

The logo for Keystone Community Services features a yellow arch above the word "Keystone" in a dark blue serif font. Below "Keystone" are the words "COMMUNITY SERVICES" in a smaller, dark blue, all-caps sans-serif font.

# Keystone COMMUNITY SERVICES

## 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:

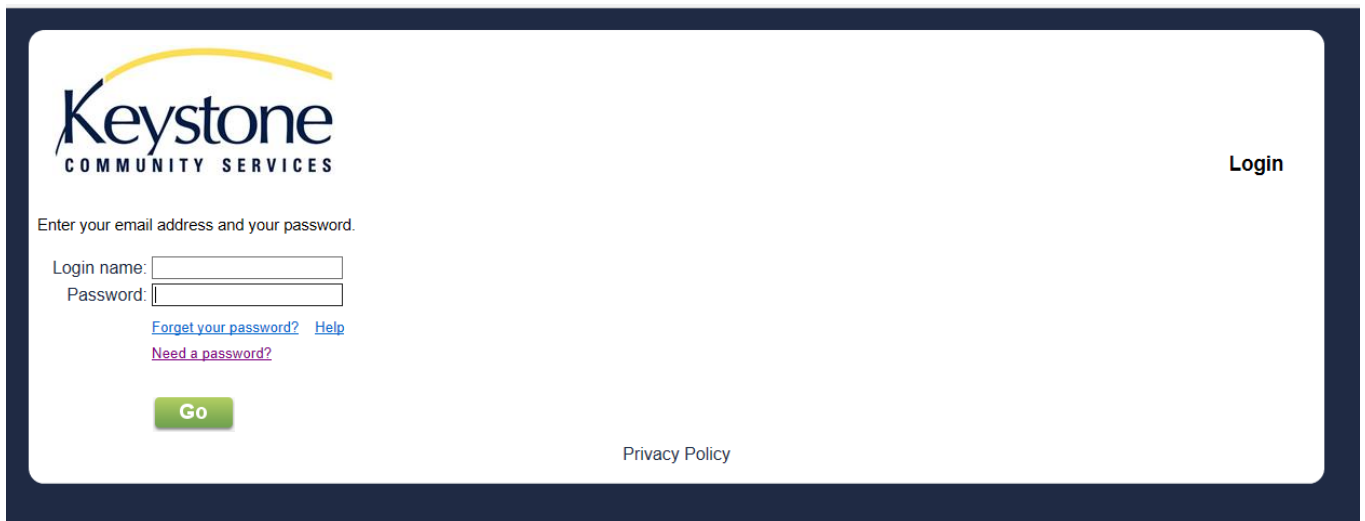
- View your schedule
- Self-schedule
- Receive news and updates
- Update or correct your personal information
- Change your password

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## How to Access the Keystone VicNet Login Page:

1. Go to our website: [www.keystoneservices.org](http://www.keystoneservices.org)
2. Click on the volunteer tab
3. Go to the individual volunteering page
4. Scroll down to the section titled “Are you a current Keystone volunteer?”
5. 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!



Picture of log-in page

### *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 [volunteer@keystoneservices.org](mailto:volunteer@keystoneservices.org)**

## The Different Tabs of VicNet:

**Home**

**My Profile**

**My Schedule**

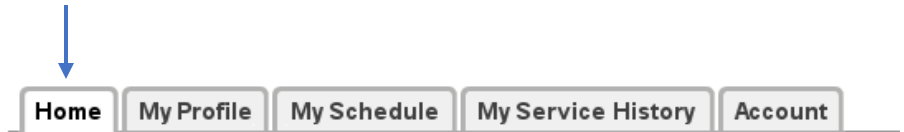
**My Service History**

**Account**

- **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:*

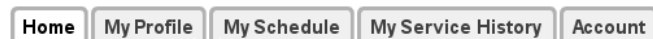
If you are interested in viewing your schedule, you can do so by clicking the button labeled “Check your schedule” on the left-hand side of the page.

### *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.



### Volunteer information for **John Doe**



**Check your schedule**

**Sign-up**

#### **News & Updates**

Welcome to VicNet! We appreciate your flexibility as we update and improve our volunteer management system!

#### **VOLUNTEER SHOUTOUTS:**

Shoutout to Karen W. for her hard work this past Tuesday!

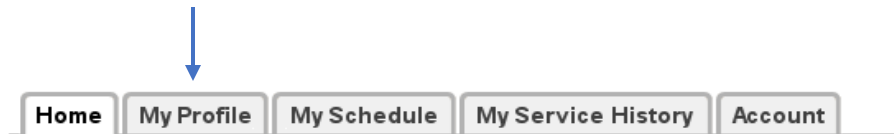
#### **VOLUNTEER REMINDERS:**

We have been receiving many last-minute cancellations as of late. If you know you will be gone, please cancel your shift via VicNet at least one week in advance. If you cancel your shift within a week of your scheduled time, you will have to cancel via phone call or email to the site manager.

**Exit**

[Privacy Policy](#)

## My Profile Tab:

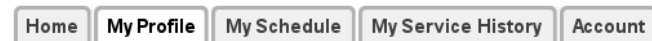


The “My Profile” tab lets you view and update your personal information. Use this tab to update your address, telephone numbers, email address, assignment preferences, and emergency contact information. You can even upload a picture of yourself!



Volunteer Information Center - VicNet

### Volunteer information for John Doe



#### Instructions

The following information is currently on file in your volunteer record. To update your records, enter your new information in the spaces provided. Click any of the “Save” buttons to save your changes or additions.

#### Contact Information

First name:   
Last name:   
Street 1:   
City:   
State:  Zip:   
Home phone:   
Work phone:   
Cell phone:   
Email address:

#### Emergency Contact

In the event of an emergency whom should we notify?

First name:   
Last name:   
Street 1:   
City:   
State:   
Zip:   
Home phone:   
Work phone:   
Cell phone:   
Relationship:

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

## My Schedule Tab:

Home My Profile My Schedule My Service History Account

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.

#### Volunteer information for John Doe

Home My Profile My Schedule My Service History Account

#### Instructions

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

**HELP WANTED** **Sign-Up!**  
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more sign-up.  
Show openings in

Prev month Next month **October 2020**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
				1	2
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30

9:30 a - 1:00 p  
Food Shelf-RS  
[Basic Needs]  
Rice Street]  
MORNING SHIFT

John Doe's schedule shows that he is scheduled to volunteer on October 28<sup>th</sup> from 9:30-1:00 at the Rice Street Food Shelf.

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**HELP WANTED**

9:30 a - 1:00 p  
Food Shelf-RS  
[Basic Needs]  
Rice Street]  
MORNING SHIFT

## 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

### Food Shelf-Midway [Basic Needs\Midway] [Description](#)

**Schedule me**

**8:00am to 9:30am Open**  
Note: EARLY MORNING SHIFT

**Schedule me**

**9:30am to 1:00pm Open**  
Note: MORNING SHIFT

**Schedule me**

**1:30pm to 4:30pm Open**  
Note: AFTERNOON SHIFT

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

### Food Shelf-RS [Basic Needs\Rice Street] [Description](#)

**Schedule me**

**8:00am to 9:30am Open**  
Note: EARLY MORNING SHIFT

**Schedule me**

**9:30am to 1:00pm Open**  
Note: MORNING SHIFT

**Schedule me**

**1:30pm to 4:30pm Open**  
Note: AFTERNOON SHIFT

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**

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.”

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

Monday	Tuesday	Wednesday	Thursday	Friday
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

9:30 a - 1:00 p  
Food Shelf-RS  
[Basic Needs\  
Rice Street]  
MORNING SHIFT

Click on the date on which you need to cancel your shift

Thursday, October 29, 2020

Previous day

Next day

You are scheduled

Remove me

8:00am to 9:30am

Food Shelf-Midway [Basic Needs\Midway] [Description](#)  
EARLY MORNING SHIFT

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.”

18	19 HELP WANTED	20 HELP WANTED	21 HELP WANTED	22 HELP WANTED	23 HELP WANTED	24
25	26 HELP WANTED	27 HELP WANTED	28 9:30 a - 1:00 p Food Shelf-RS [Basic Needs\ Rice Street] MORNING SHIFT	29 8:00 a - 9:30 a Food Shelf-Midway [Basic Needs\ Midway] EARLY MORNING SHIFT	30 HELP WANTED	31

Prev month   Next month

Printable view   ←

Exit

**Want to print your schedule?**  
Click printable view for an easy to print format!

### Pro Tip:

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

**HELP WANTED** **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 All my assignments  
Food Shelf-Midway [Basic Needs\Midway]  
Food Shelf-RS [Basic Needs\Rice Street]

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:

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

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



[Volunteer Information Center - VicNet](#)

### Volunteer information for John Doe

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

#### 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.

Year	Hours	Shifts
<a href="#">2020</a>	2:00	1
<b>Life total:</b>	<b>2:00</b>	<b>1</b>

[Printable view](#)

[Exit](#)

[Privacy Policy](#)

## My Account:

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

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

### Volunteer information for John Doe

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Account](#)

#### 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 different from your current password.
- Be between 6 and 30 characters long.
- Contain both letters and numbers.

Enter your **current** password here:

\*(Required)

Enter your **new** password here:

\*(Required)

Enter your **new** password again:

\*(Required)

[Help](#)

[Save](#)

[Exit](#)

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

After changing your password, don’t forget to click “save.”

If you have any questions regarding VicNet, please contact the Volunteer Office at (651) 797-7725 or [volunteer@keystoneservices.org](mailto:volunteer@keystoneservices.org).