This section allows you to record your own service hours. You can indicate the date you served, the number of hours served, and the volunteer assignment you served in.

**Note:** Volunteers will continue to record their hours on the touch screen computers or scan the QR code located at Hillwood in the visitor center kitchen, mansion volunteer lounge, and greenhouse. If you have forgotten to log-in for a volunteer shift, you can record your hours from home in Volgistics using the Service page.



The screenshot shows a web form titled "Post Service". It has three main input fields: "Date of Service\*" with a calendar icon and an information icon, currently showing "9/19/2023"; "Hours"; and "Assignment\*" with a dropdown arrow. A green "Post" button is at the bottom left.

*Posting past volunteer hours through the Volgistics desktop or mobile app*

## Totals and Statistics

The second section, labeled Totals and Statistics, includes general statistics about your service with Hillwood. By default, you'll see the date you started with Hillwood, your fiscal year-to-date (YTD) hours, and your total life hours.



The screenshot shows a box titled "Totals and Statistics" containing the following text: "Start Date: Jul 13, 2016", "YTD Hours : 10:38", and "Total Hours: 65:41". A small downward arrow is on the right side of the box.

*Totals and statistics for volunteer service*

## Service by Year

Service by Year is the last section and shows your service by calendar year. You'll see a row for each year you recorded service with Hillwood and the total hours served in each. You can click on each row to expand it and see a list of the individual shifts of service you performed in that year. You can use the **Print** and **Print Year** buttons to generate a PDF file with your service data so you can print it. You can also use the **Export** and **Export Year** buttons to create an Excel file with your service data.

Service by Year		Print	Export	Expand All
2023	10:38 hours served			
2022	10:00 hours served			
2020	5:00 hours served			
2018	12:01 hours served			
2017	28:02 hours served			

Service by year view

Service by Year		Print	Export	Expand All
2023	16:30 hours served			
Date ↓	Assignment	Hours	From	To
July 5	Visitor Services Volunteer	4:00		
May 31	Training	1:15		
April 18	Mansion Docent	4:00	11:00 am	3:00 pm
April 17	Training	1:15		
April 14	Visitor Services Volunteer	4:00		
February 9	Mansion Docent	2:00	3:00 pm	5:00 pm
<b>Totals</b>	<b>6 entries</b>	<b>16:30</b>		
			<b>Print Year</b>	<b>Export Year</b>

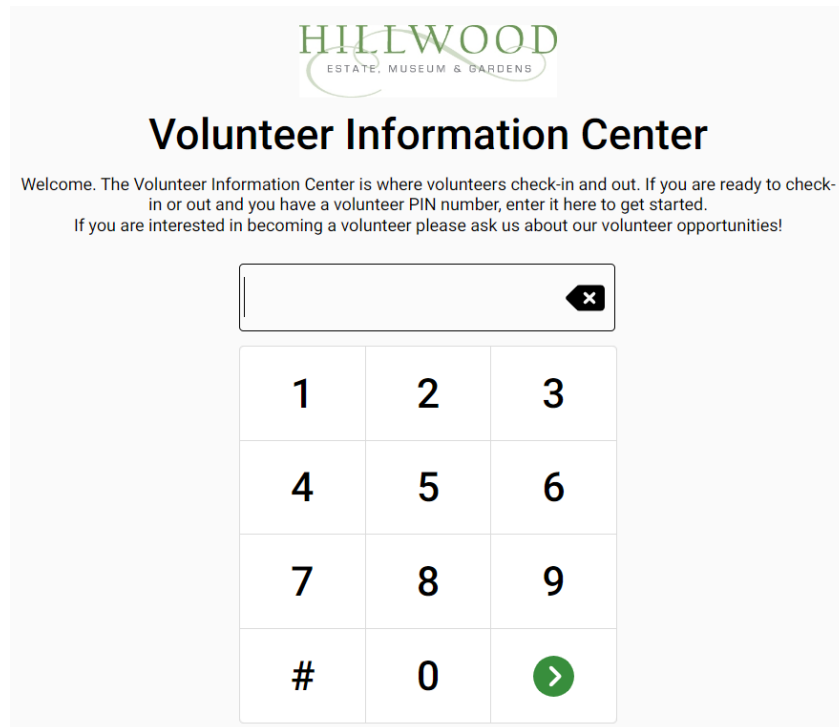
Expanded view of service by year



# Record Hours from Hillwood

Via email, volunteers will receive a PIN number to use to manage their volunteer hours. You have two options when recording your volunteer hours from Hillwood:

1. Scan the QR code located in the volunteer lounge, visitor center kitchen, or greenhouse and follow the prompts to sign in and out for a shift.  
**-or-**
2. Use the iPad in the volunteer lounge, visitor center kitchen, or greenhouse to enter your personal PIN number to record your arrival and departure time at Hillwood.



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## Volunteer Information Center

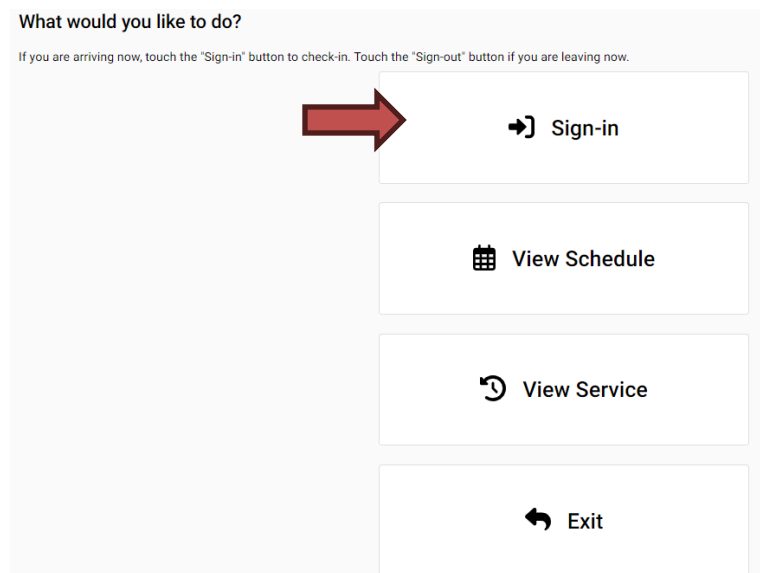
Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.  
If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

1	2	3
4	5	6
7	8	9
#	0	➤

*Login page on touch screen computer*

## Sign in for a Shift

- To sign-in for a shift on-site, click the volunteer assignment. See image to right.
- Select the "Sign-in" button.
- Select the volunteer assignment.
- Follow the prompts to confirm your arrival date, time, and assignment. See the following page.



What would you like to do?

If you are arriving now, touch the "Sign-in" button to check-in. Touch the "Sign-out" button if you are leaving now.

➤ Sign-in


📅 View Schedule

🔄 View Service

↩ Exit

[< Back](#) **Which assignment are you here to perform?**

Touch the button for the assignment you have come to perform today.

- Garden Docent
-  Mansion Docent
- Training
- Visitor Services Volunteer
- I'm not sure


[< Back](#) **Is this information correct?**

If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.

**Lisa Leyh**  
Thursday, February 9, 2023

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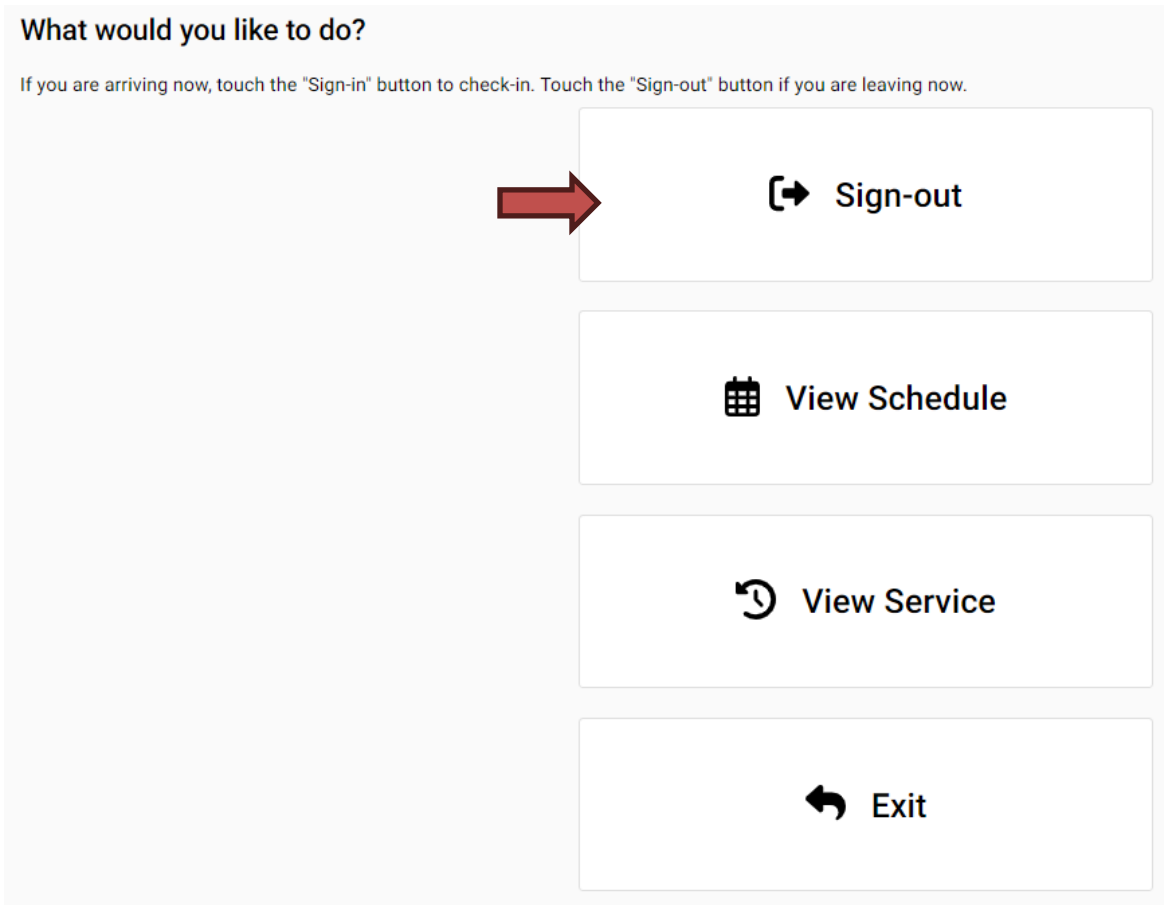
Time in: 5:27 PM  
Assignment: Mansion Docent

-  Yes
- No

*Signing in for a volunteer shift*

### Sign out for a Shift

- To sign out at the end a shift, re-enter your PIN number.
- The system will recognize you are already signed in and will give you the shown list of options.
- Select sign-out, and it will ask you to confirm.
- Once confirmed, it will automatically sign you out of the system.



*Signing out for a volunteer shift*