# Table of Contents

## Chapter 1 - Information

- First Time Users - Getting Started
- Forgotten Password
- Existing Users - Signing In
- Home Page

## Chapter 2 - Edit Your Profile

- Personal Information
- Privacy
- Change Your Password
- Upload Photo
- Interests

## Chapter 3 - Hours

- Enter Hours
- View Hours
- Edit Hours

## Chapter 4 - Volunteering

- Events
- Projects

## Chapter 5 - Useful Tools

- Roster
- Interests
- Email History
- Newsletters/Documents
- Photo Albums
- Tips
- Summary

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Chapter 1: Information

Information

The Volunteer Management System (VMS) is the statewide program that Virginia Cooperative Extension Master Gardeners utilize to track their volunteer hours. This system has tremendous flexibility, and also offers calendar functions, customizable home pages, e-mailing of all members (or by project or interest), and the ability to generate reports for any time period desired. Some units utilize different functions of the VMS, and as groups enter more information into their VMS pages, it can become the “go to” place for finding out about projects and signing up for them.

If you have any trouble with using the VMS system, the first person you should contact is your local coordinator or timekeeper. If the coordinator or timekeeper cannot assist you, please contact your local VCE Agent. After exhausting all local resource options, please feel free to contact the State Master Gardener’s Office, John Freeborn, at freeborn@vt.edu.

First Time Users - Getting Started

For first time access into the VMS, you will receive a VMS system-generated email with a one-time link giving you entry into the VMS. By clicking that link, it will take you into the VMS system. Once you access the system, click “Edit your profile” on the left column (see pages 3-4). Enter and save your password.

You have requested access to the Master Gardener Volunteer Management System.

This e-mail grants you access to the Master Gardener Volunteer Management System (VMS) but for security reasons it does NOT include your password. Follow the directions below to access the VMS and change your password.

To login to the VMS for the first time, click on the link below OR use the temporary password:

Access Master Gardener Volunteer Management System

Temporary Password: XXXXXXXXXXX

If the link above does not work. Copy and paste the link below into your browser.
https://virginia.volunteersystem.org/gle/newsallLogin.cfm?uid=68&uuid=000000000000000000000000

Note: The link above works once only. If you forget your password again, you can re-request this information.

Forgotten Password

1. At the VMS Master Gardener login at https://virginia.volunteersystem.org, click on Password Problems.

2. At the Forgot Password- Extension Master Gardener login page, enter your email address and click on receive email access to portal.
Chapter One

Website: https://virginia.volunteersystem.org

*Note: You may consider marking the VMS log-in page as a bookmark for easier access.

**Existing Users - Signing In**

1. Enter email address and password.
2. Click "Login".
3. An email will be sent to the specified email address and will contain your temporary password.
4. Once you receive your temporary password, go back to the login page and enter your email address and temporary password. Please remember that this temporary password can only be used once. If your first attempt fails, you will have to request another temporary password. (See Step 2)
Chapter 1: Information (continued)

Home Page

Welcome to the VMS!

In the VMS, the home page has a three column format.

VMS Home Page
Chapter 1: Information (continued)

The **left column** (below) contains links that you will use frequently to update your contact information, add hours, and view current calendar events and projects.

```
<table>
<thead>
<tr>
<th>Your Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Your Profile</td>
</tr>
<tr>
<td>Add New Hours</td>
</tr>
<tr>
<td>View Your Hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Calendars</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Event Calendar</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Roster</td>
</tr>
<tr>
<td>Projects</td>
</tr>
<tr>
<td>Newsletters/Documents</td>
</tr>
<tr>
<td>Photo Albums</td>
</tr>
</tbody>
</table>
```

*Left Column*

The **right column** (right) contains a summary of your hours, miles, and links to state and other pertinent web sites.

```
<table>
<thead>
<tr>
<th>Your Hours / Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Hours</td>
</tr>
<tr>
<td>Continuing Education Hours</td>
</tr>
<tr>
<td>Volunteer Miles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virginia Master Gardener Program</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloucester Master Gardeners Website</td>
</tr>
<tr>
<td>VMS Manual (18 Jul 2011)</td>
</tr>
</tbody>
</table>
```

*Right Column*

The **middle column** (below) contains local news and information.

```
<table>
<thead>
<tr>
<th>Master Gardener News</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to the Master Gardener Volunteer Management System!</td>
</tr>
</tbody>
</table>

Please refer to the VMS Manual when you have questions about recording Volunteer and Continuing Education hours, mileage, and travel time. There is a wealth of information in this document, including what to do if you have forgotten your password or can’t access the VMS for some other reason and how to record your time as decimals rather than hours and minutes. The link to the VMS is located on the right hand side of this homepage.
```

*Middle Column*

*Note: Some options may not be available in your local unit, depending on how local administrators set up the system.*
Chapter 2: Edit Your Profile

Personal Information
To set up your member profile, complete as much information in this section as possible (you MUST enter your full name, email, and password). Since email will be the primary method of contact, it is especially important that you update this field if your email address changes. To get there, just click on “Edit Your Profile” on the top of the right column.

*Note: When finished, make sure to click on:

Save Information
Chapter 2: Edit Your Profile (continued)

Privacy

We respect your privacy. Your personal information will not be visible to anyone other than local Master Gardeners and state personnel. If you prefer that your address and phone numbers are not visible to other Extension MGs in your local unit using the Roster, click on this box:

Change Your Password

Your password must be at least 7 characters in length with no spaces and contain a number or special character. Be sure to memorize or write down your password and keep it somewhere secure. No one will know your password but you.

*Note: your password will appear in the "Change Password" box, but after you click "Save Information" it will not be visible.

Upload Photo

Since a photo is particularly helpful to new Master Gardeners, we encourage you to include your picture in your profile. Be sure to select a good, high quality, close up photo.

To upload a photo:

1. Click on **Browse** which will open a window in your computer.
2. Locate the photo on your computer that you want to upload.
3. Click on **Open** and your picture will be displayed on your profile.

Interests

The Interests section is custom made for each Unit and lets members select multiple categories in which they are interested. MG members in your group will be displayed along with the "interests" they selected when they created their profile.

Click the box next to the topics where you have an interest or expertise you are willing to share in Extension MG outreach efforts. If an interest is not listed, you can simply type it into the blank beside "other interests." Program staff and volunteers may use this list to connect volunteers with similar interests. You can change this list at any time by removing checks from the selected topics.
Example of Interests

- Disease
- Flower gardening (perennials, annuals)
- Gardening for Wildlife
- Herbs
- Home Fruit
- Insects
- Lawn Care
- Native Plants
- Nature Principle
- Nature Principle Brainstorming
- Organic Gardening
- Pollinator Education
- Propagation
- Pruning
- Team: Clinics (Administration, Oversight)
- Team: MG Continuing Education (Administration, Oversight)
- Team: Public Seminar/Workshop (Administration, Oversight)
- Team: Special Events (Administration, Oversight)
- Tree Care
- Vegetables
- Volunteer Opportunities through Outside Organizations
- Woody plants
- Youth Gardening
Chapter 3: Hours

Enter Hours

We highly recommend that you enter hours as you complete them. Hours will be immediately visible to program administrators and it will allow you to review your hours and projects any time. Enter as much information as possible.

*Note: This feature may not be included for all units.

![Add New Hours]

<table>
<thead>
<tr>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Date</td>
</tr>
<tr>
<td>Apply to Project</td>
</tr>
<tr>
<td>Miles Driven</td>
</tr>
<tr>
<td>Volunteer Hours</td>
</tr>
<tr>
<td>Continuing Education</td>
</tr>
</tbody>
</table>

**Event Description**

Enter a brief description for the education training you attended or work you performed. For example, you may have attended Master Gardener College or performed work in support of a local project.

**Event Date**

Click on the calendar icon and click a date which will fill in the box.

**Apply to Project**

This field is required. Click on the arrow and you will see the list of approved projects. Select the project to which the hours apply.
Chapter 3: Hours (continued)

*Miles Driven*

Please estimate as closely as possibly the number of miles you drove to and from the education event or to and from your volunteer site. Do not enter anything if you were a passenger in a vehicle—only the driver should report the miles driven.

Volunteer Hours

This is where you enter the number of hours you spent directly working on this event.

0.25 - 15 minutes
0.50 - 30 minutes
0.75 - 45 minutes
1.0 - 1 hour

Continuing Education

This is where you enter your education hours. Remember to enter your time as a decimal and round to the nearest quarter hour:

Population Served

These are the number of people that you have had face to face contact with (direct contacts) during your volunteer/outreach time. If you have questions about reporting contacts, please reference VCE Publication 490-851, Extension Contacts Reporting Fact Sheet, which can be found at http://www.intra.ext.vt.edu/reports/ContactCollectionandReportingResources.html. Also, be sure to look at the Appendix to this document if you have questions about entries when you do not have all the data. Please feel free to contact your Extension Agent with questions as well with questions about contact reporting in the VMS.

<table>
<thead>
<tr>
<th>Contact Ethnicity</th>
<th>Male Adult</th>
<th>Male Youth</th>
<th>Female Adult</th>
<th>Female Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hawaiian /</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pacific Islander</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Chapter 3: Hours (continued)

When all information is entered, click on:

View Hours

You can easily view your hours for any period of time by entering the start date and the end date for the period you wish to view. Because of the transition of data from the previous record keeping system to the VMS, any hours prior to 2013 will be displayed as totals only.

However, once you start entering your hours into the program, you will see the detail showing the project name and number of Continuing Education and/or Volunteer hours.

Once you enter your dates and your report data is displayed, you may create an Excel spreadsheet which you can download and save on your computer by clicking on:

Edit Hours

The VMS allows volunteers to edit hours after they have been submitted.

1. Click on View Your Hours link in the left-hand column. (Note the image above, "View Hours"). This will open your Volunteer History page.

2. Click on the event you wish to edit.

3. The Edit Volunteer Hours page will open. Edit the information as needed.

4. To save the updated information, click on:

5. If you would like to delete this activity, click on:
Events

General Event Calendar

This is where upcoming events, meetings, or activities will be shown. Volunteers who sign up for calendar events are committing to serve at a specific day and time.

Volunteer for an Event:

1. Click on the General Event Calendar.

2. Events can be viewed in *Monthly View* where you can move to the month of the event you want to see. Events can also be viewed in *List View* where they 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 *Go* button to refresh the list to the specified time.
3. Click on the event in which you are interested. This will open the events page with further details about the event.

4. To sign up for the event, scroll down to the **Volunteer for Event** section. If space is available for this event, the Volunteer line will display as "You are not signed up for this event." Click on the Volunteer for Event button and the line will say "You are currently signed up for this event!"
Chapter 4: Volunteering (continued)

*The VMS system allows events to be blocked from volunteering and unvolunteering within 0-14 days of an event. You will be informed that volunteering is closed and can contact the event coordinator with questions.

*If space is not available for the event, there will be no statement and you will not see the Volunteer for Event button.

5. In the Comments to Coordinators box, you may add comments for input to the event coordinator.

6. If you would like a VMS email reminder for the event, go to the Event Reminder section, select from the drop down choices following the Remind Me button. You may select a reminder between 1 and 7 days.

Unvolunteer for an Event:

1. Click on the General Event Calendar.

2. Click on the event for which you have volunteered.

3. Scroll to the Volunteer for Event section near the bottom of the page.

4. Click on the Unvolunteer button.

*Note: reminders are not deleted even after unvolunteering for an event. You will still receive the reminder you initially set.

Projects

Projects are groups of similar outreach educational activities that, unlike events, are not always tied to specific dates and times.
Sign up for Projects

By signing up for a project, a volunteer will be included on a mailing list which will be used by the project coordinators to share information about the project.

Volunteer for Projects:

1. In the General Information section, click on the Projects link. This will open to a list of projects screen which shows all active projects for your local unit.

2. Click on a project title and the project detail page will open.

3. Scroll down the page to the Volunteer for Project section.

4. Click on: [Volunteer for Project]

5. You will be returned to the Lists of Projects page where you will see a list of your active projects as well as projects for which you can volunteer.

Sample Project
Chapter 4: Volunteering (continued)

Unvolunteer for Projects:

1. In the General Information section, click on the Projects link. This will open to a List of Projects screen which shows all active projects for your local unit.

2. Click on a project title and the project detail page will open.

3. Scroll down the page to the Volunteer for Project section.

4. Click on:

5. You will be returned to the List of Projects page where you will see a list of your active projects as well as projects for which you can volunteer.

Chapter 5: Useful Tools

Under the section "General Information", you will be able to view a Master Gardener roster for your group, local projects, newsletters, and other documents.

Member Roster

Information

By clicking on this link, you will be able to view a list of all the Extension Master Gardeners in your unit. The roster includes their email addresses and preferred phone numbers which you can use for contact purposes.

You can view a photo by clicking on the person's name.

To email someone, click on their email address.

*This roster is for internal communications within the Extension Master Gardener Program and must not be used for commercial purposes. Abuse of this information could lead to volunteer dismissal.
Chapter 5: Useful Tools (continued)

Email History

Click on this and you will see a list of the emails you have sent to Extension MG members using the email link in the Member Roster.

*Note: This option may be disabled if it is misused. Remember, the email addresses in the roster are to be used for MG business and disciplinary actions may be taken for the abuse of email addresses or other contact information in the roster.

Newsletters/Documents

Here you will see your local newsletters and other important documents that your unit has made available.

Photo Albums

If your unit has any available photo albums from previous events or classes, they may be posted here.

Tips

Enter multiple dates for the same project at once.

Example: You volunteered on May 3, 5 and 11 with the Grass Roots program. You don’t need to make 3 separate entries. Place the dates you volunteered in the event description and use the last day of the month as the event date. Add all your volunteer hours over the three dates and do the same for miles driven. This saves you time entering your volunteer hours.
Chapter 5: Useful Tools (continued)

Enter all contributed time for the month in one entry.

You can do the same thing for all your contributed time (driving, etc). Again, use the last date of the month for the event date. Please describe contributed time like you did in the event description as shown below.

Use the ‘Your Calendar’ feature to track upcoming events

Your Calendar on the home page shows all the upcoming events in which you have signed up to participate. *Note that we will not be keeping track of events sponsored by outside organizations.*

Use the ‘reminder’ button to help remind you of events you’ve signed up for.

When you volunteer for an event, you have the option of setting a reminder for yourself. You can choose to have the system send you a reminder on the day of the event or 1-7 days prior to the event.
Chapter 5: Useful Tools (continued)

Entering Continuing Education

You will need to enter these events separately. Please include details in the event description such as topic or title of event, location, and who sponsored the event. Please start each project description with the terms “Cont. Ed-“.

"Bringing Guest" Button

Please note that you should never bring a guest to any volunteer event. You also should not bring guests to continuing education events UNLESS it is specified in the description that guests are welcome. The only time you would be using this button is if you were replying for a social event, such as a picnic or potluck, or those continuing education events which permit guests.

Locate volunteer hours for a specific date range.

You can search for your hours over a specific date range. This may be helpful when you are checking to see what you’ve done for the year (if you met your yearly recertification requirements), or to track down a specific entry, or perhaps double check that you entered hours for a specific event.

Summary

Now you should be able to log in, edit your profile, and complete many other VMS activities. Remember, if you have trouble logging in or with other VMS functions, the first person you should contact is your local coordinator or timekeeper. If the coordinator or timekeeper cannot assist you, please contact your local VCE Agent. After exhausting all local resource options, please feel free to contact the State Master Gardener’s Office, John Freeborn, at freeborn@vt.edu.

If you have any other comments or suggestions, please contact the State Master Gardener’s Office.