

Frequently Asked Questions/Answers

- Volunteer Management System (VMS)

Help

Who do I contact for help with problems/questions about VMS?

Contact anyone of the GBAC [VMS Team](#) members.

Why

Why did we move to the VMS system?

The state administrators needed a better method to standardize all the different methods that chapters used to report their hours. This one standard will make the validation of these inputs easier. Remember that the hours that are reported support the grants that fund the TMN program.

Password & User Id

What are the requirements for a password in VMS?

A password must be at least 8 characters in length and consist of upper and lower case letters, numbers and some special characters. Remember that the password is case sensitive.

What do I need to do so that I can log into the VMS and report my hours?

Everyone in the chapter had an account established, a user ID and temporary password.

I do not like my user ID period!!! Can I change it?

The VMS Team strongly discourages changing the member's user ID. The repercussions from this are still being assessed by state and chapter administrators, but all indications point to very **negative** results including possible loss of volunteer hours.

Opportunities

How were the Opportunities for the GBAC generated?

The VMS Team looked at documents generated after a day away conference and also looked at member reporting spreadsheets to generate the current set.

Opportunities (cont.)

How were the Opportunities for my account selected?

The VMS Team looked at the member's hour reports for the last 1 ½ years and approved Opportunities that the member worked. The approved list is generally a subset of the total chapter opportunity list.

Where is the listing of all the chapter opportunities?

Chapter opportunities can be found on the [Chapter Opportunity List](#).

How do I get approved for an Opportunity that is not on my approved list?

The member needs to contact a member of the VMS Team and request for the new Opportunity to be added to his account. If the Opportunity does not exist for the chapter, the member will be asked to provide additional information so that a new Opportunity can be generated.

Can I participate in an approved Opportunity before it is added to my dropdown list?

Yes members can work at any Opportunity before it is approved (added to your list). Please notify a VMS Team member to add the Opportunity to your list so that you can report your hours against it.

Why did my account not get approved for all the Opportunities for the chapter?

The VMS Team made a decision that our members would have an easier time managing a subset of the chapter's opportunities in reporting their hours.

I am a go go gettem gettem type member that can handle anything and would like to be approved for ALL the chapter's Opportunities. How do I do this?

Request a member of the VMS Team to approve your account for all the opportunities.

Hours

My computer is acting up and I need to report my hours. What do I need to do?

You may report your hours from someone else's computer by logging into the VMS site via the GBAC Website.

The Volunteer Center at Carbide has 3 computers that can be used report your hours. The addresses for the VMS Portal and for the Chapter Website have been marked as favorite.

I entered some hours and made a mistake in one of my inputs. How can I correct this?

Members can only modify hour input items that have not been approved. Approved items can only be modified by an administrator (VMS Team member).

If the item is not approved:

Select the View My Log Book option

Look at the line item with the erroneous date

Select the box to the left of the item

Scroll down and select the Edit option

Go to the item that needs correcting and correct

Scroll to the bottom of the display and exit

I would like to report my hours, but sometimes need some help in entering the data correctly. How can I get some help?

In the near future, some help labs will be offered at the Volunteer Center at Carbide to help our members navigate through the VMS options.

When and where will we see our hours from the past?

Member may see all of their volunteer hours by expanding the range for viewing the hours in the View My Log Book option.

I reported some hours and they did not appear in the dashboard display on the upper right. Why?

Hours for external organizations appear in the fields in the upper right of the Dashboard display. By the way these hours must be approved by organizations external to the GBAC and do not count toward Master Naturalist totals. Please do not use for MN projects.

Travel

Where do I report travel hours for Service projects?

Travel time and the amount of time spent working on the Opportunity are included as one item in the VMS. They should be in quarter of an hour increments.

Where do I report travel time for Advance Training projects?

The TXMN organization does not permit counting travel time for Advance Training Opportunities.

Service Awards

I should have enough hours for getting a service level award, but have heard nothing. What do I need to do?

Please do not wait for the chapter meeting to let the membership lead know. The best thing for a member to do, if he/she thinks that an award is due, notifies the membership lead via email about the pending award. Verification will be performed and a pin assigned.

Additional Info

I am interested in learning about the other dashboard entries that were not covered in the initial class. How do I do this?

The chapter is planning to have additional training or hand outs to cover the additional 5 items not covered in the initial training video. If you cannot wait for the GBAC version, please feel free to log into the VMS Web Portal page and obtain additional information from videos and documents available to all members.