



California State Parks

Better Impact Volunteer Manual



Version 2.1

September 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.**


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Logging In

When you want to log-in to Volunteer Impact, you need to open your internet browser and go to www.myimpactpage.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.*

MyImpactPage.com

Login	Privacy Policy
Username <input type="text"/> ™ Usernames are not case sensitive.	Information contained here is only visible to you and the specific organization(s) with which you are associated. It will neither be disclosed to any other party nor used for any other purpose. Click here to view the complete MyImpactPage.com privacy policy.
Password <input type="text"/> ™ Passwords are case sensitive.	
Forgot your username or password? <input type="button" value="Login"/>	
Search	
Search for an organization. Common search terms include city, town, or county.	
Keyword <input type="text"/>	<input type="button" value="Search"/>
MyImpactPage.com	
Powered By 	

Note: If you have received a username and password from your volunteer coordinator, when you log in for the first time, you will be asked to create a new password.

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

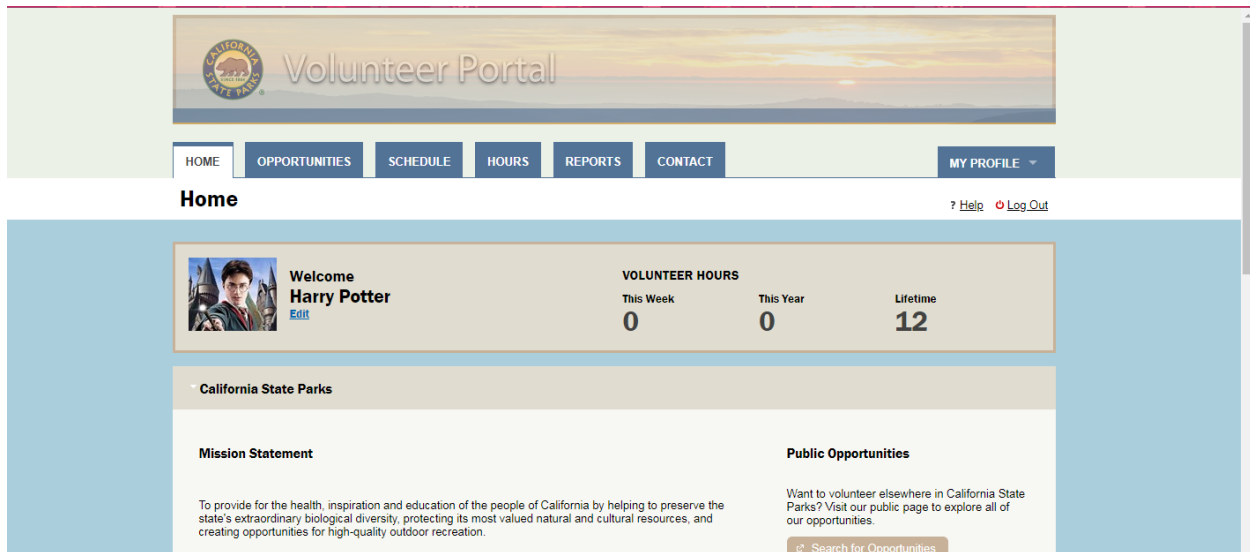
-**Schedule:** View your schedule

-**Hours:** Track, view and log hours

-**Reports:** View and print hours reports

-**Contact:** You can contact your coordinator or a committee you are part of directly through the site

-**My Profile:** Your personal information section



The screenshot shows the Volunteer Portal interface. At the top, there is a header with the California State Parks logo and the text "Volunteer Portal". Below the header is a navigation bar with tabs: HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. The "HOME" tab is selected. Below the navigation bar, the word "Home" is displayed, along with links for "? Help" and "Log Out". The main content area features a "Welcome Harry Potter" message with an "Edit" link. To the right of the welcome message is a "VOLUNTEER HOURS" table:

VOLUNTEER HOURS		
This Week	This Year	Lifetime
0	0	12

Below the table, there is a section for "California State Parks" with a "Mission Statement" and "Public Opportunities" section. The "Mission Statement" reads: "To provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high-quality outdoor recreation." The "Public Opportunities" section reads: "Want to volunteer elsewhere in California State Parks? Visit our public page to explore all of our opportunities." At the bottom of this section is a "Search for Opportunities" button.

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 'My Profile - Contact Information' page in the Volunteer Portal. The page has a header with the 'CALIFORNIA STATE PARKS' logo and 'Volunteer Portal' text. Below the header is a navigation bar with tabs for HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. The main content area is titled 'My Profile - Contact Information' and includes a 'Help' link and a 'Log Out' button. The 'Contact Information' section is divided into two columns. The left column, titled 'NAME FIELDS', contains input fields for Username (hjpotter), Salutation, Legal First Name, First Name (Harry), Middle Name (James), Last Name (Potter), and Suffix (Jr, Sr, III). The right column features a profile picture of Harry Potter with 'Remove Photo' and 'Update Photo' buttons, and a 'Privacy Settings' section. The 'Privacy Settings for the Schedule' section has three checked options: 'I want other volunteers to be able to see my name in the list of scheduled volunteers.', 'I want my last name included.', and 'I want my photo included.' A 'Save' button is located at the bottom right of the privacy settings.

You will find the following in this section:

-Contact information: *Please keep all information current.*

Privacy Settings – This is where you can identify whether you want other volunteers to see your name on the schedule, and if so, how you want it displayed.

Subscriptions - This is 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 hours 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

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. When you click on the Opportunities tab, you will be given two options for how you want to view available activities: Opportunity Calendar or Opportunity List.

Opportunity Calendar

The screenshot shows the 'Opportunity Calendar' page. At the top is a navigation bar with tabs: HOME, OPPORTUNITIES (selected), SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. Below the navigation bar is the page title 'Opportunity Calendar' and links for 'Help' and 'Log Out'. A 'Filters' section contains a warning box: 'Looking for a specific activity that isn't showing on the calendar? It might not be visible in this format. Try checking the Opportunity List page. Activities that don't have specific dates or times aren't able to be rendered on the calendar and there may also be some activities that are visible to you in the list, but not the calendar.' Below this is a checkbox 'Only include activities that I am qualified for' which is checked. There are three dropdown menus: 'Category' (set to 'Don't Filter'), 'Start Time' (set to 'Don't Filter'), and 'Format' (set to 'Month'). A 'Submit' button is next to a checked 'Make these my default filters' checkbox. The calendar grid shows dates from Sunday, April 7 to Saturday, May 4, 2019. Activities are listed in colored boxes: pink for 'SA Test Activity' and 'SA Trail Monitoring', and teal for '10A Test Activity', '3P Test Activity', and '2:30P Test Activity'. A 'See All Shifts' link is present under the April 21st date.

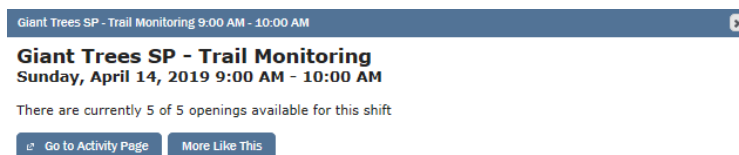
If you see an "Organization" drop-down menu above the "Category" drop-down menu, start by selecting the park you wish to sign up for shifts with from the Organization menu (note: some accounts do not have this, so you may not see this in your account).

If you do not have an Organization field to choose from, you will start by filtering by Category (which will be either be the name of the park or the type of activity). You can filter the calendar to see only activities from a specific category or that take place during a specific time period.

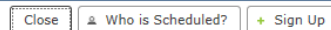
Note: If you volunteer for activities that fall under multiple categories, each category will be highlighted in a separate color on the calendar.

How to sign-up for a shift from the Opportunity Calendar:

-Select the shift you are interested in by clicking directly on the shift, and click the “Sign Up” button.



The screenshot shows a blue header bar with the text "Giant Trees SP - Trail Monitoring 9:00 AM - 10:00 AM" and a close icon. Below the header, the title "Giant Trees SP - Trail Monitoring" is displayed in bold, followed by the date and time "Sunday, April 14, 2019 9:00 AM - 10:00 AM". A line of text states "There are currently 5 of 5 openings available for this shift". At the bottom of the card are two buttons: "Go to Activity Page" and "More Like This".



The screenshot shows a horizontal bar with three buttons: "Close", "Who is Scheduled?", and "Sign Up".

You can also see who else has already signed up for the shift, by clicking on “Who is Scheduled?”

Opportunity List

Opportunities ? Help [Log Out](#)

Filter Activities

Looking to volunteer on a specific day? Try the new [Opportunity Calendar!](#) This new page lets you find opportunities on a calendar to easily find activities on the days you are available to help!

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

ORGANIZATION

SORT

DISPLAY

Group by category
 Collapse categories by default

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

Amazing Everything District

Giant Trees SP

ACTIVITY		SHIFTS	START DATE	END DATE
Trail Monitoring	<input type="button" value="Who"/>	1236	7/28/2019	7/10/2022

Historic House SHP

How to sign-up for a shift from the Opportunity List:

-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.

-If you volunteer for multiple parks in multiple accounts, you will see an Organization drop-down menu. You can choose to see opportunities for all parks at once, or filter by park by selecting your park from the Organization drop-down menu.

-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

Volunteer Portal

HOME OPPORTUNITIES SCHEDULE HOURS REPORTS CONTACT MY PROFILE

Schedule

? Help Log Out

Filters

From 07/20/2019 To 08/14/2019 Filter Shifts

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

ACTIVITY	DATE	START	END	WHO?	GROUP	ACTIONS	<input type="checkbox"/>
Historic House SHP - Grounds Maintenance	Sat 7/20/2019	8:00 AM	10:00 AM		1		<input type="checkbox"/>
Historic House SHP - Grounds Maintenance	Sat 7/20/2019	2:30 PM	5:00 PM		1		<input type="checkbox"/>
Historic House SHP - Grounds Maintenance	Mon 7/22/2019	10:00 AM	12:00 PM		1		<input type="checkbox"/>
Historic House SHP - Grounds Maintenance	Mon 7/22/2019	3:00 PM	5:00 PM		1		<input type="checkbox"/>

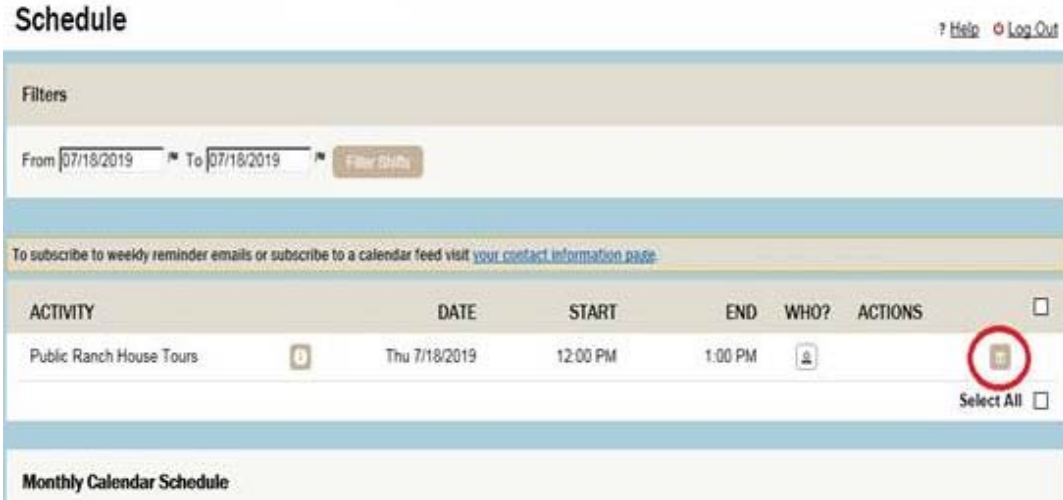
-To view shifts you are assigned to, go to the **Schedule** tab. Here you also have the option to print out your schedule in a calendar form and/or add your shift to a Google, Yahoo, or other calendar (see [Add Shift to a Calendar](#)).

-If you are permitted to cancel your shifts in the database, you will see a “Remove” button next to each shift. To remove the shift from your schedule, click “Remove.”


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

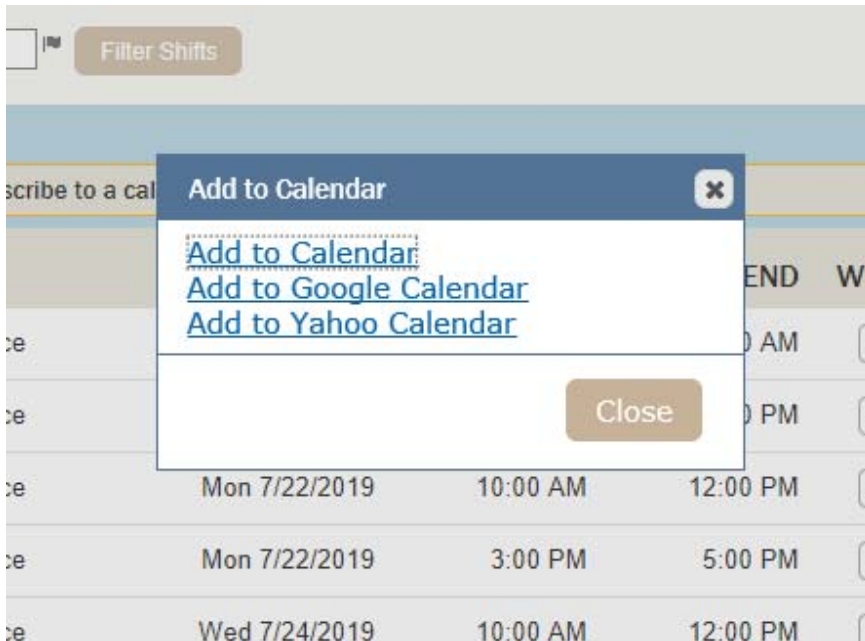
Note: Only those volunteers who have opted to allow other volunteers to see their name on the list of scheduled volunteers will appear on this list. If you would like your name to appear on the list of scheduled volunteers, go to “My Profile,” then “Contact Information” and check the appropriate box(es)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

Add Shift to a Calendar



The screenshot shows a web interface titled "Schedule". At the top right, there are links for "Help" and "Log Out". Below the title is a "Filters" section with a date range from "07/19/2019" to "07/18/2019" and a "Filter Shifts" button. A message below the filters says "To subscribe to weekly reminder emails or subscribe to a calendar feed visit [your contact information page](#)". Below this is a table with columns: "ACTIVITY", "DATE", "START", "END", "WHO?", and "ACTIONS". The first row shows "Public Ranch House Tours" on "Thu 7/18/2019" from "12:00 PM" to "1:00 PM". In the "ACTIONS" column, there is a calendar icon circled in red. Below the table is a "Select All" checkbox. At the bottom, there is a section titled "Monthly Calendar Schedule".

Click on the calendar icon  (circled above). You will then have the following options:



The screenshot shows a dialog box titled "Add to Calendar" with a close button (X) in the top right corner. The dialog box contains three links: "Add to Calendar", "Add to Google Calendar", and "Add to Yahoo Calendar". Below the links is a "Close" button. The background shows a blurred view of the schedule table from the previous screenshot.

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.

-If see a "Please select an organization to log hours for" drop-down menu, you will first need to select the park you wish to log hours for from the menu (note: some accounts will not have this, so you may not have this in your account).

Hours ? Help [Log Out](#)

Log Hours

Please select an organization to log hours for

Most Recent Entries

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Sunrise SB - Beach Tour	2:48	7/8/2019	7/8/2019	Approved	<input type="button" value="View"/>
Giant Trees SP - Camp Host	25:00	9/15/2018	1/16/2019	Approved	<input type="button" value="View"/>
Giant Trees SP - Camp Host	35:00	9/8/2018	1/16/2019	Approved	<input type="button" value="View"/>
Giant Trees SP - Camp Host	30:00	8/24/2018	1/16/2019	Approved	<input type="button" value="View"/>
Sunrise SB - Beach Tour	3:00	12/16/2018	1/16/2019	Approved	<input type="button" value="View"/>

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 will see buttons for several drop-down menus available:

- **Recent** = recent assignments (this is the default)
Note: if there is no “Recent” button, it will default to “Active”
- **Active** = active activities
- **Inactive** = Inactive activities

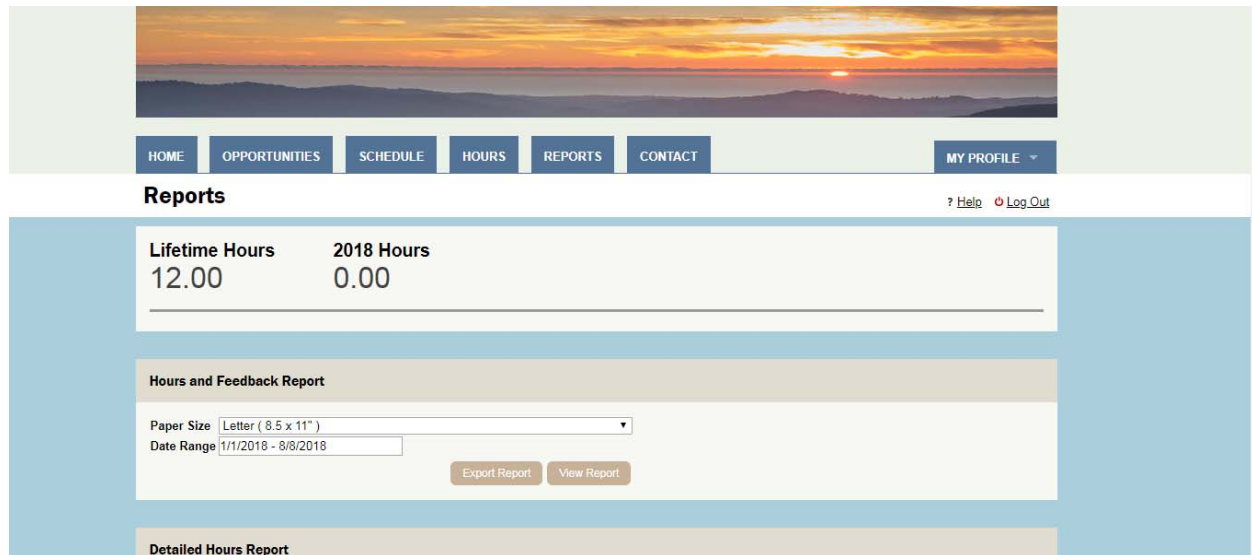
If you do not see the activity you want to log hours to on the first menu that comes up, click on the other button(s) to locate the activity on another menu.

You will be asked to enter the date you volunteered the number of hours and the number of minutes.

You may also 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 interface for a volunteer management system. At the top, there is a navigation bar with a sunset image and menu items: HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. Below the navigation bar, the page title is "Reports" with links for "? Help" and "Log Out". The main content area displays two summary statistics: "Lifetime Hours" at 12.00 and "2018 Hours" at 0.00. Below this is a section for the "Hours and Feedback Report" with a "Paper Size" dropdown set to "Letter (8.5 x 11\"") and a "Date Range" input field containing "1/1/2018 - 8/8/2018". There are two buttons: "Export Report" and "View Report". At the bottom, there is a section for the "Detailed Hours Report".

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

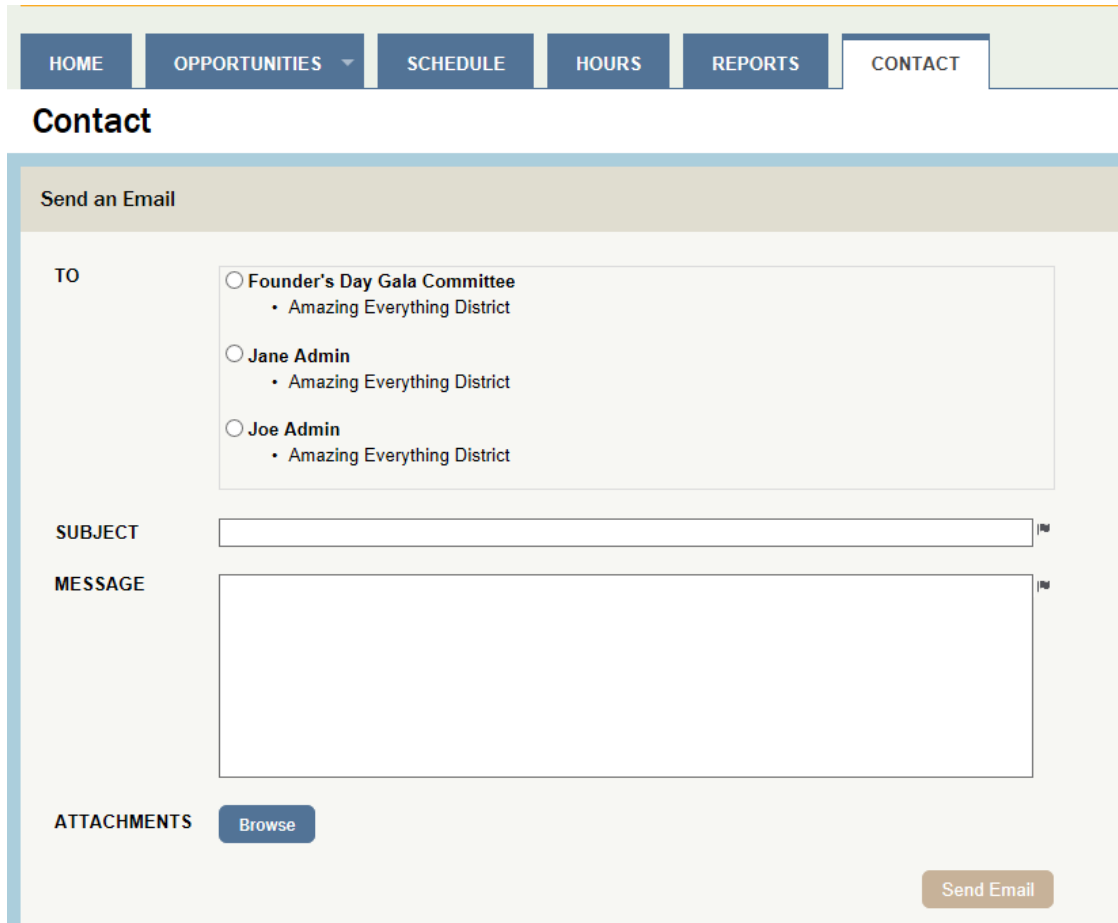
This report shows a breakdown of your hours, by each activity. If you volunteer for multiple parks, it will include a breakdown of the hours for each park.

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.

Contact

Under the Contact tab you will be able to e-mail your volunteer coordinator directly. If you are the member of a committee, you will use the contact section to send e-mails to committee members as well (note: if you e-mail a committee, the e-mail goes to all members of the committee).



The screenshot shows a web interface with a navigation bar at the top containing the following tabs: HOME, OPPORTUNITIES (with a dropdown arrow), SCHEDULE, HOURS, REPORTS, and CONTACT. The 'CONTACT' tab is active. Below the navigation bar is a header for the 'Send an Email' form. The form is divided into several sections: 'TO' with three radio button options: 'Founder's Day Gala Committee' (with a sub-item 'Amazing Everything District'), 'Jane Admin' (with a sub-item 'Amazing Everything District'), and 'Joe Admin' (with a sub-item 'Amazing Everything District'); 'SUBJECT' with a text input field; 'MESSAGE' with a large text area; 'ATTACHMENTS' with a 'Browse' button; and a 'Send Email' button at the bottom right.

Send an Email

TO

- Founder's Day Gala Committee
 - Amazing Everything District
- Jane Admin
 - Amazing Everything District
- Joe Admin
 - Amazing Everything District

SUBJECT

MESSAGE

ATTACHMENTS [Browse](#)

[Send Email](#)

Mobile App

Your volunteer account can be used using your smartphone through the new, and **free**, My Impact app!



The My Impact app can be downloaded for both Android and Apple phones (search for “My Impact” or “Better Impact” in your app store).

On the first screen, you will be asked to log in with your username and password:

Username

Password

[Forgot your username or password?](#)

Remember my Username and Password.

Login

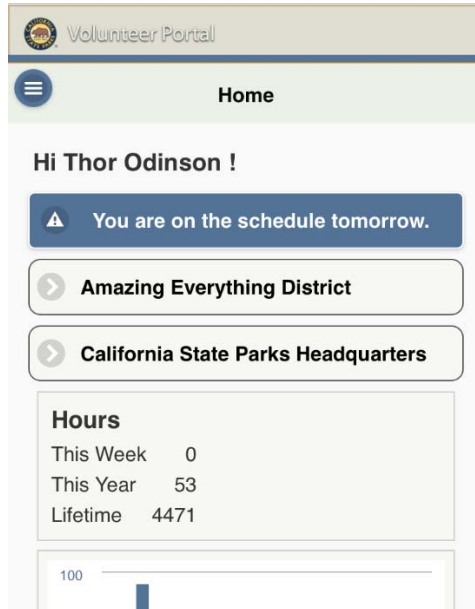
Privacy Policy

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

In the mobile app, there are 7 options available from the menu (at top left): Home, Opportunities, Schedule, Hours, Contact, My Profile, and Files.

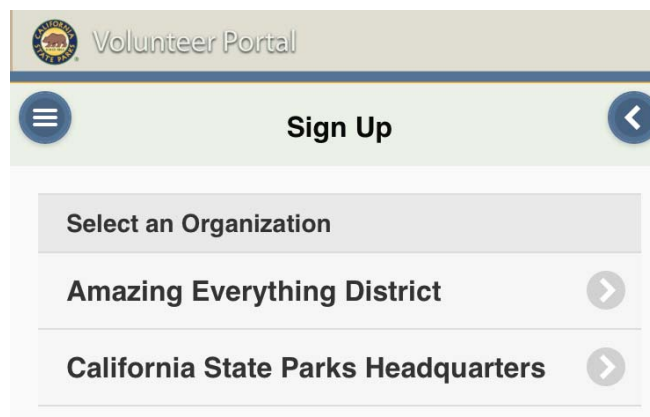
Home: Allows you to view your hours and any news

If you volunteer for multiple parks in multiple accounts, you will see each park listed separately (example below), and you can click on the park you want to see news for.

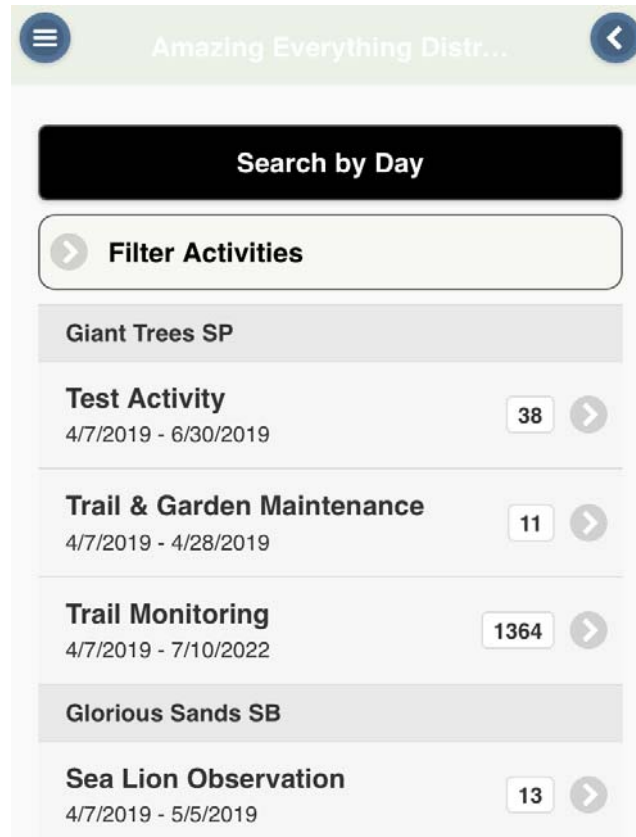


Opportunities: *Where you go to sign-up for shifts.*

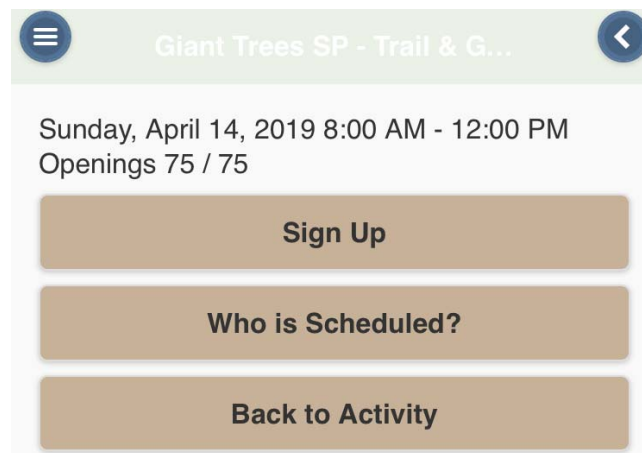
If you volunteer for multiple parks in multiple accounts, you will first choose which park you wish to see opportunities for (see example below).



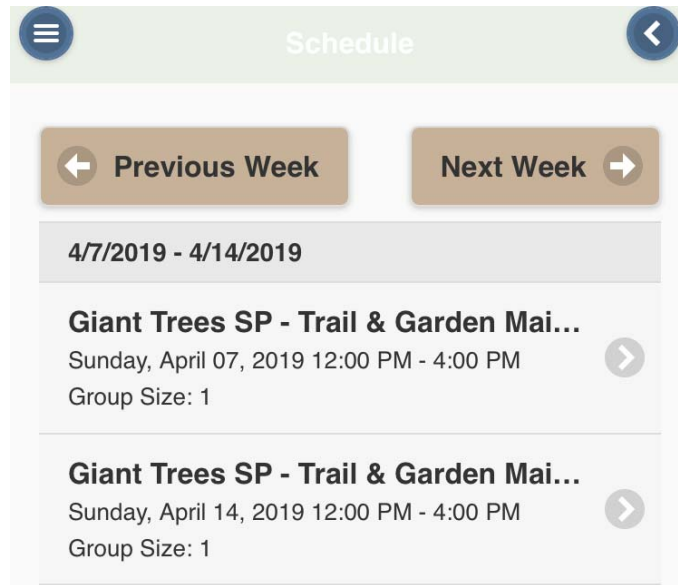
-Choose an activity from the list.



-Choose a shift, and click 'sign up'

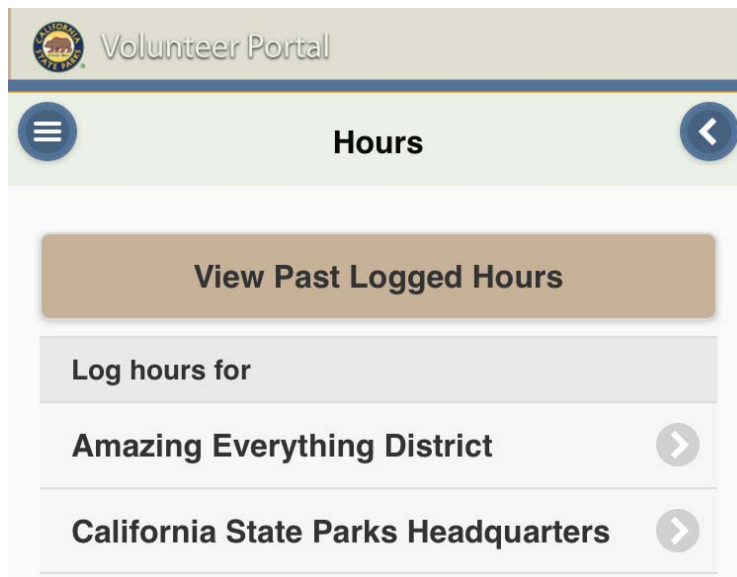


Schedule: Shows assigned schedule for the week.

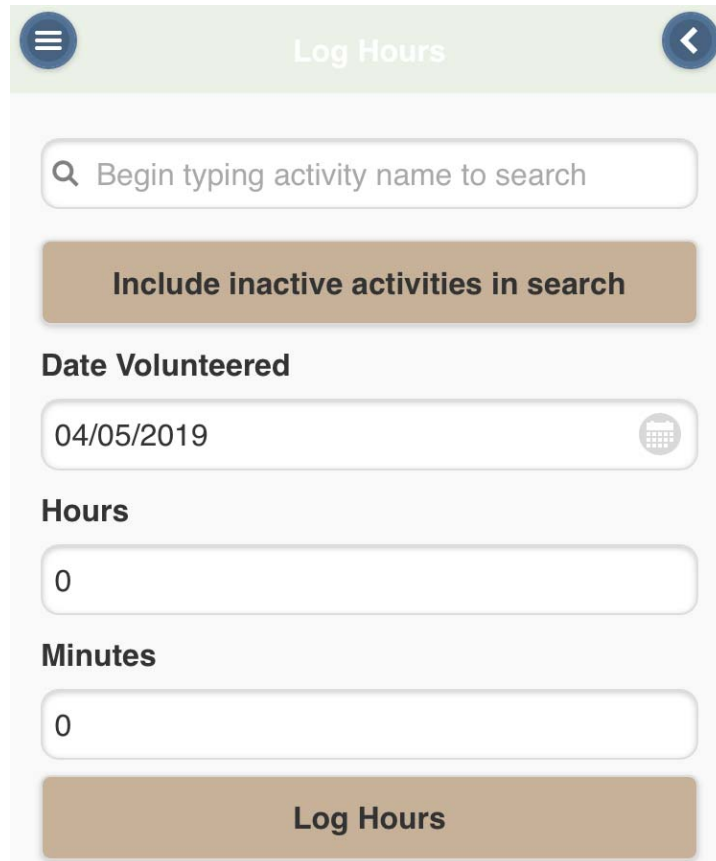


Hours: Where you to go log your hours or view past logged hours.

If you volunteer for multiple parks in multiple accounts, you will first choose which park you wish to see opportunities for (see example below).



Start by typing in all (or part of) the name of the activity you wish to log hours for into the search box at the top of the page.



The screenshot shows a mobile application interface for logging hours. At the top, there is a header bar with a hamburger menu icon on the left, the text "Log Hours" in the center, and a back arrow icon on the right. Below the header is a search bar with a magnifying glass icon and the placeholder text "Begin typing activity name to search". Underneath the search bar is a brown button with the text "Include inactive activities in search". The next section is titled "Date Volunteered" and contains a date input field with the value "04/05/2019" and a calendar icon. Below this is a section titled "Hours" with an input field containing the value "0". The next section is titled "Minutes" with an input field containing the value "0". At the bottom of the form is a large brown button with the text "Log Hours".

Contact and **my profile** tabs work similarly to the desktop version.

Files: Where you can go to access any manuals or other documents that your volunteer coordinator has uploaded to the database for your use.

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 through the app 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.