

National Gallery of Art

VicNet User Guide

Volunteer Information Center - Volgistics Program

Volunteer Instructions for VicNet/Volgistics

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Volunteer Instructions for VicNet/Volgistics

Please follow these steps for the some of the basics functions of the Volunteer Information Center – the volunteer portal within Volgistics.

For additional instruction, you can also view the short video that can be found on the VicNet home page once you log- in. (See Fig. 2)

Link to VicNet:

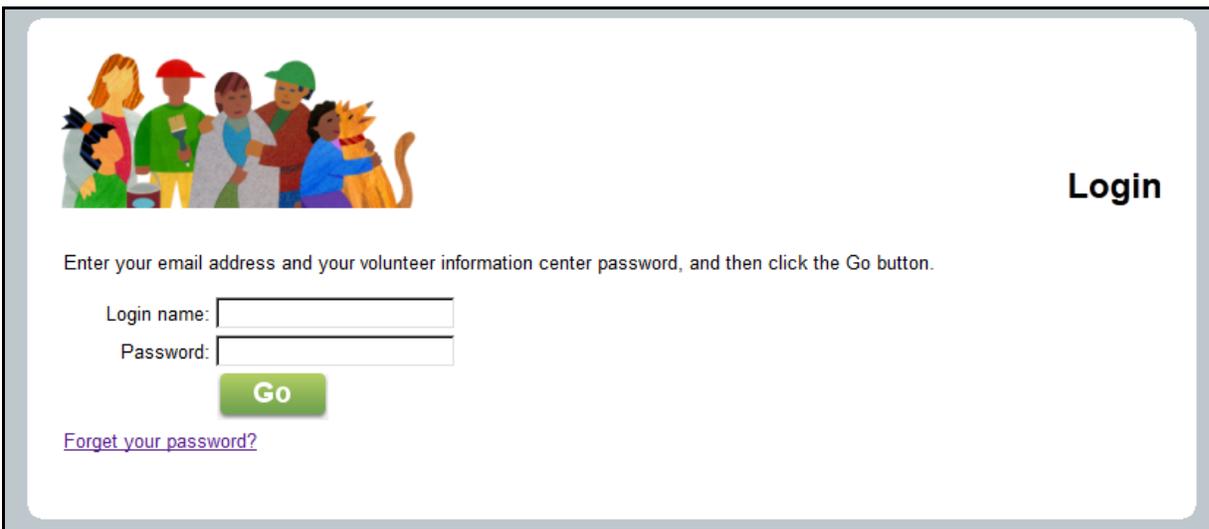
A link can be found on the Volunteer Web Site (www.nga.gov/volunteer) that will take you directly to VicNet. You may also choose to add the log-in page as a bookmark or favorite in your web browser.

General Tips:

- **Do not use your browser’s navigation buttons to go back to a previous screen;** it will exit you from the program and you will have to log-in again. Similarly, the backspace key on your keyboard can act as if you are hitting the ‘back arrow’ in your web browser. This happens because VicNet is preventing you from seeing information that may now be outdated. Only use the navigational tabs and buttons within VicNet itself.
- The green “Exit” button at the bottom of the screen will log you out of the system entirely. Do not hit this unless you are planning to fully leave the program. If you are trying to step back a screen, use the “Cancel” button or click on one of the menu tabs within VicNet.
- If you have fully exited VicNet, you will have to return to the log-in screen via your browser’s bookmark or the link located on the Volunteer web site. Clicking your browser’s back button will not take you to the log-in screen; neither will hitting the refresh button.
- After a certain length of inactivity, your session will expire. You will then have to log-in again.

1. Logging in and changing your password.

- a. The “Login name” is your email address; if you have more than one email address, please use the email address to which your VicNet password was sent.
- b. If you’ve forgotten your password and requested a temporary one, an autogenerated password will be sent via email and you will be required to change it to a preferred password of your choice upon logging in.
- c. To change your password, click on the “Account” tab at far right of menu
- d. In order to complete the change, you must enter your original or temporary password into the first field; then create new a password in the next field. Passwords must be at least 6 characters long and are case sensitive. They will not expire.
- e. When finished, click the green “Save” button at the bottom of the screen.





Login

Enter your email address and your volunteer information center password, and then click the Go button.

Login name:

Password:

Go

[Forget your password?](#)

Figure 1 Log-in Screen



Volunteer Information Center

Volunteer information for Katherine Gottschalk

[Home](#) [Mail](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#) [Account](#)

Check your schedule

Post your hours

Check messages

News

Welcome to the Volunteer Information Center. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, post your volunteer service, receive messages, and much more: anytime, and from any Internet connected computer.

Watch this space for more volunteer news!

Your Assignments

7th St.
American Art
Constitution
French Galleries
Main
POV
Rover
Sculpture Galleries

How to Use VicNet

A quick video tutorial that covers using the calendar and time sheet features in VicNet.



Test Document Link

Lorem ipsum dolor sit amet.

[Download here.](#)

Exit

Figure 2 Home Screen



Volunteer Information Center

Volunteer information for Katherine Gottschalk

[Home](#)[Mail](#)[My Profile](#)[My Schedule](#)[My Service History](#)[Time Sheet](#)[Account](#)

Change your password

You can change the password you use to access your volunteer information. Enter your current password, enter your new password twice, and then click the Save button.

Your new password must:

- Be between 6 and 30 characters long

Enter your **current** password here:

Enter your **new** password here:

Enter your **new** password again:

Save

Powered by **volgistics**[™]

Exit

Figure 3 Account Tab

2. **Editing your contact information, emergency contact information, etc.**

- a. Click on the “My Profile” tab (third in from the left).
- b. Update or verify your contact information via the appropriate fields and click the “Save” button.
- c. Feel free to update any other fields below - Emergency Contact; photo; Birthday; etc. All have a green “Save” button under each section. *Make sure to hit the “Save” button below each section or your information will not save!*

Volunteer Information Center

Volunteer information for Katherine Gottschalk

Home Mail **My Profile** My Schedule My Service History Time Sheet Account

Instructions
The following information is currently on file in your volunteer record. To update your records, enter your new information in the spaces provided. Click any of the "Save" buttons to save your changes or additions.

Contact Information

First name: Katherine *

Last name: Gottschalk *

Middle name:

Title: Ms. ▾

Nickname:

Street 1: 2000B S. Club Dr *

Street 2:

Street 3:

City: Landover *

State: MD ▾ * Zip: 20785 *

Home phone: OK to call me here

Work phone: (202) 842-6063 OK to call me here

Cell phone: OK to call me here

Email address: kmgottschalk@gmail.com

Marital status: Choose ▾

Entry Class:

Spouse or Significant Other:

Formal Address:

Save

Figure 4 My Profile Tab

3. **Check/view messages.**

- a. Click on the “Mail” tab (second from left) to see a listing of messages.
- b. To read a message, click on the message subject (i.e. “Test Message”) to expand the body of the message.
- c. Once read, messages will move to the “Old Messages” section until their expiration date (set by sender).

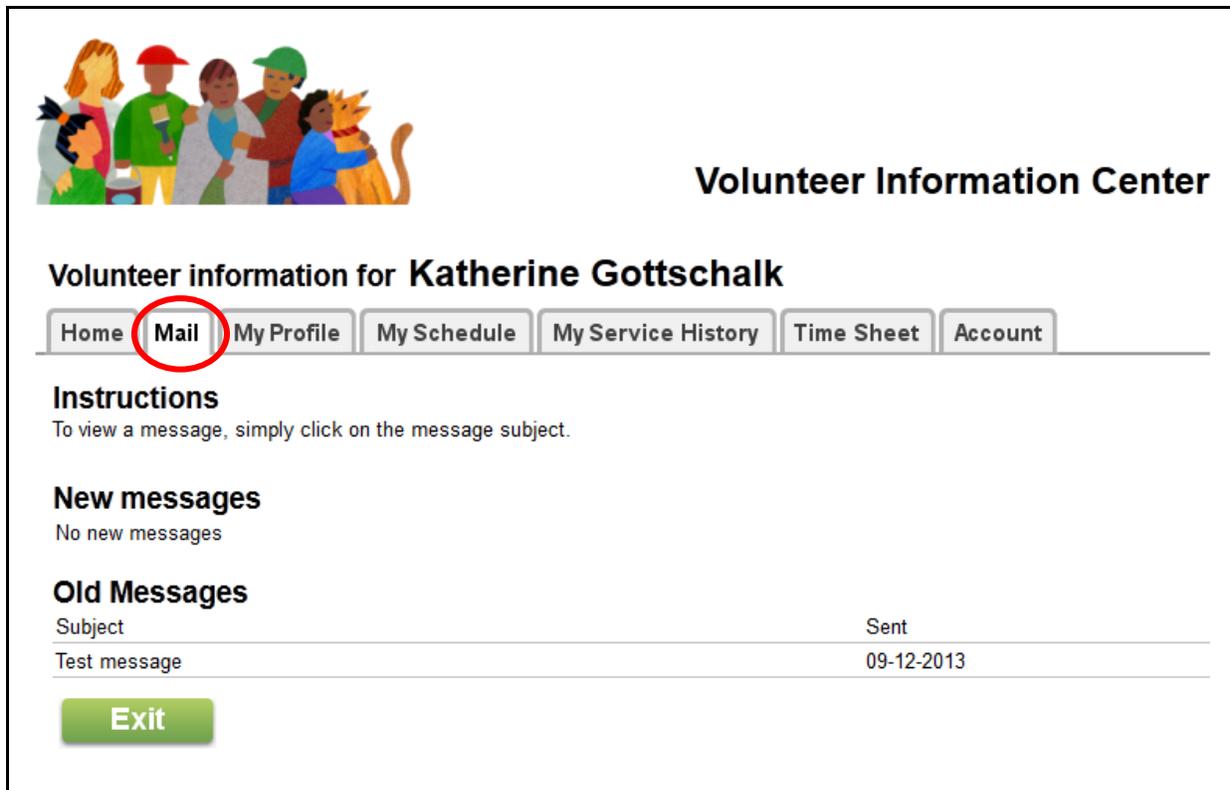


Figure 5 Mail tab

4. View the Schedule

- a. To see the full schedule, click on the “My Schedule” tab (fourth from the left).
- b. You will see the full monthly schedule with your assignments listed in black. You can click on the specific date to see details and the full day’s schedule listing.
- c. You can scroll from month to month by using the green “Previous Month” and “Next Month” buttons located at the top of the calendar. Additionally, if you click on the “Printable View” button below the calendar, it will open the calendar in a new browser tab or window.
- d. When the interactive schedule is implemented, you will also see orange “Help!” balloons for the dates that require additional volunteers. More information on that feature is discussed below.

Volunteer Information Center

Volunteer information for **Katherine Gottschalk**

Home Mail My Profile **My Schedule** My Service History Time Sheet Account

Instructions
Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your schedule click the "Printable view" button.

HELP WANTED Sign-Up!
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.

Show openings in

Schedule yourself for volunteer duty

Prev month Next month **September 2013**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12 9:30 a - 1:30 p Rover Test Only	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Figure 6 My Schedule Tab

5. **Removing yourself from the schedule.**

- a. While viewing the schedule on the “My Schedule” tab, select an assignment you are scheduled for that is more than 2 weeks after the current date. (If the assignment you are scheduled for is less than 2 weeks away, please contact the appropriate staff members so that they can make the change for you – VicNet will not allow you to remove yourself.)
- b. When viewing your assignment, a green “Remove Me” button should be located on the right side of the screen. (If no button appears, it is because you are less than 2 weeks away from the scheduled assignment.)
- c. Click that button to remove yourself. There will be no confirmation page when removing yourself from the schedule; a notification will be sent to the appropriate coordinator on staff. (Note: There may be some lag time while the schedule updates – if the change does not appear to have worked, please contact a staff member.)
- d. You can click on the green “Calendar View” button to return to the schedule.

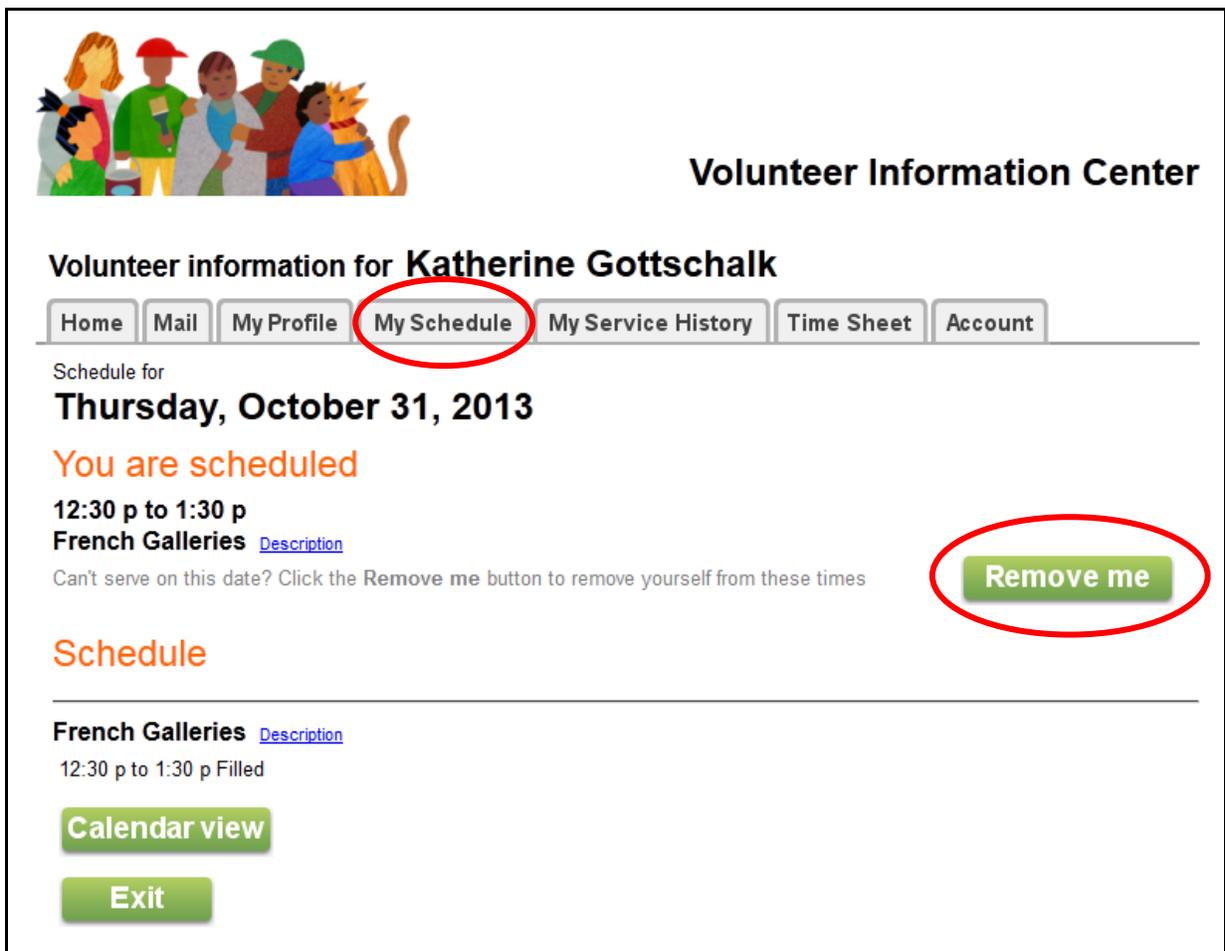


Figure 7 Removing yourself from the schedule

6. **Adding yourself to a schedule opening.**

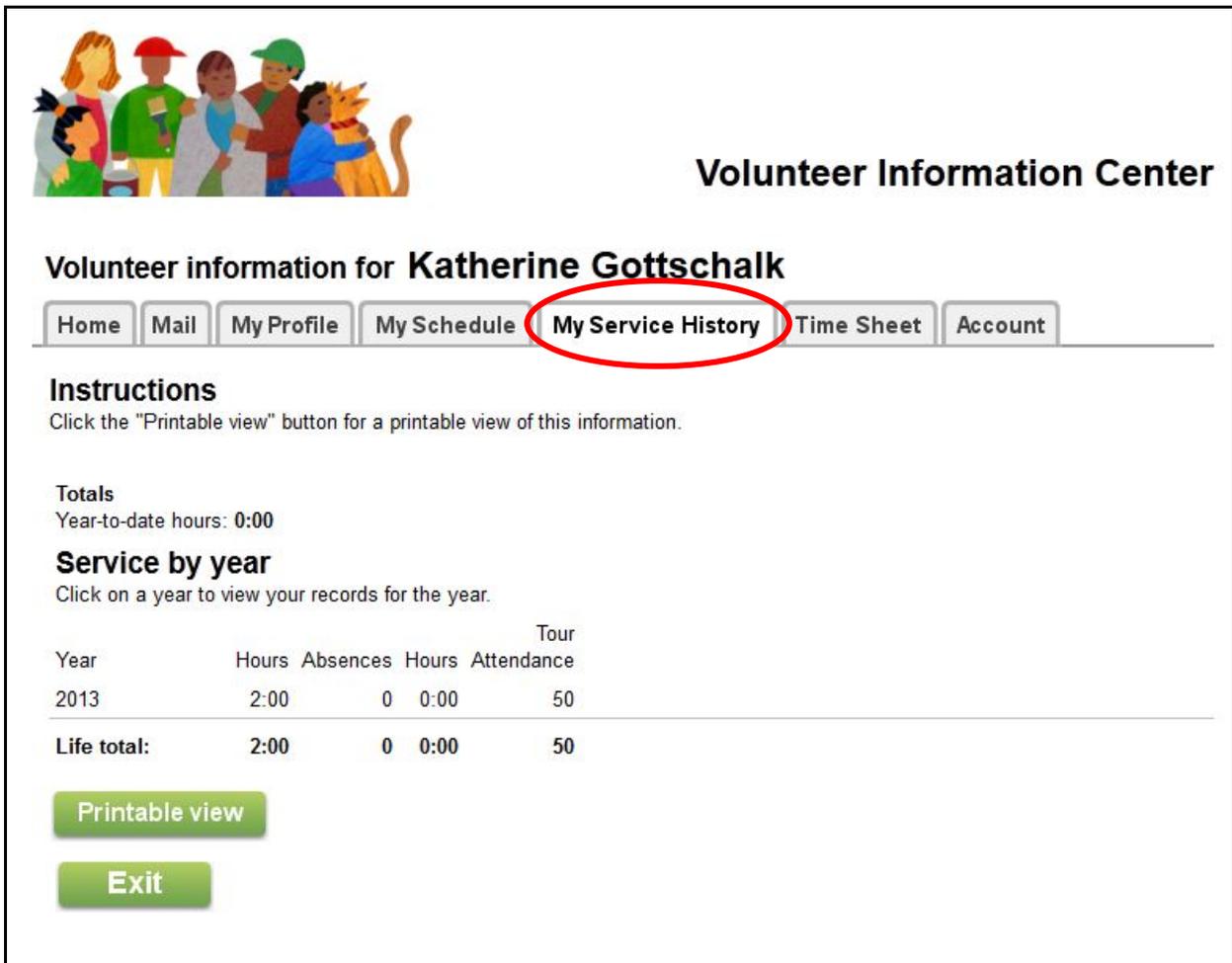
- a. While viewing the schedule, click on one of the orange “Help wanted” balloons to view the listing of openings for the day.
- b. Each assignment will tell you how many openings there are for the day.
- c. Once you’ve found the assignment you’d like to add to your schedule, click on the “Schedule me” button located to the right of the assignment
- d. A confirmation page will show up confirming the date, assignment, and time. It will ask you if this is correct; if so - click the “yes” button and it will be added to your schedule. If not correct, click the “no” button and it will take you back to the schedule. (Note: There may be some lag time while the schedule updates – if the change does not appear to have worked, please contact a staff member.)
- e. Please see Appendix A for protocol on signing up for Adult Program Docent tours.



Figure 8 Adding yourself to the schedule

7. The “My Service History” Tab

- a. This tab will show you your year-to-date totals for hours served in addition to a breakdown of those hours if you click on the year. More features may be added here as we explore the options available to us with Volgistics.
- b. To see a detailed listing of your service, click on the current year. This should then display a listing of all dates worked by month. To see more information, click on a specific date.
- c. Please note that the “Tour Attendance” field is only applicable to the Adult Program Docents – not the Art Information Volunteers.



The screenshot shows the 'Volunteer Information Center' for Katherine Gottschalk. At the top left is an illustration of diverse people. The title 'Volunteer Information Center' is on the right. Below it, the name 'Katherine Gottschalk' is displayed. A navigation bar contains buttons for 'Home', 'Mail', 'My Profile', 'My Schedule', 'My Service History' (circled in red), 'Time Sheet', and 'Account'. Below the navigation bar, there is an 'Instructions' section with a link to 'Printable view'. A 'Totals' section shows 'Year-to-date hours: 0:00'. The 'Service by year' section includes a table with columns for Year, Hours, Absences, Hours, and Tour Attendance. The table shows data for 2013 and a 'Life total' row. At the bottom, there are 'Printable view' and 'Exit' buttons.

Year	Hours	Absences	Hours	Tour Attendance
2013	2:00	0	0:00	50
Life total:	2:00	0	0:00	50

Figure 9 My Service History Tab

8. The “Time Sheet Tab”.

At this time only the Adult Program Docents will be using this feature in order to record tour attendance.

a. Posting hours and tour attendance

- i. Select the “Time Sheet” tab from top menu
- ii. Select a date in August (to avoid confusion in our test!)
- iii. Select the Assignment you served (choose whatever you want) from the drop down menu
- iv. Under “How many hours did you serve?” For docents, put 1 hour. For Art Information, put 4 hours.
- v. If you are selecting a docent tour, also enter in an attendance number. If you are selecting an Art Information desk, leave the tour number field blank.
- vi. Then click the “Continue” button.
- vii. A confirmation page will appear listing everything you just entered. If everything is correct, hit the “yes” button. If not, hit the “no” button and it will take you back to the previous screen to make changes.



Volunteer information for **Katherine Gottschalk**

- Home
- Mail
- My Profile
- My Schedule
- My Service History
- Time Sheet**
- Account

Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

Time Sheet

What was the date of your service?

August 2013

S	M	T	W	T	F	S
	26	27	28	29	30	31
<input type="radio"/>						

September 2013

S	M	T	W	T	F	S
1	2	3	4	5	6	7
<input type="radio"/>						
8	9	10	11	12	13	14
<input type="radio"/>						
15	16	17	18	19	20	21
<input type="radio"/>						
22	23	24	25			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			

Which assignment did you serve in?

How many hours did you serve? hours, minutes

How much Tour Attendance?

Continue

Figure 10 Time Sheet Tab

Appendix A: Adult Program Docent Scheduling Protocol

Sign up for regularly scheduled tours will take place in two phases: Phase I will begin approximately 45 days prior to the beginning of the month in question, and Phase II will follow approximately 30 days prior to the beginning of the month in question. For instance, for tours in January 2015, Phase I sign up will be available on November 15, 2014 and Phase II on December 1, 2014.

Phase I:

The new monthly tour schedule will be available for sign up on the 15th of every month at 12 noon, 45 days prior to the beginning of the month in question. For the two weeks of Phase I, docents will be asked to sign up for no more than four tours (APDs) or three tours (APWs) with only one tour type being duplicated. Staff will monitor this in Volgistics to make sure no one misunderstands this restriction. (For instructions on how to sign-up for an assignment, please see page 11 of the VicNet User Guide.)

Phase II:

When Phase II begins on the first of the month, 30 days prior to the month in question, we will send an email notice that you are now free to sign up for any open tour for which you are validated. So in the above example, on December 1st all remaining January tours would be available to be filled by anyone. *(Please note that docents will only see openings for tours that they are validated for; if you do not see a tour assignment that you should, please let staff know so that we may correct this. Similarly, if you can see a tour listing that you are not validated for, please let us know and we will remove it.)*

Schedule Changes/Finding a Replacement

If your schedule change during Phase I or Phase II you may remove yourself from VicNet (see page 10 of the VicNet User Guide) allowing the opening to be filled by another docent during the remainder of the sign-up period. You will still be responsible for finding a replacement for changes that occur in the actual tour month. For example, if it is May 2nd and you know you will not be able to give your May 10th tour, you will need to notify staff and find a substitute.

Planned Absences

If you know that you will not be giving any tours in a particular month, please send an email to AdultDocents@nga.gov so that staff will know that you are not available and therefore not on the schedule.

Scheduling Timeline for a full Calendar Year

	January Tours	February Tours	March Tours	April Tours	May Tours	June Tours	July Tours	August Tours	September Tours	October Tours	November Tours	December Tours
Phase I Begins (limited sign-ups)	Nov. 15	Dec. 15	Jan. 15	Feb. 15	Mar. 15	Apr. 15	May 15	Jun. 15	Jul. 15	Aug. 15	Sept. 15	Oct. 15
Phase II Begins (unlimited sign-ups)	Dec. 1	Jan. 1	Feb. 1	Mar. 1	Apr. 1	May 1	Jun. 1	Jul. 1	Aug. 1	Sept. 1	Oct. 1	Nov. 1

