



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:

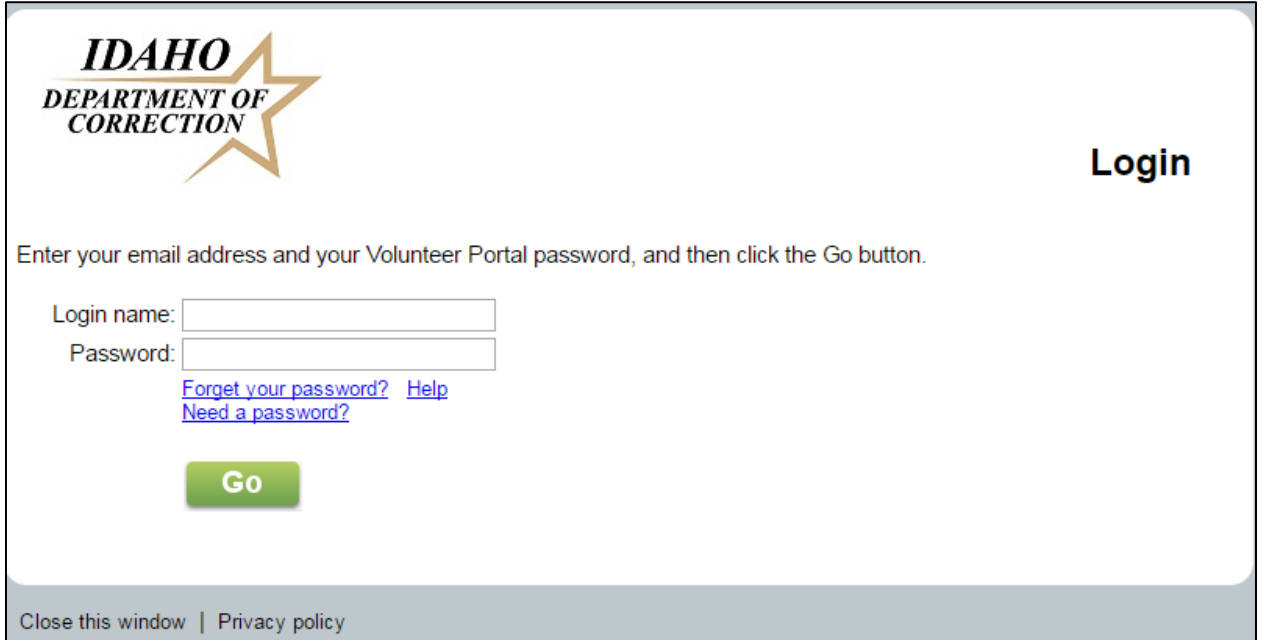
- Update mailing address
- Update emergency contact information
- Check volunteer schedule
- View volunteer service hours provided
- Retrieve Facility VRC contact information
- Review applicable policies and resources
- Receive updates on training dates, application processes, and other exciting Department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

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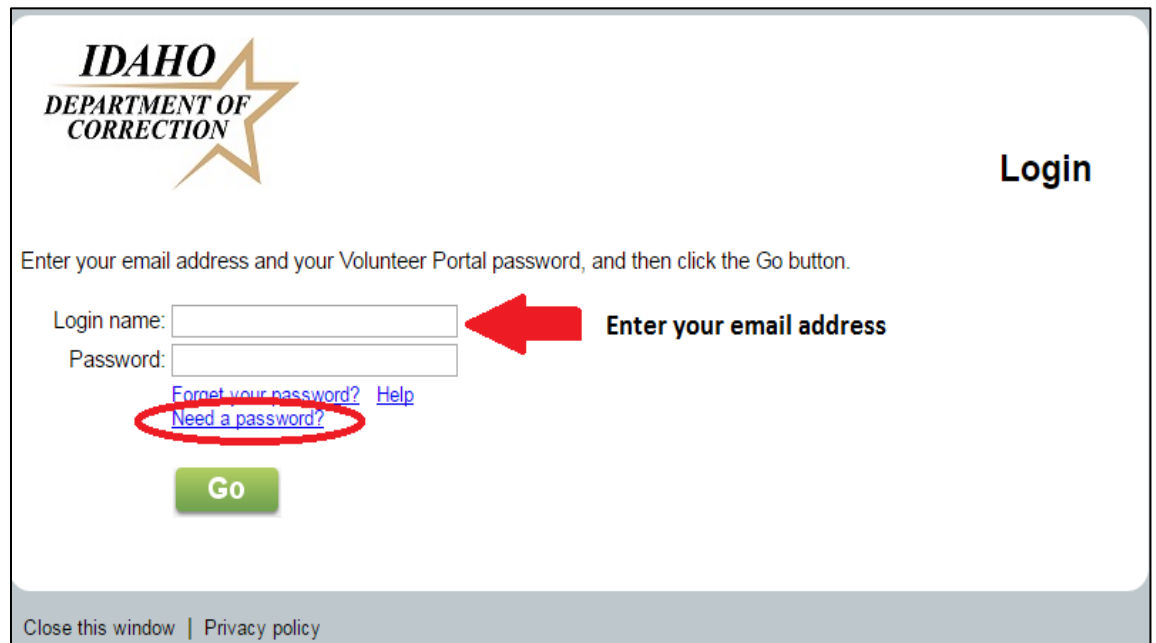
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First Time Login Process

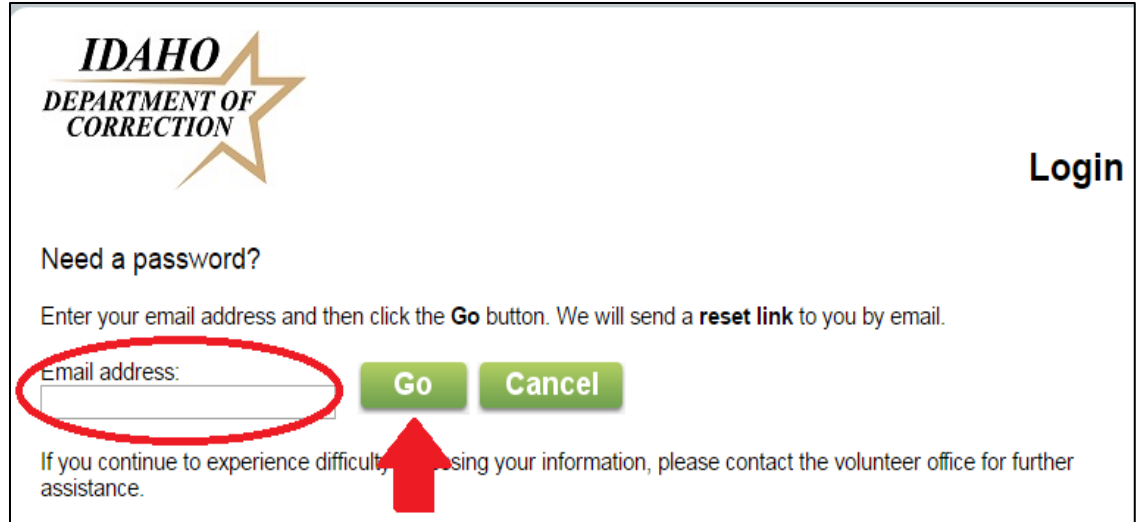
1. Click on the following link or copy and paste the link in your internet browser:
<https://www.volgistics.com/ex/portal.dll/?from=215281>.
2. You will be taken to the screen shown below:



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?”



- c. Enter your email address again and click “Go.”



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Login

Need a password?

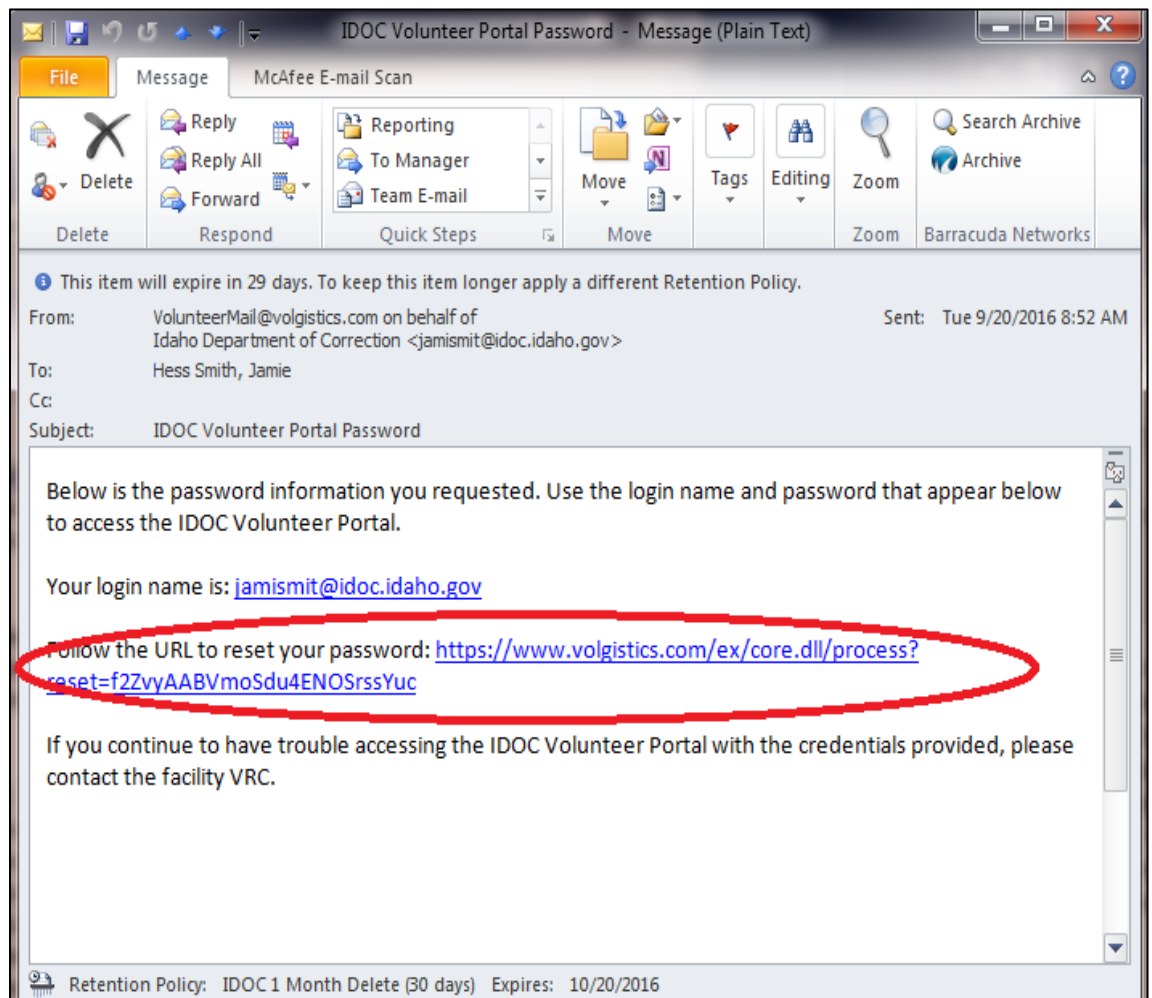
Enter your email address and then click the **Go** button. We will send a **reset link** to you by email.

Email address:

Go **Cancel**

If you continue to experience difficulty using your information, please contact the volunteer office for further assistance.

- d. You will receive an email with your login name and a URL to reset your password. Click the link and reset your password.





IDOC Volunteer Portal

IDAHO DEPARTMENT OF CORRECTION

IDOC Volunteer Portal

Volunteer information for Jamie Hess Smith

Home Mail My Profile My Schedule My Service History Account

Check your schedule

Check messages

Text message opt-in

VRC Contact Information
Each facility has a Volunteer and Religious Activity Coordinator (VRC) that can help you with any volunteer questions. Click the link below to view the list.
[VRC Contact Info](#)

Volunteer Manual
The volunteer manual contains facility information, VRC contact information, the volunteer agreement, as well as other resources. Please click the link below to view the manual.
[Volunteer Manual](#)

Facility
ISCC Volunteer [Idaho State Correctional Center/ISCC]

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

Sign up for Volunteer Training!
Please sign up for the volunteer training you plan to attend by copying and pasting the following link in your web browser to sign up:
<https://docs.google.com/forms/d/e/1FAIpQLSdpj7gszhl4bhS7aBA6M3cz3Wm-UxWbLDNFzRby8ClvyXsV-w/viewform>.
Please make sure you sign up for volunteer training so we can ensure there is enough room and, more importantly, enough snacks!

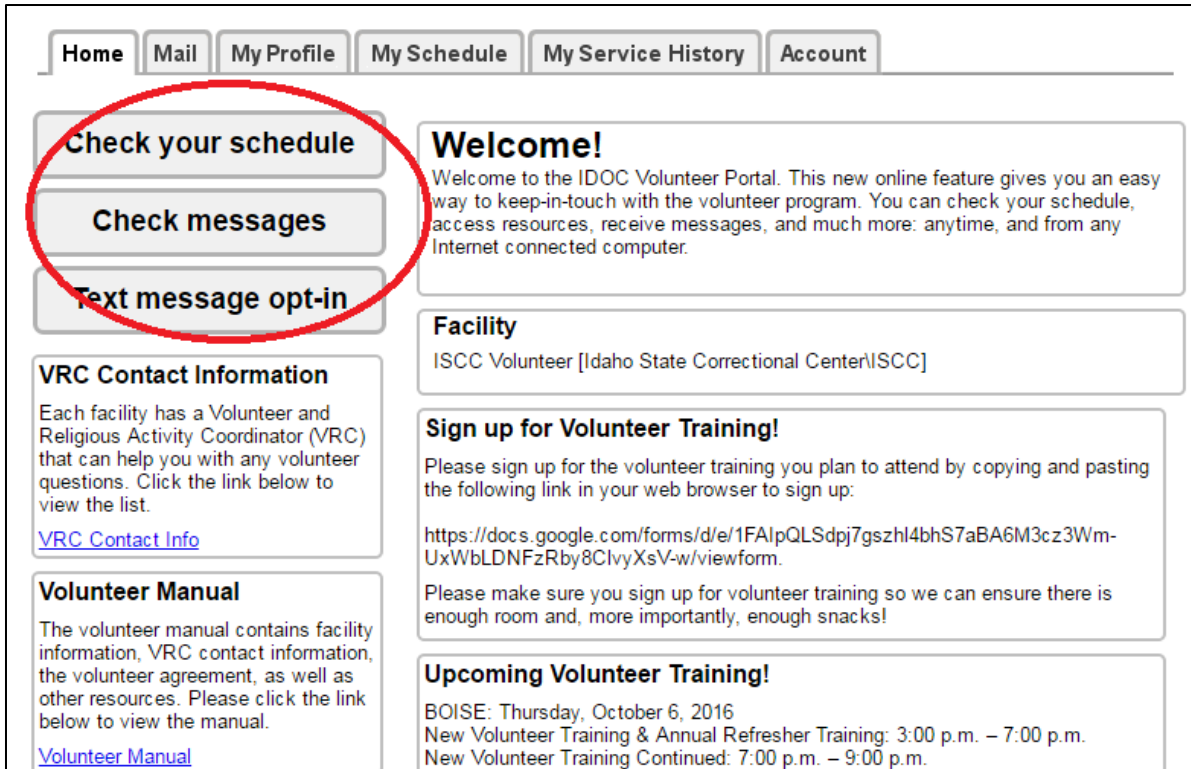
Upcoming Volunteer Training!
BOISE: Thursday, October 6, 2016
New Volunteer Training & Annual Refresher Training: 3:00 p.m. – 7:00 p.m.
New Volunteer Training Continued: 7:00 p.m. – 9:00 p.m.

1. There are 6 tabs available. Home, Mail, My Profile, My Schedule, My Service History, and Account.

Home Mail My Profile My Schedule My Service History 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.



Home Mail My Profile My Schedule My Service History Account

Check your schedule

Check messages

Text message opt-in

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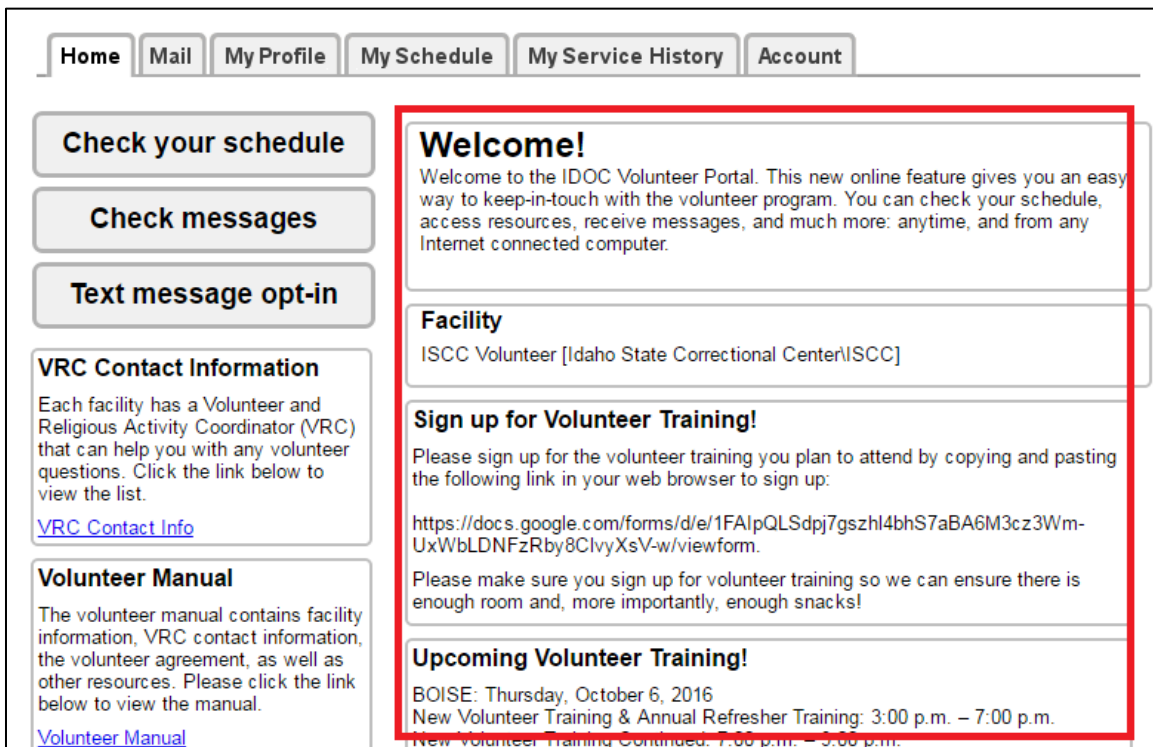
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- a. Check your schedule: automatically takes you to the My Schedule tab.
 - b. Check messages: automatically takes you to the Mail tab.
 - c. Text message opt-in: automatically takes you to Account tab.
2. The middle section of the page will include applicable volunteer service information.



Home Mail My Profile My Schedule My Service History Account

Check your schedule

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Text message opt-in

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- 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.

The screenshot shows the IDOC Volunteer Portal interface. At the top, there are navigation tabs: Home, Mail, My Profile, My Schedule, My Service History, and Account. Below these are several main sections:

- Check your schedule**
- Check messages**
- Text message opt-in**
- VRC Contact Information** (This section is circled in red, and a red arrow points to the [VRC Contact Info](#) link below it. The text reads: "Each facility has a Volunteer and Religious Activity Coordinator (VRC) that can help you with any volunteer questions. Click the link below to view the list.")
- Volunteer Manual** (Text: "The volunteer manual contains facility information, VRC contact information, the volunteer agreement, as well as other resources. Please click the link below to view the manual." with a [Volunteer Manual](#) link)
- Welcome!** (Text: "Welcome to the IDOC Volunteer Portal. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can check your schedule, access resources, receive messages, and much more: anytime, and from any Internet connected computer.")
- Facility** (Text: "ISCC Volunteer [Idaho State Correctional Center|ISCC]")
- Sign up for Volunteer Training!** (Text: "Please sign up for the volunteer training you plan to attend by copying and pasting the following link in your web browser to sign up: https://docs.google.com/forms/d/e/1FAIpQLSdpj7gszhl4bhS7aBA6M3cz3Wm-UxWbLDNFzRby8ClvyXsV-w/viewform. Please make sure you sign up for volunteer training so we can ensure there is enough room and, more importantly, enough snacks!")
- Upcoming Volunteer Training!** (Text: "BOISE: Thursday, October 6, 2016. New Volunteer Training & Annual Refresher Training: 3:00 p.m. – 7:00 p.m. New Volunteer Training Continued: 7:00 p.m. – 9:00 p.m.")

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



Mail Tab

- 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.

The screenshot shows the 'Mail' tab interface for a user named Jamie Hess Smith. At the top, there are navigation tabs: Home, Mail, My Profile, My Schedule, My Service History, and Account. Below these are several sections:

- Volunteer information for Jamie Hess Smith**
- Instructions** (Text: "To view a message, simply click on the message subject.")
- New messages** (Text: "No new messages")
- Old Messages** (Text: "No old messages")
- Exit** (A green button at the bottom left)

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.



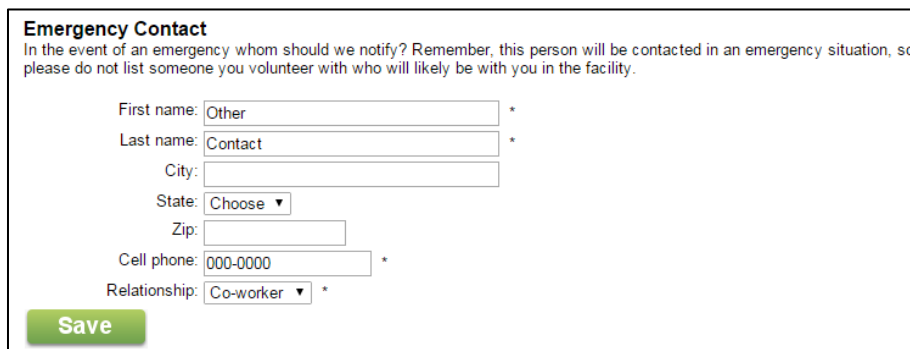
The screenshot shows a web interface with a navigation bar containing buttons for Home, Mail, My Profile (selected), My Schedule, My Service History, and Account. Below the navigation bar is an "Instructions" section. The main section is titled "Contact Information" and contains the following fields:

- First Name: **Jamie**
- Last Name: **Hess Smith**
- Mailing Address:
- City:
- State: Zip:
- Home phone:
- Cell phone:
- Email address:

A green "Save" button is located at the bottom left of the form, with a red arrow pointing to it from the right.

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.



The screenshot shows the "Emergency Contact" form with the following fields:

- First name: *
- Last name: *
- City:
- State:
- Zip:
- Cell phone: *
- Relationship: *

A green "Save" button is located at the bottom left of the 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.

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

[Prev month](#)
[Next month](#)
August 2015

Sunday **Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday**

						1
2	3	4	5	6	7	8
9 5:00 p - 6:00 p SICI Volunteer	10	11 6:30 p - 7:30 p ISCC Volunteer	12	13	14	15
16 5:00 p - 6:00 p SICI Volunteer	17	18 6:30 p - 7:30 p ISCC Volunteer	19	20	21	22
23 5:00 p - 6:00 p SICI Volunteer	24	25 6:30 p - 7:30 p ISCC Volunteer	26	27	28	29
30 5:00 p - 6:00 p SICI Volunteer	31					

[Prev month](#)
[Next month](#)

My Service History Tab

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

Volunteer information for Jamie Hess Smith

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

Instructions
 Click the "Printable view" button for a printable view of this information.

Totals
 Start date: August 11, 2015
 Year-to-date hours: 0:00

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

[Printable view](#)

[Exit](#)

Account Tab

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

Home
Mail
My Profile
My Schedule
My Service History
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: *(Required)

Enter your **new** password here: *(Required)

Enter your **new** password again: *(Required)

[Help](#) Save

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.

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 Your country

This is a required field.

Supported Carriers: AT&T, Sprint, Nextel, Boost, Verizon Wireless, U.S. Cellular®, T-Mobile®, Cellular One Dobson, Cincinnati Bell, Alltel, Virgin Mobile USA, Cellular South

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.

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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.

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 Your country

This is a required field.

Supported Carriers: AT&T, Sprint, Nextel, Boost, Verizon Wireless, U.S. Cellular®, T-Mobile®, Cellular One Dobson, Cincinnati Bell, Alltel, Virgin Mobile USA, Cellular South, Unicel, Centennial and Ntelos.

- 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

Email Text Message None
 Checklist reminders

Custom Messages

Email Email with Text Notification None
 Electronic newsletters
 Recruitment appeals

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: and

Your time zone: