



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!

This screenshot shows the correct login page for Keystone Community Services. It features the organization's logo at the top left, followed by the text "Secure Login". Below this are two input fields: "Email" and "Password". At the bottom left is an orange "Log In" button, and at the bottom right is a link for "Forgot password?". The footer includes "VicNet by volgistics" and a "Privacy Policy" link.

Picture of log-in page

This screenshot shows an incorrect login page, labeled "** Wrong Login Location **". It has a "Secure Login" header and fields for "Account number:", "Email address:", and "Password:". A large red "X" is superimposed over the "Email address" and "Password" fields. Below the fields are links for "Forgot your password?" and "Help". At the bottom, there is a checkbox for "Remember my credentials at this computer." and a "Login" button. Large red text "Do not use" is overlaid on the bottom half of the 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:

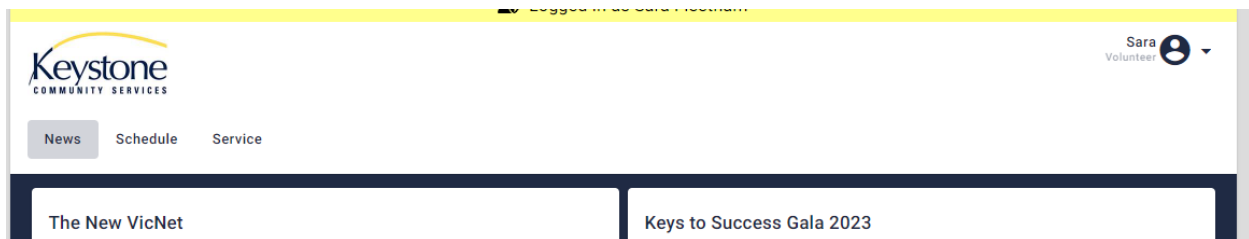
1. Your username is the email address you used on your application
2. If you had a password from previous VicNet modules, it is the same

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

Keystone COMMUNITY SERVICES

Sara Volunteer

News Schedule Service

Your scheduled volunteer shifts appear below. Click the "Next month" or "Prev Month" buttons to view a different month.

Please Note: You can cancel your shift via VicNet if your shift is a week or more in advance. If you must cancel within a week of your shift time, you will need to email or call the site manager. Contact information for each site manager can be found on the left side of the homepage.

Today < > 📅 September 2023 🖨️ Filter Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2

- **Schedule**
 - Allows you to view your schedule, sign up for shifts, and cancel a shift

Keystone COMMUNITY SERVICES

Sara Volunteer

News Schedule Service

Totals

Start Date: Sep 7, 2023
YTD Hours (starting Dec '22): 0
Total Hours: 0

Service by Year No Service Found

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

Keystone COMMUNITY SERVICES

Sara Volunteer

News Schedule Service

The New VicNet
Keystone has switched over to the the New VicNet. While it might take a bit to get used to it, it should work better for all especially via mobile devices.

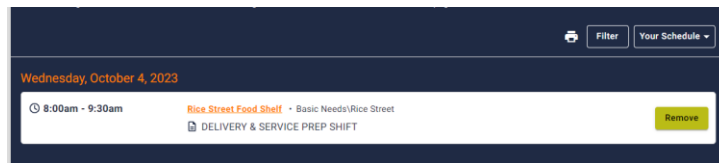
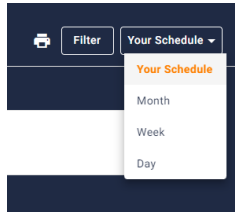
Keys to Success Gala 2023
Gather with your Keystone community, family and friends to bring more food to more tables for our neighbors at the 2023 Keys to Success Gala!

Profile
Account
Log Out

- **Volunteer Drop Down Menu**
 - Profile
 - Contact Info, Emergency Contact Info, Skills, Availability
 - Account
 - Password and Preferences
 - Log Out

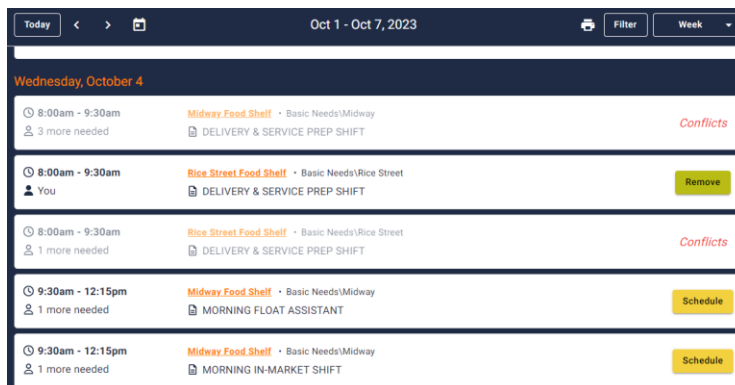
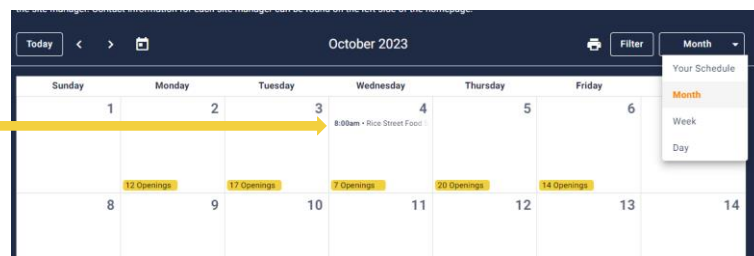
Viewing your Schedule:

In schedule tab there are 4 options to view your schedule in the drop-down menu on the right:

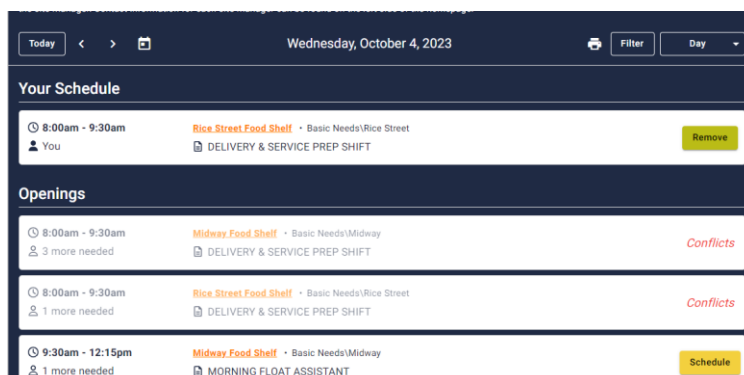


My shift

My shift




My shift



My shift

Signing up for a Shift:

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



Sara
Volunteer

NewsScheduleService

Your scheduled volunteer shifts appear below. Click the "Next month" or "Prev Month" buttons to view a different month.

Please Note: You can cancel your shift via VicNet if your shift is a week or more in advance. If you must cancel within a week of your shift time, you will need to email or call the site manager. Contact information for each site manager can be found on the left side of the homepage.

Today<>October 2023FilterMonth

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
	10 Openings	11 Openings	8 Openings	15 Openings	13 Openings	
8	9	10	11	12	13	14
	11 Openings	12 Openings	12 Openings	14 Openings	13 Openings	
15	16	17	18	19	20	21

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

🕒 9:30am - 12:15pm

👤 1 more needed

Midway Food Shelf • Basic Needs\Midway

📅 MORNING STORAGE-SIDE SHIFT

Schedule

🕒 9:30am - 12:15pm

👤 1 more needed

Rice Street Food Shelf • Basic Needs\Rice Street

📅 MORNING FLOAT ASSISTANT

Schedule

🕒 9:30am - 12:15pm

👤 2 more needed

Rice Street Food Shelf • Basic Needs\Rice Street

📅 MORNING SHOPPING ASSISTANT

Schedule

🕒 10:45am - 12:00pm

👤 1 more needed

Driver for Meals On Wheels • Seniors\Meals On Wheels

📅 NORTH ROUTE

Schedule

🕒 4:30pm - 7:30pm

👤 3 more needed

Midway Food Shelf • Basic Needs\Midway

📅 EVENING SERVICE SHIFT

Schedule

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:

October 2023					Filter	Month
Wednesday		Thursday		Friday	Saturday	
3	4	5	6	7		
9 Openings	20 Openings	14 Openings				
10	11	12	13	14		

Click on Filter

Filter Schedule

Assignments

All selected

☒ All

> ☐ Basic Needs

> ☐ Events

> ☐ Seniors

Apply

Reset

Close

Expand All

Filter Schedule

Assignments

3 selected

☐ All

> ☒ Basic Needs

> ☐ Events

> ☐ Seniors

Apply

Reset

Close

Expand All

Click on Your Program Area**
and Click Apply

Filter Schedule

Assignments
3 selected Expand All

- ☐ All
- ☒ Basic Needs
 - ☒ Foodmobile
 - ☒ Foodmobile Assistant
 - ☒ Midway
 - ☒ Midway Food Shelf
 - ☒ Rice Street

Apply Reset Close

Uncheck the locations you do not want to view and Click Apply

Filter Schedule

Assignments
1 selected Expand All

- ☐ All
- ☒ Basic Needs
 - ☐ Foodmobile
 - ☒ Midway
 - ☒ Midway Food Shelf
 - ☐ Rice Street
 - ☐ Events

Apply Reset Close

This is how it would look if you were a Midway Food Shelf Volunteer after using the filter.

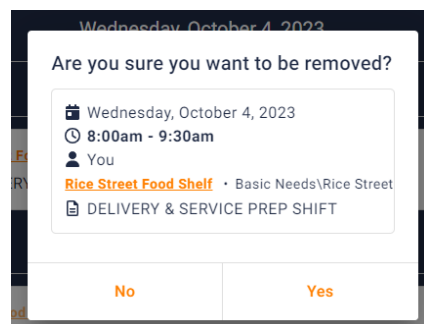
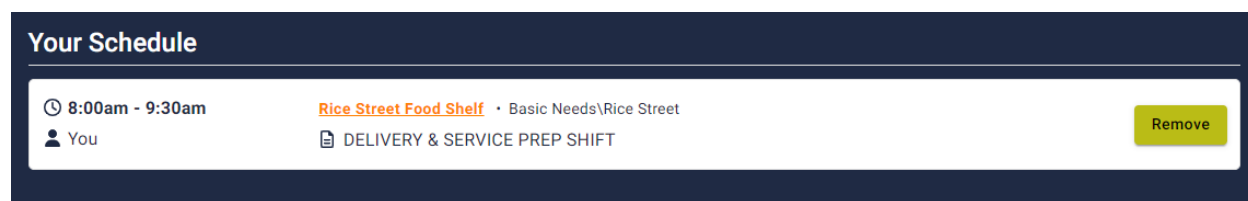
****Basic Needs Assignments: Food Mobile, Midway Food Shelf, Rice Street Food Shelf**

****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

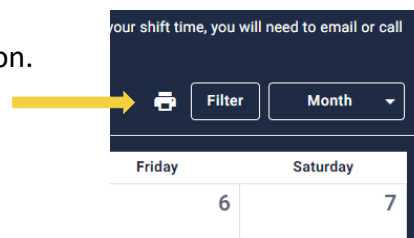
Removing A Shift from Your Schedule

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.**



Printing your schedule

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



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email Sara at sfleetham@keystoneservices.org or call (651) 797-7725.