Volgistics - Volunteer Logistics

Guide to Using VicTouch & VicNet

Grand Strand Humane Society could not proper function without the help of our amazing volunteers! We appreciate all of the time and love that you give to our animals. We also appreciate your patience with us as we try out this new system.

Volgistics is a "volunteer management software" that makes it easy to manage your volunteers from online application forms to awards calculations. The user-friendly, online interface is loaded with features that we can customize to fit our needs and goals. This management database allows us to go "paperless", at least when it comes to volunteer records. Rather than sifting through files, we can look up someone with just the click of a mouse! The volunteer's phone number, availability, and species preference will be managed by this database.

Once you've been added to this system, you can create your own username and password. With that you can access your profile via VicNet and update it at any time. You can add a profile pic, adjust your availability, update phone numbers, etc."Sign Up" allows you to sign up to help at events or around the shelter. You can look at the calendar and see what kind of help is needed at the shelter. This is where you can keep track of your volunteer hours, and if needed edit them if you forgot to sign in that day. As a coordinator, this helps me know who is at the shelter/event and if more help is needed.

Volunteers can sign in using VicTouch rather than a paper sign in sheet. Once you are added to the system, you are automatically assigned a pin number. You will use the number to sign in/out when coming to volunteer at the shelter. **These pin numbers will be kept private** - you can ask me to look the number up for you during the beginning of this new process.

Once you sign in, you can select which "service" you are at the shelter for; i.e. Cat Socialization, Dog Walking, etc. The process is the same if you are signing in for an event. You can also check your schedule while you are in this screen. The same process is used to sign out when you are done for the day. If you forget to sign in/out, no worries! You can shoot me a text or FB message and I can fix the time for you. You can also log into your profile and adjust/add the times.

This system also allows admin to see who is currently in the building with just one click. Which is extremely helpful in the case of an emergency.

Getting Started

1. All new and existing volunteers will be added into Volgistics. You will be sent a link via email (whichever one you provided) to reset you VicNet password.
2. Log in to VicNet and update your profile. Do this by clicking the "My Profile" tab. Add/update all required contact information. Add your general availability. Be sure to add a valid emergency contact as well.
3. Click the "Sign Up" button on the Home screen. Days/times that the shelter is in need of help will be marked by an orange "Help Wanted" bubble.
4. Click on a "Help Wanted" bubble to view details. On this screen, you can see the details of each item: title, time, and the number of people needed. Click "description" to find more information such as the location and description of an event.
5. To sign up for a shift, click the green "Schedule Me" button. Click "Yes" if the following info is correct, then click "continue".
6. When you come to volunteer at the shelter, you will sign in using VicTouch - rather than signing in on paper. (We will use both for the first week or so until everyone is comfortable using it) To sign in, you must use your 6 digit pin number. These are automatically assigned to each volunteer as their profiles are entered by admin into the system.
7. You can find you pin number by asking Savannah, all pin numbers will be kept in a private log book in her office. In the event that Savannah is not here, Jess also knows the location of the book, and can get your number for you.
8. Once signed in, selected the area in which you are here to volunteer for. If you are here to help in multiple areas, just select one. Click "Yes", and you are now ready to go!
9. To sign out, enter your 6 digit pin number & click sign out. If you forget to sign out, don't worry, you or admin can edit the time manually.