

# How to Sign-in and Sign-out at VicTouch

VicTouch is a touch screen-based Volunteer Information Center (abbreviated as "Vic") that allows volunteers to check-in and out upon arrival and departure from their volunteer service at the Nashville Humane Association.

## Location of VicTouch Volunteer Sign-In Station

When you enter at the main entrance of the Nashville Humane Association, take an immediate left between the Dogs of the Week rooms and the front desk. This hallway will lead you through a door into an area with administrative offices and cubicles. Take a right at the first cubicle and on your left will be a computer. This computer is the VicTouch Volunteer Sign-in Station. Note: The Volunteer Coordinator's desk is the middle cubicle just across from the VicTouch station.

## Sign-In

### 1. Enter your volunteer PIN number.

Each volunteer must have a PIN number before he/she can sign-in at VicTouch. This is typically your seven-digit phone number (without area code); your cell phone if you listed more than one number. If you ever forget your PIN number, please email [volunteer@nashvillehumane.org](mailto:volunteer@nashvillehumane.org) to have it sent to you. You may also sign in on the paper sheet if you forget or the computer is down.

Enter your PIN number by touching the appropriate number buttons on the keypad.

The screenshot shows the 'Volunteer Information Center' interface. At the top, it says 'Enter your volunteer PIN number' with a sub-instruction: 'Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.' Below this is a text input field. To the left of the keypad, there is a logo for 'SAMPLE AGENCY' and a welcome message: 'Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started. If you are interested in becoming a volunteer please ask us about our volunteer opportunities!'. The keypad consists of blue buttons for digits 1-9, \*, 0, and #. To the right of the keypad are three larger buttons: a red 'Cancel' button, an orange 'Backspace' button with a left-pointing arrow, and a green 'Continue' button.

After entering your PIN number, touch the **Continue** button.

### 2. Confirm your name.

The next screen in the check-in sequence will ask you to confirm your name.

**Is this Mary Bailey ?**

**Yes**

**No**

If the screen displays the correct name, touch the **Yes** button. If the name displayed is not yours, touch the **No** button and try again.

3. What would you like to do?

Touch the **Sign-in** button on the VicTouch screen to initiate the check-in procedure.

4. Choose the Assignment you are here to perform.

Please pick choose a volunteer assignment. If you are performing two assignments, you can go back into the system later in your volunteer shift and choose a new assignment.

**Which assignment are you here to perform?**

Client Advocate [Sample Agency Name\Client Services]

Info Desk [Sample Agency Name\Administration]

Meal Delivery [Sample Agency Name\Volunteer Services]

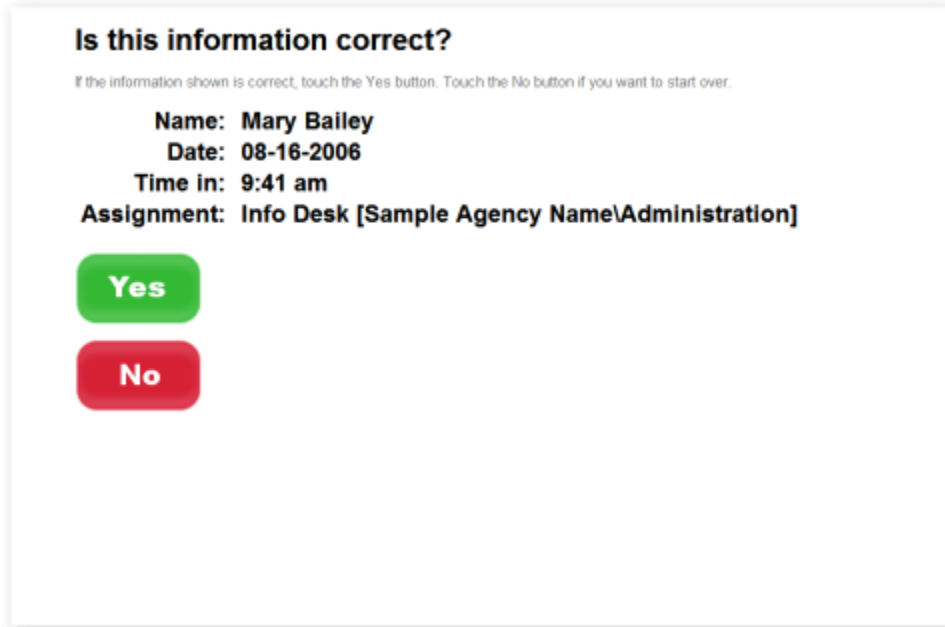
Patient Intake [Sample Agency Name\Administration]

**Not sure** **Cancel**

To continue, touch the name of the Assignment you are there to perform.

## 5. Confirm the sign-in information.

At this point, you will need to confirm the information on the screen. This is important because the name, date, time and Assignment name indicated on this screen will be used to track your service.



**Is this information correct?**

If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.

**Name: Mary Bailey**  
**Date: 08-16-2006**  
**Time in: 9:41 am**  
**Assignment: Info Desk [Sample Agency Name\Administration]**

**Yes**

**No**

If the screen displays the correct information, touch the **Yes** button. If the information displayed is not accurate, touch the **No** button and try again.

Once you confirm your selections, you are officially signed in.

## Sign-Out

When you have completed your volunteer service, you will need to return to the VicTouch station to sign-out. The system needs both a sign-in and sign-out time to properly record your hours, so remembering to sign-out is very important.

The process for signing out of VicTouch is quite similar to signing in. Enter your PIN number, touch Continue, and confirm your identity. Touch the **Sign-Out** button on the VicTouch screen to initiate the check-out procedure.

If you are switching Assignments, touch the **Switch Assignments** button, and then choose the name of the Assignment you will be performing next.

# How To Schedule Volunteer Hours Using VicNet

The VicNet module allows volunteers to view and manage schedules, sign-up for vacant schedule openings, print schedules, update personal information, post hours, receive news and messages from the Volunteer Coordinator, check service records, print service reports, and change VicNet passwords.

**NOTE:** Scheduling your volunteer hours is particularly important for programs that require volunteer attendance such as the Food Bank and on our busiest days including Saturday and Sunday. If you have flexibility, please attempt to socialize animals during times when others are not signed up, so they may receive attention on an even schedule.

## Logging Into VicNet

Go to NHA's VicNet login page located on the volunteer page of NHA's website ([http://nashvillehumane.org/Support\\_Us/Volunteer/](http://nashvillehumane.org/Support_Us/Volunteer/)).

We are committed to finding responsible homes, controlling pet overpopulation, and promoting the humane treatment of animals.

**VOLUNTEER**

User Name |  Password |

[Volunteer, forgot your Password? Click Here.](#)

**Becoming a Regular Volunteer at NHA:**

 Thank you for your interest in volunteering at the Nashville Humane Association (NHA)! We rely on volunteers to help us fulfill many important tasks including socializing animals, providing clerical assistance and running our Community Pet Food Bank, and new opportunities and projects arise frequently. As it turns out, many individuals in Middle Tennessee are passionate about helping homeless animals, and we love matching great people to meaningful jobs in our shelter and offsite! Before applying to our Volunteer Program, however, please read all the information below.\*\*\*Please note that the volunteer program is highly competitive and submission of an application does not guarantee placement.

**Age Limitations**

Individuals must be at least 13 years of age to volunteer for NHA, and no exceptions to this policy will be made. In addition, all 13- to 15-year-old volunteers must have a parent or guardian over the age of 21 with them at all times, including training sessions. Young people serving with responsible adults to learn the

In the *User Name* field, enter your email address.

Be sure the email address you enter is the same one that NHA has on file. If you attempt to use an email address that does not match the one NHA has on file, you will not be able to log into VicNet.

In the *Password* field, enter your VicNet password (a unique password you used to fill out the application online – **not** the same as your seven-digit PIN used at VicTouch).

Each volunteer must have a password before he/she can sign-in at VicNet. *If you forget your password:* Click the "Forgot your password?" link on the login page. You will be prompted to enter your email address, and click the **Go** button.

If you continue to experience difficulty accessing your information, please contact [volunteer@nashvillehumane.org](mailto:volunteer@nashvillehumane.org)

## Navigating VicNet

### The Home tab

Upon logging into VicNet, you will be on the VicNet Home tab. The following image is an example of what a VicNet Home tab might look like:



### Volunteer Information Center

#### Volunteer information for

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

Check your schedule

Post your hours

Check messages

Sign-up

Exit

Thank you for being a volunteer! We look forward to seeing you at the shelter again soon.

Upcoming Events:

Dog Day Festival will be held Saturday, October 10 at Centennial Park. If you'd like to volunteer for this event, email Ashley at [volunteer@nashvillehumane.org](mailto:volunteer@nashvillehumane.org).

If you'd like to register for Mutt Strutt Dog Walk, visit our website at [nashvillehumane.org](http://nashvillehumane.org).

### The My Profile tab

The Profile tab lets you see and update your personal information. For example, you can use this tab to update your address, telephone numbers, interests and skills.

### The My Schedule tab

The My Schedule tab lets you view and print your schedule, in addition to adding or removing yourself from a schedule

Since NHA allows you to self-schedule for volunteer service, you can click the "Schedule me!" button on the My Schedule tab to sign-up for service.

### The My Service History tab

On this tab, it is possible to see the records of your service or the total number of hours you have served for NHA. (This may be handy for fulfilling service hours for school!)

### The Account tab

Finally, VicNet includes an Account tab, where you can change your VicNet password.