MASTER GARDENER

COLORADO STATE UNIVERSITY

EXTENSION

Colorado Master Gardener℠

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_t63ZeEoZs8HvlO

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

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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.

This 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/.
2. Under the Volunteer Resources tab, select **VMS**. Select the **LOGIN TO VMS** button.
3. 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.
4. 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. It is highly recommended that you do this as soon as possible.
   - 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 **eye 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.
5. To save your changed/updated password, select the green **SAVE** button.

Forgot Password

A new password can be issued through any of these 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 upon accessing your profile in VMS.
- 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 at 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 web 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 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 utilize this feature.
- *MY PROJECTS* – View your project involvement and remove yourself from projects for which you have signed up for. Note: not all counties utilize this feature, check with your local CMG Coordinator or admin staff.
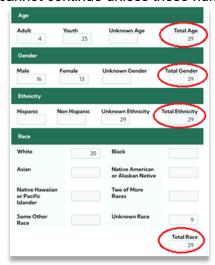
Reporting Hours and Contacts

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 or admin staff 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. <u>Follow the leading of your CMG Coordinator or admin staff on how they want you to record in this box.</u>
- ***Add Contacts*** consists of categories for *Age*, *Gender*, *Ethnicity* and *Race* should be completed to the best of your ability to support CSU Extension's efforts in 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.

- Select the ***Add*** button to save and submit your record. VMS 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 <u>Report Your Vol Hours, Conti-Ed Hours, and Contacts</u> here.

View 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 that you have entered into the system that you have accrued.

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

Run Hours Report

1. Select the green **Search** button. Leave the *Local Project* drop down box alone/blank.
2. In the *Event Date* select the drop-down option **Between.**
3. Now select the dates you want. Typically, November 1st of current program year to current date or October 31st of current program year.
4. 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 **Excel, CSV, or Print** and follow the prompts for that selection. PDF is not currently available.

Editing Your Hours 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.
3. 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.
4. Remember to select the **SAVE** button at the top or bottom of the screen to save any and all changes.
5. The **Reload** option will allow you to see any updates to the entry.
6. Choose 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 or 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.
2. 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 Requested* for each project, and how many are active in the project.
3. These will vary by county and some counties may not utilize this feature.
4. Sign up for the project(s) you are interested in by **checking the box** next to the project.
5. Now select the green *Sign Up for Project* button, upper left.
6. A confirmation box pops up listing the project(s) you've signed up for, click **OK.**
7. The projects you are signed up for are now removed from this list of options.

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

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. This does not un-volunteer you from any shifts you are signed up for that may be linked to this project.

View My Projects

To view the projects you have selected, hover over the **MY ACTIVITY** tab and click on **MY PROJECTS**. You can also sing out of projects in this screen, follow the prompts.

Directory Menu

Use this 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.

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

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.
3. 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.
4. 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.

My Profile Menu

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 can update your information.

- **Contact** – Lists your current address and phone number(s).
- **Photo** – Uploading a photo helps volunteers identify each other.
- **User** – Update your email, username, and residence county here. Click **Save** after any and all changes. You'll also find directions here to reset your password.
- **Demographics** – Only admins can see this information. 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** – 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. 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 in the future.
  - **Privacy Enabled?** Please note that this is a secure system. Default is set to *No*. 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** which is the preferred choice whenever possible.
  - 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. 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.
  - 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. View *User Profile* demonstration at minute 2:42.

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 <u>yourself</u> 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 <u>your face</u>).
2. Log in to **VMS**.
3. Open the **MY PROFILE** menu tab by clicking on it.
4. Select the *Photo* tab.
5. **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.

Email Menu

Volunteers can send individual and group emails through VMS to other volunteers and staff within their county program. <u>Email should be used for official communications only involving the Colorado Master Gardener program</u>. **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**.
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; *Email 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, <u>and</u> 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!
10. Compose or copy and paste your email into the **Message** section.
11. Add attachments if needed following directions found on the screen. **About Multiple File Attachments** – VMS 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 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. It is always the number of recipients plus yourself. For example, 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 address 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 tab ***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*".
   - That email now opens and 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

Here you can ***View All Calendars*** 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.

Hover over the ***CALENDARS*** menu tab and select ***EVENTS – CALENDAR MENU*** to bring up a visible sidebar menu on the left that shows the calendars that have been set up for your county. County calendars vary.

- Selecting ***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 <u>only show</u> in this calendar view. They do not show up in *View All Calendars.*
- Selecting ***View All Calendars*** shows <u>all</u> the opportunities for your local county, volunteer, and continuing education that have been entered into VMS.
- Selecting a specific calendar for example, clicking on help desk, will populate <u>only</u> those events that are for help desk.

View the 3:17 minute video that is embedded in the ***GET HELP*** page called CMG-VMS-The Calendar.

Sign Up for Event(s)

1. In the green menu bar hover over the ***CALENDARS*** tab and select ***EVENTS-CALENDAR MENU***.
2. A side bar opens on the left of your screen where you can now 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 (optional) for your Coordinator or admin staff.
6. Now click the green ***Add*** button.
7. If selecting the gray ***Save*** button (optional!) 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. 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. Confirm your email and choose when you would like to be reminded, end with selecting the *Add* button.
10. Select the *Back* button to navigate away from these screens.

Un-Volunteer for Event(s)

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 volunteer management 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* number for 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. Another box asks if you are sure, click *OK.*
6. Now select *Back* 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 accidently un-volunteered, you can sign up again at this screen by selecting the blue *Sign Up* 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 view documents specific to your county and program. Clicking on the *File Name* of any document automatically downloads it to your device to view.
2. Here you will see the:
   - *Program Area* which is the county you volunteer in.
   - *Document Type* explains if the document is a brochure, flyer, legal, policies and procedures, etc.
   - *Document Name* is self-explanatory.
   - *Brief Description* is very helpful to let you know if this is the doc you want.

- *File Name* is what the downloaded document will be called on your device.
- *File Type* simply 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.

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 the 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.
5. Check your spam/junk folder for immediate confirmation of your Get Help inquiry. Please allow 2-3 business days for an answer/solution.

   View VMS video tutorials that are housed inside VMS by hovering 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 or 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. Your username and password are case sensitive. Make sure your caps lock is off. Contact the CMG Coordinator or admin staff at your local Extension Office or utilize the Get Help form at https://vms.csuextension.org/get_help/, or refer to section *VMS Login* in this guide for assistance.

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. View *VMS Login* for directions.

How do I sign up for a calendar event, like volunteering at an information booth? This is in the section titled *Sign Up for Event(s)*.

I'm on a special team and I'm not able to sign up for a scheduled event with that team, instead, I get an error message. Notify your CMG Coordinator or admin staff of this issue. They need to add you to the specific group which only allows members of 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 you need to be on that team to participate. The event creator can limit signups to only allow members of the Tree Team group to be able to sign up in VMS. 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. That is where 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 into VMS.

Where do I find my Annual Renewal Forms? These automatically pop up in VMS annually at the beginning of each new program year, November 1st. 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 volunteers 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 submitting various forms? All items with a red asterisk must be filled in.

How can I view a report of my hours for the current year? Read the directions titled *View Your Hours and Contacts.* You can also contact your local CMG Coordinator or admin staff for assistance.

I have trouble using VMS on my 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 am joining the CMG program 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 for you.

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 an immediate confirmation email that my Get Help inquiry has been received? 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.>>".