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.*

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

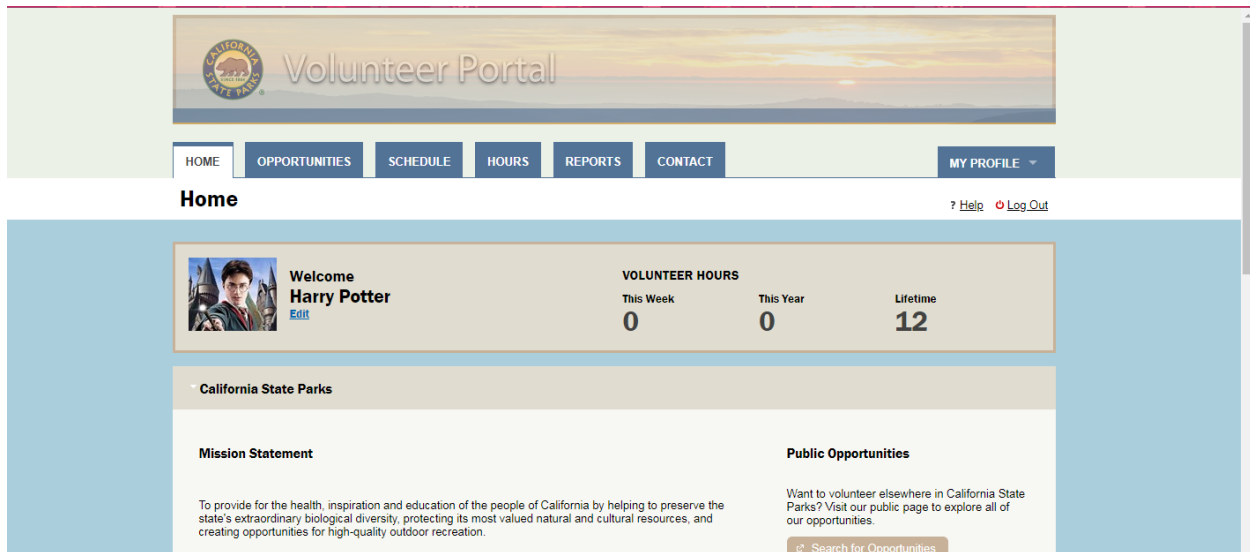-**Opportunities**: Where you sign-up for shifts

-**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

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.

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.
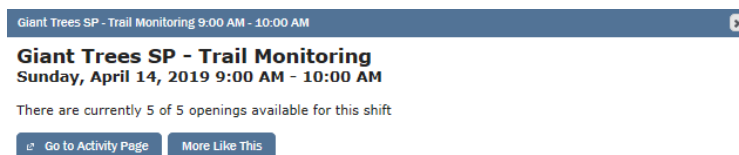
Opportunity Calendar

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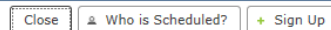
Note: If you volunteer for activities that fall under multiple categories, each category will be highlighted in a separate color on the calendar.

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.

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

Opportunity List

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.
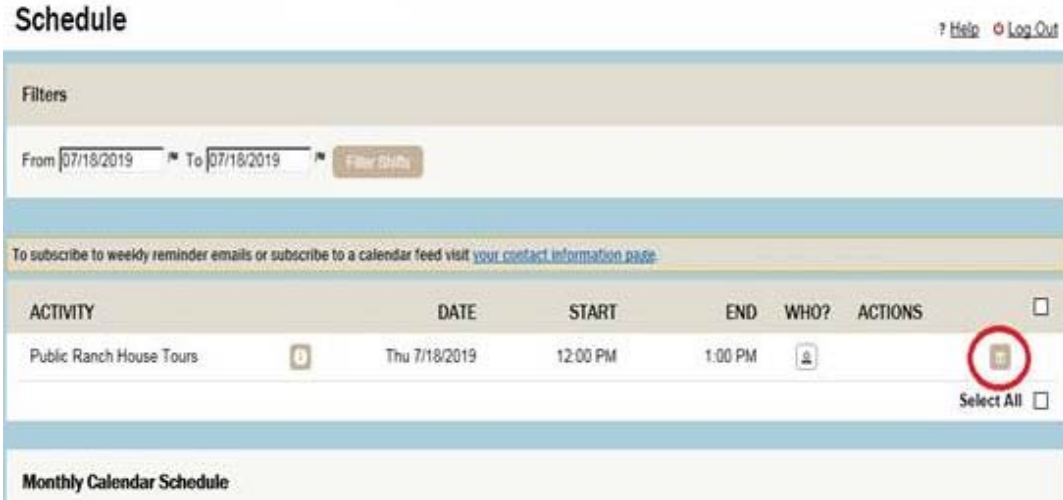
Schedule

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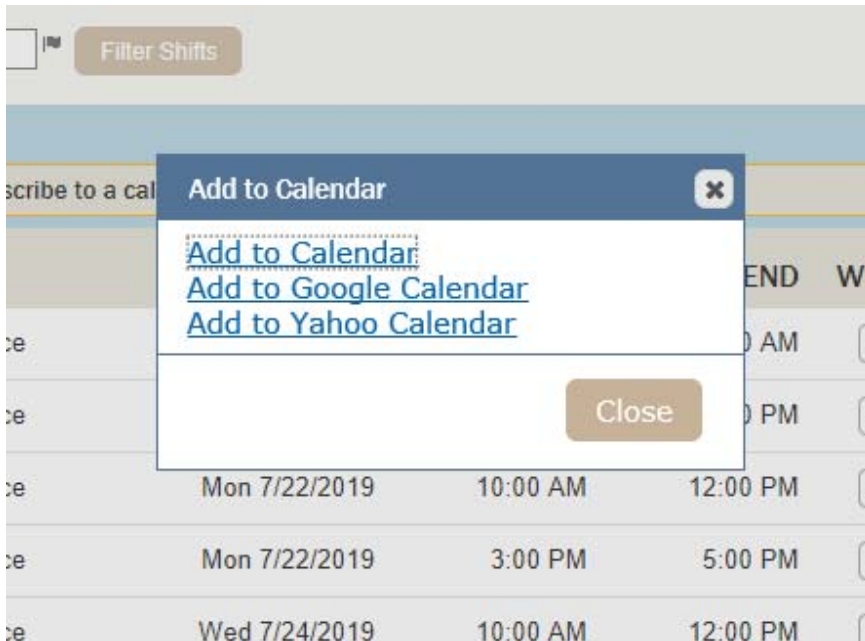
> Note: Only those volunteers who have opted to allow other volunteers to see their name on the list of scheduled volunteers will appear on this list. If you would like your name to appear on the list of scheduled volunteers, go to "My Profile," then "Contact Information" and check the appropriate box(es)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

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Add Shift to a Calendar

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

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).

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
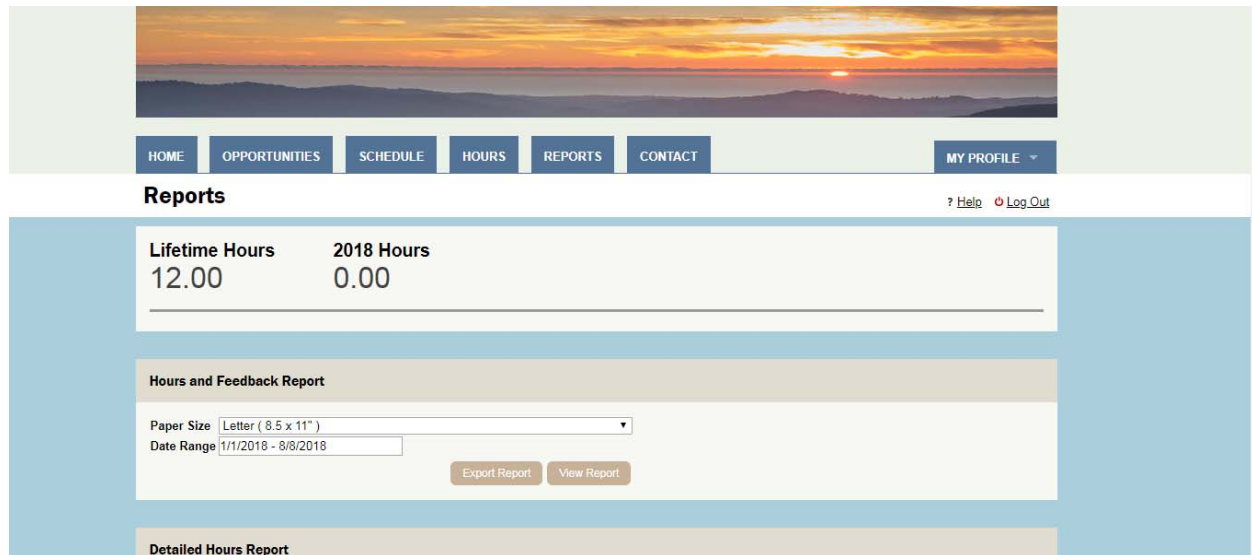- **Inactive** = Inactive activities

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.

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:
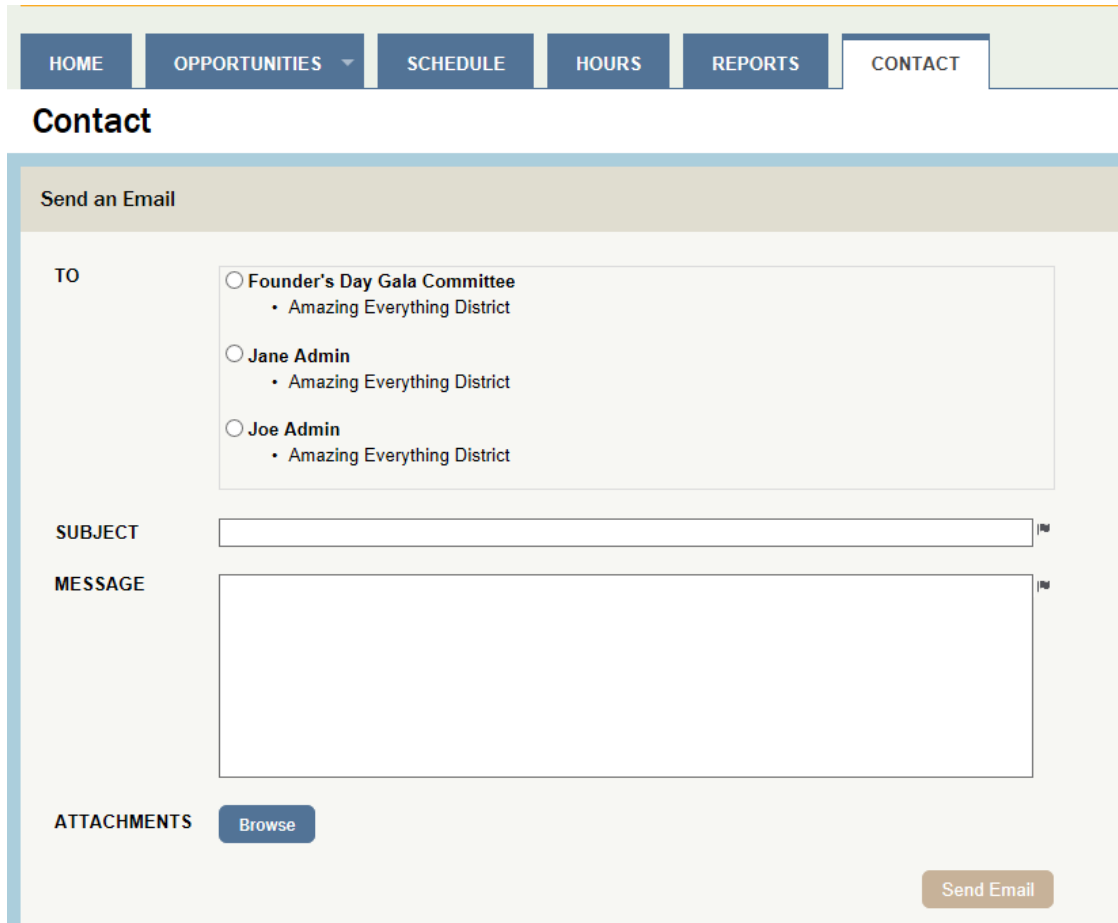
Hours and Feedback Report

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).

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:

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.
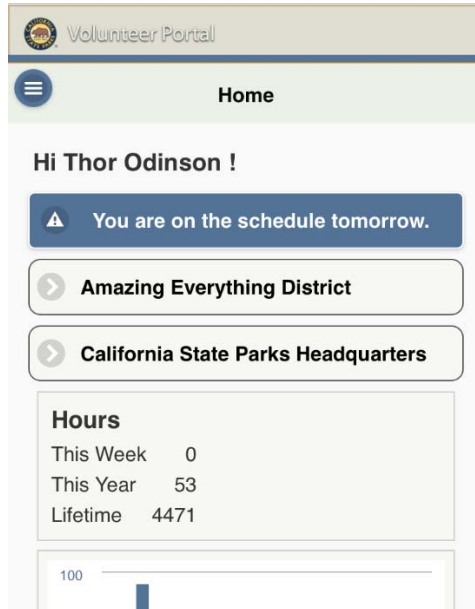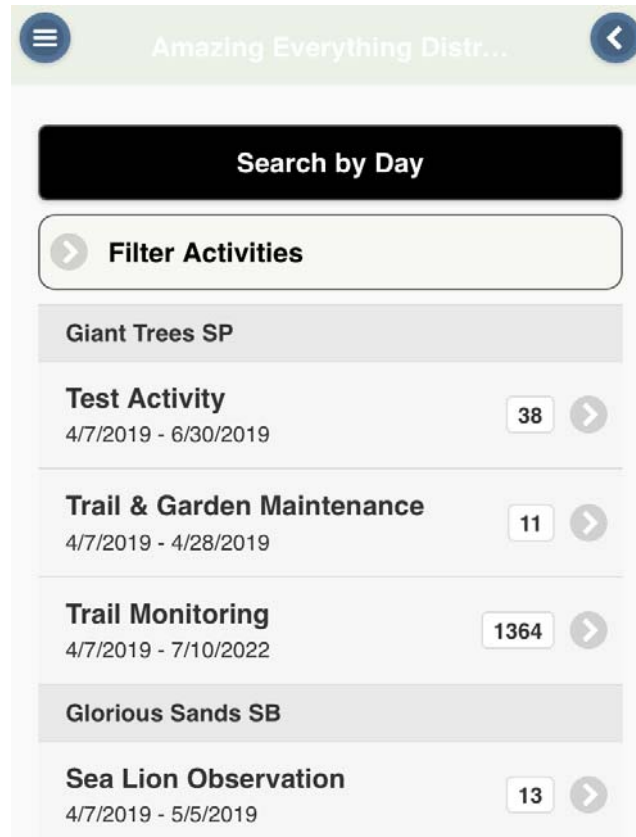

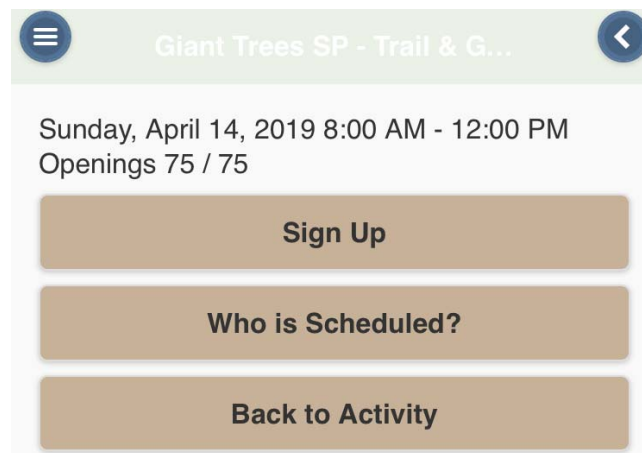**Opportunities**: *Where you go to sign-up for shifts.*

If you volunteer for multiple parks in multiple accounts, you will first choose which park you wish to see opportunities for (see example below).
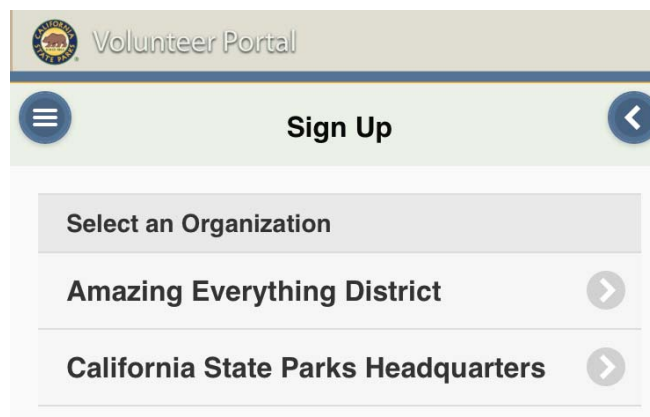
-Choose an activity from the list.

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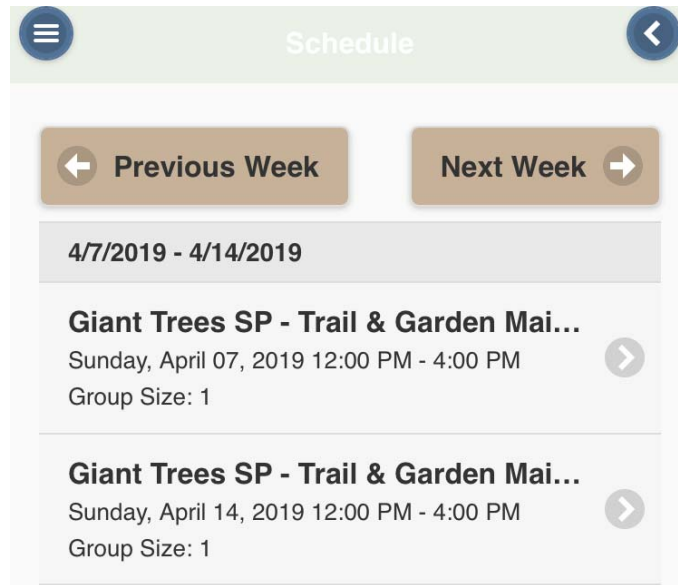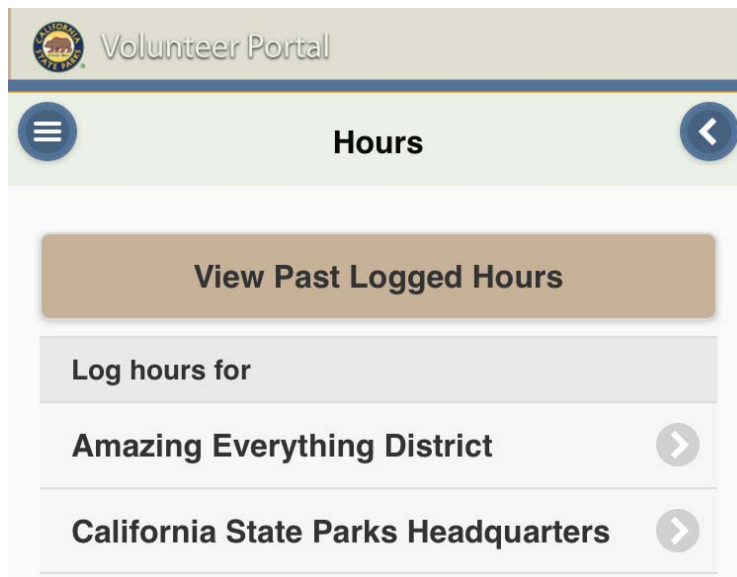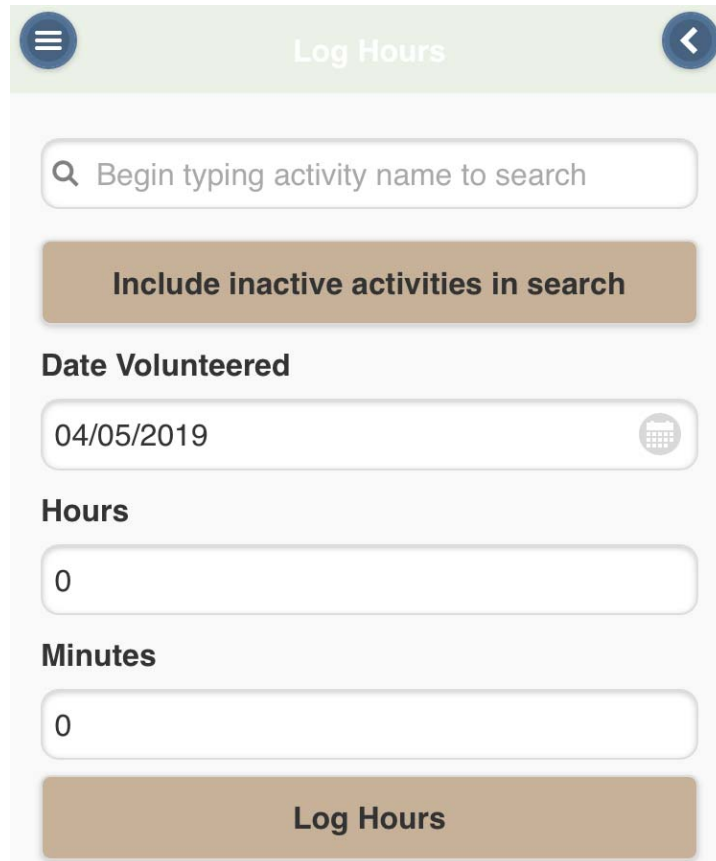
Start by typing in all (or part of) the name of the activity you wish to log hours for into the search box at the top of the page.

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.