VicNet

All RMHC NL Volunteers can log in from any device any time for volunteer news, messages and schedules with their assigned username and temporary password.
Link to access visit RMHCNL.ca > Volunteers   (scroll to bottom)

When logging onto VicNet, the Home screen will show you any RMHC NL news, as well as Ronald McDonald House Volunteer Statistics. There are quick links to the schedule and message history on the left.

To watch a brief tutorial on using VicNet – click the volunteer heart on the right side.

- **New documents**
  - (volunteer tips, confidentiality agreement, etc.) will be available to download from the Home page.
- **Receive news and messages from the volunteer office**
  - Under the "Mail" tab you can review any new and old messages sent from RMHC NL
- **Ensure your personal information is up to date**
  - Under the "My Profile" tab, take a minute to review your personal information. If any changes need to be made, please notify our volunteer coordinator at *volunteers@rmhcnl.ca*
- **View and Edit your schedule**
  - The "My Schedule" tab allows you to schedule yourself for vacant openings or to remove yourself from times you're no longer available
  - You can also print your schedule by selecting "Printable View"
- **Change your VicNet Password**
  - Under the "Account" tab you can change your password. You will need to enter your current password to do so.
- **Opt-in or out of text messages and update message preferences**
  - Under the "Account" tab you can change your message preferences.
  - If you would like to sign up for Text Message Notifications, provide your cell phone number, select your time zone "(GMT-03:30) Newfoundland" and agree to the Terms and Conditions.
    - You will receive a confirmation text which you will need to reply "Yes" to confirm Text Alerts.

VicTouch: (For In House Volunteers Only)
Electronic volunteer check in

All volunteers will use the VicTouch station to sign in and out for every volunteer shift. It is located in the volunteer room at RMHC NL.

To log on use the mouse to select the numbers of your 6 digit pin and select continue. Confirm that the correct user is logging in.

Your 6 digit pin will be provided to you. Please keep it with you or make a note of it for signing in and out. If you forget it, a staff member can look it up for you at the front desk.

When signing in you may receive a message or a greeting. Please take note of the message as it not appear a second time.

- ❖ **At the start of your volunteer shift** you must log in to record the time you are starting.
    - o Once logged on, select "Sign-in" and then select your correct assignment.
        - ▪ Development Volunteer – if you are here to assist with any activities in the development office
        - ▪ Family Service Volunteer – if you are here to volunteer in the House.
    - o Confirm the date/time and assignment you are signing in.

- ❖ **At the end of your shift,** you must log in to record the time you are leaving.
    - o Once logged on, select "Sign-out".

- ❖ **To view or change your schedule:**
    - o Once logged on, select "View my schedule".
    - o Your scheduled shifts will appear in blue. Any day that shows means we are looking for additional volunteers. Click that date to see available times. To sign up to volunteer during one of those times, select "Schedule Me". You must confirm your selection on the next screen for it to be added to your calendar.

- ❖ **To view your volunteer hours:**
    - o Once logged on, Select "View my Service".
    - o Here you can see the history of all hours since you have been volunteering with us. You can select "View details for year" under any year to see the breakdown of hours you have volunteers. For years prior to 2018, you will only see a total number of hours you have volunteered.
    - o If you need an official copy of your volunteer hours please ask the Family and Volunteer Services Manager.