



# Online Volunteer Portal Instructions

The City of Wilsonville has expanded the volunteer program to include an online volunteer portal where you can login to view messages, your profile, schedule, service hours, and more!

## Logging into the Online Volunteer Portal

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You can visit the City of Wilsonville website [www.ci.wilsonville.or.us/volunteer](http://www.ci.wilsonville.or.us/volunteer) to access the online volunteer portal, and simply bookmark the portal for quick access in the future.

Enter the email address you submitted on your application in the “email” field. If you do not know this email address, you will need to contact your volunteer coordinator. Enter your password in the “Password” field and then click the “Log In” button.

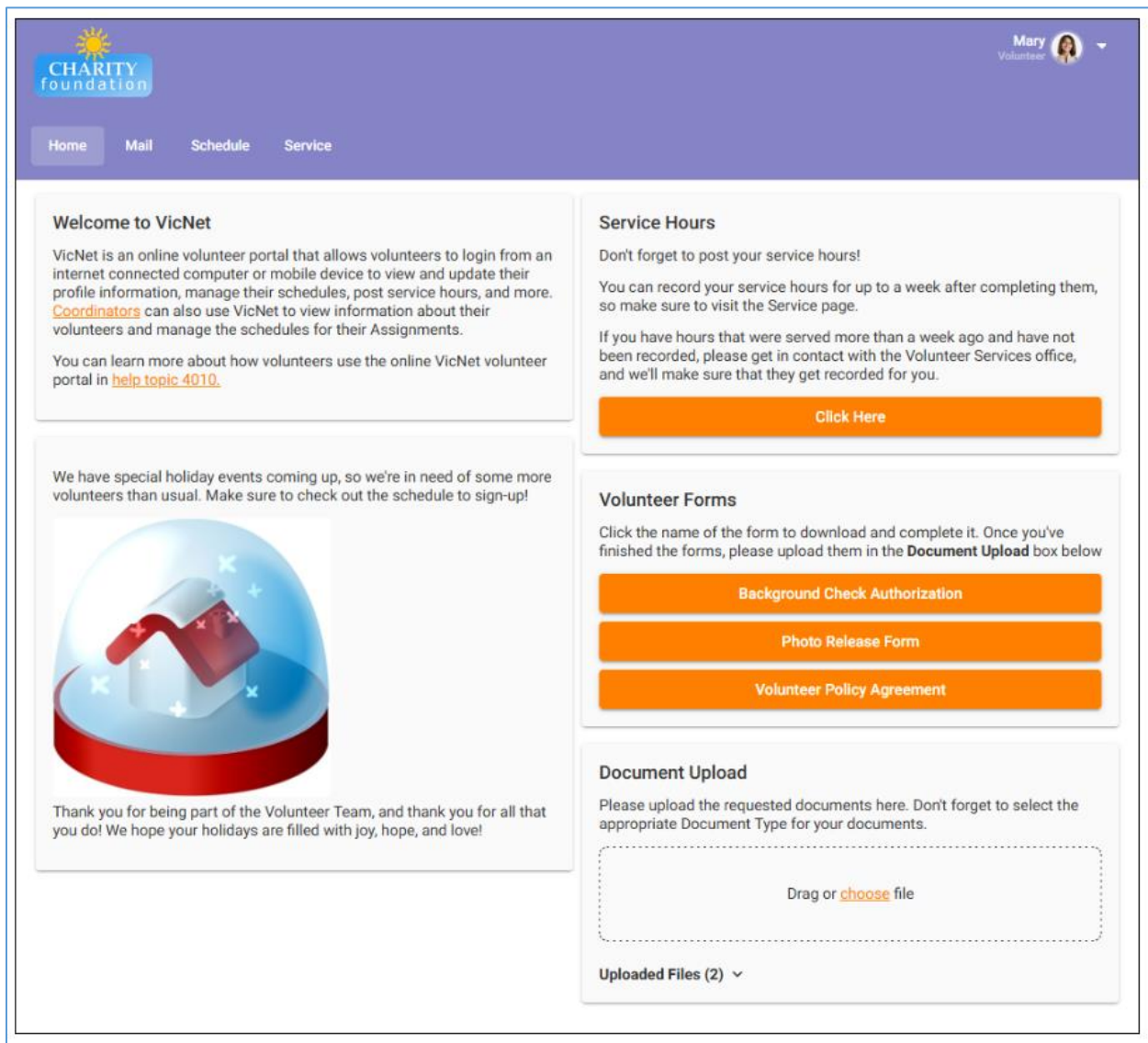
A screenshot of the "Secure Login" page for the Wilsonville Volunteer Portal. The page features the Wilsonville logo at the top center. Below the logo, the text "Secure Login" is displayed with a lock icon. There are two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember email". At the bottom of the form, there is a black "Log In" button and a "Password Reset" link. At the very bottom of the page, there is a footer with "VicNet by volgistics" on the left and "Privacy Policy" on the right.

If you forget your password, click the “Password Reset” link that appears on the login screen webpage. *Please note that the password links only remain active for 24 hours. If you click on the link but it has expired, just click the “Forget your password?” link again to have a new link sent.*

## Navigating the Online Volunteer Portal

The online volunteer portal provides a variety of information to you as a volunteer. The following screens are examples of what you might see in the portal.

**Home tab** – provides current information, any news posted, and possible links to documents/volunteer information. Below is a sample:



The screenshot shows the Charity Foundation Volunteer Portal. At the top left is the logo for the Charity Foundation. On the top right, the user's name "Mary" and the role "Volunteer" are displayed next to a profile picture. Below the logo is a navigation menu with "Home", "Mail", "Schedule", and "Service" tabs. The main content area is divided into several sections:

- Welcome to VicNet:** A text block explaining that VicNet is an online volunteer portal for logging in, updating profiles, and managing schedules. It also mentions that coordinators can use it to view volunteer information and manage assignments. A link to "help topic 4010" is provided.
- Service Hours:** A section with a heading "Service Hours" and a sub-heading "Don't forget to post your service hours!". It explains that users can record service hours up to a week after completion and provides instructions for hours recorded more than a week ago. A prominent orange button labeled "Click Here" is at the bottom of this section.
- Volunteer Forms:** A section with a heading "Volunteer Forms" and instructions to click on form names to download and complete them. Below the text are three orange buttons: "Background Check Authorization", "Photo Release Form", and "Volunteer Policy Agreement".
- Document Upload:** A section with a heading "Document Upload" and instructions to upload requested documents. It features a dashed box for file selection with the text "Drag or choose file" and a dropdown menu labeled "Uploaded Files (2)".
- Holiday Events:** A section with a heading "We have special holiday events coming up..." and an illustration of a snow globe containing a house with a red roof and a red ribbon. Below the illustration is a thank-you message: "Thank you for being part of the Volunteer Team, and thank you for all that you do! We hope your holidays are filled with joy, hope, and love!"

**Mail tab** - you can see messages sent to you from your volunteer coordinator. New messages appear on top, and a list of read messages appears on the bottom. To read a message, click on the Subject of the message. Below is a sample:

The screenshot shows the Charity Foundation volunteer portal interface. At the top left is the logo for the Charity Foundation. On the top right, the user's name 'Mary' and a profile picture are displayed. Below the logo is a navigation bar with tabs for 'Home', 'Mail', 'Schedule', and 'Service'. The 'Mail' tab is selected. The main content area is divided into two columns. The left column contains a list of messages. The top message is 'Upcoming Volunteer Training' from the Volunteer Office, dated Wednesday, November 2, 2022, at 12:01 PM. The second message, which is highlighted, is 'Volunteer Events' from the Volunteer Office, dated Tuesday, November 1, 2022, at 11:38 AM. The right column displays the content of the selected message. The subject is 'Volunteer Events' from the Volunteer Office, dated Tuesday, November 1, 2022, at 11:38 AM. The message body starts with 'Hi Mary!' and expresses gratitude for the volunteer team, mentioning a celebration on November 12 and a fundraising event from November 28 to December 1. It concludes with 'Thank you so much!' and 'The Volunteer Services Office'. At the bottom of the message content area, there are two buttons: 'Mark Unread' and 'Close'.

**Schedule tab** – lets you view and print your schedule, in addition to adding or removing yourself from a schedule, if allowed. Below is a sample:

The screenshot displays the CHARITY foundation's volunteer schedule interface. At the top, there is a navigation bar with 'Home', 'Mail', 'Schedule', and 'Service' tabs. The 'Schedule' tab is active. The user profile 'Mary Volunteer' is shown in the top right. Below the navigation bar, there is a calendar for November 2022. The calendar grid shows days from Sunday to Saturday. Openings are indicated by green bars with text like '1 Opening' or '2 Openings'. Specific events are noted, such as '8:00am • Gift Shop' on Wednesday, '10:00am • Information Des' on Sunday, and 'Thanksgiving' on Thursday. The user profile 'Mary Volunteer' is visible in the top right corner.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2 8:00am • Gift Shop	3	4	5
	1 Opening		1 Opening		2 Openings	4 Openings
6	7	8	9	10	11	12
1 Opening	2 Openings		2 Openings		2 Openings	4 Openings
13	14	15	16	17	18	19 10:00am • Greeters
1 Opening	2 Openings		2 Openings		2 Openings	2 Openings
20 10:00am • Information Des	21	22	23 12:00pm • Gift Shop	Thanksgiving 24	25	26
	2 Openings		1 Opening		2 Openings	4 Openings
27	28	29	30	1	2	3
1 Opening	2 Openings		2 Openings			

**Service tab** - shows volunteer service recorded on your volunteer record. *Please note that some volunteer records may only show 2019 service hours and forward.*

The first section is labeled Post Service. This section allows you to record your own service hours. You can indicate the date you served, the times and/or the number of hours served, the Assignment you served in, other measures related to your service, any notes you want to include, and whether this entry should apply to a service mandate.

**Post Service**

Date of Service \*  
10/15/2022

Hours  
2 hr 0 min

Assignment \*  
Greeters  
[Charity Foundation\Reception Desk]

Service notes  
No one was at the information desk, so I filled in.  
51/500

Post

The second section is called Service Goals. This section shows any service mandates that you have been assigned and your progress toward completing them. If you do not have any assigned mandates, this section will not appear.

**Service Goals** [Expand All](#)

**Annual Requirement**

Dates

Started: January 1, 2022 | Target: December 31, 2022 | Days Remaining: 61

Progress

Hours: 60:00 of 75:00  
80%

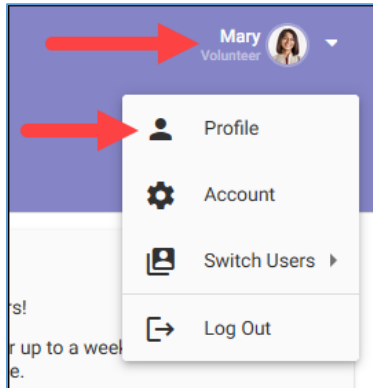
The third section, called Totals and Statistics, includes general statistics about your service with this organization. By default you'll see the date you started with this organization, your fiscal year-to-date (YTD) hours, and your total life hours. You may be able to expand this section to see additional statistics if your organization has decided to make that information available.

Totals and Statistics					
<b>Start Date:</b> Nov 1, 2020 <b>YTD Hours :</b> 60:00 <b>Total Hours:</b> 120:00					
NAME	TOTAL	YTD	MTD	Jan 2021 to Dec 2021	Jan 2020 to Dec 2020
Hours	120:00	60:00	6:00	52:00	8:00

Service by Year is the last section and shows your service by calendar year. You'll see a row for each year you recorded service with the organization and the total hours served in each. You can click on each row to expand it and see a list of the individual instances of service you performed in that year. You can use the Print and Print Year buttons to generate a PDF file with your service data so you can print it. You can also use the Export and Export Year buttons to create an Excel file with your service data.

Service by Year			
2022	60:00 hours served		
2021	52:00 hours served		
2020	8:00 hours served		
Date ↓	Assignment	Hours	Goal
December 2	Gift Shop	4:00	
November 3	Gift Shop	4:00	
<b>Totals</b>	<b>2 entries</b>	<b>8:00</b>	
<a href="#">Print Year</a> <a href="#">Export Year</a>			

**Profile** - allows you to review your personal information and update it as needed. You can access the Profile page by selecting the user menu at the top right of the portal and selecting the Profile option.



Your information is organized into collapsible sections, and you can collapse or expand those sections by clicking on the section heading. Depending on how your volunteer organization has configured the fields on this page, some fields may be required, meaning they must have information entered or selected. Other fields may be "read-only" which means that you can see them but cannot edit them. Required fields appear with an asterisk (\*) next to their name, and "read-only" fields are grayed-out. If you make any changes to your Profile information, remember to click the Save button.

A screenshot of the "Profile" page in a web application. The page has a purple header with the "CHARITY foundation" logo on the left and the user name "Mary Volunteer" on the right. Below the header is a navigation bar with "Home", "Mail", "Schedule", and "Service" links. The main content area is titled "Profile" and contains two sections: "Contact Information" and "Demographics". The "Contact Information" section is expanded and shows a profile picture of a woman, followed by input fields for "First name" (Mary), "Last name" (Armstrong), "Street 1" (4985 Maloy Court), "City" (Cascade), "State" (MI), "Zip" (49546), and "Email address" (marmstrong@mailinator.com). The "Demographics" section is collapsed. At the bottom left of the form is an orange "Save" button.

**Account** - lets you manage the password you use to access the volunteer portal and also your message preferences. Here you can change your password, and you can choose which kinds of messages you want to receive from your volunteer organization. To access the Account page, select the user menu at the top right of the portal and select the Account option.

