

# **VicNet Guide**

**for**

**St. Jude Children's  
Research Hospital  
Volunteers**



**Family, Guest and  
Volunteer Services**

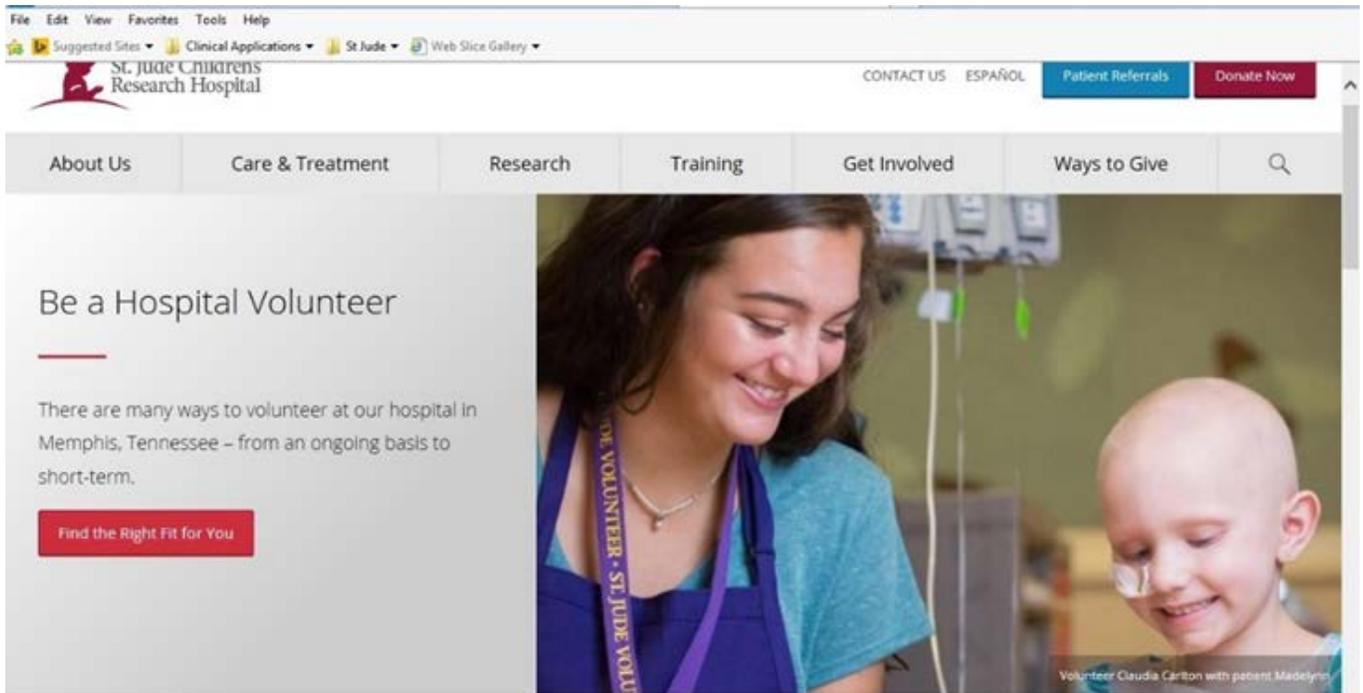
## Things to Remember

- Volgistics is our volunteer database that consists of two components:
  - The first is *VicTouch*. It allows you to log in and out for volunteer shifts in the Volunteer Services Workroom.
  - The second is *VicNet*, the web-based component that allows volunteers to update their contact information, check schedules, view service records, and schedule shifts from their own computers or smartphones.
- When on VicNet, scroll down every page completely before moving to the next.
- **Save** each page after making a change.
- Exit and logout when you are done.

# VicNet

The link to log in to VicNet is located on this website:

[www.stjude.org/hospitalvolunteer](http://www.stjude.org/hospitalvolunteer)



**Volunteers are the lifeblood of St. Jude Children's Research Hospital**, providing crucial support services that are vital to the hospital and the well-being of its patients. Every day, willing volunteers donate their time and energy so that St. Jude can fulfill its mission of finding cures and providing care.

Filling a wide variety of roles throughout the hospital, the impact of volunteers extends beyond the immediate needs they meet. Whether



Log on to VicNet





## Login

Thanks for using Vic Net! We are pleased to offer you the ability to update your contact information and print your hour records at any time. If you have questions about this feature, please contact [volunteers@stjude.org](mailto:volunteers@stjude.org).

Login name:

Password:

[Forget your password?](#) [Help](#)

[Need a password?](#)

[Close this window](#) | [Privacy policy](#)

Enter your login name, which is the primary e-mail we have on record. **Click “Need a Password.”** A temporary password will be sent to you by e-mail. Retrieve the temporary password (from your e-mail), go back to the VicNet log in page, enter your email and temporary password and click Go.

# VicNet (cont'd)

You will be taken to the **Home** tab. From there, you can choose any of the tabs that appear near the top of the page.



## Volunteer information for **Volgistics Test Person**

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

[Check your schedule](#)

[Post your hours](#)

[Check messages](#)

[Sign-up](#)

[Text message opt-in](#)

### Welcome!

Welcome to the Volunteer Information Center (VicNet). This feature gives you an easy way to keep-in-touch with the St. Jude volunteer program. You can view your information anytime, and from any internet connected computer.

Watch this space for more volunteer news!

### Your Assignments

Volgistics test assignment (Assigned)

### Need help using Vic Net?

Click this box to view an instructional video on how to navigate and use Vic Net.

### Read the Volunteer Resources Library

Go to the Volunteer Services Resource Library for continued learning about the hospital, a copy of the volunteer orientation manual, other educational resources, and patient and family care information. Visit often as updates are continuous.

### For Staff Who Supervise Volunteers

Need further instructions on how to use this software to it's fullest, read more here.

Instructions for positions where volunteers schedule themselves.

[Exit](#)

In addition to the tabs, there are guide links on the left-hand side.

# VicNet (cont'd)

Click the **Mail** tab to see your messages. New messages appear on top; and a list of read messages appear on the bottom so you can re-read a message if you choose to.



## Volunteer information for **Volgistics Test Person**

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

### Instructions

To view a message, simply click on the message subject.

### New messages

No new messages

### Old Messages

No old messages

[Exit](#)

[Close this window](#) | [Privacy policy](#)

# VicNet (cont'd)

Click the **My Profile** tab to see and update your personal information. The display is in a read-write mode so you can see and update the field content. You may change your profile picture, but it must be a picture of your face. ***We encourage you to complete and update these fields regularly.***



## Volunteer information for Volgistics Test Person

- Home
- Mail
- My Profile**
- My Schedule
- My Service History
- Time Sheet
- Account

### Instructions

The following information is currently on file in your volunteer record. To update your records, enter your new information in the spaces provided. Click any of the "Save" buttons to save your changes or additions.

### Contact Information

First name:  \*

Last name:  \*

Middle name:

Title:  ▼

Preferred Name:

Street 1:  \*

Street 2:

Street 3:

City:  \*

State:  ▼ \* Zip:

Home phone:   OK to call me here

Work phone:   OK to call me here

Cell phone:  \*

Email address:  \*

Cell Phone Carrier:  ▼



[Upload](#)

**Save**

### Demographics

The following information is optional, but will help us get a better idea of the demographic make-up of our volunteers. Please check the appropriate answer.

Date of birth:  ▼  ▼  ▼ \*

Gender:  ▼ \*

**Save**

### Demographics

The following information is optional, but will help us get a better idea of the demographic make-up of our volunteers. Please check the appropriate answer.

Date of birth:  ▼  ▼  ▼ \*

Gender:  ▼ \*

Education:  ▼

Marital Status:  ▼

Ethnicity:  ▼

T-Shirt size:  ▼

Badge Number:

Language:  American Sign Language  Arabic  French  German  Hindi  Mandarin Chinese  Portuguese  Russian  Serbian  Spanish

**Save**

### Emergency Contact

In the event of an emergency whom should we notify?

First Name:  \*

Last Name:  \*

Title:  ▼

Street 1:

Street 2:

Street 3:

City:

State:  ▼

Zip:

Home phone:

Work phone:

Cell phone:  \*

Relationship:  ▼ \*

**Save**

**Exit**

[Close this window](#) | [Privacy policy](#)

## VicNet (cont'd)

You have the ability to add or remove yourself from the schedule under the **My Schedule** tab should your role allow for this.

To add yourself to a schedule you can click on any date that has a “Help Wanted” icon and agree to take that shift. Your supervisor will receive an email alert that you have added this shift to your schedule.

To remove yourself from a scheduled shift, click on the shift you are scheduled for and follow the instructions to “remove me.” When you remove yourself from a date where you are scheduled, you will receive an alert in your mailbox. Your supervisor will receive an email alert that you have taken yourself off this shift. It is very important to remove yourself from a shift no less than 24 hours the evening before. Your supervisor will let you know how they prefer for you to proceed if you need to remove yourself in that 24 hour window.

**St. Jude Children's Research Hospital**  
ALSAC • Danny Thomas, Founder  
*Finding cures. Saving children.*

**St. Jude Volunteer Services**

Volunteer information for **Volgistics Test Person**

Home Mail My Profile **My Schedule** My Service History Time Sheet 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.

**Sign-Up!**  
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.  
Show openings in: All my assignments

Prev month Next month **November 2016**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15 <b>HELP WANTED</b>	16	17 <b>HELP WANTED</b>	18	19
20	21	22 <b>HELP WANTED</b>	23	24 Thanksgiving Holiday	25 vs Office Closed	26
27	28	29 <b>HELP WANTED</b>	30			

Prev month Next month

Printable view

Exit

# VicNet (cont'd)

Click the **My Service History** tab to see your volunteer service record. You can also create printable views of your service records if you want a printed service report (i.e. for tax records or school/scholarship applications.)

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## Volunteer information for **Volgistics Test Person**

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

### Instructions

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

#### Totals

Start date: **November 15, 2016**

Year-to-date hours: 0:00

Life hours: 0:00

### Service by year

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

[Printable view](#)

[Exit](#)

[Close this window](#) | [Privacy policy](#)

# VicNet (cont'd)

Click the **Time Sheet** tab to enter your hours. If you perform service at home, for a club event, or forget to log in or out, you can enter your hours from your computer or mobile device. Click the day the service was performed, enter a start and end time and select the assignment you completed.



## Volunteer information for Volgistics Test Person

- Home
- Mail
- My Profile
- My Schedule
- My Service History
- Time Sheet**
- Account

### Instructions

To post your hours, enter your service information in the Time Sheet box and then click the "Continue" button.

### Time Sheet

What was the date of your service?

**September 2016**

S	M	T	W	T	F	S
						16 17
						<input type="radio"/> <input type="radio"/>
18	19	20	21	22	23	24
<input type="radio"/>						
25	26	27	28	29	30	
<input type="radio"/>						

**October 2016**

S	M	T	W	T	F	S
						1
						<input type="radio"/>
2	3	4	5	6	7	8
<input type="radio"/>						
9	10	11	12	13	14	15
<input type="radio"/>						
16	17	18	19	20	21	22

9	10	11	12	13	14	15
<input type="radio"/>						
16	17	18	19	20	21	22
<input type="radio"/>						
23	24	25	26	27	28	29
<input type="radio"/>						
30	31					
<input type="radio"/>	<input type="radio"/>					

**November 2016**

S	M	T	W	T	F	S
		1	2	3	4	5
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	7	8	9	10	11	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	14	15	16			
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>			

What times did you serve?  until

Which assignment did you serve in?

**Continue**

### Your recent service entries:

None

For your complete service history select the "My Service History" tab.

**Exit**

[Close this window](#) | [Privacy policy](#)

# VicNet (cont'd)

Click the **Account tab** to manage how we communicate with you. Volgistics will send you text messages or e-mails to remind you when you've signed up to volunteer. Please be sure to enter your mobile number and follow the instructions. Please also click "e-mail" or "e-mail with text" under the headers automated and custom messages. Also set the time of day when you would like to receive messages. Lastly, please click "agree to terms and conditions."

Home Mail My Profile My Schedule My Service History Time Sheet **Account**

### 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, Unicel, Centennial and Ntelos.

2. How do you prefer to receive these types of messages?

**Automated Messages**

Email	Text Message	None	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Schedule reminders
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Checklist reminders

**Custom Messages**

Email	Email with Text Notification	None	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Electronic newsletters
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Recruitment appeals
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Competency Appeal
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Important Announcement

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

Between these hours:  and

Your time zone:

4.  I agree to the Terms and Conditions.  
[Click to view the full Terms & Conditions and Privacy Policy.](#)

**Save**

Message and Data Rates May Apply. For help or information on this program send "HELP" to 28344. To cancel your plan, revisit this page (preferred method) or send "STOP" to 28344 at anytime. For additional assistance, call 888-891-6978 or [click here](#). Message frequency based on account settings.

Messages are not guaranteed to be delivered. Message statuses will be shown in Volgistics in the Out Box and in the History tab of each volunteer. Unless manually deleted, the message text is kept for one year, but the status of the message is kept indefinitely.

## Using Volgistics on your mobile device:

Instead of opening the web browser on your smart phone or tablet and then going to the URL address for your organization's portal each time you want to login, *you may want to put a link directly to the webpage on your device's home screen*. That way you can just tap the icon to go directly to the VicNet login portal.

1. Locate the Volunteer Services webpage, [www.stjude.org/hospitalvolunteer](http://www.stjude.org/hospitalvolunteer), on your mobile device. Then follow the link  located there. You will now be at the login page.
2. You can make a shortcut to this page on your phone (not required to use the mobile version). This will allow you to go directly to the webpage by tapping the icon on your phone or tablet. See the section at the end of these instructions for information about how to create a website shortcut.
3. You can click on the shortcut you made or go the webpage and you will see a login page. Enter your email address in the *Login name* field and your password in the *Password* field. Then tap the **Mobile-site** button to go to a mobile friendly view for VicNet.

## iPhone

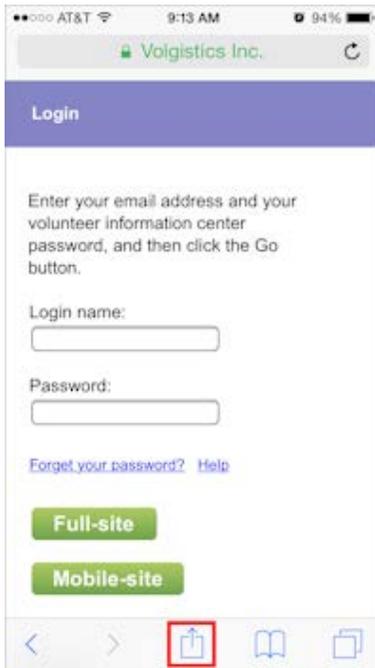
### Shortcut for iPhone, iPad, etc. (iOS Devices)

To put a shortcut on your Apple device, you will need to use the Safari web browser. The Google web browser will not allow you to make a shortcut. The screenshots and directions in this section are from an iPhone 5s. The process will be similar with other iPhone models or Apple devices.

1. Open the Safari web browser.
2. Go to the login page for your organization's VicNet portal.

(continued on next page)

3. When the screen to enter your email and password is displayed, tap the Share icon.



4. Select *Add to Home Screen*.



5. Create a name for the shortcut and tap the *Add* link.



You should now be able to simply tap the icon for the shortcut on your home screen to go to the VicNet portal to login.



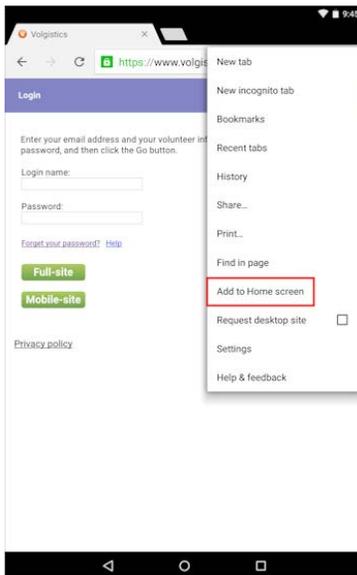
## Android

With an Android device, you can use any web browser to place a shortcut on your home screen. The screenshots in this section show how to do this with the Chrome browser on an Android tablet. The process will be similar with other browsers and devices.

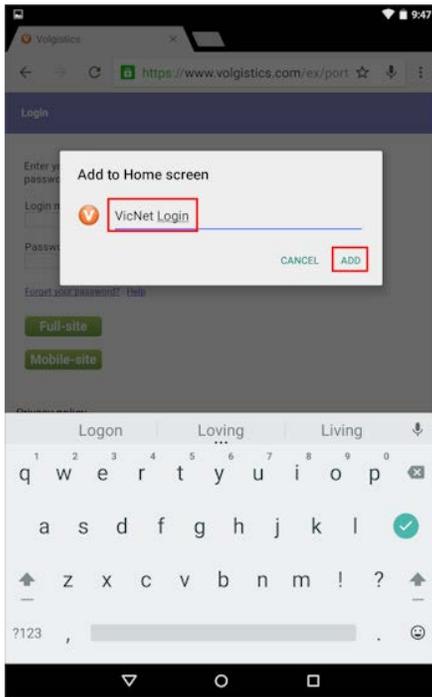
1. Open the web browser (Chrome, Firefox, or the default browser for the device).
2. Locate the Volunteer Services webpage, [www.stjude.org/hospitalvolunteer](http://www.stjude.org/hospitalvolunteer), on your mobile device.

Then follow the link [Log on to VicNet](#) located there. You will now be at the login page.

3. When the screen to enter your email and password is displayed, tap the web browser's menu and select *Add to Home screen*. (In other browsers this may be *Add to homescreen* or *Add shortcut on Home Screen*.)



4. Enter a name for the shortcut and tap the *ADD* link. With some browsers there will not be an option to enter a name so you will need to use the default.



5. You should now be able to simply tap the icon for the shortcut on your home screen to go to the VicNet portal to login.



# Questions?

Email: [volunteers@stjude.org](mailto:volunteers@stjude.org)

Call: 901-595-3327