

RAPE TRAUMA SERVICES

VOLGISTICS TUTORIAL

**How to use RTS's volunteer
management software as a Sexual
Assault Counselor**

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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



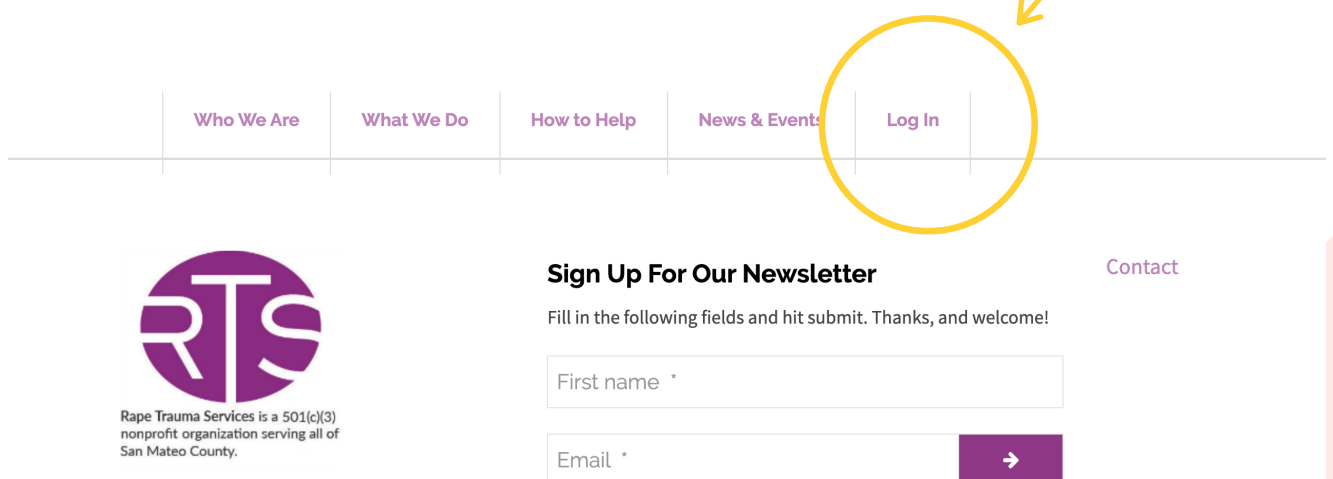
Alert the Volunteer Coordinator that you have completed your profile

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?



Volunteer information for Mamma Mia

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

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.

[SAC Contact List](#)

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.

[Backup Contact List](#)

Exit

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

(415) 748-1881

[PDF contact list of your fellow SACs](#)

Backup - Crisis Line (Assigned)
Follow-Up Call (Assigned)
SAC Monthly Meeting (Assigned)
SAC Monthly Meeting (Assigned)
Volunteer - Crisis Line (Assigned)

[PDF contact list of all backups.](#)

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

Volunteer Information Center

[Link to the Civicore database](#)

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 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:	<input type="text" value="Mamma"/>	*		
Last name:	<input type="text" value="Mia"/>	*		
Title:	<input type="text" value="Choose"/>			
Street 1:	<input type="text" value="750 Hearst Castle Rd"/>	*		
Street 2:	<input type="text"/>			
Street 3:	<input type="text"/>			
City:	<input type="text" value="San Simeon"/>	*		
State:	<input type="text" value="CA"/>	*		
Zip:	<input type="text" value="93452"/>	*		
Main Phone phone:	<input type="text" value="555-123-4567"/>	*		
Email address:	<input type="text" value="mia@rapetraumaservices.org"/>	*		
Date of birth:	<input type="text" value="Jun"/>	<input type="text" value="14"/>	<input type="text" value="1997"/>	*
Spanish speaker?:	<input type="text" value="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: *

Last name: *

Title: ▾

Street 1: *

Street 2:

Street 3:

City: *

State: ▾ * Zip: *

Main Phone phone: *

Email address: *

Date of birth: ▾ ▾ ▾ *

Spanish speaker?: ▾ *

Emergency Contact

In the event of an emergency whom should we notify?

First name:

Last name:

Title: ▾

Street 1:

Street 2:

Street 3:

City:

State: ▾

Zip:

Home phone:

Work phone:

Relationship: ▾

Availability

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

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
From:	<input type="text" value=""/> ▾	<input type="text" value="1:00pm"/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾
To:	<input type="text" value=""/> ▾	<input type="text" value="7:00pm"/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾	<input type="text" value=""/> ▾

Save

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.



Volunteer information for Mamma Mia



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 <input type="text" value="123-456-7890"/> <i>This is a required field.</i>	Your country <input type="text" value="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			
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Schedule reminders
Email	Text Message	None	
Custom Messages			
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Shift Coverage Needed
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	New Schedule Availability
Email	Email with Text Notification	None	

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



Volunteer information for Mamma Mia



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.

HELP WANTED **Crisis Line Coverage**
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to sign up.
Show openings in

Prev month Next month **August 2021**

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	21
22	23	24	25	26	27	28
29	30	31				

Prev month Next month
Printable view

Step 3: Look at the available shift times for that day. Click "Schedule Me" for the shift you would like to serve.

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

Schedule for
Tuesday, August 17, 2021 Previous day Next day

Schedule

Backup - Crisis Line [Description](#)

Schedule me 7:00am to 7:00am Open
1 volunteer still needed

Volunteer - Crisis Line [Description](#)

7:00am to 1:00pm Bueno, Angie Luna (SP)
7:00am to 1:00pm George, Sidney

Schedule me 1:00pm to 7:00pm Open
1 volunteer still needed

1:00pm to 7:00pm King, Lauren

Schedule me 7:00pm to 7:00am Open
1 volunteer still needed

7:00pm to 7:00am Jiz de Ortega, Jovita Sofia

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

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

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

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**

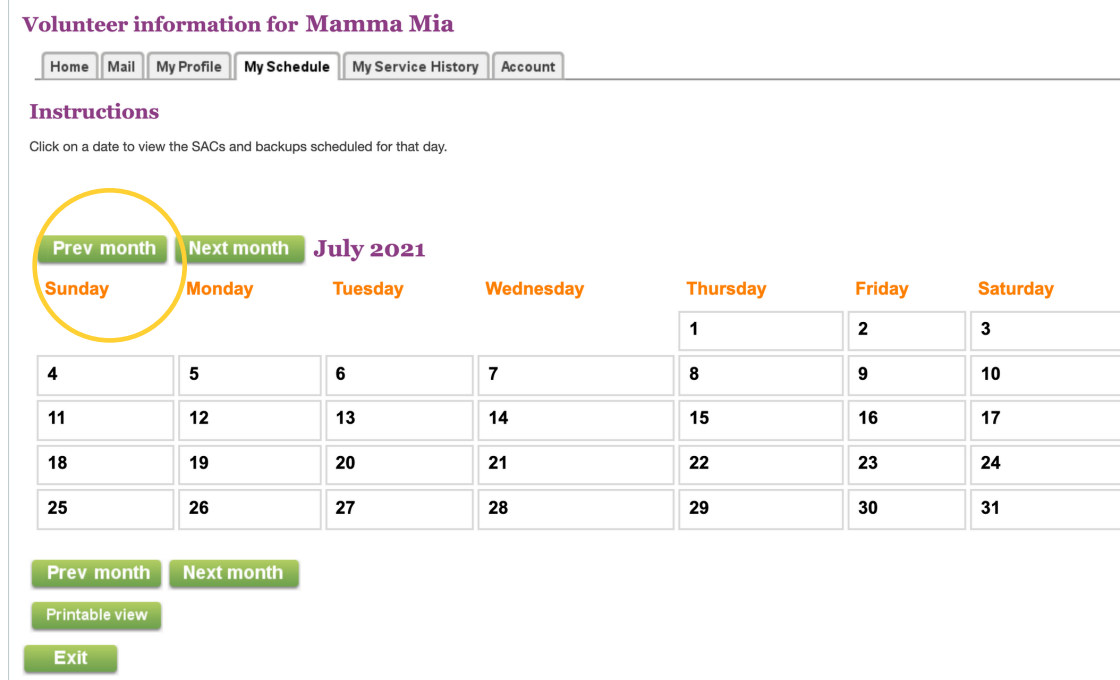
Continue

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**.



Step 3: Click on the box with the date you are scheduled to serve on the lines.

Volunteer information for Mamma Mia

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

Instructions
Click on a date to view the SACs and backups scheduled for that day.

Prev month Next month **July 2021**

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	21	22	23	24
25	26	27	28	29	30	31

Prev month Next month

Printable view

Exit

Step 3: Look under "Backup - Crisis Line" for the name and phone number of the person on backup that day.

Volunteer information for Mamma Mia

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

Schedule for
Tuesday, July 20, 2021 Previous day Next day

Schedule

Backup - Crisis Line Description
7:00am to 7:00am Thomas, Lorry 555-321-4132

Volunteer - Crisis Line [Description](#)

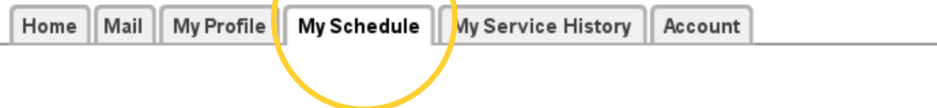
HOW DO I SIGN UP FOR A SAC MEETING?

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!

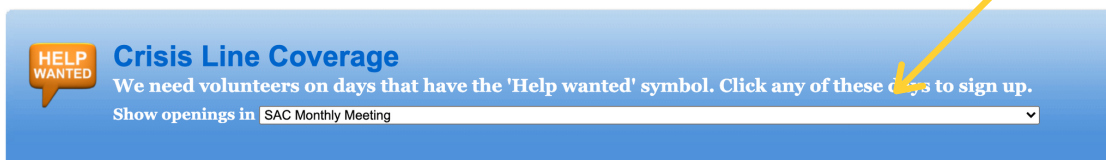
Step 1: Click the "My Schedule" tab.



Volunteer information for Mamma Mia



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.

Prev month Next month **August 2021**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 7:00 a - 9:45 a Follow-Up Call	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19 HELP WANTED	20	21
22	23	24	25	26	27	28
29	30	31				

Prev month Next month

Printable view

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

Volunteer information for Mamma Mia

Home Mail My Profile My Schedule My Service History Account

Schedule for
Wednesday, August 18, 2021 Previous day Next day

Schedule

Only showing information for SAC Monthly Meeting

SAC Monthly Meeting [Description](#)

Schedule me 6:00pm to 8:00pm Open
50 volunteers still needed

Calendar view

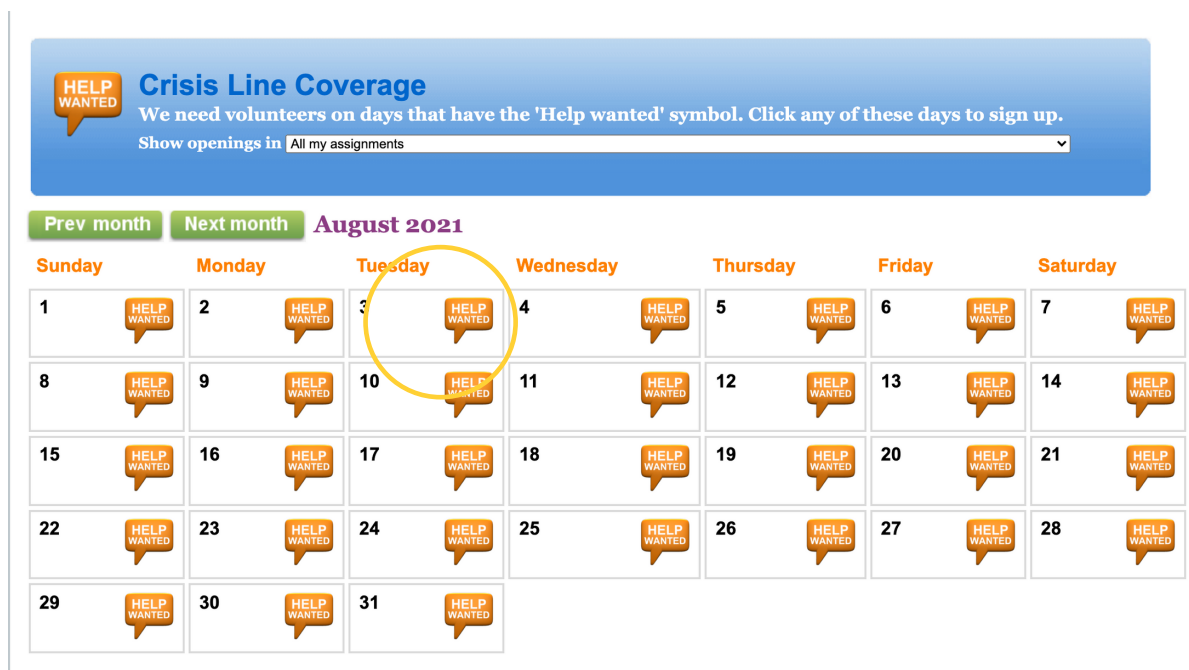
Exit

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



Volunteer information for **Mamma Mia**



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.

Year	Hours
2021	157:56
Life total:	157:56

**** 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.