Frequently Asked Questions/Answers
Volunteer Management System (VMS)

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

Contact anyone of the GBAC VMS Team members.

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.

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.

I do not like my use 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.

Where is the listing of all the chapter opportunities?

Chapter opportunities can be found on the Chapter Website on the Report Your Hours tab.

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.

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.

Frequently Asked Questions/Answers
Volunteer Management System (VMS)

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.

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?

It is not recommended to have all the 80+ opportunities. It opens up the volunteer to make more errors. Please contact a member of the VMS team to discuss this matter.

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

I would like to report my hours, but sometimes need some help in entering the data correctly. How can I get some help? Contact a member of the VMS team. They will help you or recommend a meeting data/time.

Where will we see our hours from the past?

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

Frequently Asked Questions/Answers
Volunteer Management System (VMS)

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.

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

Contact the Membership Director by email and ask them to check your hours. Verification will be performed and a pin assigned.

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

Most of the other dashboard icons are not used by our Chapter/TMN. Contact the Membership Director for more information.