

Frequently Asked Questions/Answers Volunteer Management System (VMS)

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

Contact the GBAC Membership Director at membership@gbactmn.org or your mentor.

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.

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?

If Advanced Training, contact the Advanced Training Director at atdirector@gbactmn.org. If volunteer service, contact the Volunteer Service Director at volunteerservicedirector@gbactmn.org. Once approved, contact the Membership Director to add the new opportunity to your VMS profile.

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

Yes. Members can work at any approved opportunity before it is added to their VMS profile.

How come I can't have all the opportunities assigned to me?

It is not recommended to have all the 100+ opportunities. It opens up the volunteer to make errors by selecting an incorrect opportunity. Please contact the Membership Director to discuss this matter.

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

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

I forgot to enter my hours and now the system won't let me enter them, why?

Several years ago, TXMN locked down the hours entry to 45 days post activity. If you have a valid reason for why you didn't enter your hours, contact the Membership Director. They might be able to help you.

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 the Membership Director. 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 press OK.

I would like to report my hours but sometimes need some help in entering the data correctly. How can I get some help? Contact the Membership Director or your mentor.

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.

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.

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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. Hours can be verified and a spreadsheet of your hours provided upon request.

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.

Where can I find the GBAC Board of Directors?

This information can be found on the GBAC website under Members, Board of Directors.