



MASTER GARDENER
COLORADO STATE UNIVERSITY
EXTENSION

COLORADO MASTER GARDENERSM
**Volunteer Management
System**

Guide for Volunteers

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VMS Tutorial Videos

Videos are available within VMS by hovering over the *GET HELP* button and selecting *VIDEOS* from the drop-down menu. View the entire list by selecting the three lines in the video box, top right. Select your video of choice and watch it on the spot within VMS.

Master list of volunteer training videos on YouTube:

https://youtube.com/playlist?list=PLtL0NOPb7XuaO4fOsE_t63ZeEoZs8HvIO

Also access video tutorials at the State CMG website > Volunteer Resources > VMS or select this link <https://cmg.extension.colostate.edu/staff-resources/vms/>.

Specific Videos:

- [First-time Login for Colorado Master Gardeners](#) (5:28)
- [Your Homepage Navigation](#) (5:20)
- [How to GET HELP with logging in](#) (3:45)
- [Calendar Events & Signing Up](#) (3:17)
- [Reporting Hours](#) (5:39)
- [View & Edit Hours](#) (2:34)
- [Directory Information](#) (4:21)
- [Sending Email within VMS](#) (4:23)
- [Mobile Menu](#) (:59)
- [Documents & Getting Help](#) (1:54)
- [Annual Renewals](#) (6:32)
- [Event Sign Up on Smaller Screen](#) (2:29)

Electronic VMS Guide

This CMG Volunteer Management System Guide offers a searchable version of this document in VMS by hovering over the *GET HELP* button and selecting **VMS Guide** in the drop-down menu.

Operating Systems

A note about OPERATING SYSTEMS & VMS FUNCTIONALITY: This system works best with fewest glitches using latest versions of Windows, macOS, iOS, iPadOS, Android, Linux, and Chrome OS. Make sure cookies are enabled in your browser.

For best user experience, a tablet size screen is optimal for mobile device use. Using your phone works well for submitting hours – otherwise some forms and reports can be unwieldy on a cell.

The online **Volunteer Management System, VMS**, was developed in 2019 specifically for the Colorado Master Gardener program for volunteer service with CSU Extension and has many useful features to record your volunteer hours, sign up for volunteer events, see a directory of fellow volunteers, access and update your personal contact information, and access information specific to your county.

VMS Login

1. Use the direct webpage address for VMS at https://vms.csuextension.org/sec_Login/ or access the state CMG website at <https://cmg.extension.colostate.edu/>.
 - Under the Volunteer Resources tab, select VMS. Select the **LOGIN TO VMS** button
2. Enter your **username**
This is your first and last name all together with no spaces between the two. Capitalize the first letter in both your first and last name.
 - Example: FirstnameLastname
3. Enter your **password**
 - Note: Your initial password is determined by your local CMG Coordinator or admin staff
 - Once signed in, you can change or update your password at any time
 - Select **Forgot password?** to have a new, temporary password emailed to you

View a 5:28 minute video on [First-time Login for Colorado Master Gardeners](#) here.

Change/Reset Your Password

1. Log in to VMS
2. Hover over the **MY PROFILE** tab and click on **RESET PASSWORD**
3. Now you are asked to enter a new password and then enter the same password again to confirm they match
 - You may click on the eyeball icon to show your password(s). The system will alert you if they do not match

Password requirements include:

 - Minimum of 8 characters
 - At least one UPPER CASE letter
 - At least one lower case letter
 - At least one number
 - At least one special character such as !@#%&*.^
 - Does not contain the username
4. To save your changed/updated password, select the green **SAVE** button

Forgot Password

A new password can be issued through three methods.

1. Call the local CMG staff in your County Extension Office as they can reset your password.
2. On the VMS sign in page, https://vms.csuextension.org/sec_Login/, select the option at the bottom called **Forgot Password?** and enter your username followed by selecting the green button that says **SEND NEW PASSWORD**.
 - A message box will pop up that says *the email has been sent successfully*, click on that blue OK box
 - A new, temporary password is automatically sent to your email address that is in the VMS system. Be sure to check your junk/spam folder if you do not see this in your inbox
 - Do not reply to this email
 - Do not save this temporary password if your electronic device asks to
 - Immediately reset your password
 - Passwords are case-sensitive and must be entered without any added characters or spaces - make sure your caps lock is off
3. If you forgot your password and your username, select the *Get Help* button at any time. Follow the directions that come up, making sure to complete the areas with a red asterisk and verify that you are not a robot. When complete, select the green *Submit* button.

View a 3:45 minute video on [Login Trouble](#) here.

Change Your Email Address

When updating your email in VMS, also be sure to email your local CMG Coordinator or admin staff of your new email address in case they send emails from a separate system.

1. Log in to VMS, https://vms.csuextension.org/sec_Login/
2. Click on the **MY PROFILE** tab
3. Select the **User** tab
4. In the **Email** box, delete your current email and enter your new one
5. Click on the **Save** button near the top of the page

VMS Home Page

When you access your VMS account it automatically opens to your local county's homepage containing three main sections. The top section is called the header and in the upper right-hand corner will show the first and last name of who is logged in and the participating county.

Also in the top right corner is a double arrow icon - clicking on this removes the header and the menu giving you a larger space to view. The upper mid-section is the green menu bar. Click on the double arrow icon again to showcase the menu bar. This is where you will access all the

applications and functions. Scroll over the menu titles to see all the features available. The largest section of the home page is called the dashboard. You can always navigate back to this section by clicking on the tabbed house icon in the left-hand side of the screen called *Home*. This dashboard contains several boxes which are called widgets. The *NEWS* widget contains local news items and other notices from your CMG program administrators. The content will vary and may be updated frequently or annually. There are widgets that contain running totals hours and contacts for the current year. On the right, widgets contain links that are posted by the State CMG Coordinator or admin staff with direct links to useful CSU websites like the CMG state page, CMG Diagnostic Toolkit, and the CSU CoHorts blog. Each widget heading contains a small bracket icon next to the title. Click on this bracket to enlarge subject into the full dashboard area. Clicking on the x in the right-hand corner will close it back to its contained area.

View a 5:20 minute video to [Your Homepage Navigation](#) here.

VMS Menu

The VMS homepage has a green menu bar from which to choose *MY ACTIVITY*, *DIRECTORY*, *MY PROFILE*, *EMAIL*, *CALENDARs*, *DOCS*, *GET HELP* and *EXIT*. These will always be visible at the top of your screen while navigating this website. If you'd like to move it out of the way to enlarge your dashboard, click on the double arrow in the upper right-hand corner of the screen. When you open up an application from this menu bar, it will open a new tab visible next to the *Home* tab with the house icon. You can then navigate between tabs by clicking on the tab you want. If you wish to close all tabs at once, right click in any one of the tabs and select your choice. You will see a few options. When in an application, you navigate between applications by selecting the *Back* button when there is one available.

View a 5:20 minute video to [Your Homepage Navigation](#) here. This demonstration starts at minute 2:36.

MY ACTIVITY menu

Use this tab to report and view your volunteer or continuing education hours and contacts, and to sign up for or view your projects.

- **REPORT HOURS** – use this to report volunteer hours along with contacts, and continuing education hours
- **VIEW/EDIT HOURS** – this report displays your reported hours
- **SIGN UP FOR PROJECTS** – view the list of projects in your program area and sign up (note: not all counties take advantage of this feature)
- **MY PROJECTS** – view your project involvement and remove yourself from projects for which you have signed up for (note: not all counties take advantage of this feature, check with your local CMG Coordinator or admin staff)

Reporting Hours and Contacts

Hover over the *MY ACTIVITY* menu option and select the desired application from the drop-down list of *REPORT HOURS*, *VIEW/EDIT HOURS*, *SIGN UP FOR PROJECTS* and *MY PROJECTS*.

Report Hours

- Under the banner *Who, When, Where*, select the appropriate event from the drop-down list in the **Local Project** bar.
- Enter the **Event Date**.
 - Event date of the activity cannot be in the future nor in the last reporting year
 - Must enter event date as (mm/dd/yy) by typing in numbers for the month, date, and year. The system will automatically add the slashes. Or you may select the calendar icon to use the date picker.
- Under the banner *What*, enter the hours of volunteer work in the Volunteer Hours field or continuing education hours in the Continuing Education Hours field.
 - This field allows decimals so one and a half hours looks like 1.5. Round to the nearest quarter hour. 15 minutes after the hour = .25, 30 minutes after the hour = .5, 45 minutes after the hour = .75.
- **Miles Driven** is optional. This is for your own tracking purposes and may be used for tax purposes if applicable. Sometimes a coordinator may ask for this to assist in their reporting numbers.
- **Event Description** is an optional field that identifies the event you served at, such as Garden Help Desk, Maple Hills Garden Center Clinic, or Plant Select Demonstration Garden. Follow the leading of your CMG Coordinator or admin staff on how they want you to record in this box.
- **Add Contacts** - Categories of *Age, Gender, Ethnicity* and *Race* should be completed to the best of your ability to support CSU Extension's efforts in the area of diversity, equity, and inclusion for federal regulations regarding reporting the demographics of people we serve.
 - When putting numbers in the Age section, it will automatically place a total in the *Total Age* box. The numbers in the *Gender, Ethnicity, and Race* sections all need to equal the numbers in the *Total Age* box. You will get error notices and cannot continue unless these numbers match.

The image shows a screenshot of a demographic reporting form. It is divided into four main sections: Age, Gender, Ethnicity, and Race. Each section has input fields for different categories and a 'Total' field. Red circles are drawn around the 'Total' fields in each section, indicating that the sum of the individual category values must equal the total value.

Age			
Adult	Youth	Unknown Age	Total Age
4	25		29

Gender			
Male	Female	Unknown Gender	Total Gender
16	13		29

Ethnicity			
Hispanic	Non Hispanic	Unknown Ethnicity	Total Ethnicity
		29	29

Race			
White	Black		
	20		
Asian	Native American or Alaskan Native		
Native Hawaiian or Pacific Islander	Two of More Races		
Some Other Race	Unknown Race		
		9	
			Total Race
			29

- Select the **Add** button to save and submit your record. The system automatically reopens in an update mode. In this mode
 - You can make changes to the record that was just added and end with selecting the **Save** button
 - Continue recording any additional volunteer hours by clicking the **Add New** button and repeat the process
 - **Copy** an existing event and edit the **Event Date** to reflect each occurrence. Use the **Add** button at the top of the field to save changes

View a 5:39 minute video to [Report Your Vol Hours, Conti-Ed Hours, and Contacts](#) here.

Viewing Your Hours and Contacts

Select the dropdown option **VIEW/EDIT HOURS** to access the **REPORT OF MG HOURS** banner.

- This will show you details of information that has been entered such as event, date, volunteer hours and conti-ed hours, miles, and total contacts
- By default, this shows all hours entered into the system that you have accrued

Run Hours Report

1. Select the green **Search** button
2. Leave the *Local Project* drop down box alone/blank
 - a. In the *Event Date* select the drop-down option **Between**
 - b. Now select the dates you want
 - i. Typically, November 1st of current program year to current date or October 31st of current program year
3. Select the **Search** button

Print/Save Hours Report

1. After running a report of hours following the directions above and while still in the search results screen, click on the gray **Export** button in the upper right
2. Use the drop-down items to select *PDF, Excel, CSV, or Print* and follow the prompts for that selection

View this 2:34 minute video to watch a demonstration on how to run searches of your hours at [View and Edit Hours](#).

Editing Your Hours Report and Contacts

1. Select the dropdown option **VIEW/EDIT HOURS** to view an event to edit
2. Click on the ID button to the left of the entry for the event you want to edit
 - This opens the selected event and now you can edit as needed
 - For recurring identical events, you have the option to **COPY** an existing event and edit the **Event Date** to reflect each occurrence

- Remember to select the **SAVE** button at the top or bottom of the screen to save any and all changes
- The **Reload** option will allow you to see any updates to the entry
- Choosing the **Delete** option to remove the entry entirely

View a 2:34 minute video to [View and Edit Hours](#) here.

Projects

As part of the VMS setup, each volunteer can sign up for *Projects* of their interest. Signing up for a project puts volunteers in the email list within VMS for information about that project and notifies the project leader of those who are interested. This does not commit the volunteer to any specific event (date and time). Some counties will use project lists to contact volunteers about specific events. Ask your local CMG Coordinator or admin staff if they want you to complete this section as not all counties use this feature.

Sign Up for Projects

1. Hover over the **My Activity** menu tab and click **SIGN UP FOR PROJECTS** in the drop-down menu
 - Here you will see a list of Projects that you have not signed up for already

Viewable is the Project Name, Project Description, Project Information, Project Contact, how many volunteers are requested for each project, and how many are active in the project

 - These will vary by county and some counties may not utilize this feature
2. Sign up for the project(s) you are interested in by **checking the box** next to the project(s)
3. Now select the green **Sign Up for Project** button, upper left
4. A confirmation box pops up listing the project(s) you've signed up for, click **OK**
 - The projects you are signed up for are now removed from this list

Sign Out of Projects

1. Hover over the **MY ACTIVITY** tab and click on **My Projects** to access the projects you have selected
2. Select the box next to the ID number of the *Project Name* that you want to remove, it will turn blue and have a check mark in the box once it is selected
3. Now click on the red box that says **Sign Out of Project** at the top of the projects list
4. A confirmation box pops up that lets you know projects were removed from your participation followed by a list of the titles that were removed
 - NOTE: This does not un-volunteer you from any shifts you are signed up for that may be linked to this project

View MY PROJECTS

1. To view the projects you have selected, hover over the **MY ACTIVITY** tab and click on **My Projects**
2. Select which projects you would like to sign OUT of by checking the corresponding checkbox
3. Then click the red **Sign Out of Project** button

View a 2:26 minute video on [Project Sign Up](#) here.

DIRECTORY menu

Use to view current contact information for CMG volunteers and staff in your county with their emails and preferred phone numbers. This is a great way to see who is signed up for an event with you or to contact someone to ask them to join you in volunteering at an event.

1. Select the **DIRECTORY** menu tab to pull up the roster
2. Locate the person that you want to view details of and click on the **yellow button** that contains their name to view their user profile
 - You will see their name, their photo if they have uploaded one, their address, and preferred phone number
 - If no contact information shows, they may have elected to keep their contact information private
 - You may find it beneficial to use the double arrow icon to enlarge your screen view of an individual as mentioned in the Home Page section

View a 4:21 minute video about the [Directory and User Profile](#) here.

This roster is for internal communications within the CMG program and must not be shared outside of this group or used for commercial purposes

MY PROFILE menu

- **Contact** - lists your current address and phone number(s)
- **Photo** - uploading a photo helps volunteers identify each other
- **User** - update your email address, lists residence county
- **Demographics** - personal demographics, only admins can see this information
- **Programs** - shows your program information such as status as an Apprentice, Volunteer, Emeritus, etc., if privacy is enabled, and by clicking on the edit icon (square with pencil) you can view the year that you started volunteering
 - **Privacy Enabled?** Please note that this is a secure system. Default is set to *No*. If you wish for your profile to be separate from other volunteers in the system, select *Yes*.

Update Your Profile

Click on the **MY PROFILE** menu tab. A banner titled *UPDATE OF USER PROFILE* with this series of tabs *Contact, Photo, User, Demographics* and *Programs* is where you update your information.

Contact tab: make sure your information is current and correct. Click **Save** after any and all changes.

Photo tab: upload an appropriate photo of yourself here. Click **Save** after any and all changes.

Adding a Photo

1. **Save a photo of yourself** to your device that you want to use as your profile picture (not a pet, a plant, or multiple people, etc. - we need to see your face)
2. Log in to **VMS**
3. Open the **MY PROFILE** menu tab by clicking on it
4. Select the **Photo** tab

You now have two options

- Click on the **Select File** button and select your photo from its saved location by clicking on it to highlight it
- Next select the **Open** button and your photo will appear in VMS
- Click on the **Save** button to complete this process
- **Or drag** the desired photo and drop it in the box provided and your photo will appear in VMS
- Click on the **Save** button to complete this process

Removing Photo/Updating Photo

1. Log in to **VMS**
2. Open the **MY PROFILE** menu tab by clicking on it
3. Select the **Delete** button under your current photo
4. Now click on the **Save** button above this and the photo will disappear
5. To update or add a new photo, follow the above instructions for Adding a Photo
6. To verify your changes, you can select the **DIRECTORY** tab and find your name to view

User tab: update your home county, username, and email here. Click **Save** after any and all changes. You'll **also find directions here to reset your password**.

Demographics tab: data collected here is for reporting only. This determines program outreach and compliance with diversity, equity, and inclusion goals. Click **Save** after any and all changes.

Programs tab: lists all CSU Extension programs in which you participate. To edit the items in the list, click on the **pencil and paper icon** at the left of the entry.

The *Programs* tab contains information set by Extension staff regarding your program status (CMG, Apprentice, Temporarily Inactive, etc.) under the Extension Program Participation category. You can view the status of your annual renewal dues here.

If you are a member of other Extension programs (such as Native Plant Master) in addition to the Colorado Master Gardener program, there will be one data line per program listed.

Clicking the **edit** icon at the left side of the program entry will access three new tabs related to that program's participation. *Program Info* specifies details of your status within the designated program. You can add notes to the *Pgm Skills* box on this tab.

CSU Extension respects your right to privacy. If you prefer that your address and phone numbers are not visible to other CMGs using the roster, click **Yes** on this button. If you desire to share your contact information with fellow volunteers, leave this set to *No*.

The **Skills** tab allows you to choose the topics in which you are already skilled and knowledgeable. Please check any skills topics that you are willing to share with the program. This will enable your coordinator or admin staff to email all volunteers with skills required for specific projects. This tab's details will vary county to county or may not show any list.

Selecting projects from the local **Projects** list will not volunteer you for a particular event or project but will allow your coordinator or admin staff to contact volunteers expressing interest in the listed projects. This tab's details will vary county to county. To select a project in this list, click on the box next to the project title and select the **Save** button. Also view directions in the section titled *Sign Up for Projects*.

View this 4:21 minute video [Directory and User Profile](#) here. This demonstration starts at minute 2:42.

EMAIL menu

Volunteers can send individual and group emails through VMS to other volunteers and staff within their county program. Email should be used for **official communications only involving the Colorado Master Gardener program**. **It should not be used to advertise businesses, personal events, etc.**

Emailing within VMS

Directions for sending an email to an individual, a select few, or a group:

1. Hover over the **EMAIL** menu tab and select the option of **SEND EMAIL** from the drop-down menu
2. There are three columns listed as *Skills*, *Local Projects*, and *User Status*

3. The left column is called **Skills**
 - Use this list to choose from volunteers that have selected a skill that you want to email them about
 - This *Skills* list varies from county to county
 - Some counties may not have anything listed in the *Skills* column
 - This column is optional, but one item from one of the lists must be selected
4. The middle column is called **Local Projects**
 - If you know the volunteer(s) you want to email are in a particular team or group, you may make that selection here such as Tree Team...
 - This column is optional, but one item from one of the lists must be selected
5. The right is a column called **User Status** that lists the cluster of volunteers in your county program(s) for their volunteer status
 - If you know the status i.e., Apprentice, Master Gardener, Affiliate, etc. of the person you want to email, click on that status
 - If you don't know their volunteer status, you may click **Select All**
6. Now select the green box **Email by Interest or Group** at the bottom
7. A new screen titled **SEND NEW BULK EMAIL** pops up where you can now craft your email details
8. In the *Recipients* section, **select the name(s)** of the person you wish to email by checking the box next to their name
 - If emailing a group, click on the choice **Select All/None**, you will see a checked box next to each recipient's name
 - If emailing one or a few individuals from this recipient list, **click on the box** next to the name(s) you want to select
9. Next is the *Details* section - notice the boxes with asterisks as these must be filled in (date, email sent to, and subject)
 - The date is defaulted to the day you are in the system
 - The email address is set by default and sent to your email address as it is listed in VMS
 - This means that the email will be sent to you, and all your recipients will receive blind carbon copies, and they will be able to reply to your email address
 - It looks like you are able to choose a different email address by simply typing it in the box. This does not work!
 - The subject line is a required field
10. Compose your email in the *Message* section
11. Add attachments if needed following directions on the screen
 - About Multiple File Attachments - Email app allows for up to three file attachments, it is important to use the Attachment fields in order, e.g., attach the first file using the first file attachment block, the second file using the second and so on
12. Selecting the *File Type* (PDF, JPG...) of your attachment from the drop-down box is optional
13. When finished composing your email, click the green **Send Mail** button
14. A pop-up box will announce the number of emails sent - always the number of recipients plus yourself
 - If one volunteer was selected, the box will say "Success! You sent 2 emails." and so on

- When you send an email it is going to be sent to your list and yourself, although the email it is sending from is [Your Name]-CSU EXT VMS and it will say, “This email was sent from the Colorado Master Gardener Volunteer Management System.” at the bottom of the email body
- When people reply to this email, they will be replying to your email that is listed in VMS

View a 4:23 minute video about [Sending Emails](#) here.

Viewing Sent Email(s):

1. To view an email that you have sent, hover over the **EMAIL** menu tab and select the option of **VIEW SENT EMAIL**
2. This lists the emails that you have sent
3. To view your message, click on the **orange oval**, that contains a number ID, on the email that you wish to view. As you hover over this oval it will say “View this email record”
 - A view now opens that shows the ID, date email was sent, recipients, subject line, and body of message along with any attachments
 - If you want to see the *Recipients* list, open the arrow button

CALENDARS menu

View all calendar events, statewide events, sign up for events, set event reminders, and un-volunteer from specific volunteer activities and continuing education classes for set dates and times.

Opening the **CALENDARS** menu tab brings up a visible sidebar menu to the left that shows the calendars that have been set up which varies by county.

- **Statewide Events** – lets you view all events that have been added statewide that you may be able to participate in such as the monthly diagnostic trainings and Colorado Garden and Home Show
 - These events only show in this calendar view, they do not show up in *View All Calendars*
- **View All Calendars** – shows all the opportunities for your local county, volunteer, and continuing education
- Selecting a specific calendar for example, clicking on help desk will populate only those events that are for help desk

View the 6:06 minute video that is embedded in the calendar page.

Volunteer/Sign Up for Event

1. In the green menu bar click the **CALENDARS** tab
2. Select a calendar to view, best practice is **View All Calendars** and the **Statewide Events** calendar
3. In the calendar of your choice, find the event you want to sign up for and click on it
4. Click on the blue box titled **Sign Up**

5. Another box pops up where you can confirm that the title of this event is what you are signing up for, indicate if you are bringing a guest-optional (always check with your CMG Coordinator or admin staff if guests are allowed for any event), and type any notes for your coordinator - optional
6. Now click the green **Add** button
7. A new box pops up letting you know that you are signed up for this event and may close this window by selecting the red box titled **Exit**
 - If selecting the gray **Save** button in this screen you will still need to select **Back** to navigate away from this screen
 - You will notice a red **Delete** button that you may choose if you've changed your mind and you will be asked if you really want to delete this record with the option to select **OK** or **Cancel**
8. You can now click the **Back** button to get back to the event details
9. Or you can now set a reminder for yourself by clicking the blue **Set Reminder** button located at the top and the bottom of the event display page
 - When you have confirmed your email and chosen when you would like to be reminded, select the **Add** button

Un-volunteer for Event

Volunteers are responsible to find their own replacement(s). Check with your local CMG program for un-volunteering procedures as some details may vary by county. If you can no longer attend a continuing education event, please unregister/un-volunteer thus allowing others to fill in the space.

Failure to honor volunteer commitments and leaving assignments unfulfilled are automatic grounds for dismissal from the CMG Program

The VMS system allows events to be blocked from volunteering and un-volunteering within 0-14 days of an event. When it is blocked, there is a banner near the top of the page that says "Sorry, changes in attendance are no longer allowed". You will need to contact your CMG Coordinator or admin staff in this circumstance.

1. Hover over the **CALENDARS** menu tab and select the option of **MY SIGN UPS** from the drop-down menu, a list of all the events you are signed up for will populate
2. Click on the **Event ID** of the event you would like to un-volunteer for
3. Select the red **Remove Me** button near the top of the page
4. A new box pops up where you now select the red **Delete** button if you would still like to un-volunteer from this event
5. A new box asks if you are sure, click **OK**
6. Now select **Exit** and you are no longer signed up for this event
 - The screen lands on the page of the event and you can select the **Back** button to the right of your screen to go back to your event sign ups page
 - If you have changed your mind or accidentally un-volunteered, you can sign up again at this screen by selecting the blue **Sign Up** button
 - You may also set a reminder from this screen by selecting the blue **Set Reminder** button

DOCS menu

Local list of documents available for download, content varies from county to county. Not all counties use this feature.

1. Click on the **DOCS** menu tab to access any uploaded documents specific to your county and program
2. Here you will see the
 - Program Area which is your county
 - Document Type explaining if it is a brochure, flyer, legal, policies and procedures, etc.
 - Document Name is self-explanatory
 - Brief Description is very helpful
 - File Name which is what the downloaded document will be called on your device
 - File Type lets you know if this is a JPG, PDF, etc.
 - Date Created is date the document was added

GET HELP menu

Directly connect to site administrators through this link for assistance, view VMS tutorial videos, and access an online VMS Guide. You can always ask your CMG Coordinator or admin staff for specific help.

Completing the VMS Get Help Form

1. In the green menu bar, click on the **GET HELP** tab or go directly to the VMS Get Help Form without opening VMS https://vms.csuextension.org/get_help/
 2. Follow the prompts in the form to fill in the proper information
 - You are asked to give your name, email address, program area, MG status, select a problem category, and a text box where you can describe your issue
 - There is an option to add a screen shot if you have it
 - Items with a red asterisk are required
 3. Select the green **Submit** button at the bottom right of screen
 4. A window pops up saying “thank you” to let you know that your request has been sent and you can close this tab by selecting the **X** on the Get Help tab or simply select any other menu options in VMS to be routed to those
 - Check your spam/junk folder for immediate confirmation of your Get Help inquiry
 - Please allow 2-3 business days for an answer/solution
- To view VMS video tutorials that are housed here, hover over the **GET HELP** button and select **VIDEOS** in the drop-down menu
 - See the entire list by selecting the three lines in the video box, top right
 - Select your video of choice and watch it on the spot within VMS

- Access an online VMS users guide by hovering over the **GET HELP** button and select **VMS Guide** in the drop-down menu and follow the prompts

View a 1:54 minute video on [Doc-Videos-Getting Help](#) This demonstration starts at minute :50

EXIT menu

Click the **EXIT** menu tab to sign out of VMS. It is good practice to sign out with this button when using VMS at your local garden help desk or when using a shared device.

Troubleshooting

Can I use the Get Help form without going to the VMS website? Yes, click this link to go directly to an online VMS Get Help Form https://vms.csuextension.org/get_help/.

Help, I'm having problems logging in. Contact the CMG Coordinator or admin staff at your County Extension Office or utilize the Get Help form at https://vms.csuextension.org/get_help/, or view page 4, section *VMS Login*. Please note that your username and password are case sensitive. Make sure your caps lock is off.

I'm an Apprentice, why can't I log into VMS? Please make sure that you have heard from your CMG Coordinator or admin staff with the proper credentials to login. It may be that they have not entered your information yet. Usually, Apprentices are entered into VMS a month prior to Green School ending. Also see page 4, section *VMS Login*.

How do I sign up for a calendar event, like volunteering at an information booth? This is covered on page 14, section titled *Volunteer/Sign Up for Event*.

I'm on a special team and I'm not able to sign up for a scheduled calendar event with that team. Why am I getting an error message? Please notify your CMG Coordinator or admin staff of this issue. They need to add you to the specific group which only allows members of particular groups to sign up.

Why am I getting an error saying "Sorry, signups are limited to Access Control Group"? I am trying to sign up for an event and the system will not let me. This means that the person who created the event set it to only allow members of a particular group to sign up. For example, if you are a Tree Team member, who has special training and there is a Tree Team site visit, the event creator can limit signups to only members of the Tree Team group. Contact your CMG Coordinator or admin staff to see if this is the case and they can add you to that specialized group if appropriate.

I signed up for a Project, why don't I see my name on any of the events for that project? Signing up for a Project puts your name on the list of interested CMGs involved in and working on that project. It gives your coordinators and project leads an idea of who's interested in what. To sign up for a specific event or workday, you need to use the calendar applications. Those are found at The CALENDARS menu tab. There you can sign up for specific workdays or events related to that project.

How do I enter volunteer hours when I don't see that category as I try to report them? Inquire with your CMG Coordinator or admin staff to find out how and where they wish you to submit these hours.

Where do I find my Annual Renewal Forms? These are found in VMS once a year. This video, [CMG Compliance-Renewal](#), demonstrates the Annual Renewal Process which includes a declaration of intent, acceptance of terms and conditions for volunteering, and updating one's personal contact information and profile.

I completed my Annual Renewal Forms last year, why do I have to do this again?

All returning Colorado Master Gardeners must complete their annual renewal forms. These are housed in VMS so that the first time on or after the new program year (November 1st) when you access VMS, you will see these forms to complete. Once you have completed them, they will disappear and not need to be completed again until the next program year. Plan on spending 5-20 minutes going through this process. No information has changed. These documents are the same every year.

Why am I getting an error message when filling out various fields? All items with a red asterisk must be filled in.

How do I see a report of my hours for the current year? View details on page 8, of the section titled *Viewing Your Hours and Contacts*. You can also contact your local CMG Coordinator or admin staff for assistance.

I have trouble working with VMS on an iPad, how can I fix that? View this 23 second video, [Fix-iPad-Safari-Issues](#), that shows how to set Safari on your iPad to request the desktop version of VMS to display on your iPad. The video is of a Texas VMS, but the settings in Safari will be the same.

When I open an event to sign up, that page is too large to see, why am I not able to scroll?

Your screen size and resolution settings can have a bearing on how the calendar and sign-up form looks. Your device and browser settings may be displaying the window and page content larger than usual. Make sure your screen resolution default is set to 100% zoom. Also, click on the small double arrows that are in the top right of your screen next to your name which will enlarge your view screen of options as well. View this 2:29 minute video here [Event Sign Up on Smaller Screen](#).

I'm moving and will become a CMG volunteer in another county. How do I change counties in VMS? Work with your local CMG Coordinator or admin staff. They will notify the State CMG Team about your county change and the state team can make that adjustment in VMS.

How do I change my participation status from Temporary Inactive to being an active CMG again? This is handled by your local CMG Coordinator or admin staff. Contact them directly.

Why am I not seeing a reply email to my Get Help inquiry? Sometimes this winds up in junk or spam folders. To prevent this, allow emails from the csuextension.org domain in your email "Whitelist." Add the email noreply@email.csuextension.org to this whitelist as well. To find out more about that, Google the following: "How do I whitelist a domain in <<provide your email provider here, Gmail, yahoo, outlook, Hotmail, etc.>>"

Prepared by the CSU VMS Super User Team, March 2022

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