See below for a thorough help page from Volgistics.com on how to use VicNet Mobile, directly below is a link to the login page for this:

https://www.volgistics.com/ex/portal.dll/?FROM=26451

I will also be placing the above link on the Richfield CERT page on the Richfield Website.

How to use VicNet Mobile: A Brief Guide for Volunteers
Volgistics Help Topic 1215

This help topic is intended to help volunteers better understand how to use the VicNet module when they access it from a smart phone, tablet, or other mobile device.

The VicNet module is a tool the organization you volunteer with may use. You can access the VicNet module over the Internet on a mobile device such as a smart phone or tablet. You can use VicNet to:

- View and manage your schedule
- Sign-up for vacant schedule openings
- Keep your personal information up-to-date
- Post your hours
- Receive news and messages from the volunteer office
- Check your service records
- Change your VicNet password
Opt-in or out of text messaging and update your message preferences

Each organization sets up VicNet according to what works best for their needs--so you may not be able to do everything listed above. This will depend on how your organization opted to use the features. Please note: To make the user's VicNet experience mobile friendly, your experience with VicNet mobile may not be exactly the same as what you experience with the full-site view. For example, the Home page may not be laid out like you see it when you login on a desktop or laptop computer, and the Schedule page will not be shown in a calendar format.

You can click on a link in the Contents box below to go directly to a section in the help topic.

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Logging into VicNet Mobile

In most cases, you get to your organization's VicNet login page through the organization's website. An organization may choose to send you a URL address that you can use to login, but most of the time there will be a link to the VicNet login page somewhere on the organization's website. It may be a simple text link like this:

Volunteer Login

Or, it may be a graphic link like this:
Your organization should provide you with directions on how to locate the webpage you will need to use to login. Once you have located the webpage, you may wish to make a shortcut to it on your phone. This will allow you to go directly to the webpage by tapping the icon on your phone or tablet. See the Create a Website Shortcut section of this help topic for more information on this.

When you click on the link (or go to the URL address your organization provides you with) on your mobile device, you will see a login page. Enter your email address in the Login name field and your password in the Password field. Then tap the Mobile-site button to go to a mobile friendly view for VicNet.

(If you’d rather use VicNet as it works when you sign-in on a desktop or laptop)
computer, tap the **Full-site** button. In this case, VicNet will work as described in [help topic 1148](#).

If you do not know the password you should use, check your email messages. In most cases organizations send a temporary password in an email message for you to use the first time you login. You can use the temporary password to login and select a permanent password. Be sure to remember the permanent password you select because you will need to use this the next time you login. You can find more information on how to set a permanent password in the [Account Page](#) section below.

If you do not know your password, you can also tap the *Forget your password?* link that appears on the login screen. This will reset the current password on file for your record to a temporary password that will be sent to the email address on file for you.

**If you have trouble logging-in to VicNet. . .**

If you have trouble logging-in to VicNet, the first thing to check is to make sure you are at the correct location. If you see a field for an account number, you are trying to login at the wrong webpage. Only account holders login with the *Login* link at [www.volgistics.com](http://www.volgistics.com).

As a volunteer, you will need to login at the VicNet portal for the organization you volunteer with.

If you are unable to find the VicNet portal, or you are using the VicNet portal but still cannot login, please contact the organization you volunteer with for assistance.

**Navigating VicNet Mobile**

VicNet is highly customizable by each individual organization. Therefore, it is difficult to say exactly what type of content will be displayed on the various pages, or even if a page will be visible to you at all. The following information explains the basic purpose of each page that can be displayed, and provides visual examples of how the page might look. Your view in VicNet may be different depending on how the organization you volunteer with has setup their VicNet module.

When you first login to VicNet either the Home page or the Account page will be displayed. If you are directed to the Account page first, set a permanent password and then you will be sent to the Home page. If you need help setting a permanent password,
see the Account Page section below.

Once you are on the Home page, you can use the expanding menu to navigate to other pages. This will appear collapsed in the top left corner to start.

When you tap the menu, it will expand so that you can choose other pages.
Use the menu and tap a button to navigate to that page.

Home Page
The following image is an example of what the mobile view of the VicNet Home page might look like:

![Home Page Example](image)

Depending on how your organization has VicNet setup, you may see statistics for your organization, news from your organization, links to documents or outside websites, and/or a list of your assignments.

Mail Page
The Mail page is where you can see messages (called Vic Mail) sent to you from the person who coordinates volunteers for your organization. New messages appear on top, and a list of read messages appears on the bottom. To read a message, tap the Subject of the message.

Here is an example of what the Mail page might look like in VicNet mobile:
My Profile Page
The My Profile page lets you see and (if your organization permits) update your personal information. The form sections and fields that appear on the tab are selected by your organization. Tap the plus sign (+) to expand a form section to see the fields in it.
The fields of information your organization has selected to appear in the form section will be shown.

Your organization can choose to make certain fields required so you need to enter information in them in order to save the page. Or they can make certain fields read-only so you can see the information in the field, but you will not be able to change it. If you do make changes to a field, please remember to tap the **Save** button.

If the width of the fields in the form section exceeds the width of your mobile device’s current screen orientation, you can scroll the section to the right to see the additional information. Or you can often just change from portrait to landscape orientation to increase your screen’s width.

**My Schedule Page**
The My Schedule page allows you to view your schedule, and if your organization permits you can also self-schedule for assignments, remove yourself from the schedule, and/or see other volunteers who are scheduled. The image below shows an example of what the *My Schedule* page may look like in VicNet mobile.
The assignment dropdown can be used to select the assignment shown. If a particular assignment is selected from the dropdown instead of All assignments, the information in the sections on the page is limited to the schedule for whatever assignment is selected.

The schedule information is shown for a week at a time starting with the current week. (Or in some cases a default starting date range will be shown if your organization has selected to do this.) Use the Next and Previous links to move to a different week. If the date dropdown is set to All dates within week the schedule information for the entire week is shown. If a particular date in the week is selected from the dropdown, only schedule information for that date is shown.

Tap the plus sign (+) by the My Current Schedule section to see your schedule for the week or date that is selected.
If your organization allows you to remove yourself from shifts, there will be a **Remove me** button as long as the time frame for when you can remove yourself has not passed. Tap this button if you cannot make it for your scheduled shift.

If your organization allows you to schedule yourselves for assignments, there will be a **Self-Schedule** section. Tap the plus sign (+) by this section to see opportunities to serve in the week or date that is selected.
To schedule yourself to serve, tap the **Schedule me** button and then follow the prompts to sign-up.

Your organization may also allow you to see other volunteers who are scheduled. In this case, there will be an **Others Scheduled** section. You can tap the plus sign (+) to see the other volunteers who are serving in the week, or on the date, that is selected.
My Service History Page

The My Service History page shows volunteer service recorded on your volunteer record.

Expand a form section by tapping the plus (+) sign to see the service information recorded for you there. If the width of the display in the form section exceeds the width of your mobile device’s current screen orientation, you can scroll the section to the right to see the additional information. Or you can often just change from portrait to landscape orientation to increase your screen’s width.

If your organization uses mandatory service programs where you are asked to perform a certain amount of service in a certain amount of time, expand the Mandatory Service Goals section to see a progress chart that shows your progress in meeting the goal.

The Totals section will show a summary of service information for your record. Depending on your organization’s choices, you may see a start date, year-to-date (YTD) service hours, and life hours.

In the Service section, the service information is collapsed by year to start. You can tap on a year to expand the view to show all service entries made for you during the year. Tap a date to show the service details for a particular entry. Tap the Back link to return to the My Service History main page.

The Time Sheet Page

If your organization wants you to enter service hours, you will see a Time Sheet page.
You can make entries for new service hours you have performed in the *Add Service Entries* section. The *Recent Service* section will show up to five of your most recent service entries. To see entries beyond the first five, use the [My Service History Page](#).

**Account Page**

The Account page is where you will go to set a permanent password, change your permanent password, and opt-in or out of text messaging.
If you sign-in with a temporary password, you will be directed to the Account page before you can access the other pages. As mentioned in the Logging into VicNet section above, your organization should send you a temporary password to use, or provide a way for you to select a password, in advance.

If you do not have this password, or have forgotten it, you can reset your password to a temporary password by tapping the Forget your password? link on the login page. Your temporary password can only be sent to the email address on file for your volunteer record so you will need to enter this address and then retrieve the temporary password from your email. If you have opted-in to text messaging, your temporary password will also be sent by text.

You can find more information on how to use the Forget your password? link here.

If the organization you volunteer with has enabled text messaging, you will also see a section on the Account page for text messaging. You can use this section to opt-in to text messaging, opt-out of text messaging, or change the types of messages you receive by text. You can find information on how to do these things here.

Create a Website Shortcut
Instead of opening the web browser on your smart phone or tablet and then going to the URL address for your organization's portal each time you want to login, you may want to put a link directly to the webpage on your device's home screen. That way you can just tap the icon to go directly to the VicNet login portal. Go to the Shortcut for iOS (iPhone,
Shortcut for iOS (iPhone, iPad, etc.) Devices

to put a short shortcut on your Apple device, you will need to use the Safari web browser. The Google web browser will not allow you to make a shortcut. The screenshots and directions in this section are from an iPhone 5s. The process will be similar with other iPhone models or Apple devices.

1. Open the Safari web browser.

2. Go to the login page for your organization's VicNet portal. The Logging into VicNet section above may be helpful if you do not know where this is.

3. When the screen to enter your email and password is displayed, tap the Share icon.

4. Select Add to Home Screen.
5. Create a name for the shortcut and tap the *Add* link.

You should now be able to simply tap the icon for the shortcut on your home screen to go to the VicNet portal to login.
Shortcut for Android Devices

with an Android device, you can use any web browser to place a shortcut on your home screen. The screenshots in this section show how to do this with the Chrome browser on an Android tablet. The process will be similar with other browsers and devices.

1. Open the web browser (Chrome, Firefox, or the default browser for the device).

2. Go to the login page for your organization's VicNet portal. The [Logging into VicNet](#) section above may be helpful if you do not know where this is.

3. When the screen to enter your email and password is displayed, tap the web browser's menu and select Add to Home screen. (In other browsers this may be Add to homescreen or Add shortcut on Home Screen.)
4. Enter a name for the shortcut and tap the **ADD** link. With some browsers there will not be an option to enter a name so you will need to use the default.
You should now be able to simply tap the icon for the shortcut on your home screen to go to the VicNet portal to login.
Related Help

Help Topic 1147 - How to Sign-in and Sign-out at VicTouch: A Brief Guide for Volunteers
Help Topic 1148 - How to use VicNet: A Brief Guide for Volunteers
Help Topic 1307 - Forget your password? (Volunteers and Coordinators)

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