



California State Parks

Better Impact Volunteer Manual



Photo by Ana Nuevo Docent Cindy Roche

Version 1.1

January, 2019

This is the Training Manual for Volunteer use of the Better Impact Software.

If you have any questions regarding this software or this manual, please contact your volunteer coordinator. We will be available for phone or in-person counseling sessions on demand.



Volunteer Impact (Better Impact) is web-based volunteer database software that allows for self-scheduling, tracking and reporting of volunteer hours. The software is based on years of experience and comes with added privacy and security measures for all of our records.

- ✓ **Some volunteers' data has already been added to the software. Those volunteers will have received a username and password from their volunteer coordinator.**
- ✓ **If you have not received a username and password, you will be required to first fill out the application to be able to access the system. The link to the application will be sent to you as a link through email and/or is available on our website.**

- ✓ During the application process you will be prompted to create a username and password. These will allow you to access your account.

Table of Contents

Logging on.....	4
Your Dashboard.....	5
Your Profile.....	6
-Adding a photo.....	7
-Changing your password.....	7
-Goals.....	7
Scheduling via “Opportunities”	8
Schedule.....	9
Hours	10
Reports	11
Mobile App.....	12

Logging In

When you want to log-in to Volunteer Impact, you need to open your internet browser and go to www.myvolunteerpagem.com. We do recommend that you bookmark this page as to make it easier to get to again. This is where you enter your personal user name and password. *This will be your portal to enter the database.*

MyVolunteerPage.com Login

Login

Username

™

Usenames **are not** case sensitive.

Password

™

Passwords **are** case sensitive.

[Forgot your username or password?](#)

Login

Privacy Policy

Information contained here is only visible to you and the specific organization(s) you volunteer for. It will neither be disclosed to any other party nor used for any other purpose. [Click here to view the complete MyVolunteerPage.com privacy policy.](#)

Search

Search for an organization. Common search terms include city, town, county, or type of agency.

Keyword

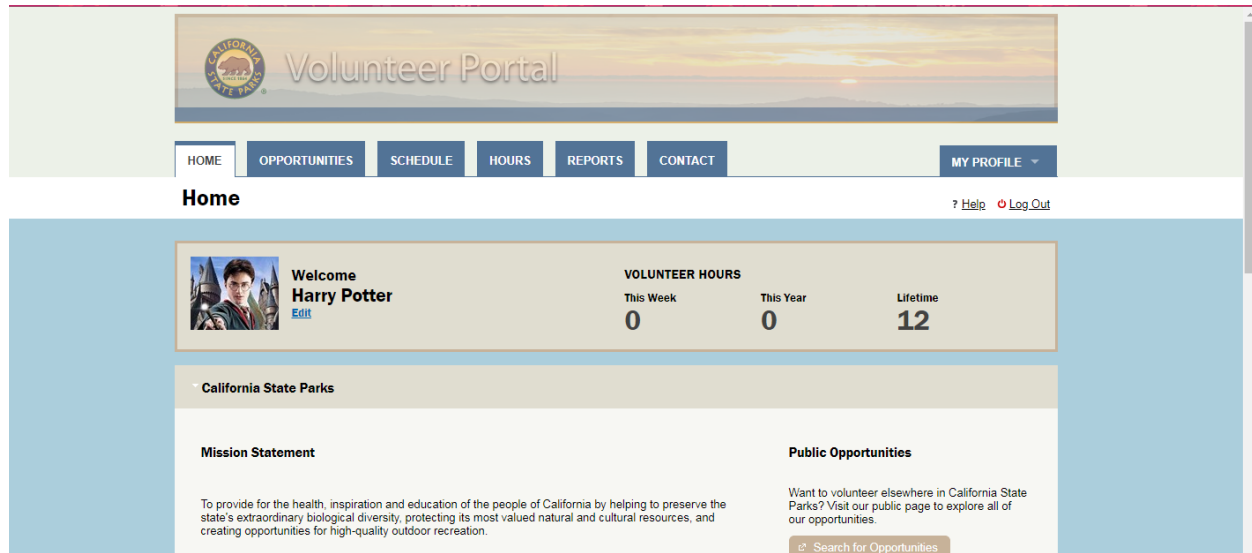
Search

Your Dashboard

Your dashboard or Home Page is your point of entry into the system.

It will contain the following tabs:

- Home:** your homepage front
- Opportunities:** Where you sign-up for shifts
- Schedule:** View your schedule
- Hours:** Track, view and log hours
- Reports:** View and print hours reports
- Contact:** You can contact your coordinator directly through the site
- My Profile:** Your personal information section



Help is located below the *My Profile* tab and has access to many how-to topics and videos to help you use this software. Very Useful!!

Your Profile

To build and edit your profile, go to the My Profile tab. If your profile was imported into the database, this info will be automatically inserted. Please check for errors.

The screenshot shows the 'Volunteer Portal' interface. At the top, there's a navigation bar with links: HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE (with a dropdown arrow). Below this is the page title 'My Profile - Contact Information' and links for Help and Log Out.

The main content area is divided into two sections:

- Contact Information:** A form with fields for NAME FIELDS:
 - Username: hpotter (with a dropdown arrow)
 - Salutation: (empty)
 - Legal First Name: (empty)
 - First Name: Harry (with a dropdown arrow)
 - Middle Name: James
 - Last Name: Potter (with a dropdown arrow)
 - Suffix: Jr, Sr, III
- Privacy Settings:** A section titled 'Privacy Settings for the Schedule' with three checkboxes:
 - ☒ I want other volunteers to be able to see my name in the list of scheduled volunteers.
 - ☒ I want my last name included.
 - ☒ I want my photo included.
 A 'Save' button is at the bottom right of this section.

On the right side of the 'Contact Information' form, there's a profile card for 'HARRY POTTER' with a photo, a 'Remove Photo' button, an 'Update Photo' button, and address information: 'Hogwarts Castle, Hogsmead 10000, United Kingdom'.

You will find the following in this section:

-Contact information: *Please keep all information current.* This is also where you can control your privacy settings i.e. whether other volunteers can see your name on the schedule. This is also where you can sign up to get weekly schedule reminders by e-mail.

-Additional info: This is where you can add information about yourself, including emergency contact information. *Please add your emergency contact information when you log in for the first time, and keep this information current.*

-Qualifications: Indicates what park you work at and any special training you have received.

-Change Password: Allows you to change your password at any time

-Goals: Set personal hours goals for yourself

-Interests: Specific areas you are interested in

-Availability: Indicates what days and times you are available

Adding a photo

While not required, you are encouraged to upload a photo into your profile. It helps the staff to be able to associate names and faces. We do prefer a close-up headshot.

To upload a photo:

- Click the “update photo” button located along the right hand side of the page while you are on the My Profile section.
- Select a photo in .jpg, .gif, or .png format and click “open”.
- Click the “upload selected photo” button.

Changing your password

You can change your password at any time by simply selecting “Change Password” from the drop down menu in “My Profile”. Just enter your new password twice and click “Change Password”.

Goals

The “goals” section allows you to set a personal hour’s goal. In that section, you enter a start and end date and how many hours you hope to fulfill in that time. It can even be used as a fun guessing game about how many hours you think you will get. The program keeps track of your goal progress for you.

Opportunities

Opportunities [? Help](#) [Log Out](#)

Filter Activities

FILTERS

☐ Only include activities that I am qualified for

☐ Only include activities that have openings available

Include activities for which I am currently

☐ Generally Available ☐ Signed Up ☐ Scheduled ☐ On the backup list

SORT Activity Name

DISPLAY

☒ Group by category

☐ Collapse categories by default

Make these my default filters ☒ [Filter Activities](#)

Santa Cruz District

Ano Nuevo SP

ACTIVITY	SHIFTS	START DATE	END DATE
Docent Enrichment - Stellars Sea Lion Talk	1	8/12/2018	8/12/2018
Docent Enrichment: Henry Cowell Guided Redwoods Hike	1	8/25/2018	8/25/2018
Docent Enrichment: With All Due Respect Training	2	8/29/2018	8/29/2018

The opportunities tab is where you go to sign up for your volunteer shifts. An ‘Activity’ is the shift type you wish to sign up for.

How to sign-up for a shift:

- Select the activity or type of shift you are interested in by clicking directly on the activity. This will take you to a page of available shifts by date.
- Here you can filter the shifts by days you have availability or interest.
- Clicking the ‘Who’ button will show you others that have signed up for that shift if they have allowed their names to be viewed in the privacy section.
- For the shift you want, click the “sign up” button located to the right of each shift. Your coordinator may need to approve the shifts you request before they appear on your schedule.
- If there is no space available on the date you want, you will not see the “sign up” button and will have to choose another date/shift, etc.

Schedule

Schedule

Filters

From 08/08/2018 To 10/08/2018 Filter Shifts

To subscribe to weekly reminder emails or subscribe to a calendar feed visit [your contact information page](#).

ACTIVITY	DATE	START	END	WHO?	ACTIONS
Ano Nuevo SP - Docent Manual		Flexible Schedule			
Butano SP - Interpretation		Flexible Schedule			

Select All

Monthly Calendar Schedule

Paper Size Letter Landscape (11" x 8.5")

Start Date 08/01/2018

Download Calendar View Calendar

-To view shifts you are assigned to, go to the **Schedule** tab. Here you also have the option to print out you schedule in a calendar form.

-If you are permitted to remove your own shifts, this is the location you will do that from. Each shift that you have signed up for will be accompanied by a “remove” button if that is available.

-If you want to see which other volunteers have signed up for your shift, click the icon under “Who?”

Note: Only those volunteers who have opted to allow other volunteers to see their name on the list of scheduled volunteers will appear on this list. If you would like your name to appear on the list of scheduled volunteers, go to “My Profile,” then “Contact Information” and check the appropriate box(es) under “Privacy Settings.”

Hours

If your organization permits it, this is where you go to log your own hours. Your hours will then be sent to your coordinator for verification and approval.

-You will need to select your 'activity', which again is the shift/location you worked. Then add the date and hours worked.

Hours [? Help](#) [Log Out](#)

Log Hours

Activity:

Show these activities: [Recent](#) [Active](#) [Inactive](#)

Date Volunteered: Hours: Minutes:

[Save and Log Another](#) [Save](#)

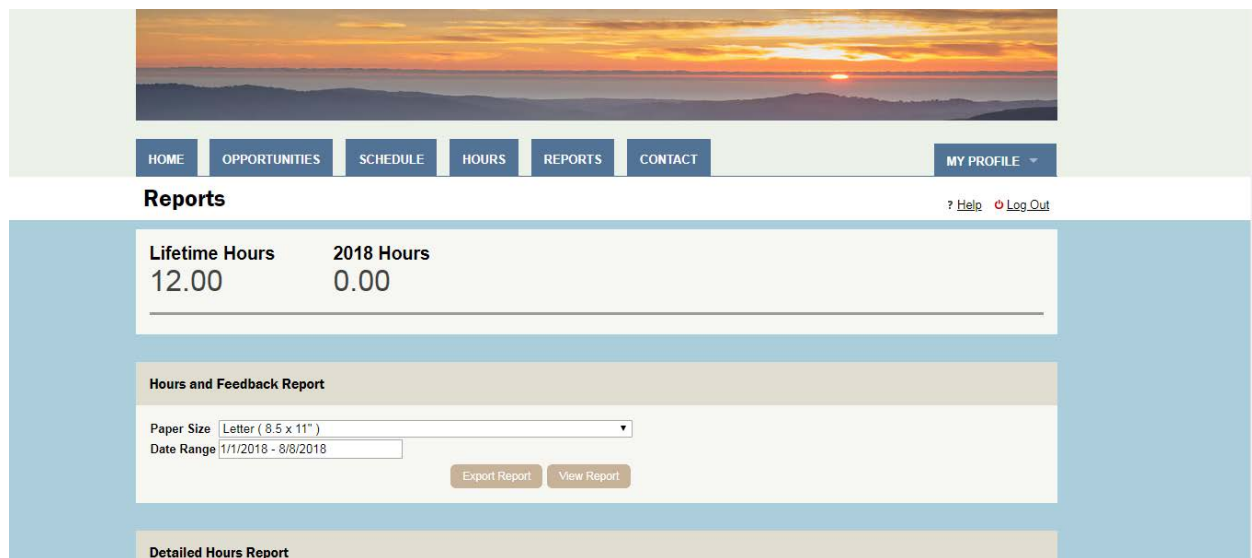
Most Recent Entries

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Ano Nuevo SP - Docent Manual	12:00	3/8/2017	3/14/2017	Approved	View

You may be asked to provide feedback about your shift when you log your hours. If feedback is requested, you must answer the question(s) before you can save your logged hours.

Reports

Under the Reports tab you will be able to view your hours totals and produce and print your own volunteer hours reports. The default is a graph and a table showing your hours by month over a 12 month period.



The screenshot shows a web application interface for a volunteer management system. At the top, there is a navigation bar with a sunset image and a menu with links: HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. Below the navigation bar, the 'Reports' section is active. It displays two summary boxes: 'Lifetime Hours' with a value of 12.00 and '2018 Hours' with a value of 0.00. Below these, there is a section for the 'Hours and Feedback Report' which includes a 'Paper Size' dropdown menu set to 'Letter (8.5 x 11\"'

You have two additional report options, which can be exported to PDF for printing or saving. You can customize the date range for each of these reports:

Hours and Feedback Report

This report shows a breakdown of your hours, by each activity. If you volunteer for multiple parks, it will include a breakdown of the hours for each park.

Detailed Hours Report

This report shows each day you volunteered, the name of the activity, and the number of hours you contributed. You can sort this report by the activity, or by the date volunteered.

Mobile App

Your volunteer account can be used using your smartphone!

To begin, enter **myvolunteerpage.mobi** into your phone's browser. This will direct you to the mobile log-in page. Here you log-in with your username and password.

In the mobile app, there are 5 tabs available from the menu (square at top left): Home, Opportunities, Schedule, Hours, and Contact.

Home: Allows you to view your hours and any news

Opportunities: *Where you go to sign-up for shifts.*

-Choose an activity, choose a shift, and click 'sign up'.

Schedule: Shows assigned schedule for the week.

Hours and contact tabs are similar to the desktop version.

Timeclock

If your organization permits it, you may have the ability to log your hours by utilizing a timeclock. Your park may have a computer or tablet available to use as a timeclock, or you may access the timeclock on your phone:

On the **mobile app**, click "start clock" at the beginning of your shift. You will be taken to a page that will show you a list of your upcoming activities.

Click on the activity you are working that day, and then click the "Start Clock" button.

At the end of your shift, log in again, following the steps above, and click the "Stop Clock" button to stop the timeclock, which will automatically log your hours for that shift.