Volunteer Portal User Guide

Purpose
This document serves a guidebook for volunteers to navigate the Volunteer Portal. The Volunteer Portal was established to allow volunteers to access an online account for the following activities:

- Update mailing address
- Update emergency contact information
- Check volunteer schedule
- View volunteer service hours provided
- Retrieve Facility VRC contact information
- Review applicable policies and resources
- Receive updates on training dates, application processes, and other exciting Department news!

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First Time Login Process

1. Click on the following link or copy and paste the link in your internet browser:

2. You will be taken to the screen shown below:

   ![Login Screen]

3. Enter your Login name and Password and click Go.
   
   a. **Login name:** the email address associated with your volunteer profile – it should be the email you entered in your online application. *If you don’t recall which email address you entered, contact the Facility VRC.*
   
   b. **Password:** Click “Need a password?”

   ![Login Screen with highlighted Need a password link]

   c. Enter your email address again and click “Go.”
d. You will receive an email with your login name and a URL to reset your password. Click the link and reset your password.
1. There are 6 tabs available. Home, Mail, My Profile, My Schedule, My Service History, and Account.

**Home Tab**

1. From the Home tab, you can check your schedule, check messages, or update your preferences to receive notification via text by clicking one of the three boxes on the left side of the page.
a. Check your schedule: automatically takes you to the My Schedule tab.

b. Check messages: automatically takes you to the Mail tab.

c. Text message opt-in: automatically takes you to Account tab.

2. The middle section of the page will include applicable volunteer service information.
3. You will also find the Facility VRC Contact Information and the applicable IDOC policies. Simply click the blue highlighted options to open the information in a new window. These files will open as a PDF in a new window or tab on the internet. From there, you may save the documents if needed.

4. To log out, select the green Exit button at the bottom left corner of any screen.

Mail Tab
1. This tab simply contains any new or old messages that are sent to you through the IDOC volunteer tracking system. If you do not want to use this function, you do not have to! Email messages can be sent to your regular email address.
My Profile Tab

1. From this tab, you can update your mailing address, your phone number, email address, emergency contact information, and photo for your badge.

Contact Information

1. In the Contact Information section, you will see the information we already have in your volunteer profile. If any of this info is inaccurate, please enter the new information and click the green save button.

![Contact Information Form]

Emergency Contact

1. This is exactly the same as the Contact Information area. Please update if the information is inaccurate. Remember, this is the person we will call in case of an emergency inside the facility, so make sure you add someone that is not likely to volunteer in the facility with you.

![Emergency Contact Form]

My Schedule Tab

1. From this tab, you can view the dates and times you are scheduled for volunteer services. If this information is inaccurate, please contact the facility VRC.
My Service History Tab

1. This tab contains your Start Date and the Total Year to date Hours provided at the facility.
Account Tab

1. This tab is available for you to change your password, and to update your message preferences.

2. In the Message Preferences section, you can:
   a. Enter your cell phone number if you would like to receive messages regarding your volunteer service via text message.
   b. Determine whether you would like to receive updates via email or text message or to opt out of receiving messages altogether.
2. How do you prefer to receive these types of messages?

**Automated Messages**

<table>
<thead>
<tr>
<th>Email</th>
<th>Text Message</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐ Checklist reminders</td>
</tr>
</tbody>
</table>

**Custom Messages**

<table>
<thead>
<tr>
<th>Email</th>
<th>Email with Text Notification</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐ Electronic newsletters</td>
</tr>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐ Recruitment appeals</td>
</tr>
</tbody>
</table>

c. The time of day you would like to receive messages.

3. When would you like to receive automated messages, such as schedule reminders?

Between these hours: **Midnight** and **Midnight**

Your time zone: 

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