Start Up Guide for *New* VicNet

What is VicNet?

VicNet stands for Volunteer Information Center. It is an online portal that allows volunteers to access the Volgistics volunteer database used by Keystone Community Services. You can log onto VicNet from any device that has an internet connection.

VicNet allows you to view your schedule and add or remove shifts, receive news and updates and update your personal information and password.

How to Access the Keystone VicNet Login Page:

1. Go to our website: www.keystoneservices.org
2. Click on the volunteer tab
3. Scroll down to the section titled “Are you a current Keystone volunteer?”
4. Click on “Access VicNet”
   a. Note: Once you get to the VicNet Log-in page, add it to your favorites or create a shortcut to your desktop for easier access!

**Wrong Login Location**

*Picture of log-in page*
You'll use the same email address and password whether you use the app or a web browser. If you do not have a password yet or do not remember your password, you can set a new one using the Password Reset 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.

Username and Password:

1. Your username is the email address you used on your application
2. If you had a password from previous VicNet modules, it is the same

Assigning Yourself a Password:

1. Click “Need a password?” located on the VicNet log-in page
2. Type in your email address you used on your application
3. Click “Go”
4. Go to your email address and use the link to set your password

If you have any questions regarding VicNet, please contact the Volunteer Office:
email Sara at sfleetham@keystoneservices.org or call (651) 797-7725.

The Different Tabs of VicNet:

- **News**
  - Showcases news, shoutouts, and updates
  - Useful Links and Documents
• **Schedule**
  o Allows you to view your schedule, sign up for shifts, and cancel a shift

• **Service**
  o Shows your start date, YTD hours and total hours of service

• **Volunteer Drop Down Menu**
  o **Profile**
    ▪ Contact Info, Emergency Contact Info, Skills, Availability
  o **Account**
    ▪ Password and Preferences
  o Log Out
Viewing your Schedule:

In schedule tab there are 4 options to view your schedule in the drop-down menu on the right:
Signing up for a Shift:

In month view, click on any day that shows openings to see shift availability.

Any open shifts for that day will appear in a list. If you want to pick up that shift, hit the Schedule button.

Click on the shift you’d like to take. It will ask you for a confirmation and then schedule you. Double check the location and time before you confirm.
To view just one location’s schedule/openings:

1. Click on Filter

2. In the Filter Schedule:
   - Expand All
   - Check the box next to the assignment type you want to view:
     - Basic Needs
     - Events
     - Seniors
   - Click Apply

Note: The site manager can be found on the left side of the homepage.
**Basic Needs Assignments: Food Mobile, Midway Food Shelf, Rice Street Food Shelf**

**Seniors Assignments: Meals on Wheels, Grocery Delivery**

If you haven’t been assigned to one of the service areas, but you would like to volunteer there, please contact Sara. She can go over it with you and add that service area to your volunteer profile. Call (651) 797-7725 or email at sfleetham@keystoneservices.org
Removing A Shift from Your Schedule

The “Schedule” tab lets you view your schedule, sign up for shifts, and cancel them if need be. Please note that while you can sign up for shifts the day of, you can only remove yourself from a shift via VicNet a week or more in advance. **If you must cancel within a week of your shift time, you will need to call or email the food shelf site manager. Contact info is available from the News tab.**

![Your Schedule]

Printing your schedule

If you would like to print your schedule, click on the printer icon.

![Printing your schedule]

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