# VicNet How-to

To manage volunteer schedules, we use VicNet, a component of our volunteer database (Volgistics), that allows volunteers to:

- View and manage your schedule
- Sign-up for vacant schedule openings
- Keep your personal information up to date
- Submit your service hours
- Check your service and print your own service reports
- AND MORE!

Volunteers use VicNet to pick up volunteer shifts and submit their hours. Once you have created an account (instructions below), watch the tutorial video, and start signing up for shifts!

Sign-in Page
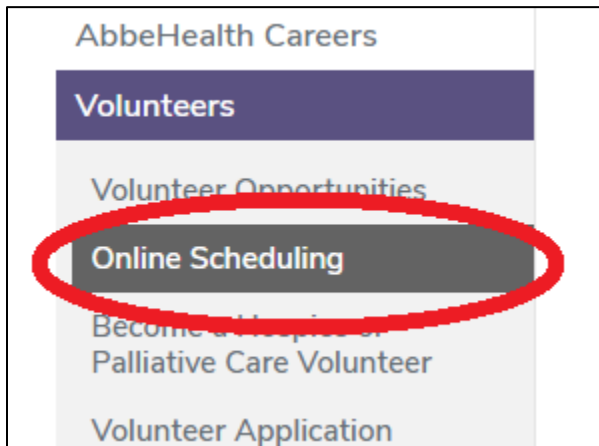
Direct Link
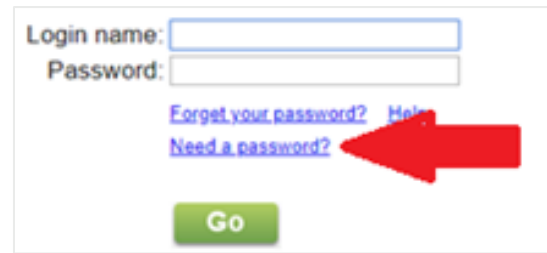volgistics.com/ex2/vicnet.dll/?from=36320
-or-
The link is accessible on
unitypoint.org/cedarrapids/volunteers on the left hand menu.

Browser: To use VicNet we recommend you use **Google Chrome** or Internet Explorer 11.

If you have any questions please contact Volunteer Services at 319-369-7213 or CR_VolunteerSchedule@unitypoint.org

1. **Create an Account**
   a. Go to the sign-in page
      volgistics.com/ex2/vicnet.dll/?from=36320
   b. Enter your email address (must be the email on file with Volunteer Services)
   c. You will receive an email to create your password.
   d. Once you have created a password you are now able to use VicNet!

   "Create an account" will not work with Internet Explorer; we recommend Google Chrome.

2. **Watch this "how-to" video**
   a. https://www.volgistics.com/Videos/HT1148A.htm
   b. Written instructions: https://www.volgistics.com/ex/help.dll?ACT=21&TOPIC=1148

Please note: This video is from Volgistics and uses a sample account, it will not look exactly like ours.

3. **Review your account information**
   a. Review your information in the "My Profile" Tab, update any out of date information.
   b. If you would like to opt-in to text message schedule reminders, you can do so in the "Account" Tab. Message and Data Rates may apply.

4. **Enter 3 hours of Service** in the Time Sheet Tab under the assignment "Orientation for New Volunteers"

5. **Volunteer shifts:** There are two ways to be in a volunteer shift…
   a. Regularly assigned volunteer shift (this is the shift you are in the same time every week). **Volunteer Services staff will put you in that shift as an on-going volunteer.** You can remove yourself from that shift.
   b. You can pick up a shift that is open by clicking "Schedule Me"

6. **Submitting hours:** You have two options for logging your volunteer hours
   a. Sign in and out at the sign-in computer in Volunteer Services or your department (if applicable).
   b. If you do not sign-in at Volunteer Services, please log in to VicNet and add in your hours via the Time Sheet tab within 24 hours of your volunteer shift. This ensures that your hours are always up to date!

7. **If you can't make the shift you signed up for…**
   1. **Remove yourself from the schedule on VicNet** as soon as you know you will miss your shift, even if it is the day of your absence. By pulling yourself from the schedule all supervisors are alerted that you will be absent.
      a. We ask that you do not pull yourself out of a shift less than one week prior to your shift barring illness or emergency. This helps us find coverage and ensure that your volunteer department is supported in your absence.
   2. **Email us at CR_VolunteerSchedule@unitypoint.org** to let us know why you will be absent. Communicating your absence is essential, we need to know this information to follow reporting guidelines (such as illnesses), keep up with important events in your life, and plan for potential barriers that may keep you from volunteering. If your absence is due to illness we will follow up for more information as we are required to report community illnesses to our Infection Preventionist.
      a. **STUDENTS:** Please note that not communicating your absence negatively impacts your standing as a volunteer. This could affect your ability receive Letters of Recommendation or move into a new assignment.
   3. If you remove yourself from a shift we ask that you pick-up another shift within the next month. Please speak with your volunteer coordinator if you have questions about this expectation.

Updated: 05/2020, 10/2020, 01/2021

Expectations for Volunteers

- Maintain updated record of contact information (such as phone number or email address)
- Review your schedule regularly to ensure accuracy
  - If you are scheduled for a day, we ask that you keep your commitment. However, if something comes up and you cannot make it, please remove yourself from the shift as soon as you know you can't make it. We ask that you do not pull yourself out of a shift less than one week prior to your shift barring illness or emergency. This helps us find coverage and ensure that your volunteer department is supported in your absence.
- If you remove yourself from a volunteer shift you must pick-up another shifts within the next month*
  - Please speak with your volunteer coordinator if you have questions about this expectation.

Attendance Policy Reminder

- Excused Absence is an absence that is either communicated 7 days before your volunteer shift or is within 7 days but occurs due to an event outside of your control (such as illness, emergency, severe weather, etc.). This does not negatively impact volunteer attendance records (unless absences exceed 25% of their shifts within a 6-month period). Please contact Volunteer Services if you have any questions.
- Unexcused Absence is an absence that is communicated less than 7 days before your volunteer shift and does negatively impact volunteer attendance records. This includes, but is not limited to, schoolwork, and pre-planned appointments (such as preventative checkups or hair appointments).
- 1st and 2nd occasions of unexcused absence within 6 consecutive months will result in a documented verbal warning.
- The 3rd occasions of unexcused absence within 6 consecutive months will result in a written reprimand.
- The 4th occasions of unexcused absence within 6 consecutive months may result in dismissal from volunteering.

What you should expect from Volunteer Services

- Maintain current list of volunteers (including subs/trainees) and relevant staff ("coordinators") in Volgistics in their appropriate assignments.
- Ensure that all volunteers & staff receive VicNet communication in a timely manner.
- Maintain record of volunteer attendance and follow policy as needed.