



VOLGISTICS - VOLUNTEER DATABASE ACCESS INSTRUCTIONS

Below are the instructions to access the Volgistics Volunteer Database. Please note - only **ONE** profile should be made per family. When signing up for shifts throughout the season, the hours are allocated to one profile. If more than one parent plans to participate in volunteering, both names can be listed, as there is a space for Parent Name #1 and Parent Name #2. There is also a link attached that will provide additional support if necessary.

1. Fill in a Volunteer Contact Information Form (found as a link on the Raiders Website)
2. Once submitted, the Director of Volunteers will approve the document and you will be able to now log into the system using the same email address as listed on the Contact Information Form.
 - a. Wait 24 hours to access Volgistics as the system needs some time to upload the information.
 - b. After the 24-hour period, access the Volgistics site at: <https://www.volgistics.com/vicnet/588264>
3. Request a Password Reset.
4. Enter your email and a message will be sent to reset your password.
5. If you have already accessed the system and want to change your password:
 - a. Click on the VIC Tab of your profile
 - b. Set up your new password
 - c. Then click on the link and you will be taken to a Password Change Required screen
 - d. Fill in the new information
6. This should bring you to the homepage of Volgistics.
7. Click on the Calendar tab and all available volunteer shifts will be listed (if no shifts are showing then shifts have not yet been entered into the system).
 - a. If there are shifts showing and you want to sign up for one, click the box on the left side of the screen for the shift you want.
 - b. It will load your information and show that you are now scheduled.
8. To show a page that lists all your scheduled times:
 - a. Go to the bottom right corner of the schedule page and click the filter icon
 - b. Change to say My Scheduled Items
 - c. Click apply
9. You will receive an email reminder 2 days before your scheduled shift.

SUPPORT INFORMATION LINK : <https://www.volgistics.com/ex/help.dll?ACT=11&TOPIC=4010>

If you want to be removed from a shift, you must email the Director of Volunteers to have this done, as this is not a function that members can access. Please include the following information in your email: first and last name, date, time, and title of shift.

Please email Director of Volunteers at director-volunteers@raidershc.ca if you have questions.

