



Better Impact User Guide for Volunteers

About Better Impact: The RAICES Volunteer Program is excited to start using Better Impact, a database that will allow volunteers to sign-up for shifts, log hours, leave feedback, and create a personal profile. The process will become much easier for both volunteers and staff and we thank you for your patience as we make this transition!

Better Impact is a database focused on volunteers and therefore the features are specifically made to support volunteer programs and participants. Below is a user guide that will provide you with information about all of the basics of Better Impact: creating a profile, signing up for a shift, logging hours, etc.

We understand that learning new technology can take time, but we hope that this user guide will make the process smoother!

If you have further questions after reading the guide, you are encouraged to contact Spencer Baldacci at volunteer@raicestexas.org or [check out this FAQ](#) on Better Impact's site.

Creating a Profile (If you do not already have a username)

1. Follow the link sent to you in an email from volunteer@raicestexas.org. This will bring you to the login page of Better Impact (www.myimpactpage.com).
2. Go to the heading that says I am new to **MyImpactPage.com**
3. Fill out the information and click **Save and Continue** at the bottom of the section.
4. Complete all of the required fields as well as any additional fields you are able to fill in.
5. At the end of the page, click the **Save and Continue** button.
6. Complete the information on the next page as well. Even if the question is not required, we would like you to fill in as much information as possible!
7. At the end of the page click the **Submit Application** button.

8. A screen will show up with the option to **Go to My Profile** or **Log Out**
9. **Go to My Profile** will allow you to further explore Better Impact.

Logging in (if you already have a username and password)

1. Go to www.myimpactpage.com
2. Input your username and password and click the **Login** button.
3. You will be brought to the main page of your profile.

Editing Information in Your Profile

1. **The information you input into your application will automatically be entered into your profile.** If you would like to double check or change information, follow the steps below.
2. If you look to the top right of the screen, you will see a drop down that says **My Profile**.
3. Click on this drop down and select **Contact Information**.
4. Please double check the information we already have in our system and add in any additional information you would like us to have.
5. The **Contact Information Page** is also where you can sign up to receive email/calendar reminders about your volunteer shifts. These options are located on the right side under your profile picture and is titled **Subscriptions**.
6. Next, click on the My Profile drop down again and select **Additional Info**.
7. A page of questions will come up. **Please fill out as much information as you can, specifically the required (flagged) questions.** They help us get to know you and contact volunteers with special skills for specific projects (i.e. translations, technology assistance, data entry, etc).
8. It is required that you fill out the information at the very bottom of the page under the title **Agreements and Acknowledgements**.
 - a. There are two(2) items that must be uploaded with a signature at the bottom of the page:
 - i. RAICES Media Release Form
 - ii. Volunteer Agreement
 - b. There is one(1) item that must be signed directly on the page:
 - i. Client Confidentiality clause
9. Go to the **My Profile** drop down once more and select **Qualifications**.
 - a. Please complete all of the required questions. (There is a flag next to qualifications that are required)
 - i. Some qualifications require approval, so it will take at least 24 hours for qualification to be accepted.

Signing up for a Volunteer Shift

1. To sign up for a volunteer shift, go to the tab labeled **Opportunities** at the top of the page.
2. You can either click on the Calendar View or List View.
3. You will be able to scroll down the page to see all opportunities available. You can also filter the opportunities using the section labeled **Filter Activities** so that only opportunities you are qualified for appear.
4. To schedule yourself for a shift, click on the opportunity you would like to volunteer with (i.e. Bus Station Program Shift) and you will be directed to that page.
5. Choose the shift you would like to sign up for and click the **Sign Up** button to the right of the shift. The line will turn green, meaning you have been scheduled for the shift.

Seeing your Schedule

1. Once you have signed up for a volunteer shift(s), Better Impact automatically makes you a calendar marked with your activities.
2. You can see this by going to the tab titled **Schedule** at the top.
3. At the bottom of this page, there is a header titled **Monthly Calendar Schedule**.
 - a. Here you have the option of downloading or viewing your monthly volunteer calendar.
 - b. This is a great way to track your volunteer shifts so that you don't forget one!
4. Under the title **Activity** there is a small box with an "i" inside next to the name of the shift. You can click on this button to receive any instructions specific to the shift you signed up for.
 - a. You will receive all of the information you need during the volunteer orientation, but this is a great resource in case you forget anything!
 - b. To the right of the shift name, there is a small calendar icon. You can click on this icon to add the volunteer shift to your Google, Yahoo, or Computer calendar.

Removing Yourself from a Volunteer Shift

1. If you sign-up for a volunteer activity and later find out that you cannot attend, click on the **Schedule tab at the top of your profile page**.
2. You will see a list of volunteer shifts that you have signed up for.
3. Find the activity you want to remove yourself from and click on the button that says **Remove** to the right of the activity.

- a. Please take note that you will not be able to withdraw your name once there are less than 24 hours (in some cases 48 hours) before the volunteer activity.
 - i. If you cannot make the volunteer shift because of an emergency, but the deadline has already passed, please email volunteer@raicestexas.org. We will then be able to inform the proper program managers so that they can prepare accordingly.

Logging Volunteer Hours

1. To input your volunteer hours, click on the tab labeled **Hours**.
2. First, select the volunteer activity you participated in (i.e. Bus Station)
3. Below, input the number of hours/minutes you participated in the above volunteer activity.
 - a. It is important to be as specific as possible when inputting hours, so that we can collect accurate data on how much our volunteers are supporting RAICES! This allows to apply for grants and other funding to better support our programs and you!
4. Once you have filled out the two fields, click the **Save** button at the bottom.
5. If you have more than one volunteer activity that you need to log, click the button labeled **Save and Log Another**.
6. **PLEASE NOTE:** Bond Shift Program participants do not need to log hours as they will automatically be logged at the end of the shift.
 - a. If you start to log hours and they have already been logged, a pink box will appear to the right stating that the hours have already been logged.

Optional Features

1. Profile Picture
 - a. If you would like to add a picture of yourself to the profile, go to the My Profile drop down and select **Contact Information**.
 - b. Next, look to the right of the screen where your name is in large letters, and select **Update Photo**.
 - c. You can then upload a picture from your computer.
2. Goals
 - a. Under the **My Profile** drop down, there is a tab labeled **Goals**.
 - b. The Goals section is useful if you need to have a certain number of service hours done by a certain date.
 - c. In this section you can type in the start and end date as well as the hours you need to complete.

3. Interests

- a. Under the **My Profile** drop down, there is a tab labeled **Interests**.
- b. The Interests section allows you to select Programs you are interested in.
- c. This provides us with more information about who might want to receive information about certain programs and how they can get more involved.
- d. For example, if you have selected **Legal Clinics** and **Sanctuary** as interests, we could occasionally send you updated about these topics so that you can stay informed.
- e. You can choose as many as you want!

4. Availability

- a. Under the **My Profile** drop down, there is a tab labeled Availability.
- b. This is where you can check off the days and times that you are available.
- c. We are able to use this information when we need more volunteers for a certain project or large event.
 - i. It will enable us to email a specific group of people who are available during the time of the event and ask for them to join as volunteers.
- d. We understand that schedules can change. We will not hold you to the exact availability and you can change it at any time! It is general guide so that we can have an idea of who is available and when!

5. Change Password

- a. If you would like to change your password, click on the **My Profile** drop down and select Change Password. Fill out the required information.
- b. If you forget your password, log out and click on **Forgot your username or password** and follow the prompts.