

## KHSC Volunteer Guide for Accessing Volgistics Remotely

On January 17<sup>th</sup> 2023, Volgistics underwent a system upgrade which has changed the interface of what you will see on both the on-site sign-in computer and when you login to Volgistics remotely. The screen on the sign-in computer functions in the same way as the old one, and your access code has not changed. However, the interface you will see when logging into Volgistics remotely is quite different. This quick guide will walk you through how to navigate this new version of Volgistics.

To log into Volgistics remotely, click [HERE](#).

- If you have never signed in remotely before or you have forgotten your password, click “**Password Reset**” to reset it. You will need to use the email address that you use to correspond with Volunteer Services (this is also the one you included as part of your application). If you need help with this, please contact the Volunteer Services office at 613-549-6666 x 2359 #1.

### Homepage

When you first login to Volgistics, you will see the following homepage:

The screenshot shows the Volgistics homepage for a volunteer named Lynda. The top navigation bar is blue and contains four buttons: 'Home', 'Mail', 'Schedule', and 'Service'. The 'Home' button is circled in yellow. The main content area is white and features a 'KHSC Fitness Centre. \$65/year.' section with a photo of the gym. To the right, there is a 'Your Assignments' section with a red arrow pointing to it, listing two assigned roles: 'Virtual Visit Facilitator [HDH Site\Special Request] (Assigned)' and 'Virtual Visits Facilitator [KGH Site\Special Requests] (Assigned)'. The top right corner shows the user's name 'Lynda' and 'Volunteer' status.

Similar to the old interface, you will see the options at the top to view your **Mail**, **Schedule**, and **Service**. On the right-hand side, you will see all of your active volunteer **Assignments**.

## Schedule

When you click on “Schedule” at the top, you will notice the calendar view looks quite different from the old view. The orange “Help Wanted” bubbles are now gone. In place of these, you will now see a **green box** with “\_\_ Openings” (red arrow) wherever there are open shifts. Any shifts you are currently scheduled for will show on the respective day (blue arrow).

Home Mail **Schedule** Service

If you are not able to make a shift you are scheduled for, please click on the date you will be away and click the orange “Remove” button (as far in advance of the shift as possible). That shift will then appear for other volunteers who are trained in the role as a green “Openings” symbol. Those volunteers can then click on “Openings” and “Schedule” to pick up the shift(s).

If you have any difficulty doing this please ask any of the staff in Volunteer Services to assist you. Thank you!

Today < > 📅 January 2023 🖨️ Filter Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 4:30pm • Virtual Visits Facilitator	21
22	23	24	25	26	27 2 Openings	28 2 Openings

### Adding a Shift

To add a shift, click on the green “\_\_ Openings” button on whichever day you’d like. You’ll be shown a list of open shifts for that day. Simply click “Schedule” to schedule yourself for that shift.

Today < > 📅 Saturday, 21 January 2023 🖨️ Filter Day ▾

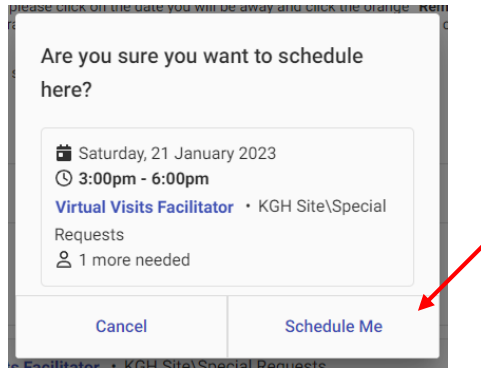
### Your Schedule

No scheduled events

### Openings

🕒 10:30am - 1:30pm 👤 1 more needed	<b>Virtual Visits Facilitator</b> • KGH Site\Special Requests	<b>Schedule</b>
🕒 3:00pm - 6:00pm 👤 1 more needed	<b>Virtual Visits Facilitator</b> • KGH Site\Special Requests	<b>Schedule</b>

Then follow the on-screen prompt and click **“Schedule Me”** to confirm your selection.



### Removing a Shift

To remove a shift you are scheduled for, click on the shift you'd like to remove:

Home Mail **Schedule** Service

If you are not able to make a shift you are scheduled for, please click on the date you will be away and click the orange **“Remove”** button (as far in advance of the shift as possible). That shift will then appear for other volunteers who are trained in the role as a green **“Openings”** symbol. Those volunteers can then click on **“Openings”** and **“Schedule”** to pick up the shift(s).


If you have any difficulty doing this please ask any of the staff in Volunteer Services to assist you. Thank you!

Today < > 📅 January 2023 🖨️ Filter Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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15	16	17	18	19	20 4:30pm · Virtual Visits Facilitator	21
22	23	24	25	26	27 2 Openings	28 2 Openings

Then, click the orange **“Remove”** button and follow the on-screen prompt to confirm your selection:

## Your Schedule

🕒 4:30pm - 6:30pm    Virtual Visits Facilitator • KGH Site\Special Requests    

👤 You

Are you sure you want to be removed?

📅 Friday, 20 January 2023  
🕒 4:30pm - 6:30pm  
👤 You  
Virtual Visits Facilitator • KGH Site\Special Requests

## Other Schedule Features

- If you volunteer in multiple roles, you may want to view the shift openings for a specific role. To do this, click the **“Filter”** button (red arrow) and then follow the on-screen prompts to select which role you’d like to filter by. Click **“Apply”** to update the calendar to show only that role.
- If you want to navigate to a different month, click the **“<”** or **“>”** buttons (blue arrow). Or, you can click the calendar icon (green arrow) to skip ahead to a specific month.

If you have any difficulty doing this please ask any of the staff in Volunteer Services to assist you. Thank you!

Today < > 📅    January 2023    🖨️ Filter    Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7

## Service

If you click on the **“Service”** tab at the top, you can see your **Total Service** to date and your **Service by Year**. If you’d like to see more details about your service in a given year, click on that year to expand the entries.


Home Mail Schedule **Service**

### Totals and Statistics

Start Date: Feb 22, 2021  
YTD Hours (starting Apr '22): 1:36  
Total Hours: 24:56

Service by Year [Print](#) [Export](#) [Expand All](#)

2022	13:34 hours served	▼
2021	11:22 hours served	▼




Once you've expanded a given year, you also have the option to **"Print Year"** (which will generate a PDF you can print) or **"Export Year"** (which will generate an Excel spreadsheet).

Service by Year [Print](#) [Export](#) [Expand All](#)

2022 13:34 hours served

Date ↓	Assignment	Hours
April 23	Virtual Visits Facilitator [KGH Site\Special Requests]	1:36
February 22	Virtual Visits Facilitator [KGH Site\Special Requests]	2:07
February 19	Virtual Visits Facilitator [KGH Site\Special Requests]	2:29
February 8	Virtual Visits Facilitator [KGH Site\Special Requests]	2:04
February 5	Virtual Visits Facilitator [KGH Site\Special Requests]	2:35
February 2	Virtual Visits Facilitator [KGH Site\Special Requests]	2:43
<b>Totals</b>	<b>6 entries</b>	<b>13:34</b>

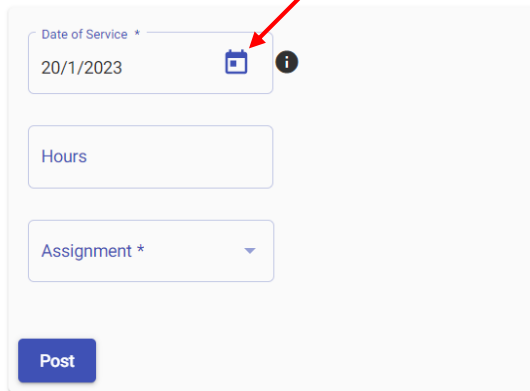
[Print Year](#) [Export Year](#)



### Logging Hours Remotely

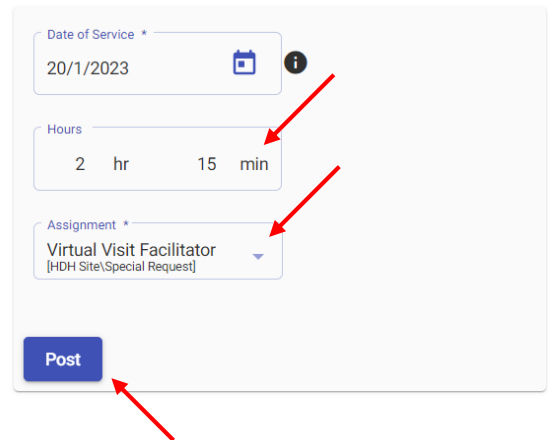
If you are a volunteer who can log hours remotely, please note that this function has changed from the previous version of Volgistics. Now, instead of the "Timesheet" option at the top of the homepage, you will access this feature under the "Service" tab. If your volunteer account has this capability, you will see a **Post Service** option at the top of this page:

## Post Service



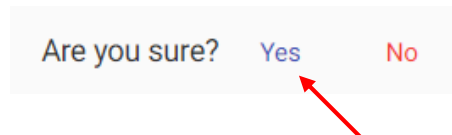
The screenshot shows a form titled "Post Service". It has three main input fields: "Date of Service \*" with the value "20/1/2023" and a calendar icon, "Hours" which is currently empty, and "Assignment \*" which is a dropdown menu. At the bottom left is a blue "Post" button. A red arrow points to the calendar icon in the "Date of Service" field.

## Post Service



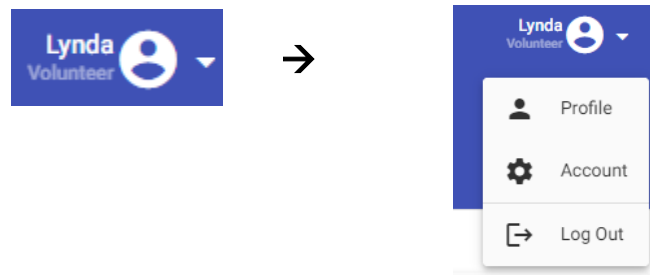
This screenshot shows the same "Post Service" form, but now the "Hours" field is filled with "2 hr 15 min" and the "Assignment \*" dropdown is set to "Virtual Visit Facilitator [HDH Site,Special Request]". A red arrow points to the "Post" button at the bottom left. Another red arrow points to the "Hours" field, and a third red arrow points to the "Assignment" dropdown menu.

Select the date you volunteered by clicking on the small calendar icon, then type in the number of hours you served (hours and minutes). Finally, click the "Assignment" drop-down menu to indicate the role that you volunteered in. Click "Post" and then follow the prompt and click "Yes" to confirm your selection. The hours will then be added to your Volgistics account.



## Profile and Account Settings

If you would like to update your Volgistics **Profile** information (e.g., name, address, phone number, email address, etc.) or your **Account** settings (e.g., communication preferences or password), click on the icon with your name in the upper right corner of the screen. Select "Profile" or "Account" from the drop-down menu and then follow the on-screen prompts.



If you require additional help navigating Volgistics remotely, please contact the Volunteer Services office at

613-549-6666 x 2359 #1 and we will be happy to assist! 😊