

## CMG GardenNotes #013

# VMS

## Instructions for Using the CMG Online *Volunteer Management System*

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The online *Volunteer Management System, VMS*, is user friendly, intuitive, and has many great features. It was developed specifically for Master Gardner Programs by the University of California Cooperative Extension and is used in Colorado under license agreement with the University of California.

For many volunteers, VMS will be so intuitive that detailed instructions will not be needed.

## VMS Login

1. Go to the CMG website at [www.cmg.colostate.edu](http://www.cmg.colostate.edu). On the left hand navigation bar, click on the link to the VMS. The direct URL to VMS is <https://colorado.volunteersystem.org/>.
2. Enter your email address (that is the email address that you have provided to Extension) and password. Click on **Login**. (Note: for your initial password, contact your county Extension office.)

3. Depending on your county, you may either go directly into the **County Home Page** or see a screen called **Select Program**. If Select Program comes up, click on your [county] link from the list.

**Note on email addresses:** Many volunteers have multiple emails. To login, use the one that you have provided to Extension. If in question, contact the CMG staff in your County Extension Office. For instructions on how to change our email address, refer to **Change Your Email Address** on page 3.

**If you have problems with the login, contact the CMG Staff in your County Extension Office.**

### **Change Your Password**

1. Log in to VMS.
2. In the left-side **Your Information** pod, click on the **Edit Your Profile** link. This will open your profile page.
3. On the **Edit Member Profile** page, scroll down to the **Change Password** box. Enter the new password. It must have at least seven characters in length with no spaces and may contain numbers or special characters.
4. To save the change, scroll down to the bottom of the page and click on the **Save Information** button.

### **Forgotten Password**

A new password can be issued by two methods.

- **Call the Extension Office** – Call the CMG Staff in your County Extension Office. They can NOT look up your password, but they can reset it.
- **Temporary Password Sent to Your Email Address**
  1. Go to <https://colorado.volunteersystem.org/>.
  2. Click on **Password Problems? Click here for Help** at the bottom of the page. This opens the **Forgot Password** page.
  3. Enter your email address (that is, the email address that Extension has in the system for you).
  4. Click on the **Receive email to access portal** button. An email will be sent to the email address with an access link.
  5. Go to your email account to open the email. It will be from [David.Whiting@colostate.edu](mailto:David.Whiting@colostate.edu) with the subject of **ANR Master Gardener Login – Access Information**. The message gives you a temporary password and a direct link into the system.
  5. Click on the **Access Colorado Master Gardener Volunteer Management System** link. This will take you directly into the system. Note this direct link only works once. YOU MUST CHANGE YOUR PASSWORD TO GET BACK INTO THE SYSTEM AGAIN.
  6. To change your password, refer to instructions **To Change Password** above.

## Change Your Email Address

1. Log in to VMS.
2. In the left-side **Your Information** pod, click on the **Edit Your Profile** link. This will open your profile page.
3. On the **Edit Member Profile** page, scroll down to the **E-Mail Address** box. Enter the new email address.
4. To save the change, scroll down to the bottom of the page and click on the **Save Information** button.

## VMS Home Page

In VMS, the Home Page has a three-column format. The left column is a series of navigation pods used within VMS. The center column is county and state news. This is updated frequently. The right column has the **Your Hours/Miles** pod, which summarizes your hours to date, and the **Your Calendar** pod listing the events that you are signed up for. To review an event on the list, click the link for that event.

The **State Links** pod lists useful links related to CMG activities. It changes with the seasons. The most useful link here takes you to the *Online Yard and Garden Publications Index* on the CMG website. This is the master index to *CMG GardenNotes*, Extension Fact Sheets, and PlantTalk Colorado Scripts.

## VMS Setup for the Volunteer

To make VMS functional, you need to do a couple of things:

1. **Update your Profile and Interests.**
2. **Select Projects of primary interest.** These can be changed by you at any time. Selecting Projects puts you on the email list for that project information. It does not sign you up for any specific events (date and times).

## Update Your Profile and Select Interests

1. Click on the **Edit Your Profile** link in the left-side **Your Information** pod. This opens the **Edit Member Profile** page.
2. Working down the **Edit Member Profile** page, update and add information, as needed.
  - **Private** – CSU Extension respects the privacy of your contact information. If you prefer that your address and phone numbers are not visible to other CMGs using the Roster, click the **Hide this information from other Master Gardener** box.
  - **Upload Photo** – We request that you upload a head-shot photo of yourself so that others can connect names with faces. Click on the **Browse** button to open your computer files to select the picture.
  - **Edit Interests** – In this section, place a check in the topics where you have expertise that you would like to share in CMG outreach efforts. The list

includes gardening topics and volunteering skills. Program coordinators and other volunteers will use the list to connect volunteers. You can change this list at any time by removing checks from topics.

- **Other Interests** – You may add other interests here that are not in listed above.

3. To save your information, click the **Save Information** button.

## Projects

VMS works with two levels of activities, *Projects* and *Calendar Events*. *Projects* are the basis for system operations, and hours are reported for volunteer activities related to projects. Projects are groups of similar outreach activities. Examples of projects include answering phones at the Extension office, staffing an informational booth at a garden center and working in a school youth garden.

The next level is *Calendar Events*. Events, located on Calendars, are tied to specific days and times. For example, answering phones at the Extension office on July 6<sup>th</sup> from 9 to 12 noon is an *event* on the Office Phones Calendar. When volunteers sign up for an event, they are committed to serve at a specific day and time. Managing Calendar Events will be covered in the next section.

### Sign-Up for Projects

As part of the VMS setup, each volunteer needs to sign up for *Projects* of their interest. Signing up for a project puts volunteers on the email list for information about that project and notifies the project coordinators about their interests. It does not commit them to any specific event (day and time).

### To Volunteer for Projects

1. In the **General Information** pod (lower left-hand corner), click on the **Project** link. This will open the **List of Projects** page showing the list of projects offered by the county/area program.
2. Click on the title to open the specific project page of interest.
3. Scan down the page to the **Volunteer For Project** section. Click on the **Volunteer for Project** button.

Note: Once you have selected at least one project, the **List of Projects** page changes to a list of your **Active Projects** and a list of **Projects You Can Volunteer For**.

### To Unvolunteer for a Project

1. In the **General Information** pod (lower left-hand corner), click on the **Project** link. This will open the **List of Projects** page showing the list of projects offered by the county/area program.
2. Click on the title of the project that you want to remove your name from.
3. Scan down the page to the **Volunteer For Project** section. Click on the **Unvolunteer** button.

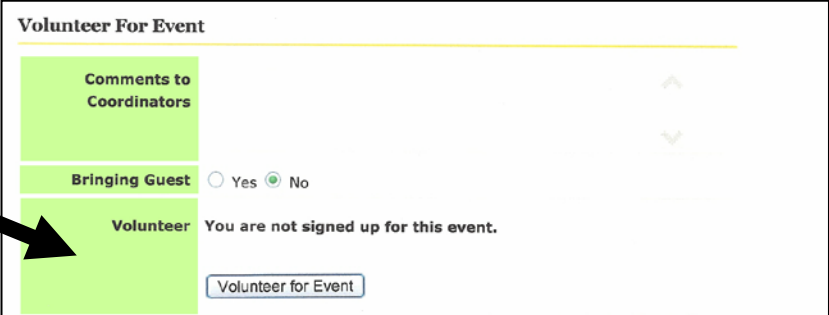
## Event Calendars

### Sign-Up/Unsign-Up for Volunteer Outreach and Continuing Education Activities

In VMS, *Events* refers to specific volunteer outreach activities and continuing education classes on a set day and time. *Events* are located on *calendars* related to the type of event or *project* or on the General Calendar.

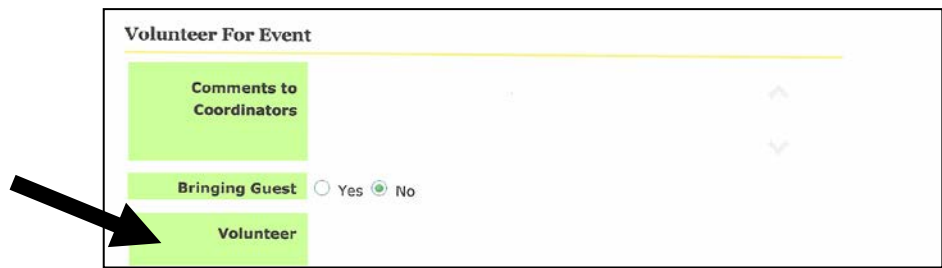
#### Volunteer (Sign Up) for an Event

1. Click on the appropriate calendar for the event. The calendar for that project/type of event opens.
2. Events can be viewed in a **Monthly View** (calendar) style or in a **List View** style. Find the event in the **Monthly View** or **List View** style.
  - In the **Monthly View** (calendar style), move to the month of the event you want to see.
  - In the **List View** style, events are listed in order by date. To limit the list to a specific time frame, enter **Start Date** and **End Date** in the boxes and click on the **Submit** button to refresh the list to the time period entered.
3. Click on the event that you desire to look at. This opens the **County Event** page with details about the event.
4. **To volunteer (sign up) for the event**, scroll down the page to the **Volunteer for Event** section.
  - **IF space is available for this event**, the **Volunteer** line says **You are not signed up for this event.**
    - ✓ To volunteer/sign up, click on the **Volunteer for Event** button. The line will change to **You are currently signed up for this event!**



The screenshot shows a form titled "Volunteer For Event". It has three main sections: "Comments to Coordinators" (a green box with up and down arrows), "Bringing Guest" (radio buttons for "Yes" and "No", with "No" selected), and "Volunteer" (a green box containing the text "You are not signed up for this event." and a "Volunteer for Event" button). A black arrow points to the "Volunteer" section.

- **IF space is NOT available for this event because the volunteer slots are all filled**, the **Volunteer** line is blank. There is no **Volunteer for Event** button.



- **Block Events** – The VMS system allows events to be blocked from volunteering/unvolunteering within 0-14 days of an event. When it is blocked, the **Volunteer** line will say **Volunteering and Unvolunteering is closed for this event**. You will need to contact the County CMG Staff about this event.
5. In the **Comments to Coordinators** box, you may add comments to the event coordinator, if desired. Save comments by clicking on the **Update Comments** button.
  6. **Event Reminder** – If you want VSM to send you an email reminder of the event, move up to the **Event Reminder** Section. At **Remind Me**, select from the drop-down menu the number of days before the event that you want the reminder sent. Then, click on the **Save Reminder** button.

### Unvolunteer (Unsign-up) for an Event

1. In the **Your Calendar** pod (right side), click on the event that you want to change. This will open the event page.
2. Scroll to the **Volunteer for Event** section near the bottom of the page. The **Volunteer** line says **You are currently signed-up for this event!**
3. To unvolunteer/unsign-up, click on the **Unvolunteer** button. The line will change to **You are not signed up for this event**.



- **Note on Volunteer Commitment**
  - CMG Outreach events: The CMG program expects volunteers to fulfill their commitments for CMG outreach events. When conflicts arise, CMGs are expected to find replacements. Failure to honor volunteer commitments, leaving assignments unfulfilled, are automatic grounds for dismissal from the CMG Program.

- CMG Continuing Education Events: When conflicts arise, so that you can no longer attend a Continuing Education Event, please unregister (unvolunteer) for the event, allowing others to fill in the space.
- **Block Events** – The VMS system allows events to be blocked from volunteering/unvolunteering within 0-14 days of an event. When it is blocked, the Volunteer line will say, **Volunteering and Unvolunteering is closed for this event**. You will need to contact the County CMG Staff about this event.

## Hours and Contacts Reports

### Reporting Hours and Contacts

To report volunteer hours, continuing education hours and contacts

1. Click on the **Add New Hours** link in the **Your Information** pod.
2. Work down the items on the **Add Volunteer Hours** page, filling in details as needed.
  - **Event Description** – Give a few words to identify the event, such as *Office phone, Maple Hills Garden Center Clinic, or Plant Select Demonstration Garden.*
  - **Event Date** – Enter the date of the event using the drop-down calendar.
  - **Apply to Project** – Select the Project Area for this event.
  - **Miles Driven** – Here you have the option of keeping track of miles driven for your income-tax purposes.
  - **Volunteer Hours** – Enter the hours of volunteer work rounded to the nearest half hour, such as 1.5.
  - **Continuing Education** – Record hours for continuing education, rounded to the nearest half hour.
  - **Population Served** – Enter your contacts for the outreach event.
3. Click on the **Save Hours** button.

### Viewing Your Hours

1. To view your hours click on the **View Your Hours** link in the left-hand **Your Information** pod. This opens your **Volunteer Hour History** page. It will show all recorded events to date (since you started using VMS).
2. **To limit the list to a specific time frame** (such as the current CMG reporting year of November 1<sup>st</sup> to October 31<sup>st</sup>), add the **Start Date** and **End Date** in the boxes and click on the **Submit** button. The program will refresh the list using the entered time frame.

### Editing Your Hours Report

VMS allows volunteers to edit reports for any given event.

1. To edit the report for any given event, click on the **View Your Hours** link in the **Your Information** pod. This opens your **Volunteer Hour History** page.

2. From the list, click on the event that you need to edit. This opens the **Edit Volunteer Hours** page.
3. Edit the information in the report as needed.
4. Click on the **Save Hours** button to save the change. If you want to delete the entire report, click on the **Delete Hours** button.

## Member Roster

The **Member Roster (General Information)** pod in the lower left-hand corner allows you to contact other CMG volunteers. The roster lists volunteers and staff in the program with their emails and preferred phone numbers.

- **Click on the person's name** for his or her photo (if he or she has uploaded one), address, and preferred phone number.
- **Click on the person's email** to send the person an email.

**The Roster is for internal communications within the CMG Program and must not be used for commercial purposes.**

### Email an Individual

- To send email to an individual, **click on the person's email**. This opens your email program.

### Email a Group

1. In the **General Information** pod, click on the **Member Roster** link. This opens the **Member Roster** page.
2. Click on the **Email Member** link. This opens the **Email Volunteer** page.
  - To email everyone on the list, check the **Email all volunteers** box.
  - To filter the email by Interests, Project or CMG Status, place checks in the boxes desired.
3. Click on the **Email by Interest or Group** button.
4. The Email Volunteers page opens. Write the email.
  - A list of volunteers will be shown. You may unselect individuals by unchecking their names.
  - Add a title in the **Subject** box.
  - Add the message in the **Message** box.
  - **Attach files** (if desired).
  - If you want a copy of the email, check the box in the **Copy Me** line.
5. Click on the **Send Email** button.



## View Member Interests

1. In the **General Information** pod, click on the **Member Roster** link. This opens the **Member Roster** page.
2. Click on the **View Member Interests** link. Members will be listed, showing their interests.
3. To go back to the Member Roster, click on the **Hide Interests** button.

## Newsletter and Documents

VMS has a feature for newsletters and documents. Click on the **Newsletters/Documents** link in the lower left-hand **General Information** pod. Click on the links to open items.

## Needing Additional Help with VMS

When you need additional help with VMS, please contact the CMG staff in your county Extension Office.

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