



Miracles in Motion

THERAPEUTIC EQUESTRIAN CENTER

How to Enter Your Volunteer Hours

How to Access Volgistics - VicNet

- Can be accessed via computer or mobile, just need WiFi or data
- In order to access VicNet:
 - Go to <https://miraclesinmotion.com/>
 - Click **Volunteer Now**
 - Click **Access your volunteer account**
- When completing the Miracles in Motion application, a Volgistics account was set up for you
 - Use the email you used in the application for your username
 - If you don't know the password, click **Need a password?**

When Logging Your Hours...

- Include your drive time
 - If I volunteered at Miracles for 2 hours and it took me 30 minutes to get there, my total time would be 3 hours.
- The date only goes back 2 months. **The correct date is not as important as the times.**
 - For example, if you had hours to log in November 2019 and wanted to log them now, you can choose the oldest date and log your hours so we still get the hour totals.

How to Log Hours

- For mobile site only: Click the menu (three lines in the top left hand corner)
- Choose **Time Sheet**
- Choose the date you want to log hours on
- Choose the assignment
- Choose the number of hours you volunteered
- Click **save**
- You will then be asked to confirm your entry.

How to enter your volunteer hours

How to Access Volgistics - VicTouch

- Go to the VicTouch kiosk at Miracles in Motion.
- Enter your PIN – this is your birth date (YYYYMMDD).
 - Select Continue
- Confirm your identity
- Select Sign-In
- Select your assignment for the day.
 - These are all in alphabetical order and you can select **MORE** to scroll through the options.
- Select OK to log out.

How do I change my assignment during the same shift?

- Return to the kiosk and enter your PIN as before.
- Select Switch Assignments
- Select your new assignment.

How do I sign-out when I'm done?

- Return to the kiosk and enter your PIN as before.
- Select Sign-out

Common FAQs

- What is the difference between VicNet and VicTouch?
VicNet and VicTouch are both products of Volgistics, which allows us to track volunteer shifts and time.
 - VicNet is an online system, accessible via a computer, tablet, or phone, to sign-up for volunteer shifts or record volunteer hours. You log in with the email address associated with your volunteer record and a password that you set.
 - VicTouch is another way to record volunteer hours but it acts like a time clock. Using your PIN, which is different than your VicNet password, you can easily clock in and out for your volunteer roles from the VicTouch kiosk while at Miracles in Motion.

- What's my PIN to login on VicTouch?
Your PIN number is your birth date (yyyymmdd). For example: if your birthday was June 21, 1990, then your PIN would be: 19900621.
- How do I change my assignment if I switch jobs during my volunteer shift?
If you are scheduled in two different roles during your volunteer shift (for example: Chores from 4-5 pm and Side Walker from 5-6 pm), please switch assignments using VicTouch.
- What if I forget to sign in, sign out, or change my assignment?
 - If you forget to sign in, you can record hours by logging into your VicNet account and adding your time there.
 - If you forget to sign out, VicTouch will automatically log you out after 12 hours and automatically credit you two hours of service.
 - If you forget to change your assignments, you can contact the Volunteer Coordinator to make the system correction.
- What if my assignment isn't listed on the screen when I sign in?
If you don't see your assignment on the list of options on the VicTouch screen, you can sign in as "Not sure" using the yellow button. This will record your time in the system. Please follow-up with the Volunteer Coordinator to update the record.
- What if my assignment is offsite?
If your assignment is offsite, log your hours through your VicNet account.
- The touchscreen isn't working. What should I do?
If something isn't working, please notify the Volunteer Coordinator. In the meantime, you can log hours through your VicNet account.