RAPE TRAUMA SERVICES

VOLGISTICS TUTORIAL

How to use RTS's volunteer management software as a Sexual Assault Counselor
<table>
<thead>
<tr>
<th>TOPIC</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginner's Checklist</td>
<td>3</td>
</tr>
<tr>
<td>Logging in</td>
<td>4</td>
</tr>
<tr>
<td>The Home Page</td>
<td>6</td>
</tr>
<tr>
<td>Completing your Profile</td>
<td>7</td>
</tr>
<tr>
<td>Text Message Alerts</td>
<td>10</td>
</tr>
<tr>
<td>Scheduling a Shift</td>
<td>12</td>
</tr>
<tr>
<td>Finding your Backup</td>
<td>14</td>
</tr>
<tr>
<td>Service Hours</td>
<td>16</td>
</tr>
<tr>
<td>FAQs</td>
<td>17</td>
</tr>
</tbody>
</table>
BEGINNER'S CHECKLIST

There are a few things you need to do to get your Volgistics profile up and running. As you review this tutorial, use this checklist to make sure you don't forget any essential first steps!

- Login to your profile
- Change your password
- Complete the missing information in your profile
- Opt-in for text message alerts
- Alert the Volunteer Coordinator that you have completed your profile
HOW CAN I FIND THE LOGIN PAGE?

You can login to Volgistics using this link: https://www.volgistics.com/ex2/vicnet.dll?FROM=519056

Bookmark it!

You can also find the login page on at the bottom of the RTS homepage, as shown below:
WHAT IS MY LOGIN INFORMATION?

We have already created a profile for each of our active SACs. You can login using the following format for username and password:

**Username**: the email address you associate with RTS. For instance, where you receive your SAC newsletters or emails about the SAC training. (example: erin@rapetraumaservices.org)

**Password**: first initial, last name, year you started with RTS. (example: EVistnes2020)

Make sure to follow this capitalization format.

**You may change your password after activating your account.**
WHAT IS ON THE VOLGISTICS HOME PAGE?

- **Check your schedule**
- **Check messages**
- **Text message opt-in**

**SAC Contact List**
Click the link below to find names, phone numbers, and emails for your fellow SACs! This does not include those who serve on backup.

**Backup Contact List**
Click the link below to find names, phone numbers, and emails for those on backup. This list includes both staff and paid backup.

**PDF contact list of your fellow SACs**

**PDF contact list of all backups.**

**News**
Welcome to Rape Trauma Services' new volunteer management page! This is where you can schedule your crisis line shifts, sign up for SAC meetings, track your volunteer hours, and more.

If you have any questions about Volgistics or volunteering more generally, please reach out to your Volunteer Coordinator:
Aimee Kingery
MP 709, 8901
sac@rts.org

News updates from RTS (we will rarely use this, but you can find the Volunteer Coordinator's contact info here)

**Civicore**
Click here to document your crisis line calls in Civicore.

**SAC Training Binder & Resources**
Click here to access the SAC Training Binder, where you can find refreshers from your training, community resources, self-care tips, and counseling support.

**Link to the Civicore database**

**Link to the SAC Training Binder & Resources Google Drive (just click on the box!)**
WHAT DO I NEED TO DO TO COMPLETE MY PROFILE?

There is a short list of important tasks you need to complete before your Volgistics account is ready to go.

**Step 1:** Click the "My Profile" tab to get started.

**Click SAVE after each change to update your account information.**
**Step 2:** Under "Contact Information", double-check the following information we filled in when your account was created:

- name
- "main Phone" phone number (this is the number we will give the answering service to reach you while on a crisis line shift)
- email address

### Contact Information

- **First name:** Mamma
- **Last name:** Mia
- **Title:** Choose
- **Street 1:** 750 Hearst Castle Rd
- **City:** San Simeon
- **State:** CA
- **Zip:** 93452
- **Main Phone:** 555-123-4567
- **Email address:** mia@rapetraumaservices.org
- **Date of birth:** Jun 14 1997
- **Spanish speaker?** No
**Step 3:** Fill in the following blank fields:
- birthday (month/day/year)
- mailing address
- spanish speaker?
- "Availability" (for instance, if you are regularly available to take crisis line shifts Mondays 1:00 PM - 7:00 PM)
- emergency contact information
- photo

## Contact Information

- **First name:** Mamma
- **Last name:** Mia
- **Title:** Choose
- **Street 1:** 750 Hearst Castle Rd
- **Street 2:**
- **Street 3:**
- **City:** San Simeon
- **State:** CA
- **Zip:** 93452
- **Main Phone:** 555-123-4567
- **Email address:** mia@rapetraumaservices.org
- **Date of birth:** Jun 14 1997
- **Spanish speaker:** No

## Emergency Contact

In the event of an emergency whom should we notify?

- **First name:**
- **Last name:**
- **Title:** Choose
- **Street 1:**
- **Street 2:**
- **Street 3:**
- **City:**
- **State:** Choose
- **Zip:**
- **Home phone:**
- **Work phone:**
- **Relationship:** Choose

## Availability

Please indicate the days and times you are usually available to volunteer.

<table>
<thead>
<tr>
<th></th>
<th>Sun</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td></td>
<td>1:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td></td>
<td>7:00pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOW DO I SIGN UP FOR TEXT MESSAGE ALERTS?

All SACs are required to opt-in for text-message alerts. This will allow Volgistics to send you texts reminding you about your upcoming shifts. It's easy and helpful for everyone!

Step 1: Click the "Account" tab.

Step 2: Scroll down to "Message Preferences"

Message Preferences (Email / Text Messaging)
Use this section to change preferences or opt-out of text messaging (also known as "SMS").

- Opt-out of text messages (SMS)? You are currently opted-in.

1. How do you prefer to receive these types of messages?
**Step 3:** Enter your phone number in the highlighted field.

**Message Preferences (Email / Text Messaging)**
Use this section to opt-in and opt-out of text messaging (also known as "SMS"). You can change preferences for how you would like to receive messages, whether as emails, text messages, or none.

[View supported phone carriers](#)

1. Please Enter Your Mobile Device Number:

   Volgistics Volunteer Alerts sends reminders, alerts, and custom messages from System Operators and Coordinators using text messaging (SMS). Please tell us where we can send messages:

   Enter a mobile phone number
   123-456-7890
   This is a required field.

   Your country
   United States

**Step 4:** Make selections identical to those shown below. You must opt in to receive emails about new schedule availability and shift coverage assistance, otherwise you will not receive these updates!

1. How do you prefer to receive these types of messages?

   **Automated Messages**
   - Email
   - Text Message
   - None
   - Schedule reminders

   **Custom Messages**
   - Email
   - Email with Text Notification
   - None
   - Shift Coverage Needed
   - New Schedule Availability

**Step 5:** Click SAVE! You will receive a text message from Volgistics. Follow the brief directions in this message to complete the opt-in process.
HOW DO I SCHEDULE MYSELF FOR A CRISIS LINE SHIFT?

Step 1: Click the "My Schedule" tab

Step 2: Look for a calendar date with an orange square that says "help wanted." This indicates there are open shifts available on this date. Click on the orange square for your selected date.
**Step 3:** Look at the available shift times for that day. Click "Schedule Me" for the shift you would like to serve.

**Step 4:** Click "Yes" to verify your shift selection.

**Step 5:** You are scheduled and ready to serve on your shift!

---

**Crisis Line Coverage**
Schedule yourself for the Crisis Line

**You are signing-up to serve:**

- **Date:** Tuesday, August 17, 2021  
  **Assignment:** Volunteer - Crisis Line  
  **From:** 1:00pm  
  **To:** 7:00pm

**Is this correct?**

- Yes  
- No

---

**Thank you!**

Please don’t forget to text your backup when you begin AND end your shift. Thank you so much for your time!

**You are signed-up to serve:**

- **Date:** Tuesday, August 17, 2021  
  **Assignment:** Volunteer - Crisis Line  
  **From:** 1:00pm  
  **To:** 7:00pm

**Continue**
HOW DO I VIEW WHO IS ON BACKUP FOR MY SHIFT?

**Step 1:** Click the "My Schedule" tab.

**Step 2:** Click "Prev Month" or "Next Month" to reach the current month.

Instructions
Click on a date to view the SAGs and backups scheduled for that day.
Step 3: Click on the box with the date you are scheduled to serve on the lines.

Step 3: Look under "Backup - Crisis Line" for the name and phone number of the person on backup that day.
HOW DO I SIGN UP FOR A SAC MEETING?

It is important that you sign up for your SAC Meetings on Volgistics so that we can track your attendance and continuing education with RTS. It's simple!

**Step 1:** Click the "My Schedule" tab.

**Step 2:** In the shaded blue box, select "SAC Monthly Meeting" from your list of assignments.
**Step 3:** The orange box with "help wanted" indicates the day of the SAC meeting that month. Click on the box.

**Step 4:** Click "Schedule Me" to sign up for the meeting.

**Volunteer information for Mamma Mia**

**Schedule**

*Wednesday, August 18, 2021*

**SAC Monthly Meeting**

- **6:00pm to 8:00pm**
- **Open**
- **50 volunteers still needed**
HOW DO I DOCUMENT FOLLOW-UP CALLS?

**Step 1:** Click the "My Schedule" tab.

**Step 2:** Select the day where you would like to document hours from a follow-up call.
Step 2: Select the time for the call, for instance 7:00 AM to 9:45 PM

Crisis Line Coverage
Schedule yourself for the Crisis Line

Choose the times you want to serve in the Follow-Up Call assignment on Tuesday, August 3, 2021

7:00am to 9:45am

Continue

Cancel

Step 4: Click "Yes" to verify these hours are correct.

Crisis Line Coverage
Schedule yourself for the Crisis Line

You are signing-up to serve:

Date: Tuesday, August 3, 2021
Assignment: Follow-Up Call
From: 7:00am
To: 9:45am

Is this correct?

Yes  No
HOW DO I VIEW THE NUMBER OF HOURS I HAVE SERVED ON THE CRISIS LINE?

**Step 1:** Click the "My Service History" tab

**Step 2:** This tab will indicate the number of hours you have worked this year.

**Instructions**
Your volunteer service information appears below. Expand a year to see details.

**Totals**
Year-to-date hours: **60:00**
Life hours: **157:56**

**Service by year**
Click on a year to view your records for the year.

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>157:56</td>
</tr>
<tr>
<td>Life total:</td>
<td>157:56</td>
</tr>
</tbody>
</table>

**Please note that Volgistics does not automatically update volunteer hours. The CI team must do so manually, so hours will update once a week.**
**FREQUENTLY ASKED QUESTIONS (FAQ)**

**How can I cancel a shift that I am signed up for?**
You cannot cancel a shift through Volgistics once you have signed up. It is the responsibility of the SAC to find another SAC for shift coverage within a reasonable period of time. If you need to cancel a shift far in advance, you may contact your Volunteer Coordinator.

**When will shifts open for sign up?**
Shifts will open two months in advance. For instance, if it is currently May, you will be able to sign up for shifts in June and July.

**When will shift sign ups close?**
All shift openings will close on the evening of the 28th. For instance, all shifts available in July will close on June 27th.

**What is an "Active SAC" and when will I be considered "Active" on Volgistics?**
Active SACs are those who have met the qualifications to begin working on the RTS crisis line. When your Volgistics volunteer profile becomes "Active," you may start scheduling yourself for crisis line shifts.
In order to be qualified as "Active," you must:
- pay your training fee;
- complete your closing interview;
- officially graduate from the SAC training.

**Should I input my service hours into Civicore?**
No. All service tracking will take place exclusively on Volgistics.