VicNet Guide

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, as a volunteer, to:

- View your schedule
- Self-schedule
- Receive news and updates
- Update or correct your personal information
- Change your password
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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!

Username and Password:

1. Your username is the email address you used on your application
2. Your password is what you assign it to be
   a. First time signing in? Read Below!

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 difficulties with this process, contact the Volunteer Office at (651) 797-7725 or email Emma at elucchesi@keystoneservices.org.
The Different Tabs of VicNet:

- **Home**
  - Showcases news, shoutouts, and updates
- **My Profile**
  - Allows you to update your personal information
- **My Schedule**
  - Allows you to view your schedule, sign up for shifts, and cancel your shift(s)
- **My Service History**
  - Shows your total hours of service
- **Account**
  - Aids you in resetting your password

For more detailed notes and instructions regarding each tab, please see the following pages.
Home Tab:

The “Home” tab will showcase news, shoutouts, and updates. This page will be updated on a regular basis so please to skim it when logging onto VicNet.

Viewing Your Schedule:

If you are interested in viewing your schedule, you can do so by clicking the button labeled “Check your schedule” on the left-hand side of the page.

Signing up for a Shift:

If you are interested in signing up for a shift, you can do so by clicking the button labeled “Sign-up,” which is also located on the left-hand side of the page.
My Profile Tab:  

The “My Profile” tab lets you view and update your personal information. Use this tab to update your address, telephone numbers, email address, assignment preferences, and emergency contact information. You can even upload a picture of yourself!

Before moving from one section to the next be sure you save your updates by clicking the “save” button.
My Schedule Tab:

The “My 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 cancel 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.**

**Viewing Your Schedule:**

You are able to view your schedule by clicking on the “My schedule” tab. Under the “My schedule” tab, your scheduled shifts should appear on the calendar like below.

John Doe’s schedule shows that he is scheduled to volunteer on October 28th from 9:30-1:00 at the Rice Street Food Shelf.
**Scheduling a Shift**

1. Click on the “My schedule” tab
2. Click on the orange “Help Wanted” button for the day you are interested in volunteering
3. Click on the button labeled “Schedule me” for the shift you would like to sign up for
   a. Note: Please make sure it’s at the food shelf location you are interested in volunteering at!
4. Check the details (the date, assignment, and shift time)
5. If all details are correct, click the “yes” button under the question, “Is this correct?”
6. Then click “continue” to bring yourself back to the monthly calendar view. Your shift should now show up on the schedule.

### Schedule

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
<th>Time</th>
<th>Note</th>
<th>Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Shelf-Midway</td>
<td>[Basic Needs\Midway]</td>
<td>8:00am to 9:30am Open</td>
<td>EARLY MORNING SHIFT</td>
<td>Morning Shift</td>
</tr>
<tr>
<td>Food Shelf-Midway</td>
<td>[Basic Needs\Midway]</td>
<td>9:30am to 1:00pm Open</td>
<td>MORNING SHIFT</td>
<td>Afternoon Shift</td>
</tr>
<tr>
<td>Food Shelf-RS</td>
<td>[Basic Needs\Rice Street]</td>
<td>8:00am to 9:30am Open</td>
<td>EARLY MORNING SHIFT</td>
<td>Morning Shift</td>
</tr>
<tr>
<td>Food Shelf-RS</td>
<td>[Basic Needs\Rice Street]</td>
<td>9:30am to 1:00pm Open</td>
<td>MORNING SHIFT</td>
<td>Afternoon Shift</td>
</tr>
<tr>
<td>Food Shelf-RS</td>
<td>[Basic Needs\Rice Street]</td>
<td>1:30pm to 4:30pm Open</td>
<td>AFTERNOON SHIFT</td>
<td></td>
</tr>
</tbody>
</table>

After completing steps 1 & 2, the available shifts for the day chosen will pop up like shown on the left.

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When you decide on the shift you would like to sign up for, click “schedule me.”

After clicking schedule me, VicNet will ask you to confirm your schedule by clicking “yes.”

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You are signing-up to serve:

**Date:** Friday, October 30, 2020  
**Assignment:** Food Shelf-RS [Basic Needs\Rice Street]  
**Note:** AFTERNOON SHIFT  
**From:** 1:30pm  
**To:** 4:30pm

*Is this correct?*

- [Yes]
- [No]
Canceling a Shift

1. Click on the “My schedule” tab
2. Click on the shift you need to cancel
3. Click on the button labeled “Remove me”
   a. Please make sure you have the correct date and shift time selected

After clicking on the date, your shift should pop up like shown above. To remove yourself from the shift listed, click “remove me.”

After you click “remove me,” you will be taken back to the monthly calendar view. If the shift doesn’t show up on your calendar, you have removed yourself from the shift correctly and a site manager has been notified of your schedule change.
Printing your schedule

If you would like to print your schedule, click on the “My schedule” tab and then click the green button at the bottom of the page that reads “Printable view.”

Pro Tip:

Only interested in seeing available shifts at a specific site? Not a problem!

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

To see the available shifts at a specific site, click the drop-down arrow and choose the site you are most interested in volunteering at.
My Service History:

The “My Service History” tab lets you view how many hours you have volunteered.

Volunteer Information for John Doe

Instructions
Your volunteer service information appears below. Expand a year to see details.

Totals
Year-to-date hours: 2:00
Life hours: 2:00

Service by year
Click on a year to view your records for the year:

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours</th>
<th>Shifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2:00</td>
<td>1</td>
</tr>
</tbody>
</table>

Life total: 2:00 1
My Account:

The “Account” tab allows you to change your password.

To close your session in VicNet, click “Exit” on any of the tab screens.

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